



## 2013 Calgary Flood Calgary Transit: Impact and Response

The flood of 2013 will long be remembered as a powerful force of Mother Nature. Its impacts on Calgary were great and devastating for many Calgarians. With damage to infrastructure, it shut down the city for a number of days. Calgary Transit felt the impact but rallied together on very short notice to ensure the best transit service possible for its customers.

Showing commitment and perseverance, Calgary Transit staff took advantage of every opportunity to communicate to customers, resolve issues, repair damage and restore service.

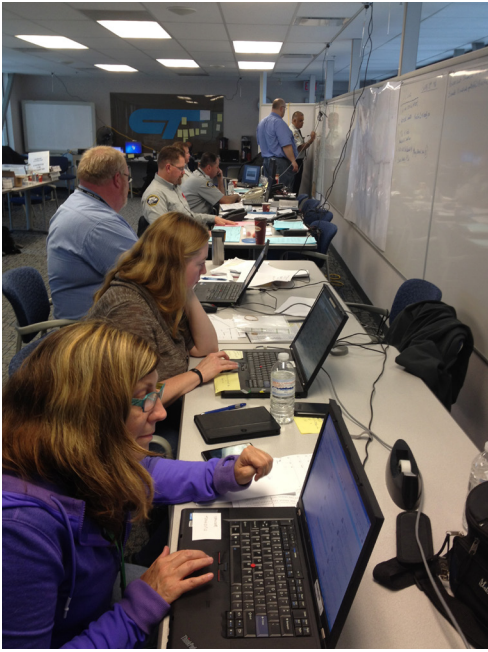
### **Thurs. June 20, 2013**

Following a severe rain storm the night before, the morning of Thurs. June 20, 2013 began like most for Calgarians. Calgary Transit staff were busy getting

service out as scheduled. By 9:45 a.m., however, The City of Calgary's Municipal Emergency Plan was activated due to rising river levels and the threat of ongoing rain in the forecast. At 10:16 a.m., a State of Local Emergency (SOLE) was declared for the city of Calgary.

Calgary Transit service continued as scheduled until 1:04 p.m. when the Route 3 was put on detour due to flooding. By 2:20 p.m., mandatory evacuation orders were issued for six communities along the Elbow River. Calgary Transit buses and Access Calgary vehicles were provided to evacuate residents who needed help relocating, including seniors who had to leave their care facilities. The number of communities being evacuated increased throughout the evening to a total of 29.

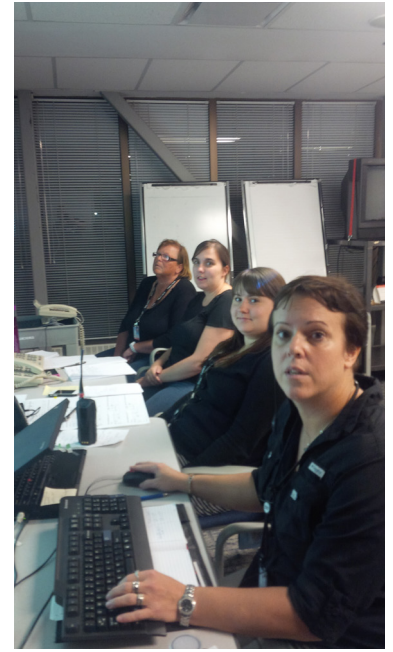
In addition to helping Calgarians evacuate, Calgary



*The Operations Control Centre at its temporary location at Spring Gardens*



*Buses relocated to Spring Gardens*



*The Call Centre at its temporary location at Spring Gardens*

Transit was forced to evacuate Victoria Park Garage by the end of the day. This involved moving the operations control centre (OCC), the security control centre (PS100), the call centre, other staff and over 300 buses to Spring Gardens Garage.



*Buses hoisted at Victoria Park Garage*

Buses that couldn't be moved were hoisted up to avoid the flood water.



The situation became worse when, due to flooding at City Hall, all City phones went down, including those for the OCC, PS100 and the call centre.

Communication to customers was limited to the CT website ([www.calgarytransit.com](http://www.calgarytransit.com)) and Twitter. The website and Twitter were updated frequently. Help phones were also down so staff quickly placed stickers on them to advise customers. Public Safety and Enforcement officers were in attendance on platforms and throughout the 7 Avenue corridor to assist people and direct traffic.

By midnight that first day, CTrains stopped going into the core and several bus routes were detoured or cancelled. The no service zone included the area south of 16 Avenue, east of 14 Street, west of Barlow Trail and north of Glenmore Trail. As a result, CTrains could only go from Crowfoot Station to SAIT Station in the northwest, 69 Street Station to Downtown West/ Kerby Station in the west, Somerset-Bridlewood Station to Heritage Station in the south, and Saddletowne Station to Franklin Station in the northeast.

Shuttle buses were set up to replace CTrain service for the morning of Fri. June 21. For safety reasons, these shuttles were not able to stop at certain stations. Damage to the tracks on the south line around Erilton Station was extensive. Customers were understanding however, and many expressed their appreciation for the hard work undertaken by Calgary Transit.

