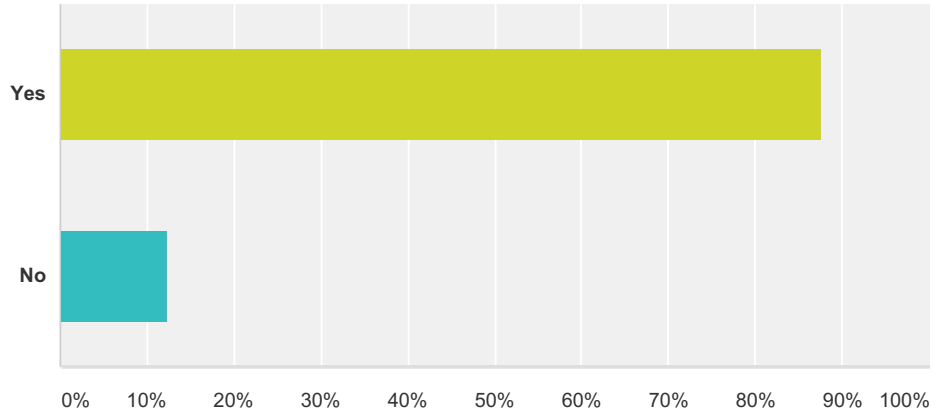


Q1 Have you filed a claim under the Disaster Recovery Program (DRP) for assistance related to the 2013 floods in Alberta?

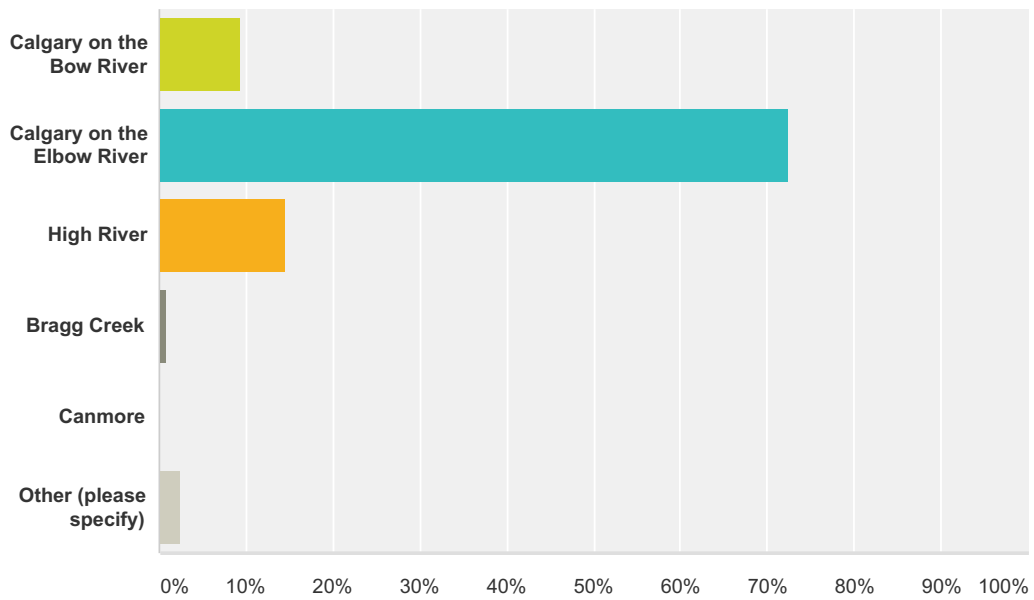
Answered: 154 Skipped: 0



Answer Choices	Responses
Yes	87.66% 135
No	12.34% 19
Total	154

Q2 Where is your flood damaged home located?

