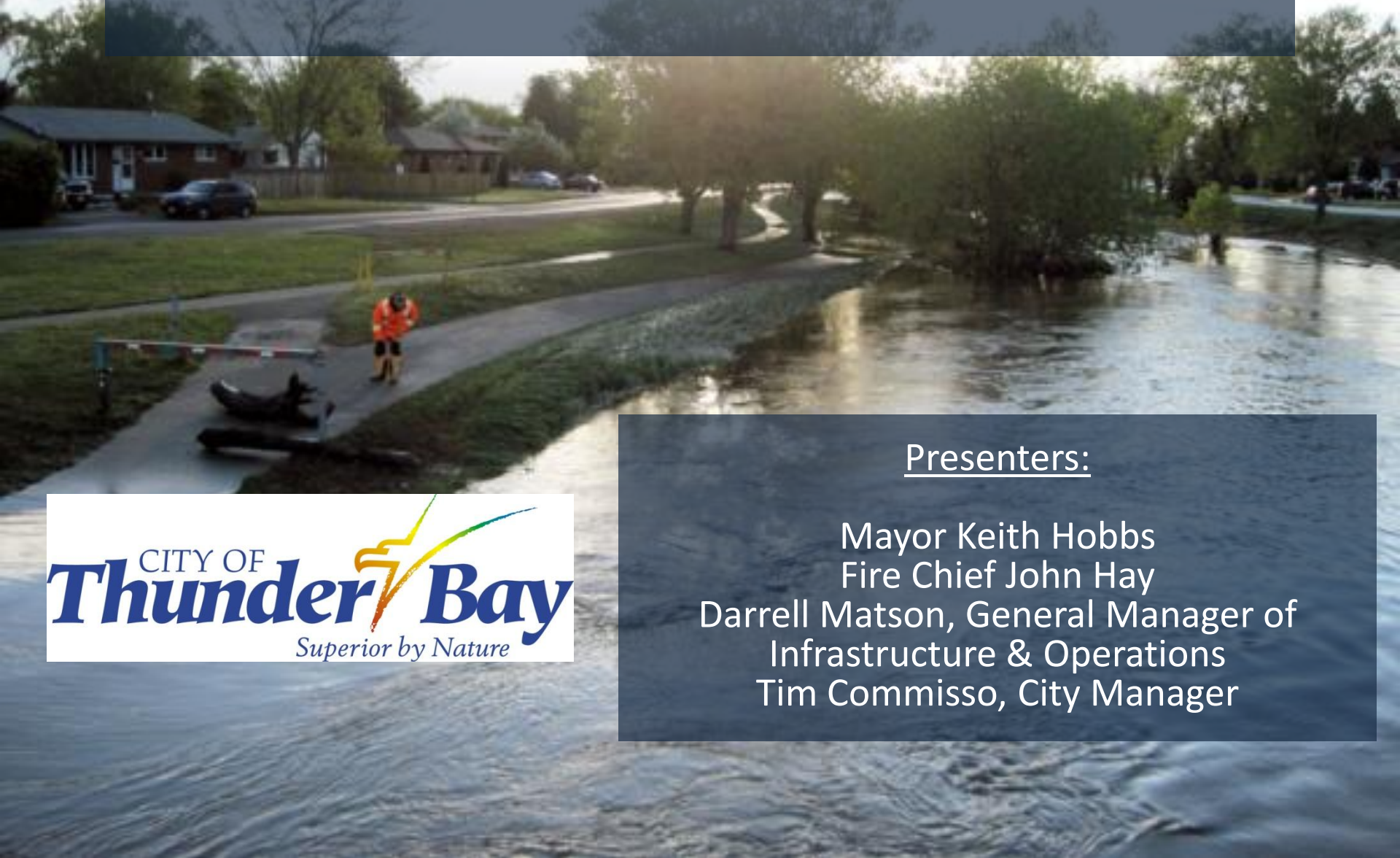


Thunder Bay Flood Disaster 2012



Presenters:

Mayor Keith Hobbs
Fire Chief John Hay
Darrell Matson, General Manager of
Infrastructure & Operations
Tim Commisso, City Manager

