



INFRASTRUCTURE SERVICES COMMITTEE
Thursday, March 21, 2019
SCRD Boardroom, 1975 Field Road, Sechelt, B.C.

AGENDA

CALL TO ORDER 9:30 a.m.

AGENDA

1. Adoption of Agenda

PRESENTATIONS AND DELEGATIONS

2. Emanuel Machado, CAO and Dave Newman, Director of Infrastructure Services, Town of Gibsons
Regarding Town of Gibsons Water Supply Presentation
Annex A
pp 1 - 22
3. Al Jenkins, West Sechelt Community Association
Regarding Addition of Clowhom to Reservoir options Presentation
Annex B
pp 23 - 40
4. Remko Rosenboom, General Manager, Infrastructure Services
Regarding Drought Management Plan Presentation

REPORTS

5. General Manager, Infrastructure Services
Drought Management Plan Annex C
pp 41 - 62
(Voting – A, B, D, E, F, Sechelt)
6. General Manager, Infrastructure Services
Custom Transit Service Update Annex D
pp 63 - 82
(Voting – B, D, E, F, Sechelt, Gibsons, SIGD)
7. General Manager, Infrastructure Services
RFP 18 334 Contract Award Curbside Garbage Collection
Service Annex E
pp 83 - 84
(Voting – B, D, E, F)

COMMUNICATIONS

NEW BUSINESS

IN CAMERA

ADJOURNMENT



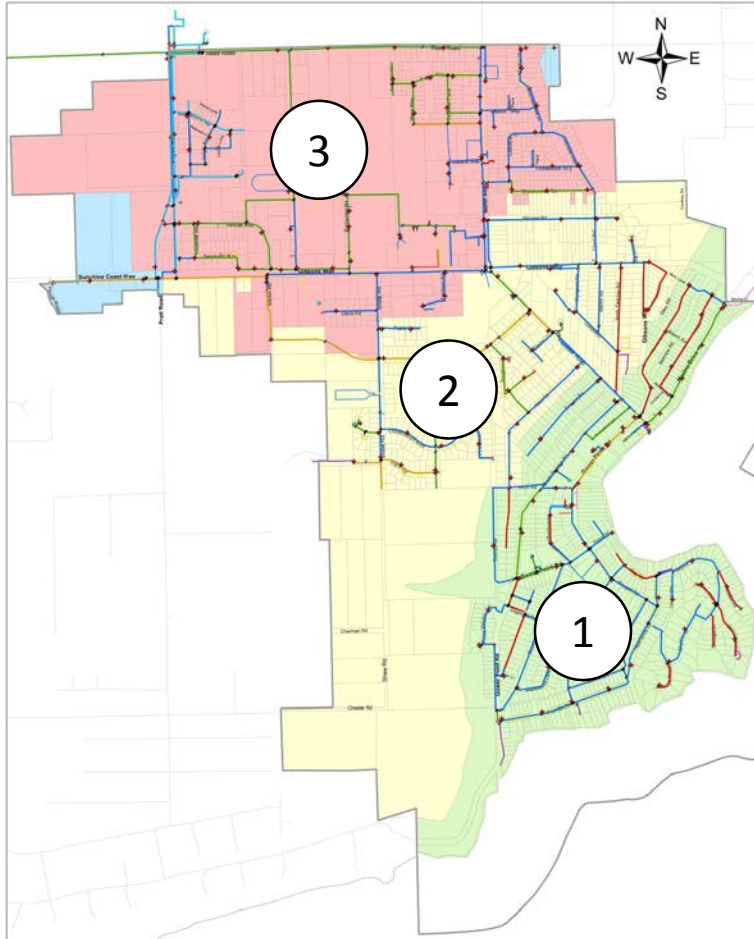
Town of Gibsons Water Information Session

March 21, 2019 – SCRD

Outline

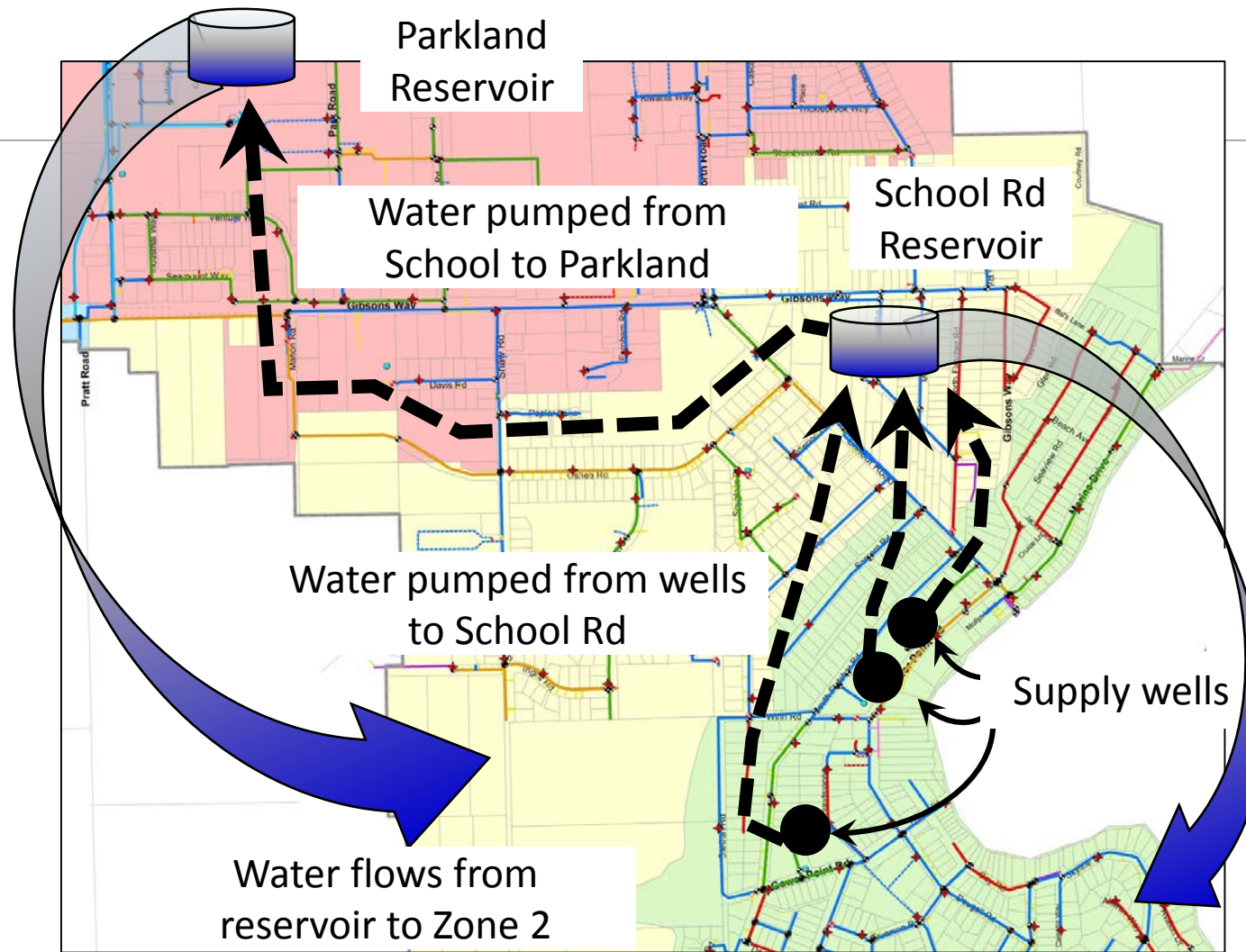
1. Overview of Town Water System
2. Upper Gibsons (Zone 3) Supply Initiative
3. Bulk Water Supply Agreement
4. Regional Governance
5. Next Steps

Overview of Town Water Supply



- **Zones 1 and 2 - Supplied by Gibsons Aquifer**
- **Zone 3 - Supplied by SCRD water**
 - Used to be serviced by a small pond and stream with very poor capacity in the summer
 - Progressed to water being pumped up from aquifer to pond
- **Allows appropriate pressure to each home and business**
- **Historically – projected aquifer capacity insufficient to serve entire Town**
- **Lack of infrastructure to serve Z3**

