

2010 flood report leads to better service for Albertans

September 5, 2013

A [review](#) of the government's 2010 flood response has improved Alberta's Disaster Recovery Program, resulting in disaster funding reaching Albertans within days of the June 2013 flood.

"In 2010, the government succeeded in helping more than 3,000 people hit by flooding in Southern Alberta. But we know programs can always be improved. We have made many improvements thanks to this review, resulting in a strong response from our government to the June 2013 floods. The result is a better program to serve Albertans."

Doug Griffiths, Minister of Municipal Affairs

The review of the Disaster Recovery Program, completed by KPMG, recommended several ways the province could make the program more efficient, improve applicants' experience and measure its effectiveness.

Key changes were reflected in the province's response to the 2013 floods, including:

- **Faster processing of payments:**
 - One month after the 2010 floods, only one cheque had been issued and 1281 applications received.
 - One month after the June 2013 floods, 288 cheques had been issued and 5489 applications received.
- **Introduction of immediate financial support:**
 - [Pre-loaded debit cards or cheques](#) were provided to almost 40,000 people forced from their homes in the 2013 floods. This form of financial support was not provided during the 2010 floods.
- **Faster opening of Disaster Recovery Centres:**
 - The first DRP centres opened in flood-impacted communities eight days after the 2013 floods. During the 2010 floods, the first centres didn't open until three weeks after the floods began.
- **Broader small business support:**
 - The [Hand-up Plan](#) was introduced for the 2013 floods, providing low-interest loans and interest rebates to small businesses.
 - Businesses with 21 to 50 full time employees were eligible for financial assistance with the 2013 floods, but weren't with the 2010 floods.

Related information

[Disaster Recovery Program Review](#)
[Disaster Recovery Program Guidelines](#)

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- **New flood mitigation measures:**
 - Funding was introduced as part of the 2013 flood response to [support homeowners in flood fringe areas to mitigate](#) against future floods and for homeowners in [floodways to relocate](#).
 - In addition, since 2007 the provincial government has invested more than \$82.1 million in flood mitigation and storm water management projects through the Municipal Sustainability Initiative and Regional Collaboration Program.
- **Information Sessions:**
 - Information sessions have been held in 10 communities impacted by the 2013 floods. These types of session were not done during the 2010 floods.

The province has accepted all 26 recommendations in the KPMG report. A total of 15 are already implemented, one is addressed by other legislation, and the remainders are in progress.

Key changes made to the Disaster Recovery Program as a result of the KPMG Report:

- Updated and clarified [disaster recovery guidelines](#).
- New handbooks that guide [individual](#), [small business](#), [nonprofit](#) and [agricultural](#) applicants through the application process.
- A streamlined government approval process required for putting a Disaster Recovery Program in place.
- Registration centres staffed with Disaster Recovery Program employees so applicants have access to program experts who can answer their questions.
- Increased training for personnel who work at registration centres.
- An enhanced triage approach to the application process at registration centres.
- Electronic disaster assistance payments to municipalities.

Other recommendations are still being addressed.

Our government was elected to keep building Alberta, to live within its means and to fight to open new markets for Alberta's resources. We will continue to deliver the responsible change Albertans voted for.