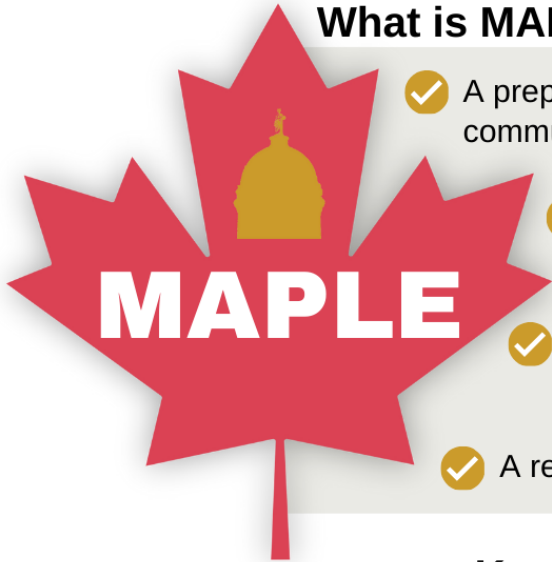City of
Montpelier
vermont

2024

MONTPELIER
ACTION
PLAN FOR
LOCAL
EMERGENCY

DRAFT

How to Use this Plan >

What is MAPLE?

☑ A preparedness tool that provides a high-level overview of the community's preparedness, response, and recovery activities.

☑ Provides the community with maximum flexibility and scalability to prepare for and respond to a variety of disasters.

☑ Does not outline the full recovery process, but rather focuses on short-term recovery activities immediately following response.

☑ A reference guide for community members to utilize during response.

Key Stakeholders of MAPLE = Our Community

A *community* refers to the whole community, inclusive of city government, partners, businesses, and residents.

CITY
Refers to the Montpelier City Government.

PARTNERS
Refers to community organizations, nonprofits, and other entities that assist businesses and residents in disaster response and recovery.

BUSINESSES
A location where people can purchase goods or services in Montpelier.

RESIDENTS
Individuals and families that reside within Montpelier city limits.

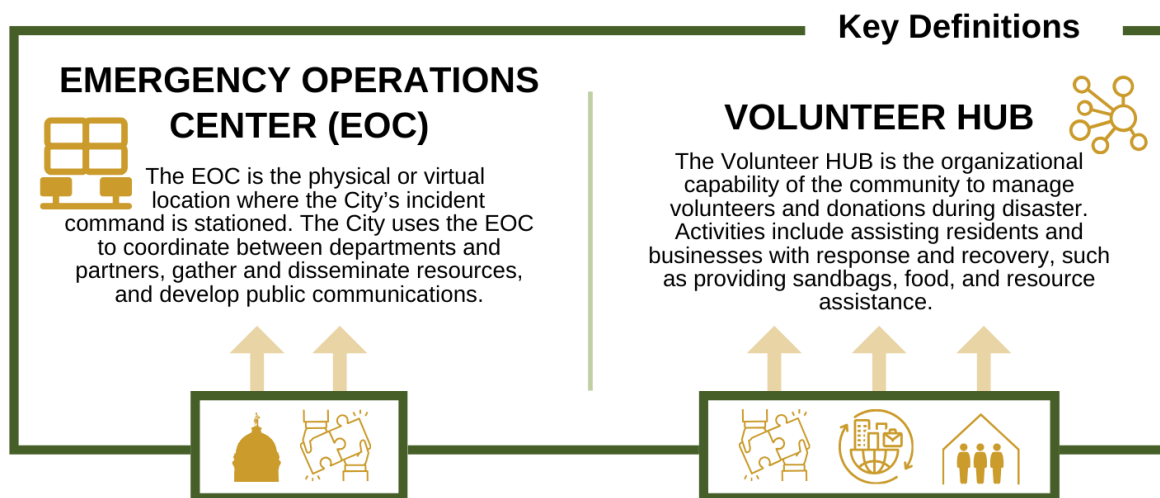## Plan Navigation > Applicable Sections

CITY
- Municipal Adoption Form
- Record of Changes
- Approval and Implementation
- Introduction
- Operational Framework
- Roles & Responsibilities
- Financial Management
- Shelters
- Communications
- Partners and Resources
- Continuous Improvement
- Flood Annex
- City Operational Checklist
- NIMS Typed Resources
- Contact Information

PARTNERS
- Introduction
- Operational Framework
- Roles & Responsibilities
- Shelters
- Communications
- Partners and Resources
- Community Preparedness
- Flood Annex
- City Operational Checklist

BUSINESSES
- Introduction
- Roles & Responsibilities
- Shelters
- Communications
- Partners and Resources
- Community Preparedness
- Flood Annex
- Business Operational Checklist

RESIDENTS
- Introduction
- Roles & Responsibilities
- Shelters
- Communications
- Partners and Resources
- Community Preparedness
- Flood Annex
- Resident Operational Checklist

MONTPELIER ACTION PLAN FOR LOCAL EMERGENCY

Key Definitions

EMERGENCY OPERATIONS CENTER (EOC)

The EOC is the physical or virtual location where the City's incident command is stationed. The City uses the EOC to coordinate between departments and partners, gather and disseminate resources, and develop public communications.

VOLUNTEER HUB

The Volunteer HUB is the organizational capability of the community to manage volunteers and donations during disaster. Activities include assisting residents and businesses with response and recovery, such as providing sandbags, food, and resource assistance.

Plan Timeline

This plan is designed to be applicable during blue sky periods (when there are no disasters) and extends to cover the initial stages of disaster recovery, known as short-term recovery. As indicated in Figure 1, preparedness is viewed as an ongoing activity, while response is focused on the initial onset of a disaster. Short-term recovery is considered to encompass the period of days to weeks following the disaster before entering the intermediate and long-term recovery phases of a disaster. MAPLE encompasses preparedness or blue-sky conditions through short-term recovery, as defined below.

- **Blue-Sky:** Refers to times outside of response and short-term recovery; this allows for uninhibited preparedness and mitigation activities, allowing the community to plan and prepare for the next disaster.
- **Preparedness:** An ongoing activity that includes planning, training, exercises, and educational activities intended to increase the ability of the community to respond to and recover from disaster.
- **Response:** Occurs during and immediately preceding a disaster. Life safety is prioritized over normal day-to-day functions of the community. During the response stage, MAPLE will be activated by the City.
- **Short-Term Recovery:** Refers to the period after response. Short-Term Recovery can last from days to weeks. Critical activities that take place during this phase include damage assessments, coordination of resources to impacted community members, and re-establishing critical services.
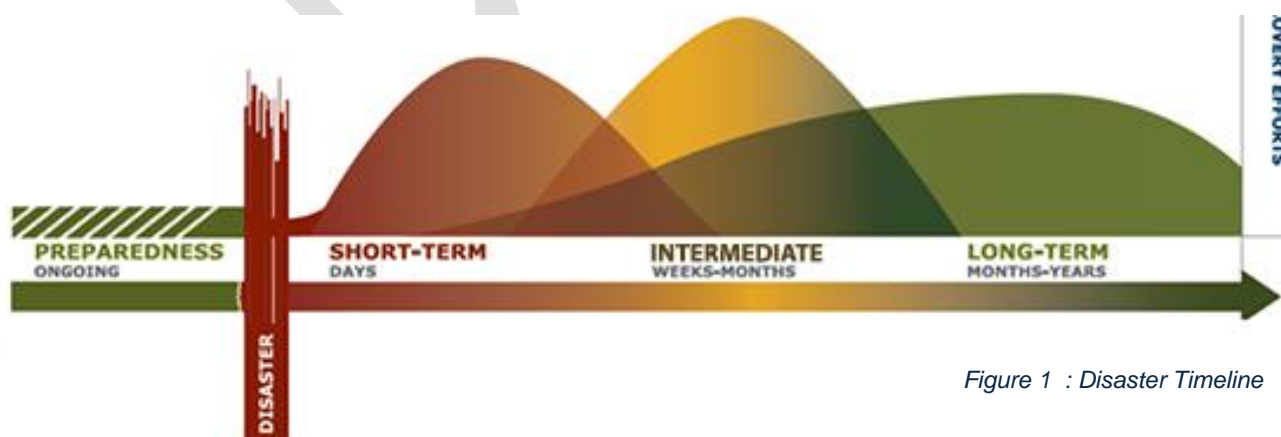

Figure 1 : Disaster Timeline

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Municipal Adoption Form

The Local Emergency Management Plan (LEMP) must be (re)adopted annually, after town meeting day, and submitted to the appropriate Regional Planning Commission (RPC) by May 1st.

At a warned public meeting (regular selectboard/city council meeting), the municipality adopted the LEMP on the date shown at right.

At a warned public meeting (regular selectboard/city council meeting), the municipality adopted the National Incident Management System (NIMS) on the date shown at the right.

If Vermont Emergency Management (VEM) needs to contact municipal leaders to determine status and support requirements during an emergency, the Emergency Management Director (EMD) and two other local Points of Contact (POCs) who should have authoritative local information are listed at right.

• Mark this block if a readopted plan has no changes since the previous year.

Municipality	**City of Montpelier**
LEMP Adoption Date	**XX/XX/XXXX**
NIMS Adoption Date	**XX/XX/XXXX**
EMD Name	**William Fraser**
Position	**EMD**
Primary Phone	
Alternate Phone	
Email	
POC 2 Name	
Position	
Primary Phone	
Alternate Phone	
Email	
POC 3 Name	
Position	
Primary Phone	
Alternate Phone	
Email	

I hereby certify that the LEMP meetings Vermont NIMS requirements and current LEMP Implementation Guidance:

Signed*_____

_____

Printed Name; certifying individual must have taken, at a minimum, ICS402 or ICS 100/IS-100 training

I hereby attest that the municipality has adopted NIMS and the LEMP as stated above:

Signed*_____

_____

Printed Name; Selectboard / council member

Once completed, send adoption form (2 pages) and copy of LEMP to the RPC.

A typed name is acceptable as an electronic signature if it represents an act of that person in accordance with 9 V.S.A. §b278.

MAPLE

Required Elements

Check boxes below indicate the plan has the required elements and, if not using a template, fill in page numbers to report completion of required elements.

Municipal Adoption		
☐	**Municipal Adoption Form**	
	Municipal adoption of National Incident Management System (NIMS)	
	Contact information for local authorities during an emergency	
	Certification that LEMP meets Vermont NIMS/Implementation Guidance	
	LEMP adoption by local selectboard / city council (annual)	
LEMP Required Elements		
☐	**Planners**	
	List of people who wrote/ maintain the LEMP	
☐	**Municipal Emergency Operations Center (EOC)**	
	Activation authority	
	EOC staff positions and duties (minimum 1)	
	List of potential EOC staff members (minimum 1)	
	Facility information for potential EOC locations (minimum 1)	
☐	**Resources**	
	Emergency purchasing agent and spending limits (if any)	
	List of municipal contacts that can be used during an emergency (if any)	
	List of other local resources that could be used during an emergency (if any)	
	National Incident Management System (NIMS) Typed Resource List	
☐	**Public Information and Warning**	
	VT-Alert contact information	
	Local website / social media information (if any)	
	List of local media outlets (if any)	
	Public notice sites for non-phone/Internet information	
	Vermont 2-1-1 contact information	
☐	**Vulnerable Populations**	
	List of organizations/facilities that serve local vulnerable populations	
	Identification and monitoring process	
☐	**Shelters**	
	Spontaneous and regional shelter information	
	Opening information for local shelters (if any)	
	Service information for local shelters (if any)	
☐	**Contact Information**	
	Emergency Management personnel	
	Response organizations	
	Municipal officials / public works	
	State, region, and adjacent municipality contacts	

Approval and Implementation

Project Background

The City of Montpelier collaborated with the Montpelier Commission for Recovery and Resilience (MCRR) and AC Disaster Consulting, LLC. (ACDC) to develop this MAPLE in the aftermath of catastrophic flooding July 10-11, 2023. The MCRR hired ACDC, an emergency management consulting firm, to develop an enhanced LEMP that integrates a whole community approach. The Project Team collaborated with critical stakeholders in Montpelier to gather input and expert knowledge related to the City's available resources, preparedness, and response activities. Community partners, businesses, and residents played a crucial role by sharing their perspectives and experiences. ACDC compiled these perspectives to draft the MAPLE. The City and MCRR supervised and assisted with the development of this plan while simultaneously raising awareness of disaster readiness among the community. Thank you to everyone who supported this crucial project.

Plan Developers

The following sections identify the City of Montpelier's emergency management team and MCRR members who contributed to the development of this plan.

