



Bearspaw Feeder Main Break Response Lessons Learned

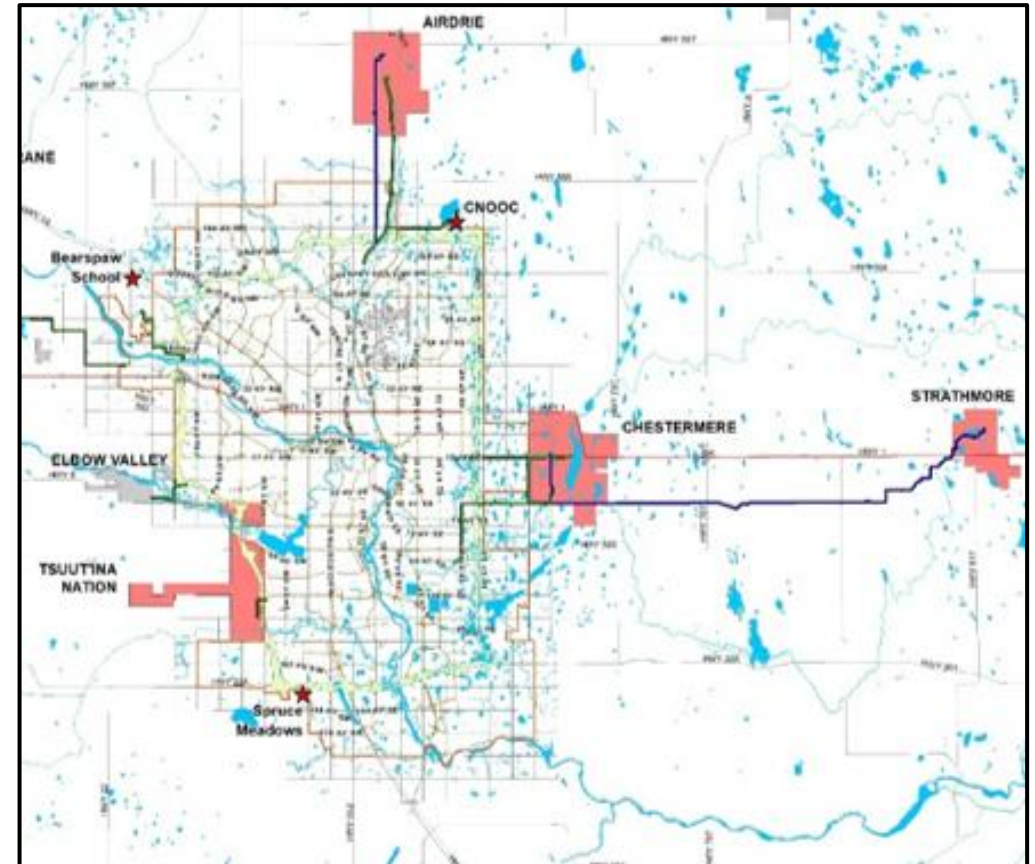
C2025-0162
2025 April 29

Recommendation

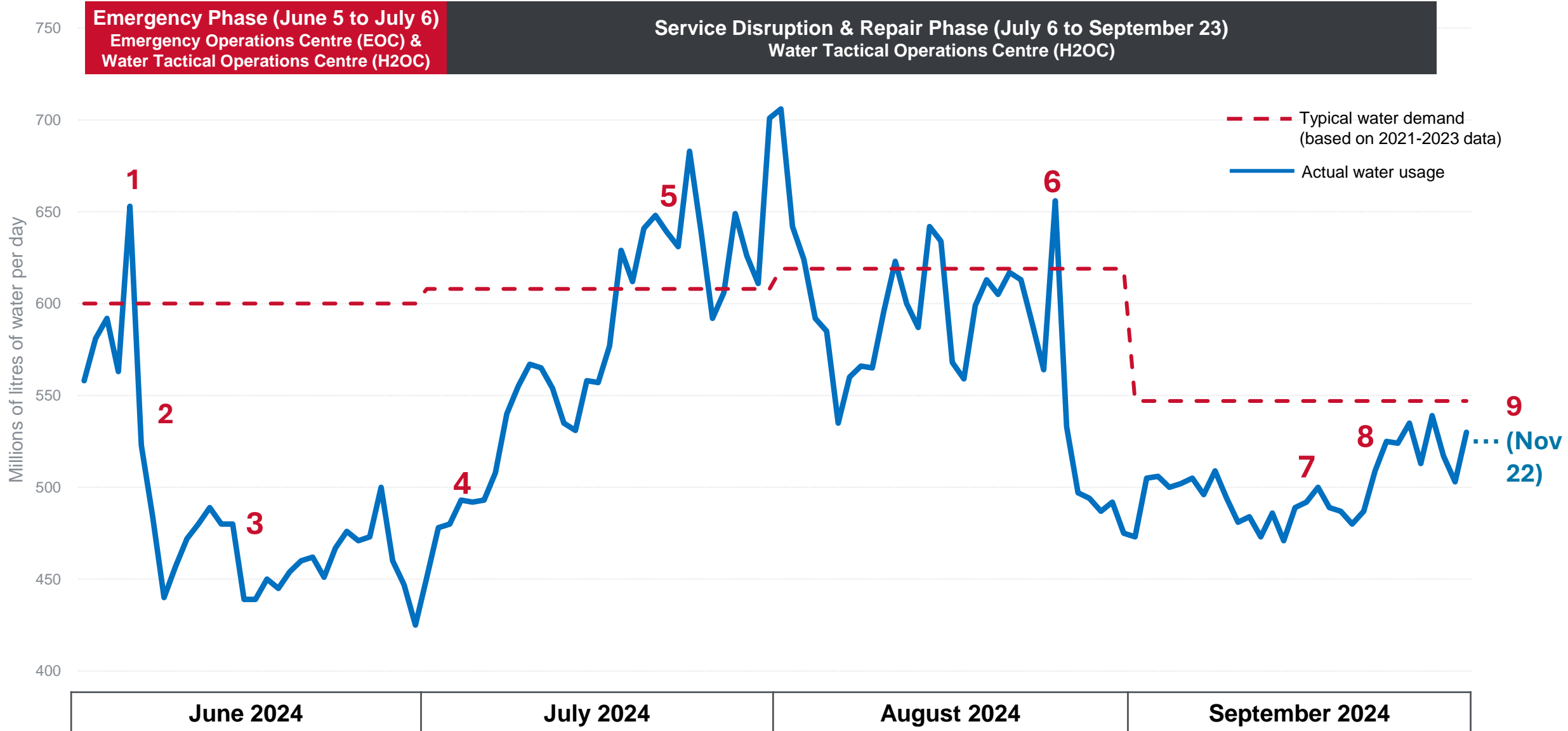
C2025-0162

Attachment 3

That Council receive this report for the Corporate record.



Timeline for Major Actions



32 Days

Emergency Operations Centre (EOC) opened

✓ Emergency phase (June 5 – July 6, 2024)

111 Days

Water Tactical Operations Centre (H2OC) opened

✓ Emergency phase (June 5 – July 6, 2024)

✓ Service disruption and repair phase (July 6 – Sept 23, 2024)

700+

Individuals involved in the response

9.5 billion

Litres of water saved

