

Emergency Response and Communications

July 15

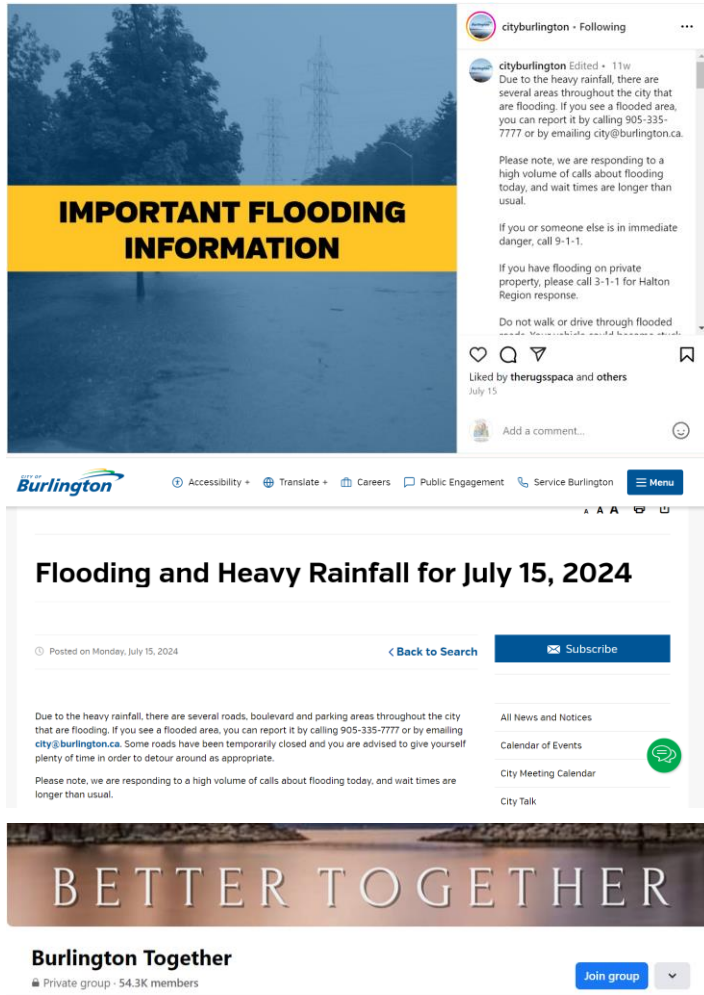
Key Actions:

- **Roads, Parks and Forestry:** Managed road closures in collaboration with Halton Regional Police Services, began tree clearing and debris removal around inlets and catch basins, with most of the closed roads having been reopened by 5:00 pm.
- **Engineering Services:** Inspected reported flooding locations, roads and construction sites for damage and documented high water levels.
- **Customer Experience:** Service Burlington received over 500 calls and staff worked overtime to address email inquiries.
- **Fire:** Responded to 23 flooding-related 911 calls.
- **Human Resources:** Issued safety reminders and cleanup guidance.
- **Recreation, Community and Culture:** Reported minor flooding in several buildings, as well as all outdoor pools.
- **Transit:** Implemented detours and reported parking lot flooding at the Transit Operations Centre.
- **Transportation Services:** Addressed malfunctioning traffic signals in conjunction with contractor.
- **Halton Region:** Received more than 311 calls for basement flooding and advised that they were addressing minor flooding at 2 regional buildings.
- **Joseph Brant Hospital:** Reported minor flooding that did not impact their operations.
- **Utilities:** Burlington Hydro responded to scattered power outages affecting several hundred customers in southeast Burlington due to tree damage. Enbridge Gas responded to a gas main exposure caused by a sinkhole.

Public Communications

Key messages developed in coordination with Halton Region and delivered on City social media channels, City website, and community Facebook group:

- Heavy rainfall resulting in flooding throughout the city.
- Report flooding at 905-335-7777 or city@burlington.ca
- If you or someone you know is in immediate danger, call 9-1-1.
- If you have flooding on private property, call Halton Region at 3-1-1.
- Services disruptions and road closures.