CITY OF MONTPELIER EMERGENCY MANAGEMENT TEAM

	Name	Title
1	William Fraser	City Manager and Emergency Management Director
2	Kelly Murphy	Assistant City Manager
3	Evelyn Prim	Communications Coordinator
4	Eric Nordenson	Police Chief
5	Derek Libby	Fire Chief
6	Kurt Motyka	Public Works Director
7	Alec Ellsworth	Director of Parks and Trees

MONTPELIER COMMISSION FOR RECOVERY AND RESILIENCE

	Name	Title
1	Jon Copans	Executive Director, MCRR
2	Marc Gwinn	CFP® Professional, Edward Jones
3	Aly Richards	Executive Director, Let's Grow Kids
4	Richarda Ericson	Riverine and Conservation Expert

COMMUNITY PARTNERS

	Name	Title
1	**Katie Trautz**	Montpelier Alive
2	**Marek Zajac**	Vermont Housing and Conservation Board AmeriCorps Member
3	**Suzanne Legare Belcher**	Long-Term Recovery Group
4	**Peter Walke**	Executive Director, Efficiency Vermont
5	**Beth Sightler**	Washington County Mental Health
6	**Gary Gordon**	Washington County Mental Health
7	**Heather Slaten**	Washington County Mental Health
8	**Favor Ellis**	Elevate Youth Services
9	**Jaime Bedard**	Just Basics
10	**Ken Russell**	Another Way
11	**Rick D'Angelis**	Good Samaritan Haven
12	**Dan Grober**	Executive Director, Kellogg-Hubbard Library
13	**Carolyn Picazio**	Kellogg-Hubbard Library

MAPLE Adoption Process

The MAPLE will serve as the City's LEMP. As stated in 20 V.S.A § 6 and State Emergency Management Plan, the LEMP must be annually reviewed, updated, and adopted between Town Meeting Day (the first Tuesday in March) and May 1st. A current LEMP is also required for the City to receive federal preparedness funds and an increased state reimbursement through the Emergency Relief and Assistance Fund (ERAF).

A publicly warned meeting of the Montpelier City Council must be held to formally adopt the MAPLE with a majority vote. Once the MAPLE has been approved, the City Manager and City Council Chair must sign the Municipal Adoption Form attesting that the LEMP meets the Vermont NIMS requirements and current LEMP Implementation Guidance. The certifying individual (i.e. City Manager) must possess, at a minimum, Incident Command System (ICS) 402: NIMS Overview for Senior Officials or ICS-100: Introduction to the ICS training certification. The City will then send a copy of the MAPLE and the signed resolution to the Central Vermont Regional Planning Commission (CVRPC) for review and approval before final submission to VEM.

Introduction

The MAPLE is an adaptable, multi-hazard document outlining the City and community's intended preparedness, response, and short-term recovery to emergencies caused by natural and human-caused threats. The purpose of MAPLE is to provide a foundational framework for the whole community to implement a coordinated, scalable, and organized response to disaster.

Whole Community Planning

Whole Community Approach

Emergency management is a shared responsibility and needs to involve everyone. Outside of the City of Montpelier government, residents, businesses, faith-based and community organizations, and nonprofit groups must work together to prepare, respond, and recover from disaster.

The Whole Community Approach attempts to engage all stakeholders in the community when creating preparedness documents to increase awareness and understanding of the hazards that Montpelier may face. Montpelier strives to capture this engagement by including public, private, and nonprofit organizations. This inclusion allows preparedness engagement on all community levels, increasing preparations and self-sufficiency throughout Montpelier's neighborhoods.
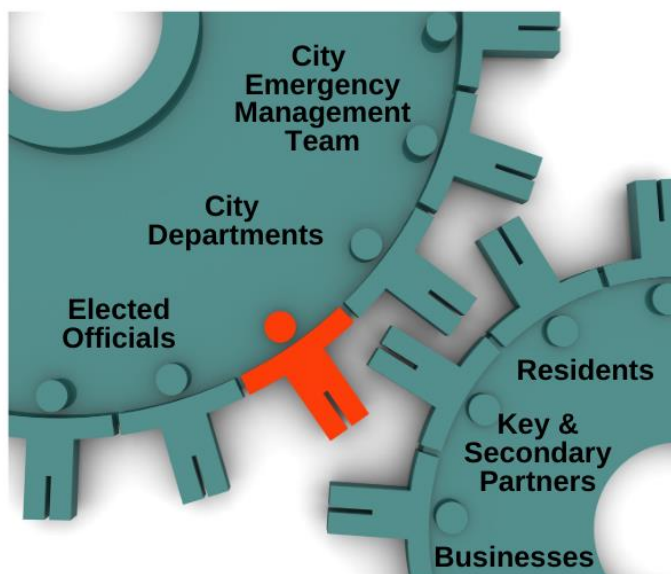
Figure 2 illustrates how Montpelier weaves standard emergency management principles into the fabric of the entire community to achieve organizational resilience. Every member of the community is a vital thread in this intricate tapestry. Just as each thread must be interwoven for the fabric to hold strong, everyone must work together; otherwise, the structure will unravel.

Figure 2: Relationship of the Whole Community to Achieve Organizational Resiliency

Purpose

The primary purpose of MAPLE is to outline the City's all-hazard approach to emergency operations to protect its residents' safety, health, and welfare throughout all emergency management mission areas. The City aims to manage emergencies in the most orderly, efficient, competent, and

productive way possible. To help achieve this goal, the City will use the principles of the National Incident Management System (NIMS), including the Incident Command System (ICS) and the National Response Framework (NRF).

Scope and Objectives

MAPLE focuses on operations for both small- and large-scale disasters, not routine emergencies. It guides the whole community by outlining duties and obligations for effective disaster response. MAPLE is always in implementation, allowing for selective activation based on situational requirements, and ensures tailored coordination for each situation.

This plan has been developed to provide guidance for Montpelier based upon the following objectives:

- Describe Montpelier's whole community approach to emergency management.
- Establish the City's policy and procedures for emergency response.
- Assign tasks and responsibilities.
- Provide all community members with an understanding of preparedness, response, and short-term recovery activities to improve resiliency.
- Provide a framework for performing emergency functions before, during, and after disaster.

Situation

Montpelier is exposed to many natural and human-caused hazards that have the potential to disrupt the community, cause damage, and create casualties. Montpelier lies within Washington County and is the capital of the State of Vermont with a population of 8,030.[1] The City's downtown sits on the main and secondary branch of the Winooski River and has proximity to Interstate 89. Due to its location along the Winooski River, much of the downtown lies within the floodplain. The situational landscape puts Montpelier at high risk for natural hazards such as flash and inundation flooding, winter storms (i.e., snow, ice, cold), ice jams, extreme heat, and severe storms (i.e., hurricane, tropical storms, high winds, heavy rain).[2]

As indicated previously in this plan, the City and MCRR collaborated to develop a more comprehensive operational plan in response to the catastrophic flooding experienced on July 10-11, 2023. The State of Vermont experienced extreme flash flooding and river flooding (inundation) that resulted in extensive damage to homes, businesses, and infrastructure. Montpelier was heavily impacted with inundation flooding in its downtown and flash flooding in its more rural

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[1] 2022 American Community Survey 5-Year Estimates
[2] 2023 City of Montpelier Hazard Mitigation Plan

neighborhoods. Many businesses and several homes were devastated as a result of the flooding with the path to recovery being long and arduous for many. Some businesses were unable to reopen and some residents were unable to return to their homes.

Climate change predictions for Vermont consist of warming temperatures, shorter winters, and an increase of intense storm events. These predictions will continue to stress the city's infrastructure and social systems as the frequency and intensity of weather events increase. The environmental and economic consequences of hazards can be significant, particularly to our vulnerable populations (i.e., elderly, young, disabled, unhoused, etc.). Montpelier's residents are likely to face challenges in accessing the resources necessary to adequately prepare for these events and recover physically, mentally, and economically after disaster. However, Montpelier is committed to achieving and fostering a whole community disaster management approach that is fully inclusive of at-risk populations, including individuals with disabilities and those with access and functional needs. Integrating community- and faith-based organizations, service providers, government programs, and at-risk populations into the planning process has developed and leveraged meaningful partnerships to enable the city to create, support, and sustain an inclusive disaster management system.

Operational Framework

This section describes the City's operational framework, which defines the processes to activate this plan, structure of the City's EOC to include positions, duties, and locations, as well as the framework for the Volunteer HUB to support volunteer and donations management.

Monitoring and Activation

Monitoring is an ongoing preparedness activity that collects and analyzes information to guide decision making. Information may be collected from a variety of sources, such as through the mainstream media and social media sites, weather prediction offices and sources, local and/or state government, first responder agencies, partners, businesses, and residents. The City's Emergency Management Team (EMT) is ultimately responsible for monitoring activities to determine if this plan should be activated. The community should monitor all official City messages and weather reports to determine if preparedness and/or response actions need to be taken. Position and role-specific procedures related to monitoring and activation are included as annexes to this plan and will be implemented upon plan activation.

EMERGENCY OPERATIONS CENTER ACTIVATION

Sections of MAPLE that apply directly to the City's operational framework can be activated by any member of the EMT, including City Manager, Assistant City Manager, Fire Chief, Police Chief, and Public Works Director. MAPLE can be activated prior to, during, and after a disaster. MAPLE may be activated in whole or in part, depending on the incident. For example, a disaster with widespread impacts across the community will require the full activation of this plan. For special events or monitoring activities (e.g., potential for ice dam), the EOC may be activated in a limited capacity until the threat level has increased.

VOLUNTEER HUB ACTIVATION

When activating the EOC, the need to activate the Volunteer HUB should be considered. The Volunteer HUB can be activated by the EMD or their designee in coordination with the Department of Parks and Trees and Montpelier Alive. The Volunteer HUB can be activated prior to, during, and after a disaster as necessary. If a disaster event is predicted to occur, the Volunteer HUB should be partially activated to assist the community with preparedness activities, such as distributing sandbags. Unpredictable, or sudden, disaster incidents may occur.

INCIDENT LEVELS

Incident levels assist the community by recognizing the degree of mobilization of a particular situation. Emergencies and planned events will not always fit neatly into incident levels, and any incident has the potential to intensity or expand to a high level.

Level 1	A Level 1 incident is a minor and localized incident that is quickly resolved within existing community resources or limited outside help. A Level 1 incident has little or no impact on the whole community. Level 1 incidents typically do not require the activation of MAPLE, EOC, or Volunteer HUB. However, planned events within the

	city may require the activation of the EOC. Examples of Level 1 incidents include planned events, small fires, limited-duration power failures, routine weather events, and standard fire and police response.
Level 2	A Level 2 incident is a significant event or threat that requires response by more than one department/response agency due to special or unusual characteristics or is beyond the scope of available local resources. Level 2 incidents may require partial implementation of this EOP, EOC, and Volunteer HUB. Examples of Level 2 incidents include large or multiple structure fires, structural collapse, extended power or utility outage, significant weather events, or an external emergency that may affect response agencies or operations.
Level 3	A Level 3 incident is a significant disaster or imminent threat involving the coordinated response of the community to save lives and protect property. Significant disasters may cause a wide range of impacts, such as those requiring the evacuation and sheltering of residents. MAPLE, EOC, and Volunteer HUB will be activated. Examples of Level 3 incidents include major flooding, extended power outages caused by extreme heat or winter weather, and hazard material spills.

DEACTIVATION

Each incident will be evaluated to determine the need for continued operation of the EOC and/or Volunteer HUB after the emergency response phase of the incident has been completed. The EMD or their designee makes this decision.

During the short-term recovery phase for a major disaster, it may be desirable to continue to operate the EOC and Volunteer HUB during the day with limited staffing to facilitate the dissemination of information and resources.

Once the decision has been made to limit hours/staff or close the EOC and/or Volunteer HUB, the notification must be disseminated to the same agencies that were notified when they were activated. If necessary, the EOC and/or Volunteer HUB may be re-opened or re-initiated at any time.

EOC Positions and Duties

EOC ROLES AND RESPONSIBILITIES

This section defines the roles and responsibilities of the EOC structure, including the identification of lead and support / secondary staff to fill these functions. Several functions with the EOC structure are led and supported by similar individuals and organizations.

Position	Duties	Potential Staff / Partners
EOC Director	Supervises and directs all EOC activities, coordinates municipal support and response, assigns duties, and acts as a liaison with	**Lead:** EMD **Support / Secondary Staff:** City Manager, Assistant City Manager, Police Chief, Fire Chief

MAPLE

Position	Duties	Potential Staff / Partners
	VEM and/or Federal Emergency Management Agency (FEMA).	
Public Information Officer	Responsible for communicating information about an incident to the public, media, and other agencies. Typically this role is public facing and may require on camera interviews with media.	**Lead:** City Manager **Support / Secondary Staff:** Communication Crisis Response Team and as designated by the City Manager, Montpelier Alive, Kellogg-Hubbard Library
Planning Section	Collects situation and resource status information, evaluates it, and processes the information to maintain situational awareness of the disaster.	**Lead:** Crisis Communications Response Team **Support / Secondary Staff:** Volunteer HUB
Logistics Section	Supports EOC operations by providing facilities, communications infrastructure, supplies, equipment, and food/water.	**Lead:** Executive Assistant to the City Manager **Support / Secondary Staff:** City IT contractor, City Department assistants
Finance Section	Manages all financial aspects of an incident, including documenting and tracking expenditures.	**Lead:** Finance Department **Support / Secondary Staff:** City Manager, Assistance City Manager
Operations Section	Manages the ESFs, including the coordination of resources and collection of status reports to maintain situational awareness. Information and requests are provided to the EOC Director.	**Lead:** Fire and/or Police Chief **Support / Secondary Staff:** Deputy Fire Chief, Deputy Police Chief, City Manager, Assistant City Manager
ESF #1: Adminstration and Communications	Ensures day-to-day functions of the City are operating, approves emergency expenditures, tracks documents and finances, and crafts public alerts and messages. This position includes the Public Information Officer (PIO).	**Lead:** City Manager **Support / Secondary Staff:** Assistant City Manager, Finance Director, Communications Coordinator, members of the Communication Crisis Response Team
ESF #2: Infrastructure	Oversees the city's infrastructure and coordinates the emergency repairs of critical infrastructure (i.e., roads, water/wastewater). Coordinates with utility providers to report damage and repairs. Regularly communicates with dam owners	**Lead:** Public Works Director **Support / Secondary Staff:** District Heat, Water Resource Recovery, Water & Sewer, Water Treatment, electric utility, communications infrastructure (i.e., internet, cell, radio), dam owners.

