

**Monroe MSA Citizen Preparedness
Survey**

Homeland Security Management
Institute
Monroe Community College

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Executive Summary¹

The Monroe Community College (MCC) Homeland Security Management Institute (HSMI) conducted five different training courses in Spring 2013, and surveyed 399 participants about their disaster preparedness. People from Monroe, Livingston, Ontario, Wayne, and Orleans counties were in attendance (the Monroe MSA) and results were compiled in May 2013.

The overwhelming majority of respondents believe disaster preparedness is both important to them personally (98%) as well as helpful to emergency personnel (93.4%), but less than half have practiced what to do in an emergency (40.6%), designated a meeting place in event of emergency (33.9%) or believe their community is ready (39.2%). Explaining the difference between desire and action, when asked “I have not taken any disaster preparedness steps”, 44.7% responded not having time, 37.1% thinking emergency personnel will help them and 32.6% not knowing what to do was primarily or somewhat of a reason.

Roughly half of the respondents have taken some measures toward disaster preparedness. For example, 54.2% have attended a meeting on how to prepare for a disaster, 65.1% have taken first aid training, 40.9% have talked to others in the community about preparedness, and 65.2% maintain a 3-day emergency supply kit.

The bulk of the word responses describe an awareness of a lack of preparedness in both personal and professional contexts, and a resolve to change it.

¹ When citing this report, please cite as:
Welsh, A. (May 2013) *Monroe MSA Citizen Preparedness Survey*, IR, Total pgs. 21

Introduction and Methodology

The Monroe Community College (MCC) Homeland Security Management Institute (HSMI) surveyed 399 participants as part of these five (5) courses with multiple sections, conducted in Spring 2013, as follows:

- Community Emergency Response Team (CERT) training
- Active Shooter Awareness
- Active Shooter Intermediate
- Community College Citizen Preparedness Program (3CP2)
- Workplace Violence

People from Monroe, Livingston, Ontario, Wayne, and Orleans counties were in attendance (the Monroe MSA) and results were compiled in May 2013.

The survey was administered in person on paper to the class participants. The class was available to the public, and was not limited to particular professions, such as emergency services personnel or just MCC students.

The survey has three sections: an assessment of emergency preparedness; activities involved with in the past 2 years; and responses to the question “I have not taken any disaster preparedness steps because”.

Findings

The full results for each question as well as all open-ended responses can be found in Appendix A, and frequency charts of all the questions are in Appendix B.

The survey respondents do represent a non-random group within the population. Because they actively sought out instruction in emergency response, the respondents have demonstrated more interest in the subject than a typical citizen. Even with keeping this potential bias in mind, the responses were revealing.

The overwhelming majority of respondents believe disaster preparedness is both important to them personally (98%) (see chart 1) as well as helpful to emergency personnel (93.4%), but less than half have practiced what to do in an emergency (40.6%), designated a meeting place in event of emergency (33.9%) or believe their community is ready (39.2%). These responses are based on those that answer “Strongly Agree” or “Agree”. Chart 1 and Chart 2 illustrate this difference:

Chart 1

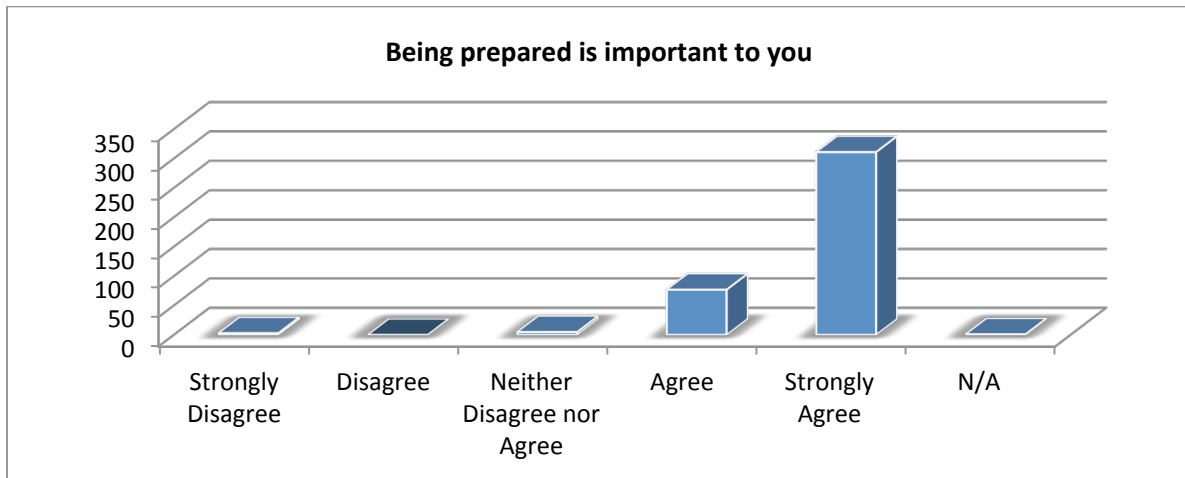
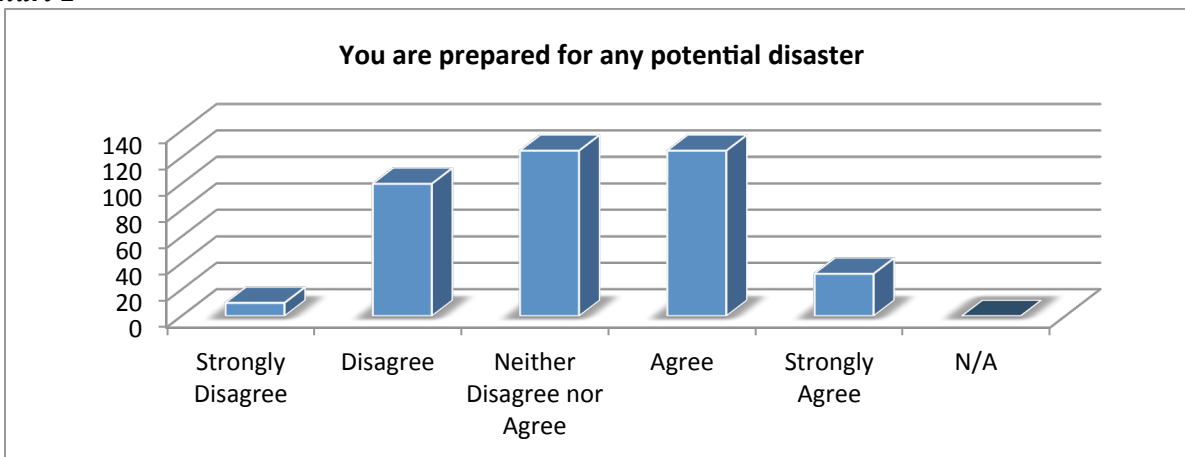


