

## **2013 FLOOD - External Review of Recovery Operations – Deferral Report**

---

### **EXECUTIVE SUMMARY**

This report requests the deferral of the Conference Board of Canada's independent review of The City of Calgary's Recovery Operations Centre (ROC) to allow additional time for completion of the final report by the Conference Board of Canada and appropriate circulation and sign off within The City.

#### **ADMINISTRATION RECOMMENDATION(S)**

That the Emergency Management Committee recommends that Council approve the deferral of this report to the 2015 July meeting of the Emergency Management Committee.

#### **RECOMMENDATION OF THE EMERGENCY MANAGEMENT COMMITTEE, DATED 2015 JUNE 09:**

That the Administration Recommendation contained in Report EM2015-0439 be approved.

### **PREVIOUS COUNCIL DIRECTION / POLICY**

On 2014 July 21, Council approved the report, EM2014-0414, "2013 Flood Internal and External Debrief Reports", and directed CEMA to return in 2015 April with a review of the Emergency Management Committee's role and the coordination of an independent review of the ROC. On 2015 February 04, an initial deferral request was made (EM2015-0163), for this report to be brought to Committee in 2015 June to allow for more time in the analysis and production of the final product by the Conference Board of Canada.

### **BACKGROUND**

The Recovery Operations Centre model was implemented for the first time as a result of the June 2013 flood. For continuous improvement purposes in 2014 July, CEMA recommended that a comprehensive third party assessment be conducted on the Recovery Operations Centre. This is consistent with reviews that have been conducted for other aspects of the comprehensive emergency management continuum such as the 2013 flood response review.

### **INVESTIGATION: ALTERNATIVES AND ANALYSIS**

In 2014 July, CEMA initiated an independent third-party review of the ROC structure, process and practices to identify any efficiencies and opportunities for improvement. The ROC contracted the Conference Board of Canada to undertake the review to ensure consistency of approach and subject matter expertise to the response review. Key stakeholder interviews have been conducted and a draft report is in progress. The Conference Board of Canada has indicated the final report will be available 2015 June. This deferral request will provide additional time for Administration to meet the circulation timelines and deadline to City Clerks for the 2015 July 15 meeting of the Emergency Management committee.

### **Stakeholder Engagement, Research and Communication**

The Conference Board of Canada is continuing to review The City's performance regarding recovery from the 2013 June flood against other large-scale emergencies. Key stakeholder interviews with officials from the public and private sectors as well as from non-governmental organizations have been completed. Insights shared by those interviewed will allow the

## **2013 FLOOD - External Review of Recovery Operations – Deferral Report**

---

Conference Board of Canada to identify best practices and provide recommendations for improved future recovery processes.

### **Strategic Alignment**

The Conference Board of Canada's independent review of ROC will allow administration to ensure continuous improvement and alignment with best practices in the field of emergency management.

### **Social, Environmental, Economic (External)**

The Triple Bottom Line (TBL) is repeatedly referenced in literature regarding disaster recovery. The Flood Recovery Task Force has centered its key result areas within the 2013 Flood Recovery Framework on the TBL sustainable development principles.

The social impacts of the flood event continue to be monitored and supported through ongoing liaison with directly impacted communities, Council Members' offices, calls to 311 and 211, and the strong network of relationships between The City and its service agencies.

Environmental impacts continue to be identified and assessed. The City continues to work with other orders of government to understand the impacts, to identify next steps and responsibilities in repair and mitigation, specifically with respect to overall water management in Alberta.

Managing emergency events and disasters is fundamental to municipal, provincial and national economic stability and resiliency. The City has demonstrated the ability to quickly respond to and recover from such events, and preparedness efforts will continue to minimize response and recovery costs in the future.

### **Financial Capacity**

#### **Current and Future Operating Budget:**

None

#### **Current and Future Capital Budget:**

None

### **Risk Assessment**

Proceeding without a complete Conference Board of Canada report may result in incorrect or incomplete information.

### **REASON(S) FOR RECOMMENDATION(S):**

The deferral request of the Conference Board of Canada third party assessment of the Recovery Operations Centre model and applied operations to the 2013 flood will provide appropriate time for completion and circulation within The City.

### **ATTACHMENT**

None