Position	Duties	Potential Staff / Partners
	and Vermont Dam Safety to monitor potential dam emergencies.	
ESF #3: Economic Development	Disseminates official communications to businesses, coordinates resources, collects damage information from impacted businesses.	**Lead:** Montpelier Alive **Support / Secondary Staff:** Chambers of Commerce, businesses, non-profit organizations, Montpelier Economic Development Specialist
ESF #4: Community Resources	Monitors and oversees the condition of City owned parks, disseminating messages on condition and closures as needed. Additionally oversees Montpelier's historical and cultural assets.	**Leads:** Parks and Trees, Montpelier Historical Society **Support / Secondary Staff:** Conservation districts, Vermont Agency of Natural Resource
ESF #5: Emergency Assistance	Coordinates resources to impacted families and individuals, oversees volunteer and donations management, activates local shelters and coordinates with the American Red Cross. Coordinates with vulnerable population organizations to link requests for assistance and resources.	**Lead:** Volunteer HUB, Long-Term Recovery Group **Support / Secondary Staff:** vulnerable population organizations, American Red Cross, housing authorities.
ESF #6: Public Safety	Develops and coordinates tactical operations to protect life and property.	**Leads:** Fire and Police Chiefs **Support / Secondary Staff:** Fire and Police Chiefs, Search and Rescue, other first responder personnel

EMERGENCY SUPPORT FUNCTION CROSSWALK

The National Response Framework (NRF) is the nation's guide to respond to all types of disasters and emergencies. It builds upon the scalable, flexible, and adaptable concepts identified in NIMS to align key roles and responsibilities. The City organizes its response structure to align with this national guidance through Emergency Support Functions (ESFs), defined as groups that provide support to critical community functions throughout the lifetime of disaster. Under the NRF, there are fifteen ESFs designed to organize and support these critical functions.[3] In an effort to align the City's operational framework with state and federal frameworks, ESFs have been combined into six categories in alignment with the current response capabilities of City departments and partners as detailed below.

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[3] National Response Framework | FEMA.gov

Federal ESFs	Federal ESF Definition	City ESFs
ESF #1: Transportation	Management of transportation systems and infrastructure.	ESF #2: Infrastructure
ESF #2: Communications	Restoration of communications infrastructure, coordinates communications support to response efforts, facilities the delivery of information, and assists in the stabilization and re-establishment of systems and applications during incidents.	ESF #1: Administration and Communications
ESF #3: Public Works and Engineering	Assessment of pre- and post-incident assessment of public works and infrastructure, providing technical assistance to include engineering expertise and construction management as well as emergency repair of damaged public infrastructure.	ESF #2: Infrastructure
ESF #4: Firefighting	The detection and suppression of wildland, rural, and urban fires resulting from, or occurring with, an all-hazard incident.	ESF #6: Public Safety
ESF #5: Information and Planning	Collects, analyzes, processes, and disseminates information about a potential or actual incident, and conducts deliberate and crisis action planning activities to facilitate the overall activities in helping the whole community.	ESF #1: Administration and Communications
ESF #6: Mass Care, Emergency Assistance, Temporary Housing, and Human Services	Provides life-sustaining resources, essential services, and statutory programs when the needs of disaster survivors exceed local, state, and federal government capabilities.	ESF #5: Emergency Assistance
ESF #7: Logistics	Integrates whole community logistics incident planning and support for timely and efficient delivery of supplies, equipment, services, and facilities. It also facilitates comprehensive logistics planning, technical assistance, training, education, exercise, incident response, and sustainment that leverage the capability and resources of local partners in support of both responders and disaster survivors	ESF #1: Administration and Communications
ESF #8: Public Health and Medical Services	Supplements local, state, and federal resources in response to a disaster that may lead to public health, medical, behavioral, or human service emergency.	ESF #5: Emergency Assistance
ESF #9: Search and Rescue	Deployment of Search and Rescue resources to provide lifesaving assistance to the community.	ESF #6: Public Safety

Federal ESFs	Federal ESF Definition	City ESFs
ESF #10: Oil and Hazardous Materials Response	Provides support in response to an actual or potential discharge and/or release of oil or hazardous materials.	ESF #6: Public Safety
ESF #11: Agriculture and Natural Resources Annex	Organizes and provides support to protect the community's agricultural, natural, and cultural resources during disasters.	ESF #4: Community Resources
ESF #12: Energy	Coordinates and supports energy systems and their providers on damages, including the dissemination of outage information to the community.	ESF #2: Infrastructure
ESF #13: Public Safety and Security	Aids law enforcement when a disaster exceeds the current capabilities of police to protect the community.	ESF #6: Public Safety
ESF #14: Cross-Sector Business and Infrastructure	Coordinates and supports businesses, City partners, and critical infrastructure to stabilize community lifelines.	ESF #3: Economic Development
ESF #15: External Affairs	Provides accurate, coordinated, timely, and accessible information to the whole community.	ESF #1: Administration and Communications

EOC STRUCTURE

During emergency operations and upon activation of the EOC, EOC staff will assemble and exercise direction and control, as outlined below.
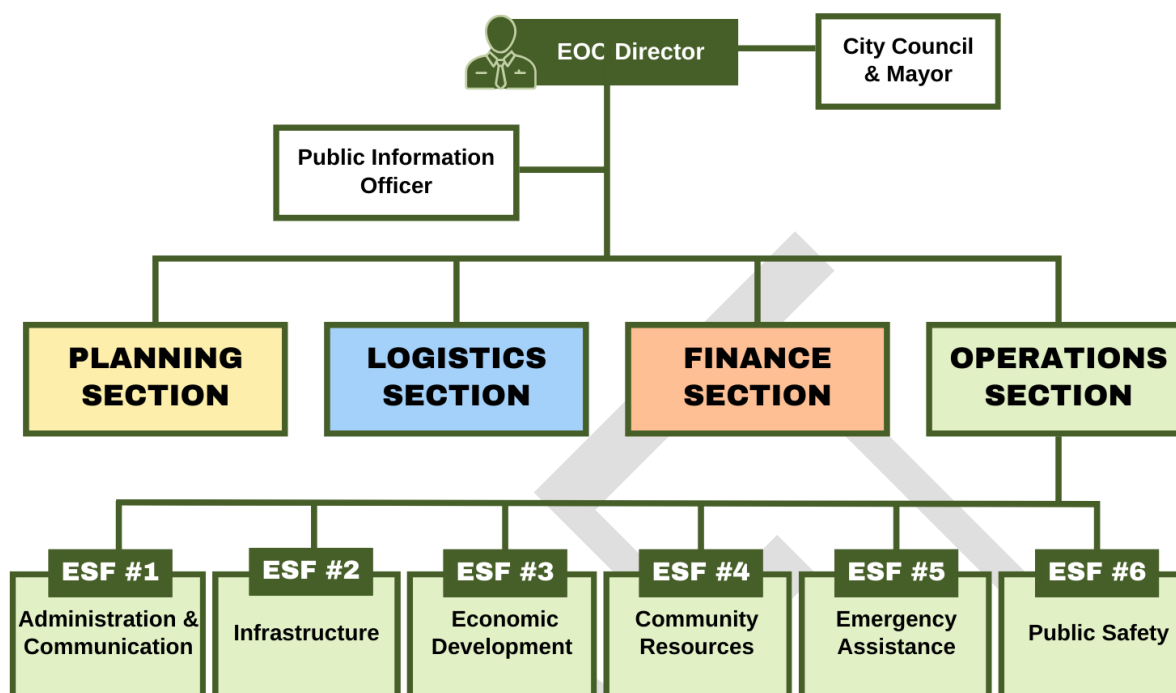
Figure 3: Emergency Operations Center Organizational Chart

Volunteer and Donations Management

This section describes how the Volunteer HUB, in coordination with the City and its partners, will assist the community prepare for, respond to, and recover from disaster. This will be achieved through a comprehensive volunteer and donations management program. Specifically, this section will cover the following:

- Coordinating disaster activities of solicited and unsolicited volunteers;
- Coordinate and/or guide the management and/or list of solicited and unsolicited donations (physical and monetary); and
- Registration, tracking, and/or reporting of volunteer hours and donations received.

The City has faced numerous disasters that required the coordination of volunteers and donations to support response and recovery activities and will continue to face future disasters. When planning for the coordination and management of volunteers and donations, the following should be considered:

- During large-scale incidents, a surge of spontaneous/unaffiliated volunteers and/or unsolicited donations may jam distribution channels, overwhelm City government and Volunteer HUB, and hamper response operations.

- Despite good intentions, spontaneous/unaffiliated volunteers and unsolicited donations during a disaster are often underutilized and can be problematic for established response agencies.
- The lack of an organized system to manage physical donations (i.e., receiving, sorting, prioritizing, and distributing) has the potential to reduce the effectiveness of response operations.
- Careful planning reduces problems associated with spontaneous, unaffiliated volunteers.
- The timely release of information to the public regarding needs and collection points is essential to the management of donated goods and services.
- Coordinating the efforts of multiple volunteer agencies is necessary to avoid duplication of effort and redundancy in the provision of services.
- Reducing the potential for unethical management of monetary donations will be important in a disaster.

ROLES & RESPONSIBILITIES

This section identifies critical roles and responsibilities for the Volunteer HUB during each phase of emergency management to inform what activities might be performed before, during, and after an emergency to support volunteers and donations management. This list is not exhaustive and should be utilized as a starting point for volunteer and donations management processes.

- **Preparedness**
  - Coordinate the regular review and maintenance of this section of MAPLE.
  - Maintain the operational capacity of the HUB to support volunteers and donations activities.
  - Coordinate with the City Finance Department to ensure finance tracking processes are in place.
  - Facilitate, in coordination with City and community partners, the recruitment, training, and equipping of a cadre of disaster relief volunteers.
  - Maintain an inventory of available volunteer and material resources to support response and recovery activities.
  - Establish a custom or off-the-shelf software system for tracking volunteers and matching them with needed services
- **Response**
  - Coordinate and provide situational updates to the EOC to foster a common operating picture.
  - Coordinate the establishment of a Volunteer HUB reception center to facilitate the receival, registering, and referral of volunteers and donations.
  - Coordinate with City partners and other community organizations to identify unmet needs and assign volunteers and donations to address those needs.
  - Utilize agreed-upon software to t   rack and inventory the use of volunteers and donations.
  - Coordinate with the Crisis Communications Response Team (CCRT) to communicate information to the public about how to volunteer and/or donate.
  - Ensure volunteers have the appropriate Personal Protective Equipment (PPE).
- **Short-Term Recovery**

- Coordinate with City partners and other community organizations to identify unmet needs and assign volunteers and donations to address those needs.
- Track and inventory the use of volunteers and donations.
- Coordinate with the CCRT to communicate available recovery resources to the public.
- Participate in all after-action activities and implement corrective actions as appropriate.
- Distribute perishable donations through existing charitable networks, and inventory and store nonperishable   donations.
- Demobilize the Volunteer HUB at the direction of the EMD.

EOC Locations

The City of Montpelier has two (2) physical EOC locations. A tertiary EOC location is available with the Town of Berlin if the first two are compromised or damaged. Conversely, the City of Barre will move their EOC operations to the Montpelier EOC if their EOC locations are compromised or damaged.

EOC #1 & EOC #2

EOC #1

Location: Montpelier Police Department
1 Pitkin Ct, Montpelier, VT 05602

Phone Number: 802-223-3445

Contact: Police Chief Eric Nordenson

Available Assets: WiFi, electrical plugs,

Other Considerations: [placeholder etc., must buzz into MPD building)]

EOC #2

Location: Montpelier Water Treatment Plant
Paine Turnpike, Berlin, VT

Phone Number: 802-229-1401

Contact: ????????

Available Assets: ????????

Other Considerations: ????????

EOC #3

Description: A tertiary EOC is recommended for identification, as the July 2023 flooding damaged the first two EOC locations. The City of Montpelier has a mutual aid agreement with the City of Barre to utilize each other's EOC's if one city's location is compromised. Alternatively, the City could consider a virtual EOC.

Roles & Responsibilities

City personnel and their partners have varying day-to-day operations and will continue to do so during emergency operations. This section assigns responsibilities specific to a disaster, emergency, or general activation of MAPLE to specific departments and organizations. City personnel and partner organizations may have various roles and responsibilities throughout an emergency's duration. Therefore, the emergency management command structure must be established to support response and recovery efforts that also maintain a significant amount of flexibility to expand and contract as the situation changes. Typical duties and roles may also vary depending on the incident's size and severity of impacts, as well as the availability of local resources. Thus , it is imperative to develop and maintain a depth of qualified staff within the command structure and response community.

Some City departments have emergency functions that are like their regular duties, like the Montpelier Police and Fire Departments. These departments are responsible for developing and maintaining their procedures for conducting these functions during a disaster.

Emergency Management Program Structure

This section defines the roles and responsibilities of the City EMT, Primary Partners, Secondary Partners, Residents, and Businesses.

CITY EMERGENCY MANAGEMENT TEAM

The City does not have an office or division of emergency management services separate from its existing departments. For this plan, the structure will be referred to as the City EMT). The City Manager is the appointed EMD unless otherwise delegated. The EMT is responsible for the activities conducted within its jurisdiction and includes elected, appointed, and assigned executives with emergency management-related responsibilities. The roles and responsibilities of the EMT are described throughout this plan to clarify the community's emergency management structure further.

