

City of Venice 2024 Hurricane Season Survey

DRAFT Summary of Results

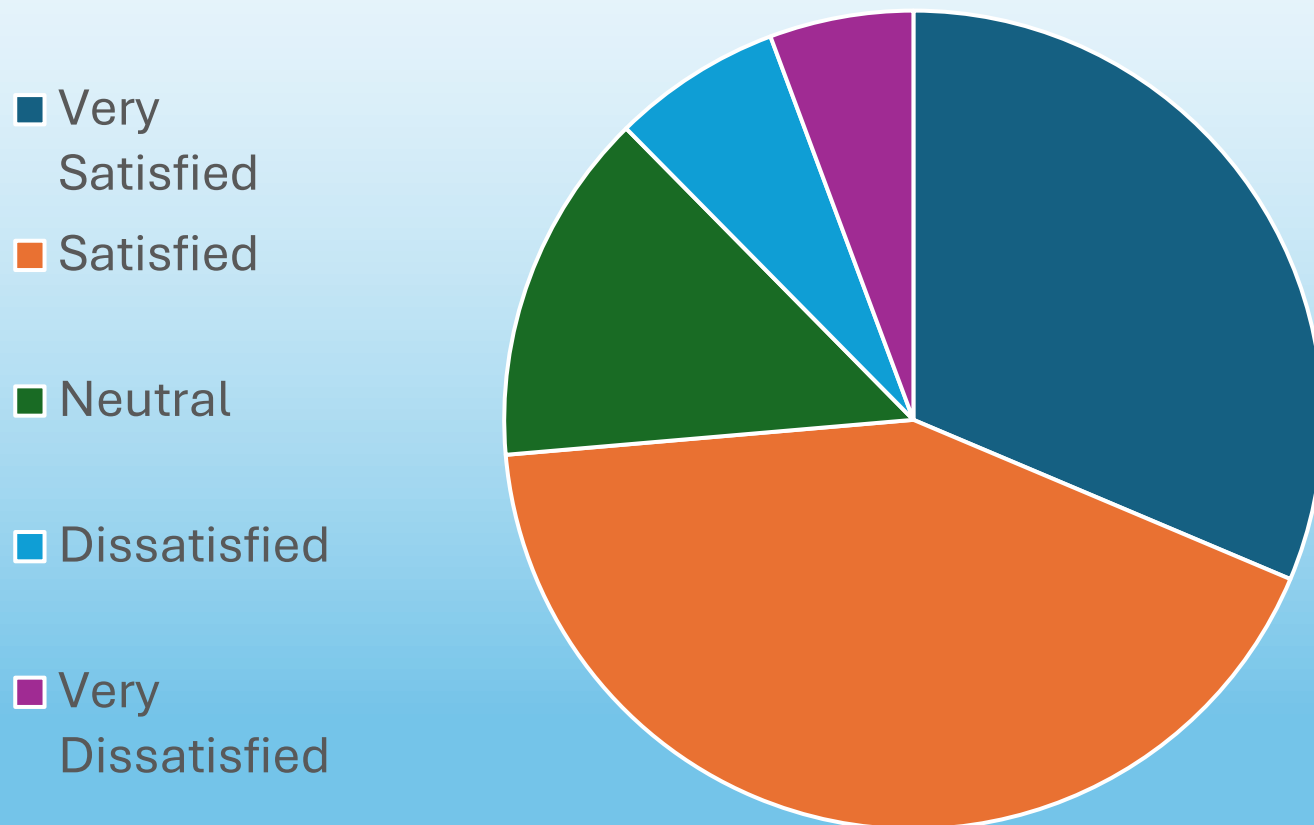
Conducted February 28 – March 14, 2025

By the
Citizen Advisory Board
For the
Venice City Council

Summary of Results Presentation Objectives

- Review responses to the survey
- Outline next steps to finalize the CAB Hurricane After Action Review

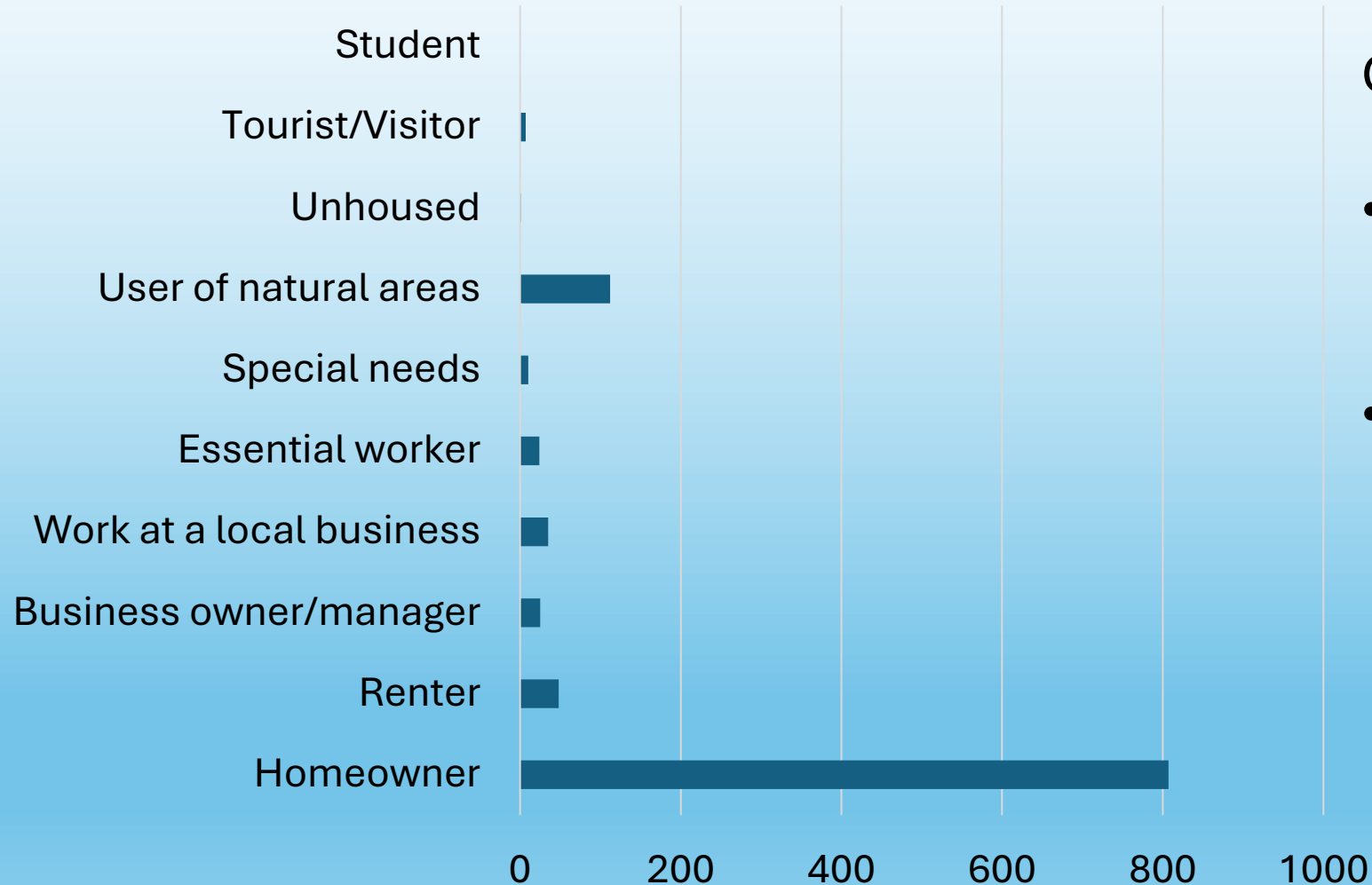
19. How satisfied were you with the City's response to the hurricanes?



