

MEMORANDUM

To: City of Cincinnati Administration, City Council, and Hamilton County Officials

From: Oakley Community Council (OCC)

Date: August 4, 2026 (meeting date)

Re: Summary of Public Comment and Q&A — July 2026 Flooding (OCC August Meeting)

Purpose

On August 4, 2026, the Oakley Community Council (OCC) held a special meeting at MadTree Brewing focused on the July 17 flooding event and subsequent follow-up rainfall. The meeting included public comment from approximately ten residents, remarks from Greater Cincinnati Water Works (GCWW), the Metropolitan Sewer District (MSD), the American Red Cross, and United Way, and an extended Q&A involving city and county elected officials. This memo summarizes the recurring themes raised during Public Comment and Q&A so the city and county can prioritize follow-up and track commitments made at the meeting.

1. MSD Claims Process and Communication Breakdown

The most frequently raised issue. Residents described inconsistent answers from different MSD staff, unclear next steps after reporting (contractor first, insurance first, or claim first), and little or no follow-up after an initial report.

- Mark McNeil, Doug Huff, Doug Hahn, Tania Kim, Dave Johnson, and other unnamed speakers each reported receiving conflicting guidance from MSD representatives.
- Doug Huff and others requested a single, dedicated MSD point of contact per household or property owner instead of a new representative on each call.
- Tania Kim reported waiting six days for an inspection and receiving no response despite multiple emails; MSD later clarified the property was determined not to be a sewer-surcharge event.
- MSD's director (Diane) acknowledged early call-volume struggles and committed to trying to assign single points of contact going forward.

2. Insurance Documentation Requests

Multiple residents said their insurers will not process claims without official confirmation that a public sewer or city infrastructure issue contributed to the damage.

- Lynn Hailey (HOA president, Allendale) and Jody Reisinger both requested a formal letter or documentation from MSD or another government body confirming the cause of loss.
- MSD's Diane indicated the agency has documentation and work orders that should be sufficient, and committed to following up individually with residents who had not yet received a letter.

3. Sewer Backup Prevention Program Failures

Homes already enrolled in MSD's Sewer Backup Prevention Program still experienced severe flooding, raising questions about program reliability and accountability.

- Lyla Johnson's home (enrolled in the protection program) took on 7 feet of sewage; she was told the issue was the responsibility of the third-party vendor (Blue Chip), not MSD.
- Doug Hahn's grinder pump reportedly failed during the storm despite passing a post-event inspection.
- MSD's Diane stated she was not previously aware of pump failures within the protection program and said staff are now investigating.
- Homes with grinder pumps also took significantly longer for the water to recede due to the system.

4. Chronic, Recurring Flooding (since 2016) and Sewer Capacity

Several residents on specific streets described years of repeated flooding, suggesting a systemic capacity issue rather than an isolated event.

- Tim Langmeyer (33rd Ave.) reported four backups in six weeks, including loss of a third water heater and second furnace in ten years.
- Jody Reisinger (Romana Pl.) and Doug Hahn (Romana) described worsening repeat flooding since the 2016 event.
- Paige Scheidler and a longtime Camberwell resident described multi-year patterns of flooding and an inability to obtain sewer-backup insurance coverage as a result since the 2016 event.
- MSD's Diane confirmed real capacity constraints in the combined sewer system; large-scale solutions (e.g., deep tunnels) could cost billions of dollars and are not near-term, though smaller, targeted capacity projects are in study or design for specific streets.

5. Duck Creek/Madison Floodgate Malfunction

The floodgate near Duck Creek and Madison did not close as intended during the July 17 storm.

- Lyla Johnson and other Camberwell-area residents connected their flooding directly to the floodgate's failure.
- GCWW's Jason Fleming attributed the failure to malfunctioning instrumentation; repairs have been made and the gate is now staffed 24/7 with manual backup capability.
- In response to a board question, GCWW confirmed inspection frequency has increased from annual to three times per week until reliability is confirmed.

6. Emergency Response Speed and Outreach Gaps

Residents felt the city's initial response was too slow and insufficiently proactive, particularly for vulnerable residents.

