

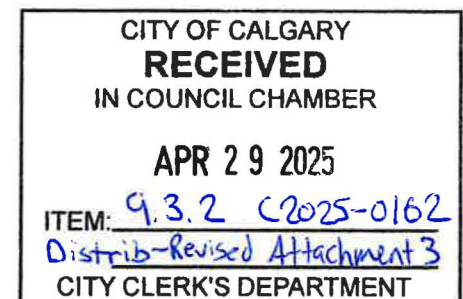


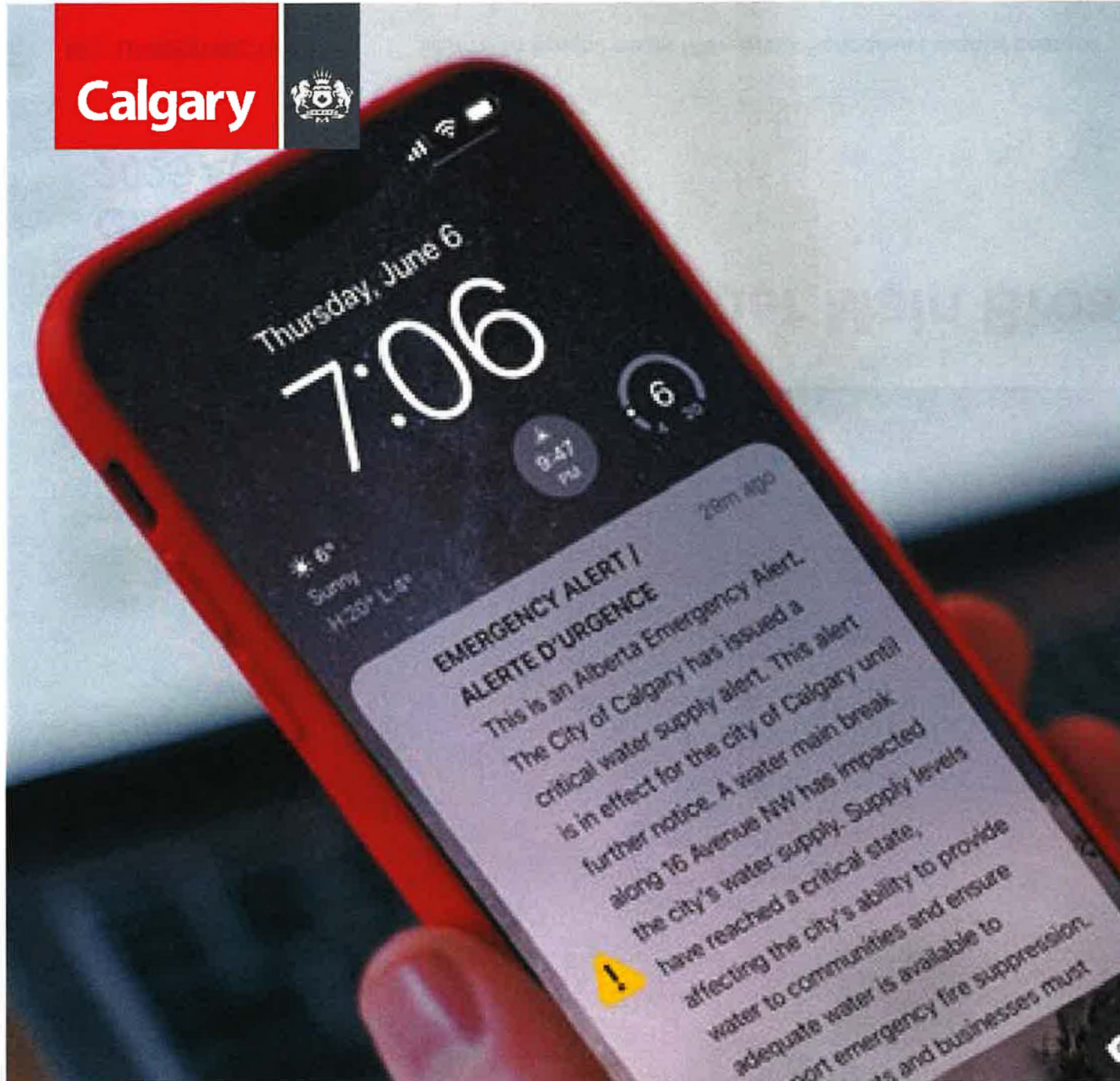
Bearspaw South Feeder Main Break Response Lessons Learned

