

Memorandum

To: Mayor & Council
From: David Fieldman, Village Manager
Re: April 17-18, 2013 Storm Event & Village Response
Date: April 23, 2013

UPDATED APRIL 26, 2013 - New Map of Reported Flooding & Update to the Application for Disaster Relief Funding

This memorandum provides an overview of the April 17-18, 2013 storm event, summarizes its impact on the Village, outlines the Village's response to the storm, includes a list of emergency expenditures authorized by the Village Manager and identifies next steps.

Storm Overview

On Wednesday, April 17 and Thursday, April 18, 2013, several severe thunderstorms moved through all of DuPage County and northern Illinois. The National Weather Service (NWS) reported the heaviest rains between 3:30 am and 5:00 am. At 4:05 am the NWS issued a Flash Flood Warning estimating rainfall at 1 - 1.5 inches per hour. These storms brought torrential rains of more than seven inches in some parts of the County, wind gusts of 40 to 60 mph, and hail at times. The storm was especially severe in southeast DuPage County. The storm caused major flooding to roadways, residential homes and businesses. Due to the extensive amount of flooding, Governor Quinn declared 38 counties in Illinois State Disaster Areas, including DuPage County.

Storm Impact on the Village

The amount of rain that fell and stormwater that flowed through the Village exceeded the capacity of the stormwater management system. This resulted in flooded roadways, flooded houses and businesses, surcharging of the sanitary sewer system and loss of power as described in the following paragraphs:

Stormwater System Capacity Exceeded - The Village's storm sewer system reached capacity at approximately 3:30 am on April 18. Stormwater detention facilities throughout the system overflowed at approximately 4:00 am. This type of overflow is expected because the stormwater management system is not designed for the type of extreme rain event that occurred. The storms lessened by 1:30 pm and stormwater detention facilities began to recover as the stormwater system slowly drained down Thursday late afternoon and evening.

Flooded Roadways - Many street segments within the Village were impassable due to flooding. A map of the flooded roadways is attached. (See Attachment #1)

Flooded Houses and Businesses - Staff estimates there were in excess of 1000 residential and commercial properties flooded due to the heavy rains. The attached map shows the location of buildings that reported flooding. (See Attachment #2)

UPDATE on April 28, 2013: Staff has produced a new map of the properties reporting flooding due to heavy rains. Attachment #2 is now a map of the properties that completed flood damage assessment surveys.

Sanitary Sewer System Surcharge - The sanitary sewer system, owned and operated by the Downers Grove Sanitary District, experienced stormwater infiltrating the sewers. This resulted in water coming up through toilets and sump-pump drains. The Sanitary District responded to calls for sewer surcharging. Many residents reported this type of flooding to the Village. In response, the Village worked with the Sanitary District to make sure resident issues were directed to the proper entity. The information is included in the attached map. More information about sanitary sewer backups can be found here:
<http://www.dgsd.org/BSSRAP/sewerbackuphandbook.pdf>

Power Outage - There were scattered power outages throughout the village. Several transformers blew out causing outages in two concentrated areas: Highland Avenue and Finley Road, from Butterfield to 39th Street affecting approximately 600 customers and the Ogden Avenue and Saratoga area affecting approximately 250 customers.

The basement area of Good Samaritan Hospital's surgical unit flooded, causing a fire resulting in a loss of power. This power outage also affected Peace Memorial, located behind the hospital. They both operated on generated power for several hours.

Damage to Village Vehicles - The east parking lot of Village Hall near the Fleet Maintenance Facility flooded. Some Village vehicles and equipment parked in this lot may have suffered damage. In addition, some vehicles and equipment used in emergency response efforts also sustained damage. An assessment of damage is underway.

Village Response

The Village's response to the storm began prior to the start of the rainfall and is ongoing.

Pre-Storm Preparation - On April 17 Village crews prepared for the storm by clearing debris from storm sewer inlets throughout the Village.