- Dave Johnson (Camberwell) said MSD took 5–7 days to make contact and never canvassed the neighborhood door-to-door despite widespread, visible damage.
- Tim Langmeyer noted a 76-year-old neighbor was unaware he had sewage in his basement for several days, highlighting a gap in reaching residents who are not online.
- Adam Miller described a subcontracted cleaning crew that refused to identify itself and reported him to MSD as "disrespectful" for asking basic questions.

7. Health and Safety Concerns

- Tim Langmeyer's household experienced carbon monoxide poisoning from industrial drying fans left running after a cleaning crew departed.
- Multiple speakers raised concern that elderly or offline residents may not be aware of resources or may not have been reached at all.
- Camberwell residents asked whether someone could be assigned to help elderly neighbors navigate the claims process directly (United Way's 211 line was offered as an interim resource).

8. Development, Density, and Stormwater Standards

Several residents connected recurring backups since 2016 to development density to worsening flood impacts and questioned whether current stormwater retention standards are adequate.

- Ron Miller (Allendale) linked new high-density development near a creek that crosses his property to the severity of his building's evacuation, and called for development to be paused.
- Shan (23-year resident and builder) questioned where stormwater retention is going for large developments (Neyer, Three Oaks) and why isolated storm drains have not been considered for chronically flooded streets.
- A Minot Ave. resident asked whether new development could be required to use newer stormwater mitigation technology.

- Paige Scheidler (Camberwell) stated her home did not have issues from 2003 - 2016, and the only difference was the development occurring around Oakley.
- Marie (Allendale) raised concern about continued tax abatements for multifamily development on small single-family lots.
- Council member Evan Nolan acknowledged inconsistent stormwater retention requirements (particularly for townhome development) and committed to bringing revisions back to the city.

9. Disaster Declaration and Financial Relief

- Ron Miller asked about the possibility and benefits of a state or federal disaster declaration.
- The Vice Mayor confirmed the mayor has already declared a local state of emergency and the city is pursuing a state declaration to unlock state and federal funds.
- The city announced a new relief fund administered through DOORS (initially \$1 million, expected to be increased) covering both sewer backup and overland flooding damage; residents who already filed with MSD do not need to refile.
- The city also committed to expedited permit review/fee waivers for flood-related repairs.

10. Long-Term Planning and Ongoing Communication

- Multiple residents (Dave Johnson, Adam Miller, Shan) requested a clearer long-term infrastructure plan and more consistent communication from the city.
- OCC leadership (Colleen) committed to keeping flooding on the OCC monthly agenda and continuing to advocate to the city on residents' behalf.
- Council member Evan Nolan proposed a recurring cadence of city representatives reporting progress to community councils; OCC suggested a quarterly update.

Recommended Follow-Up

Based on the themes above, OCC respectfully requests the city and county consider the following priority actions:

- Assign single points of contact at MSD for households with open claims or multiple affected properties.
- Formalize a standard documentation/letter process so residents can support homeowner's and renters' insurance claims without individual escalation.
- Audit the Sewer Backup Prevention Program for pump and equipment failures, and clarify accountability between MSD and third-party vendors (e.g., Blue Chip).
- Provide a public update on floodgate reliability and the expanded inspection schedule.
- Establish a proactive door-to-door outreach protocol for future events, with particular attention to elderly and offline residents.
- Review and, where necessary, revise stormwater retention standards for townhome and multifamily development.
- Provide a recurring (e.g., quarterly) public update to Oakley and neighboring community councils on both emergency response and long-term infrastructure plans.

Outstanding Questions / Follow-Up Needed

Cross-referencing resident Public Comment and Q&A against the recorded remarks from GCWW, MSD, Red Cross, United Way, and elected officials, the items below either received no response in the meeting or were addressed only in general terms. OCC recommends the city and county provide direct, individual follow-up on each.