July 16

The CEMC continued playing a coordinating role in maintaining situational awareness, and also continued to schedule and co-facilitate coordination meetings with the Director, Roads, Parks and Forestry, continued liaising with other levels of government and partner organizations, continued sending updates to Council and designated City staff and external partners, and continued coordinating with Corporate Communications and Engagement on public messaging.

Key Actions:

- **Customer Experience:** Service Burlington call volume normalized, with inquiries about basement flooding referred to 311. Email volume remained higher. Implemented automated flood related key messages at first point of contact.
- **Engineering Services:** Staff continued inspecting high water levels, tracking damage, and advised developers to coordinate with Conservation Halton on pumping protocols.

- **Fire:** Reported return to normal operations, aside from responding to flooding at Cavendish Drive that had impacted several homes.
- **Human Resources:** No staff injuries reported. Staff received reminders about floodwater contamination safety.
- **Recreation, Community and Culture:** Inspected previously flooded locations for mold and asbestos. Burlington Public Library's Alton Branch was temporarily closed due to a roof leak.
- **Roads, Parks and Forestry:** Continued road cleanup, debris removal at storm sewer inlets from July 15 flooding, and monitored Cavendish Drive, making preparations to respond to issues on City property as needed.
- **Transportation Services:** Investigated a traffic signal issue likely caused by a lightning strike.
- **Burlington Hydro:** Reported 5 isolated power outages affecting fewer than 200 customers and continued to address the impacts of July 15 flooding.
- **Halton Region:** Received 356 calls related to basement flooding, confirmed the July 15 flooding was a 1-in-100-year event, and was investigating waste management options for impacted homes. Canadian Red Cross was placed on standby.

Public Communications

Working with the Region, key messages expanded to include more resources and service updates. Delivery through news media, City social media channels, City website, and community Facebook group:

- Heavy rainfall resulting in flooding throughout the city.
- Report flooding at 905-335-7777 or city@burlington.ca
- If you or someone you know is in immediate danger, call 9-1-1.
- If you have flooding on private property, call Halton Region at 3-1-1.
- Insurance Bureau of Canada virtual Community Assistance Mobile Pavilion activated and reachable at 1-844-277-5422 or ONCIC@ibc.ca.
- Canadian Red Cross information on flood cleanup: bit.ly/RedCrossFloodRecovery.
- Distress Centre Halton provides 24/7 support for those experiencing emotional stress – Burlington residents can call 905-687-1488.
- Services disruptions and road closures.

Media requests: CBC, CHCH (2), Global News (2), Insauga, YourTV



cityburlington · Following

Supports are available for those experiencing home flooding.

The Insurance Bureau of Canada (IBC) has activated their virtual Community Assistance Mobile Pavilion to assist residents with questions related to insurance.

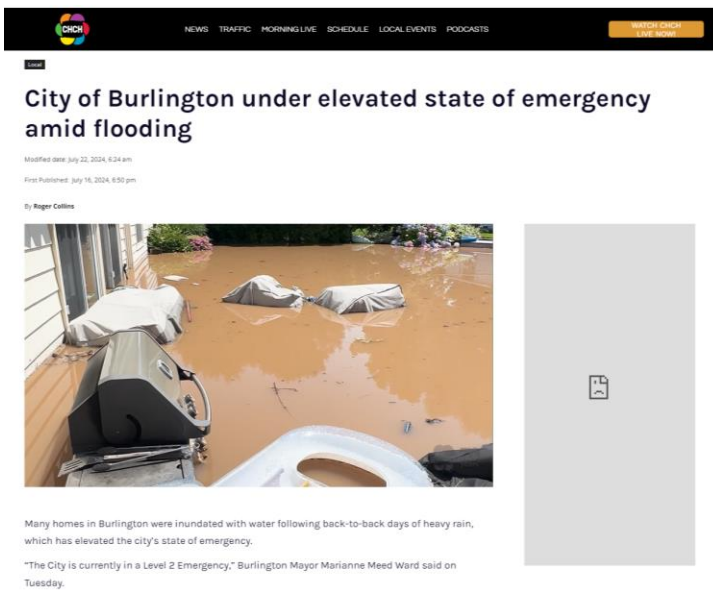
IBC can be contacted at 1-844-227-5422 or ONVIC@ibc.ca. Visit bit.ly/HomeInsuranceClaimsIBC for more information.