Answered: 116 Skipped: 38

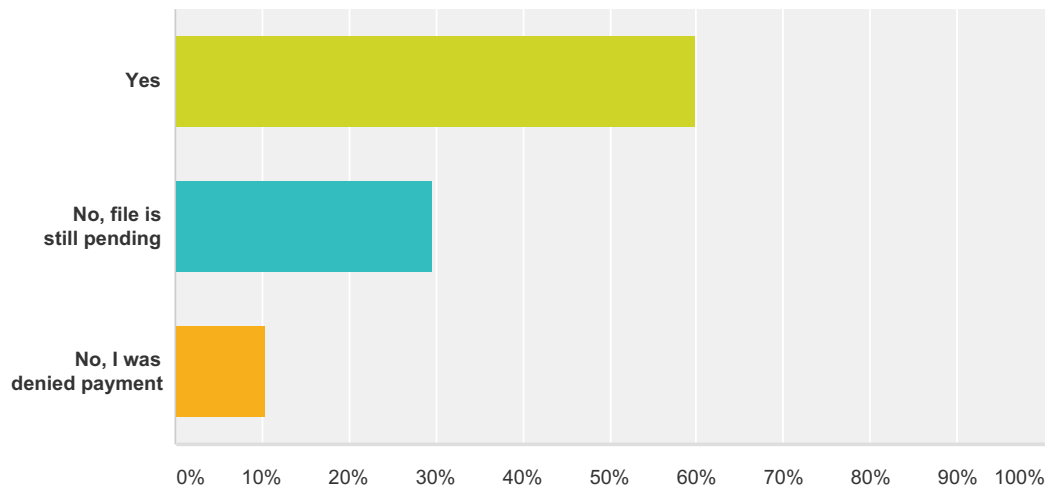


Answer Choices	Responses
Calgary on the Bow River	9.48% 11
Calgary on the Elbow River	72.41% 84
High River	14.66% 17
Bragg Creek	0.86% 1
Canmore	0.00% 0
Other (please specify)	2.59% 3
Total	116

#	Other (please specify)	Date
1	MD of foothills, 3km from high river	12/19/2014 8:28 AM
2	Exshaw	12/18/2014 10:51 AM
3	Kananaskis - and it was a business	12/18/2014 10:09 AM

Q3 Have you received a final payment under the DRP?

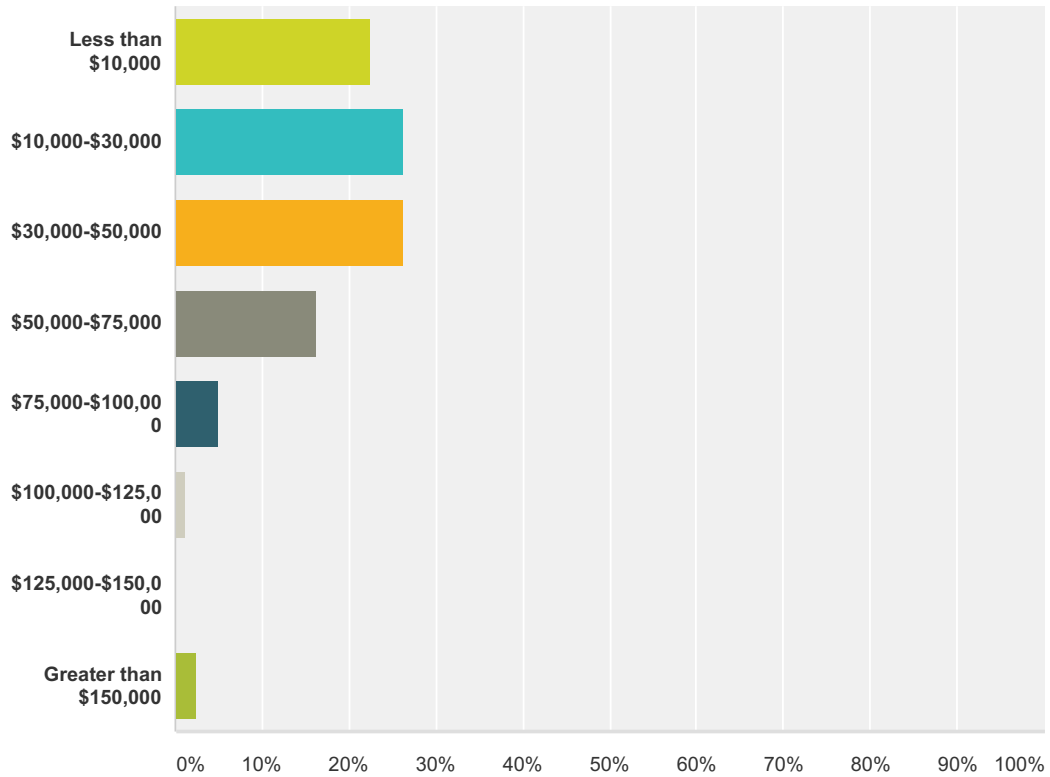
Answered: 115 Skipped: 39



Answer Choices	Responses	Count
Yes	60.00%	69
No, file is still pending	29.57%	34
No, I was denied payment	10.43%	12
Total		115

Q4 If you have received a final payment, how much did you receive (do not include amounts provided from an appeal, only the initial final payment)?