Unanswered at the Meeting

- Lyla Johnson (Camberwell) — Whether MSD or the third-party prevention-program vendor (Blue Chip) is responsible for her enrolled "protected home" flooding with 7 feet of sewage. MSD's Diane said only that she had just learned of this and has staff "looking into it," with no resolution or timeline given.
- Marie (Allendale) — Whether the 15-year tax abatement for multifamily development on small single-family lots will continue, given its link to increased flooding. No response was recorded.
- Camberwell resident — Complaint that a neighboring apartment complex's (Brookstone) storm drain has never been maintained, and that MSD told her "that's not how it works" regarding water reaching her property. No response was recorded.
- Minot Ave. resident — Whether the city can require new development to use updated stormwater mitigation technology immediately. No response was recorded before the discussion moved on.
- Dave Johnson (Camberwell) — Request that MSD proactively canvass affected streets door-to-door rather than waiting for residents to call in. No direct response is recorded in the minutes. He also suggested better processes in general for similar disasters. Example: instead of sending a representative for one house, sort the list by street and send a rep for the entire street.
- Ron Miller (Allendale) — Follow-up rebuttal that development standards are inadequate and that development may need to be paused; raised after Evan Nolan and Colleen addressed density/zoning review, but not responded to further.
- Shan — Closing complaint that a subcontractor labeled him "disrespectful" for asking for identification, and reference to a records request whose results are cut off in the minutes. The Vice Mayor's reply was a general acknowledgment of frustration, not a direct answer.

Answered in General Terms — Needs Confirmation

- Mark McNeil — Asked for the exact order of operations (contractor, insurance, or claim first). MSD's remarks addressed contacting insurance and that repairs are fine once "cleaning-eligible," but did not lay out a sequence for someone not yet told their eligibility status.
- Doug Huff — Specifically asked about waiving permit costs. The Vice Mayor's answer addressed expediting permit turnaround (same-day for smaller jobs), not the fee waiver itself.
- Doug Hahn — Asked whether he could document damage and proceed with repairs without waiting for MSD, given his grinder pump alarm sounded during the storm despite passing a later inspection. No answer addressed his specific situation.
- Tania Kim — Underlying complaint that she reported within 24 hours and received no response for days despite multiple emails. Diane offered a one-on-one follow-up, but the systemic communication failure was not addressed.
- Shan — Question about stormwater retention on the Neyer/Three Oaks development received a hedged answer from Evan Nolan ("my understanding it was going to be an improvement") rather than a confirmed fact.
- Shan — Request for isolated storm drains on chronically flooded streets received a commitment from the Vice Mayor to "look at those standards," with no timeline or decision.
- Brandon Neely — Implicit jurisdiction question: his street is owned by a trust and has no city storm drain. Responsibility for maintenance/drainage on such streets was never explicitly resolved. He stated there are very few storm drains on Camberwell and none at the end of the street at the dead end by Brookstone apartments. Also, this area is not well maintained and is overgrown.

Comparison to the Categorized Summary of Follow-Up Assistance

OCC separately collected a follow-up assistance survey (27 responses) weeks after the initial event. Comparing its categorized results against the themes raised live at the August 4 meeting shows strong agreement on the two biggest pain points, along with several meeting themes that are not well captured by the survey's categories.

Strong Direct Matches

- Claims Processing (14 survey mentions, the #2 need) matches the meeting's top theme, MSD Claims Process and Communication Breakdown — reflected in Mark McNeil's, Doug Huff's, Tania Kim's, and Doug Hahn's individual claims-process questions.
- Financial Aid (15 mentions, the #1 need) matches the meeting's Disaster Declaration and Financial Relief discussion (the DOORS fund, permit fee waivers) and individual comments such as Doug Huff's and Paige Scheidler's about insurance falling short.
- Problem Resolution/Escalation with the City (12 mentions) matches the meeting's recurring "single point of contact" requests and, most notably, the survey's own write-in about a street stuck for a year between MSD and the roads department — nearly identical to Lyla Johnson's MSD-versus-Blue Chip complaint and Brandon Neely's trust-owned street with no city drain. This buck-passing pattern appears independently in both sources, suggesting it is systemic.
- Remediation/Cleanup Support (9 mentions) matches the multi-day and multi-week cleanup delays described by Dave Johnson, Adam Miller, and Shan.
- Infrastructure Capacity and Structural Concerns (2 mentions) matches Jody Reisinger's description of undermined basement floors and MSD's own acknowledgment of combined-sewer capacity limits.
- Vehicle/Personal Property Replacement (1 mention) matches Jody Reisinger's and Doug Hahn's mentions of totaled vehicles, though the meeting suggests this may be more widespread than the single survey write-in implies.

