

CITY OF CALGARY
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 CITY CLERK'S OFFICE

CALGARY RECOVERS

BUILDING FOR RESILIENCY

FLOOD RECOVERY OPERATIONS

2013 Flood Recovery Framework

PFC2015-0569
 Final Task Force Recovery Update

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

CALGARY RECOVERS

BUILDING FOR RESILIENCY

	Community	Citizen	Employees				
People	<ul style="list-style-type: none"> AHS Psychosocial Working Group Emergency Preparedness Initiative of Calgary (EPIC) Non-profit support with DRP 	<ul style="list-style-type: none"> Flood Permit Grant Program Advocacy for citizens regarding DRP Support at Flood Open Houses 	<ul style="list-style-type: none"> Supporting staff to be personally prepared and able to report to deliver services Engagement of ROC staff lessons learned 				
	People	Housing	Services	Infrastructure	Funding	Resiliency	Recommendations

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Housing & Property



Property Tax Relief Program

- 709 property tax rolls to date as of June 2015
- Total value of \$2.5 million



Flood Relocation and Buyout Program

- 17 Calgary properties purchased
- Working with the Government of Alberta to support citizens

People
Housing
Services
Infrastructure
Funding
Resiliency
Recommendations

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SERVICES

Recovery Operations Centre

- Complete central coordination of activities
- Transition to Business unit ownership of recovery activities
- Staff supporting transition phase
- Key contacts with external stakeholders built
- Reporting will occur through Action Plan mid and year end reports

Lessons Learned

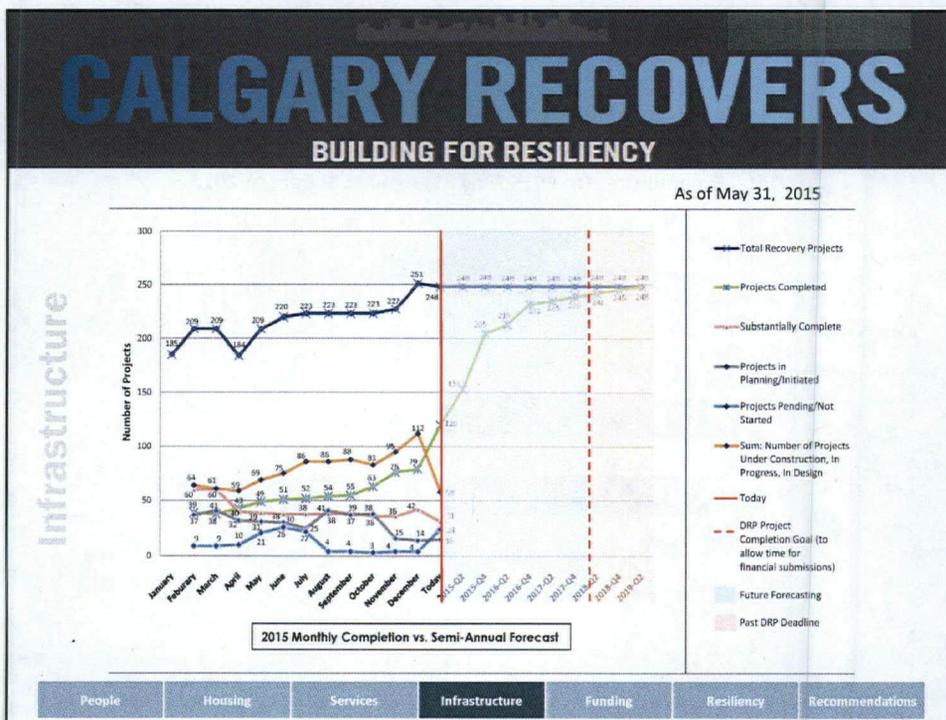
- Conference Board of Canada July 15 report
- Internal reviews documented
- Developing recommendations for future recovery processes