Comments:

- 880 responses
- **Most responses were favorable.**
- Issues raised in the rest of the survey address ways to improve city services as well as other problems respondents had before, during, and after the storms.

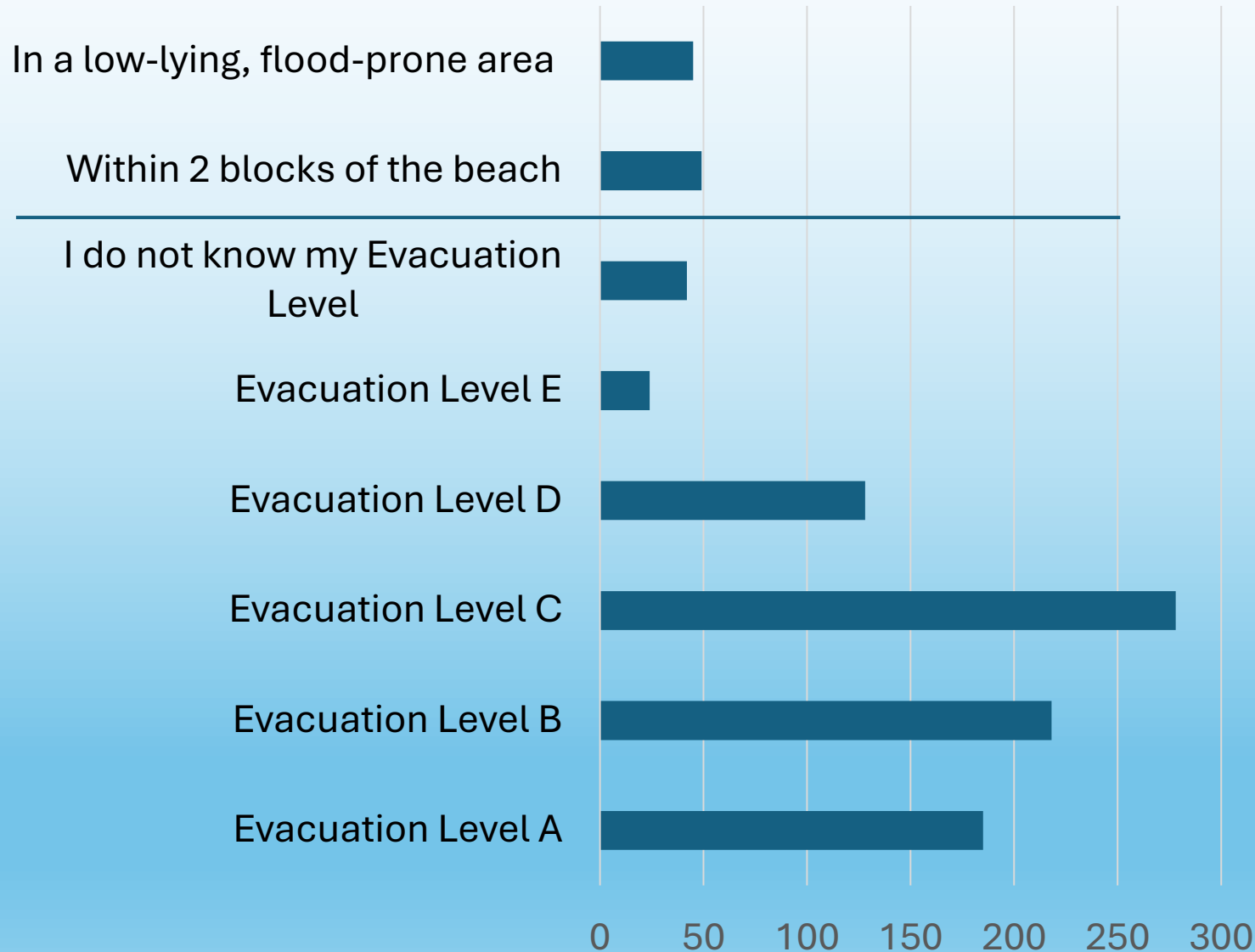
1. Which of the following describes your role in Venice? (Check all that apply)



Comments:

- Responses represent most residents/workers/visitors
- Despite low response numbers, good information was obtained about those with special needs, essential workers, and tourists.