Operations During the Storm - The Village responded with an organization wide effort as summarized below:

State of Emergency Declaration - At approximately 4:30 am on April 18, the Village opened its Emergency Operations Center (EOC) at Fire Station 2. At approximately 6:15 am, Mayor Martin Tully declared a State of Emergency as well as a State of Disaster. These declarations granted the Village Manager the authority to respond to an emergency by scheduling staff according to emergency procedures and purchasing goods and services beyond the Manager's regular purchasing authority.

Staff Response - The Village response was a team effort. First responders from Police, Fire and Public Works focused on public safety and protection of public and private property. The crisis management team worked in a unified command within the EOC to assess and strategize incident management activities. Non-sworn personnel and administrative staff were reassigned duties where needed.

Public Works closed roads that were impassable for vehicular traffic due to flooding. Crews also conducted storm water pumping operations in areas where structures were in imminent danger of flooding. Engineering and field operations staff were also mobilized to ensure that the public storm sewer system was working properly in areas that reported localized flooding.

The Police Department operated in storm mode. In some cases during first response, police officers rode with Public Works personnel to use larger equipment to respond to calls where police vehicles were unable to respond. Using waders, officers assisted stranded motorists. Between 4:00 am and 10:00 am the Police Department responded to 90 calls, many for disabled vehicles (68 vehicles throughout the day) and traffic complaints (mainly standing water and impassable roadways).

The Fire Department responded to 57 calls between 4:00 am and 11:00 am. They rescued families trapped in flooded homes, responded to numerous fire alarms and calls of water in the basements. Fire Department personnel rescued one family by boat and they were taken to the Village's shelter. The Fire Department also turned off gas connections to residential homes after Nicor advised they had reached capacity.

Phone Calls & E-mails Answered - Staff answered and responded to calls to both 9-1-1 and non-emergency numbers and e-mails. Initial calls for service and assistance came in through the 911 dispatch center, A total of 292 calls were received and responded to by 911 dispatch. Over 923 calls of a non-emergency nature were also received through dispatch. Non-life safety calls were stacked or deferred to free officers to respond to emergency calls. Over 675 residents called into the

non-emergency numbers at Village Hall or the Public Works facility or emailed staff with reports of flooding in their homes or on the roadway, storm sewers blocked by debris and sanitary backing up in their homes.

Shelter Opened - Residents evacuated from their homes were directed to the Village's emergency shelter, located at the Lincoln Center. The County Shelter at Benedictine University was available but wasn't accessible for Downers Grove residents due to flooded roadways. The Lincoln Center Shelter was open from 8:35 am until approximately 2:00 pm.

Communications - Communication with residents and businesses was vital during the event. The Village provided information to residents throughout the storm using multiple platforms. Messaging began on Wednesday afternoon at 1:00 pm using the Village website, Facebook and Twitter. Communications through these three channels were timely and consistent throughout the event and will be ongoing through the duration of the recovery period. The Community-wide Notification System was used to advise residents to email or call the Village non-emergency numbers to report flooding. Community-wide notifications were also issued to advise of halted/delayed garbage collection on Thursday through Saturday, a Special Collection of storm-related household debris for the week of April 22-26, and a flood assessment survey to aid in the possible receipt of federal funds. A summary of Village communication efforts is attached. (See Attachment #3)

Post-Storm Operations - The Village's response to the storm is continuing. The post-storm operations are summarized below:

Debris Removal and Stormwater Management System Maintenance - Public Works crews continue to remove debris from the stormwater management system and maintain the system. Additionally, Public Works is currently conducting a damage assessment of storm sewer facilities as well as following up on inquiries from residents.

Street Sweeping - Routine, scheduled street sweeping for April began on Wednesday, April 17. Routine sweeping operations were suspended on Thursday, April 18 due to the flooding event. Emergency street sweeping was completed late in the day on Thursday, April 18 on specific segments of roadway where flood waters had receded but debris remained. Routine street sweeping operations re-started on Friday, April 19 and Saturday, April 20.