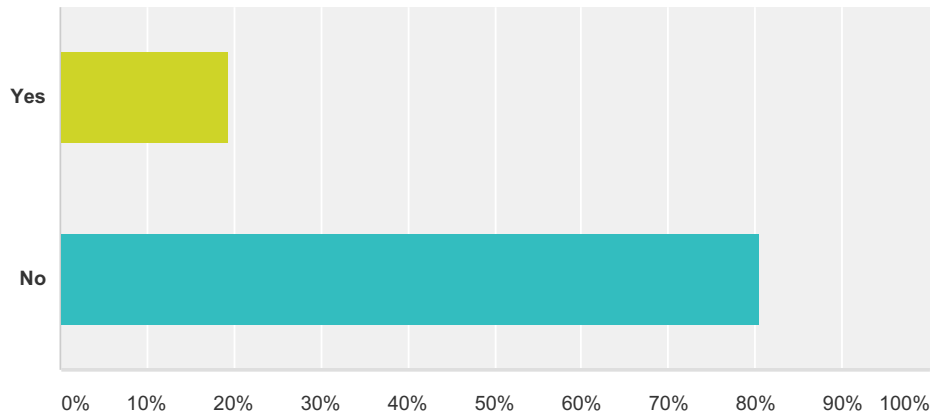
Answered: 80 Skipped: 74



Answer Choices	Responses	
Less than \$10,000	22.50%	18
\$10,000-\$30,000	26.25%	21
\$30,000-\$50,000	26.25%	21
\$50,000-\$75,000	16.25%	13
\$75,000-\$100,000	5.00%	4
\$100,000-\$125,000	1.25%	1
\$125,000-\$150,000	0.00%	0
Greater than \$150,000	2.50%	2
Total		80

Q5 Are you satisfied with your final payment?

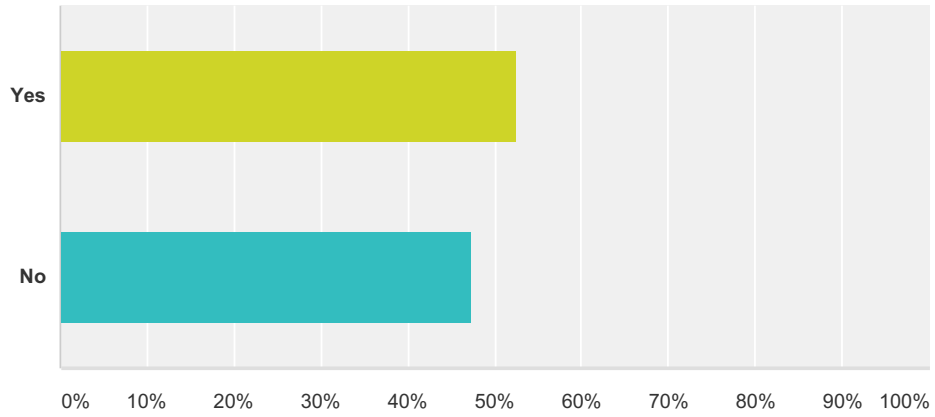
Answered: 93 Skipped: 61



Answer Choices	Responses
Yes	19.35% 18
No	80.65% 75
Total	93

Q6 Have you appealed your final payment?

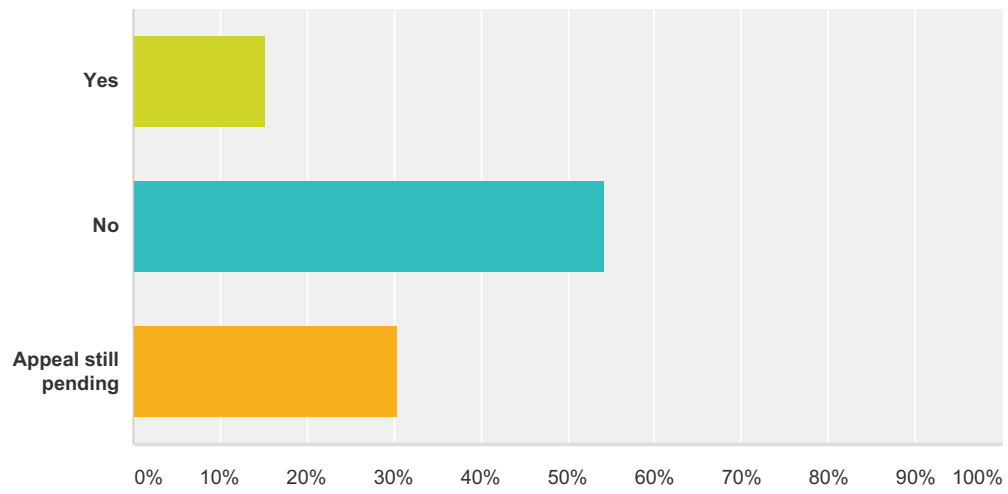
Answered: 93 Skipped: 61



Answer Choices	Responses	
Yes	52.69%	49
No	47.31%	44
Total		93

Q7 Have you received additional funding from an appeal?

