

Minutes of Meeting
(Revised, July 5, 2010)
City of Mississauga Flooding Task Force
Meeting No. 4

Date: May 5, 2010
Time: 6:00 pm to 8:00 pm
Location: Committee Room 'A', Civic Centre, City of Mississauga
Attendees:

City of Mississauga:

Mayor Hazel McCallion
Councillor Frank Dale
Nathan Hyde
Wendy Alexander
Joe Pitushka
Gavin Longmuir
Lincoln Kan
Jeremy Blair
Jerry Gajewski
Tony Rossi

Region of Peel:

Ric Robertshaw
Linda Petelka
Jennifer Rose
Doug Inouye
John McDonald
Steven Bousquet

Credit Valley Conservation:

Jeff Wong

Residents:

Roger Beaulieu, Nadine Crescent
Monique Gagnon, Kirwin Avenue
Mike Polthier, Mississauga Valley
Boulevard
Bob Bennett, Minette Circle
Roger Coote, Sherobee Road
Connie McClure, Paisley Blvd E
Paulo Medeiros
Scott Kletke, Lakeview Ratepayers
Association

Guest:

Robert Tremblay, Insurance Bureau of
Canada

1. Welcome and Approval of Agenda – Mayor McCallion

2. Review of Previous Minutes – J. Blair (City)

- Regarding the item dealing with language/communications, Jeremy advised that he would provide the following information on the City's Language Services:
 - The City has a language service designed to enhance communication to residents, called the **Language Program**
 - For written communications, the City has contracted All Languages Ltd. for

their translation services (**Finola Pearson, Public Affairs Specialist x5050, finola.pearson@mississauga.ca is the staff contact**)

- For verbal communications (typically calls routed from 3-1-1), there is a Volunteer Translator List comprised of City employees
- The following languages are represented:
 - ⇒ Arabic, Cantonese, Croatian, Filipino (Tagalog), French, Gujarati, Hindi, Hungarian, Italian, Katchi, Latvian, Macedonian, Maltese, Mandarin, Persian (Farsi), Polish, Portuguese, Punjabi, Russian, Sign Language, Spanish, Ukrainian and Urdu

3. Discussion of Insurance and Claims

- Robert Tremblay of the Insurance Bureau of Canada gave a presentation about home insurance
 - IBC represents private home, car and business insurers
 - Standard insurance policies typically cover fire, theft, vandalism and wind damage
 - Sewer back-up damage is typically covered as an endorsement (addendum) to the home insurance policy
 - Some insurers offer special endorsements for flood damages from creeks, watercourses and overland flow
 - Water damage claims (from mechanical failure or sewer back-up) have recently surpassed fire as number one claim in terms of dollar value
 - There is typically a 1-year time limit to submit a claim
 - IBC is currently developing the “Municipal Storm & Sanitary Infrastructure Risk Assessment Tool” to:
 - ⇒ quantify failure risk of municipal water/wastewater infrastructure
 - ⇒ allow proper underwriting of risk
 - ⇒ help solve availability issues
 - ⇒ identify the most at-risk areas
 - ⇒ focus infrastructure spending in areas most needed
 - Risk Assessment Tool output includes:
 - ⇒ GIS Risk Map
 - ⇒ Municipal Technical Failure risk report
 - ⇒ Sub-zone reports for larger municipalities
 - Risk = Probability x Vulnerability x Exposure
 - Environment Canada is working to update probability curves for storm events
 - Consumer Information Centre:
 - ⇒ 416-362-9528 (1-800-387-2880)
 - ⇒ Monday to Friday, 8:00 am to 5:00 pm
 - Resources for appealing a rejected insurance claim:
 - ⇒ talk to your Adjuster
 - ⇒ talk to the Ombudsman of the insurance company

- ⇒ escalate to the General Insurance Ombudservice
- Robert will provide Jeremy with a copy of his presentation (**Action: Jeremy has circulated the IBC presentation to the Task Force members and posted it on the Drainage & Flooding website**)
- Robert answered several questions regarding insurance policies
- Tony Rossi (City), John McDonald (Region) and Steven Bousquet (Region) answered several questions regarding claims

4. Update on Activities

- Linda provided an update on the Basement Flooding Remediation Program
 - Household Drainage Survey and manhole sealing efforts are underway
 - Doug Inouye has been hired to manage the HHDS initiative
 - Application forms will be available at the upcoming Open House events
 - The Region's flooding website will be updated with information on the program
- Wendy and Gavin gave updates on:
 - Creek maintenance permits – several have been received since previous meeting; maintenance contractors are being mobilized this month
 - Debris management strategy – instream inspections to take place 2nd week of May; valley wood lot inspections to follow shortly thereafter
 - Upcoming engineering study – Terms of Reference currently being prepared

5. Other Items

- Emergency Management Office:
 - Roger Coote suggested that a representative from the City's Emergency Management Office be invited to the next Task Force meeting. (**Action: Catherine Blair, Emergency Management Coordinator will provide a brief presentation at the next meeting.**)
- Private Properties:
 - The Mayor will be holding a meeting in late May with private land owners along the Cooksville Creek

6. Next Meeting

- The next meeting will be held on Monday, July 5th, 2010 from 6:00 to 8:00 pm, in Committee Room 'A', Mississauga Civic Centre.