Chart 2



There is some dissonance between responses on what they think ought to be done and what the respondents actually do about it. Anticipating this within the survey design, the question was posed “I have not taken any disaster preparedness steps because”, 44.7% responded not having time, 37.1% thinking emergency personnel will help them and 32.6% not knowing what to do was primarily or somewhat of a reason.

Roughly half of the respondents have taken some measures toward disaster preparedness. For example, 54.2% have attended a meeting on how to prepare for a disaster, 65.1% have taken first aid training, 40.9% have talked to others in the community about preparedness, and 65.2% maintain a 3-day emergency supply kit.

The bulk of the word responses describe an awareness of a lack of preparedness in both personal and professional contexts, and a resolve to change it.

Appendix A –Survey Responses

	Monroe	Ontario	Wayne	Livingston	Orleans	Total
Please indicate the county you reside in	342	22	12	18	5	399

	Strongly Disagree	Disagree	Neither Disagree nor Agree	Agree	Strongly Agree	N/A	Agree / Strongly Agree	Total	Agreeable %
Being prepared is important to you	3	0	5	77	311	1	388	396	98.0%
You are prepared for any potential disaster	10	100	125	125	32	0	157	392	40.1%
You have a "go-bag" (emergency travel bag) for each person in your household.	50	180	54	50	47	16	97	381	25.5%
You have a "go-bag" for family pets	59	156	47	19	14	97	33	295	11.2%
You know what to do if told to go to a shelter.	24	89	54	159	62	3	221	388	57.0%
You know how to find an emergency broadcasting channel on the television and radio.	17	55	22	188	114	1	302	396	76.3%
In the last year, you have practiced what to do in an emergency.	41	146	49	96	65	2	161	397	40.6%
In the last year, you have established/updated a specific meeting place to reunite in the event you and your family cannot return to home or need to evacuate.	36	164	52	85	44	16	129	381	33.9%
You believe that citizen preparedness can make a difference in the ability of emergency officials to respond after a disaster.	5	6	15	113	254	6	367	393	93.4%
You believe your community is adequately prepared for emergencies/disasters	22	72	146	118	37	3	155	395	39.2%
You believe your workplace is adequately prepared for emergencies/disasters.	23	71	83	151	50	19	201	378	53.2%
You believe your children's schools or day care facilities are adequately prepared for emergencies/disasters.	14	48	93	119	28	97	147	302	48.7%

The next set of questions pertains to preparedness activities you may have been involved in within the past 2 years.	Yes	No	Total	% Yes
Have you attended a meeting on how to be better prepared for a disaster?	214	181	395	54.2%
Have you attended a CPR training class?	273	122	395	69.1%
Have you had first-aid skill training?	257	138	395	65.1%
Have you participated in training as part of a Community Emergency Response Team (CERT)?	112	284	396	28.3%
Have you talked with others in your community about getting prepared for a disaster?	162	234	396	40.9%
Does your household have an emergency plan that includes instructions for household members about where to go and what to do in the event of an emergency?	141	254	395	35.7%
Do you have copies of important financial or insurance documents in a safe place to help you rebuild or seek assistance following a disaster?	229	167	396	57.8%
Does your household maintain at least a 3-day supply of nonperishable food and water, a first aid kit, flashlights, prescription medicine and other items to keep your family safe and comfortable during an emergency/disaster?	259	138	397	65.2%

	A Primar y Reason	Somewha t of a Reason	Not a Reaso n	Does Not Appl y to Me	Tota l	% Primar y
I have not taken any disaster preparedness steps because						
I don't know what I am supposed to do.	33	81	141	95	350	32.6%
I just haven't had the time.	41	116	110	84	351	44.7%
I don't want to think about it.	12	64	171	97	344	22.1%
It costs too much.	12	44	193	95	344	16.3%
I don't think it will make a difference	5	30	215	92	342	10.2%
I don't think I'd be able to.	7	23	215	98	343	8.7%
I think that emergency responders, such as fire, police, or emergency personnel will help me.	23	105	143	74	345	37.1%

Please share with us any other concerns you may have about being better prepared for emergencies or disasters (all responses).

- I came here with my work environment in mind. I'm ashamed to say I hadn't even considered my family or extended family. It's one of those "it won't happen to me" Not good! Thank you. I'm glad I took the time to attend (Active Shooter Awareness) and will pass the word.
- Working in a public library I feel we as staff could face several different emergencies.
- Joint training with local police would help firefighters plan a response.