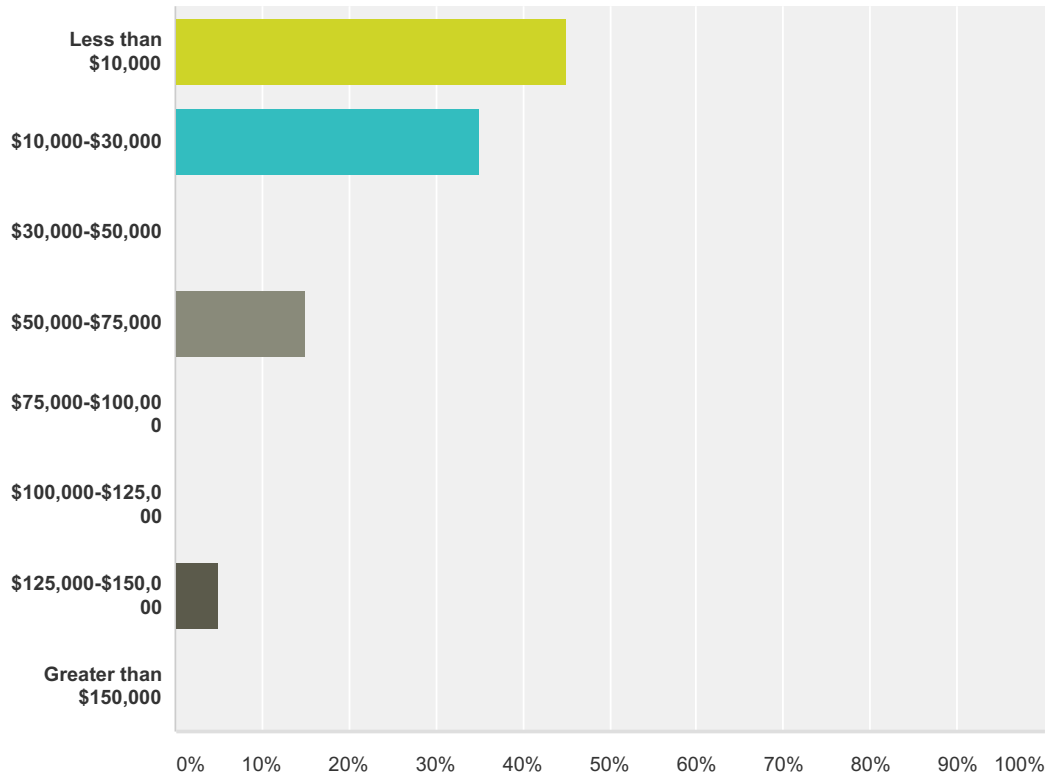
Answered: 92 Skipped: 62



Answer Choices	Responses	
Yes	15.22%	14
No	54.35%	50
Appeal still pending	30.43%	28
Total		92

Q8 If you have received additional funding from an appeal, how much additional amount did you receive (only include the incremental amount, not the total)?

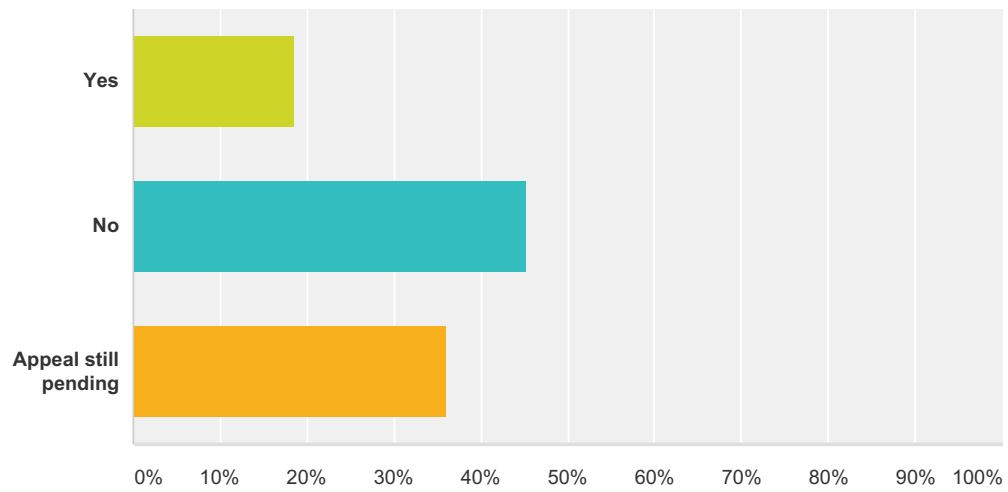
Answered: 20 Skipped: 134



Answer Choices	Responses
Less than \$10,000	45.00% 9
\$10,000-\$30,000	35.00% 7
\$30,000-\$50,000	0.00% 0
\$50,000-\$75,000	15.00% 3
\$75,000-\$100,000	0.00% 0
\$100,000-\$125,000	0.00% 0
\$125,000-\$150,000	5.00% 1
Greater than \$150,000	0.00% 0
Total	20

Q9 Are you satisfied with your total payment (final payment + appeal payment)?