The EMD may delegate the authority to lead response and recovery actions to other City staff. On a day-to-day basis, this authority is delegated to the Fire, Police, and Public Works Departments for incidents over which those departments would be the lead agencies. All departments have the power to establish control of such an incident through an on-scene ICS. Operational control of the scene shall remain with the lead agency as Incident Commander.

The table below details the members of the EMT.

	Name	Title
1	William Fraser	City Manager and Emergency Management Director
2	Kelly Murphy	Assistant City Manager
3	Evelyn Prim	Communications Coordinator
4	Eric Nordenson	Police Chief

	Name	Title
5	**Derek Libby**	Fire Chief
6	**Kurt Motyka**	Public Works Director
7	**Alec Ellsworth**	Director of Parks and Trees

Key general responsibilities of members of the EMT include:

- Establishing strong working relationships with local leaders and core community partners;
- Leading and encouraging the whole community to focus on preparedness by participating in planning, training, and exercises;
- Ensuring that local emergency plans consider the needs of:
    o The jurisdiction, including persons, property, and structures;
    o Community-led organizations and businesses;
    o Disability, Access, and Functional Needs (DAFN) populations, including unaccompanied children, unhoused, and those with service animals; and
    o Individuals with household pets.
- Encouraging residents to participate in volunteer organizations and training courses.

EMD

The City Manager serves as the EMD for the City, who is ultimately responsible for working with the EMT to ensure that unified objectives regarding the City's emergency plans and activities and coordinates all components of the EMT, including assessing the availability and readiness of local resources required during an incident and identifying and correcting any shortfalls.

The following tasks are the responsibility of the EMD:

- Ensuring the planning and general preparedness activities of the government and maintenance of this plan as well as relevant procedures.
- Analyzing the emergency skills required and arranging the training necessary to provide those skills.
- Preparing and maintaining executive team and emergency management contact list.
- Ensuring the operational capability of the EOC.
- Activating the EOC.
- Keeping the governing body apprised of the City's preparedness status and anticipated needs.
- Cultivating relationships with the whole community to meet identified emergency preparedness gaps.
- Coordinating and facilitating regular training and exercise to maintain proficiency in response operations.

City Manager (EMD) and Deputy City Manager

The City Manager and Deputy City Manager are responsible for continuity of government, overall direction of City emergency operations, and serves as the Public Information Officer (PIO) unless otherwise assigned.

The following tasks are the responsibility of the City Manager and Deputy City Manager:

- Ensuring that all City departments develop, maintain, and exercise their respective services.
- Supporting the overall preparedness program in terms of its budgetary and organizational requirements.
- Declaring a state of emergency and acting as the EOC Manager.
- Implementing the policies and decisions of the governing body.
- Ensuring that plans are in place to protect and preserve city records.
- Serving as staff advisor to the City Council for emergency matters.
- Serving as day-to-day liaison between the City and EMT.
- Maintaining liaison with organized emergency volunteer groups, partners, and other organizations.
- Work with Department Directors to provide for the general preparedness of City employees and ensure employees know what their roles and responsibilities are during disaster.
- Coordinating with the State of Vermont executive, judicial, and legislative branches points of contacts.

First Responder Departments

The Montpelier Fire and Police Departments are ultimately responsible for maintaining public safety and responding to daily emergencies. The Fire Chief and Police Chief are members of the EMT. The City's first responders assess the availability and readiness of local resources required during an incident, subsequently identifying and correcting any shortfalls.

The following tasks are the responsibility of the First Responder Departments:

- Ensuring first responder personnel are trained to the maximum extent possible.
- Maintaining situational awareness within the EOC and on-site operations.
- Coordinating with mutual aid and state-level response entities (e.g., Search and Rescue) to address threats to life and property.
- Monitoring threats to EOC and Volunteer HUB locations, moving operations to a safer location when needed.

Public Works

The City's Public Works department provides essential services to sustain critical infrastructure, such as roads, district heating, building maintenance, water, and sewer. The Public Works Director is a member of the EMT. During emergencies, Public Works is ultimately responsible for monitoring and repairing the City's critical infrastructure. Additionally, Public Works closely coordinates with First Responder Departments to close and clear roadways and manage traffic.

The following tasks are the responsibility of Public Works:

- Coordinating with the CCRT to relay status information on the City's critical infrastructure, such as boil-water notices and road closures.
- Supporting First Responder Departments with road closures, debris clearing, and traffic management.

MAPLE

- Monitoring the status of critical infrastructure during disasters.
- Conducting emergency repairs to critical infrastructure, as feasible.
- Documenting and tracking emergency response expenditures to include personnel hours, equipment hours, and purchased supplies.
- Assisting with damage assessments of critical infrastructure.

Crisis Communications Response Team (CCRT)

The CCRT, led by the Communication Coordinator, is responsible for crafting and disseminating information to the public related to ongoing response and recovery operations. More detailed information on the CCRT and emergency communication processes is located within the **Communications** section.

The following tasks are the responsibility of the CCRT:

- Ensuring timely and succinct emergency response and recovery information is disseminated to the public through official City channels during blue-sky times, preceding and during emergencies that affect the City.
- Coordinating with City partners on sector-specific messaging.
- Managing media requests.
- Monitoring communication channels for misinformation, and subsequently addressing misinformation when needed.

Volunteer HUB

The Volunteer HUB is responsible for all volunteer and donations management during disasters. During emergencies, this responsibility includes recruiting and organizing volunteers, inventorying and managing donations, and aiding residents and businesses. More detailed information is located within the **Volunteer and Donations Management** section.

CITY PERSONNEL AND ELECTED OFFICIALS

Outside of the EMT, other City Personnel and Elected Officials will bear responsibilities during times of disaster. At minimum this includes the City Council and Mayor, Finance Department, and Department Directors.

City Council and Mayor

The City Council and Mayor have the ultimate responsibility for policy, budget, and political direction for the City government. During emergencies, this responsibility includes encouraging community involvement and assistance, issuing policy statements as needed to support response and recovery actions and activities, and coordinating with the City Manager to ensure continuity of government.

The following tasks are the responsibility of the City Council and Mayor:

- Adopting MAPLE and other emergency management-related resolutions.
- Acting as a liaison to the community during disaster consistent with official City communications.
- Acting on emergency funding needs.

- Attending PIO briefings.
- Disseminating information to the public on available resources and assistance that is consistent with official City communications.
- Responding to media requests in alignment with official city communications.

Finance Department

The Finance Department serves as the financial and documentation arm for the City, overseeing the day-to-day management of the City's finances and grant financial activities. During emergencies, this responsibility includes documenting all incurred disaster-related costs and damages for potential FEMA reimbursement.

The following tasks are the responsibility of the Finance Department:

- Supporting Department Directors with the timely and efficient documentation of disaster-related costs.
- Tracking and accumulating all disaster-related costs.
- Reporting all disaster-related costs to the City Manager.
- Adhering to FEMA cost tracking requirements for potential reimbursement.
- Coordinating with the Volunteer HUB to ensure consistent tracking of volunteers and donations.

Department Heads

Individual City departments are an integral part of the emergency organization. While some departments' staff comprises emergency response personnel, most City departments focus on supporting emergency response personnel and/or the continuity of services they provide to the public. Organizationally, they are a component that provides support and communication for responders.

The following tasks are the responsibility of all Department Directors:

- Working with the EMD to establish and enhance emergency preparedness and response activities, such as:
  - Supporting EOC operations through staffing during operations and training to ensure that the City is providing for the safety and protection of the residents it serves.
  - Establishing, in writing, an ongoing line of succession and/or delegation of authority for each department; this document, known as the Continuity of Operations Plan (COOP), must be made known to department employees, and a copy should be filed with the EMT.
  - Developing alert and notification procedures for department personnel.
  - Developing operating guidelines to implement assigned duties specified by this plan.
  - Tracking incident-related costs incurred in coordination with the EOC Finance Section and submitting expenditure reports in accordance with financial management practices. Incident-related costs may occur during response or recovery phases and may include personnel overtime, equipment used/expended, and contracts initiated.

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- o Notifying the EOC of resource availability and resource requests.
- o Identifying essential functions and developing procedures for maintaining and/or reestablishing services provided to the public and other City departments.
- o Assigning personnel to the EOC, as charged by this plan.
- o Developing and implementing procedures for protecting vital records, materials, and facilities.
- o Promoting family preparedness among employees.
- o Ensuring that staff complete the required training (NIMS and ICS training).

KEY PARTNERS

To enhance the City's emergency management program, Key Partners are essential for the community's ability to bounce back from disaster. Montpelier Alive and the City's Long-Term Recovery Group (LTRG) are listed as Key Partners.

Montpelier Alive

Montpelier Alive is a local nonprofit organization that works to sustain and build upon Montpelier's downtown community through the support of special events and activities and promotion of businesses. During disaster, Montpelier Alive is a Key Partner that works closely with the Volunteer HUB to disseminate volunteers and donations to businesses in need. Subsequently, Montpelier Alive works with businesses during blue sky conditions to prepare for and recover   from disaster.

The following tasks are the responsibility of Montpelier Alive:

- ● Working with City businesses to implement preparedness and mitigation activities to reduce future risk.
- ● Coordinating with the CCRT to disseminate information and resources specific to businesses and the general public through Montpelier Alive communication channels.
- ● Assessing and addressing unmet needs of City businesses.
- ● Recruiting and maintaining volunteers.
- ● Facilitating fundraising campaigns post-disaster to assist the whole community with recovery.
- ● Linking available resources for impacted City businesses.
- ● Facilitating community forums on a regular basis to understand the community's concerns and challenges with response and recovery.
- ● Additional responsibilities related to the Volunteer HUB are in   the ***Volunteer and Donations Management*** section.

LTRG

The LTRG   was created after the July 2023 floods to assist residents recovering from flood impacts. However, the LTRG is an essential Key Partner to assist residents recovering from a variety of disasters by providing resources, technical assistance, financial support, and volunteer labor.

The following tasks are the responsibility of the Long-Term Recovery Group:

- Disseminating information on available recovery resources to residents pre- and post-disaster.
- Coordinating with the CCRT to disseminate information and resources specific to impacted residents.
- Assessing and assisting residents with unmet needs.
- Coordinating with the EMT to provide information on residents with unmet needs to maintain situational awareness.
- Coordinating with Key Partners, the City, and Secondary Partners to assist with individual and family recovery.
- Facilitating community forums on a regular basis to understand the community's concerns and challenges with response and recovery.
- Identifying resources (physical or monetary) and connecting them with residents in need.

- Supporting the operations of the Volunteer HUB. Additional responsibilities related to the Volunteer HUB are in the *Volunteer and Donations Management* section.

SECONDARY PARTNERS

Montpelier has a plethora of Secondary Partners in the form of community, non-profit, vulnerable population support, and faith-based organizations that assist the community with response and recovery activities. These Secondary Partners support the identification and disbursement of resources, such as housing, food, substance use, volunteers, and donations. These essential services enhance the capabilities of the City to assist the whole community by providing specialized knowledge and expertise to address specific challenges. A list of partners that fall under this category can be accessed in the following section:**Secondary Partners**.

Key general responsibilities of Secondary Partners include:

- Coordinating with the EOC to provide situational awareness and to receive requests for assistance.
- Coordinating with the CCRT to disseminate information related to available resources and assistance.
- Acting as a liaison between residents and businesses with City officials.
- Coordinating with the Volunteer HUB to reduce redundant activities related to volunteers and donations.
- Supporting the maintenance of MAPLE during blue sky conditions.
- Participating in planning activities to improve future response efforts. This includes the development/update of plans, participating in tabletop exercises, and after-action reporting.

Montpelier Commission for Recovery and Resilience (MCRR)

The MCRR will serve in a community preparedness role to improve future response and recovery efforts. The MCRR works with the whole community to understand the current state of the City's response processes and subsequently identifies improvement items to improve these processes. Insights are captured through community forums, ad-hoc discussions, meetings, and surveys. Additionally, the MCRR assists with coordination efforts between the City, its partners, residents, and businesses.

The following tasks are the responsibility of the MCRR:

- Maintaining the Montpelier Strong website as a resource for the community to obtain information on available resources and events.
- Facilitating the coordination between the City and partners to fill gaps related to resources and assistance during response.
- Facilitating community forums on a regular basis to understand the community's concerns and challenges with response and recovery.
- Participating in planning activities to improve future response efforts. This includes the development/update of plans, participating in tabletop exercises, and after-action reporting.

COMMUNITY MEMBERS

The implementation of MAPLE is the responsibility of the **whole community,** including the residents and businesses that call Montpelier their home. For MAPLE to be successful, residents and businesses should take all steps possible to prepare for, respond to, and recover from disaster. The following sections detail the responsibilities of residents and businesses.

Montpelier Businesses

Because flooding in Montpelier tends to be concentrated in downtown, p   rior major disasters (i.e., July 2023 flooding) have disproportionately impacted Montpelier businesses. For many of these businesses, the path to recovery was long and in some cases businsses were unable to re-open. Therefore, in coordination with Montpelier Alive, businesses that lie within City limits should prepare, to the greatest extent possible, for future disaster.