- School administrative organizations have not effectively rolled down emergency policies and procedures. Faculty not trained to effectively deal with emergency situations.
- Would like to be informed of what is best practice from someone with that authority.
- I hope most MCC faculty will take any form of training since students will look to us for direction.
- Just haven't thought about it at home - only at work.
- POD information - information out to public regarding "IPAWS" and Hyper-reach.
- Will continue to take advantage of training opportunities for awareness to assist family, workplace, other areas frequented to assist others for a response plan.
- I need to further educate my household in terms of really making sure we are all prepared, as prepared as we can be.
- Reality of emergency preparedness - Yes a procedure is there. Yet with multiple shifts not all have access to everything. Give us knowledge that we need to revamp some things.
- Just have not been taught the importance of it.
- I need to learn a better way to protect my family in case of any emergency.
- What if you cannot afford to have all the necessary emergency items needed in a crisis kit? Are there any community resource centers to help now before disaster strikes? Suggestion for county officials - Depending on household size provide a necessary survival kit(s) such as food, water, flashlights, etc. Only necessary items open instruction when to use.
- I think the "Community College Citizen Preparedness Program" course should be offered to big agencies such as the ARC of Monroe County, CDS Monarch, and Lifetime Assistance. I feel this would help everyone stay on the same page throughout the county.
- I will prepare myself, adult daughters and grandchildren to attend the CERT class ASAP.

- The thing is I should be more prepared for last minute things together instead of waiting on putting things on hold.
- Basically finances are my main obstacle. I never really thought about preparedness before but at the moment I'm on unemployment and our basic expenses and needs are difficult to cover. I hope there are no emergencies before I get a job and purchase everything we need. But I can start small and get a little at a time.
- I work with young parents. I would like to be able to give them basic information about what to do in case of a disaster or emergency.
- Starting to prepare is a little overwhelming. I hope to gain some knowledge that will prepare me to be in a position to help my family and community in the event of an emergency.
- Grateful for this CERT training opportunity. Good use of tax dollars.
- I am prepared for emergencies in my home except for first aid. I would like to be more useful to my family and my community than I am now.
- The general populace's reliance on cell technology for communication (and panic when it doesn't work). Supplies and distribution. Organization. Where I am from (Dutchess County) we are terrible at organization.
- I responded to Super-storm Sandy with the New York National Guard. I have seen first-hand how citizen preparedness can benefit communities.
- What are the best things to pack for an emergency?
- Having an escape plan and a place to go in the community.
- Other than snow storms or the possibility of a nuclear disaster what possible disaster would affect Rochester.
- More guns = better safety.
- I want to learn more about being prepared for emergencies/disasters. One never knows when/where an emergency may arrive. My main concern is whether the homeless will be prepared and who is going to look out for them?
- My concern would be the amount of time it may take for a rescue team to help my family. I think people rely on the rescue team.

- I don't think my community is very prepared for an emergency or disasters. Not many people are aware of what to do in a disaster and don't take the incentive to educate themselves. I think there should be mandatory programs in schools to prepare kids and teens.
- My school is not fully prepared for emergencies and disasters. I hope that this issue would be improved in an efficient amount of time to protect its students. (Wilson Magnet High School).
- Where are local places to go in case of emergencies or disasters?
- What is the best way to prevent yourself from going into shock when things get too overwhelming?
- I believe that the majority of the general public does not necessarily know how to exactly respond to a disaster situation. For example - what to do and where to go in the event of an emergency.
- I think more people should be made aware about taking these awesome CERT classes!
- I want to know the best way to prepare for an emergency and be of help to others in my community.
- I believe CERT is an opportunity to help my family, neighbors and school/church if I gain this knowledge. Hopefully it will not have to be used but if it does it is better to know what to do and how to do it. Lives may be saved.
- I am glad for the opportunity to take CERT to get better prepared for emergencies or disasters. I also think it is important for me to use my skills I will learn to help other communities, especially since we seem to be experiencing more and more disasters.
- As a part of the Amateur Radio RACES group I am aware of the radio communications needs and methods in emergency situations.
- We live in a senior community and I would like to help as many as possible.
- Our senior community (Rivers Run) has put together an emergency preparedness plan for our cottage residents. We have identified emergencies: what to do before,

during and after, contacts, how to handle special needs, identified leaders and back up by section of cottages and a reference section with websites, hospital/urgent care list, personal/family /medical info.

- Our Rivers Run preparedness working group has prepared an information emergency preparedness manual and now needs to create a training manual for neighborhood leaders. We hope the information we obtain in the CERT course will be helpful too as we design our own training plan.
- That when it comes time to use what I have learned in CERT will I really be able to remember what to do.
- I have no concerns.
- In the past I didn't know there was a CERT class I could take. It seems to me that it's ever more likely that something will happen, either a natural disaster or otherwise and I want to be prepared as a citizen and a model for my children.
- I think the CERT class is awesome. I feel it is well taught and covers enough information. I feel I can help in an emergency. I would like to see a refresher course down the road.
- I live in a neighborhood primarily of senior citizens, and I strongly feel that I need to be able to take care of myself in an emergency or a disaster.
- I'm a Ham Tech. I'm involved with the Red Cross Disaster Action Team and blood drive. I'm on the board at Lifespan & Senior Connection. I've taken Emergency Medical Training classes. I've been on the Xerox Corporation's medical, safety, and emergency teams. I'm a NYS Ombudsman.
- I can share what I learn in CERT with my neighbors, family members and fellow employees.
- I'm just nervous because I don't know what I'm doing.
- What could/should you do with people already dying in a disaster (e.g. cancer patient)?
- I think the 3CP2 class is a great tool for a preparation class for awareness on disasters. A lot of info covered in a short period of time. Would love to see a

