

**CALGARY RECOVERS**  
BUILDING FOR RESILIENCY

**FLOOD RECOVERY OPERATIONS**  
2013 Flood Recovery Framework  
PFC2014-0948  
Task Force Recovery Update

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Onward! The City will serve citizens through engagement, transparency, resiliency and innovation.

THE CITY OF CALGARY

**CALGARY RECOVERS**  
BUILDING FOR RESILIENCY

**People**

Community	Citizen	Employees
<ul style="list-style-type: none"> <li>AHS Psychosocial Working Group</li> <li>Flood Permit Grant Program</li> <li>Community Resiliency Table</li> </ul>	<ul style="list-style-type: none"> <li>158 Service Requests completed in 2014</li> <li>85 per cent of Calgarians say protection from river flooding is very or somewhat important</li> <li>93 per cent say The City should invest the same or more on protection from river flooding</li> </ul>	<ul style="list-style-type: none"> <li>Corporate Wellness campaign on Personal Resiliency</li> <li>Supporting staff to be personally prepared and able to report to deliver services</li> <li>Engagement of staff</li> </ul>

People Housing Service Infrastructure Funding Resiliency Recommendations

CITY OF CALGARY  
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ITEM: PFC2014-0948  
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CITY CLERK'S OFFICE

# CALGARY RECOVERS

## BUILDING FOR RESILIENCY

Housing & Property



**Property Tax Relief Program**

- 57 applications for 2014 taxation year as of December 1, 2014
- Total value of \$2.1 million for 2013 and 2014



**Flood Relocation and Buyout Program**

- 17 Calgary properties purchased
- Working with the Ministry of Municipal Affairs on long term plans for the properties

People
Housing
Service
Infrastructure
Funding
Resiliency
Recommendations

# CALGARY RECOVERS

## BUILDING FOR RESILIENCY

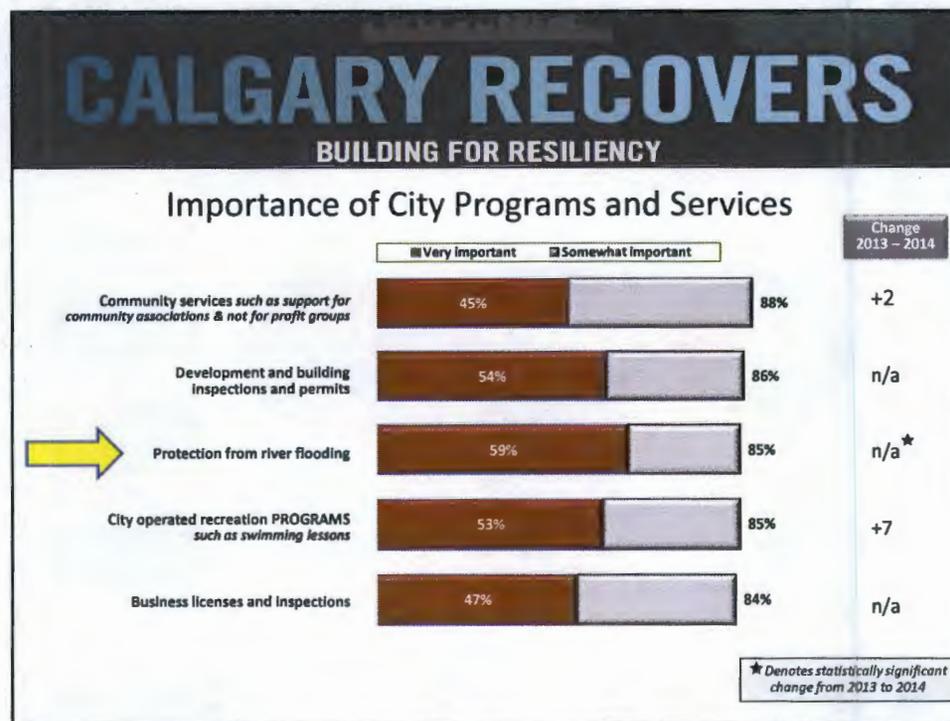
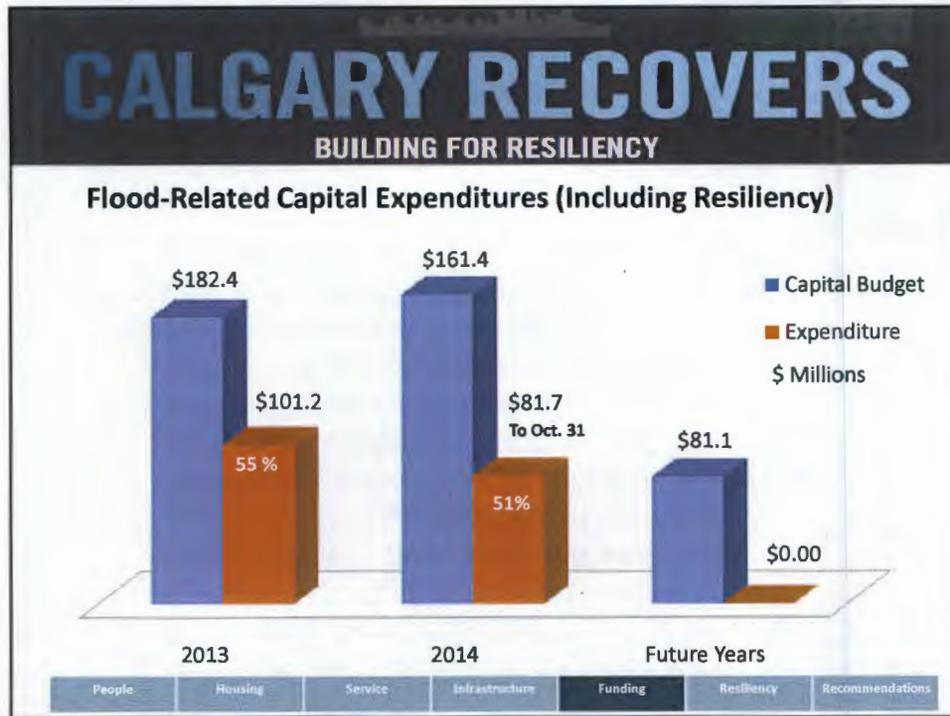
SERVICES

