

People results Based Accountability Summary

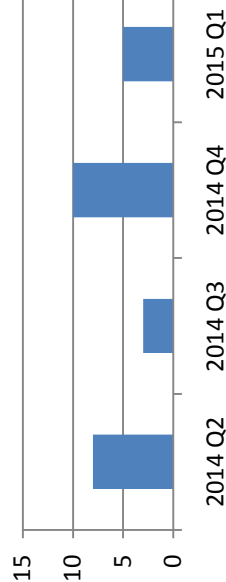
FLOOD RECOVERY OPERATIONS

CITIZENS AND THEIR COMMUNITY OUTCOME:

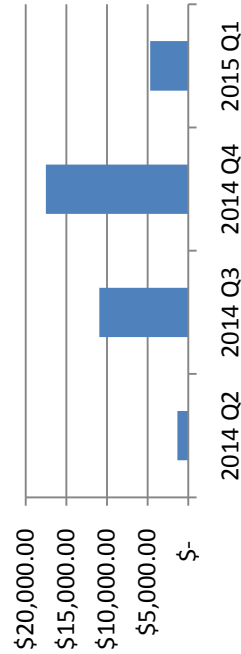
Supporting flood impacted Calgarians who still need assistance.

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.

Number of Permit Applications by Quarter



Program Funds Provided to Applicants



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