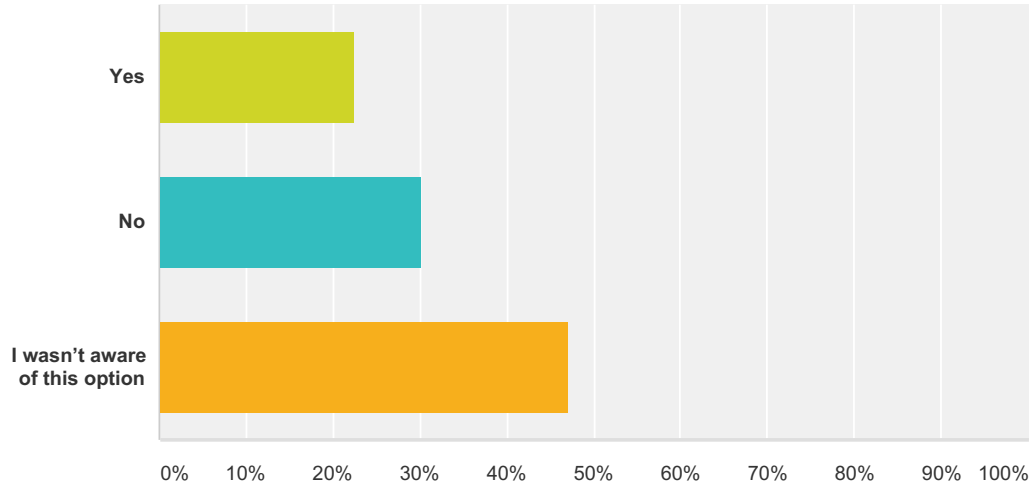
Answered: 86 Skipped: 68



Answer Choices	Responses	
Yes	18.60%	16
No	45.35%	39
Appeal still pending	36.05%	31
Total		86

Q10 Have you (or will you) appeal your total payment to the Minister of Municipal Affairs?

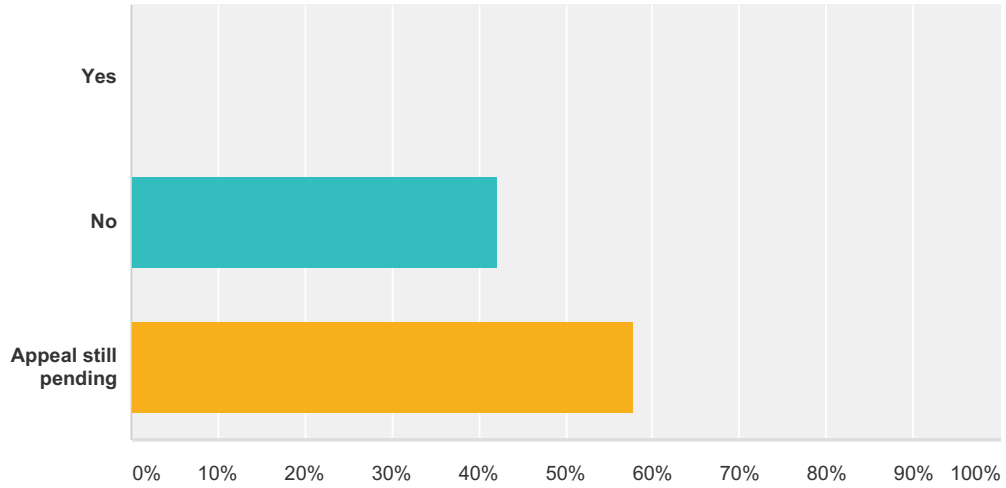
Answered: 89 Skipped: 65



Answer Choices	Responses
Yes	22.47% 20
No	30.34% 27
I wasn't aware of this option	47.19% 42
Total	89

Q11 If you have appealed your final payment to the Minister, did you receive a further amount?

