

Community Response and Resiliency Division (CRRD)
MEETING MINUTES

Issue: Mar 24, 2014 Rev 3

Wednesday Mar 19, 2014 – 7:00PM HSCA Slate Room

Meeting **Start Time:** 7:05 pm **End Time** 1st Part 9:00 pm, 2nd Part 10:30 pm

Attendees: Ali Benoit, Jodi Egan (Minutes), Amanda Palmer, Trish Dribnenki, Paul Galachiuk (Chair and Minutes), Charlie Lund, Kerri Treherne, Elsaby, Marcia Dupuis, Anne McIlwaine,
Guest: Calgary Police Service – Cst. Glenn Pedersen – arrived early to indicate he *could not make the meeting*

Invited but not Present: Patricia Yake, Wendy Weisshaar, Tim Kitchen, Elsaby Johnstone, Gloria Mak, Infrastructure Technical Committee

- **Introductions and Background**

Our assessment is turning to “Response and Resiliency” so the role of CAR is now community response. The nature of our objectives is more technical so the group will grow with that need.

- **Objectives for CRRD**

A meeting was held on March 17, 2014 with the Flood Task Force Leadership Team. This team has now been renamed the Emergency Planning and Response Committee (EPARC) and Terms of Reference (TOR) have been developed to reflect the objectives and responsibilities of EPARC and its reporting relationship to the HSCA Board and how the many subcommittees will be tracked and managed. Each sub-committee (which CRRD is one of them) will abide by the overall Terms of Reference and will have their own Work Plan which will act as a project document with activities objectives, goals, milestones, deliverables and responsibilities. Paul will write a report for Kerri on a monthly basis who will fill in the board on our progress. CRRD will get feedback from the board, but the CRRD Work Plan is more for awareness so everyone on the board is comfortable with our objectives.

Essential goal of this CRRD group is getting the community to function as a helpful community with the intent of being prepared for any emergency and knowledgeable of the needs of the community residents of Hillhurst Sunnyside. CRRD cornerstone project will be the Community Responder Programme which will recruit volunteers and train them to be the liaison personnel in each area to know the needs of their block or piece of the block.

CRRD will have essentially two types of activities; 1. The software side (ex-CAR activities) dealing with the wellbeing of the residents and building resiliency into the HSCA community and 2. The hardware side which deals with the pumps, berms, sewers, utilities to ensure the related agencies are connected with our community to ensure the proper equipment is in place to avoid or mitigate impacts of an emergency.

The Hillhurst Sunnyside Community Responder Program (HSCR): volunteers will be recruited and trained to understand what the needs of the community are, being prepared for floods, power outages, amber alerts, gas leaks, etc., communicate public announcements and notify residents of applicable meetings. Once we get into an

emergency, the Responder's will work with officials and professionals to respond more efficiently and to direct resources to those who need it first. After disaster, the Responder's will work as a community with aid agencies and others to speed up the recovery and reduce the stress and duration of time to return to normal everyday life.

Though there are objectives, we need to get a timeline for what can be completed in time for June 2014 Flood season and what should be completed for 2015. Next deadline for The Voice is very soon (April 6, 2014). Paul suggests we go item by item and decide timelines that way. Paul to issue Work Plan with Minutes by Monday Mar 24, 2014.