Special Garbage Pick-Up - The Village Manager authorized Republic Services to

complete a special refuse collection for storm-related household debris on April 22-26, 2013.

Application for Disaster Relief Funding - The Village is working with DuPage County to apply for federal and state disaster relief funding. The Federal Emergency Management Association (FEMA) could make disaster funding available for municipalities and individual residents. The first step in the process is to assess the amount of flood damage that occurred in the municipalities in DuPage County. The Village, working as an advocate for our residents and businesses, is participating in a survey to assess flood damage. Village residents that experienced flood damage have been asked to complete a flood damage assessment survey. At the time this memorandum was published, more than 650 surveys had been completed. The survey results will be forwarded to federal officials that will be in our area soon to assess flood damage. After the review of the survey results, FEMA will determine if disaster relief funding will be made available to municipalities and individuals.

UPDATE on April 25, 2013: The Village has received more than 1,000 completed flood damage assessment surveys. The properties completing surveys are indicated on a map (See Attachment #2). Each dot represents a survey that was completed. These surveys have been forwarded to FEMA for their review and consideration. FEMA representatives will be in Downers Grove beginning on Monday, April 28 to assess damage from the flood. This is the next step in the process to obtain a federal disaster declaration. The survey is not an application for individuals to receive funds, but is a first step in determining whether state and federal disaster funding will be made available. If and when funding is available, completed surveys will not be a requirement to receive funding.

Emergency Expenditures

Pursuant to Section 2.21 of the Municipal Code, the Village Manager authorized the following emergency expenditures:

Special Garbage Pick-up - Republic Services will charge the Village for the cost of completing the special garbage pick-up on a time and materials basis. These costs are estimated to be \$150,000 or less.

Additional Street Sweeping - The Village's street sweeping contractor cleaned certain segments of Village streets in addition to their regular scope of work. The cost for this additional service was \$2,050.

Miscellaneous Supplies - The Village purchased miscellaneous supplies (barricades, boots, waders, hand sanitizers, etc.) to support the emergency response. The cost for the supplies was approximately \$1,100.

Next Steps

The Village will:

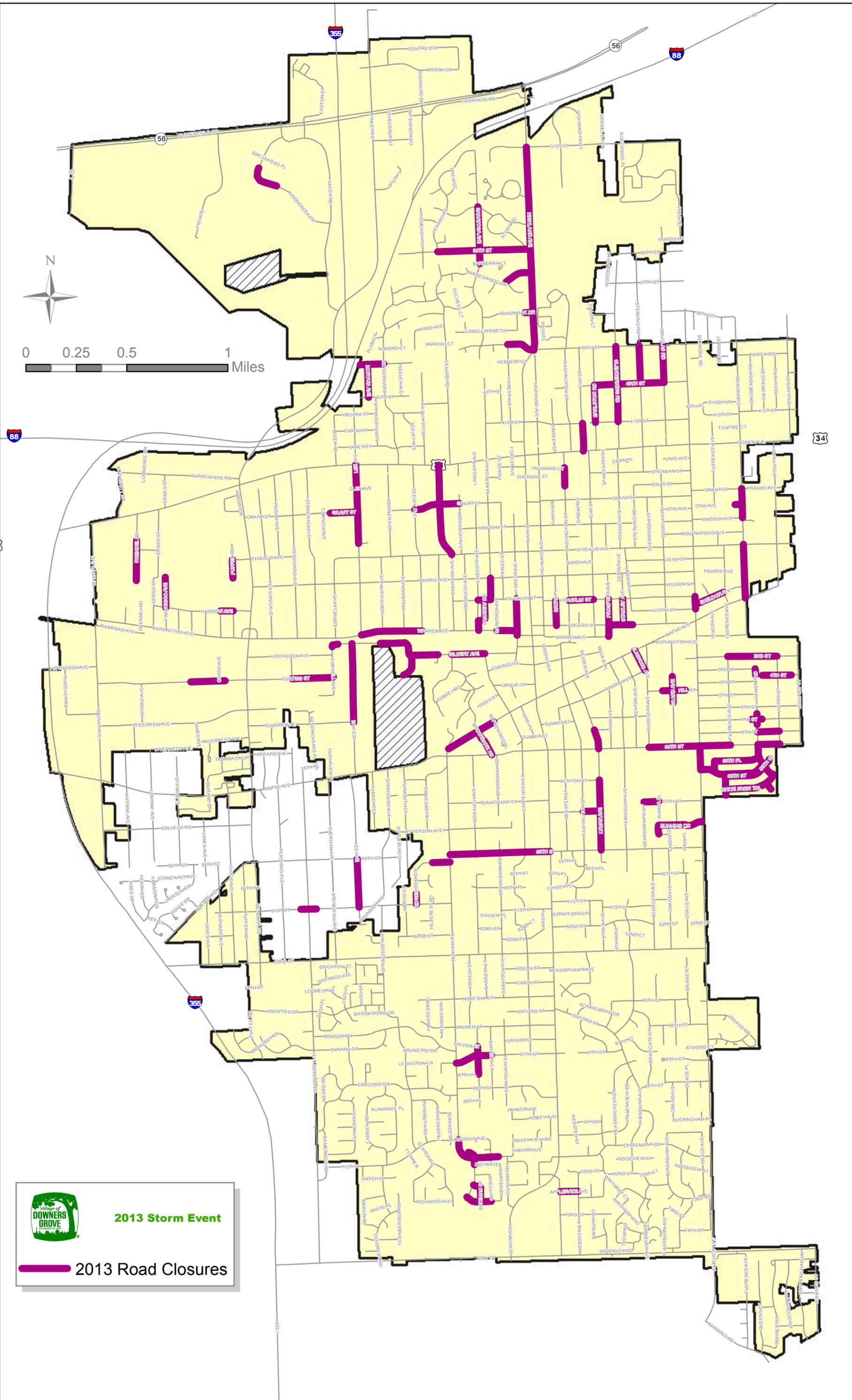
- Continue to remove debris from the stormwater management system and maintain the system
- Continue to work with Republic Services to ensure that the special garbage collection is completed
- Continue to work with DuPage County to secure federal and state disaster relief funding
- Complete the assessment of damage to Village vehicles and equipment
- Collect, review and analyze data related to the storm and resulting floods and prepare recommendations for improvements to the Village's stormwater management infrastructure and maintenance activities