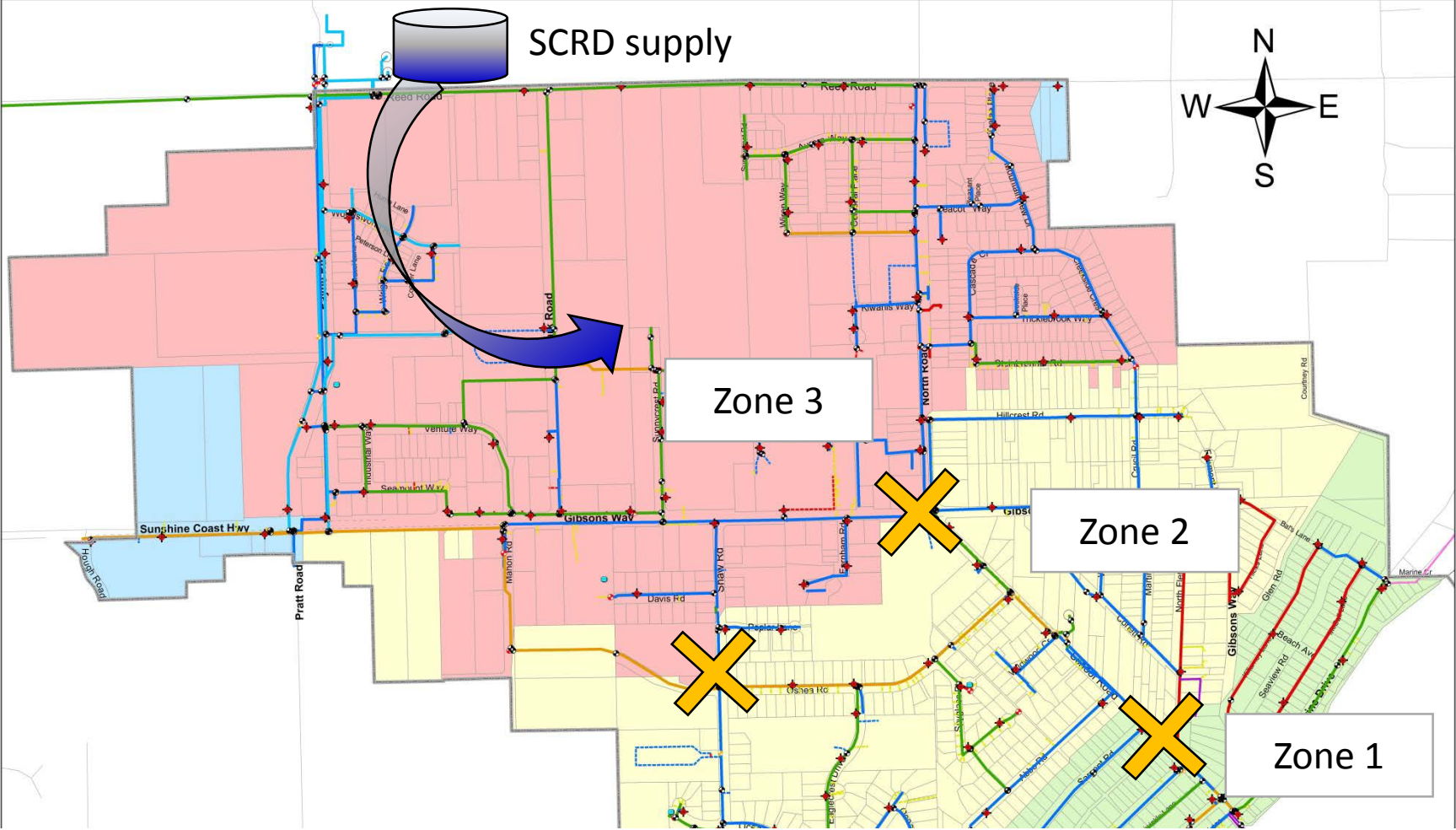
Zones 1 & 2 Aquifer Supply



Water flows from reservoir to Zone 1

Water flows from reservoir to Zone 2

Zone 3 SCRD Supply

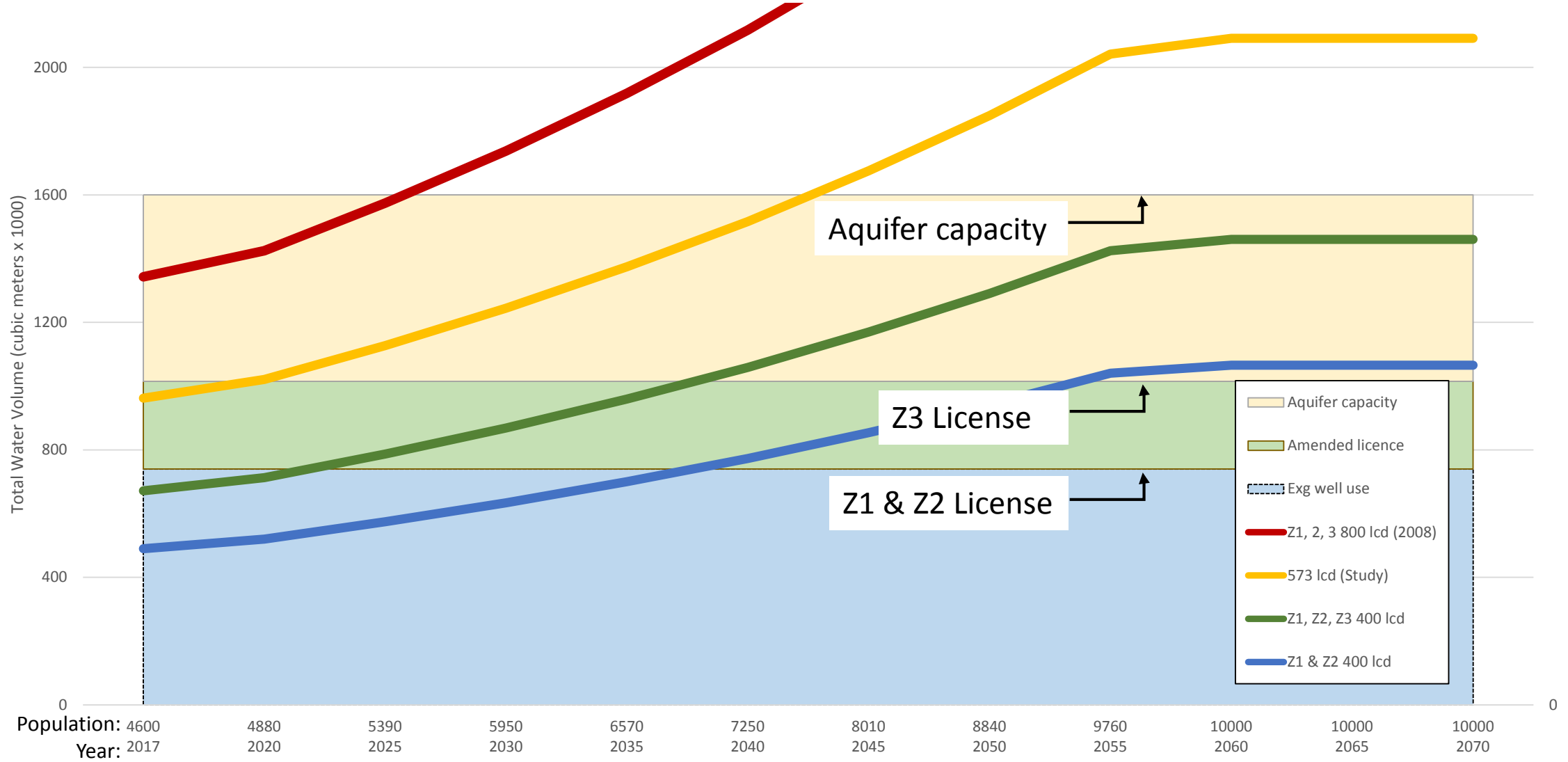


Valves between Zones - automatically open in the event of fire

Zone 3 Supply Initiative (Why now?)

- Modeled capacity of Aquifer
 - $4555\text{m}^3/\text{day} \times 365 = 1.66$ million cubic metres/year
 - Assumptions:
 - 15% reduction in overall recharge
 - 50% reduction in snow pack
 - 1 metre rise in sea level
- 2011 Projected Use
 - $573 \text{ l/c/d}/1000 \times 7,300 \text{ persons} \times 365 \text{ days} = 1.53$ million m^3/year (Buildout Zones 1 & 2)
- 2018 Projected Use
 - $400 \text{ l/c/d}/1000 \times 10,000 \text{ persons} \times 365 \text{ days} = 1.46$ million m^3/year (Buildout Zones 1, 2 & 3)

Proposed Gibsons Aquifer Water Use and Capacity - All Zones



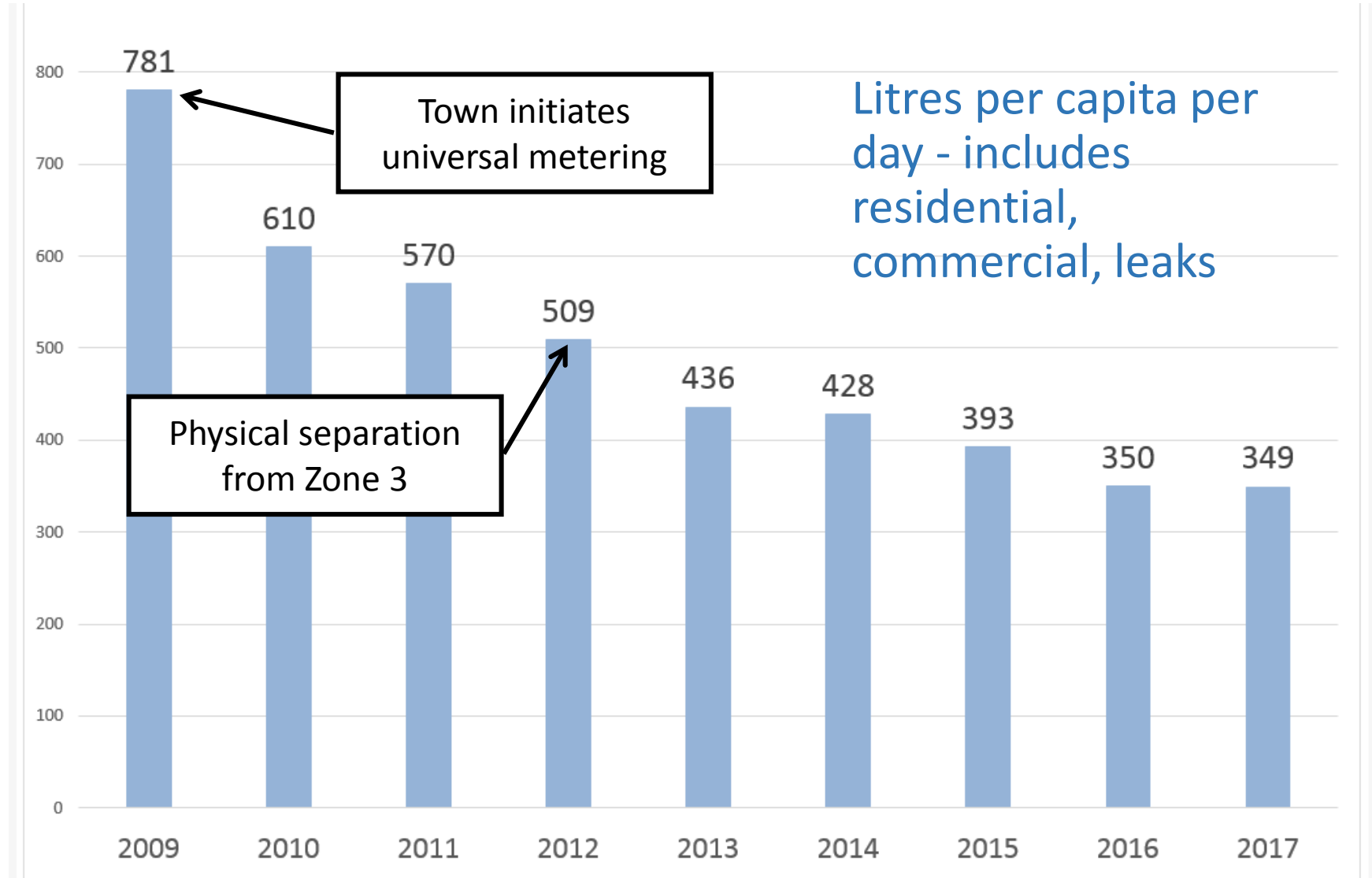
Metering – Gibsons

2017

- Metered supply ~350 lcd
- Metered residential < 200 lcd

2018

- Cape Town 2018 = 50 lcd



Metering – SCRD (as of March 2018)