Meeting Themes Underrepresented in the Follow-Up Survey

- Health and safety issues — Tim Langmeyer's carbon monoxide poisoning and concerns about reaching elderly or offline residents — have no corresponding survey category.
- Development, density, and stormwater standards (Ron Miller, Shan, the Minot Ave. resident, Marie's tax-abatement question) are not captured anywhere in the survey, which is oriented toward individual assistance needs rather than policy or zoning concerns.
- The Duck Creek/Madison floodgate malfunction, a major focus of public comment, has no survey equivalent since it is a city infrastructure fix rather than an individual assistance request.
- Sewer Backup Prevention Program equipment failures (Lyla Johnson, Doug Hahn's grinder pump) are not broken out separately and likely fall inside the broader "claims processing" or "remediation" categories, which may obscure a distinct MSD-versus-vendor accountability issue.

Bottom line: the two documents corroborate each other closely on the top two pain points — reimbursement/financial aid and interagency finger-pointing — which should be the city's top priority. The categorized summary appears to undercount the infrastructure, development, and health-and-safety concerns that were vocal at the meeting — largely because, as the underlying raw responses show below, those concerns were written into free-text fields rather than captured by the categorized "Assistance" checkboxes.

Survey Detail: Contact Channels and Interaction Quality

The underlying raw responses (27 households) also captured who residents contacted and how they rated that interaction. These fields were not part of the previously categorized summary but reinforce and sharpen several of the themes above.

Who Residents Contacted

- MSD — 23 of 27 respondents (the overwhelming majority point of contact).
- Cincinnati 311/Public Services — 5 respondents, generally for debris and bulk-trash pickup rather than the sewer backup itself.
- GCWW — 2 respondents.
- City Council/Mayor's Office — 1 respondent.
- No contact at all, or no one from the city reached out — 2 respondents.

Quality of the Interaction

Roughly four respondents described their MSD or GCWW interaction as positive or timely (e.g., Andrew Cole, Lauren Batten). About five described it as mixed — helpful but slow, or responsive with no resolution (e.g., Allison Allgier's structural-engineer follow-up stalling after an initial response). The remaining majority, roughly eighteen of twenty-seven, described a negative experience: no follow-up after intake, missed or unannounced appointments, or conflicting information.

- Recurring "private property, not sewer backup" determinations that residents dispute given visible neighborhood-wide flooding: Chris Papa (2847 Madison Rd) was told the sewer was clear despite five neighboring basements flooding; Kyla Vonderhaar (2847 Madison Rd) received a Field Form 8 blaming private plumbing after MSD arrived unannounced, five days after a missed appointment; Ashley Meuser (3539 Harrow Ave) was told her flooding wasn't sewer-related and finds that hard to believe.
- Reports that went missing or were severely delayed: Robert Hennigan (2870 Romana Pl) had his MSD online report "lost," then waited 12 days total for cleanup after a miscommunication about scheduling; this is the fourth backup at his property since 2015 despite a 2017 mitigation system that has now failed twice.
- Residents who only got help after finding a direct line and being persistent: Ashleigh (2882 Romana Pl) said the standard MSD contact was unhelpful until she found a direct phone number for an MSD staff member and stayed persistent.
- Unannounced or uncommunicated site visits: Ashley Meuser and Kyla Vonderhaar both noted MSD arrived without any advance communication on timing.
- Silence after intake: Hermine Brunner (4120 Allendale Dr.) and Jody Reisinger (2885 Romana Pl.) both said intake went fine but they heard nothing afterward despite follow-up calls.
- As of August 5 (the day after the OCC meeting), Doug Hahn (2886 Romana Pl.) still had not been told whether he needs an MSD inspection before starting repairs — the same open question raised at the meeting.

Survey Detail: Additional Resident Comments — Key Themes

The free-text "Additional comments" field surfaced several specific, actionable issues that are not visible in the categorized "Assistance" summary.

New Root-Cause Issue: Hyde Park Golf Course Drainage

Two respondents at the same Allendale Drive address independently raised this. Hermine Brunner said the golf course (near Erie/Redbank) should be reviewed for code violations given the volume of water draining from it onto their property. Ronald Miller, in a detailed set of policy recommendations, specifically identified the Hyde Park Golf Course (recently re-graded and compacted) as directing roughly 10 inches of water east onto Allendale Drive rear and side yards instead of into a creek or storm sewer, contributing to floor-to-ceiling flooding in that building's parking garage and basements. This is a concrete, site-specific cause that does not appear elsewhere in the meeting minutes and warrants direct investigation.