Mayor Keith Hobbs



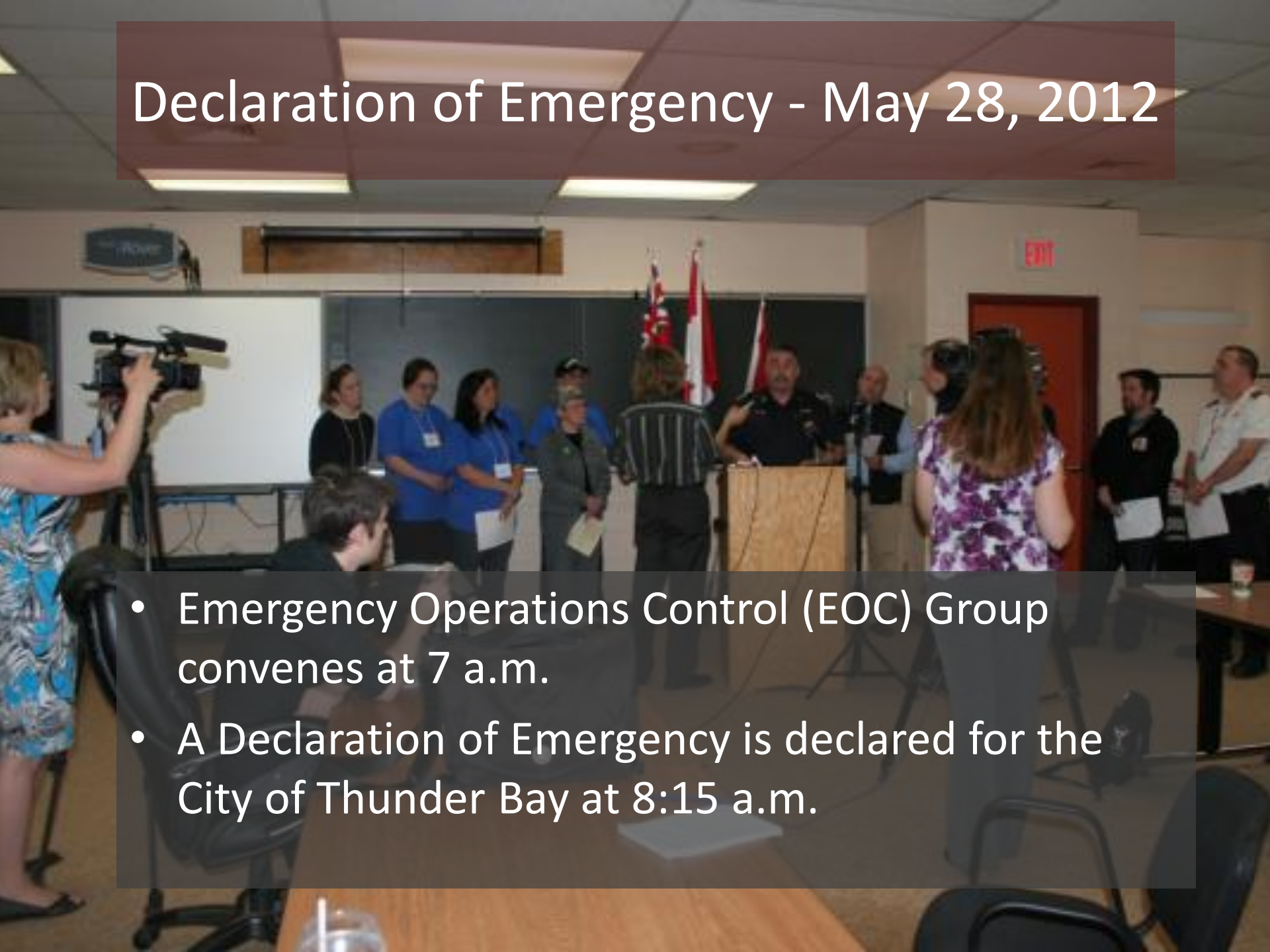
Welcome and Introductions
Personal Reflection of the Flooding Event

The Weather Event Flood Disaster of May 28, 2012

- More rain fell in Thunder Bay and area in two hours than normally falls on the City the entire month of May.
- Approximately 77 mm of rain fell in sheets over the Neebing River Watershed.
- An unprecedented amount of rainfall in a short timeframe caused life-altering destruction for many homeowners and businesses.
- Storm contributed to flash flooding and reached the 100-year return.



Declaration of Emergency - May 28, 2012

- 
- Emergency Operations Control (EOC) Group convenes at 7 a.m.
 - A Declaration of Emergency is declared for the City of Thunder Bay at 8:15 a.m.

