

Knowing Risks and Making Plans. A Case Study.

Mike Luchia



September Snow Event



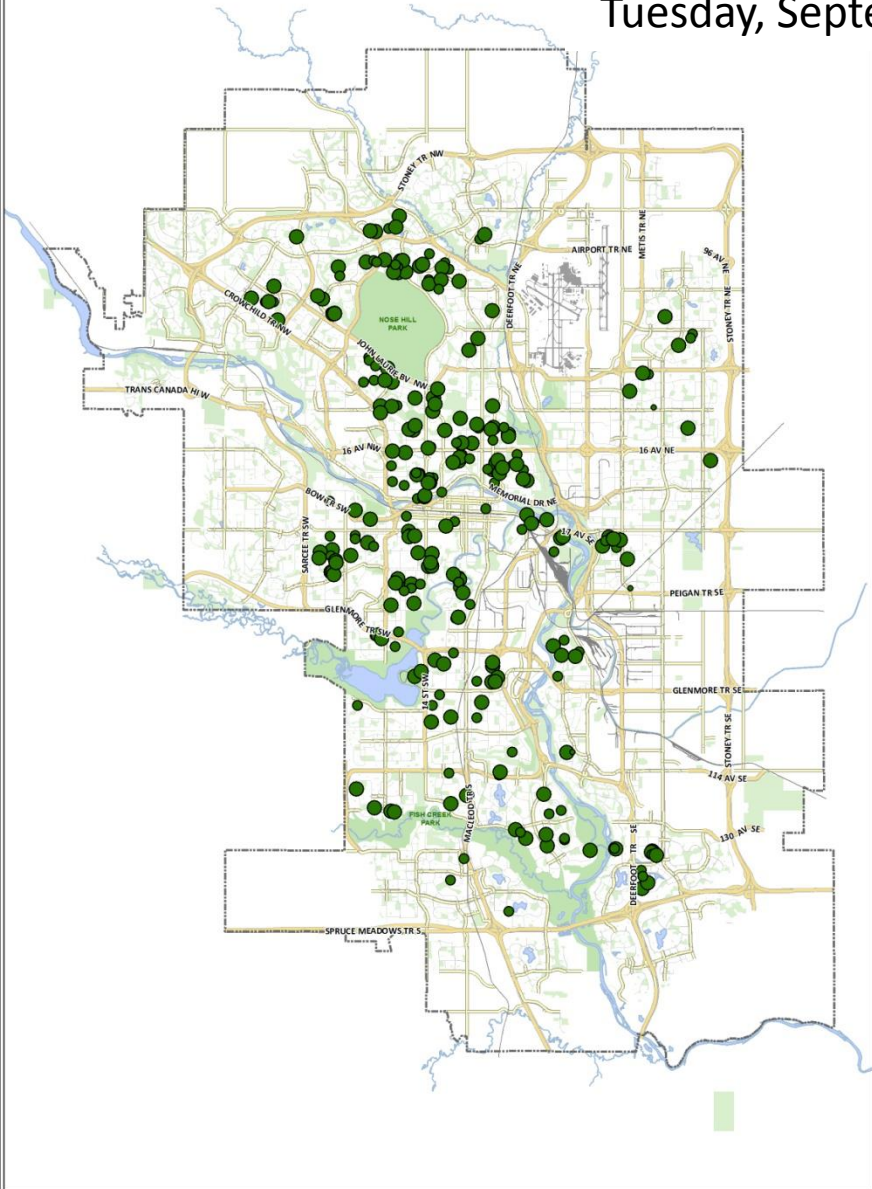
September Snow Event

Event

- 30 cms of snow in 36 hours starting September 10th
- Over 41,500 calls into 311 (more than 2013 flood)
- 57,000 Enmax customers without power