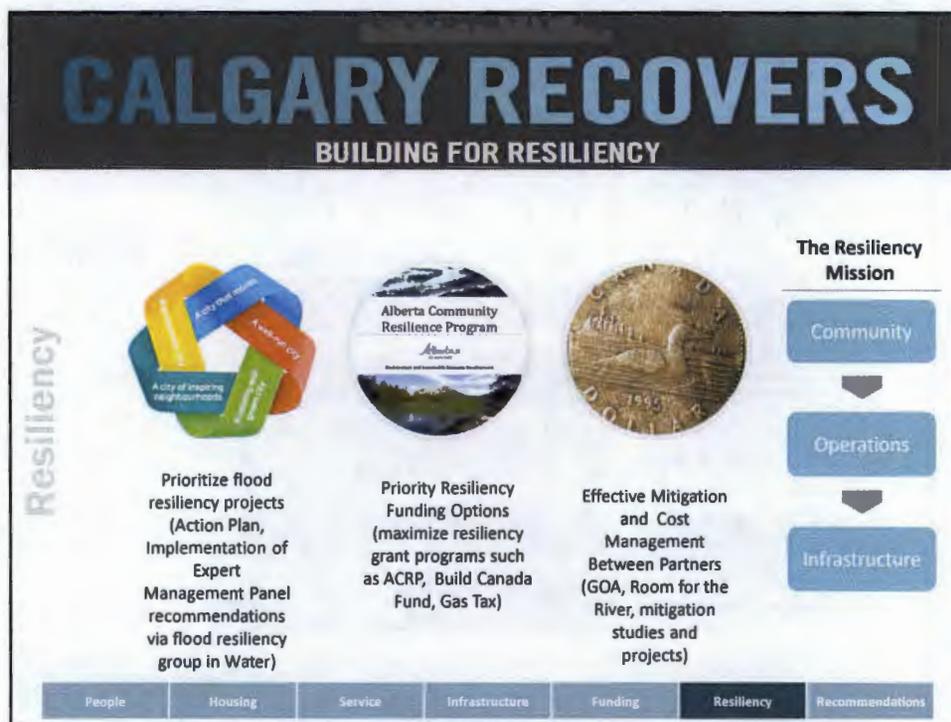
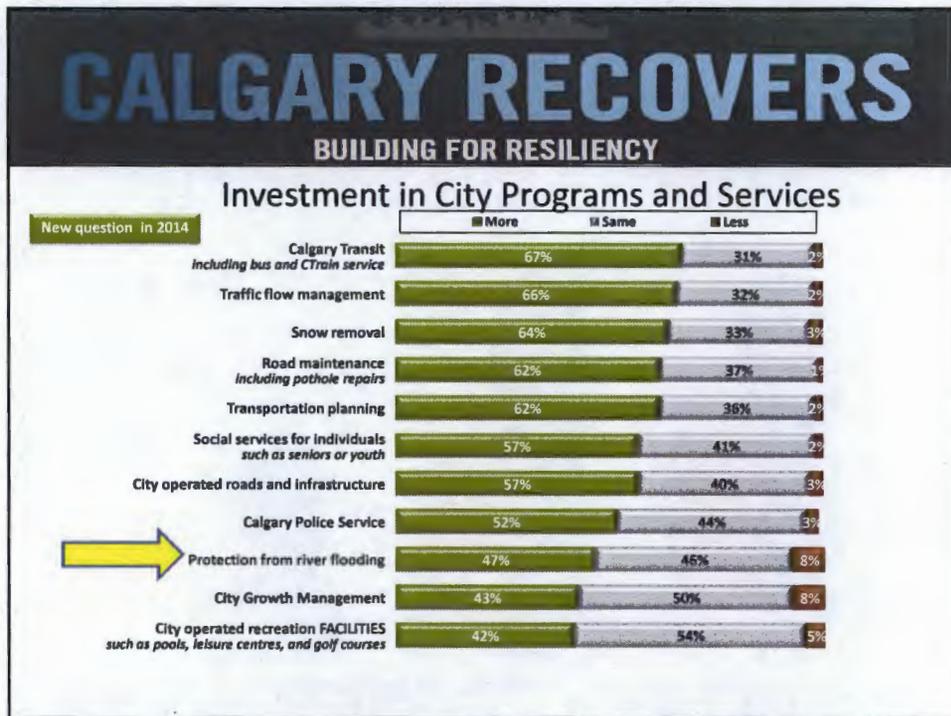
Recovery Operations Centre	Business Continuity	Lessons Learned
<ul style="list-style-type: none"> <li>▪ Central point of contact for The City</li> <li>▪ Business unit coordination of recovery activities</li> <li>▪ Communication</li> </ul>	<ul style="list-style-type: none"> <li>▪ Municipal Complex Channel Water Program Phase 1</li> <li>▪ Accommodation Business Continuity Plan</li> <li>▪ Planning and</li> </ul>	<ul style="list-style-type: none"> <li>▪ Conference Board of Canada conducting lessons learned</li> <li>▪ Interviews underway with Business Units and</li> </ul>