- **Debrief about Mar 12, 2014 Community Event at the HSCA Centre.**
 - **Red Cross Feedback (A Benoit):** A lot of people came, but nobody said they needed help at the event and during callbacks. It's better use to be out in the community, but the Red Cross likes coming to events to show they are still available. There are a variety of things the Red Cross can communicate in these type of meetings.
 - **General Comments:** It went well, about 150 people attended, Tim Kitchen did very well in moderating the event and taking questions for the presenter's. We should have a meeting at the end of May or early June as a repeat of information to give updates and show all the activities that the CRRD and other sub-committees are doing to be ready for the June Flood season. Next time we need to be clearer about what the stations really mean. Space and actually getting to a Poster Station (line-ups) was an issue, next time maybe use less tables or organize it better. Get the Poster Station people to identify themselves at the front of the room.
 - **Review Feedback Forms**
 - Request for Future Topics: Enmax power shut-off and resumption information and power grid information, DRP funding, emergency response plan for the community, talk more about the things around Sunnyside, i.e. bridges, parks, roadways, interested in insurance (both customer relations and risk management)
 - Overall, people were "Very Satisfied" with the event
 - 4 new volunteers and ~ 10 new people on mailing list
 - Review need for future sessions—CRRD Activities, Insurance Bureau of Canada presentation, Parks and Roads (condition, changes, Prince's island Causeway)
 - **EVENT ON JUNE 3rd, 2014, 6:00 – 9:00 p.m.** in South and North social halls
 - April 6 Next Deadline For Voice: Jodi's Responsibility
 - Kerri To Book Rooms
 - Present emergency response plan, Community Responder Programme, CRRD activities, Enmax and power, insurance and support, other items TBD
 - No question period, 1 hour of time divided up between topics.
 - Paul and Amanda to create a broad agenda and get back to the team, Jodi to use that for the voice

- Potential for May issue of the Voice to detail the topics that will be covered on June 3, 2014 Community Meeting
 - Alberta Health Services has a “Loss and Resiliency Workshop”, potential to be trialed in Sunnyside on CRRD and then we will promote it to the community if we think it’s worthwhile. Paul to connect with Elsaby Johnstone via Marcia about setting this up.
 - Flood page – Jodi to talk to Jessica about this
 - Ensure info is posted and communicated to public including any feedback questions
 - Still don’t have power point from the City of Calgary Water Resources presentation at the Mar 12, 2014 Community Meeting (has been sent as of Mar 20, 2014 by C Lund) – see City of Calgary Link <http://www.calgary.ca/UEP/Water/Pages/Water-and-wastewater-systems/Storm-drainage-system/Northwest-Inner-City-Drainage.aspx>
- **Update from Partners**
 - **Alberta Health Services** –Marcia
 - Grief Recovery and Loss presentation (April)
 - Documents to go on website, Marcia to send to Jessica for posting.
 - **Calgary Family Services** – Anne and Marcia
 - Discussion on areas in Hillhurst Sunnyside in which to focus on needs of the elderly
 - **Red Cross** –Ali door knocking update
 - Visited over 65 houses
 - One area already flooding in East Sunnyside
 - Dropping off Alberta Health flyers
 - One resident in East Sunnyside asking for volunteer assistance
 - Paul to confirm information and then disperse information to the task force and the resident. Follow-up on Mar 21st:
 - Flooding in Fire Lane only confirmed and reported to 311 - cold weather has stopped melting – will follow-up with residents in that area once melt starts again.
 - Resident contacted with respect to help required – setting up group of volunteers to help them out.
- **Update from Resiliency subcommittee on current activities and future activities (Kerri and others)**
 - **Crisis Café Site** (Kerri, Richard Smith, Buff Smith) RFP circulated-deadline extended to March 31. Friday March 28 at 10:00 RFP review Angela Pucci’s house.
 - **June 22 Volunteer Appreciation Party** (Kerri) Next meeting April 3/14 at 5:00 pm-Angela Pucci’s house
 - **Flood Mural** – BRZ coordinating (Natalie Bach) – approval from HSCA Board for type of Mural to be installed was recommended
 - **Community Notice Board**- DP application submitted- Ron Buchan Parks assisting (Sarah Stelfox and Gerald Wheatley)