Attachments

1. Map of Flooded Streets
2. Map of Completed Flood Damage Assessment Surveys
3. Summary of Communication Efforts

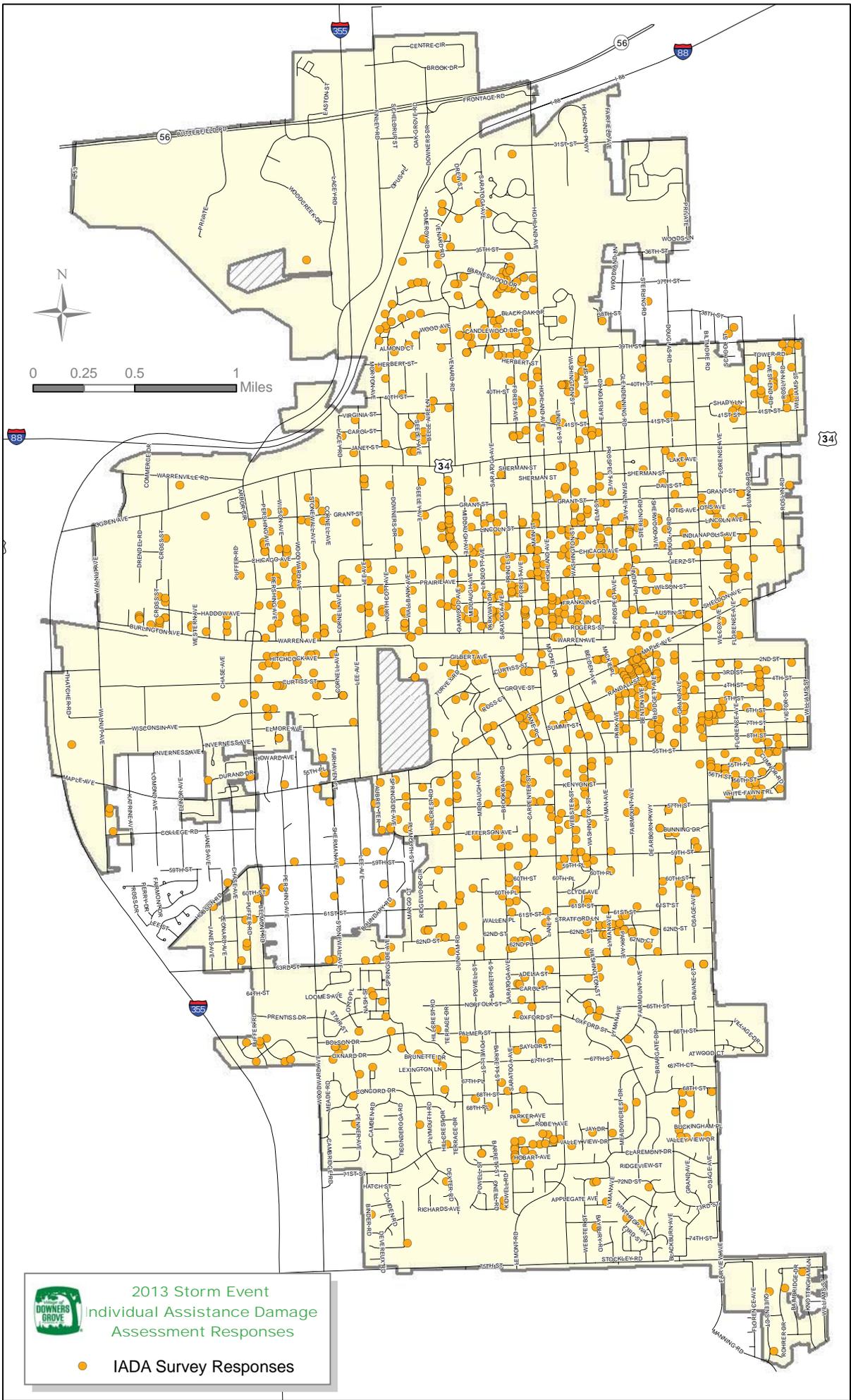


0 0.25 0.5 1 Miles



2013 Storm Event

2013 Road Closures



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| Community-Wide Notifications | | | | |
| April 18, 9:55 a.m. | This is an important message from the Village of Downers Grove. Due to the severity of the storm, Village responses are now focused on emergency public safety issues. Home flooding concerns are being logged. Please use 911 for emergencies only. | | | |
| April 18, 7:01pm | This is a message from the Village of Downers Grove. Republic Services will resume solid waste collection for both Thursday and Friday collection areas on Friday April 19. Any solid waste not collected tomorrow will be picked up on Saturday April 20. Thank you. | | | |
| April 19, 3:15p | A special garbage collection for storm related household debris will occur the week of April 22, 2013. Storm related household debris weighing less than 50 pounds, will be picked up without stickers on your regular collection day. Yard waste will not be collected next week and the standard rules for disposal apply to all other items. For more details visit the Village website at www.downers.us or call 630.434.5500, 8:00 a.m. to 5:00 p.m., Monday through Friday. | | | |
| April 22, 3:45p | The Village of Downers Grove, working as an advocate for our residents and businesses is participating in a survey to assess flood damage. The survey is not an application for individuals to receive funds but is a first step in determining whether state and federal disaster funding will be made available. Everyone with flood damage should complete this survey, including those who have already called to report flooding. The Village will let everyone know if and when funding becomes available. Please assist us by completing the survey by 11:30 a.m. on Wednesday, April 24, 2013 at www.downers.us or call 630.434.5500 for details. | | | |