- SCRD metering has saved 2.3 million litres/day through leak repairs
 - 840,000 m³/year
 - ~1.3 x Total Town use
 - ~3.9 x Zone 3 use

Water volume only part of the story:

Water System Requirements

- **Average Daily Demand (ADD)**
- **Maximum Daily Demand (MDD): $MDD \sim ADD \times 2$**
 - day(s) of the year with the maximum water use. Highest MDD typically during summer, tourist season, outdoor watering
- **Peak Hour Demand (PHD): $PHD \sim ADD \times 4$.**
 - time of day with the greatest demand. Highest typically summer mornings and evenings
- **Emergency storage**
- **Fire flow**

Planned service of Zone 3 with aquifer water

- Construct \$2,500,000 (+) of new infrastructure
 - Well
 - Booster station
 - Water main upgrades
- Gibsons Aquifer to provide Zone 3 with:
 - Average Daily Demand
 - Maximum Daily Demand
 - Peak Hour Demand until:
 - 2030 +/- (2% growth)
 - 2045 +/- (1% growth)

Planned service of Zone 3 with aquifer water

- Reliant on SCRD for:
 - Peak Hour Demand (commencing between ~2030 & 2045)
 - Emergency Storage
 - Fire Flow
- 95% to 98% reduction in SCRD Water use
- Duration of service from aquifer dependent on long-term performance of aquifer

Bulk Water Agreement

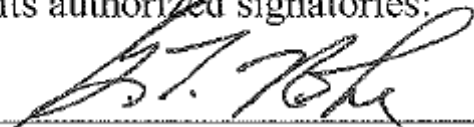
- Bulk Water Supply Agreement signed in 2013
- Term of Agreement = 25 years
- Agreement to be reviewed every five years


Potential changes in water use:

- 95% to 98% reduction in SCRD water use
- Still reliant on SCRD for:
 - Peak Hour Demand (past 2030 +/-)
 - Emergency Storage
 - Fire Flow

SUNSHINE COAST REGIONAL DISTRICT


by its authorized signatories:



Chair GARRY NOHR


Corporate Officer ANGIE LEGAULT

Date: JUNE 5, 2013.

TOWN OF GIBSONS by its authorized signatories:


Mayor WAYNE ROWE


Clerk SELINA L. WILLIAMS

Date: June 3, 2013.

Regional Governance



DRAFT Proposal from the Town of Gibsons – February 2018

Considering the Future of Watershed Management and Governance for the Sunshine Coast



Regional Water Governance

“...propose a process to consider a modernized watershed management plan and a regional approach to watershed governance...and undertake the exploration of two key initiatives:”

Management

- To sustain and enhance watershed functions by managing land and water resources in a comprehensive way

Governance

- To integrate water systems within a holistic view of watersheds

Regional Water Governance

- The development of an integrated, regional watershed management approach, with supporting management strategies, programs, projects, bylaws, policies and tools.
- The examination of models for regional watershed governance that would provide an opportunity for collaborative governance by bringing together a diverse group of rights holders and stakeholders.

Regional Water Governance

B.C. examples range:

- **larger scope - Okanagan Basin Watershed Board**
 - autonomous, formal decision-making authority
- **medium scope - Cowichan Watershed Board**
 - Recommended by the 2007 Cowichan Basin Water Management Plan
 - 1 of 3 Water Sustainability Act pilots
- **smaller scope - Nechako and Coquitlam River Watershed Roundtables**
 - information sharing and negotiation of management actions

Regional Water Governance

Potential benefits and positive outcomes:

1. Building trust and relationships among watershed interests
2. Increasing the knowledge, capacity and legitimacy of collaborative watershed entities
3. Operational efficiency and effectiveness in watershed planning and management processes

Regional Water Governance

Including, but not limited to:

Management

- Groundwater Management Zones
- Water Management Plans
 - Town of Gibsons – Gibsons Aquifer Watershed
 - SCRD – Chapman Watershed + new groundwater sources

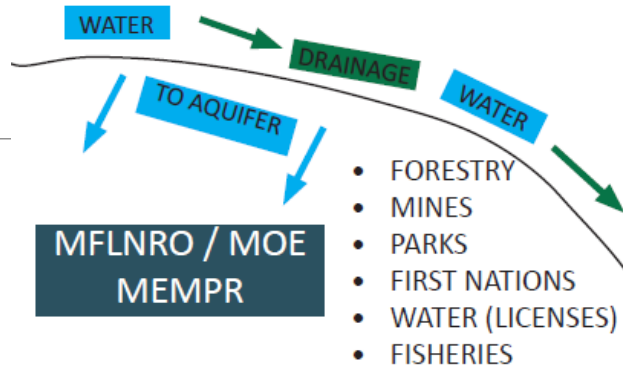
Governance

- Convening to consider and develop a home-grown regional watershed governance model



- DROUGHT
- FLOODS
- SEA LEVEL RISE
- OTHER

PERMITTING AGENCIES



SCRD/VCH

- LAND USE
- WATER (WELLS)
- SOLID & LIQUID WASTE
- PROTECTIVE SERVICES
- TRANSPORTATION

MOTI

- TRANSPORTATION
- DRAINAGE
- LAND USE

TOG

- LAND USE
- SOCIO-ECONOMIC
- TRANSPORTATION
- WATER/DRAINAGE
- SOLID & LIQUID WASTE

MFLNRO / MOE / DFO

- FORESHORE PROTECTION
- FISHERIES
- NAVIGATION
- FIRST NATIONS (ARCHAEOLOGY)
- DRAINAGE

<https://gibsons.ca/sustainability/natural-assets/>

TOWN OF GIBSONS AFFECTED PLANS:

- ASSET MANAGEMENT
- DRINKING WATER
- STORMWATER (ISMP)
- FORESHORE AREA
- GROWTH & DEVELOPMENT
- PARKS & GREEN SPACE
- RISK & FINANCING

FORESHORE

Next Steps

1. Zone 3 Supply Initiative

- Installation of supply and monitoring wells (January 2019)
- Design underway for booster station
- Reviewing funding options for 2019 construction
- Finalize Bulk Water Agreement review (e.g., impact of Town's Zone 3 plans)

2. Natural Asset Management

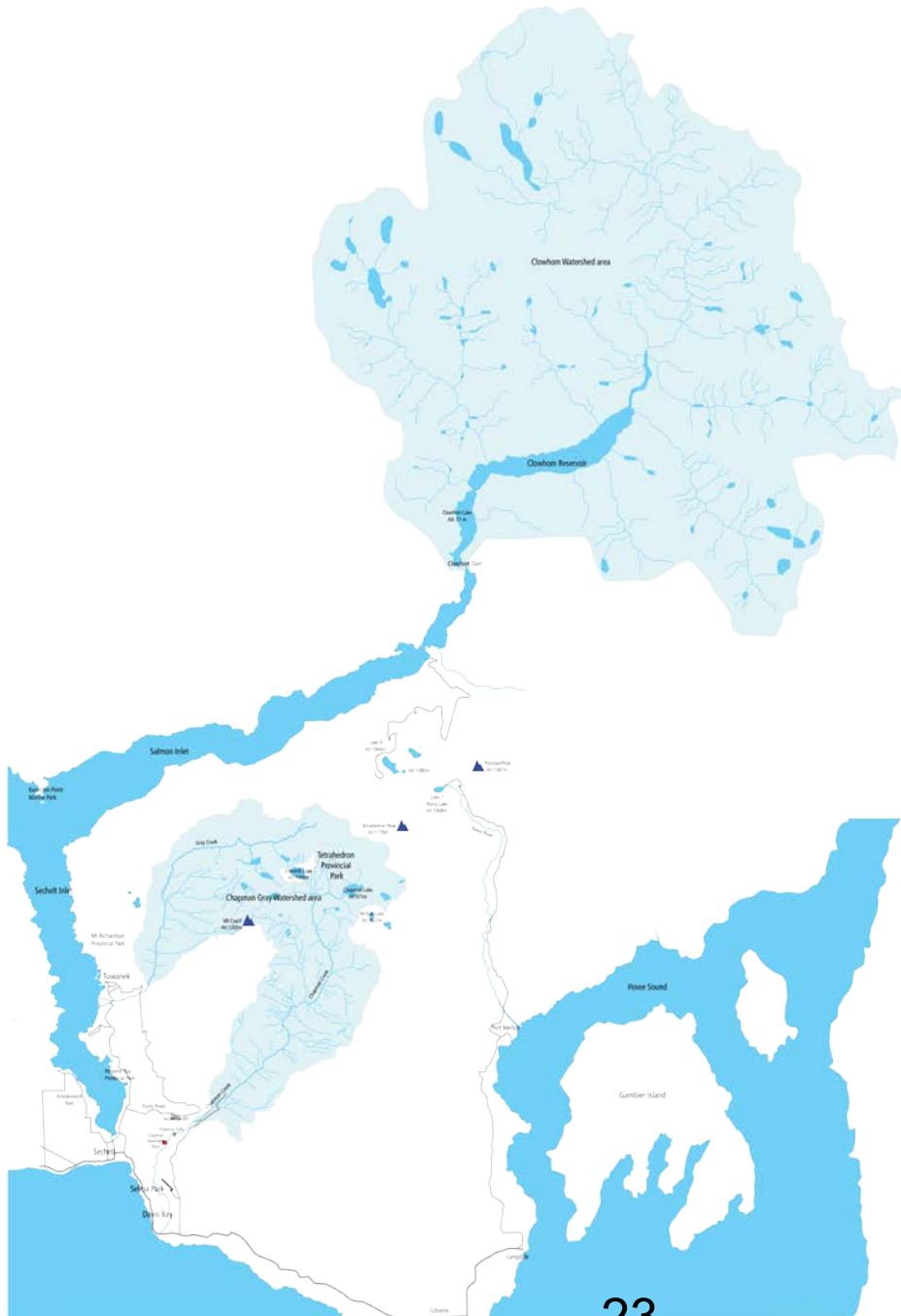
- Ongoing monitoring to provide information as to duration of Z3 change (permanent?)
- Seeking SCRD support to omit Mahan site from consideration
- Seeking SCRD support for Town's amended Water Licenses
- Establish Groundwater Management Zone and Water Management Plan for Gibsons Aquifer