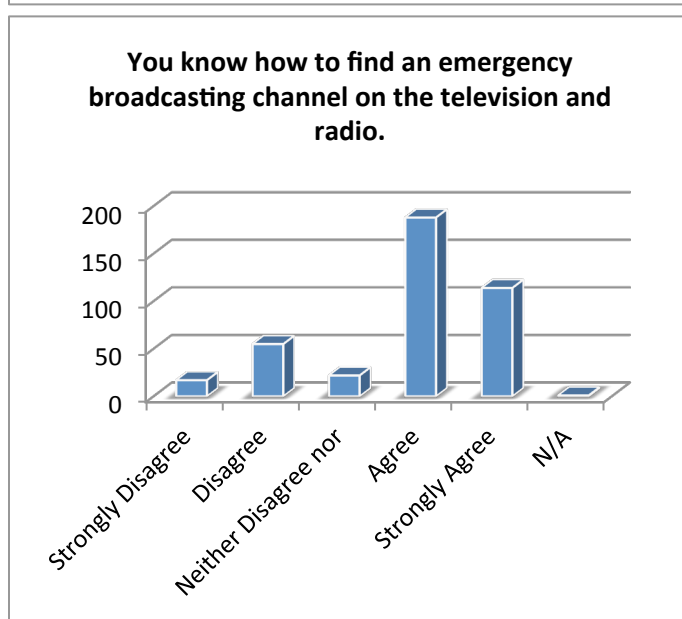
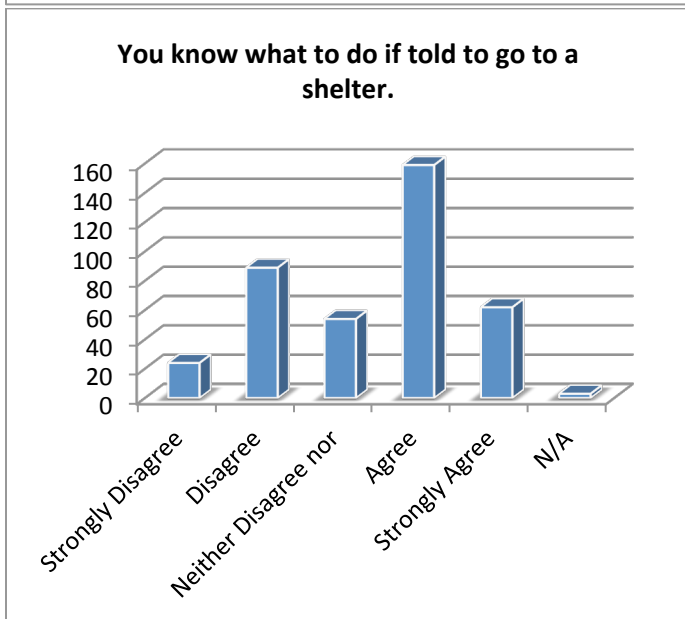
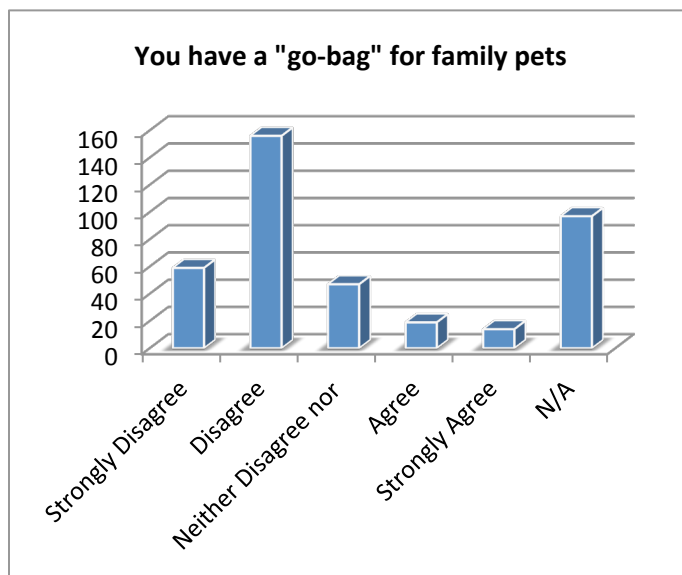
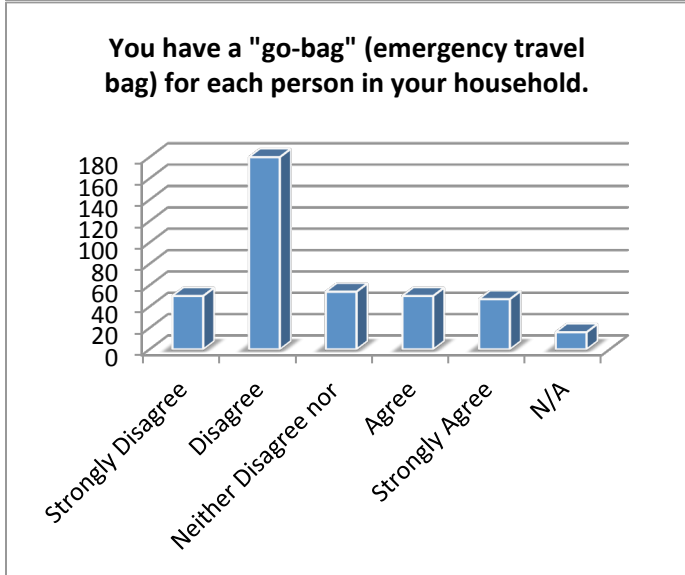
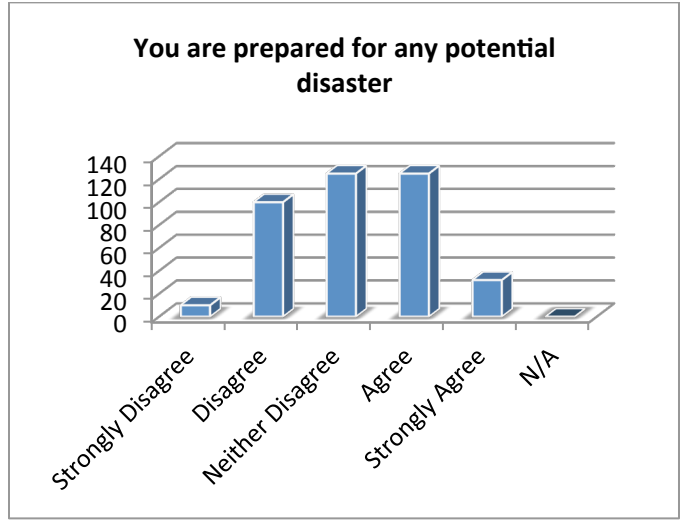
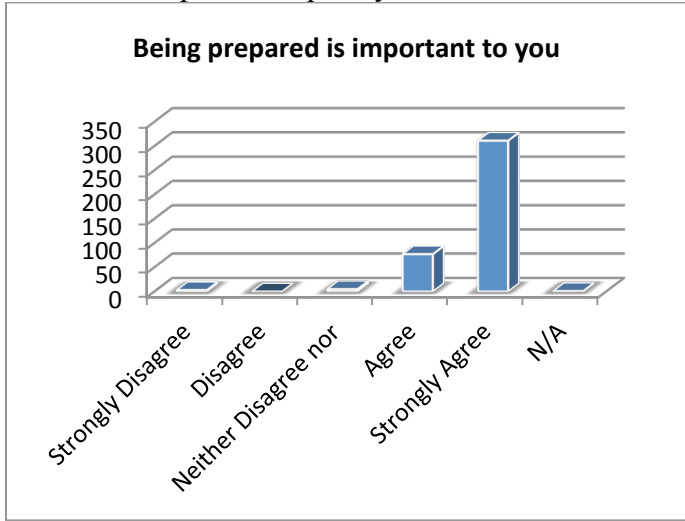
refresher course offered for opportunities to use what I have learned in drills or practices that may be offered through the community. Thanks so much.