| TWITTER | | # of ReTweets | | |
| Wed, April 17 1:08p | Yes, it hailed in Downers Grove this morning. More rain to come in the next few days, but we are prepared. http://bit.ly/Z3DKpy | | | |
| April 17, 4:00 p | PW will be on duty 24-7 monitoring potential hazards and flood sites. http://bit.ly/Z3DKpy | 3 | | |
| April 18, 5:52a | Roads closed due to flooding: Belmont from Curtiss to Prairie;.Fairview from Prairie to Maple; 55th St., from Main to Fairview Ave. NEXT | 7 | | |
| April 18, 5:52a | (con"t) RE road closures: Please avoid these areas. DO NOT attempt to drive through standing water. | 6 | | |
| April 18, 6:17a | Heavy rain likely throughout the day. The village has added extra public safety staff to aid in response. | 2 | | |
| April 18, 6:20 a | Please stay out of standing water in flooded basements. | 1 | | |
| April 18, 6:22a | Do not drive through flooded roads | 3 | | |
| April 18, 6:33a | Additional road closures due to flooding/standing water: Highland Ave, from 31st St. to Barneswood; 55th St.--EAST of Fairview | 4 | | |
| April 18, 7:32 a | Report home flooding issues via email at crc@downers.us or call 434.5460. If you have an emergency call 911. | 4 | | |
| April 18, 8:33a | The Village is responding to multiple issues related to the storm and flooding. Priority is being given to emergency public safety issues. | 13 | | |
| 8:36a | RT from DG 58: Due to power outages and severe flooding, all District 58 schools are CLOSED today, April 18. Click here for details: http://www.dg58.org/site/ | | | |