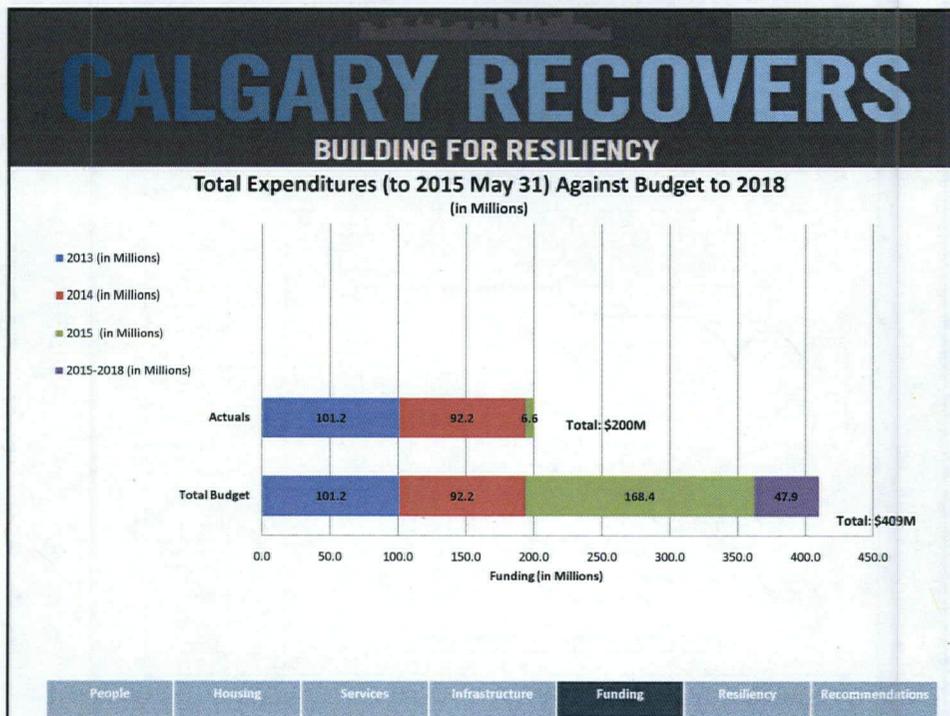
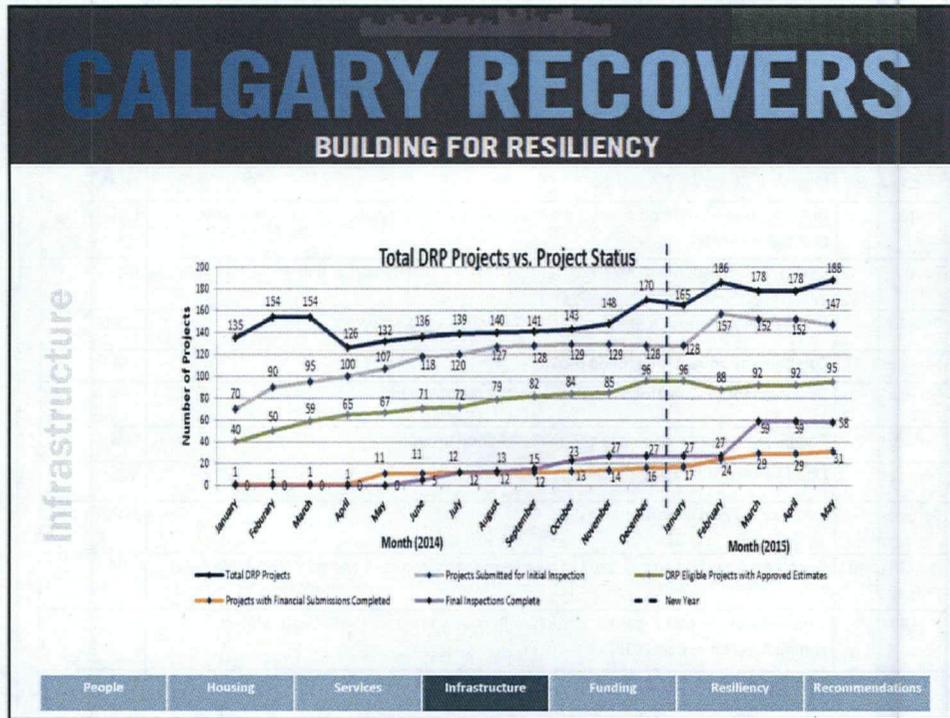
People
Housing & Permits
Services
Infrastructure
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Recommendations

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Focus Area	Ongoing Recovery Activity	Lead BU
People	Ongoing support of flood impacted citizens and communities due to secondary stresses of disaster event.	CNS
People	Ensure skills developed during recovery process are understood and identified for future events.	HR
People	Update the Recovery Operations Centre Response and Resource Manual.	CEMA
Services	Communication regarding flood recovery.	CS&C
Services	Development of Catastrophic Claims Management System.	Law
Services	Complete insurance claim and continuity of flood insurance.	Law
Services	Flood Resilience Strategy.	WS
Services	Land use in flood impacted areas.	PDA
Housing and Property	Ongoing monitoring and support of private property recovery and maintain public safety.	PDA
Infrastructure	Continuity of the Municipal Infrastructure Recovery Program (MIRP) until project completion (estimated 2018).	IIS
Funding	Tracking and reporting of flood budget, expenditures and funding.	Finance