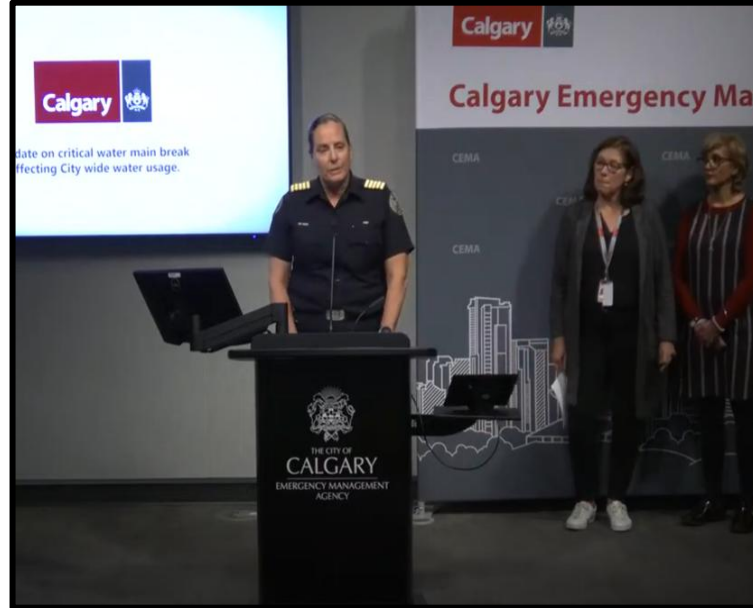
88%

Calgarians find The City of Calgary trustworthy





Collaboration/Teamwork



Communication



Operations



Roles and Responsibilities



Communication / Information Sharing



Operations / Operational Staffing



Completed

1. Water Utility Bylaw amendment.

Underway

1. Updating and developing EOC and Tactical Operations Centres processes.
2. Updating the Municipal Emergency Plan.
3. Developing role clarity for communications support and expanding Crisis Communications.
4. Reviewing safety and wellness practices.

Recommendation

That Council receive this report for the Corporate record.