Next Steps for Consideration

3. Regional Governance

- Governance proposal
 - Support in principle from all Coast local governments
- Convening an Advisory Committee
 - representing all stakeholders
 - steward the process
 - assess the capacity and resource requirements to pursue this work
- Develop a Terms of Reference and Project Charter
 - define the scope and scale of work to be undertaken
- Creating a Technical Advisory Committee
 - representatives from multiple third-party agencies and organizations

Clowhom as our Second water Source



Much more water

- We are at a crossroad to solving our water issue.
- We have wells coming, reservoirs being discussed, and the Chapman remains our only main supply.
- Much more water is going to be needed. Fresh quality mountain water is available to our north east from Clowhom Lake.
- We will take a brief look at this drainage and how we could access it.
- **Option A Pipeline down the Inlet**
- **Option B Pipeline up to Lake Nine and tunnel into Rainy Lake to supply an intake at Port Mellon**
- **Several variations could apply**

Why more water

Growth

Currently service approx 25,000 full time residents which doubles July and August

In 50 years we could anticipate these numbers to double

Climate change

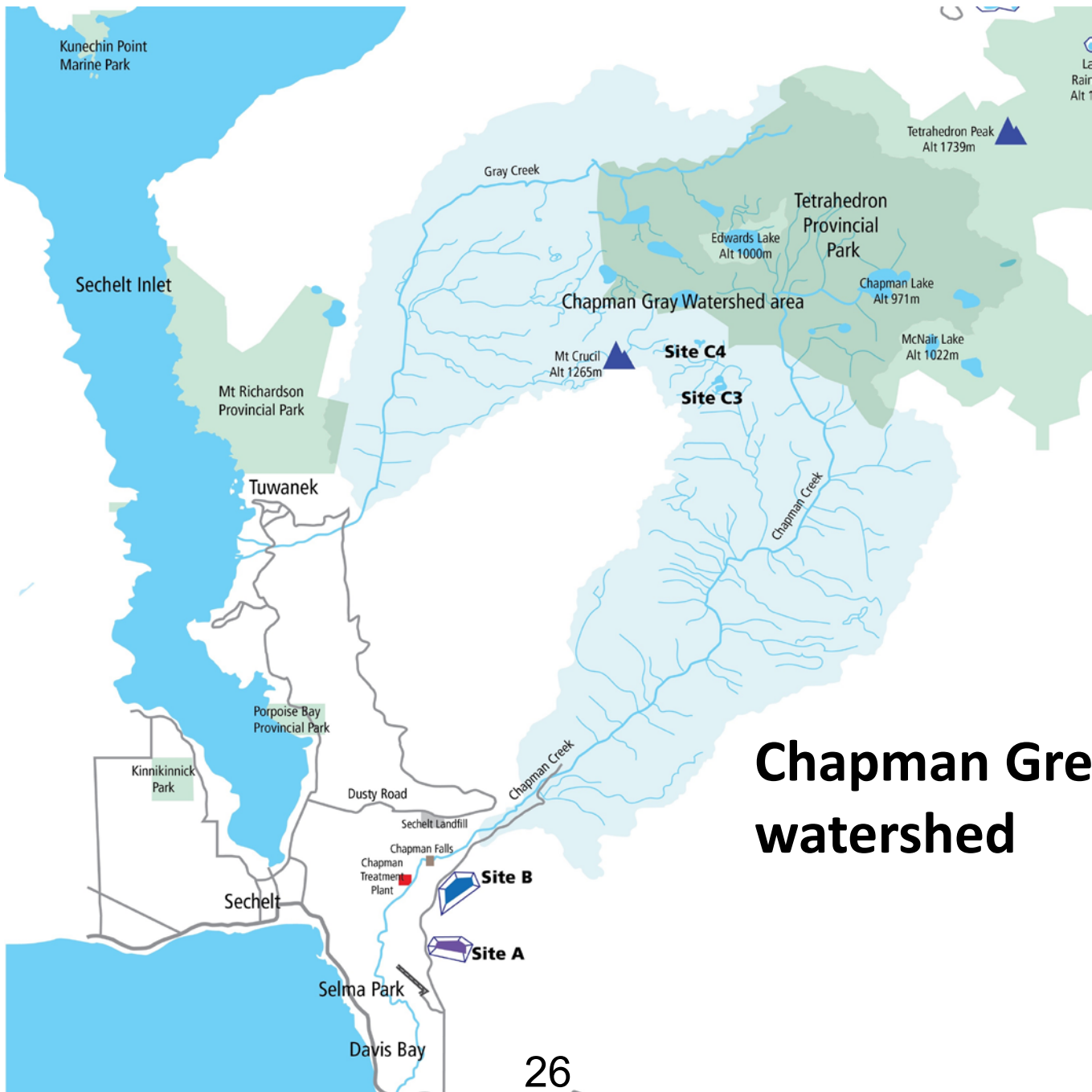
Difficult to predict but science points us to considerable change in temperature and precipitation

Emergency

Fires and earthquakes will require a much larger supply to cover off lost water

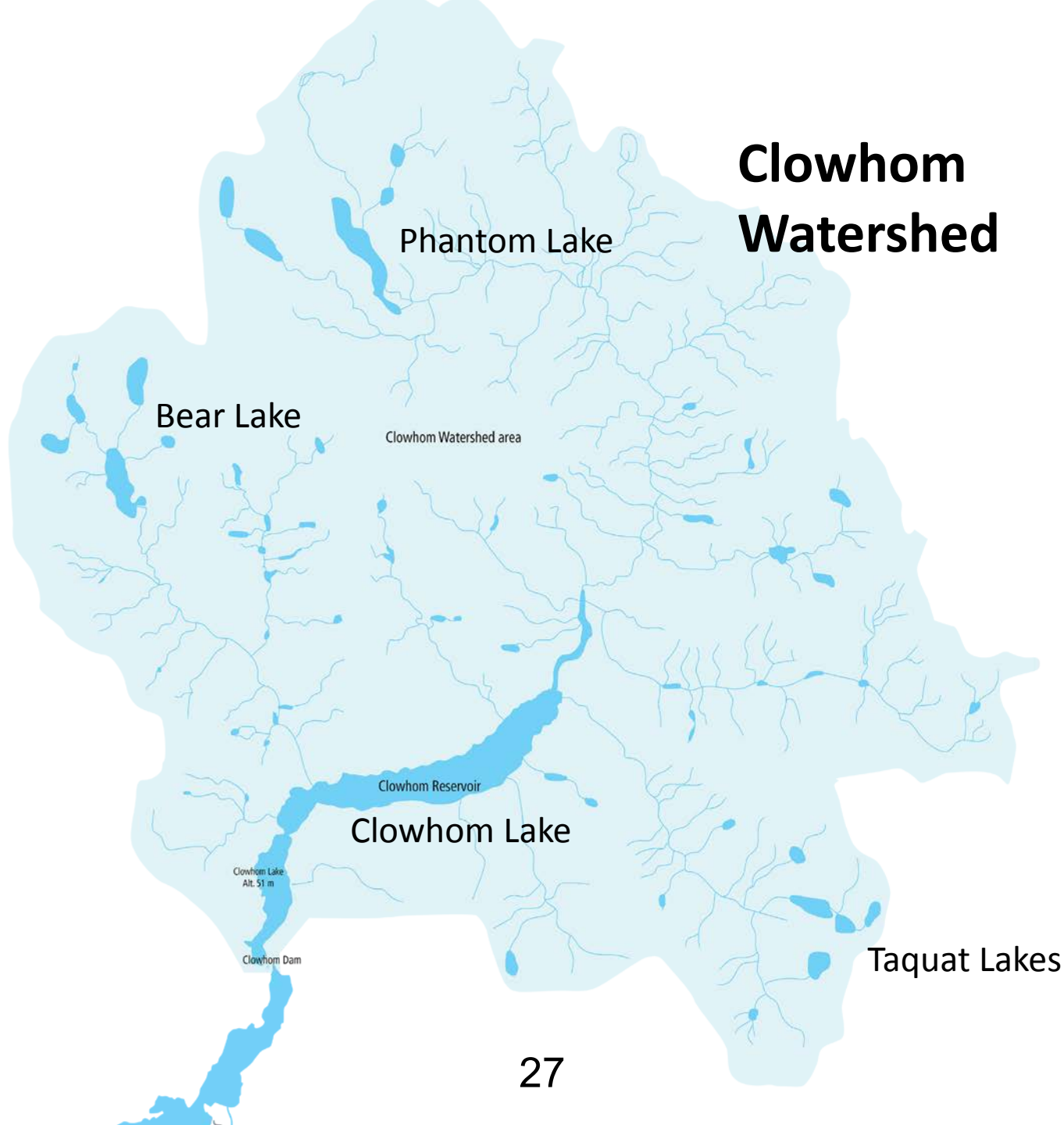
Alternate supply

Security of supply



Chapman Grey watershed

Clowhom Watershed



Clowhom River IPP km 22

**this photo was taken Sept 1 2017 at 1:00 pm
during a stage 4 restriction at Sechelt**



Stream flow nearing 3 million cu meters /day

Phantom Lake, one of several larger watersheds within

LAKE	PHANTOM LAKE
COUNTRY	CANADA
SURFACE AREA	1 km ²
AVERAGE DEPTH	18 m
LAKE TYPE	NATURAL LAKE
CATCHMENT AREA	22 km ²

ALTITUDE	958 m
VOLUME	0.02 km ³
SHORE LENGTH	8 km
RESIDENCE TIME	185 days
AVERAGE DISCHARGE	1 m ³ / sec.