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| 9:15a | Locations of traffic signal outages; Report power outages to ComEd; Garbage collection suspended. http://www.downers.us/top-stories/2013/04/17/storm-updates ... | 12 | | |
| 10:41:00 | SANITARY BACKUPS: If water is coming from floor drains, toilets or bath tubs, call the Downers Grove Sanitary District at 630-969-0664. | 5 | | |
| 10:45:00 | Please, avoid road travel, as flooding is likely to increase as the day wears on. http://www.downers.us/top-stories/2013/04/17/storm-updates ... | 4 | | |
| 11:03:00 | Belmont Underpass now open to emergency vehicles and the removal of submerged cars has begun. | 8 | | |
| 11:31:00 | RT from ComEd: SAFETY ALERT: Standing water and electric current can create a deadly combination. Learn safe emergency tips here: http://1.usa.gov/17rUE1q | | | |
| 11:50:00 | Belmont Road is now open to all traffic. | 4 | | |
| 12:09 p | RT from Library:We're opening our doors at 1:00 today! Do not drive through standing water to get to us though!! | | | |
| 12:15 p | Vlg crews are monitoring conditions and clearing debris as water levels slowly recede. http://www.downers.us/top-stories/2013/04/17/storm-updates ... | 3 | | |
| 1:35p | RT from Tribune: Basement flooded? Here's what you need to do http://trib.in/15j0ntz | | | |
| 3:59p | Latest Vlg update: some roads still closed, garbage pickup, shelter location, MORE.. http://www.downers.us/top-stories/2013/04/18/storm-cleanup-and-recovery ... | 3 | | |
| | RT from Protect DuPage: UPDATED: Please find updated road closure information on http://www.ProtectDuPage.org | | | |
| | RT from ComEd: The FDA offers food & water safety tips for power outages in flood conditions: http://www.fda.gov/food/resourcesforyou/consumers/ucm076881.htm ... | | | |
| April 19, 6:09 a | RT from District 58: With power restored at all of our buildings, water receded, most roads open, all District 58 schools will be open today, Friday, April 19. | | | |
| 8:34a | Fairview Avenue and 55th Street are open. | 3 | | |
| 9:12a | Storm Recovery Update: Crews worked overnight to clear roads, manholes and sewers. Update on road closures and more: http://bit.ly/11K8YBA | 6 | | |
| 11:25a | Info coming later today about garbage collection. | 2 | | |
| 12:40p | Special garbage collection next week, April 22-26 for STORM-RELATED household debris, only. Details our website: http://bit.ly/15rXsIL | 7 | | |
| | RT from ComEd: ComEd urges customers to beware of scammers claiming to be from "the electric company." ComEd will NOT ask for acct info at your door. | | | |
| | RT from Protect DuPage: UPDATED: Please find updated, as of 2:30 p.m., road closure information on http://www.ProtectDuPage.org | | | |
| 4:16p | The northbound lane of Highland between Black Oak & 39th St. is still closed due to standing water. | | | |
| 5:02p | Highland Ave is open! | 1 | | |
| 5:09p | Clean up efforts earlier today at Gilbert/Jacqueline. http://twitpic.com/cki8u7 | | | |
| April 20, 7:09a | Curtiss @ Cornell and 40th @ Glendenning are now open. Go to http://www.downers.us for storm updates. | 2 | | |
| 2:46p | Lee South of Ogden and 71st @ Powell are now open. Visit http://www.downers.us for storm recovery updates. | | | |
| 2:55p | Correction - 40th @ Glendenning is not open as was mistakenly reported earlier. Sorry if this has caused any inconvenience. | | | |
| April 22, 7:09a | 40th/Glendenning still closed. | | | |
| 10:05:00 | Please: The special collection for storm-related debris does not include electronics, items over 50 lbs or appliances http://bit.ly/15rXsIL | 3 | | |
| 3:23p | The Vlg is taking part in a survey to help federal officials assess flood damage. Survey deadline is 11:30a, Wed. http://bit.ly/XRLr1t | 3 | | |
| April 23, 9:24 a | Hooray, 40th and Glendenning is open! | | | |

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| 12:10p | Belmont Road is now open to traffic. Village crews are monitoring conditions and clearing debris from the roads as water levels slowly recede. Only if you are physically able and conditions are safe, the Village asks for your help in cautiously clearing any visible debris from storm sewer grates. | 1510 | 8 | 2 | |
| 3:58p | STORM CLEANUP AND RECOVERY: Some roads are still closed as of late this afternoon. Garbage collection for Thurs and Fri areas will continue tomorrow, and Sat if necessary. If you need shelter, DuPage County has opened a facility at Benedictine University in Lisle. Click the link for all details. http://www.downers.us/top-stories/2013/04/18/storm-cleanup-and-recovery | 390 | 2 | | |
| April 19 6:46a | District 58 schools will be open today. No word yet on the Dist. 99 website. | 860 | 1 | 1 | |
| 9:11a | STORM RECOVERY UPDATE: Village crews worked overnight to clear roadway debris, manholes and storm sewers. Those efforts will continue throughout the day today. Road Closures still in effect: Highland, from Black Oak to Oak Hill; 35th St., from Saratoga to Highland; 59th St., from Carpenter to Main; Barneswood, from Quince to Highland; Curtiss St., from Glenview to Cornell; Lee from Grant to Ogden; 40th St., from Earlston to Douglas Please click on the link for more information. http://bit.ly/11K8YBA | 1136 | 7 | | 6 |
| 12:38p | SPECIAL GARBAGE COLLECTION: In light of the flooding and recent storms, the Village and Republic Services will offer a special refuse collection for storm-related household debris, ONLY, next week, April 22-26, 2013. RESIDENTS ARE ASKED TO PLEASE BE COURTEOUS and REFRAIN FROM PUTTING OUT EXCESS ITEMS UNRELATED TO THE STORM. Please follow the link to our website for complete details. http://bit.ly/15rXsiL | 1233 | 11 | 11 | 9 |
| 2:18p | Photo: There are currently five street sweepers, like this one, out in the Village clearing road debris. | 862 | 8 | 1 | |
| 4:10p | Photos of the Village's response: Storm Operations--Post Clean up efforts continue on Friday. This photo taken near Gilbert and Jacqueline. Highland Ave is open!!! Other road closures still in effect: | 1720 | 2 | | |
| 5:03p | Lee - south of Ogden Curtiss St @ Cornell 71st & Powell 40th St @ Glendenning | 1098 | 4 | 1 | 1 |
| April 20 7:16a | Curtiss @ Cornell and 40th @ Glendenning are now open. More storm related updates are available at www.downers.us . | 433 | 3 | | 2 |
| 3:05p | Lee South of Ogden and 71st @ Powell are now open. Visit www.downers.us for storm recovery updates. | 217 | 1 | | |
| April 22, 9am | Good morning, Downers Grove. FYI...40th /Glendenning is still closed due to standing water. | 119 | | | |