The following tasks are the responsibility of businesses:

- Coordinating with the City and Montpelier Alive to understand the risk of   future disaster and to understand how the community responds to and recovers from disaster.
- Establishing policies related to emergency response to ensure the business can quickly recover   and reopen.
- Signing-up for VT-Alert to receive real-time communications from the City and State.
- Becoming familiar with City requirements to reopen after disaster.
- Reporting business damage to Montpelier Alive for tracking purposes.
- Additional responsibilities and suggested action items are in **Operational Checklists - Businesses.**

Montpelier Residents

During times of disaster, residents can be subjected to threats to life and property. As evidenced by previous disasters, residents can be displaced from their homes or face home damages that are costly, making it difficult to recover and remain within the community. Therefore, residents should prepare, to the greatest extent possible, for future disasters   .

The following tasks are the responsibility of residents:

- Reviewing MAPLE to become familiar with the community's response process.

- Understanding the risks they   may face where they   live to prepare for potential disaster.
- Reviewing their   rental or homeowners' insurance to ensure potential future damages are covered. If feasible, obtain rental or homeowners' insurance if they   don't have it.
- Sign-up for VT-Alert to receive real-time communications from the City and State.
- Participate in emergency management planning activities hosted by the MCRR and/or LTRG.
- Additional responsibilities and suggested action items are in *Operational Checklists - Residents*

City Financial Management

During an emergency, the City will find it necessary to redirect its funds to respond to the incident effectively. **Any member of the EMT has the authority to approve emergency expenditures**. To ensure a timely response, **there is no threshold for emergency expenditures**. The City Council gives the City Manager and/or his designee the authority to award contracts and make purchases for the purpose of addressing the public emergency without complying with the bid process.

When the City EOC is activated, the City's Finance Department will staff the Administration, Communications, and External Affairs Section to manage and track financial matters. Expenditure reports and other documents related to the incident will be submitted to the finance section to spot any budget gaps.

All disasters should be well documented, and expenses tracked in anticipation of a potential disaster declaration. An approved disaster declaration opens up a reimbursement process under the FEMA Public Assistance (PA) program. Additionally, well-tracked documentation of disaster-related damages may assist the City with grant applications, such as those available through FEMA. Below is a summary of best practices for documentation and finance tracking during disaster.

- Timesheets of all paid City staff that performed response duties.
- Vehicles or equipment utilized, as well as how many hours they were used and their specific purpose.
- Photos and geolocation or map of all public infrastructure damage.
- For emergency infrastructure repair, receipts or proof of materials utilized and their cost.
- Receipts of emergency purchases (e.g., cones, reflective vests, sandbags, etc.).
- Costs related to the activation of the Volunteer HUB, including supplies purchased and utilized.
- Volunteer and goods donations
- Costs related to opening local shelters.

All disaster declarations are requested by VEM. The latest financial management requirements are available through VEM's FEMA PA Program.
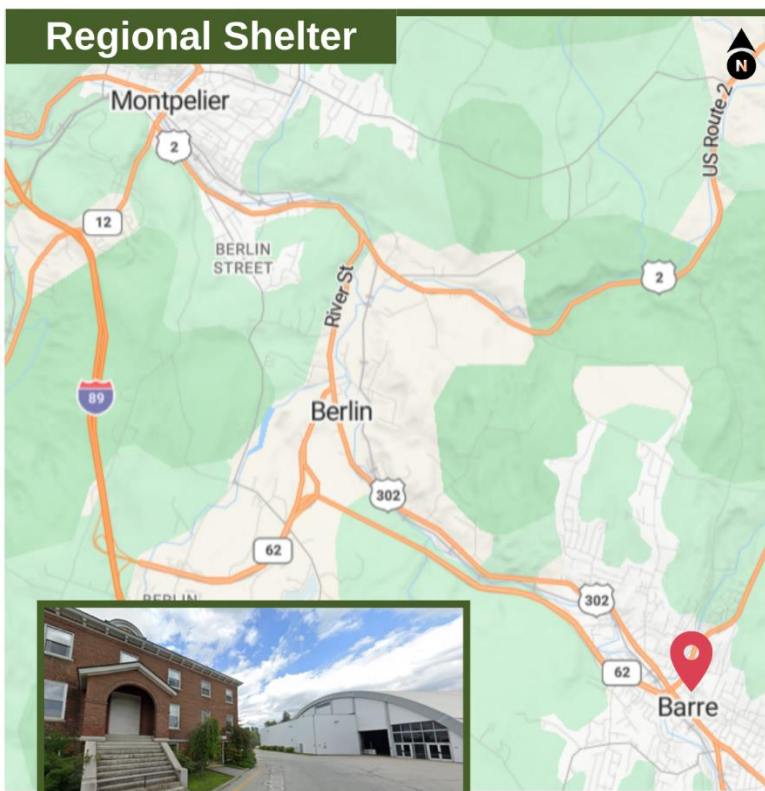
Shelters

There are two types of shelters available to the community. The American Red Cross Regional Shelter is a fully staffed   and operated overnight shelter that is opened during major disasters, such as the July 2023 flooding. The identified local shelters do not have overnight capacity but are rather utilized as warming and cooling centers. These centers may be opened at the direction of the EMT as necessary.
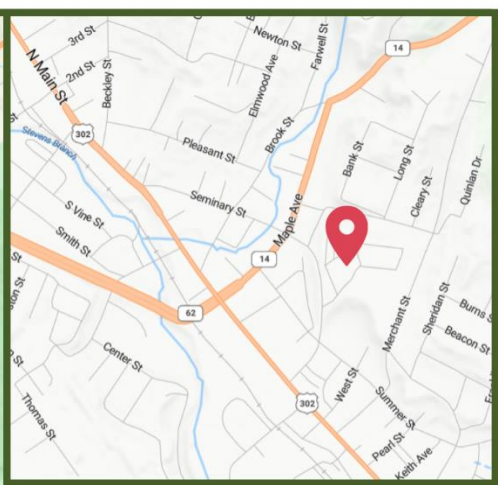
Regional and Local Shelter Locations

The American Red Cross, when activated by VEM, will open and operate a regional shelter in select locations through the State of Vermont. Community members will be directed to go to the Barre Auditorium for sheltering needs.

REGIONAL SHELTER

Location: Barre Auditorium
16 Auditorium Hill, Barre, VT 05641

Phone Numbers:
State EOC (800-347-0488)
American Red Cross (833-583-3111)
Additional (802-476-0257)

LOCAL SHELTER #1 & LOCAL SHELTER #2
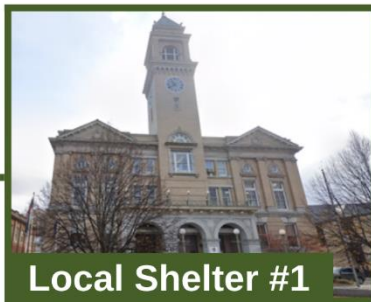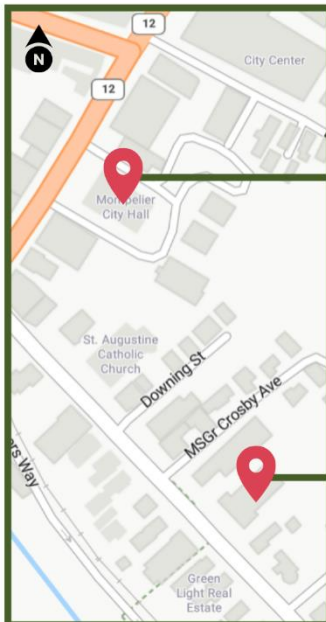
Local Shelter #1

Location: Montpelier City Hall
39 Main Street City Hall, Montpelier, VT 05602

Phone Number: 802-223-9502

Contact: Kelly Murphy / Mary Smith

Shelter Staff Requirements: ????????

Services: Warming and Cooling

Additional Notes:
- Capacity: 40
- Generator? Yes
- Pets Allowed? Yes
- Not available to be an overnight shelter
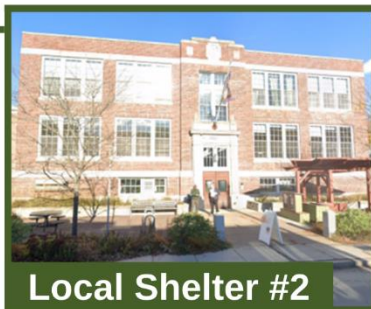
Local Shelter #2

Location: Montpelier Senior Center
58 Barre Street, Montpelier, VT 05602

Phone Number: 802-223-2518

Contact: Amie Pitton, Shelter Manager

Shelter Staff Requirements: ????????

Services: Warming and Cooling

Additional Notes:
- Capacity: 40
- Generator? Yes
- Pets Allowed? Yes

MAPLE

Communications

The ability of responders from different departments and disciplines to work together depends significantly on their ability to communicate with each other. Plain language is essential to first responders and public safety and will be used by all City personnel during emergencies. The use of common terminology enables emergency responders, EOC personnel, and City staff, as well as personnel from neighboring jurisdictions, the County, or the State, to communicate clearly with each other and effectively coordinate response activities, regardless of an incident's size, scope, or complexity.

Communications Crisis Response Team (CCRT)

The CCRT is the official communications function of the City and is comprised of City personnel from each major department. During a significant emergency, the CCRT will internally coordinate and manage public information by producing accurate, timely reports and tracking what is publicly reported to minimize confusion and help ensure a positive public response.

ACTIVATION
The CCRT will be activated when the EOC is activated, or at the direction of the EMD.

CCRT MEMBERS
The following City personnel are members of the Montpelier CCRT.

Name & Title	Department	Contact Info
Evelyn Prim, Communications Coordinator	City Manager's Office	
Jasmine Benson, Project Assistant	Montpelier Public Works	
Matt Wilson, Communications Coordinator	Community Services	
Mary Smith, Assistant to the City Manager	City Manager's Office	
Michael Philbrick, Community Resource Office, PIO	Montpelier Police Department	
Jake Larrabee, LT Fire Fighter/ AEMT	Montpelier Fire Department	
Carrie McCool, Dispatch Supervisor	Montpelier Police Department	
Sara McMillon, Deputy City Clerk	Clerk's Office	
Alec Ellsworth	Parks & Trees; Volunteer HUB	

MAPLE

Internal City Communications

Situational awareness and intelligence gathering is critical to maintain a common operating picture among response agencies, providing the basis for emergency communications. Situational awareness is the ongoing process of collecting, analyzing, and sharing information across agencies, intergovernmental levels, and the private sector. Intelligence gathering is the collection of security and operational information, such as a collection of severe weather forecasts from the National Weather Service (NWS). Intelligence gathering may also be used to detect, prevent, apprehend, and prosecute criminals planning terrorist incidents.

Warnings, emergency information, notifications, and/or disaster reports received by City personnel will be relayed to their respective department representative of the CCRT or EOC. The CCRT will then review all incoming information to determine if public information should be released. City response personnel will communicate and receive notification using traditional communications technology such as landline and cellular telephones, internet/email, and radio throughout response activities if these resources are available. Additionally, the CCRT may utilize the L-CCRT listserv to disseminate information amongst the team.

Coordination with Key and Secondary Partners on disaster-related communications is critical to ensuring the whole community is notified of risks, status of critical infrastructure, and available resources. The CCRT should continuously coordinate with all partners to receive and send out information to the public and media.

All gathered information will be saved in a centralized, digital location so all City response personnel may access it.

VT-ALERT NOTIFICATION THRESHOLDS

The City may utilize VT-Alert for a variety of disaster- and non-disaster-related messaging to the community. The table below illustrates the various messaging thresholds to disseminate information to the community.

Determining Event	Format and Information	Scope	Follow-Up? Yes/No
Department of Public Works			
Road Closure		City-Wide	Yes
Water Main Break		Specific Location	Yes
Boil Water Notice		Specific Location	Yes
Other			
Dispatch / Montpelier Police Department			
Road Closure / Traffic Accident / Expected Work	Coordinate with DPW	City-Wide	Yes

Determining Event	Format and Information	Scope	Follow-Up? Yes/No
Water Main Break	Confirm with DPW	Specific Location	Yes
Boil Water Notice	Confirm with DPW	Specific Location	Yes
Structure Fire	All-encompassing: Road closures, emergency planning, EMD crews, mutual aid, etc.	City-Wide	
Major Training	A heavy amount of law enforcement presence in the area, tactical training	City-Wide	No
School Emergency Incident / Critical Event	Shooting, critical threat, lockdown, etc.	City-Wide	Yes
Protests / Large Crowds	Traffic impacts, parking, public safety, transportation detours, etc.	City-Wide	No
Holiday Events	Fall Festival, Festival, Corporate Cup, Point-to-Point, Muddy Onion, July 3rd parade and festivities, All Species Day Parade, Montpelier Alive events	City-Wide	No
Severe Weather Events	Power outages, major storms, evacuations, flooding, snowstorms, heating/cooling shelters, etc.	City-Wide	No

External Public Communications

The CCRT will first work internally to gather, verify, coordinate, and disseminate accurate, accessible, and timely information. The CCRT will work closely with the City Manager or Assistant City Manager to draft external public communication messages. This process will include recommendations on the most appropriate venue (e.g., VT-Alert) to post public information. Approval of all public communications must be made by the City Manager or Assistant City Manager.

CITY COMMUNICATIONS CHANNELS

Clear, accurate, and consistent information must be disseminated to the public during an emergency for the public to take appropriate protective actions. The CCRT will share information with the public through a variety of communication channels. The City's website will serve as the central hub of all official City communications. **The following channels will be utilized in order of priority**, beginning with VT-Alert, if applicable.