Clowhom Lake

- A **385 sq km** watershed at the top end of Salmon Inlet comprised of lakes, glaciers, snowfields, and long valleys reaching to two thousand meters. Very large proportion over 1,000 meters
- 42 times larger than the Chapman Lake catchment.
- Surface area 7 square km average depth 14 meters
- BC Hydro have this reservoir ranked as the fastest recharging reservoir in their system. Residence time 53 days compares to Chapman at 71 days

Technical Data Option A

- Overall distance 45 km
- Intake elevation 55 m absl Clowhom Lake
- Chapman Treatment plant elevation 200 m absl
- Using 1 meter pipeline it would be a submerged inverted siphon
- Pipeline emerges at Dusty Road r/w
- New pump station to take water 5 km to new reservoir and expanded treatment plant

Challenges

- **Is the engineering viable? Along with financing this seems the greatest issue**
How do we move water 45 kms to Sechelt?
- **Obtain licenses and permits**
- **10 licenses exist**
- **Long term planning will provide much needed stability**

Existing water licenses as of March 11, 2019

Clowhom Water Licenses

Water License Location	Water License #	Volume permitted	Detail
Clowhom River	F120562	82.1187 m ³ /sec	BC Hydro Dam site / generating station
	C119822	17.8962 m ³ /sec	BC Hydro
	F120565	80,780,605.2 m ³ /yr	BC Hydro
Bear Creek	C104330	7.9004 m ³ /sec	Blue Earth
Bear Lake	C126682	2.9 m ³ /sec	Blue Earth
Bear Pond	C126682	2,400,365 m ³ /yr	Blue Earth
Cougar Creek	C130288	2.2731 m ³ /d	private
Clowhom River	C126659	51,825,426 m ³ /d	Conservation construction
	C116537	14,838 m ³ /sec	Blue Earth
	2002496	7,7305 m ³ /sec	Blue Earth

Water Rights Branch state no restriction exists on extracting Clowhom Lake water. Application process is to apply.

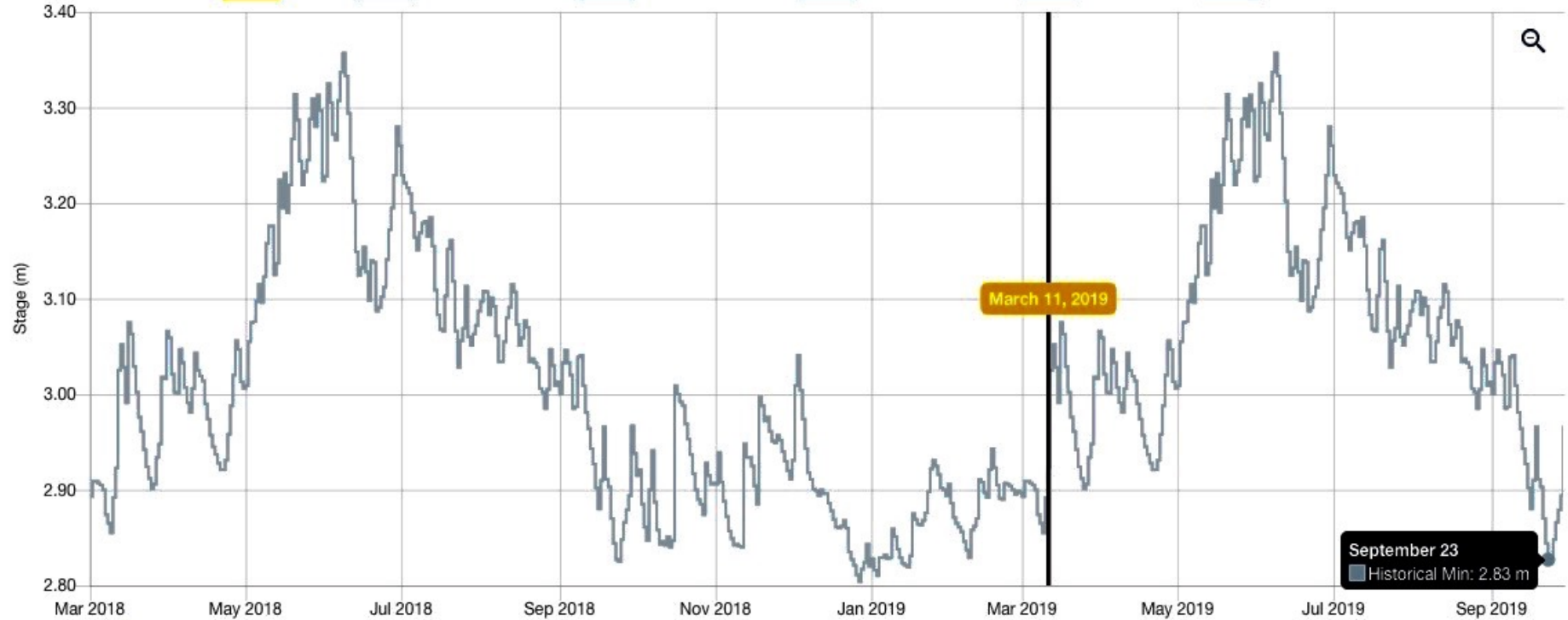
Water Flows

↓ DOWNLOAD PNG

Select

Add yearly data

Current Historical 50th %ile Historical 75th %ile Historical 25th %ile Historical Max Historical Min



Data may be from a live sensor and has not gone through QA, so may contain errors.

Note flow: March 11, 2019 2.85 million cubic meters per day

Reservoir inflows



**Blue Earth IPP weir
at km 22 Clowhom River**



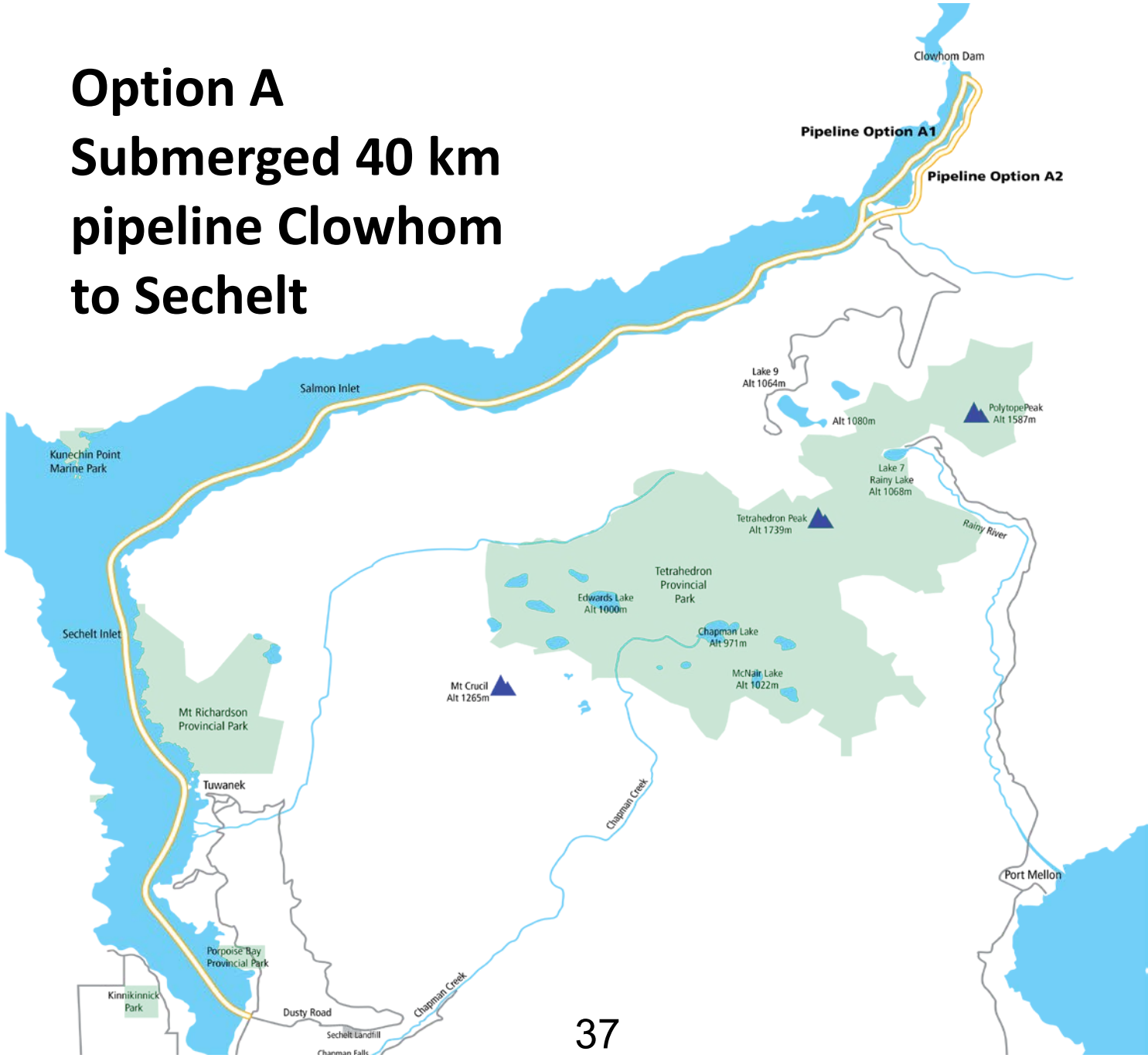
**Blue Earth IPP Bear
Ck
Note high lake level
below**