Detailed Policy and Regulatory Recommendations (Ronald Miller)

- Stop approving additional development density and impervious surface in drainage basins served by known-inadequate combined sewer infrastructure.
- Require developers to fund and complete off-site infrastructure upgrades before construction begins (cited tools: Off-Site Improvement Exactions, Subdivision Improvement Agreements, Adequate Public Facilities/Concurrency Ordinances).
- Evaluate and require stormwater controls and detention on the Hyde Park Golf Course specifically.
- Stop approving development that covers creeks with undersized culverts, and stop allowing roof downspouts to drain directly onto streets.

Chronic, Street-Specific Capacity Problems

- Alberts Ct. (Craig Rozen, two properties) — only two storm returns for the entire cul-de-sac and none in the loop itself, causing pooling; it took five years to get MSD to install float-level monitoring devices, and back-flow preventers still have not been discussed or installed.
- 33rd Ave. (John Finke) — recurring backups on this specific street with comparatively less damage on neighboring streets, reinforcing the meeting's discussion of a capacity issue isolated to that block.

Losses Outside Standard Damage Categories

Mackenzie Sorensen's car was declared a total loss; her insurance payout will not cover a replacement and she cannot afford a car payment. She also lost irreplaceable sentimental items — childhood Christmas ornaments and letters from deceased family members — adding an emotional dimension that current assistance programs, focused on housing repair and cleanup, do not address.

Erosion of Trust and Requests for Accountability

- Joshua Allen asked for a review of the floodwall/floodgate audit history and for the relevant organization to release work orders showing whether earlier drainage-related project work was completed correctly, saying he mostly hears "the blame game" rather than concrete aid.
- Doug Hahn referenced the podcast "Backed Up," noting that many of the same commitments made at the August 4 meeting were also made after the 2016/2017 flooding, and expressed concern that Oakley property values may take a hit if this pattern repeats.
- Paige Scheidler (Camberwell) also expressed concern regarding insurance coverage. After the 2008 completion of the flood gate, Camberwell Rd was removed from the "flood zone" meaning homeowners were no longer required by mortgage companies to carry flood insurance. Because the Army Core of Engineers told them they were no longer in a flood zone, we believed our homes were protected. Because of the many sewer backups since 2016 and now this significant flood, Camberwell residents who did not have water coverage prior to 2016 are uninsurable for water back up or flood protection.
- Chris Papa said he plans to keep living in Oakley and hopes the city doesn't simply "wait for people to forget."

Unresolved Safety Issue in Progress

Allison Allgier (4425 Camberwell Rd.) discovered a compromised main vertical support in her basement after remediation crews had already finished and left — they had not noticed or flagged it. A structural engineer visit was arranged, but as of her response she still had no temporary support beam in place and had been unable to get a contractor scheduled despite repeated calls to her MSD contact.

Psychological and Property-Value Impact

Ashleigh (2882 Romana Pl.) said her young children were frightened by the grinder-pump alarm and flooding and now ask daily whether the house will flood again. Paige Scheidler and Doug Hahn both raised concern that continued flooding is already depreciating home values in Oakley.

Consolidated Cross-Reference Table

The table below consolidates every item from the Unanswered at the Meeting, Answered in General Terms — Needs Confirmation, Strong Direct Matches, Meeting Themes Underrepresented in the Follow-Up Survey, and Survey Additional Comments sections above into a single, at-a-glance reference, tagged by source section.