Tuesday, September 9th at 7:00 PM

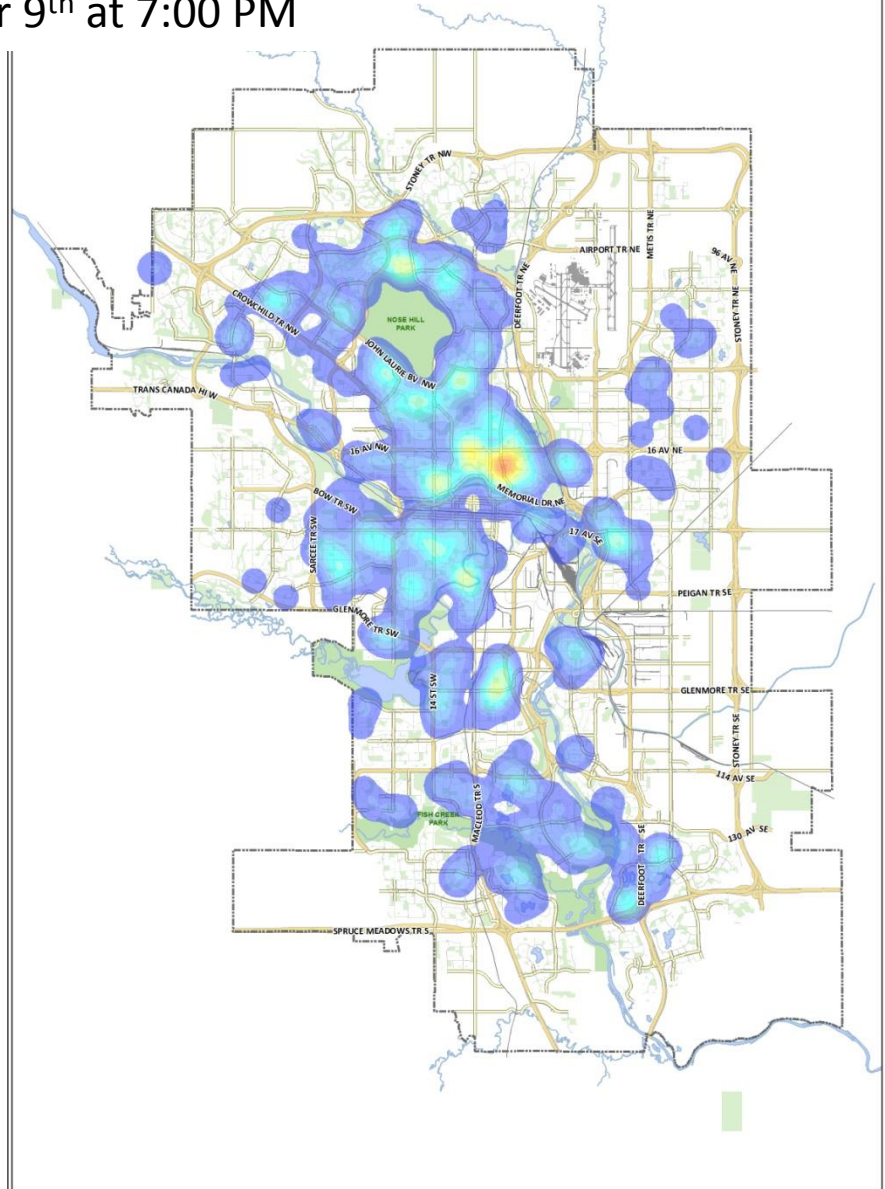


- Priority 1
- Priority 2
- Priority 3

311 Tree Calls
September 9, 2014 @ 19:00



CALGARY
City of Calgary
311 Call Centre
1000 - 10th Street, S.W. Calgary, Alberta T2P 1C1
403-243-1000
www.calgary.ca