- **CAR Survey Report** completion March 31/14. Discussed that we need to discuss the dissemination of report.
 - **Jane's Walk** - Saturday May 3/14 Community Flood Experience – possibly two times to accommodate people – tour of flood prevention facilities by City of Calgary Water Services as highlight of walk.
- **Set date for next meeting**
 - HSCA - Tuesday, April 7, 2014 at 7 p.m.
 - 1st Meeting Concluded at 9 pm
 - **Post Meeting Discussion (Paul, Charlie and Amanda only)**
 - **Follow-up from Mar 12, 2014 City Presentation on Pumps and Berms** – Paul to follow-up with Brad Larson with respect to the items not covered off in the presentation (Action Item list sent to CoC Water Resources pre the Mar 12, 2014 Presentation). Key issues:
 - Storm Sewer Flooding when Gates are closed – Volume of Rain (2 to 15 CMS) vs Size of Pumps they are planning on installing (0.33 CMS) City needs to show us the calculations to ensure we have enough pumping capacity not to flood during which rain storms. West Sunnyside has flooded 5 times in the last 4 years from the Storm Sewers when the gates have been closed (Mar 3, 2009, June 20, 21, 22, 2013, July 5, 2013).
 - East Sunnyside Flooding is suspected from several sources: 1. berm overflow, 2. possible malfunction of B46 gate valve, 3. Storm Sewer Back-up from B48/B48A, 4. Sanitary Sewer Pumping Station Failure and 5. Ground Water increase in level. We are not sure which caused the worse damage – but we need pumps in the South and possibly the North side of East Sunnyside if flooding happens again.
 - Berm Height Increases – need to understand exactly where and how high they plan on modifying the berms before June 1, 2014. What back-up plans and supplies can we have in the neighbourhood (sand bags, barriers, pumps, etc...) ready and waiting for service if needed?
 - Prince's Island South Causeway – this structure has been rebuilt – and looks sturdier than ever – need City to confirm if this structure needs to be modified or removed to keep the level on the North side of Prince's Island lower in high river flow scenarios.
 - Storm and Sanitary Pumping Stations – need to be protected and kept functional (or back up pumps/systems) during flooding conditions.
 - **Enmax, ATCO** – follow-up from questions at Mar 12, 2014 Community Meeting – will contact Utility companies to understand Electrical System and Gas System (like we have learned the Storm and Sanitary Systems) so CRRD understands why and what the utilities are doing or possibly need to do in an emergency – to help out communicating to residents with questions. Paul has this on the CRRD list.
 - **Community Evacuations** – will be part of the Community Emergency Response Plan (HSCA CERP) being written by Paul – need to work with Calgary Police Services to streamline the evacuation and better communicate with the

residents for faster evacuation – took up to 1.5 hours to drive out of East Sunnyside due to traffic and routing issues.

- **Monitoring Safety of People who are staying in Community on Next Evacuation** – We expect several of the residents in the next Flood not to leave in an evacuation, need method to know who is staying, that they are safe and provide them with water, food and fuel for their generators are possibilities.
- **Early Weather Warning and Operation of Reservoirs**
 - – AB ESRD Presentation on Mar 17, 2014 showed that forecasts of extremely high rainfall were available to ESRD on June 15, 2013 and confirmed on June 17 and 18 2013 – well before the storm started on June 19th, 2013. Shows that the early warning systems were available.
 - TransAlta information showed that if the reservoir levels were lower that the flow in the Bow River would have been 300 to 600 cubic metres per second (CMS) lower than the peak of 1750 CMS that we saw on June 21st, 2013.
 - The June 2013 event was a Predictable (in June), Forecastable (had 7 days pre-warning from Env Canada Weather), Widespread (from the Bow Basin down to the Old Man Basin), Large (lots of rain), Rain Storm that caused Widespread Flooding – it was not a Flash Flood as many refer to the June 2013 event. A Flash Flood has connotations of a surprise, short duration (less than 6 hours) and causing localized Flooding.
 - There are many things we can learn from the June 2013 event in which we can do better in the future. Between having earlier weather warnings and reducing the levels in the many upstream Bow River reservoirs (combined with the above mentioned pumps and berm enhancements) we predict that we could substantially reduce the impact of flooding in our community.
- **Root Cause Analysis** – C Lund indicated that he did not see the value in conducting a RCA since it was too late to make any changes before this year's flooding season. Paul still sees value in understanding what happened to ensure we put the right size pumps and systems in the right places, to catch all the sources – if you don't do a formal RCA – you won't know if you catch them all. Agreed to follow-up with the City to at least deal with the Action Item List – form our meeting with the CoC Water Resources Dept from Mar 3, 2014. Paul to resend e-mail asking for a meeting and response (completed 201 03 22).
- **Post Meeting Concluded at 10:30 pm**