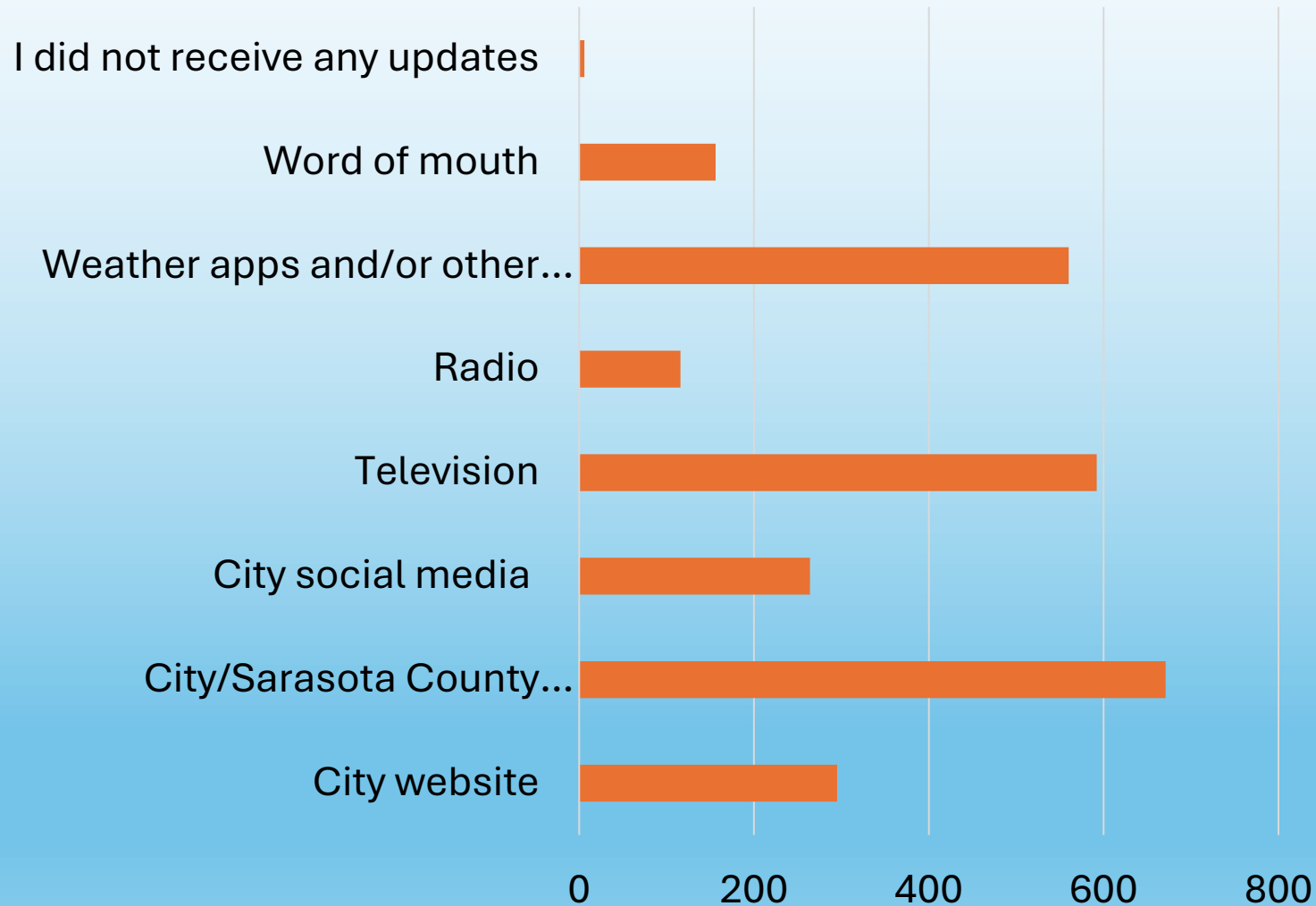
2. My home/business is located in (Check all that apply)



Comments:

- All Evacuation Levels are represented.
- Most responses from Evacuation Levels that were under mandatory evacuation notices for Helene and Milton.
- 72 were in flood-prone areas, near the beach, or in both

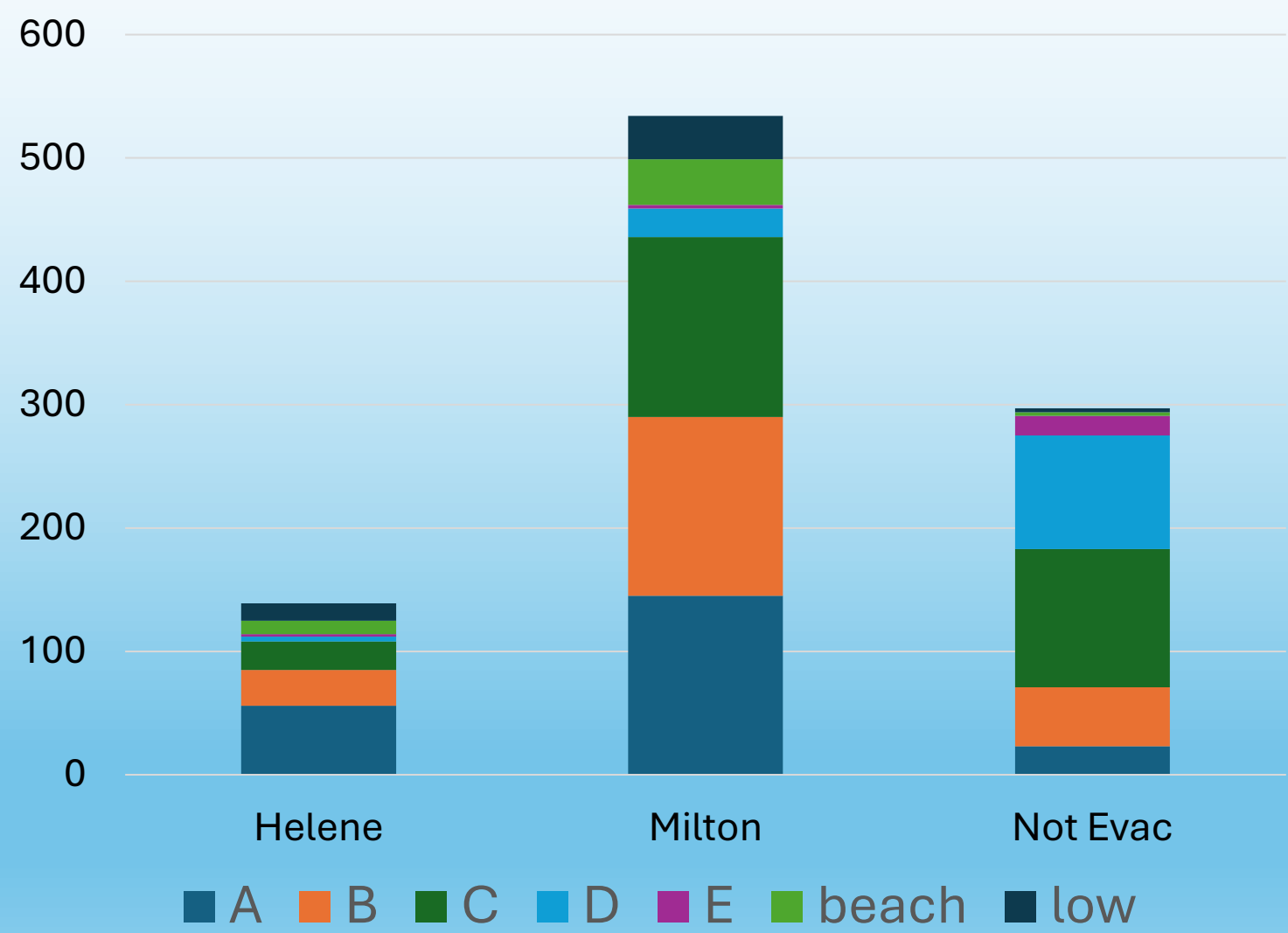
3. How did you receive updates about the coming storms? (Check all that apply)



Comments:

- Essentially everyone got storm updates from one or more sources.
(Min=1, max=7, avg=3.5)
- The Alert, television, and applications were the most utilized sources.
- City website and social media were popular.
- Radio, the one outlet that does not require power or internet, was not used very widely.