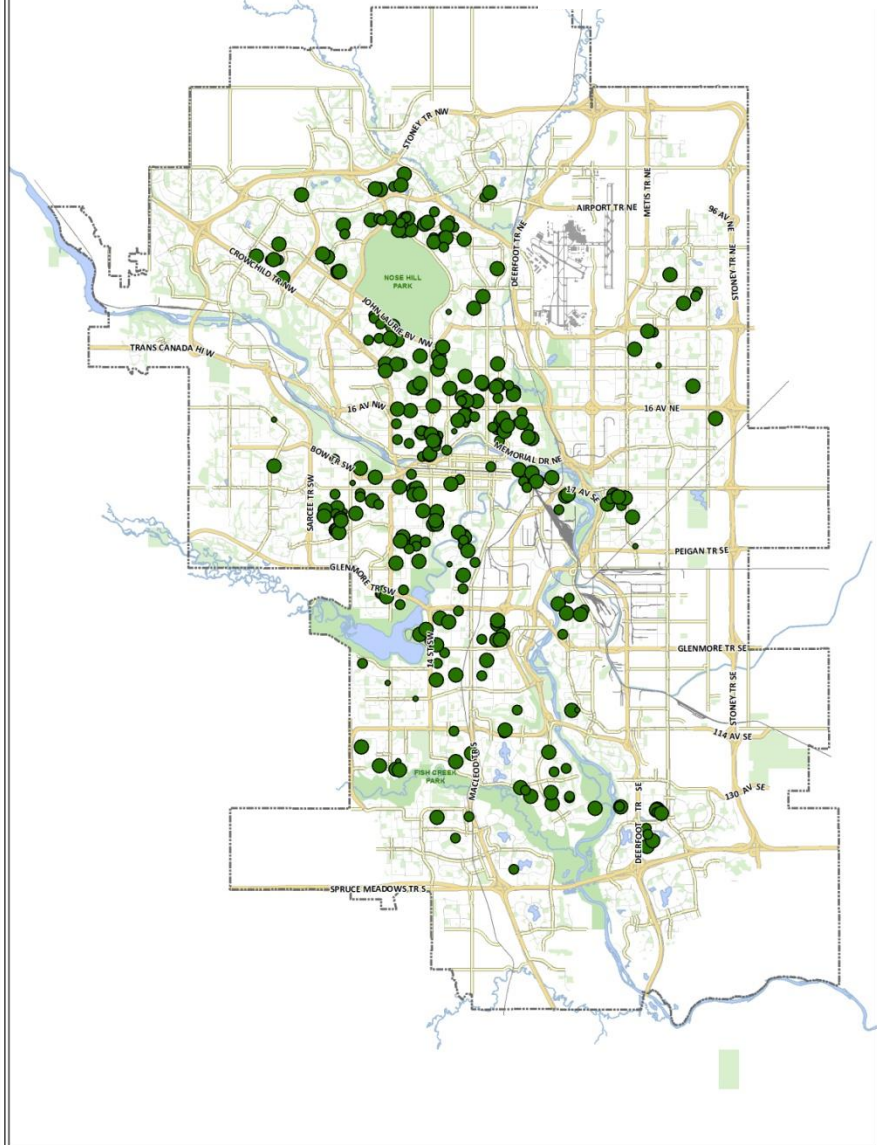
- 311 Tree Calls**
- High
 - Low

311 Tree Calls
September 9, 2014 @ 19:00



CALGARY
City of Calgary
311 Call Centre
1000 - 10th Street, S.W. Calgary, Alberta T2P 1C1
403-243-1000
www.calgary.ca