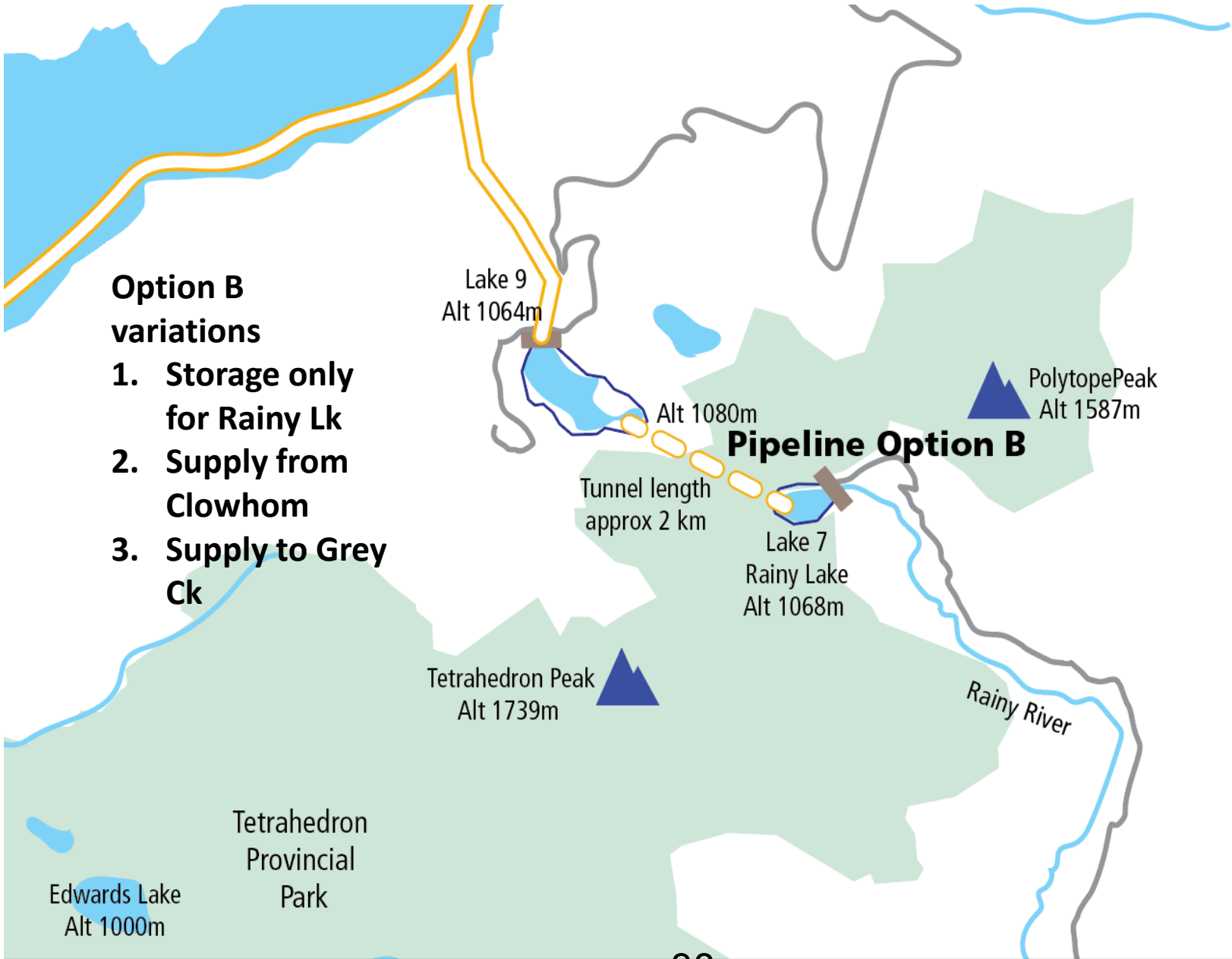
Choices to consider

- **Option A**
- Submerged pipeline Clowhom 40 km down inlet to Dusty Road/ pumping station / 5 km pipeline to new storage reservoir / treatment plant
- **Option B**
- Dam Lake Nine to create 3 million cu m reservoir / drill 2 km tunnel to Rainy Lake / intake at Port Mellon/ pipeline to Langdale
- Variations of each could be explored

Option A

Submerged 40 km pipeline Clowhom to Sechelt





Option B variations

- 1. Storage only for Rainy Lk**
- 2. Supply from Clowhom**
- 3. Supply to Grey Ck**

Pipeline Option B

COST / FINANCING

\$?,000,000

Charge developers

Long term borrowing

Grants

Any questions?

Thank you

Al Jenkins

March 21 , 2019

SUNSHINE COAST REGIONAL DISTRICT STAFF REPORT

TO: Infrastructure Service Committee – March 21, 2019
AUTHOR: Raphaël Shay, Water and Energy Projects Coordinator
SUBJECT: DROUGHT MANAGEMENT PLAN

RECOMMENDATION(S)

THAT the report titled Drought Management Plan be received;

AND THAT the Drought Management Plan be reaffirmed for 2019.

BACKGROUND

The purpose of this report is to update Committee on the implementation of the Drought Management Plan (DMP) (Attachment A) during the summer of 2018.

The DMP provides direction for the timely and responsive management of water supplies during times of supply challenges or seasonal droughts. The SCRD's DMP was originally developed in 2002. The more restrictive Stages 3 and 4 were first applied in 2012.

During the summer, staff monitor criteria in the DMP's framework for implementing Stages including:

1. Time of year and typical seasonal trends;
2. Snow pack assessment and snowmelt forecasts;
3. Storage volume of water sources and draw down rates;
4. Stream flows and monitoring data;
5. Weather, recent conditions and forecasts;
6. Impacts to the community and risk to ecosystem;
7. Water usage, recent consumption and trends; and
8. Water supply system performance.

DISCUSSION

Characteristics of summer 2018

- This was the second summer in a row where the siphon system was relied upon to ensure the Chapman System would not run out of water for human health, fire flows, and environmental flow needs.
- It was the third time in the last four years with Stage 4 restrictions.
- Although it was a warm and dry spring, an above average snowpack delayed the implementation of Stage 2 restrictions.
- A large rain event in September replenished Chapman and Edwards Lakes but the drought persisted after that rain event. Controlled release of water at Chapman Lake weir resumed in the second half of October.

Water supply situation 2018

At the September 20, 2018 Infrastructure Service Committee meeting an update was presented on the Chapman Creek supply system. Figure 1 presented at that time depicts the water availability in the Chapman and Edwards Lakes combined during the summer of 2018.

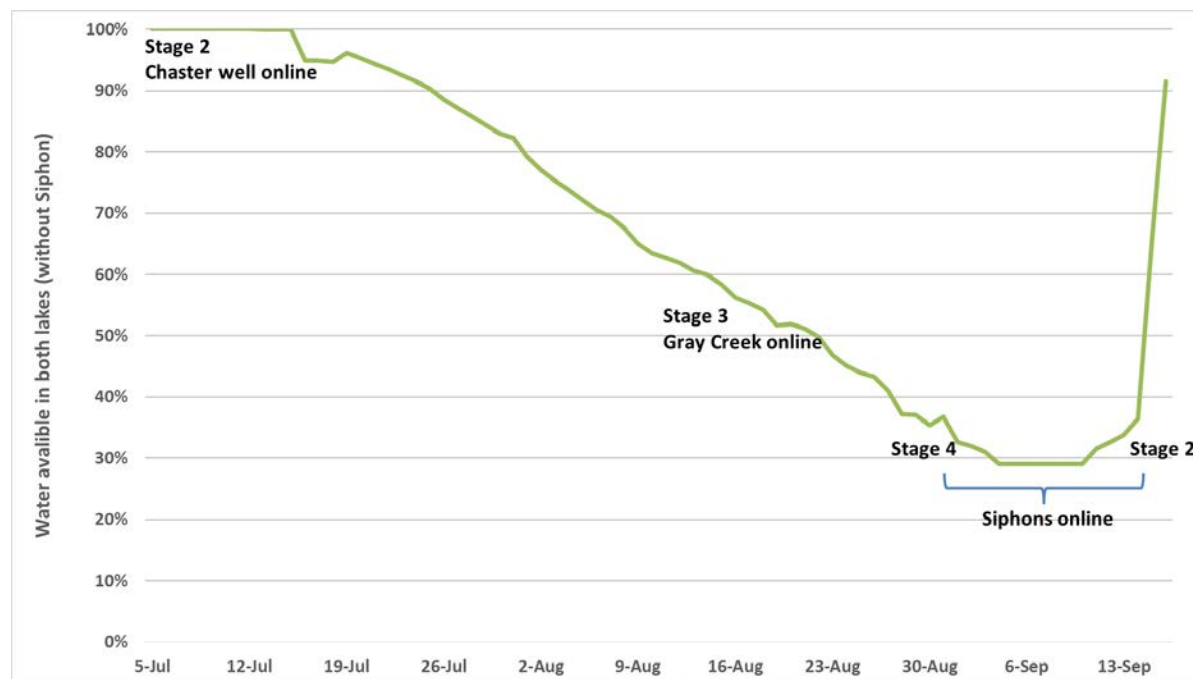


Figure 1. Accessible water available in Chapman and Edwards Lakes during summer 2018.

As indicated in the graph, Chaster Well was put online when Stage 2 was called and Vancouver Coastal Health authorized the use of our Gray Creek intake when Stage 3 was called. The siphon was used to augment flows during the first 11 days Stage 4 water restrictions were in place.

The Environmental Flow requirement of 200 l/s was met throughout the summer. In 2018, the implementation of the DMP reduced demand by approximately 161,000m³, or an average of 12%, from a modeled baseline demand over the period of time the DMP was in effect.

Implementing Stages

Table 1. Dates DMP Stages were implemented in 2018 compared to the previous six years.

Year	2012	2013	2014	2015	2016	2017	2018
Stage 2	13-Sep	9-Aug	7-Aug	9-Jun	25-Jul	21-Jul	5-Jul
Stage 3	18-Sep	--	--	11-Jul	26-Aug	1-Sep	13-Aug
Stage 4	5-Oct	--	--	13-Aug	--	3-Oct	31-Aug
Return to Stage 2	--	--	--	8-Sep	19-Sep	28-Oct	14-Sep

Water Consumption and Targets

Targets were developed to help communicate the scale of conservation efforts needed with the community. The targets were set using the recommended percentage reduction associated with the provincial Drought Levels. These percentage reductions were applied to modeled baseline demand. Meeting the target prolongs the availability of accessible water and increases the chances that the community and Chapman Creek will have water until the fall rains return.

Figure 2 outlines the daily water demand and target at different stages for the 2018 summer. The variation in demand is closely correlated to temperature and precipitation where sunny and warm weather increases demand.