Flood Clean up: The Canadian Red Cross has detailed information at bit.ly/RedCrossFloodRecovery (link also in bio).

Recovering from a flood can be difficult

Liked by [therugspaca](#) and others
July 16


Add a comment...



NEWS TRAFFIC MORNING LIVE SCHEDULE LOCALEVENTS PODCASTS WATCH ON DEMO LIVE SHOW

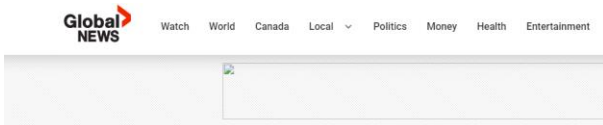
City of Burlington under elevated state of emergency amid flooding

Modified date: July 22, 2024, 6:24 am
First Published: July 16, 2024, 6:50 pm
By Roger Collins



Many homes in Burlington were inundated with water following back-to-back days of heavy rain, which has elevated the city's state of emergency.

"The City is currently in a Level 2 Emergency," Burlington Mayor Marianne Meed Ward said on Tuesday.



Global NEWS Watch World Canada Local Politics Money Health Entertainment

WEATHER

Burlington neighbourhood overwhelmed as torrential rain floods streets, yards, homes

By [Don Mitchell](#) · Global News
Posted July 16, 2024 8:06 pm · Updated July 17, 2024 8:27 am · 3 min read



BURLINGTON, ONTARIO
JULY 16, 2024

John Pimentel | BURLINGTON RESIDENT

Global NEWS

WATCH: John Pimentel, a Burlington, Ont., resident, describes how powerful the rain was in neighbourhood on Tuesday. He says local streets, yards and people homes near Highway 407 in Halton Region filled up quickly with water and caused all sorts of damage -- Jul 16, 2024.

July 17 – 31

City staff continued post-event inspections, debris cleanup, infrastructure repairs and began initial recovery efforts across affected areas in this time period, and also continued working in collaboration with Halton Region and other partner organizations. As of July 26, Halton Region had reported that 311 had received reports of flooding from 1,288 homes in Burlington.

Key Actions:

Roads, Parks, and Forestry (RPF)

- Continued cleanup and post-event inspections, and removed large debris from storm infrastructure.
- Maintained communication with 407 ETR on their ongoing culvert repair near Cavendish Drive.
- Inlets and storm systems were cleaned in response to drainage-related inquiries.
- Trail washout repairs and debris removal were ongoing in parks.
- Inspections of creek systems and stormwater infrastructure were ongoing.
- Ongoing response to storm water system enquiries including various meetings with residents.

Engineering Services

- Teams conducted site visits and investigated causes of flooding and continued inspections of creeks, inlets, and storm infrastructure.
- Coordinated with Roads, Parks, and Forestry to address drainage issues.
- Continued responding to drainage inquiries from residents.
- Continued site visits and flood assessments.
- Coordinated with Roads, Parks, and Forestry on clearing blockages and debris in stormwater systems.

Finance

- Created and shared a cost centre for flood related expenses with staff for tracking purposes.
- In collaboration with Legal Services and Halton Region, implemented City of Burlington Flood Relief Grant.
- Monitored response related costs.

Fire (CEMC)

- From July 17 to July 24, sent daily updates to Council, senior staff and partner organizations, that transitioned to weekly updates on July 31.
- Continued coordinating with Corporate Communications and Engagement on updates to the flood website.

- Met with Halton Region and the Canadian Red Cross to plan wellness checks for affected residents in prioritized areas.
- Collaborated with Engineering Services and Halton Region to provide information to the Ministry of Municipal Affairs and Housing on flood impacted areas for a potential activation of the Disaster Recovery Assistance for Ontarians (DRAO) program.
- Collaborated with Customer Experience to arrange damage assessment visits for a MMAH damage assessment visit based on data provided by Halton Region.

