

# MEMO

January 22, 2013

Dear Lisgar Neighbours,

I am writing this letter to you following the recent flooding event that took place in the Lisgar community. The heavy rain on Sunday, Jan. 13 coupled with the rapidly melting snow brought about water seepage that affected six homes along Osprey Boulevard and one home on Alderwood Trail.

I cannot begin to express how disappointed I was to hear that homes in Lisgar faced water damage yet again and so I can only imagine how those living in the affected area felt. I had so hoped that the extensive work carried out by city and regional staff during the last year would have prevented further flooding. For more than a year, I have made and continue to make this issue my top priority. Keeping our staff focussed on efforts to reduce future risk to your properties in a timely fashion, meeting with our task force on a number of occasions, and providing the community with regular updates about the activities taking place in the pond and along the creek, I was hopeful we were on the right path toward a solution. And now this...

In the days following the January 13 flood event, I have been responding to the many individual e-mails and phone calls that have come to my office and meeting with residents who were personally affected. As well, I have been meeting with City staff regularly to request answers for the host of questions being raised by members of the community. In fact, together with the Mayor, I have another meeting this afternoon with the Commissioner of Transportation and Works where **I will be calling for him and members of his staff to attend a public meeting to address this issue.** Even so, I didn't want to wait another day to send this letter out to you. Once I have more information, I will be sure to inform you.

Unfortunately, I don't have answers to the technical questions being asked of me; I don't have a background in engineering or storm water management. But our City staff members do. I am determined to use the political influence that I have—that you have entrusted to me—to bring City staff to the table to address your concerns. The other big advantage to being together all in the same room is that everyone gets the same message communicated in the same way and that can serve to clear up any misunderstandings and inaccuracies that may have arisen in the community.

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I have appended to this memo a letter from myself and Mayor McCallion that was sent to some Lisgar residents last week. The content was prepared by the Transportation and Works department in order to give a factual account of what transpired in the hours and days following this recent flood event. It left little room for me to express my grave concern about this matter and I apologize if it read like I didn't really care. I do.

I understand and can appreciate the frustration and anxiety many of you are living with because of the flooding events that have occurred in our neighbourhood. This is your home... the place where you live and spend most of your time... and likely your single biggest investment. Please know that **I am on your side, advocating for you** to the City, Region, and Conservation Authority to find a satisfactory resolution. You want answers and I want them too. Some answers we are all still waiting for and hopefully they will come to light with the engineering consultant's study report. In the meantime we will push to get the answers that are available to us now or, at the very least, provide a forum for more questions to be asked.

I sincerely appreciate your patience and support during this challenging time.

Kindest regards,

A handwritten signature in black ink that reads "Sue". The signature is written in a cursive style with a long, sweeping underline that extends to the left.

Sue

Sue McFadden  
Ward 10 Councillor  
City of Mississauga, Region of Peel

***PS: As always, if you have further questions or concerns, please contact me at [Sue.McFadden@Mississauga.ca](mailto:Sue.McFadden@Mississauga.ca) or 905-896-5010***



OFFICE OF THE MAYOR

January 17, 2013

Dear Residents,

In the early morning hours of Sunday, January 13, 2013, approximately 30 mm of rain came down in the Lisgar District community. Coupled with this rainfall was a rapid melting of the remaining snow on the ground. We have been advised by City staff that water seepage was reported and subsequently observed by staff in the basements of seven homes in the community. There is no indication that either a sanitary or foundation drainage collector (FDC) sewer back-up occurred. Staff also reported that, although the rainfall and snowmelt resulted in the swelling of flows in the creek and the Osprey Marsh stormwater pond, the water level did not reach the basement floor elevations.

In the meantime, staff are continuing their investigations and maintenance efforts. The dredging of the storm sewer outfall channels has been completed and the permit is now in place for the dredging activities in the creek at the Osprey Boulevard and Doug Leavens Boulevard culverts and at the Forest Bluff Crescent pedestrian bridge. This work is scheduled to commence within the next two weeks. Staff also plan to continue with the smoke testing of sewers when weather conditions allow as part of the search for any possible sources of inflow.

The engineering study being conducted by the outside consultant is on track to be completed early this year, as planned. Groundwater and FDC sewer flow data from the January 13<sup>th</sup> rainfall and snowmelt event was collected by the consultant's monitoring equipment and will be included in their analysis. It is hoped that the findings from this report will assist the City in determining the causes of basement seepage and flooding problems in our community and provide guidance for the processing of claims that have been submitted.

Should you have a question regarding past claims or would like to submit a new claim, please contact the City's Risk Management Section at [risk.management@mississauga.ca](mailto:risk.management@mississauga.ca). If you wish to submit a new claim, please complete a Claim Reporting Form located at [www.mississauga.ca/fileaclaim](http://www.mississauga.ca/fileaclaim), and provide details of your loss/damage and include photographs when possible.



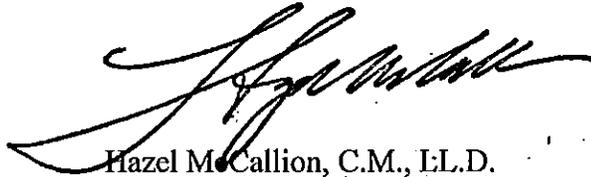
If you experience any new problems or require assistance from the City please call 311. If you have any questions regarding the investigations and maintenance activities being undertaken by the City, please contact the Environmental Services Section at [water.info@mississauga.ca](mailto:water.info@mississauga.ca).

If you have any other questions, please feel free to contact us at any time.



Councillor Sue McFadden  
Ward 10

Sincerely,



Hazel McCallion, C.M., E.L.D.  
Mayor