Section	Resident / Topic	Details
Unanswered at the Meeting	Lyla Johnson (Camberwell)	Whether MSD or the third-party prevention-program vendor (Blue Chip) is responsible for her enrolled "protected home" flooding with 7 feet of sewage. MSD's Diane said only that she had just learned of this and has staff "looking into it," with no resolution or timeline given.
Unanswered at the Meeting	Marie (Allendale)	Whether the 15-year tax abatement for multifamily development on small single-family lots will continue, given its link to increased flooding. No response was recorded.
Unanswered at the Meeting	Camberwell resident	Complaint that a neighboring apartment complex's (Brookstone) storm drain has never been maintained, and that MSD told her "that's not how it works" regarding water reaching her property. No response was recorded.
Unanswered at the Meeting	Minot Ave. resident	Whether the city can require new development to use updated stormwater mitigation technology immediately. No response was recorded before the discussion moved on.
Unanswered at the Meeting	Dave Johnson (Camberwell)	Request that MSD proactively canvass affected streets door-to-door rather than waiting for residents to call in, and organize response by street (e.g., send one representative to cover an entire street rather than one house at a time). No direct response is recorded in the minutes.
Unanswered at the Meeting	Ron Miller (Allendale)	Follow-up rebuttal that development standards are inadequate and that development may need to be paused; raised after Evan Nolan and Colleen addressed density/zoning review, but not responded to further.
Unanswered at the Meeting	Shan	Closing complaint that a subcontractor labeled him "disrespectful" for asking for identification, and reference to a records request whose results are cut off in the minutes. The Vice Mayor's reply was a general acknowledgment of frustration, not a direct answer.
Answered in General Terms — Needs Confirmation	Mark McNeil	Asked for the exact order of operations (contractor, insurance, or claim first). MSD's remarks addressed contacting insurance and that repairs are fine once "cleaning-eligible," but did not lay out a sequence for someone not yet told their eligibility status.
Answered in General Terms — Needs Confirmation	Doug Huff	Specifically asked about waiving permit costs. The Vice Mayor's answer addressed expediting permit turnaround (same-day for smaller jobs), not the fee waiver itself.
Answered in General Terms — Needs Confirmation	Doug Hahn	Asked whether he could document damage and proceed with repairs without waiting for MSD, given his grinder pump alarm sounded during the storm despite passing a later inspection. No answer addressed his specific situation.
Answered in General Terms — Needs Confirmation	Tania Kim	Underlying complaint that she reported within 24 hours and received no response for days despite multiple emails. Diane offered a one-on-one follow-up, but the systemic communication failure was not addressed.
Answered in General Terms — Needs Confirmation	Shan	Question about stormwater retention on the Neyer/Three Oaks development received a hedged answer from Evan Nolan ("my understanding it was going to be an improvement") rather than a confirmed fact.
Answered in General Terms — Needs Confirmation	Shan	Request for isolated storm drains on chronically flooded streets received a commitment from the Vice Mayor to "look at those standards," with no timeline or decision.
Answered in General Terms — Needs Confirmation	Brandon Neely	Implicit jurisdiction question: his street is owned by a trust and has no city storm drain — he noted very few storm drains exist on Camberwell and none at the dead end near the Brookstone apartments, and that the area is overgrown and not well maintained. Responsibility for maintenance/drainage on such streets was never explicitly resolved.
Strong Direct Matches	Claims Processing (14 mentions)	Matches the meeting's top theme, MSD Claims Process and Communication Breakdown — reflected in Mark McNeil's, Doug Huff's, Tania Kim's, and Doug Hahn's individual claims-process questions.
Strong Direct Matches	Financial Aid (15 mentions)	Matches the meeting's Disaster Declaration and Financial Relief discussion (the DOORS fund, permit fee waivers) and individual