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| 10am | <p>SPECIAL GARBAGE COLLECTION: Please be aware that the following items will not be accepted as part of the special collection this week for storm-related household debris.</p> <ul style="list-style-type: none"> - ELECTRONICS - Single items greater than 50 pounds in weight - White goods (appliances) <p>Check our website for information for alternate means of disposal for these items. http://bit.ly/15rXsiL</p> | 558 | 3 | 1 | 1 |
| 3:15p | <p>The Village of Downers Grove, working as an advocate for our residents and businesses, is participating in a survey to assess flood damage. CLICK on the link to go directly to the survey. http://bit.ly/17elrzS</p> <p>The survey is not an application for individuals to receive funds, but is a first step in determining whether state and federal disaster funding will be made available. The survey results will be forwarded to federal officials that will be in our area soon to assess flood damage.</p> <p>Everyone with flood damage should complete this SURVEY, including those who have already called to report flooding.</p> <p>Please assist us by completing the survey by 11:30 a.m. on Wednesday, April 24, 2013.</p> <p>The Village will further advise if, and when, funding becomes available.</p> | 903 | 3 | 13 | 9 |
| April 23, 9:24a | <p>Hooray, 40th and Glendenning is open!</p> <p>UPDATE: SPECIAL GARBAGE COLLECTION, week of April 22-26, 2013</p> | | | | |
| 12:25p | <p>* If you put out storm-related debris with your normal weekly refuse on your regular pickup day, it will all be collected.</p> <p>* Collection may be delayed due to the large volume of flood debris.</p> <p>* Please be patient as crews work to service the area.</p> <p>Click on the link for additional information. http://bit.ly/15rXsiL</p> | | | | |
| E-News | | | | | |
| Weekly- 4/19/13 | <p>SPECIAL GARBAGE COLLECTION: April 22-26</p> <p>In light of the flooding and recent storms, the Village and Republic Services will offer a special refuse collection for storm-related household debris, ONLY, next week, April 22-26, 2013. MORE....(link to story on web)</p> | | | | |
| Weekly- 4/19/13 | <p>STORM RECOVERY : Crews will be monitoring road closures over the weekend. Also, check Protect DuPage website for countywide closures. Restoration of public storm sewers will be on-going for several days. Standing water could remain in certain areas for some time. MORE... (link to story on web)</p> | | | | |
| SPECIAL EDITION: 4/23/13 | <p>Only content w/ regards to Flood Survey and update to Special Garbage Collection</p> | | | | |

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|------------------------------------|--|--|--|--|--|
| Web Page Hits 04/17 - 04/22 | Storm Updates: 5664 Special Garbage Collection: April 22-26, 2013: 1668 Storm Cleanup and Recovery: 1577 Road Closures Due to Flooding: 1364 Flood Plain & LPDA Information: 619 | | | | |
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