

CITY OF BOSTON IN CITY COUNCIL

By

Councilors Chuck Turner and John Connolly

ORDER

Regarding A City of Boston Comprehensive Strategy to Communicate with Flood Victims During Water Main Breaks

February 3, 2010

- WHEREAS:** BWSC chief engineer has stated that there were 44 water main breaks during last year; and
- WHEREAS:** these water main breaks often result in floods; and
- WHEREAS:** as a result of these floods people's personal property and homes are often damaged; and
- WHEREAS:** there seems to be a general lack of awareness by the public of the resources available during such a flood caused by a water main break; and
- WHEREAS:** a lack of contact by city officials and a lack of information in terms of what steps to take can result in residents feeling abandoned by the city during a flood caused by a water main break. **THEREFORE BE IT**
- ORDERED:** that the appropriate committee of the City Council hold a hearing and invite the head of the Mayor's Office of Neighborhood Services to discuss whether the city has a comprehensive strategy for contacting each effected resident during a flood caused by a water main break.