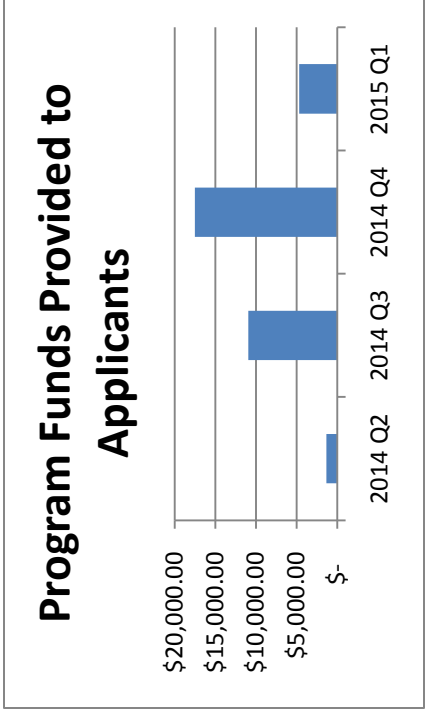
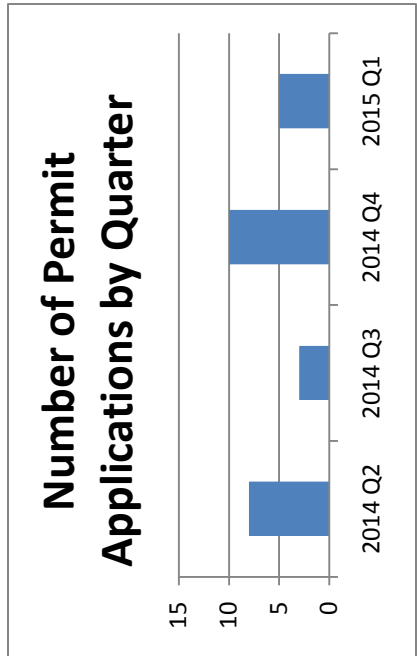


People results Based Accountability Summary



**CITIZENS AND THEIR COMMUNITY OUTCOME:**  
Supporting flood impacted Calgarians who still need assistance.

**DEFINED SERVICE USERS:** The Citizens and their community needs are met as they recover from the flood and build resiliency including preparation for future disasters.



**STORY BEHIND THE MEASURES**

- Many citizens were in need of assistance to recover from the flood, as a result the following supports were offered:
  - Information via website, open houses and service requests
  - Flood Permit Grant program with assistance of Canadian Red Cross
  - Waiving of fees such as waste removal, disconnection and hook –up fees
  - Letters to affected property owners outlining supports available
- Based on current data a small number of residents remain in need of supports nearing the two year milestone such as: DRP process, Flood Permit Grant Program, Psychosocial supports, and resident occupancy

**HEADLINE PERFORMANCE MEASURES**

- # of applicants for Flood Permit Grant Program
- \$ value of Flood Permit Grant Program offered to beneficiaries
- # of properties with open permits in flood affected areas

**PARTNERS WHO HELPED US:**  
Alberta Health Services, Canadian Red Cross, Calgary Emergency Management Agency, Community & Neighbourhood Services, Customer Service & Communications, Government of Alberta, Finance, Planning Development & Assessment (PDA), Water Resources, Waste & Recycling

**WHAT ARE WE DOING WITH RECOVERY?**

- Incorporate lessons learned into business units
- Continue to support Citizens and partners with grant and funding programs
- Continue to submit to DRP for reimbursements specific to property tax relief
- Continue to work with GOA regarding DRP processes and needs in Calgary
- Transition administration of Flood Permit Grant Program to PDA