Wednesday, September 10th at 6:15 AM

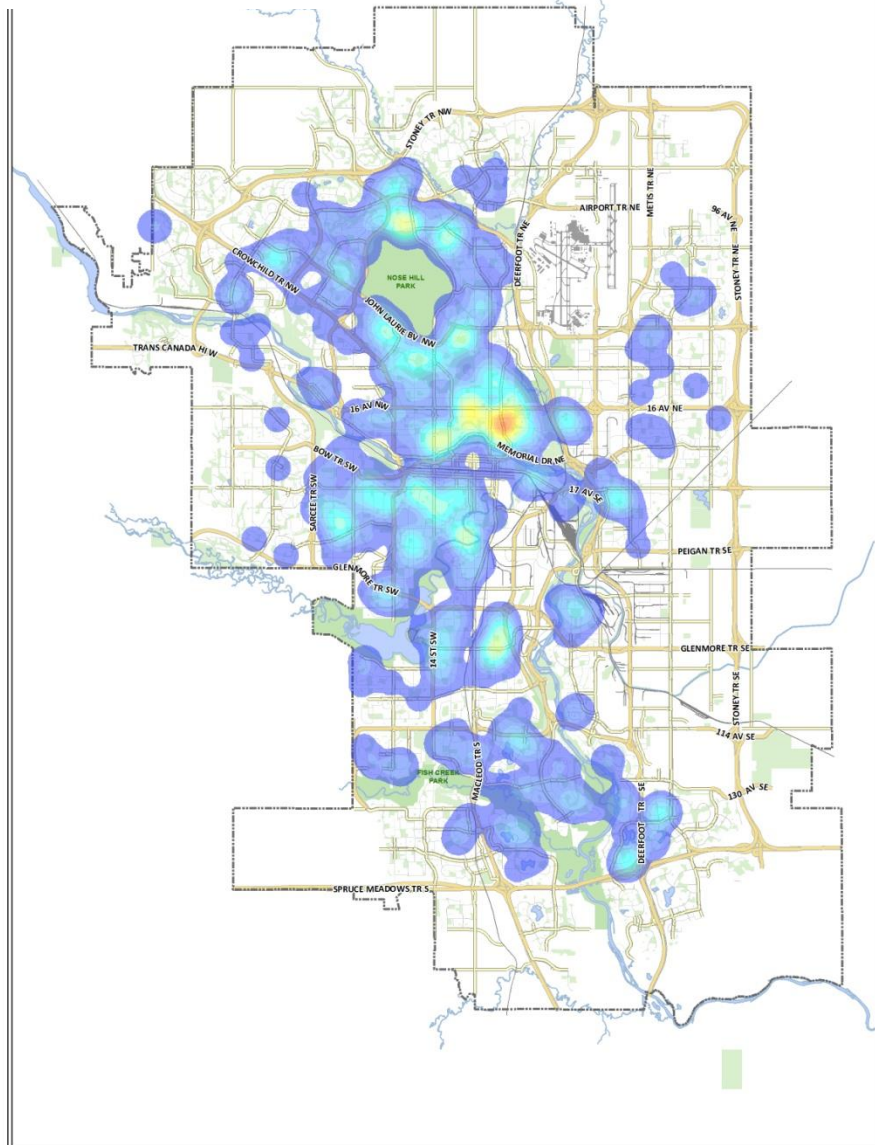


- Priority 1
- Priority 2
- Priority 3

311 Tree Calls
September 10, 2014 @ 06:15



CALGARY
City of Calgary
311
311 Tree Calls
September 10, 2014 @ 06:15
Data: City of Calgary