- The CERT class has given me the option of trying to help those in an emergency situation. I am very glad that I have gotten the opportunity and experience with hands on training. Even though it was 9 classes spread out I feel if you also have extra classes on the weekend it would help me prepare better for an emergency/disaster. Sometimes people like me freeze on tests. Thank you for everything!
- I feel like schools are not really prepared to handle any emergency at all. They don't have any equipment, non-perishable food, plans, etc.
- Everyone should be prepared for any emergency that arises.
- Communication
- The "Active Shooter Awareness" course I attended today has put back into focus the need to take action on steps I can take to be best prepared in the event of an emergency. Thank You!
- I am concerned that the 911 Center has no plan for an active shooter incident. Hopefully, if it did happen the dispatcher would be on the primary and get the police going. Until then I guess we try to get out, hide or fight back.
- I want my place of employment totally prepared for any disaster that may arise.
- Training & practice make a huge difference
- New gun laws limit the ability to legally protect your family & property
- I used to teach emergency preparedness. It is just my husband and myself. If there was a disaster I would be volunteering to help others. I need to get personal papers together.
- Talk about the possible solar flares that could more than disrupt our electronic and communication systems.
- What if power goes down for a lengthy time?
- We live about 7 miles from Ginna facility. How can we get timely communication about status, etc. if there is some sort of emergency?

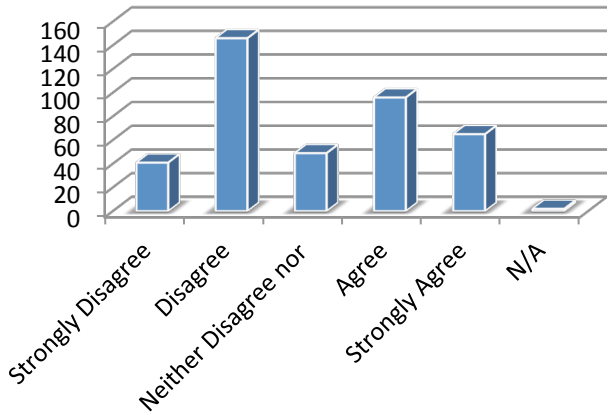
- The only concern I have is that, like me, many aren't prepared for this and that alone will hurt many peoples' chances.
- Health and welfare issues of family and friends.
- I am an anthropology major currently doing archeology in many places like Mexico where armed guards are necessary for the projects. Any number of reasons can make the average 2 hour trip to the nearest town to the archeological site impossible so it is very important that I learn to handle and prepare for anything on the fly. It is also challenging to maintain preparedness when carrying all your gear on your back in a foreign country.
- Although I have taken the CERT class I am concerned that the other members of my community won't know how to react and respond during an emergency situation. My certification won't help me all that much if the majority don't know what to do.
- The 3CP2 class was very informational. Good instructor.
- I just haven't taken the time and effort on a personal level to prepare for any type of emergency besides the standard "fire drill" - meet at the far corner of the yard. I certainly need to make the time to prepare our family for an emergency situation.

Appendix B –Frequency Charts

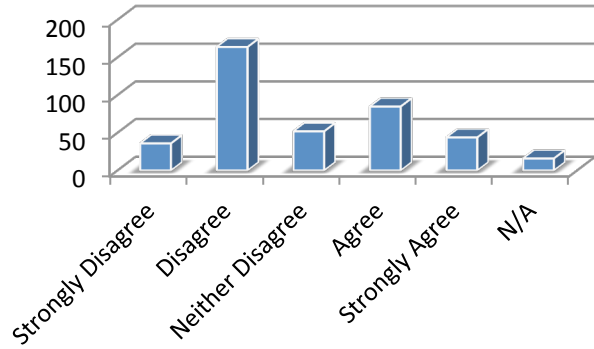
1st section response frequency charts:



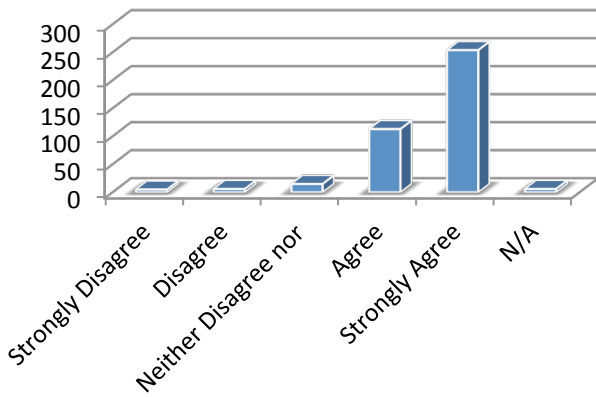
In the last year, you have practiced what to do in an emergency.