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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	Stabilize service to citizens; community safety and support, housing plan	<ul style="list-style-type: none"> ✓ Identify business continuity impacts into 2015 ✓ Align resources to restore normal operations 	<ul style="list-style-type: none"> • Budget and business plans in line with flood mitigation and preparedness activities 			
	<ul style="list-style-type: none"> ✓ Business Continuity Internal Recovery ✓ Repair “quick wins” (i.e. paths / roadways) 	<ul style="list-style-type: none"> ✓ Repair immediate infrastructure and environmental impacts (safety, service, revenue, cost criteria) ✓ Complete Hazard assessment 	<ul style="list-style-type: none"> • Community engagement in mitigation programs and activities / education • Complete DRP and insurance recovery 			
	<ul style="list-style-type: none"> ✓ Impact and Damage Assessment ✓ Prioritization criteria developed 	<ul style="list-style-type: none"> ✓ Identify and implement policy changes to support resiliency ✓ Contribute to Action Plan recommendations 	<ul style="list-style-type: none"> • Construct infrastructure to reduce future impacts 			
	<ul style="list-style-type: none"> ✓ 2014 Budget Adjustments ✓ Identify potential funding sources 	<ul style="list-style-type: none"> ✓ Confirm Disaster Recovery Funding 2015 Budget Adjustment ✓ Ongoing recovery activities transition to business units 	<ul style="list-style-type: none"> • Build Inter-governmental relationships • Confirm Disaster Recovery Funding future Budget Adjustment 			
People	Housing & Permits	City Services	Infrastructure	Funding	Resiliency	Recommendations

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Recommendation:

That the Priorities and Finance Committee recommend:

That Council receive this final report on the activities of the Flood Recovery Task Force for information.

People	Housing	Services	Infrastructure	Funding	Resiliency	Recommendations
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Thank you

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Transition Activity: Ongoing support of flood impacted citizens and communities due to secondary stresses of disaster event.

- Monitor well being and recovery of flood impacted citizens.
- Connect citizens and communities with service.
- Continue leadership and central point of contact.
- CNS to remain connected with psychosocial networking group

Director, Community & Neighbourhood Services	Katie Black
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Transition Activity: Update the CEMA Recovery Operations Centre Response and Resource Manual.

- Lessons learned will be form an update to the manual
- Return to ROC Steering Committee in 2015 October

Director, Calgary Emergency Management Agency	Tom Sampson
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*Ensure employee skills and competencies to support corporate and community recovery from a disaster event are included in the skills inventory work.
*Create an employee skills inventory in order to prepare for, respond to and recover from emergency situations.

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Transition Activity: Ensure skills developed during recovery process are understood and identified for future events.

- Include skills and competencies to support recovery in future events.

Director, Human Resources	Mark Lavallee
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Transition Activity: Communication regarding flood recovery.

- Information is accessible to the public regarding updates on flood recovery initiatives
- Citizen inquiries and Service Requests are directed to appropriate business units.
- Ongoing recovery activities will be included on their business unit web pages.

Director, Customer Service & Communications	Cindy Pickett
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Transition Activity: Complete insurance claim and seek continuity of flood insurance.

- Continue to pursue insurance claim funding where available to finance repairs to flood-damaged infrastructure
- Continue oversight of risk identification
- Finalization of insurance claims for infrastructure damage and replacement.

Director/City Solicitor	Glenda Cole
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Transition Activity: Flood Resilience Strategy.

- Calgary's Flood Resiliency Strategy:
 - Understanding flood risk;
 - Communicating with Calgarians;
 - Investing in Flood Protection, and
 - Strengthening flood-related policies
- Water Resources will report annually on The City's actions relating to flood resiliency and mitigation.

Director, Water Services	Rob Spackman
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Transition Activity: Land use in flood impacted areas.

- Flood Hazard Area policy - Support long term.
- Ensures the land use bylaw contains rules necessary to help protect the safety of citizens.
- Continue efforts to ensure flood-affected properties are assessed fairly and equitably.

Director, City Wide Policy & Integration	Whitney Smithers
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*Create an employee skills inventory in order to prepare for, respond to and recover from emergency situations.

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Transition Activity: Ongoing monitoring and support of private property recovery and maintain public safety.

- Flood Impacted People & Property Recovery project charter.
- Maintain safety of properties.
- Maintain an inventory of impacted properties.
- Communications strategy to help citizens make informed decisions.
- Administer Flood Grant Permit Program.
- Provide liaison role to Government of Alberta .
- Liaise internally to address future land use.

Activity Lead(s)	FLIPPR Project Sponsor (GM Rollin Stanley)
Director, Local Area Planning & Implementation	Matthias Tita
Director, City Wide Policy & Integration	Whitney Smithers
Director, Inspections & Permit Services	Kevin Griffiths

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Transition Activity: Continuity of the Municipal Infrastructure Recovery Program (MIRP)

- Continue central coordination.
- Central point of contact for Province of Alberta Disaster Recovery Program (DRP).
- Oversee contractual support of recovery.
- Support Corporate financial reporting.
- Continue monthly program reporting.
- MIRP updates on flood interactive mapping layer.

Director	Bruce Cullen
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Transition Activity: Tracking and reporting of flood budget, expenditures and funding.

- Central coordination of recovery project budget tracking
- Complete submissions to related grants
- Track Fiscal Stability Reserve spending
- Liaise with GOA regarding submissions and audits
- Support bi-annual
- Seek funding for resiliency components of flood recovery projects
- Track funding and recovery costs through grant programs and funding streams:

Director/City Treasurer	Beng Koay
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