Legal Services

- Began processing flood related insurance claims and Burlington Flood Relief Grant applications in collaboration with Finance and Halton Region.

Transportation Services

- Continued repairs to damaged infrastructure.
- Installed “Local Traffic Only” signs to mitigate traffic impacts as needed.

Public Communications

Working with the Region, key messages continued to evolve as the incident response shifted to recovery, relief support, and reporting. Delivery through news media, City social media channels, City website, and community Facebook group:

- If you or someone you know is in immediate danger, call 9-1-1.
- If you have flooding on private property, call Halton Region at 3-1-1.
- All roads reopened July 18, 2024.
- Special Council Meeting Friday July 19 to provide a verbal update on the flooding
- Cavendish Drive repairs update.
- Parking exemption.
- Halton Region subsidies.
- City of Burlington ex gratia grant.
- Flood prevention and recovery.



Flood Recovery Supports

cityburlington · Following

Residents with flooding who do not qualify for Halton Region's Ex-gratia grant can apply for a City grant of \$1000. Regional and City grants are only available to those who have reported home flooding by calling 311. For more information or to apply for the City's funding, visit burlington.ca/floodprevention.

Halton Region's enhanced basement flooding prevention subsidy program assists property owners in making home improvements that can reduce the risk of flooding from sewer backup. Property owners are provided with subsidies and access to qualified, licensed contractors, making it easier

Liked by [therugsspaca](#) and others
July 19

Add a comment...


nsAUGA CHANGE CITY > HOME

Money coming for some flood victims in Burlington

+ PREFERRED REGION | Ontario | Burlington | Halton | Latest News | Politics

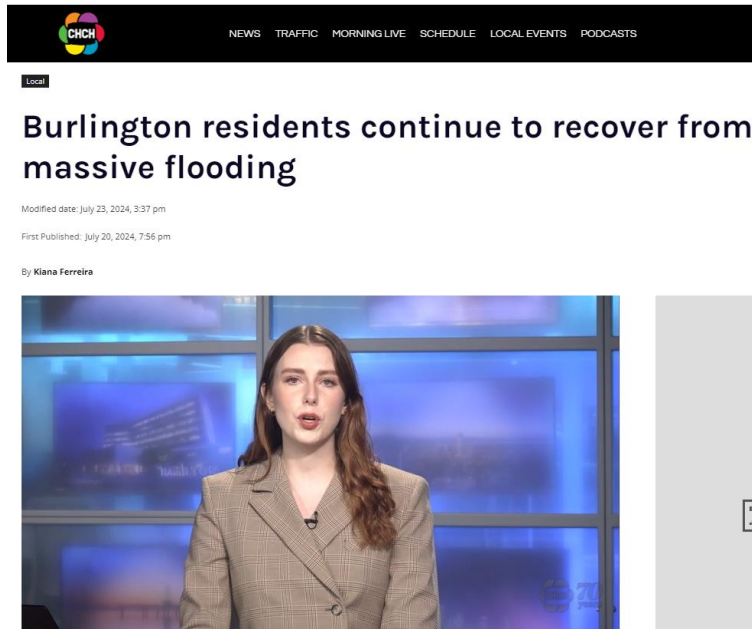
By **Steve Pecar**
Published July 19, 2024 at 4:04 pm

X In S



Aerial photo shows where the path of the water that flowed into a Burlington neighbourhood. (407 ETR photo)

Burlington homeowners dealing with flood damage may now be eligible for financial help from a few different sources.



August 1-31

City staff continued debris cleanup, infrastructure repairs and recovery efforts across affected areas in this time period, and also continued working in collaboration with Halton Region and other partner organizations. As of August 15, Halton Region had reported that 311 had received reports of flooding from 1,598 homes in Burlington.

Key Actions

Roads, Parks, and Forestry

- Continued inspections of creeks, storm channels, and debris removal operations.
- Continued responding to stormwater drainage inquiries and resident requests for service, including various site meetings with residents.
- Maintained communication with 407 ETR for ongoing repairs near Cavendish Drive.