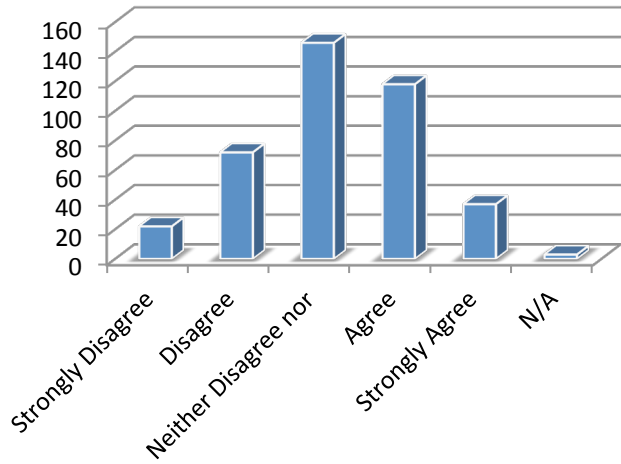
In the last year, you have established/ updated a specific meeting place to reunite in the event you and your family cannot return to home or need to evacuate.



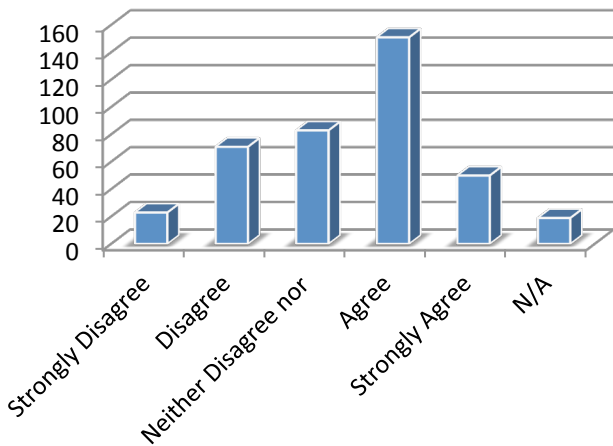
You believe that citizen preparedness can make a difference in the ability of emergency officials to respond after a disaster.



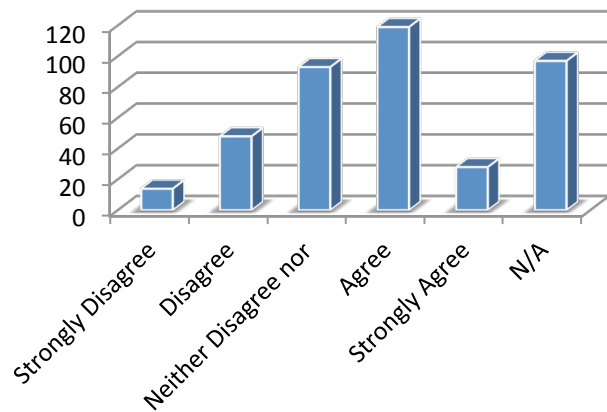
You believe your community is adequately prepared for emergencies/disasters



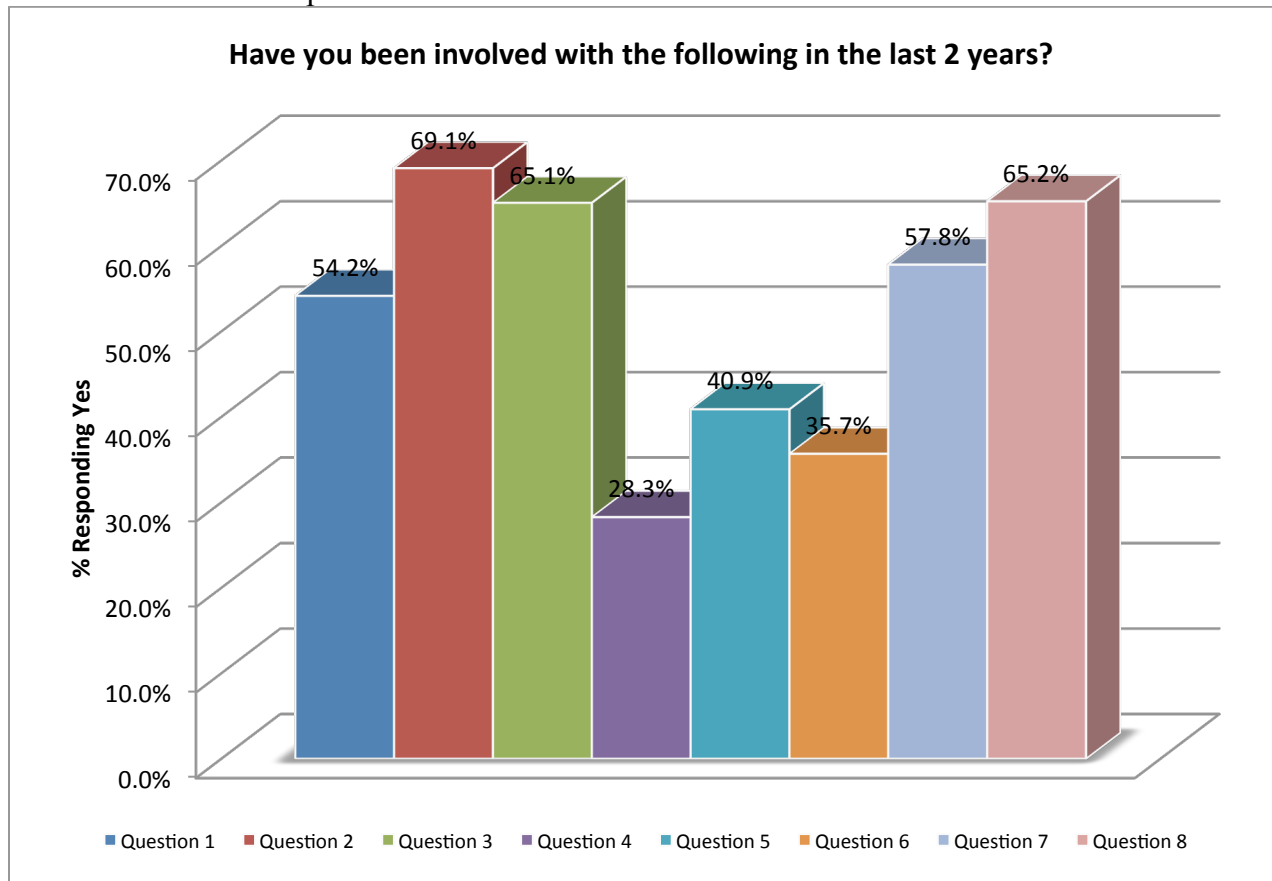
You believe your workplace is adequately prepared for emergencies/disasters.