		comments such as Doug Huff's and Paige Scheidler's about insurance falling short.
Strong Direct Matches	Problem Resolution/Escalation with the City (12 mentions)	Matches the meeting's recurring "single point of contact" requests and, most notably, the survey's own write-in about a street stuck for a year between MSD and the roads department — nearly identical to Lyla Johnson's MSD-versus-Blue Chip complaint and Brandon Neely's trust-owned street with no city drain. This buck-passing pattern appears independently in both sources, suggesting it is systemic.
Strong Direct Matches	Remediation/Cleanup Support (9 mentions)	Matches the multi-day and multi-week cleanup delays described by Dave Johnson, Adam Miller, and Shan.
Strong Direct Matches	Infrastructure Capacity and Structural Concerns (2 mentions)	Matches Jody Reisinger's description of undermined basement floors and MSD's own acknowledgment of combined-sewer capacity limits.
Strong Direct Matches	Vehicle/Personal Property Replacement (1 mention)	Matches Jody Reisinger's and Doug Hahn's mentions of totaled vehicles, though the meeting suggests this may be more widespread than the single survey write-in implies.
Meeting Themes Underrepresented in the Survey	Health and Safety	Tim Langmeyer's carbon monoxide poisoning and concerns about reaching elderly or offline residents have no corresponding survey category.
Meeting Themes Underrepresented in the Survey	Development, Density, and Stormwater Standards	Ron Miller, Shan, the Minot Ave. resident, and Marie's tax-abatement question are not captured anywhere in the survey, which is oriented toward individual assistance needs rather than policy or zoning concerns.
Meeting Themes Underrepresented in the Survey	Duck Creek/Madison Floodgate Malfunction	A major focus of public comment, with no survey equivalent since it is a city infrastructure fix rather than an individual assistance request.
Meeting Themes Underrepresented in the Survey	Sewer Backup Prevention Program Equipment Failures	Lyla Johnson's and Doug Hahn's grinder pump failures are not broken out separately and likely fall inside the broader "claims processing" or "remediation" categories, which may obscure a distinct MSD-versus-vendor accountability issue.
Additional Comments (Survey Write-Ins)	Hyde Park Golf Course Drainage (new root-cause issue)	Two respondents at the same Allendale Drive address independently raised this. Hermine Brunner said the golf course (near Erie/Redbank) should be reviewed for code violations given the volume of water draining onto their property. Ronald Miller identified the Hyde Park Golf Course (recently re-graded and compacted) as directing roughly 10 inches of water east onto Allendale Drive yards instead of into a creek or storm sewer, contributing to floor-to-ceiling flooding. Does not appear elsewhere in the meeting minutes.
Additional Comments (Survey Write-Ins)	Policy and Regulatory Recommendations (Ronald Miller)	Stop approving additional density/impervious surface in inadequately served drainage basins; require developers to fund off-site infrastructure upgrades before construction (Off-Site Improvement Exactions, Subdivision Improvement Agreements, Adequate Public Facilities/Concurrency Ordinances); require stormwater controls on the Hyde Park Golf Course; stop covering creeks with undersized culverts and allowing downspouts to drain onto streets.
Additional Comments (Survey Write-Ins)	Chronic, Street-Specific Capacity Problems	Alberts Ct. (Craig Rozen) — only two storm returns for the entire cul-de-sac, a five-year wait for float-level monitoring devices, and no back-flow preventers installed. 33rd Ave. (John Finke) — recurring backups on this specific street with comparatively less damage on neighboring streets.
Additional Comments (Survey Write-Ins)	Losses Outside Standard Damage Categories	Mackenzie Sorensen's car was declared a total loss with an insufficient insurance payout to replace it; she also lost irreplaceable sentimental items (childhood ornaments, letters from deceased family members), an emotional dimension current assistance programs don't address.
Additional Comments (Survey Write-Ins)	Erosion of Trust and Requests for Accountability	Joshua Allen asked for an audit of the floodwall/floodgate review history and related work orders. Doug Hahn cited the podcast "Backed Up," noting the same commitments were made after 2016/2017 flooding, and raised concern about property values. Paige Scheidler explained that after the 2008 floodgate completion, Camberwell was removed from the flood zone (per the Army Corps of Engineers), so mortgage companies no longer required flood insurance; residents who didn't already carry water coverage before 2016 are now uninsurable for backup/flood protection. Chris Papa hopes the city doesn't "wait for people to forget."

Additional Comments (Survey Write-Ins)	Unresolved Safety Issue in Progress	Allison Allgier (4425 Camberwell Rd.) discovered a compromised main vertical support in her basement after remediation crews had already left without flagging it; as of her response she still had no temporary support beam in place despite repeated follow-up calls.
Additional Comments (Survey Write-Ins)	Psychological and Property-Value Impact	Ashleigh's young children are frightened by the grinder-pump alarm and flooding and ask daily if it will happen again. Paige Scheidler and Doug Hahn both raised concern that continued flooding is already depreciating home values in Oakley.

Prepared by the Oakley Community Council from the official minutes of the August 4, 2026 OCC meeting and the OCC follow-up assistance survey (categorized summary and underlying raw responses). Full meeting minutes are available at oakleynow.com.