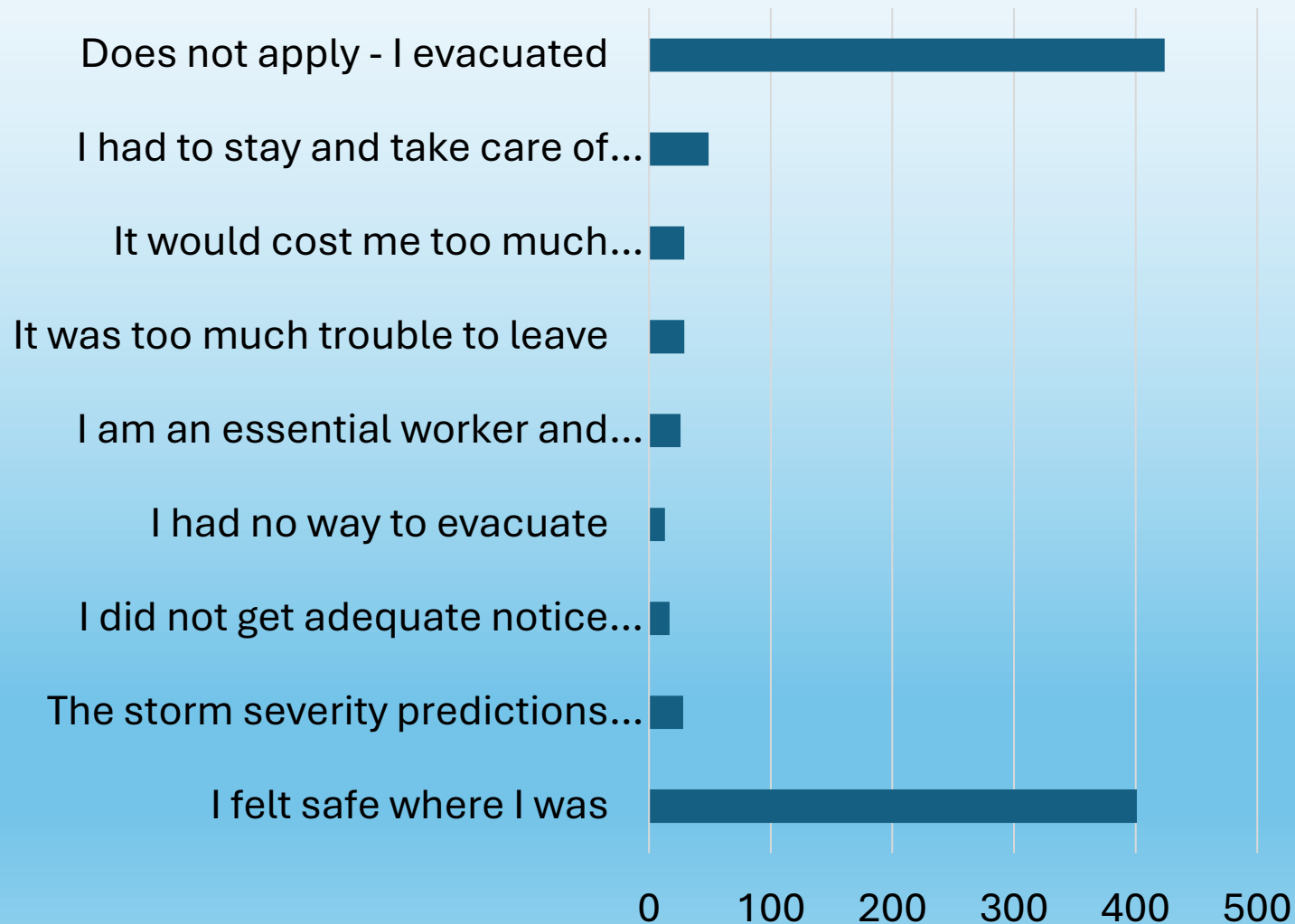
4. I evacuated for (Check all that apply)



Comments:

- About 2/3 of those living in Evacuation Level A complied with the mandatory evacuation order for Helene.
- About 2/3 of those living in Evacuation Levels A, B, and C complied with the mandatory evacuation order for Milton.
- Of those that did not evacuate for either storm, 50 water rescues were necessary during
- Helene, 0 were necessary during Milton.

5. If you did not evacuate when evacuations were called, why not? (Check all that apply)



Comments:

- Of those that did not leave, many felt safe where they were and it was too much trouble or too expensive to leave. Others were essential workers or had responsibilities for someone or property.
- Most people got evacuation notices.
- A few were not able to evacuate.