- 7th declared emergency in 7 years in Thunder Bay
- Largest in scope, scale and duration
- Impacted the most citizens
- 4,000 to 5,000 estimated impacted homes
- Impacted the most infrastructure
- Most expensive
- Minor impact on day-to-day City service delivery (some increases)



Emergency Response

DISASTER RESPO

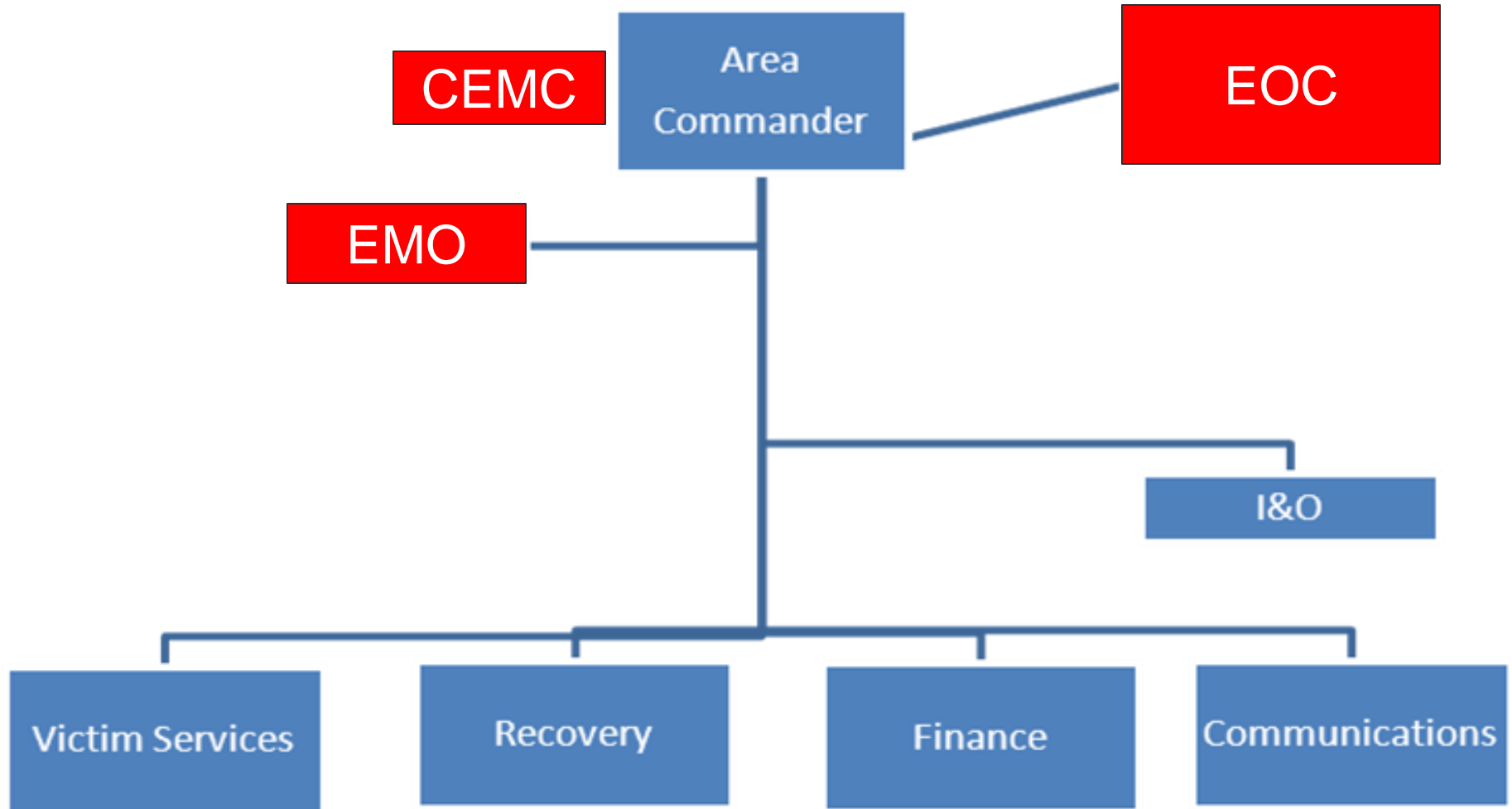
Emergency Response



UNIT

- Right people at the right place at the right time
- EOC deployment swift and continuous for 6 weeks
- Incident Management System (IMS) utilized
- Incident Command Structure (with org chart) put in place
- Departmental Emergency Plans activated
- Area Command and Sectoring tools used


Organizational Chart





Emergency Response

- Disaster Relief Agencies, Non-Governmental Organizations and community groups worked closely with EOC
- Immediate life threats and needs dealt with, including temporary accommodation (e.g. Lakehead University)
- Established the “Safe Homes” program
- Weather cooperated, threat was static
- Scope and scale of disaster continued to be assembled
- Dedicated 24/7 police patrols to address disorder issues

- 
- IMS provides the structure to effectively guide and support large-scale multi-agency responses
 - Provides the required discipline and reporting mechanisms for asset management and resource allocation and coordination
 - Modular and expandable
 - Discourages “freelancing”

**Immediate Emergency
Response**

Emergency Management

A photograph of a concrete bridge over a river. The bridge has several concrete pillars supporting it. In the water below the bridge, there is a large amount of debris, including what looks like a large log or branch, and some smaller pieces of wood. The water is dark and reflects the bridge. In the background, there are houses and trees on a hillside. A white car is parked on the grass to the right of the bridge.