You believe your children's schools or day care facilities are adequately prepared for emergencies/disasters.

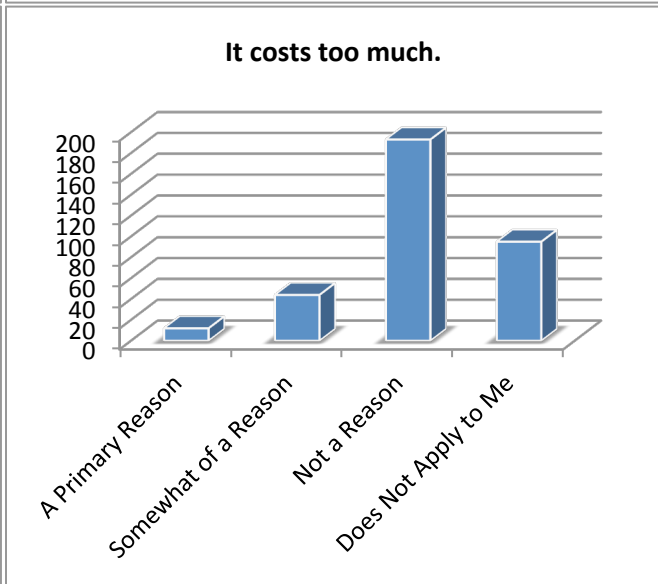
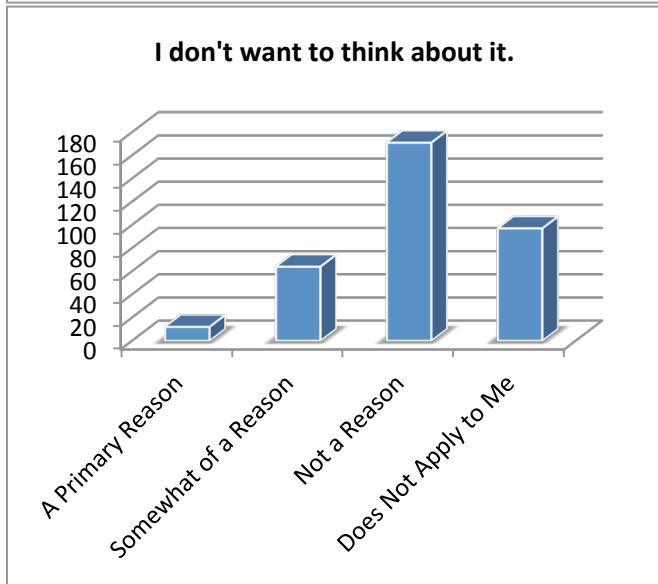
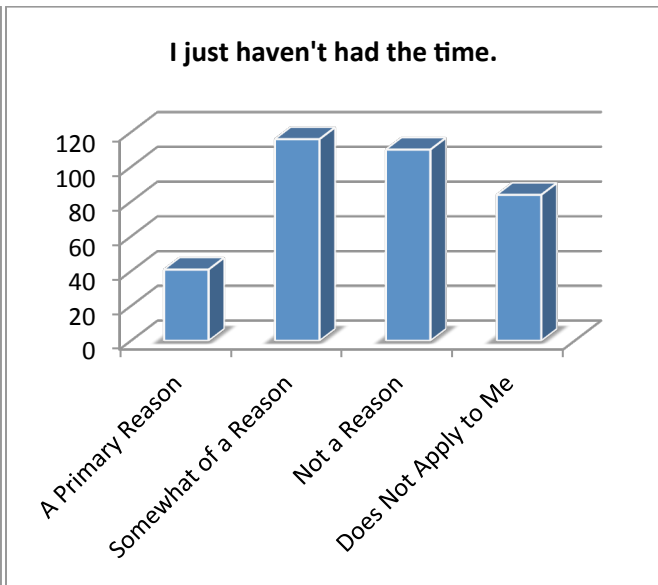
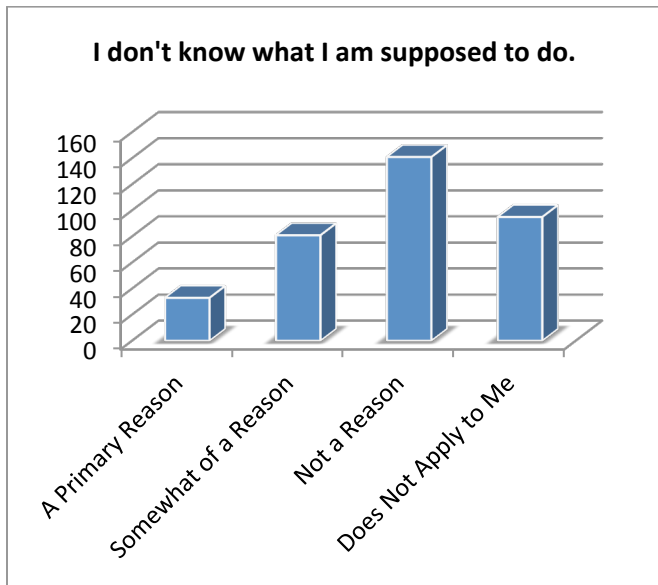