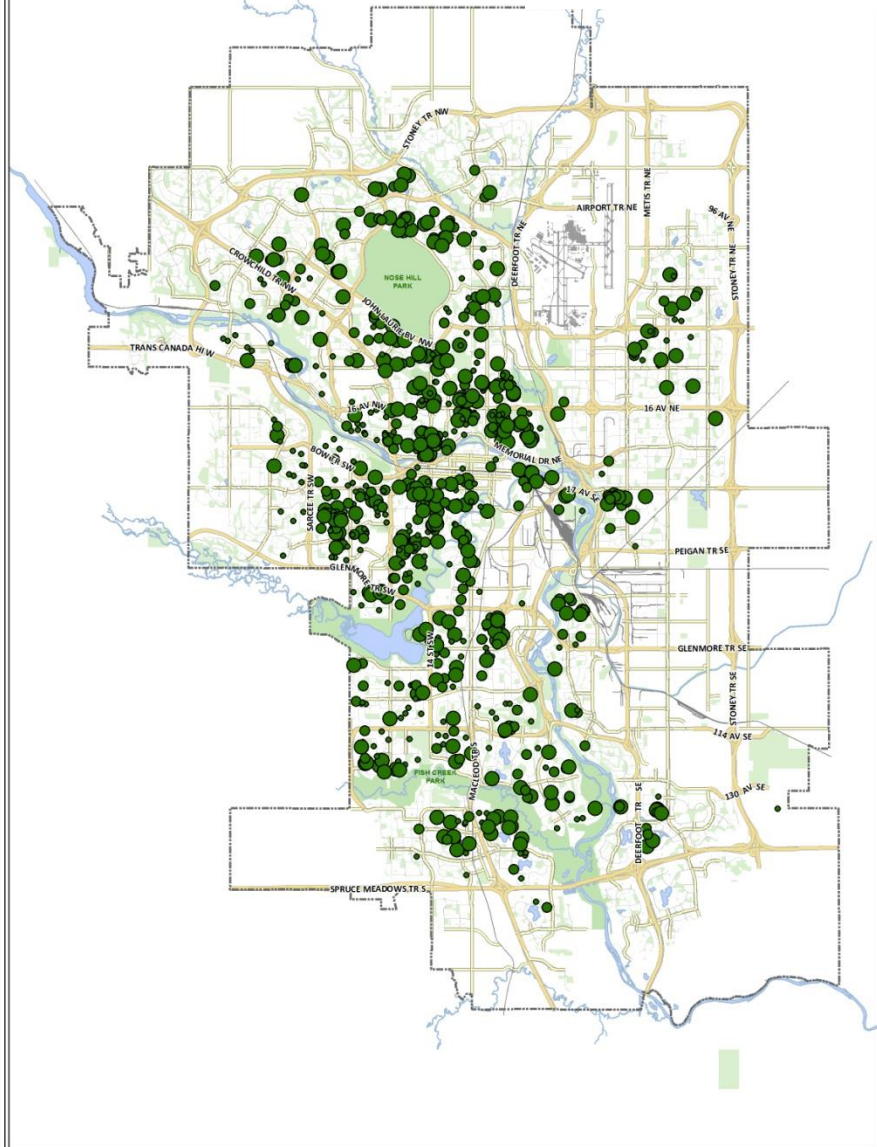
- 311 Tree Calls
- High
 - Low

311 Tree Calls
September 10, 2014 @ 06:15

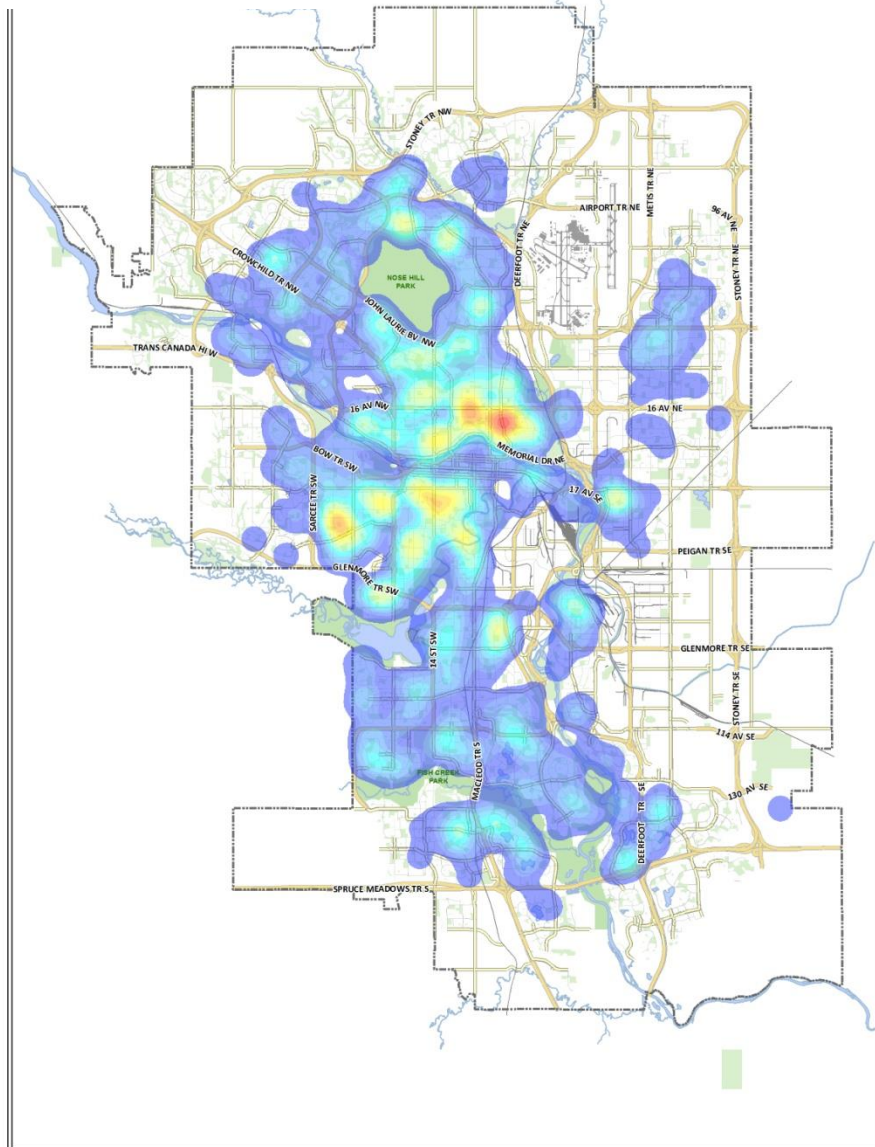


CALGARY
City of Calgary
311
311 Tree Calls
September 10, 2014 @ 06:15
Data: City of Calgary