Communication Channel	Primary / Secondary City Administrator	Link / Location
VT-Alert	1. Jasmine Benson	https://vem.vermont.gov/vtalert

Communication Channel	Primary / Secondary City Administrator	Link / Location
	2. Carrie McCool	
City of Montpelier Website	1. Mary Smith 2. Evelyn Prim	http://www.montpelier-vt.org/
Press Releases	1. Evelyn Prim 2. Mary Smith	L-Press listserv
Facebook – City of Montpelier, VT	1. Evelyn Prim 2. Mary Smith	https://www.facebook.com/MontpelierVT/
Facebook – Montpelier Police Department	1. Mike Philbrick 2. Carrie McCool	https://www.facebook.com/MontpelierPoliceVermont
Facebook – Community Services Department	1. Matt Wilson	● https://www.facebook.com/MontpelierRec ● https://www.facebook.com/montpeliersenioractivitycenter ● https://www.facebook.com/MontpelierParks
Facebook – DPW	1. Jasmine Benson	https://www.facebook.com/profile.php?id=100067412941482
TV News & Radio	1. Evelyn Prim 2. Mary Smith	L-Press listserv WDEV: 802-244-1777 WCAX: 802-652-6397 Times Argus: 802-479-0191 Bridge: 802-223-5112
Physical Public Posting Locations	1. Mary Smith 2. Jasmine Benson	City Hall, 39 Main St. Montpelier Senior Activity Center, 58 Barre St. Kellogg-Hubbard Library, 135 Main St.
Front Porch Forum	1. Matt Wilson 2. Michael Philbrick	https://frontporchforum.com/areas/448/current-issue
YouTube	1. Evelyn Prim 2. Matt Wilson	https://youtube.com/@cityofmontpelierVT802
Volunteer HUB	1. Alec Ellsworth (Parks & Trees) 2. Katie Trautz (Montpelier Alive) 3. Suzanne Legare Belcher (LTRG)	

OTHER COMMUNICATIONS CHANNELS

In addition to the official communications channels utilized by the City, key partners, the Volunteer HUB, and other organizations may craft and disseminate their own communications, or re-post

official City communications. All communications should be relayed to the CCRT to become a part of the official record, as well as to verify information and address inconsistencies. The table below illustrates other channels where the community may find information.

Communication Channel	Description	Link / Location
Montpelier Alive	Montpelier Alive disseminates all official communications to Montpelier businesses, locals, tourists, and visitors; often adding business-specific considerations.	Email Facebook Website
Vermont Emergency Management	Coordinates the state's preparedness, response, recovery, and mitigation programs.	https://vem.vermont.gov/
VT-Alert	VT-ALERT is used by the state and local responders to notify the public of emergency situations. Those include, but are not limited to, evacuation information; chemical spills; shelter-in-place alerts; severe weather advisories; boil water advisories, and roadway interruptions.	https://vem.vermont.gov/vtalert
VT 2-1-1	Managed by United Ways of Vermont, 2-1-1 is a free resource for the whole community to seek information, resources, and to report damages.	https://vermont211.org/ Call 2-1-1
New England 5-1-1	A free web service that provides frequently updated information on road closures, construction, and other traffic events.	https://newengland511.org/

Partners and Resources

This section describes the current contracts and other local resources the City may access during emergencies, how to request resources from the State, a list of vulnerable population facilities, and a list of Secondary Partners. Secondary Partners are organizations that can support residents and businesses during emergencies, including those that provide support services to vulnerable populations. While Secondary Partners are no less important than Key Partners, they do not serve an active role within the City's emergency management structure, but rather as a partner and resource to access if necessary.

Contracts & Other Local Resources

Montpelier has current contracts and mutual aid agreements, as well as additional local resources, to utilize during times of disaster. The fill list of contracts and other local resources is located in **MAPLE Supporting Information** appendix. These contracts and local resources are only to be contacted by official City EOC personnel, at the direction of the City Manager.

State Resources

VEM is the state's emergency management agency that provides support to communities during all phases of emergency management. During a disaster , VEM will activate the State Emergency Operations Center (SEOC) to obtain information on damages, as well as linking resources to affected areas. To reach the SEOC, at any time, contact the Watch Officer.

It is important to note that _only_ representatives of the City's EOC should contact the SEOC.

State Emergency Operations Center - Watch Officer

📞 800-347-0488

The SEOC can provide a variety of state support functions to the City that may or may not be at cost to Montpelier. When requesting resources, the EOC should clarify what resources are available at cost or not cost.

- State support that is <u>usually at no cost</u> to the municipality:
    - Vermont Hazardous Material (HAZMAT) Response Team (VHMRT)
    - Vermont Urban Search and Rescue (USAR, VT-TF1)
    - Vermont State Police and Special Teams
    - Community Emergency Response Teams (CERTs)
    - Swift water rescue teams
    - American Red Cross Regional Shelter Support

- o State government agency expertise / services
- o Federal response agency expertise
- State support the municipality will normally eventually have to pay for:
  - o Supplies and equipment (including sandbags)
  - o Contractors for debris removal
  - o VTrans Equipment and Personnel
  - o Vermont National Guard Support

Vulnerable Populations

Vulnerable populations, or groups of people who are at a higher risk of inadequate physical, psychological, or social health, experience disaster differently from the rest of the population. Vulnerable populations include the unhoused, young, elderly, and those with Access and Functional Needs (AFN).

There is a plethora of vulnerable population support organizations in Washington County that can provide assistance to these populations during disasters. The City has identified several organizations and facilities that serve vulnerable populations who may be at an increased risk, depending on the emergency. During EOC and/or Volunteer HUB activation, vulnerable population support organizations and facilities should be coordinated with to assess needs for assistance. The full list of vulnerable population support organizations and facilities are included in the ***MAPLE Supporting Information*** *appendix*.

Secondary Partners

In addition to the organizations and facilities that serve vulnerable populations listed above, there are additional service organizations within the City and the greater region that can provide individual and family support services. These support services are an essential partner to the City by providing services outside the scope of the City. The table below lists Secondary Partners that may provide assistance to residents and businesses.

Organization / Agency Name	Description of Services	Contact Information
Washington County Mental Health Services (WCMHS)	Provides assistance to individuals and families dealing with developmental and intellectual disabilities, mental health, and substance use. During disaster, WCMHS can assist with sheltering, housing, and access to other resources.	Phone: 802-229-0591 Hours: 24/7 Assistance Website: https://www.wcmhs.org/
Another Way, Inc.	Helps people with mental health challenges, including peer support, community,	Phone: 802-229-0920 Hours: 8 a.m. – 6 p.m. everyday Website: https://www.anotherwayvt.org/

Organization / Agency Name	Description of Services	Contact Information
	information, resources and advocacy.	
Good Samaritan Haven	A nonprofit that provides emergency assistance to people experiencing homelessness.	Phone: 802-479-2294 Hours: 7 a.m. – 3 p.m. Monday - Friday Website: https://www.goodsamaritanhaven.org/
Elevate Youth Services	A non-profit that assists youth to achieve fulfilling, healthy lives and advocates for the well-being of all youth. Services include counseling and emergency sheltering, substance use prevention and treatment, housing support, and transitional housing.	Phone: 802-229-9151 Hours: 24/7 Assistance for emergencies Website: https://www.elevateyouthvt.org/
Just Basics, Inc.	Support people experiencing food and resource insecurity in Montpelier. Current operators of the Montpelier Food Pantry and Community Resource Center.	Phone: 802-917-8164 Hours: n/a Website: https://www.justbasicsvt.org/
Rainbow Bridge	A Lesbian, Gay, Bisexual, Transgender, Questioning, Intersex, Asexual and Two Spirits (LGBTQIA2S+) community center that provides flood relief resources and information.	Phone: 802-622-0692 Hours: Website: https://rainbowbridgevt.org/
Vermont Disaster Animal Response Team – Central Vermont Chapter	Provides vital resources and advice to pet owners, animal-related businesses and non-profits, local communities, and state agencies to address animal needs during emergencies.	Phone: 802-505-7677 Hours: Website: https://vermontdart.org/vdart-teams/cvdart/

Community Preparedness

Preparedness is not just a City function, but a function of the **whole community.** It will take all members of the community to properly prepare for disaster; whether it is flooding, extreme winter weather, heat waves, or extended power outages. Many preparedness actions are little to no cost and are achievable by all members of the community.

Montpelier residents should implement a three-step process to ensure individuals, families, and businesses are prepared to the greatest extent possible.

1 KNOW YOUR RISK
Find out what can impact you.

2 MAKE A PLAN
Prepare **before** disaster strikes.

3 TAKE ACTION!
Protect yourself, family, and/or business.

Know Your Risk

Knowing your risk is the first step to preparedness. What threats and hazards impact your home or business? Your place of work? Your children's school? Understanding what can impact you and/or family makes for a prepared community. There are several free, online resources available to use that can help you identify what threats and hazards may impact you.

- Montpelier Local Hazard Mitigation Plan (LHMP) – This plan provides an in-depth description of all the natural hazards, and some human-caused hazards, that may impact the community. Each description measures risk by accounting for previous disasters, climate change projections, the characteristics of the hazard, and who/what is vulnerable to each hazard. This plan provides a snapshot of the entire City and not specific locations.
- Vermont Natural Resources Atlas – This online mapping resource allows users to input specific addresses, toggling different data layers on the location. Users can see if their property is in a floodplain, if you are near at-risk culverts and bridges, and more.
- VT-Alert – Signing up for VT-Alert messages can help inform you of weather alerts, road closures, and direct communications from the City. Users are able to filter the frequency of alerts, and what types of alerts they would like to receive.
- Community Members – Residents who have lived through disasters in Montpelier are a great resource to understanding how hazards have impacted neighborhoods in the past. Getting to know your neighbors can be just as informative as online sources.

Make a Plan

Now that you understand your risk, making a plan that is specific to you and your family or business is essential to improving your readiness before disaster strikes. FEMA, through Ready.gov, provides

templates for individuals, families, and businesses that highlight specific needs, such as medical needs and considerations for pets.

- Family Emergency Plan
- Older Adults
- People with Disabilities
- Children
- Ready Business
- Pet Emergency Plan

Family plans are also be pertinent to families with first responder personnel. Some emergencies may not allow first responder personnel to go home, so developing plans to ensure the families of first responders are safe during times of disaster creates an ease of mind required to perform first responder duties. Once your plans are established, practice them with family members, neighbors, and employees to ensure that everyone is on the same page when it comes to responding to emergencies. This can include practicing evacuation routes in case of a building fire or understanding where to shelter if your home floods.

An additional tactic that the community can implement is the creation of 'go-bags.' 'Go-bags' are a cumulation of basic supplies that can help you and/or your family in the event of evacuation or stay at home orders. The American Red Cross published a list of basic supplies to pack and store, including recommended items if you have pets, children, or in a household with persons with access and functional needs.

Take Action

Now that you understand your risk and have prepared a plan, taking action during emergencies can mean different things to different people. It can be as simple as keeping your important documents in a waterproof container, understanding your insurance coverage, and creating a 'go-bag' in the event of evacuation.

However, ensuring that your life and the lives of your family and friends takes precedence. Throughout an emergency, the City will issue guidance to the community on steps to take to protect life and property. Adhering to this guidance can ensure you safely remain in place or evacuate. For example, if a road is closed due to flooding, don't drive through floodwater as you don't know the condition of the road underneath the water. Not adhering to road closures has resulted in unnecessary death in Vermont in the past.

Continuous Improvement

The development and maintenance of MAPLE is the responsibility of the EMD, in coordination with the EMT. The EMD is responsible for assigning different sections of MAPLE to city departments and partners based on their roles and capabilities. Each department and partner are accountable for developing and maintaining the annexes and appendices related to their assigned areas of MAPLE.

The implementation of MAPLE is the responsibility of the whole community.

Plan Maintenance

At a minimum, MAPLE will be formally reviewed and re-adopted annually to comply with State requirements. The EMT will coordinate this review. It will include participation by members from each department and partner organization assigned to specific sections of this plan. Recommended changes should be forwarded to the EMD.

After-Action Reporting and Improvement Planning

To document and track lessons learned from the activation of MAPLE, the EMD will conduct a review, or "hot wash," with the City and its partners after each activation. Additionally, it is highly recommended that the EMD seek input from residents and businesses to identify processes for improvement. Following the collection of input from the whole community, the EMD, in conjunction with the EMT, will coordinate the development of an After-Action Report (AAR). The AAR will describe actions taken, identify equipment shortcomings and strengths, and recommend ways to improve operational readiness. Recommendations may include future exercise events and programs. Some disasters may require a multi-faceted approach and should incorporate all activated City personnel and partners. For example, the City may wish to conduct an internal AAR that reflects the actions taken by the City and an additional AAR process that involves partners.

Training and Exercise Program

TRAINING

To assist with training and preparing essential response staff and supporting them to incorporate ICS/NIMS concepts in all facets of an emergency, each City department and key partner is responsible for ensuring that critical staff is identified and trained at a level that enables the effective execution of MAPLE. The table below provides a series of recommended trainings for each type of response role. The majority of these trainings are available as an online, self-paced course on the FEMA Emergency Management Institute website. Training courses listed with an asterisk indicate trainings that must be completed in-person. VEM provides a list of scheduled trainings on their

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Learning Management System (LMS).[4] Training requests may also be made to VEM through their Regional Coordinator.

While it's not necessary for residents and businesses to possess an innate knowledge of ICS/NIMS concepts, having an informed community on emergency management concepts and best practices will enhance the whole community's preparedness. Additional links to preparedness, response, and recovery resources have been included in the **Community Preparedness** section of this plan.