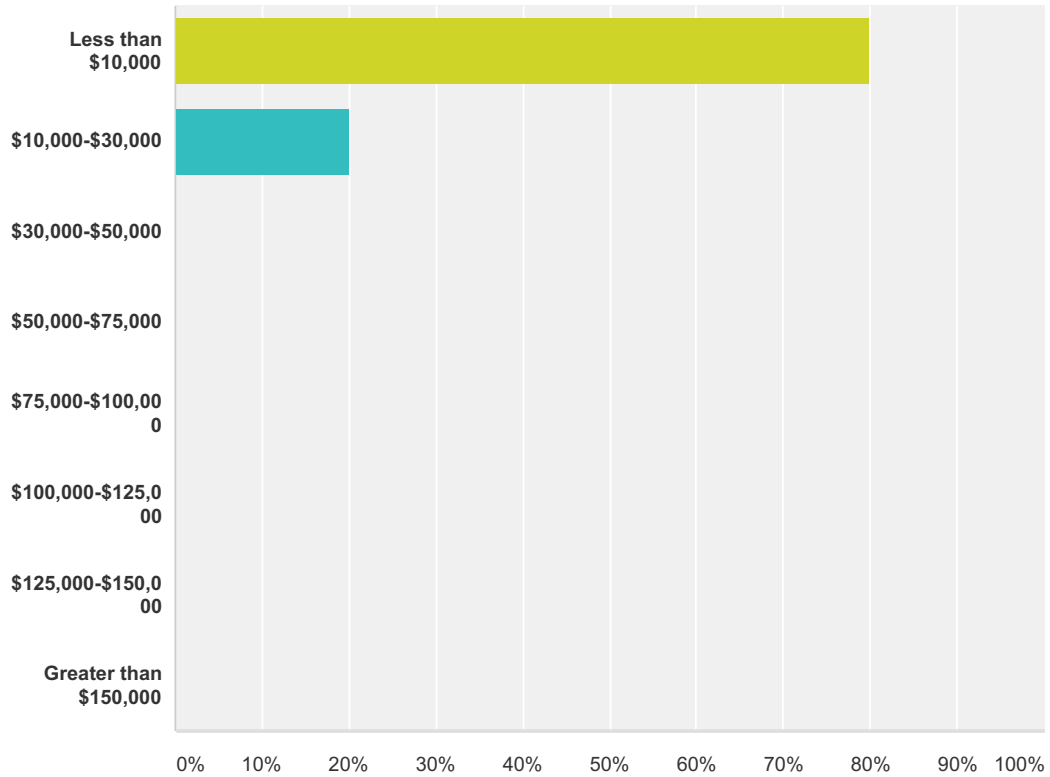
Answered: 38 Skipped: 116



Answer Choices	Responses
Yes	0.00% 0
No	42.11% 16
Appeal still pending	57.89% 22
Total	38

Q12 If you received further additional funding from an appeal to the Minister, how much further additional amount did you receive (only include the incremental amount)?

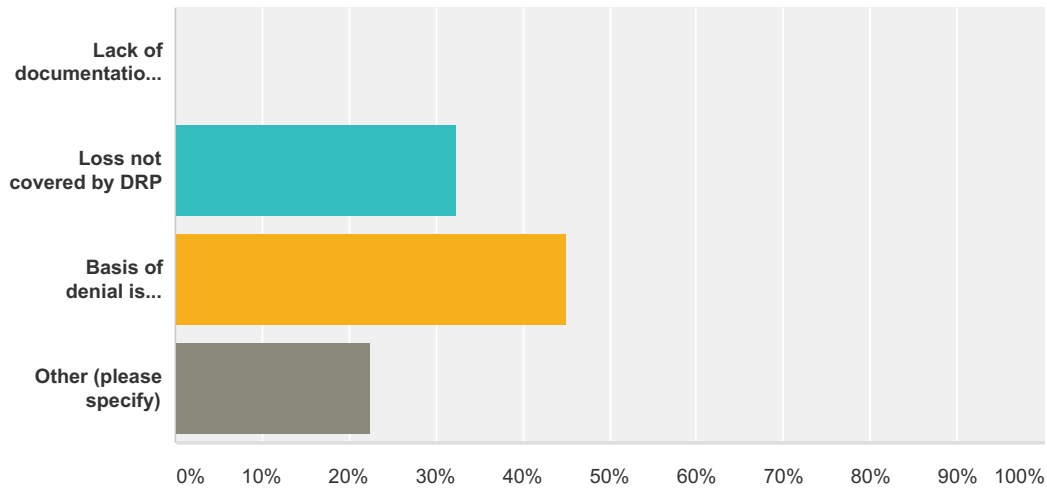
Answered: 5 Skipped: 149



Answer Choices	Responses
Less than \$10,000	80.00% 4
\$10,000-\$30,000	20.00% 1
\$30,000-\$50,000	0.00% 0
\$50,000-\$75,000	0.00% 0
\$75,000-\$100,000	0.00% 0
\$100,000-\$125,000	0.00% 0
\$125,000-\$150,000	0.00% 0
Greater than \$150,000	0.00% 0
Total	5

Q13 If you received less funding than you were expecting, what was the basis of denial?