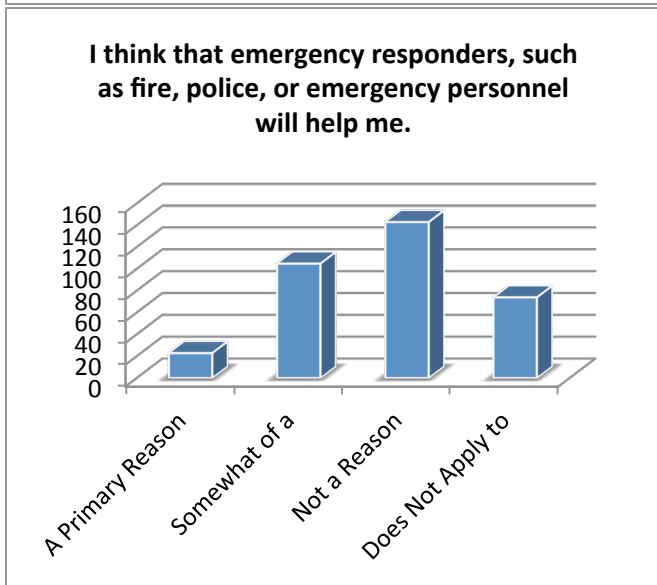
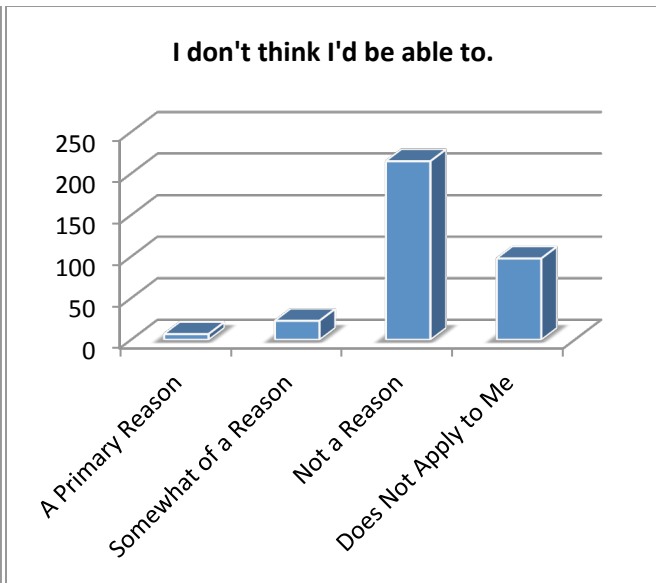
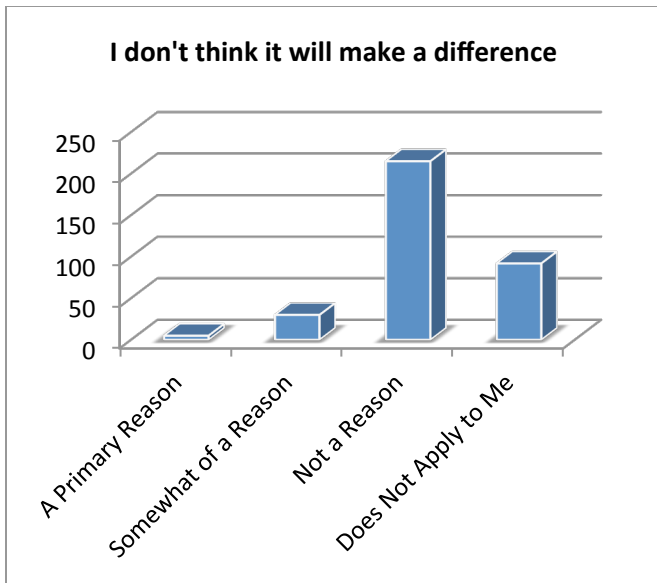
Preparedness Involvement responses



Question 1	Have you attended a meeting on how to be better prepared for a disaster?
Question 2	Have you attended a CPR training class?
Question 3	Have you had first-aid skill training?
Question 4	Have you participated in training as part of a Community Emergency Response Team (CERT)?
Question 5	Have you talked with others in your community about getting prepared for a disaster?
Question 6	Does your household have an emergency plan that includes instructions about where to go and what to do in the event of an emergency?
Question 7	Do you have copies of important financial or insurance documents in a safe place to help you rebuild or seek assistance following a disaster?
Question 8	Does your household maintain at least a 3-day emergency supply (food, water, a first aid kit, flashlights, etc.)?

Responses to the statement “I have not taken any disaster preparedness steps because”





Task 3 of the Citizen Preparedness Study was to develop a mechanism for the various citizen preparedness bodies throughout the MSA to communicate and share important information regarding training opportunities, exercise opportunities etc.

As a result and in concert with the Monroe County Office of Emergency Management, the Homeland Security Management Institute at Monroe Community College contracted with an outside web contractor to revamp our web presence and provide pertinent links to community preparedness that provide vital information on training, exercises and programs that enhance citizen preparedness and share related citizen preparedness information.

The local offices of Emergency Management can post this link on each of their respective web pages to keep their citizenry informed of preparedness activities.

The new site is more robust and the information is provided on the landing page making accessibility easier for viewing and linking to various training and exercise opportunities.

The new web pages have been delivered to Monroe Community College by the contractor and will be loaded by MCC personnel as they post the next round of web revisions.

Task 4 includes the delivery of the completed report to the Monroe County Office of Emergency Management. It also asks for a list of citizen preparedness contacts throughout the MSA. List is attached as part of this report

Respectfully submitted,

John J. Perrone Jr.
Director
Homeland Security Management Institute

Glenn Greibus
Program Coordinator
Homeland Security Management Institute

William Empey
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