Wednesday, September 10th at 1:00 PM



311 Tree Calls
September 10, 2014 @ 13:00

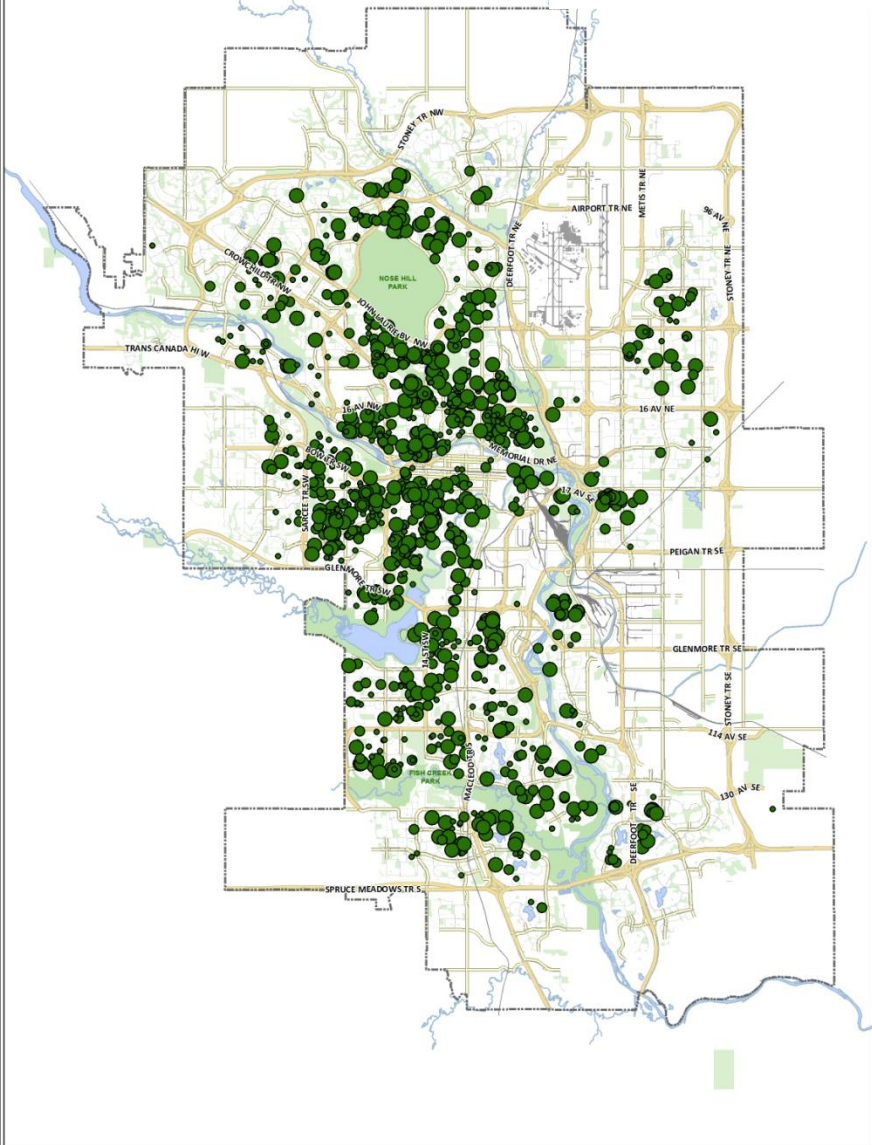


311 Tree Calls
High
Low

311 Tree Calls
September 10, 2014 @ 13:00



Thursday, September 11th at 1:30 AM



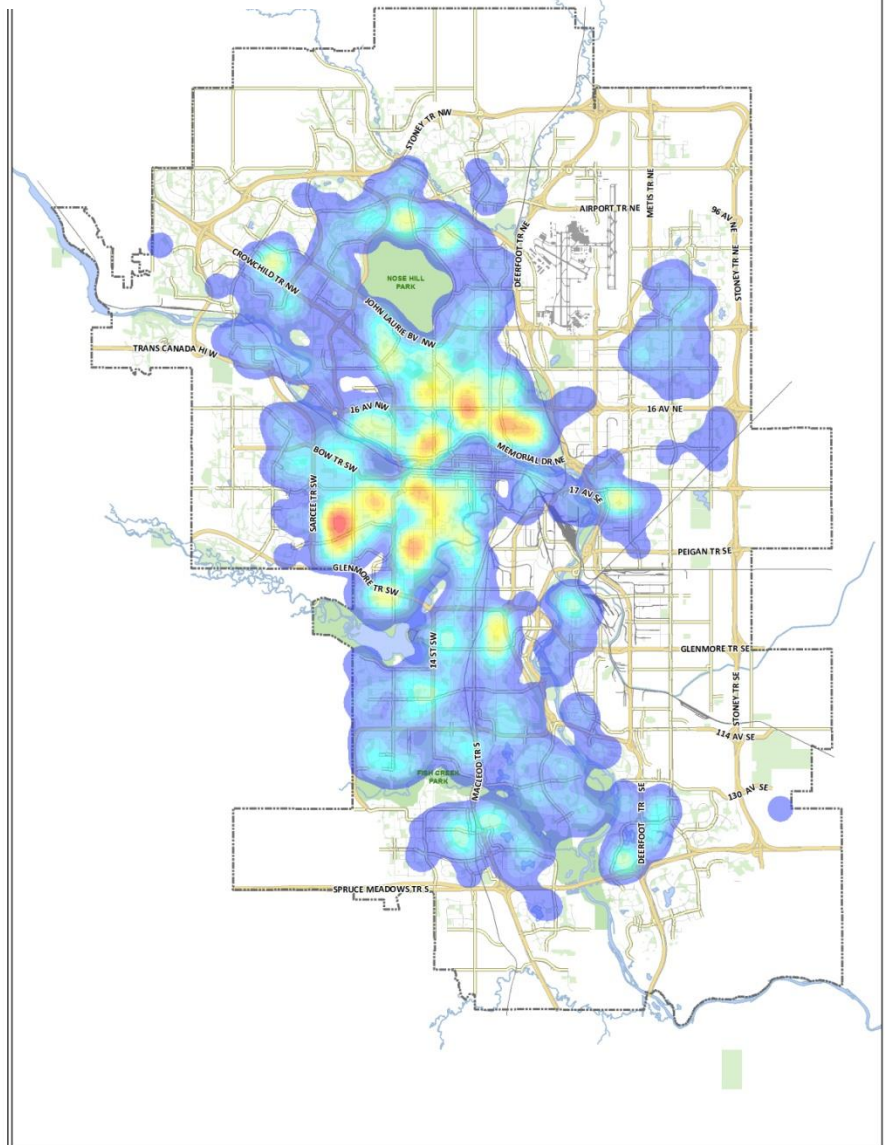
- Priority 1
- Priority 2
- Priority 3

311 Tree Calls
September 11, 2014 @ 01:30



CALGARY
City of Calgary
311
311 Tree Calls
September 11, 2014 @ 01:30
Data Date: September 11, 2014
Map Date: September 11, 2014

Projection: Calgary 27N UTM 18N UTM
Data: City of Calgary



- High
- Low

311 Tree Calls
September 11, 2014 @ 01:30



CALGARY
City of Calgary
311
311 Tree Calls
September 11, 2014 @ 01:30
Data Date: September 11, 2014
Map Date: September 11, 2014

Projection: Calgary 27N UTM 18N UTM
Data: City of Calgary

September Snow Event

What Risks were Actualized?

- 30cm of snow?
- Trees?
- Timing?
- Power lines?
- Power dependency
- Skill dependency
- Equipment dependency
- Transportation dependency
- Supply chain dependency



Downtown Electrical Fire



Downtown Electrical Fire

Event

- Underground explosion and fire in an electrical vault
- 100 buildings in the downtown core impacted
- 2100 business without power, over 5000 residences



Downtown Electrical Fire

What Risks were Actualized?

- Fire?
- Infrastructure single point of failure?
- Lost productivity?
- Building dependency
- Power dependency
- Technology dependency