Answered: 62 Skipped: 92



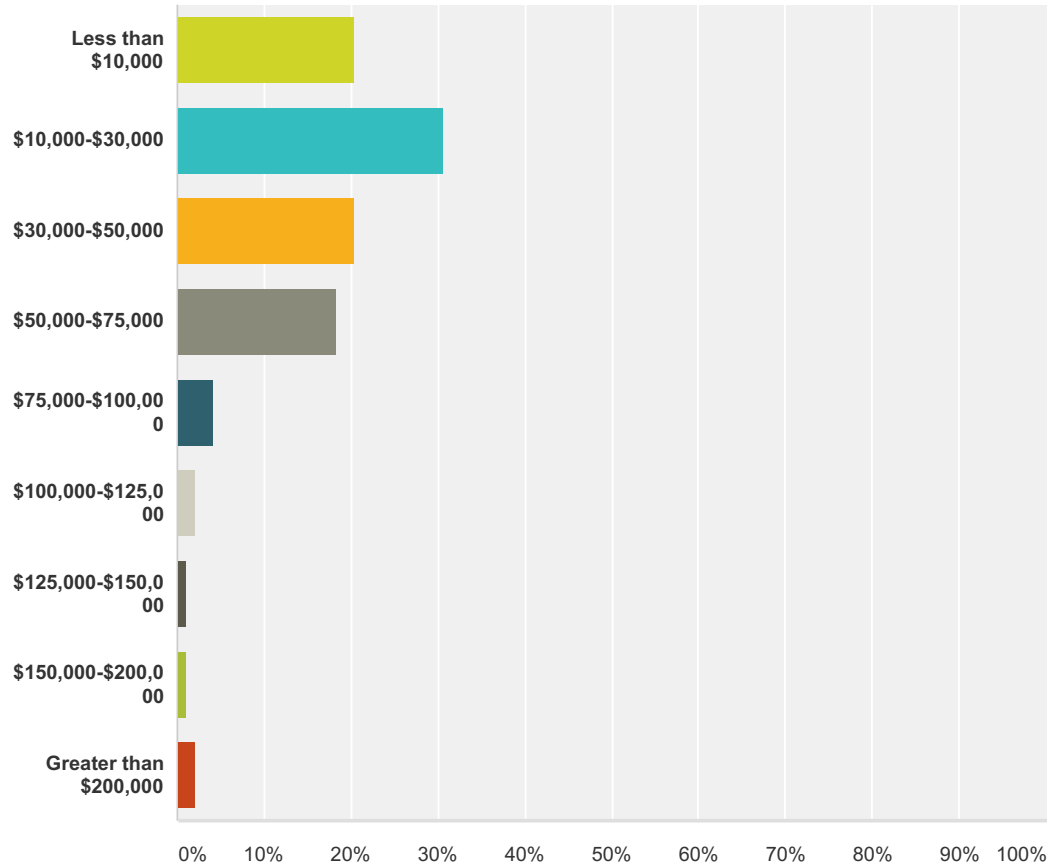
Answer Choices	Responses
Lack of documentation evidencing loss	0.00% 0
Loss not covered by DRP	32.26% 20
Basis of denial is unclear	45.16% 28
Other (please specify)	22.58% 14
Total	62

#	Other (please specify)	Date
1	received no help from DRP We received zero dollars even though we lost one living floor of our home.	12/23/2014 4:34 PM
2	amounts covered are ridiculously low - \$20.00 per sq ft for a completely destroyed main floor level	12/21/2014 8:08 PM
3	Drp closed our file without our notification. There was still an invoice pending reimbursement that they now say I will need to appeal to receive funds for. We also apparently need to submit our mitigation costs to a different group.	12/20/2014 10:19 AM
4	We were told it would be covered but later after all the parts were installed it was denied	12/19/2014 1:30 PM
5	DRP did not pay the amounts stated in the manual, instead paid out of an in office mini manual	12/19/2014 8:28 AM
6	Lost my business and had to rebuild our house ourselves because my husband and I own our own houses	12/18/2014 7:34 PM
7	not set up to deal with 'older' homes	12/18/2014 10:51 AM
8	I sold the business - due to the risk and uncertainty of the outstanding obligation from DRP	12/18/2014 10:09 AM
9	we needed the cost to rebuild a demolished home and were denied saying there was not enough evidence. We have several engineers reports that say otherwise.	12/18/2014 8:53 AM
10	Since I rent it out but only get 19% of my income from rent instead of at least 20% they denied my claim altogether. That's my thanks for charging low rent.	12/18/2014 7:55 AM
11	Modification re electrical panel not done	12/17/2014 10:57 PM

12	Confusion about how much insurance covered, also new guidelines in summer 2014	12/17/2014 10:18 PM
13	not sure what I was intitled to	12/17/2014 9:10 PM
14	incompetence and politics in DRP wasting taxpayers money	12/17/2014 6:25 PM

Q14 What is your aggregate total DRP payment amount to date (including all amounts received on appeal)?