C2025-0162
2025 April 29

ISC: UNRESTRICTED

Bearspaw South Feeder Main Break Response Lessons Learned

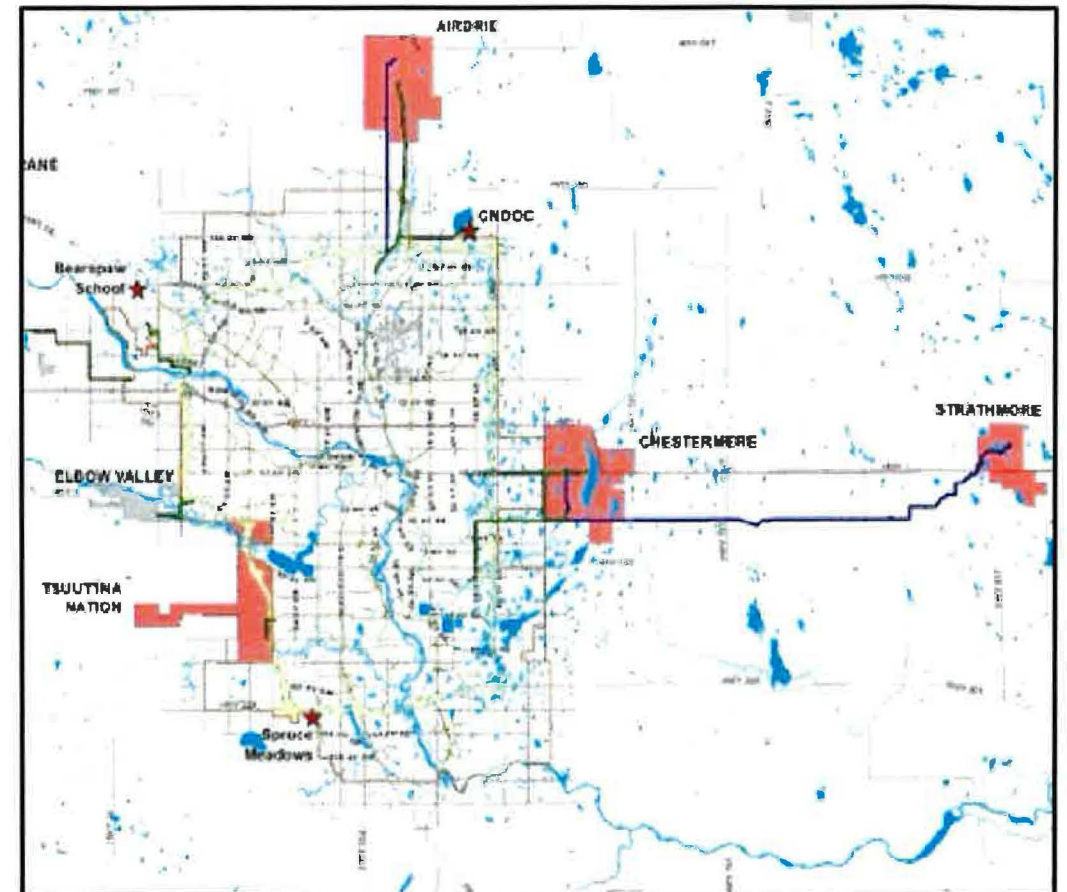




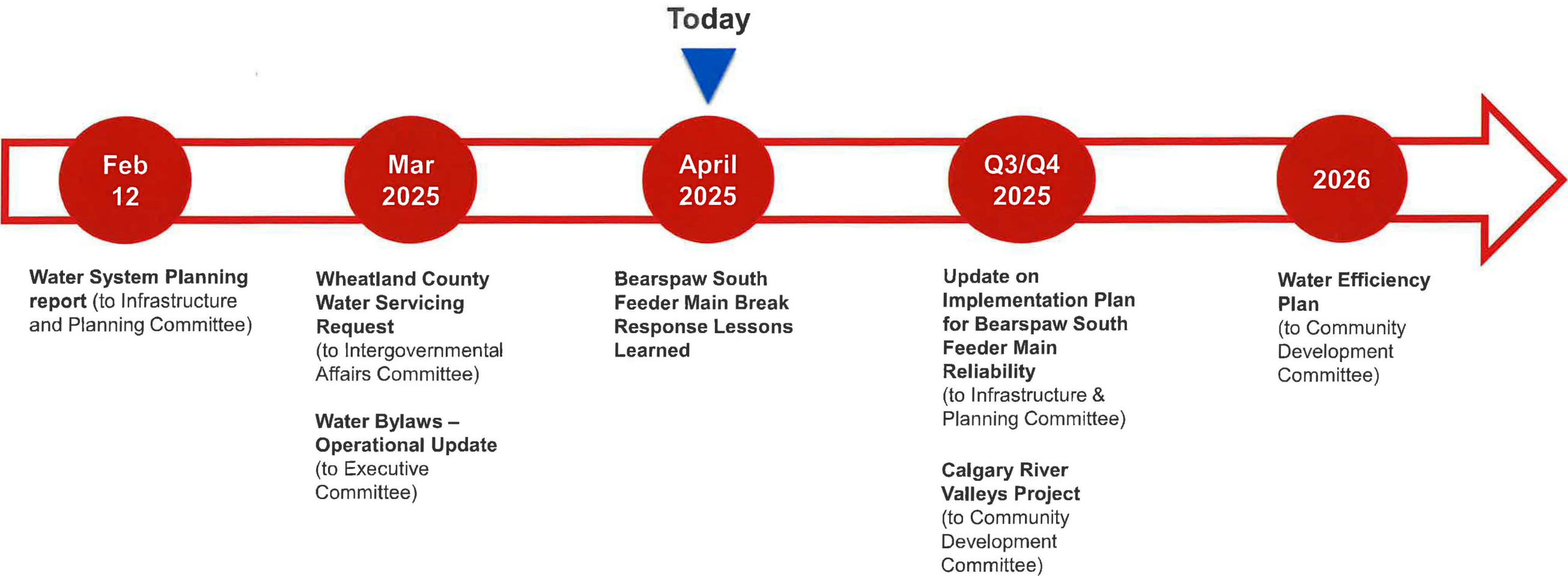
Recommendation

C2025-0162
Attachment 3

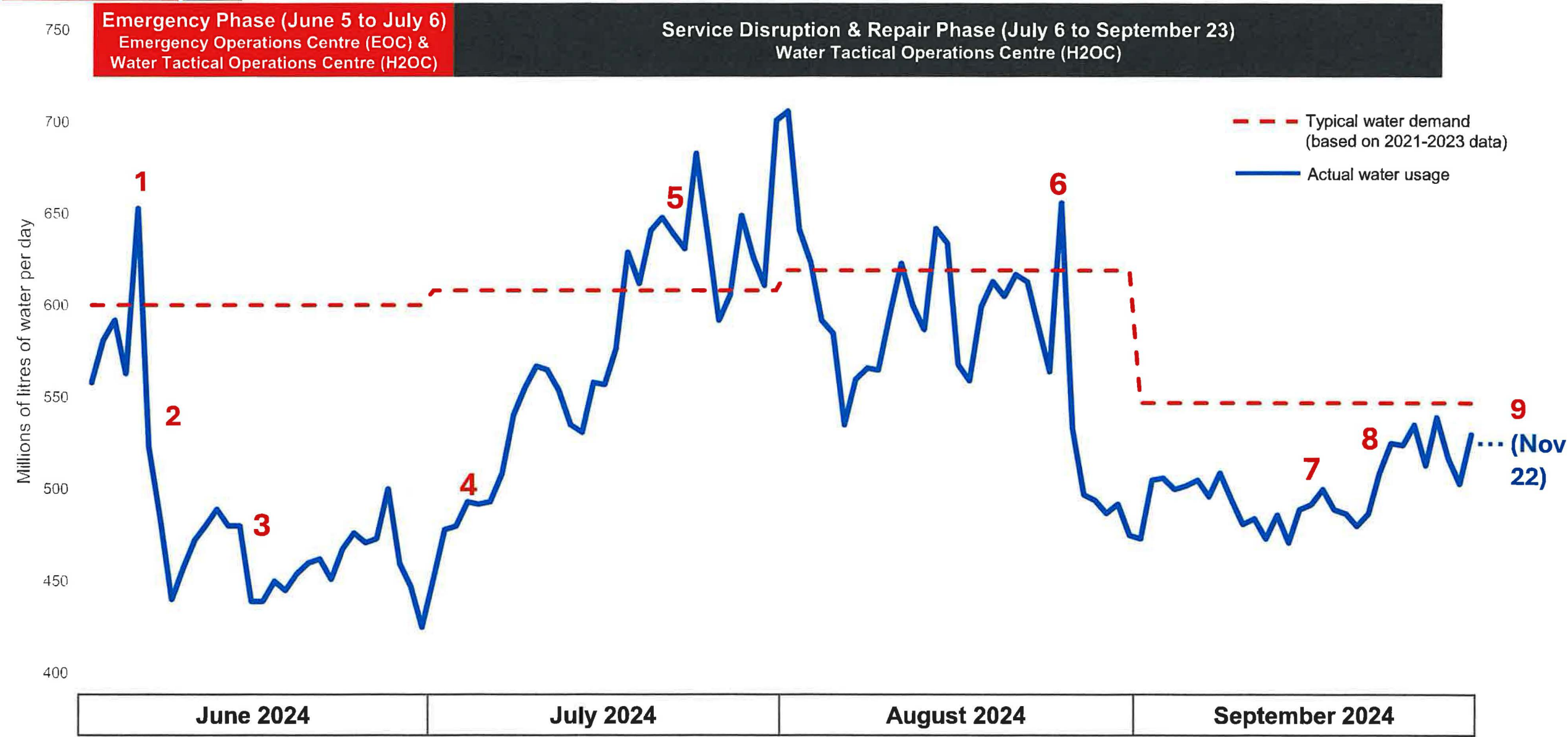
That Council receive this report for the Corporate record.



2025 Touchpoints and Next Steps



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



Strengths

C2025-0162
Attachment 3



Collaboration/Teamwork



Communication



Operations

Opportunities for Improvement



**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.