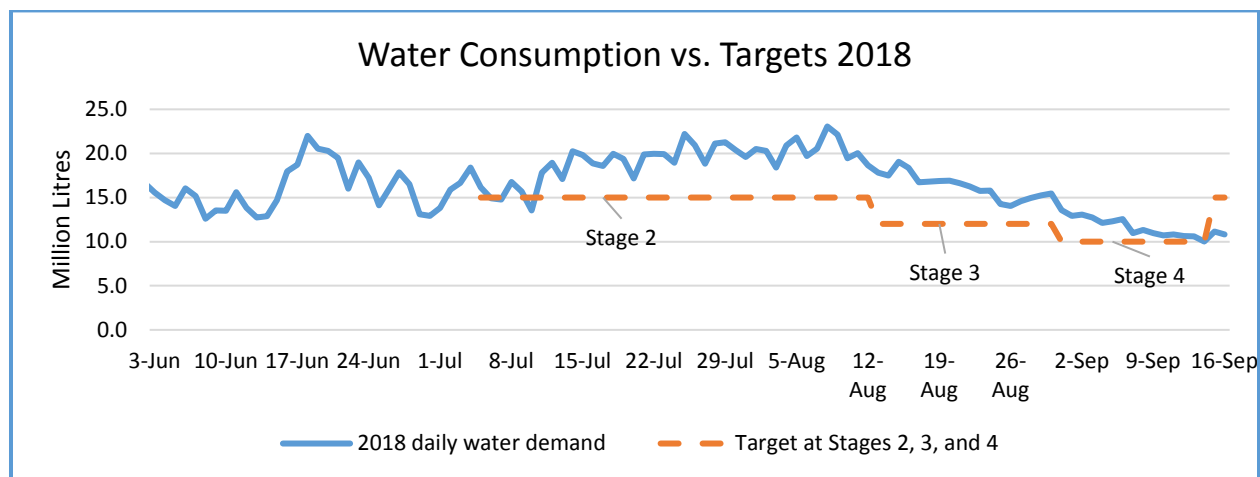


Figure 2. Water consumption compared to targets during the summer of 2018

The following table presents the percentage that the actual water consumption on average exceeded the targets during the last several years.

Table 2. Percentage water demand over target during the period of time between implementation of Stage 2 and de-escalation of stages.

Year	% water consumption compared to target	Days of Stage 2, 3, and 4 prior to return to lowest stages
2018	127%	74
2017	117%	99
2016	122%	56
2015	115%	88

Based on its own analysis and community feedback, staff considered the following factors were primary drivers for the actual water consumption by the community in 2018:

- Decreasing compliance:** The community effort to conserve water and prolong the available water supply has been significant since Stage 4 was first called in 2012. A culture of conservation has taken root in the community. After years of severe water restrictions it appears that residents are adhering less to the watering restrictions. Increased enforcement and communication work could assist with compliance and further promotion of a conservation culture as a community norm.

- Increase of allowed water uses: Some water uses are allowed at different stages. For example, hand watering and low-pressure micro-drip irrigation are allowed at Stage 3. It is possible that these practices are seeing greater adoption. As people try to adapt to frequent restrictions, there is likely a shift towards doing what people value, for example gardening, within the allowed framework.
- Seasonal population is increasing demand: Seasonal residents and summer visitors may not be as aware as permanent residents about the need for conservation. Additional communication efforts targeted at this group could be integrated into the DMP communication plan.

A technical analysis confirmed that if the targets were met in 2018 during all stages, calling Stage 4 and use of the siphon system would have been avoided.

Staff are not recommending any changes to these targets for 2019.

Communication, Outreach, and Inquiries

Effective communication with the community is an important aspect of the Drought Management Plan's implementation. In 2018, at every stage, a media release, the SCR D web-site, radio and paper ads, and social media channels were updated. Three road signs were also updated at every stage. At Stages 3 and 4, ten additional sandwich board signs were placed along the highway. Six of these were new signs for 2018.

At Stage 2, the daily water consumption charts and targets were added to the web-site and social media streams and regularly updated. At Stages 3 and 4 a mass mail out was completed to inform all residents to the escalation in water restrictions.

These communication efforts were accompanied by a variety of calls to specific stakeholders, including the Town of Gibsons, District of Sechelt, SCR D Parks and Recreation, Fire Halls, and large water users. These calls ensure timely compliance and ask for additional voluntary reductions in use.

A booth was brought to four Sunshine Coast events during the summer of 2018. The Events were the Earth Day Fair in April, the Home and Garden Show in June, Canada Day celebrations at Hackett Park in July, and the Sea Cavalcade in July. Water Treatment Plant tours that touched on the DMP as well as the overall water system were held for schools and members of the public in May.

In addition to this pro-active engagement, staff responded to e-mail, phone, front counter, and social media inquiries in a timely manner. The following numbers include complaints about infractions that required follow up. Approximately 5 to 20 DMP related inquiries per week during Stage 1. Stage 1 inquiries include many related to the New Lawn Watering Permits. Inquiry volume tends to double at Stage 2 with 10 to 40 inquiries per week. Inquiries usually peak at the start of Stage 3, where there can be as many as 60 to 90 inquiries per week. DMP related inquiries slow down once Stage 4 is implemented.

Lawn Watering Permits

Lawn Watering Permits allow extra watering for 21 days or until Stage 3 is called. As per Bylaw 422 these permits may only be issued at Stage 1.

Table 3. Lawn watering permits by year

Year	Number of Lawn watering permits
2018	54
2017	26
2016	55
2015	16

Compliance and Enforcement

Staff respond to complaints and patrol the community when watering restrictions are in effect. This process is guided by [Bylaw No. 422](#) (Attachment B) and [Bylaw No. 638](#) (Attachment C).

Water conservation staff conduct pro-active patrols across the entire Chapman Water System area. Patrols are infrequent at first and increase to a couple times a week during Stage 2. By Stage 3 and 4, there are generally two to four patrols a week.

Staff are only authorized to identify infractions that are visible from the public road. This limits their ability to fully assess larger properties or properties with partly or fully enclosed yards.

When a complaint is received or a suspicious situation is witnessed and there is no evidence of an infraction, staff will visit the property with outreach and educational material and issue a verbal warning.

When an actual infraction is witnessed or a complainant has supporting evidence, written bylaw contravention warnings are issued along with education material.

Bylaw Enforcement Notice (BEN) Tickets and associated fines are issued following written warnings or at higher stages only when staff witnessed the bylaw infractions themselves.

Table 4. Summary of DMP enforcement by year

	Period	Verbal warnings	Written warnings	BEN ticket
2018	May 1 – Sep 16	88	40	1
2017	May 1 – Oct 28	103	30	0
2016	May 1 – Oct 5	83	7	1
2015	Jun 1 – Sep 30	171	24	0
2014	Jun 1 - Sep 30	109	35	0
2013	May 1 - Sep 30	55	34	2
2012	May 1 – Oct 11	118	56	0

Staff will continue to explore how to improve enforcement efforts for the future.

Indoor Water Users

The DMP targets outdoor water uses since these account for most of the water demand (roughly doubling) in the summer compared to the winter. These outdoor uses include irrigating plants, filling pools, or using water to wash vehicles, boats, sidewalks, driveways, parking lots, exterior windows, decks, fences or building surfaces.

There are other uses which are not restricted in the DMP. Indoor water users are not restricted. Some may be higher volume users. They include marijuana production facilities, ice producers, some food and beverage establishments, concrete making and others. These commercial uses are generally quite constant throughout the year.

Because the regulation of indoor water use is legally and technically challenging, local governments generally do not restrict any such uses as part of their Drought Management Plan. Staff do not recommend further action at this time and will continue to work with these users to voluntarily reduce their water consumption.

Other Water Systems

In 2016, the groundwater systems of Langdale, Soames, and Granthams along with Town of Gibsons Zone 1 and 2 were dissociated from the Chapman Water System DMP Stages. In the last summers, these systems have gone to Stage 2 but not to Stage 3 and 4.

The Eastbourne Water System on Keats Island is technically also regulated by the Drought Management Plan as it is part of the Regional Water System function. This water supply system relies on low productivity wells and is not connected to any other water supply system. Given the increased population during the summer months these wells only allow for an allocation of approximately 200 liters per day to each property during the summer months.

Development of a stand-alone plan for the Eastbourne Water System that includes an analysis of options to increase the water supply for this specific system will be initiated. This plan will be brought to the Committee for their consideration in Q4 2019.

In the meantime staff will continue to work with local operators and promote the conservation culture that already exists. Greater collaboration with local stakeholders such as the Eastbourne Community Association and Islands Trust planners will also be pursued.

2019 Drought Management Plan Implementation

Based on the review of the implementation of the DMP in 2018, staff do not recommend any changes to the DMP for 2019.

DMP and water related outreach with the community will be increased given the completion of the revised Water Demand Analysis, greater understanding of the Water Supply Deficit and need for community resilience in the face of climate change and drought, along with clarity on supply expansion projects and their respective timelines and accessible volumes.

The DMP communication plan will be updated to develop communication avenues targeted at seasonal residents and visitors.

Building on the previously held Community Dialogues, the intention would be to hold community dialogues on water in all Electoral Areas connected to the Chapman Water System, the District of Sechelt and shíshálh Nation in Q2 of 2019. During these events, information on the DMP and water supply projects will be provided, and questions will be answered. This is also an opportunity to engage the community on ideas and suggestions on building community resilience to climate change and drought.

At the February 28, 2019 Board meeting the suggestion was raised to organize a water conference. Staff suggest awaiting the insights gained from the public engagement events and organize such a conference in the fall of 2019. This would allow for any initiatives the Board would like to undertake to be include in the 2020 budget.

STRATEGIC PLAN AND RELATED POLICIES

The SCRD Strategic Plan 2015-2018 has a priority to Embed Environmental Leadership.

CONCLUSION

This report updated the Committee on the implementation of the DMP during the summer of 2018. The DMP provides direction for the timely and responsive management of water supply during times of supply challenges or seasonal droughts. The SCRD's DMP was originally created in 2002. The more restrictive Stages 3 and 4 were first applied in 2012.

Increased communication and public engagement efforts will assist in future applications of the DMP in 2019 and beyond. Staff will continue to explore how enforcement efforts can be improved.

Development of a stand-alone plan for the Eastbourne Water System that includes analysis of options to increase the water supply for this specific system will be initiated. Such plan will be brought to the Committee for their consideration in Q4 2019.

Attachments:

- Attachment A: Drought Management Plan
- Attachment B: Bylaw No. 422 – Schedule J
- Attachment C: Bylaw No. 638 – Schedule A

Reviewed by:			
Manager		Finance	
GM	X – R. Rosenboom	Legislative	
Acting CAO	X – A. Legault	Other	



DROUGHT MANAGEMENT PLAN

Last revised: April 30, 2018

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1.0 Introduction

The SCRD's Drought Management Plan is the primary tool for minimizing impacts to water supplies caused by summer drought or unforeseen water shortage situations. The Plan prescribes water use restrictions leading up to, during, and following periods of drought, with an emphasis on curbing outdoor water use. Restrictions follow four stages, reflecting the level of risk of a water shortage. A detailed communications plan is implemented at each stage in order to reduce water consumption by changing behaviour.