By Sun. June 23, the focus shifted from disaster response to operational recovery. The infrastructure under 7 Avenue was worked on, inspected and cleaned, and CTrain service and bus detours were communicated to customers daily. Staff were in attendance on CTrain platforms daily to assist customers. With the downtown customer service centre unable to open, June low-income transit passes and senior annual transit passes were extended to July 15 to allow these customers time to purchase their new passes.

Emergency power to Victoria Park Garage became operational and sweeper and vacuum trucks were hard at work cleaning the sediment in the garage. The entrances to the CP tunnel were cleared of water although some water remained inside the tunnel, and a lot of debris was removed. Pumping of the Cemetery Hill tunnel continued.



With no power on 7 Avenue, CTrains were pushed along the Avenue using machines

Pushing CTrains on 7 Avenue

“Thank you also for taking care of all of us that don't have other methods of transportation in this city!! Listening in on the communications while on the bus today made me appreciate you all more, dispatchers with a sense of humour and drivers with a sense of caring!! Thank you to each and every one of you that are working so hard to keep us up and running as much as you can!!!”

~A very appreciative daily user

called pettibones. This allowed enough trains to be moved to the northeast and northwest lines to provide

five-10 minute service starting Mon. June 24.

A major focus was to re-establish phone connection for the call centre line (403-262-1000) and to get more phone lines and cell phones working for Access Calgary. Information Technology specialists were hard at work and managed to get some phone lines and cell phones working to provide service but there were still technical issues.

Although the demand for Access Calgary services was lower due to many programs being closed, Access Calgary was still operating (except into the downtown core and other evacuated areas) and



LRT tracks near Ertlon/Stampede Station

accepting trips for future travel. It also started allowing customers to send requests by email to reduce

phone traffic, and continued to assist with the evacuation of those in need.

For the next few days, many Calgary Transit employees and employees of partner organizations worked throughout the day and night to restore power, remove water and debris, begin track repair work and update customers on the CTrain and bus service. The OCC, PS100 and the call

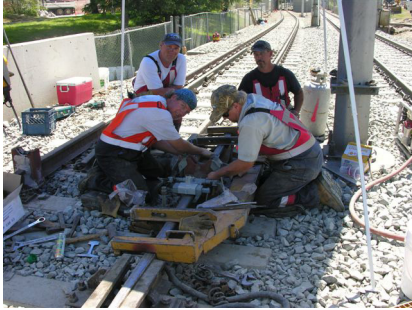


Victoria Park bus barn -post flood with newly painted lines

centre were able to return home to Victoria Park Garage on the evening of Mon. June 24, thanks

to the clean-up and temporary generators.

Work to repair the tracks on the south LRT line began on Mon. June 24 and, once power was restored to 7



*Repairing track on the south line*

Avenue, full revenue service on the 202 CTrain line from Saddletowne Station in the northeast to 69 Street Station in the west began on Tues. June 25, with the exception of stops at City Hall, Centre Street and 1 Street S.W. stations.

The 201 CTrain line was able to go as far as Heritage Station from the south and 8 Street W Station from the northwest.

To help move more people into the downtown, Calgary Transit worked with Roads to install temporary bus-only lanes on northbound Macleod Trail from 61 Avenue S to City Hall, and on southbound Macleod Trail from 12 Avenue S to 61 Avenue S. This service began on Wed. June 26.

On Thurs. June 27, Centre Street Station re-opened, allowing customers better access into the downtown

**The Calgary Transit website ([www.calgarytransit.com](http://www.calgarytransit.com)) received approximately 140,000 hits on Tues. June 25 compared to its normal average of 14,000 a day.**

**Calgary Transit's Twitter account gained over 4,000 new followers.**

and easier access to the B201 CTrain replacement shuttle to the south.

Landline phone service started working, and with it, the Call Centre phone number was back in full service, as well as some help phones. Buses that were relocated to Spring Gardens Garage returned to Victoria Park Garage after the Thursday afternoon peak period.

By Fri. June 28, all bus routes were back in service, although some detours remained. CTrain service from City Hall to Heritage stations heading south was still on hold. Calgary Transit made a public commitment to have the south CTrain line back in service by Stampede, and with everyone's hard work, this looked possible.

The downtown customer service centre on 7 Avenue between 1 Street and 2 Street S.W. re-opened to the public on....

On Wed. July 3, two days before Stampede officially began, Calgary Transit was pleased to announce the complete reopening of the 201 CTrain line. An event was held on Wednesday where Mayor Naheed Nenshi



*Mayor Nenshi drives the CTrain to Ertlon Station to celebrate the re-opening of the south line.*

drove the train to Ertlon Station and thanked all Calgary Transit staff for their commitment to restoring transit service in our city.

Although there is still work to do to return all of Calgary

Transit's service and facilities to the state they were in prior to the flood, thanks to the dedication and flexibility of all Calgary Transit employees and partners, as well as Calgarians, we were able to provide service to thousands of customers who needed it. Although service was adjusted frequently due to rapidly changing



*Access Calgary vehicles were used to take seniors back to their residences.*

conditions, this was communicated quickly and initiative was taken to tweak detours to ensure the best service for our customers.