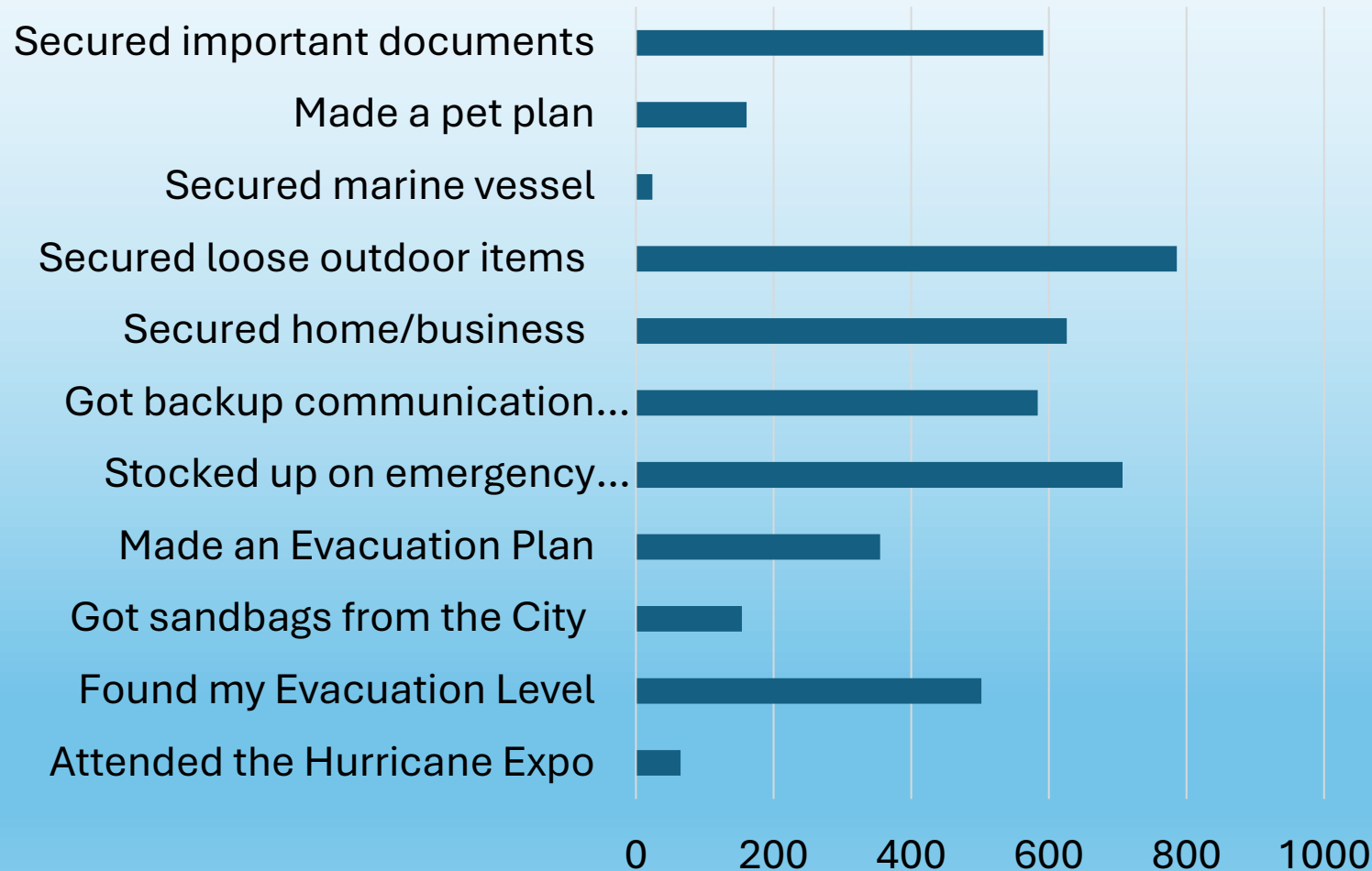
6. Did you utilize an area evacuation center (shelter)?



Comments:

- Most respondents did not need evacuation centers.
- More centers are needed.
- More people might use centers if they understood that they take pets and provide a good experience.
- No one needed transportation.

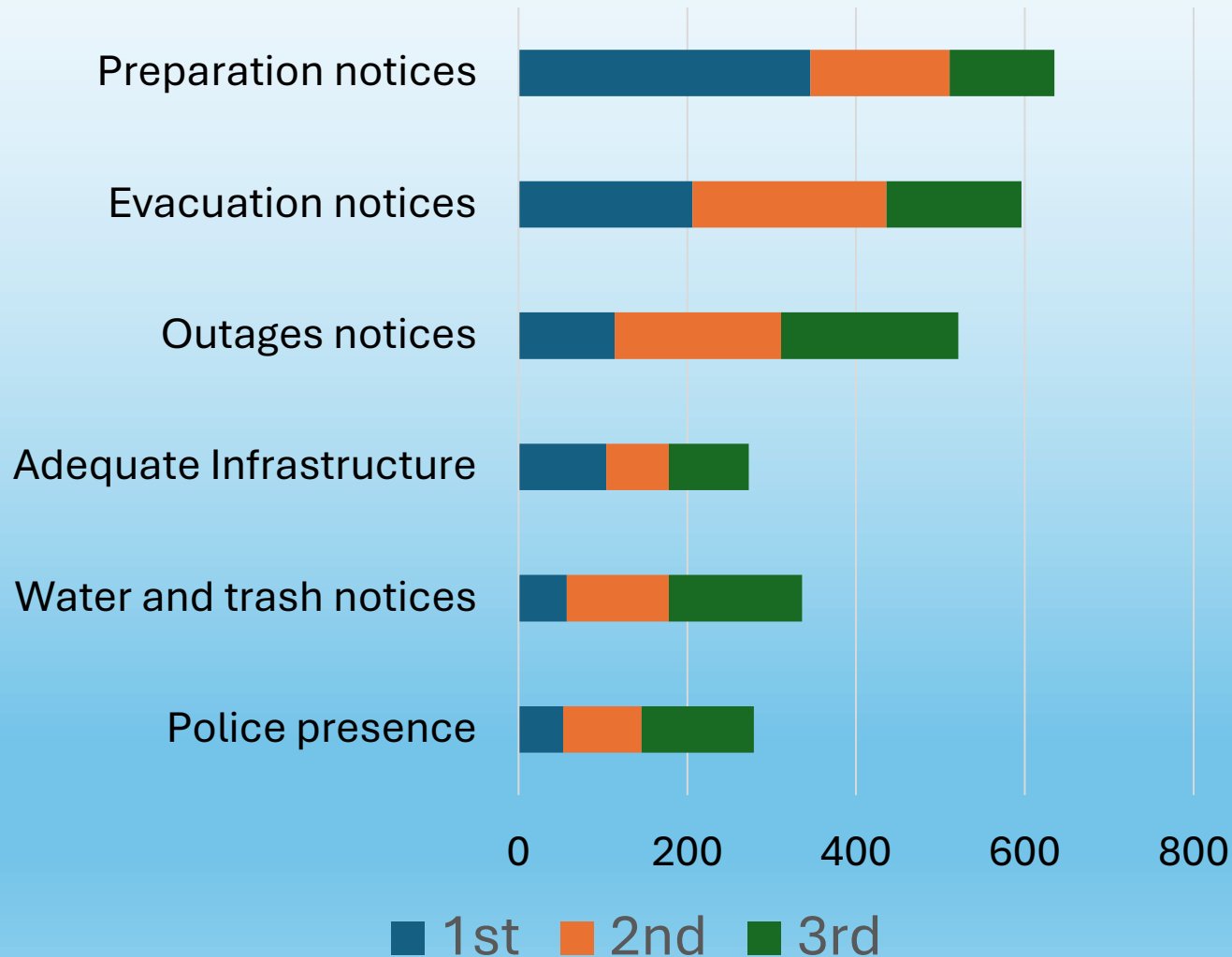
8. How did you prepare for the storms? (Check all that apply)



Comments:

- All respondents prepared for the storms by doing an average of 5 of these tasks.
- Problems with evacuation traffic and other difficulties would be avoided with more people making evacuation plans ahead of the storms.