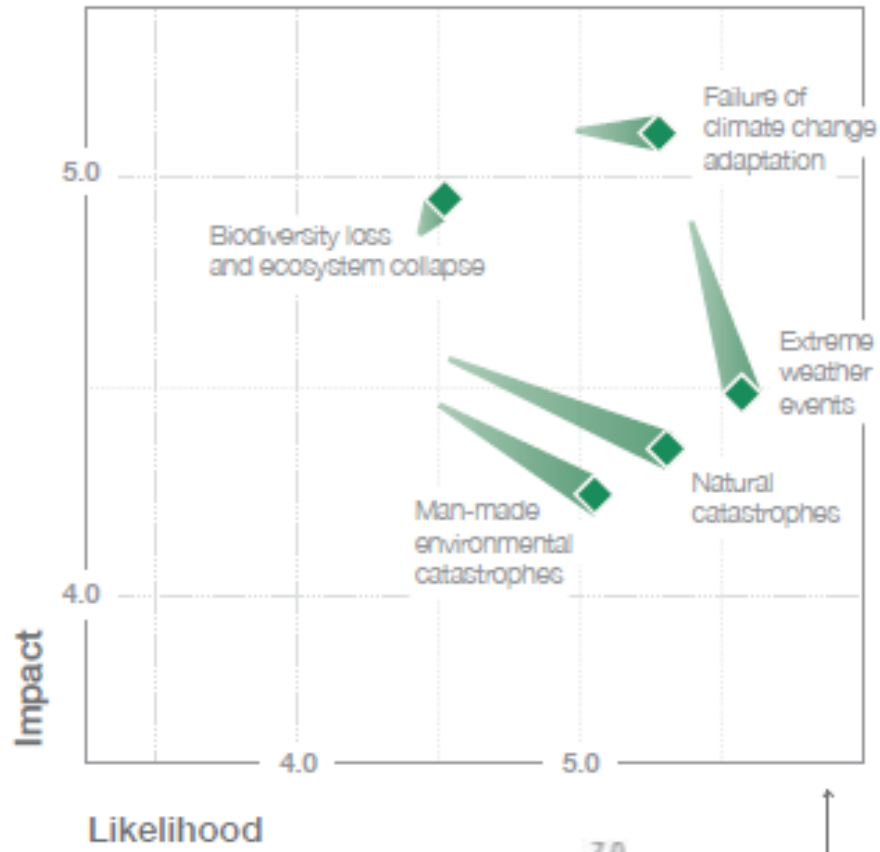
Understanding Risks

Hazard Identification & Risk Assessment

- Understanding what hazards can impact your business
- Understanding probability
 - Historic events
 - Trending events

Understanding Risks

Environmental Risks 2014 2015

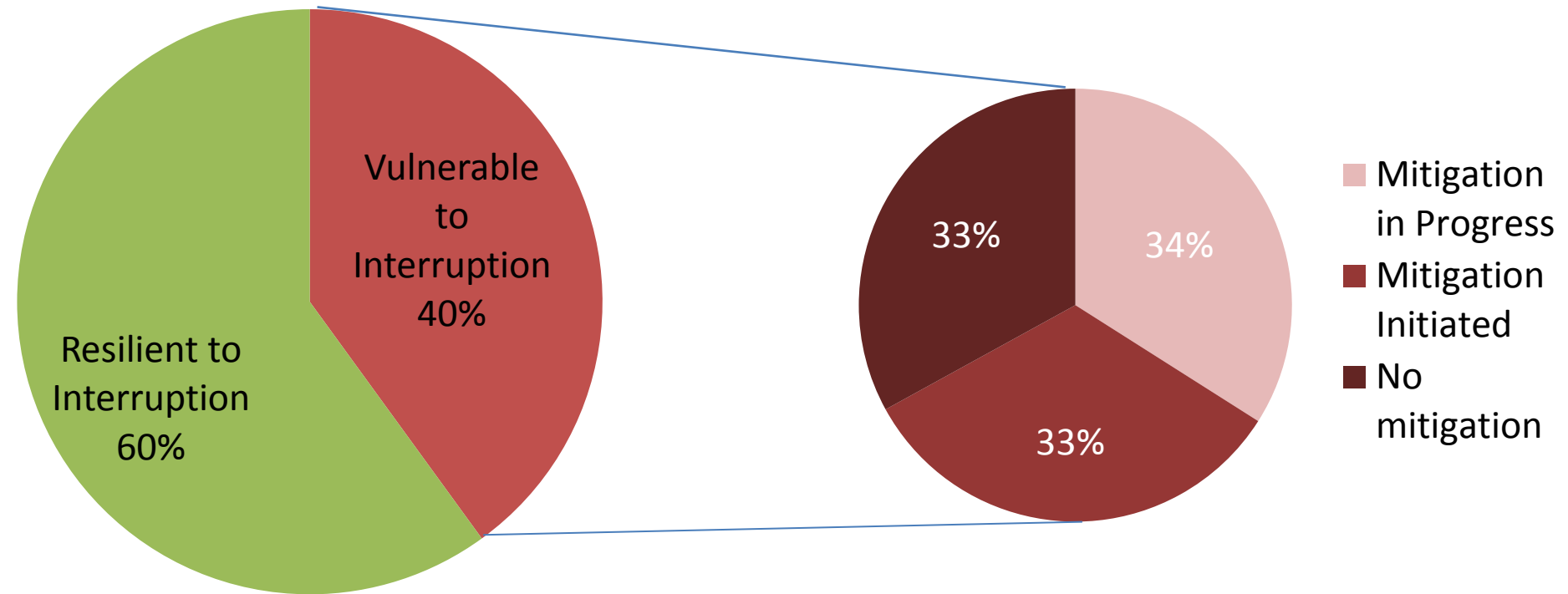


Understanding Vulnerabilities

Vulnerability Assessment

- Prioritize services
 - essential, necessary, desirable and valued
- Determine dependencies
- Determine impact of loss

Understanding Vulnerabilities



Making Plans

Business Continuity Planning

- Focus on resource loss plans
 - Facilities
 - Workforces
 - Suppliers
 - IT
- Integrate with regular business process

Operational Specific Plans

- Business continuity plan
- Debris management plan
- Evacuation plan
- Re-entry plan
- Damage assessment plan

Thank You

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