Training Course	Description	Applicable Personnel / Organization
IS-100: Introduction to the Incident Command System	An introductory and foundational course to the Incident Command System (ICS). Participants will learn the history, features and principles, and organizational structure of ICS. Participants will also learn the relationship between ICS and NIMS.	All
IS-200: Basic Incident Command System for Initial Response	Participants will learn the context for ICS within initial response, particularly for those who are likely to assume a supervisory position within ICS.	All
IS-244b: Developing and Managing Volunteers	This course will provide participants with the ability to prepare for and manage volunteers before, during, and after a severe emergency or major disaster.	Volunteer HUB, Montpelier Alive, Long-Term Recovery Group
ICS-402: National Incident Management System Overview for Senior Officials*	The purpose of this in-person course is to familiarize Senior Officials (i.e., executives, elected and appointed officials, city/county managers, agency administrators, etc.) with their role in supporting incident management within NIMS.	City Manager, Assistant City Manager, City Council, Mayor
IS-700: An Introduction to the National Incident Management System	Participants will be provided with an overview of NIMS, which defines the approach to guiding the whole community to work together to prevent, protect against, mitigate, respond to, and recover from the effects of incidents.	All
IS-800: National Response Framework, An Introduction	The goal of this course is to provide guidance on the National Response Framework for the whole community, especially those who are responsible for response capabilities.	All
G-191: Incident Command System- Emergency	This in-person course will review ICS and EOC responsibilities and functions, depending heavily on exercises and group discussions to formulate the interface.	All City EOC personnel, partners, Volunteer HUB

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[4] Registration into the State's LMS takes 2 – 3 business days.

Training Course	Description	Applicable Personnel / Organization
Operations Center Interface*		
Vermont Emergency Management Director Certification	In an effort to provide local emergency management organizations with the basic knowledge to effectively manage local disasters, the state emergency management program has developed an Emergency Management Certification Program. This program is designed for individuals that may work within the local emergency management organization and includes 60-75 hours of blended learning curriculum.	EMD

EXERCISES

The City should conduct exercises throughout the year to evaluate MAPLE. The City will coordinate with agencies, organizations (nonprofit, for-profit, and volunteer), neighboring jurisdictions, and State and federal governments to participate in joint exercises. These exercises will consist of a variety of tabletop exercises, drills, functional exercises, and full-scale exercises. As appropriate, the City will use Homeland Security Exercise and Evaluation Program (HSEEP) procedures and tools to develop, conduct, and evaluate these exercises. The EMT will work with other City departments and partners to identify and implement corrective actions and mitigation measures based on exercises.

COMMUNITY OUTREACH & PREPAREDNESS EDUCATION

The City will coordinate with partners educate the public about threats, disasters, and what to do when an emergency occurs. The City will coordinate with community partners to develop and maintains an active community preparedness program and recognizes that individual preparedness and education are vital components of the City's overall readiness.

Information about the City's public education programs, hazard and mitigation information, and other emergency management and emergency services can be found on the City's website.

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Flood Annex

Introduction

The City of Montpelier is vulnerable to a variety of flood emergencies (flash and inundation flooding) that can cause significant damage and hardship. This annex outlines the tasks, responsibilities, and resources required to respond effectively to a flooding incident to help minimize damage to citizens and property.

PURPOSE

This annex aims to provide guidance and procedures for coordinating and managing the Community's response to flood incidents that may affect its residents, businesses, and environment. The annex also identifies the roles and responsibilities of the primary and support agencies involved in such incidents. It outlines the implementation of the MAPLE and, possibly, the activation of the EOC and/or Volunteer HUB for the City of Montpelier during a flood incident.

SCOPE

The scope of this annex covers the roles and responsibilities of the City of Montpelier and its partners in preparing for, responding to, and recovering from flood events that may affect the city. This annex applies to both flash and inundation flooding that may pose a threat to public safety, health, and infrastructure, or property.

Hazard Description

Flooding in Vermont is listed as the number one recurring hazard in the State Hazard Mitigation Plan (SHMP). In the Montpelier LHMP, fluvial erosion and inundation flooding is listed as the highest risk hazard. Climate change projections point to an increase of the frequency and intensity of storms that cause flooding. This trend places Montpelier at an increased risk due to the downtown's position along two branches of the Winooski River. Due to its proximity to the Winooski River, the City is at risk from multiple forms of flooding, as detailed in the table below.

Flash Flooding	A rapid rise of water in low-lying areas as a result of heavy rain or snowmelt.
River (inundation) Flooding	Occurs when the Winooski River experiences a rise in water, typically from heavy rain or snowmelt, and overfills its banks.
Ice Jam Flooding	When ice accumulates in a river or stream, reducing the capacity to carry water flows. Ice Jams typically result in inundation flooding.
Dam Failure and Releases	Montpelier is downstream of several reservoir dams. In the event of a dam failure or extended release (usually due to excess water from storms or snowmelt), structures along the river and its tributaries are at risk due to higher-than-normal water levels.

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Montpelier experiences a wide variation in precipitation due to seasonal changes. According to the LHMP, areas of most concern for flooding include those along the North and West Branch of the Winooski River, Blanchard Brook, and Dog River. The majority of Montpelier's mapped floodplain development is commercial, retail, and institutional.

The National Weather Service issues watches, warnings, and advisories when flooding is predicted for an area, defined as[5]:

- **Flash Flood Warning:** Rapid and extreme flow of high water into a normally dry area, or a rapid water level rise in a stream or creek above a predetermined flood level, beginning within a short time-frame from the onset of heavy rain. A dam or levee failure, or water released from an ice jam is also considered
- **Flood Warning**: Expected overflow or inundation by water which causes or will cause damage and/or a threat to life.
- **River Flood Warning**: Water level at a River Forecast point along a main stem river (such as the Winooski or Ausable) is expected to reach or exceed flood stage.
- **Flood Advisory**: Expected inundation by water of some low lying and poor drainage areas, resulting in a nuisance to the public but not a threat to life and property.

Historically, Montpelier has experienced numerous flooding events that have impacted structures (both residential and commercial), roads, and water/wastewater systems. The most recent flood incident that caused extensive damage was the July 10, 2023 flooding. Montpelier experienced the highest rain in a day ever recorded (5.28 inches) and the second highest water level of the Winooski River (21.35 ft or 6.35ft above flood stage).[6] This resulted in flash and inundation flooding throughout the City, where the downtown was particularly hard hit with river inundation flooding that impacted businesses and residents.

Due to historical occurrences and climate change projections, the probability of future

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[5]   Watch/Warning/Advisory   Threshold   Reference.   National   Weather   Service. https://www.weather.gov/btv/wwa_reference#:~:text=is%20also%20considered.-,Flood%20WarningExpandCollapse,or%20a%20threat%20to%20life.

[6] Banacos, Peter. August 5, 2023. The Great Vermont Flood of 10-11 July 2023: Preliminary Meteorological Summary. National Weather Service. https://www.weather.gov/btv/The-Great-Vermont-Flood-of-10-11-July-2023-Preliminary-Meteorological-Summary.

flood events impacting Montpelier is **highly likely**, defined as over 75 percent probability in any given year.[7]

Flooding in Montpelier, particularly the July 2023 floods, highlights the vulnerability of the community. Residents are vulnerable to a variety of threats from flooding, including life safety from drowning, contact with hazardous materials, and potential electrocution. Mold can become prevalent in structures after a flood, which increases risks to public health. Critical facilities and infrastructure are also vulnerable to flooding. The July 2023 floods damaged both the Montpelier Police and Fire Department buildings, City Hall, and impacted the water and wastewater systems. Additionally, the recent floods heavily impacted the local economy as several businesses were damaged, in which some never reopened.

Planning Assumptions

Certain assumptions can be made for city flood risk and hazards. These assumptions lay the foundation for this Annex and MAPLE associated with conducting emergency management operations in preparation for, response to, and recovery from major flood emergencies.

- Flood conditions that may impact the City of Montpelier include flash flooding, inundation/riverine flooding, and flooding resulting from ice jams and dam failure/releases.
- Major flood emergencies may pose serious threats to public health, property, the environment, and the local economy.
- The City of Montpelier is responsible for the coordination of emergency actions and will commit all available resources to save lives, property, and the environment.
- Major flood emergencies may generate widespread public and media interest.
- All parties tasked under this annex will develop and maintain internal operation plans and implement checklists consistent with MAPLE and its appendices.
- This Annex was developed using a whole community approach.

Operational Framework

This section provides the operational framework for City and partner coordination to ensure a standardized approach is followed in the event of a potential flooding event. Action items for residents and businesses are also included. Each phase, from preparedness (pre-disaster) through short-term recovery (post-disaster) includes a high-level overview of suggested action items. The next iteration of MAPLE should include more specific activities in each phase.

PREPAREDNESS (PRE-DISASTER)

The EMT will stay abreast of weather watches and warnings from the NWS office in Burlington, VT. When a weather watch or warning has the potential to cause flooding in Montpelier, the EMT may

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[7] Montpelier Local Hazard Mitigation Plan.
https://documentcloud.adobe.com/spodintegration/index.html?locale=en-us

activate this Annex. The following preparedness actions should be taken in the event of a flood watch or warning.

Alert Level	Actions	Responsibility
Flood Advisory	● Ensure adequate personnel and equipment is ready to respond. ● Check low lying and drainage areas to clear debris.	City EMT, Personnel, and Elected Officials; Key Partners, Secondary Partners
	● Prepare go-bags and plan potential evacuation routes. ● Prepare to move inventory to higher levels to reduce business loss.	Residents and Businesses
Flood Watch	● Ensure adequate personnel and equipment is ready to respond. ● Check low lying and drainage areas to clear debris. ● Monitor weather reports and inform the community of the potential flood risk. ● Ensure response personnel and equipment is ready to respond. ● Activate the Volunteer HUB to distribute sandbags to the community.	City EMT, Personnel, and Elected Officials; Key Partners, Secondary Partners
	● Prepare go-bags and plan potential evacuation routes. ● Prepare to move inventory to higher levels to reduce business loss.	Residents and Businesses
Flood Warning	● Ensure adequate personnel and equipment are ready to respond. ● Check low lying and drainage areas to clear debris. ● Active the EOC and Volunteer HUB, notify partners of this action. ● Closely monitor weather reports and guidance from VEM. ● Communicate risk information to the community.	City EMT, Personnel, and Elected Officials; Key Partners, Secondary Partners
	● Prepare go-bags and plan potential evacuation routes. ● Move inventory and other critical items to higher levels to reduce business loss.	Residents and Businesses

RESPONSE (DURING DISASTER)

The following response actions should be taken in the event of a flood emergency.

Responsibility	Actions
City EMT	● Coordinate with Elected Officials regarding the request of additional resources. ● Closely monitor weather reports from the NWS, guidance from VEM, and the current status of the City.

Responsibility	Actions
	● Craft and disseminate information through official communication channels regarding road closures, evacuation, stay-in-place, and updated flood risk predictions. ● If desired, request a Declaration of State of Emergency through Vermont Emergency Management by calling the SEOC at 800-347-0488. ● Report City damages to VEM and the CVRPC Local Liaison. ● First Responder Departments will provide emergency response assistance, including evacuations and road closures. ● Coordinate and prioritize the deployment of resources.
City Personnel and Elected Officials	● Coordinate with and adhere to guidance from the EOC to ensure the safe continuation of regular government services. ● Authorize response actions and emergency funding as needed. ● Track and document all City expenditures for potential FEMA PA reimbursement.
Key Partners	● Support the Volunteer HUB, if activated. ● Monitor the needs and request for assistance from businesses. ● Coordinate with the EOC to address requests for assistance.
Secondary Partners	● Coordinate with the EOC and Volunteer HUB to address requests for assistance. ● Assist residents with transportation and sheltering in the event of evacuation. ● Report needs for assistance, when feasible, to the EOC.

SHORT-TERM RECOVERY (POST-DISASTER)

The following actions should be taken immediately following the deactivation of response activities and/or when it is safe to do so after flood waters recede.

Responsibility	Actions
City EMT	● Request a declaration or termination of a State of Emergency by contacting the SEOC at 800-347-0488. ● Continue to provide emergency response activities, such as road closures and search and rescue. ● Support the Volunteer HUB by relaying requests for volunteers and donations to HUB personnel. ● Communicate information on available resources to the community. ● Speak with the media, as reasonable, about the current status of the City. ● Continue to document and track financial expenditures from disaster response. ● Plan for the demobilization of the EOC.
City Personnel and Elected Officials	● Coordinate with the City EMT on recovery actions, as needed.
Key Partners	● Support the Volunteer HUB.

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Responsibility	Actions
	● Communicate with City businesses to understand impacts and needs for assistance.
Secondary Partners	● Support residents by providing essential services, such as sheltering, housing, mental health counseling, links to resources, etc. ● Coordinate with the City to assist with needs for assistant.
Community Members	● Document all home damage, such as taking pictures, for potential financial assistance. This is applicable both to renters and homeowners. Report all home damage to 2-1-1. ● Document all business losses, including inventory and business closure duration. ● Adhere to guidance from the City, including road closures.

Roles and Responsibilities

In addition to the preparedness, response, and short-term recovery actions listed above, this section details the roles and responsibilities of the whole community in response to a flood emergency. These roles   and responsibilities are in addition to the roles and responsibilities within the main *MAPLE Roles & Responsibilities* section.