9. Rank the following City services for how well they prepared you **BEFORE** the storms (in order of importance to you).



Comments:

- Respondents most valued information before the storms to help them prepare, evacuate, and anticipate power, internet, and phone outages.
- Many respondents explained in Question 10 that they still valued other city services that got lower ranks.

10. Describe how to improve the City service you needed most to be better prepared BEFORE the storms **

1. Most were satisfied or had no comment

2. Preparedness & Communication

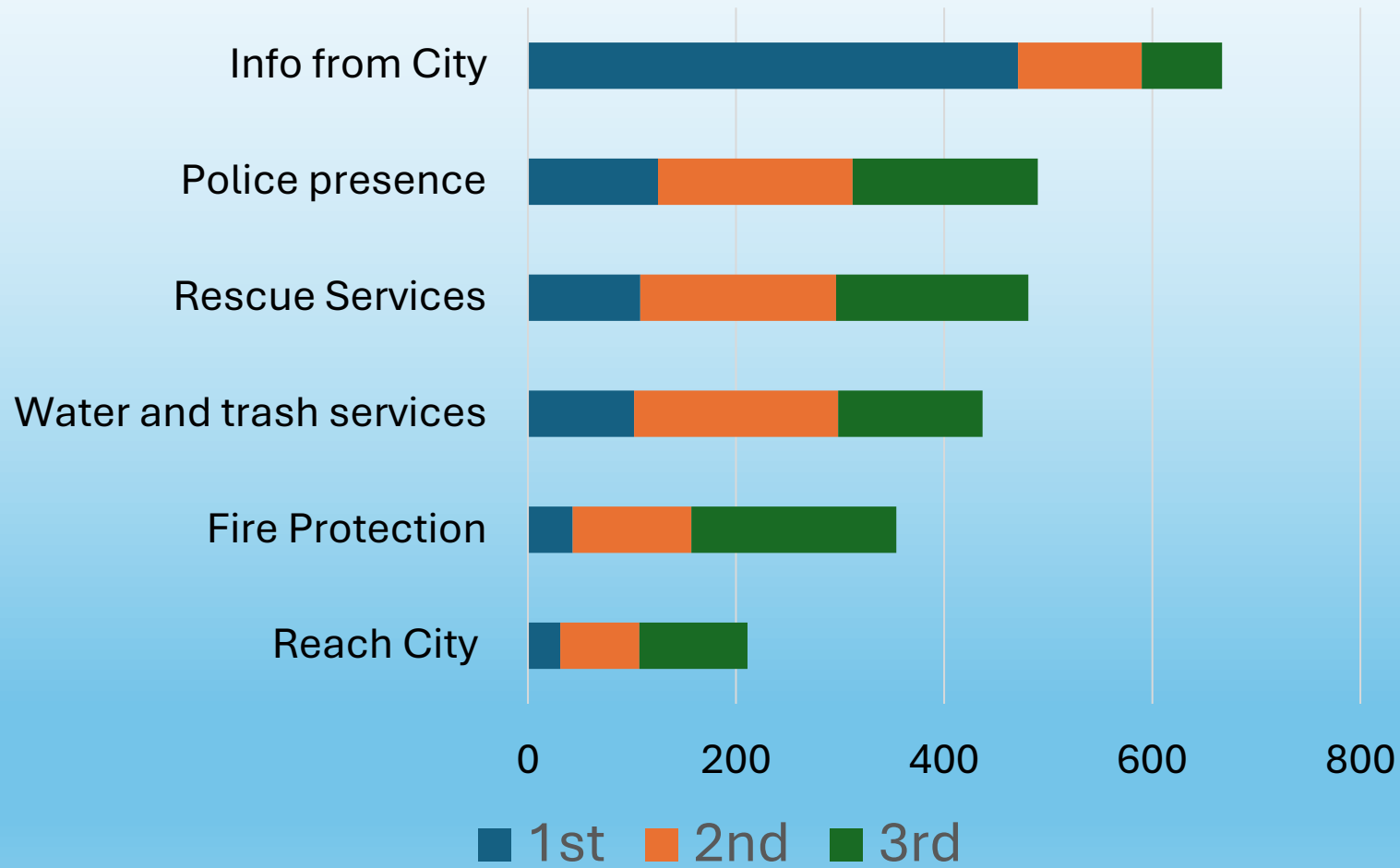
- Messaging is good, but better access to messages is necessary
- Distribute sandbags earlier, at more locations, with sand bags at the same location as sand
- Improve evacuation procedure
- More evacuation shelters for the city are needed
- More help is needed for residents with special needs

3. Infrastructure & Flood Management

- Calls for improved drainage systems before the storm at Flamingo Ditch and elsewhere.
- Requests for underground utility installation to prevent storm damage and minimize power outages.

** This list of responses is provided for illustration only. A full summary of responses will be provided in the final report

11. Rank the following City services for how well you were served DURING the storms (in order of importance to you).



Comments:

- Respondents highly valued information from the City about the storm status
- Police, rescue, and water services were roughly tied.
- Fire protection and ability to reach the City for help were not expected during the storm.

12. Describe how to improve the City service you needed most to be better prepared DURING the storms. **

1. Most respondents did not expect City services during the storms

2. Communications and Updates

- Need information on specific storm impacts and locations, storm abatement
- Power, phone, internet connectivity needs to be improved

3. Infrastructure

- Keep water on where possible

4. Assistance

- Police at traffic lights that do not work
- Medical triage areas are needed for minor injuries
- Better planning for essential workers