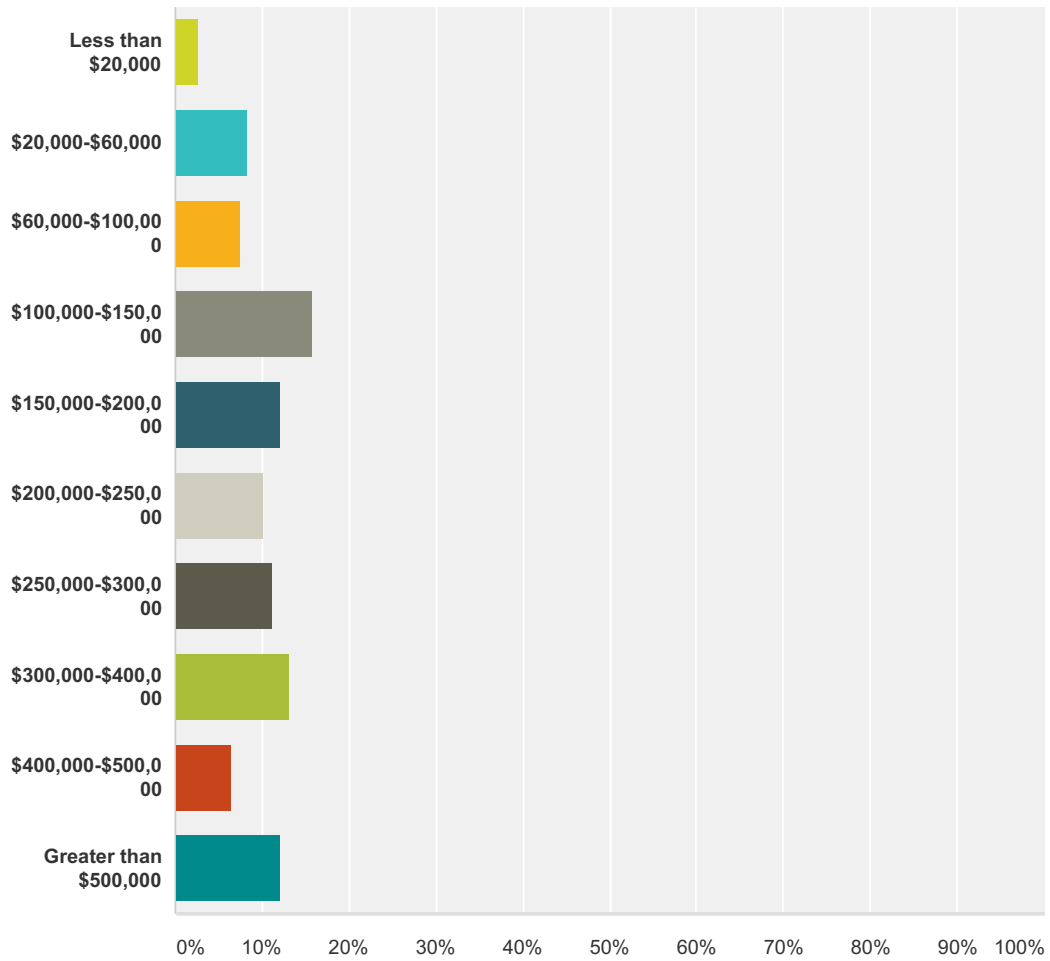
Answered: 98 Skipped: 56



Answer Choices	Responses
Less than \$10,000	20.41% 20
\$10,000-\$30,000	30.61% 30
\$30,000-\$50,000	20.41% 20
\$50,000-\$75,000	18.37% 18
\$75,000-\$100,000	4.08% 4
\$100,000-\$125,000	2.04% 2
\$125,000-\$150,000	1.02% 1
\$150,000-\$200,000	1.02% 1
Greater than \$200,000	2.04% 2
Total	98

Q15 What was your aggregate total loss on account of flood damage?

Answered: 107 Skipped: 47



Answer Choices	Responses
Less than \$20,000	2.80% 3
\$20,000-\$60,000	8.41% 9
\$60,000-\$100,000	7.48% 8
\$100,000-\$150,000	15.89% 17
\$150,000-\$200,000	12.15% 13
\$200,000-\$250,000	10.28% 11
\$250,000-\$300,000	11.21% 12
\$300,000-\$400,000	13.08% 14
\$400,000-\$500,000	6.54% 7

Greater than \$500,000	12.15%	13
Total		107