- EOC ran by IMS - task board, great tool (50 major tasks identified and completed)
- Well trained and experienced City staff
- EOC members stayed within their roles
- Freelancing minimized
- Political influence minimized
- Outstanding efforts on internal and external communications (21 media briefings in 4 weeks)

Lessons Learned

- EOC structure and process worked very well
- Freelancing creates risk and adds confusion
- Social media is a reality and needs to be managed and integrated as part of emergency planning
- Communications is critical and media engagement is key
- EOC needs a capital investment

Infrastructure Response

- City crews dispatched immediately to undertake repairs to return to pre-flood conditions
- Assessment of damage to City infrastructure including roads, bridges, sewers and trails
- Water restrictions imposed across the City
- “Drop everything” priority for many City staff



- Immediate response and recovery to repair substantial damages to the Water Pollution Control Plant (WPCP)
- Subsequent daily assessments of the WPCP plant condition and systems
- Daily updates to EOC and community on City infrastructure conditions



Infrastructure Response

Disaster Mitigation Measures

- Safe Homes Program (approx. 500 homes assisted)
- Special Garbage Collection
- Fees for Repairs – Building Permits, TSA charges
- Water Charges Rebates
- Extended Landfill Hours (fees waived)
- Disaster Relief Committee

A group of five men are standing outdoors in front of a light-colored house with blue trim. One man on the left is wearing a dark blue shirt with a fire department logo. Another man in the center is wearing a white t-shirt. A third man on the right is wearing a dark blue shirt and a face mask. They appear to be in a discussion or inspection. A wooden deck is visible on the left side of the frame.

Go Forward Strategies

Independent Engineering Assessment of the WPCP underway to analyze the flooding of the plant for the purposes of repair and recovery work and for future action to prevent future Plant flooding.

Neighbourhood Master Stormwater Drainage Study to be conducted in those areas that were most directly impacted by the flooding event including McKellar and Northwood Wards.

Residential Drainage Assistance Program Options to outline a number of potential options for Council's consideration that are directed at providing assistance to homeowners with respect to storm drainage related matters.

Community Response

PUBLIC MEETING

RESIDENTS AFFECTED BY CITY FLOOD EMERGENCY

The City of Thunder Bay and members of the City's Emergency Operations Control Group invite residents affected by the City Flood Emergency to attend a Public Meeting on
Saturday, June 2, 2012:

SLOVAK LEGION

801 Atlantic Avenue

- 1:30 pm - light lunch and refreshments
- 2 pm to 3:30 pm - update and questions & answers

or

MOOSE HALL

434 Fort William Road

- 3:30 pm - light lunch and refreshments
- 4 pm to 5:30 pm - update and questions & answers

To request transportation assistance,
call 98 FLOOD (988-6663) or email
flood@thunderbay.ca



Key Communication Channels:

- Dedicated flood webpage
- 98-FLOOD information line
- City Facebook Page
- Disaster Relief Agencies and community groups (e.g. Red Cross, Salvation Army)
- Outcome: Clear regular communication and consistent channels

Community Response

A photograph of a group of people outdoors. In the foreground, a man with glasses and a dark suit is smiling. Next to him is a man with grey hair and a dark shirt, looking towards the right. To his right is a woman with blonde hair and glasses, also looking right. In the background, a woman in a blue shirt is visible. The scene appears to be a public event or press conference.

Media Relations:

- 40 media releases
- 21 media briefings
- Minister's announcement
- Outcome: Strong and consistent media relations with excellent use of virtually all messages and daily sidebars on service info

Community Response



Direct Communication to Residents:

- Two public meetings by end of first week in response to public need for face-to-face communication
- Mayor's guest editorial in Chronicle-Journal within three days (included messages that were repeated in newspaper editorials and citizen commentary)
- MyTBay Citizen Newsletter / Facebook
- "Blue Shirts" at St. Peter's Church
- Two follow-up public meetings when Disaster Relief Forms available
- Outcome: Adaptive and responsive to public needs

Questions & Answers

Thunder Bay & Area

DISASTER
RELIEF FUND