Engineering Services

- Participated in Ministry of Municipal Affairs and Housing information damage assessment visit on August 1.
- Continued following up on flood reports, including conducting site visits to assess property damage.
- Began a citywide drainage assessment study of vulnerable areas to investigate potential mitigation measures.
- Collaborated with Roads, Parks, and Forestry to clear blockages in creeks, culverts, and storm systems.

- Coordinated with external agencies including 407 ETR, Conservation Halton and Halton Region on flood related matters.
- Continued coordination with the City's Legal team for flood-related claims.

Customer Experience

- Assisted Legal Services in reviewing eligibility with potential grant applicants and distributed applications to eligible residents.

Building

- Implemented the Building Permit/Zoning Certificate Fee Flood Relief Program.

Fire (CEMC)

- Coordinated weekly recovery update emails for Council, senior staff and partner organizations through August 21.
- Investigated potential MMAH follow-up damage assessment visit.
- Planned for the After Action Review of the flood response.
- Maintained contact with Halton Region and MMAH on flood recovery related matters.


Legal Services

- Continued processing flood related insurance claims.
- Collaborated with Halton Region on the creation of a data licensing agreement to share flood data for specified purposes.

Public Communications

Key messages focused on recovery support. Delivery through news media, City social media channels, City website, and community Facebook group:

- If you or someone you know is in immediate danger, call 9-1-1.
- If you have flooding on private property, call Halton Region at 3-1-1.
- Parking exemption.
- Halton Region flood prevention subsidies.
- City of Burlington ex gratia grant.
- City of Burlington home flood protection program.
- Aug. 7, 2024 – launch of new City of Burlington building permit fee assistance.




What are you looking for?

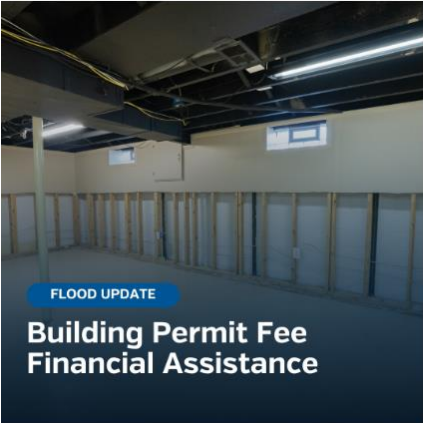
A A A

City of Burlington announces building permit fee assistance for interior flood renovations

Posted on Wednesday, August 07, 2024 [Back to Search](#)



Burlington, Ont. – Aug. 7, 2024 – In response to the recent extreme weather event in Burlington on July 15 and 16, 2024, Burlington City Council has approved a new flood relief grant program designed to assist homeowners rebuilding and repairing their homes after the storm.



FLOOD UPDATE
Building Permit Fee Financial Assistance

cityburlington • Following

cityburlington 8w
Today (Aug. 7), City Council has approved a new flood relief grant program.

The grant covers the cost of building permit fees and zoning certificates for homeowners who completed interior renovations following flood damage during the severe weather event on July 15 and 16.

Liked by therugspaca and others
August 7

Add a comment...

insideHalton.com

NEWS

Burlington to expedite 'quick win' stormwater projects in upcoming budget

Clearing debris, priority repairs to stormwater infrastructure continues after July 15, 16 flooding.

BURLINGTON
The Post.

By **Craig Campbell** Burlington Post
Thursday, August 8, 2024 | 2 min to read
Article was updated Sep 26, 2024


X Email Print Share Bookmark

BURLINGTONTODAY.com


HOME > LOCAL NEWS

City officials provide update on Burlington flood relief efforts

So far, 218 residents have applied for the city's \$1,000 grant

 **Chris Arnold**
Aug 7, 2024 4:33 PM

Email X LinkedIn WhatsApp



September 1-30

City staff continued debris cleanup, infrastructure repairs and recovery efforts across affected areas in this time period, and also continued working in collaboration with Halton Region and other partner organizations.

Key Actions:

Roads, Parks, and Forestry

- Continued inspections of creek systems and stormwater infrastructure to identify areas requiring further debris removal and repairs.
- Continued managing stormwater drainage inquiries, service requests including site meeting with residents.
- Maintained communication with 407 ETR for ongoing repairs and function of their temporary diversion channel near Cavendish Drive.