CITY EMERGENCY MANAGEMENT TEAM

- **City Manager (EMD) and Deputy City Manager**
  - o Coordinate and facilitate conference calls with relevant personnel and partners to discuss operations.
  - o Participate in conference calls held by VEM and/or the NWS.
  - o Advise City Elected Officials on the nature and scope of the emergency.
  - o Maintain communication with VEM and CVRPC.
- **First Responder Departments**
  - o Establish traffic control points to restrict non-resident traffic into flooded areas.
  - o If needed, assist with the evacuation of residents.
  - o Provide search and rescue support in flooded areas.
  - o Request mutual aid, including swift water rescue teams, as needed.
  - o Pre-stage emergency services to ensure timely response to areas that may be blocked by flooding.
  - o Coordinate with Public Works on road closures, flooded areas, and critical infrastructure.
- **CCRT**
  - o Collect and interpret weather reports and messages to inform the EOC and Volunteer HUB.
  - o Disseminate weather information to the community, advising on potential evacuations or stay-in-place orders.
  - o Update the EOC Manager on all alerts and information received regarding the flood emergency.
  - o Develop situation summaries for the public and media.
  - o Manage media requests.

- **Volunteer HUB**
  - Stage a physical Volunteer HUB location in coordination with the EMT to ensure the safety of personnel and the community.

CITY PERSONNEL AND ELECTED OFFICIALS

- **City Council and Mayor**
  - Coordinate with the EOC to assist with resource requests and emergency expenditures.
- **Finance Department**
  - Document and track all response expenditures, including staff time, equipment hours, and the purchase of supplies.
  - Coordinate with relevant Department Directors to document and track flood damage estimates and emergency repairs for potential FEMA reimbursement.
- **Department Directors**
  - Document and track individual department expenditures, including damage estimates and emergency repairs, personnel time, equipment hours, and the purchase of supplies.
  - Assess the ability to continue providing regular government services, reporting to the City Manager's Office.

KEY PARTNERS

- **Montpelier Alive**
  - Support the Volunteer HUB and associated assistance provided to businesses.
  - Work with businesses to assist with damage assessments.
  - Report preliminary business damage estimates to the EMT.
  - Coordinate with the CCRT to disseminate flood information and resources to businesses.
- **Long-Term Recovery Group**
  - Assist residents and businesses with damage assessments, linking them to appropriate financial resources.
  - Coordinate with the Volunteer HUB to understand current requests for assistance.

SECONDARY PARTNERS

- **Montpelier Commission for Resilience and Recovery**
  - Provide information on preparedness resources to the community, including templated emergency plans and tips to create a 'go-bag.'
  - Coordinate with City personnel, partners, and the Volunteer HUB to enhance preparedness and recovery capabilities.
- **Vulnerable Population Organizations**
  - If a flood is predicted, reach out to the EMT to understand City preparedness efforts.
  - Coordinate with the Volunteer HUB to assist with resident requests for assistance.
  - Coordinate with the CCRT to assist with the dissemination of flood information and resources.

COMMUNITY MEMBERS

- **Montpelier Businesses**
  - To the greatest extent possible, move inventory and other critical business assets above predicted flood levels.
  - Monitor guidance and orders from the City to make informed decisions on business closures.
  - Assess and document all flood damage, including inventory loss, for potential grant funding and/or reimbursements.
  - Coordinate with the City and Montpelier Alive on reopening processes.

- **Montpelier Residents**
  - Review current insurance policies to ensure flood damage is covered. If there is no insurance, explore options to obtain homeowners or renters insurance.
  - Develop an Individual/Family Emergency Plan, including potential evacuation routes and pet considerations.
  - To the greatest extent possible, move critical household items above predicted flood levels.
  - If affected, contact the Volunteer HUB or any of the community support organizations for assistance.
  - If unaffected, connect with the Volunteer HUB to volunteer or donate resources.

Appendices

Acronyms

Acronym	Definition
AAR	After-Action Report
ACDC	AC Disaster Consulting, LLC.
AFN	Access and Functional Needs
CCRT	Crisis Communications Response Team
CERT	Community Emergency Response Team
COOP	Continuity of Operations Plan
CVRPC	Central Vermont Regional Planning Commission
EMD	Emergency Management Director
EMT	Emergency Management Team
EOC	Emergency Operations Center
ERAF	Emergency Relief and Assistance Fund
FEMA	Federal Emergency Management Agency
HAZMAT	Hazardous Material
HSEEP	Homeland Security Exercise and Evaluation Program
ICS	Incident Command System
LEMP	Local Emergency Management Plan
LGBTQIA2S+	Lesbian, Gay, Bisexual, Transgender, Questioning, Intersex, Asexual and Two Spirits
LHMP	Local Hazard Mitigation Plan
LMS	Learning Management System
LTRG	Long-Term Recovery Group
MAPLE	Montpelier Action Plan for Local Emergency
MCRR	Montpelier Commission for Recovery and Resilience
NIMS	National Incident Management System
NRF	National Response Framework
NWS	National Weather Service
PA	Public Assistance
PPE	Personal Protective Equipment
PIO	Public Information Officer
POC	Point of Contact
RPC	Regional Planning Commission
SEOC	State Emergency Operations Center
SHMP	State Hazard Mitigation Plan
USAR	Urban Search and Rescue
VDM	Vermont Emergency Management
VHMRT	Vermont Hazardous Material Response Team
WCMHS	Washington County Mental Health Services

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Operational Checklists

Please see the following pages for operational checklists for city government, residents, and businesses. These can be printed off and used before (pre-disaster), during (response), and after (short-term recovery) emergencies.

- City Operational Checklist
- Business Operational Checklist
- Resident Operational Checklist

PRE-DISASTER (PREPAREDNESS)

- ◯ Receive notification of potential disaster.
- ◯ Meet with Emergency Management Team to discuss disaster preparations.
    - ◯ Activate the Emergency Operations Center.
    - ◯ Activate the Volunteer HUB.
- ◯ Discuss changes in government services and operations with Department Directors.
- ◯ Notify the whole community of the impending disaster, including information on available resources (e.g., sandbags) through official communication channels.

DURING DISASTER (RESPONSE)

- ◯ Activate the EOC and/or Volunteer HUB, if not already done so.
- ◯ Maintain situational awareness.
- ◯ Establish communication with VEM and CVRPC.
- ◯ Prepare for 24-hour operations, if necessary, to include staffing, food/water, and facility operation.
- ◯ Communicate with key and secondary partners to assess requests for assistance.
- ◯ Submit resource requests to VEM.
- ◯ Document all decisions and actions made.
- ◯ Track and document financial expenditures, including personnel, equipment, and supplies.
- ◯ Disseminate regular updates on the situation to the whole community through official communication channels.
- ◯ Coordinate with the local shelters and the American Red Cross for sheltering needs.

POST-DISASTER (SHORT-TERM RECOVERY)

- ◯ Coordinate with local, state, and Federal agencies in damage assessment and cost of recovery activities.
- ◯ Inform the public of disaster recovery activities via official communication channels.
- ◯ Facilitate the restoration of normal government services and operations.
- ◯ Coordinate with Volunteer HUB to ensure impacted individuals, families, and/or businesses are receiving support and resources.
- ◯ Initiate deactivation of EOC and/or Volunteer HUB, as needed, and notify all City personnel and VEM.
- ◯ Debrief response personnel, prepare incident report, and update plan based on lessons learned.
- ◯ Conduct an after-action meeting to evaluate the overall effectiveness of the community's response and recovery actions.

MONTPELIER ACTION PLAN FOR LOCAL EMERGENCY

MAPLE

PRE-DISASTER (PREPAREDNESS)

○ Understand what threats may impact your business.

○ Review your insurance policy to ensure that damages caused by identified threats are covered.

○ Take photos of all assets for your records.

○ Make a Plan!

○ Sign-up for VT Alert (www.vtalert.gov) to receive real-time communications from the City.

○ Connect with Montpelier Alive to understand how they can help your business during and after disaster.

○ For impending disaster, move all critical paperwork, equipment, and/or inventory out of hazardous areas.

DURING DISASTER (RESPONSE)

○ Determine if your business needs to close during the disaster. Inform employees of this decision.

○ Move all critical paperwork, equipment, and/or inventory out of hazardous areas.

○ Monitor the City website, social media, and VT Alert for up-to-date information on the disaster.

○ Monitor the Montpelier Alive website and social media sites for specific business-related information.

POST-DISASTER (SHORT-TERM RECOVERY)

○ Assess any damages by taking photos and documenting lost equipment and/or inventory, as well as structural damages.

○ Contact your insurance company.

○ If renting your business space, contact your landlord.

○ Contact Montpelier Alive to report damages and to seek further assistance.

○ Contact the Volunteer HUB to request volunteers and/or supplies.

○ Coordinate with the City to determine what permits/inspections are required to reopen.

○ Ensure employees are using personal protective equipment, as necessary.

PRE-DISASTER (PREPAREDNESS)

- ⭘ Understand what threats may impact your home and workplace.
- ⭘ Review your renters/homeowner's insurance policy to ensure damages from potential disaster are covered.
- ⭘ Take photos of all assets for your records.
- ⭘ Sign-up for VT Alert (www.vtalert.gov) to receive real-time information from the City.
- ⭘ Make a Plan!
- ⭘ Create a 'go-bag' in case of evacuation or stay at home orders.
- ⭘ Place all important documents in a waterproof container and store in a familiar place.
- ⭘ Before the disaster hits, stock up on needed medications and medical equipment (e.g., oxygen tanks).
- ⭘ Charge all electronic devices.

DURING DISASTER (RESPONSE)

- ⭘ Monitor official communications from the City on the website, social media, and VT Alert.
- ⭘ Monitor the local news to receive updated information on weather and status of the disaster.
- ⭘ Prepare your go-bag in case of evacuation.
- ⭘ Adhere to all evacuation or stay at home orders.
- ⭘ Check on friends, family, and neighbors to see if they need help.
- ⭘ Call 9-1-1 for emergency assistance.

POST-DISASTER (SHORT-TERM RECOVERY)

- ⭘ Monitor official communications from the City on the website, social media, and VT Alert.
- ⭘ Check the Volunteer HUB website for opportunities to volunteer, or to seek assistance.
- ⭘ Adhere to road closures.
- ⭘ If your home was damaged, take photos of all damage for insurance and potential FEMA assistance.
- ⭘ Notify your landlord, as needed, of sustained damages.
- ⭘ Contact your renters/homeowner's insurance company.
- ⭘ Report home damages to 2-1-1 or the Volunteer HUB.
- ⭘ Use personal protective equipment, as needed.

MAPLE Supporting Information

RECORD OF CHANGES

Revision	Description	Date

RECORD OF DISTRIBUTION

Departments / Partners Receiving Copies of the MAPLE	Position Title(s)	Date of Delivery	No. of Copies E = Electronic H = Hard Copy
City Manager's Office	City Manager, Assistant City Manager, Communications Coordinator		
Fire & Ambulance Department	Fire Chief, Deputy Fire Chief		
Police Department	Police Chief, Deputy Police Chief		
Public Works	Director of Public Works		
Finance Department	Finance Director		
Parks & Trees	Parks Director & Tree Warden		
Building Inspector / Health Officer	Building Inspector		
City Clerk	City Clerk		
City Council & Mayor	Council Members, Mayor		
Montpelier Alive	Executive Director		
Long-Term Recovery Group	Executive Director		
Kellogg-Hubbard Library	Executive Director		
Montpelier Housing Authority	Executive Director		
Downstreet	Executive Director		
Elevate Youth Services	Executive Director		
Central Vermont Medical Center			
Washington County Mental Health	Executive Director		
Good Samaritan	Executive Director		

Departments / Partners Receiving Copies of the MAPLE	Position Title(s)	Date of Delivery	No. of Copies E = Electronic H = Hard Copy
Another Way	Executive Director		
State of Vermont Buildings and General Services	Director of Safety & Security		
Central Vermont Regional Planning Commission	Emergency Management Planner		
Vermont Emergency Management	Central Vermont Regional Coordinator		
Recreation Department	Director of Recreation		
Surrounding Communities	Emergency Management Directors of East Montpelier, Barre, Berlin, Middlesex, and Plainfield		

CONTRACTS & OTHER LOCAL RESOURCES

Contract / Resource Name	Description	Contact Information
Businesses with Standing Municipal Contracts		
None		
Other Local Resources		
Local Contractors		
Aubuchon Hardware	Tools, hardware, and other supplies	
RK Miles Lumber	Lumber	
Bond Auto		
Shaws Super Market	Food and water	
Mutual Aid Agreements		
City of Barre		

VULNERABLE POPULATION SUPPORT ORGANIZATIONS AND FACILITIES

Organization / Facility Name	Population Served	Contact Information
Union Elementary School	Young	
Main Street Middle School	Young	
Montpelier High School	Young	
Heaton Woods Nursing Home	Elderly	

Organization / Facility Name	Population Served	Contact Information
Gary Home	Elderly	
Westview Meadows	Low Income	
Pioneer Apartments	Low Income	
Lane Shop Apartments	Low Income	
Senior Center	Elderly	
Multiple Day Care Centers	Young	
Lower State St. area		
60 State St. Parking Lot		
Municipal Bridges		
Waste Water Treatment Plant		
Water Treatment Plant		
State Heat Plant Behind 120 State Street		
Cummings Street apartments		

NIMS Typed Resources

Description: As required by the State of Vermont, the City's NIMS Typed Resources will be included as an appendix.

Contact Information

Description: A list of contact information for City personnel and partners will be included.