# CALGARY RECOVERS

## BUILDING FOR RESILIENCY







## CALGARY RECOVERS

### BUILDING FOR RESILIENCY

EVENT	RECOVER	RESTORE/REHABILITATE	BUILD RESILIENCY			
2013 June 20- 2013 July 07	2013 July 08 – 2013 December 31	2014 January 01 – 2015 December 31	2015 January 01 – 2018 December 31			
Life safety, Protect property environment and economy	<ul style="list-style-type: none"> <li>✓ Stabilize service to citizens; community safety and support, housing plan</li> </ul>	<ul style="list-style-type: none"> <li>✓ Identify business continuity impacts into 2015</li> <li>✓ Align resources to restore normal operations</li> </ul>	<ul style="list-style-type: none"> <li>⇒ Budget and business plans in line with flood mitigation and preparedness activities</li> </ul>			
	<ul style="list-style-type: none"> <li>✓ Business Continuity Internal Recovery</li> <li>✓ Repair "quick wins" (i.e. paths / roadways)</li> </ul>	<ul style="list-style-type: none"> <li>✓ Repair immediate infrastructure and environmental impacts (safety, service, revenue, cost criteria)</li> <li>✓ Complete Hazard assessment</li> </ul>	<ul style="list-style-type: none"> <li>⇒ Community engagement in mitigation programs and activities / education</li> <li>⇒ Complete DRP and insurance recovery</li> </ul>			
	<ul style="list-style-type: none"> <li>✓ Impact and Damage Assessment</li> <li>✓ Prioritization criteria developed</li> </ul>	<ul style="list-style-type: none"> <li>✓ Identify and implement policy changes to support resiliency</li> <li>✓ Contribute to Action Plan recommendations</li> </ul>	<ul style="list-style-type: none"> <li>⇒ Construct infrastructure to reduce future impacts</li> </ul>			
	<ul style="list-style-type: none"> <li>✓ 2014 Budget Adjustments</li> <li>✓ Identify potential funding sources</li> </ul>	<ul style="list-style-type: none"> <li>⇒ Confirm Disaster Recovery Funding 2015 Budget Adjustment</li> <li>⇒ Ongoing recovery activities transition to business units</li> </ul>	<ul style="list-style-type: none"> <li>⇒ Build Inter-governmental relationships</li> <li>⇒ Confirm Disaster Recovery Funding future Budget</li> </ul>			
People	Housing	Service	Infrastructure	Funding	Resiliency	Recommendations

## CALGARY RECOVERS

### BUILDING FOR RESILIENCY

**Administration Recommendations:**

That the Priorities and Finance Committee recommend:

1. That Council receive this quarterly report on the activities of the Flood Recovery Task Force for information;
2. That Council approve to extend the Flood Permit Grant Program by one calendar year to 2015 December 31 and approve the allocation of one-time funding from Fiscal Sustainability Reserve (FSR) in the amount of \$50,000 to support this program;
3. That Administration report back on the Flood Permit Grant Program no later than 2015 December; and
4. This report and its attachments be referred as an item of urgent business to the 2014 December 15 Regular Meeting of Council.

People	Housing	Service	Infrastructure	Funding	Resiliency	Recommendations
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