Engineering Services

- Collaborated with the CEMC on providing feedback to the MMAH regarding a potential activation of the Disaster Recovery Assistance for Ontarians program.
- Continued to manage flood-related inquiries from residents and conduct site visits to flood-affected properties.
- Continued coordinating with external agencies including 407 ETR, Conservation Halton and Halton Region on flood related matters.

Fire (Emergency and Continuity Management)

- Conducted follow-up with some residents who participated in the MMAH damage assessment visit and provided information to MMAH as requested.
- Conducted an internal after action review (debrief) meeting for the July flooding incident and collected written feedback from staff and Council and began working on the After Action Report for the July flooding.
- In collaboration with Engineering Services, provided feedback to MMAH regarding a potential Disaster Recovery Assistance for Ontarians program activation.
- Maintained contact with Halton Region and MMAH on flood recovery related matters.

Public Communications

City Communications staff continued to work with the Mayor's Office and Customer Experience team to provide updates to affected residents.

Highlights:

26,804 unique users accessed flood-related info on Burlington.ca in the first 2 weeks of flood response (July 15-30, 2024).

July 15-October 7, 2024

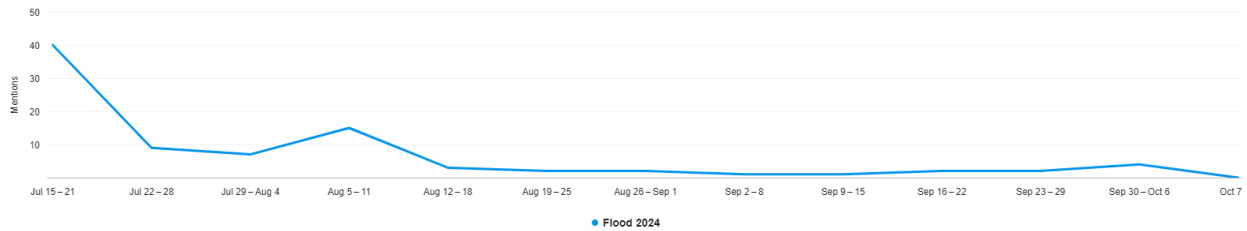
88 Media stories

11 Media requests managed

11 Newsfeed posts on Burlington.ca (including extreme weather alerts, road closures, sports field closures, emergency alerts)

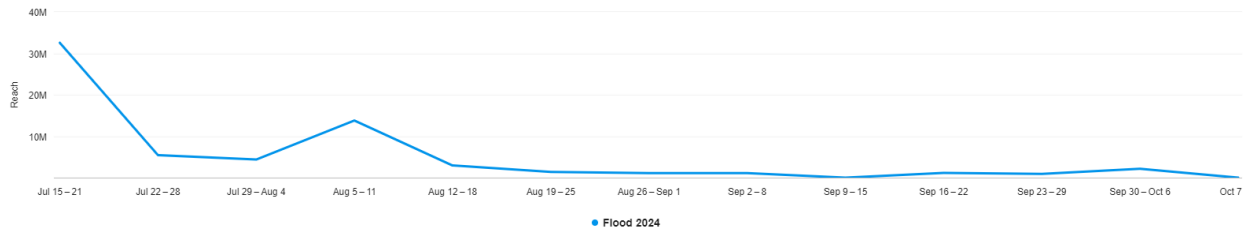
- 132 Social media posts from City across Facebook, Instagram, Instagram Threads and X
- 8 City posts in Burlington Together Facebook group
- 17 Halton Region social media posts reshared
- 2 Mayor social media posts reshared
- 3 Media releases
- 4 Burlington.ca alert banners posted on homepage
- 1 Set of FAQs
- 1 Take Action, Burlington! blog post

Media Mentions



Total news stories: 88 between July 15-Oct. 7
 Peak: 40 mentions between July 15-21

Potential Reach



Total reach: 66.9M peak during between July 15-Oct. 7.
 Peak: 32.5M during the week of July 15-21

Top Sources