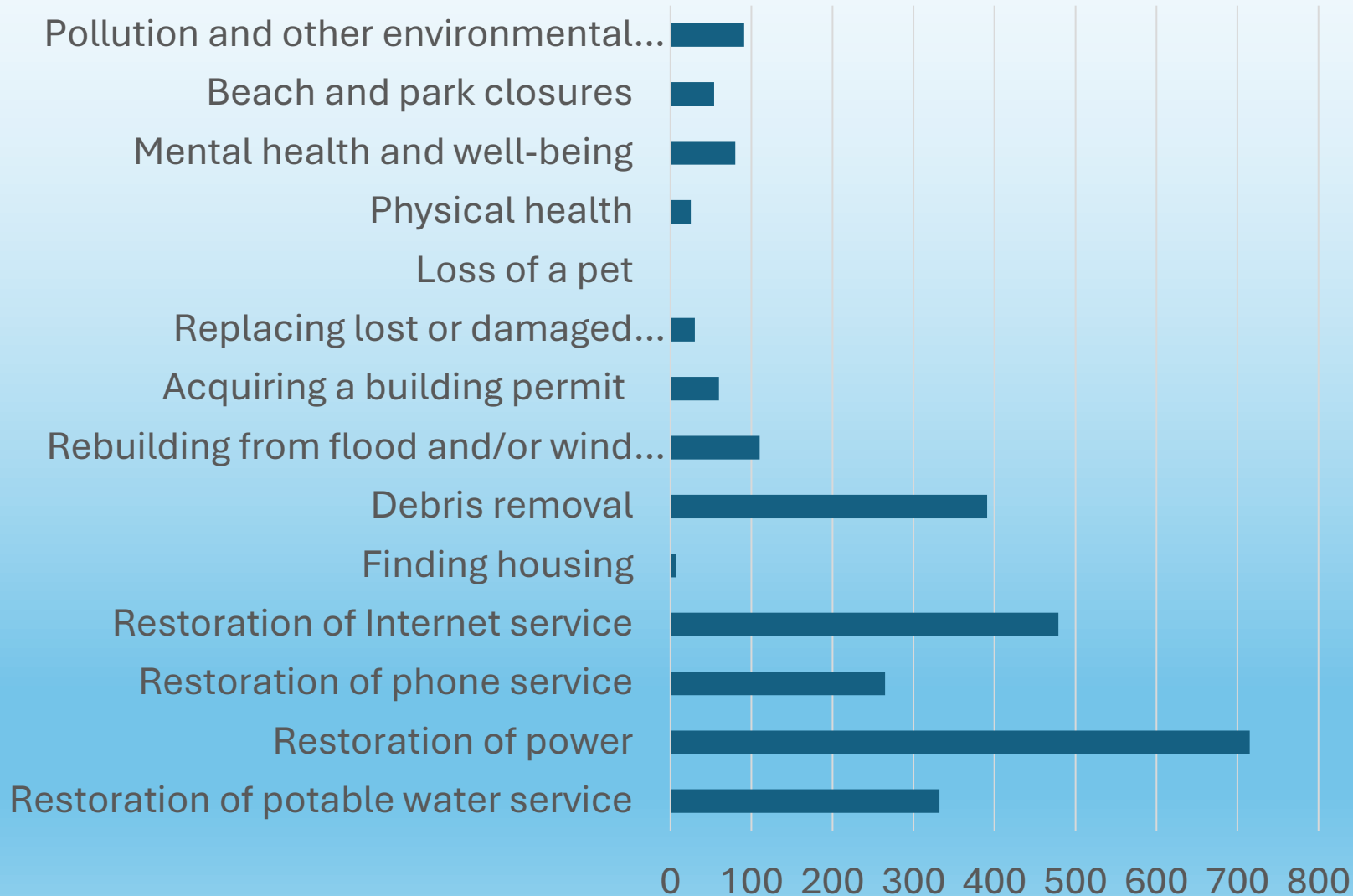
13. If you evacuated, which of the following best describes your experience (check 3 most important to you).

Comments:



- Most people were able to evacuate with no issues.
- More information before the storms would be helpful about evacuation routes to avoid traffic, hotel availability, and safe destinations.
- More communications would be helpful as the storms pass about when it is safe to return.
- Barriers to evacuation need to be addresses to encourage more to leave during storms.

14. From the following recovery efforts, choose 3 that were the most challenging or important for you.



Comments:

- Most respondents valued restoration of services to resume functions and communications.
- Debris removal was a priority for many.
- Rebuilding from flood and wind damage was associated with challenges getting building permits.
- A significant number of people had challenges with mental health, closures of parks, and pollution.

15. How could the City help with your most important recovery challenge in Question 14? **

1. Communication challenges

- a. Need info on recovery process such as when water is potable, resources at community center, safety at beaches/parks; schedule priorities for debris removal
- b. Special needs residents need to stay in contact with medical providers

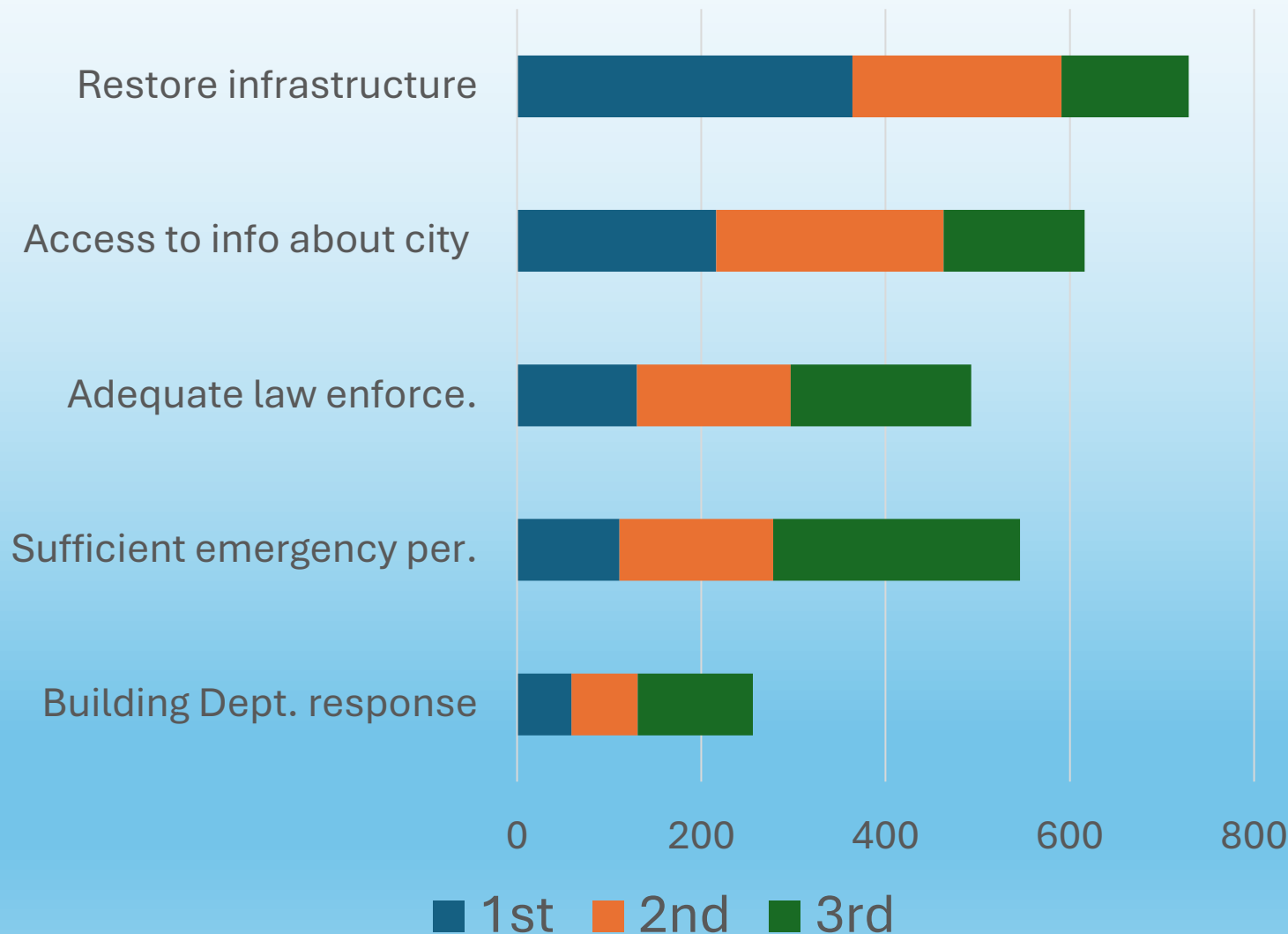
2. Permit process

- a. Many called for a streamlined permit process for minor jobs, to waive permit fees
- b. With significant issues that delayed permitting, more compassion and understanding is needed from the city permitting staff as well as applicants

3. Miscellaneous

- a. Clear waterways and manage pollution,
- b. Coordinate volunteers, connect volunteers with needs,

16. Rank the following City services for how well you were served AFTER the storms (in order of importance to you).



Comments:

- Restoring safe water and roads was the priority for many after the storms.
- Access to information, law enforcement, and emergency personal were rated highly as people needed to return to a safe city.
- Response of the building department was not a priority issue for many people.

17. Describe how to improve the City service you needed most to be better served AFTER the storms. **

1. Remove barriers to repairs and rebuilding

- a. Need a well-defined, step-by-step process for rebuilding
- b. Delays in permitting cause frustration and harm

2. Centralized recovery information

- a. Need a comprehensive storm recovery site that consolidates all necessary updates and resources such as the Venice Community Center
- b. Coordinate with county on a plan for returning evacuees; a phone bank would be helpful; include communications on when it is safe to return

3. Road conditions and debris clearance

- a. Need traffic control at intersections with traffic lights that do not work
- b. Fix street signs

18. Which describes your experience with volunteering during the storm recovery? (Check all that apply)

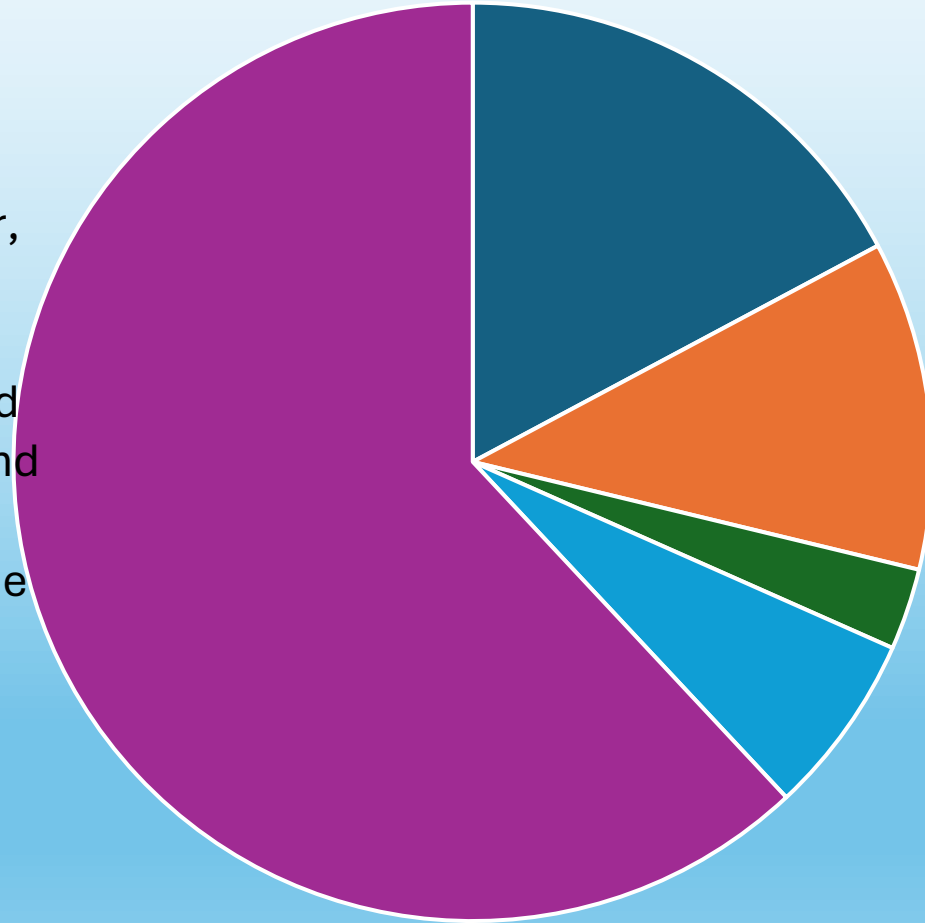
■ I volunteered

■ I wanted to volunteer, but did not know where to go

■ I needed help, but did not know where to find resources

■ Volunteers helped me

■ I did not volunteer



Comments:

- There is a significant pool of people who either volunteered or would like to volunteer.
- People want to know where to go for help and volunteer.
- Respondents benefited from the volunteers.

20. Do you have any additional comments regarding how you viewed the City's role in dealing with Hurricanes Helene and Milton? **

1. Preparedness and Resources

- a. Long wait times for sandbags
- b. Help for seniors

2. Shelter availability

- a. Venice needs its own shelter

3. Drainage and Flood prevention

- a. Management of drainage

4. Infrastructure and road maintenance

- a. Faster debris removal
- b. Condition of roads; signs, traffic lights, etc.

5. Communication

- a. Media outlets that do not require power or internet

6. Permitting

- a. Slow process has caused harm, especially for minor repairs

7. Use volunteers more effectively

8. Excessive development

- a. Overwhelmed city services and infrastructure
- b. Evacuations are hindered

Next Steps in the Citizen Advisory Board Hurricane After Action Review

1. Finalize resident input
2. Complete summary of responses
3. Develop recommendations for the City
4. Complete and present the final report to the Council