2.0 Purpose

The purpose of the Drought Management Plan is to manage demand for drinking water during the summer months or during other unforeseen water shortage situations such as emergencies or major service disruptions. A Drought Management Plan is necessary in order to:

- Ensure drinking water can be delivered to all users during summer months when rainfall levels are lowest and demand for water is highest.
- Guide local behaviour change to reduce the outdoor use of potable water
- Ensure adequate water and pressure is maintained for fire protection during peak use periods.
- Ensure water sources continue to support fish and ecosystem functions.
- Be prepared for further uncertainties associated with climate change including increasing severity and frequency of drought situations.

3.0 Definitions

- "Drought" is a recurrent feature of climate involving a deficiency of precipitation over an extended period of time, resulting in a water shortage for activities, communities or aquatic ecosystems. Locally, drought may be caused by combinations of insufficient snow accumulation, hot and dry weather, or a delay in rainfall.
- "Engineer" means the person holding the position of the General Manager of Infrastructure Services / Regional Engineer for the Regional District or designate.
- "Micro-irrigation or Drip-irrigation System" means a system using irrigation components which consume less than 20 gallons per hour and operate at 25 psi or less to deliver Water to the root zone of the plant material being irrigated.
- "Permit" means a Permit issued under Section 9 of this Plan.
- "Person" shall include an individual, a corporation, a firm or a partnership.
- "Public Sector Entity" means federal and provincial government agencies, municipalities, school districts, universities, colleges and other schools.

- "Sprinkler" means a hose-connected or other sprinkler system, including automatic in-ground systems and weeper/soaker hoses, but excludes a Micro-irrigation or Drip-irrigation System (see definition above).
- "Stage" means the Stages 1, 2, 3 and 4 of Water Use Restrictions prescribed by Section 6 of this Plan.
 - "Stage 1" water supply conditions shall also be known as Normal.
 - "Stage 2" water supply conditions shall also be known as Moderate.
 - "Stage 3" water supply conditions shall also be known as Acute.
 - "Stage 4" water supply conditions shall also be known as Severe.
- "Water" means water supplied by the SCRD to an Owner or Occupier of a property and does not include collected rain, grey or recycled water. ("Owner" and "Occupier" have the same definitions as in the Community Charter).
- "Water Use Restrictions" means the restrictions on water use prescribed by Section 6 of this Plan.

4.0 Applicability

Based on local conditions, and as determined by the Engineer, any stage of Water Use Restrictions may apply to any SCRD water supply system, at any given time.

Water Use Restrictions as set out herein are applicable to all water users serviced by SCRD water, and to the use of any water supplies that have been mixed with any amount of SCRD water.

Water Use Restrictions do not apply to the use of private well water, rain water, grey water, any forms of recycled water, or other sources of water outside of the SCRD water supply system, although, other water supply systems may choose to adopt the SCRD Water Use Restrictions.

5.0 Determining Stage Restrictions

Stage 1 Water Use Restrictions are in effect from May 1 to September 30, unless otherwise directed by the General Manager. Decisions about which Stage to implement are based on a set of criteria and guidelines used to assess the risk of drought or water shortage and trigger the appropriate stage of Water Use Restrictions. In making a determination to increase the restrictions to Stages 2, 3 or 4 the Engineer will consider the following:

- i. Time of year and typical seasonal trends
- ii. Snow pack assessments and snowmelt forecasts
- iii. Storage volume of water sources and draw down rates
- iv. Stream flows and monitoring data
- v. Weather, recent conditions and forecasts
- vi. Water usage, recent consumption and trends

vii. Water supply system performance

Any stage of Water Use Restrictions may be declared or delayed at any time or in any order, as the Engineer deems necessary. Extenuating circumstances include but are not limited to:

- Unusual weather conditions
- Supply disruption
- Excessive water consumption

6.0 Water Use Restrictions

6.1 STAGE 1 - Water Supply Conditions: "Normal"

The following water use restrictions for Stage 1 are in effect from May 1 to September 30 each year, unless otherwise determined by the General Manager.

During Stage 1 a person may:

- a) use a sprinkler to water a lawn, trees, shrubs, flowers or vegetables only during the following scheduled times:
 - i. on a property with an even numbered address on Tuesday, Thursday and Sunday between the hours of 7:00 a.m. and 9:00 a.m. and 7:00 p.m. and 9:00 p.m.; and
 - ii. on a property with an odd numbered address on Monday, Wednesday and Saturday between the hours of 7:00 a.m. and 9:00 a.m. and 7:00 p.m. and 9:00 p.m.;
- b) at any time water trees, shrubs, flowers and vegetables by hose equipped with a spray-trigger nozzle, or a hand-held container;
- c) under the authority of a Permit, water a newly seeded or sodded (unestablished) lawn upon installation and any day during the following 21 day period. Permits shall be displayed on the lawn;
- d) at any time use water to wash a vehicle or boat, but must use a handheld hose equipped with a spray-trigger nozzle, or a handheld container;
- e) at any time use water to wash sidewalks and driveways, windows or exterior building surfaces, but must use a hose equipped with a spray-trigger nozzle, or a hand-held container; and
- f) at any time use water to fill a swimming pool, spa, garden pond, or decorative fountain.

Exceptions

- Sprinkling of public sports fields, public swimming pool maintenance and operation of public water parks are under a separate schedule. Public sector sprinkling of other landscaped areas and ornamental gardens shall follow the same schedule as in Section 6.1 (a).
- Micro-irrigation or drip-irrigation systems are not restricted during Stage 1, however water waste resulting from damaged equipment or over watering is a ticketable offense.

Enforcement Approach

First time offenders will receive a warning. If an owner or occupier of a premise has received a warning at any time in the past, fines during Stage 1 will be \$100.

6.2 STAGE 2 - Water Supply Conditions: "Moderate"

During Stage 2, a person may:

- a) use a sprinkler to water a lawn, trees, shrubs, flowers or vegetables only during the following scheduled times:
 - iii. on a property with an even numbered address on Thursday and Sunday between the hours of 7:00 a.m. and 9:00 a.m.; and
 - iv. on a property with an odd numbered address on Wednesday and Saturday between the hours of 7:00 a.m. and 9:00 a.m;
- b) at any time water trees, shrubs, flowers and vegetables by handheld hose equipped with a spray-trigger nozzle, or a handheld container;
- c) under the authority of an existing Permit issued under Stage 1, continue to water a recently seeded or sodded (unestablished) lawn any day during the valid period of the Permit. No new Permits will be issued during Stage 2;
- d) at any time use water to wash a vehicle or boat, but must use a hose equipped with a spray-trigger nozzle, or a hand-held container;
- e) not use water, including pressure washers, to wash sidewalks, driveways or parking lots, or exterior windows or building surfaces, **except** as necessary for applying a product such as paint, preservative and stucco, preparing a surface prior to paving or repointing bricks, or if required by law to comply with health or safety regulations.

- f) at any time use water to fill a swimming pool, spa, garden pond, or decorative fountain.

Exceptions

- Sprinkling of public sports fields, public swimming pool maintenance and operation of public water parks are under a separate schedule, to avoid heavy water use during designated residential sprinkling times
- Micro-irrigation or drip-irrigation systems are not restricted during Stage 2, however water waste resulting from damaged equipment or over watering is a ticketable offense.

Enforcement Approach

First time offenders will receive a warning. If an owner or occupier of a premise has received a warning at any time in the past, fines during Stage 2 will be \$200.

6.3 STAGE 3 - Water Supply Conditions: "Acute"

During Stage 3, a person may:

- a) at any time use a handheld hose equipped with a spray-trigger nozzle, a hand-held container, micro-irrigation or drip-irrigation systems to water trees, shrubs, flowers or vegetables;
- b) not hand water or use micro-irrigation or drip irrigation systems to water lawns;
- c) not use a sprinkler to water a lawn, including newly seeded or sodded lawns, trees, shrubs, flowers or vegetables, at any time;
- d) not use water to wash sidewalks, driveways, parking lots, exterior windows, decks, fences or building surfaces unless required to comply with health and safety regulations;
- e) not use water to wash a vehicle, boat or equipment except to wash salt water from equipment (e.g. outboard motor); and
- f) not use water to fill a swimming pool, spa, garden pond, or decorative fountain.

Enforcement Approach

First time offenders will receive a warning. If an owner or occupier of a premise has received a warning at any time in the past, fines during Stage 3 will be \$300.

6.4 STAGE 4 - Water Supply Conditions: "Severe"

During Stage 4, all outdoor (including greenhouses) water use is banned, unless required by law to comply with health and safety. Main line water pressures will also be reduced where possible.

Enforcement Approach

First time offenders will receive a warning. If an owner or occupier of a premise has received a warning at any time in the past, fines during Stage 4 will be \$400.

7.0 Vacant Land

On vacant land where an address number does not exist, the water use restrictions for that property will match those of the abutting, same side of road, properties.

8.0 Communications

Water shortage can result in economic and social hardship. It is therefore critical to ensure timely communications with water users and relevant government agencies. Detailed communications plans exist for each Stage.

Water shortages can be actively reduced by effective communications and engagement with water users. The communications plans associated with each of the stages are critical tools to be utilized early, monitored and adjusted as needed.

9.0 Permits

During Stage 1, a person who has installed a new lawn, either newly seeded or sodded, may apply to the SCRD Water Services department, for a Permit, which will allow the new lawn to be sprinkled with water outside of the designated sprinkling days, but still within the restricted hours described in Section 6. Sprinkling may occur upon installation and any day during the following 21 day period under Stage 1 or 2.

The SCRD Water Services department shall issue a Permit upon payment of a fee as determined by Bylaw No. 422 Schedule B, D, and E. Permit cards can be picked up from the SCRD main office at 1975 Field Road at the time of payment, and must be displayed on the lawn for the duration of their valid period. Permits will be issued to an owner or occupier one time only. No permits will be issued during Stage 2, Stage 3 and Stage 4.

10.0 Waste of water

Notwithstanding the Water Use Restrictions prescribed in Section 6, no person shall at any time waste water, caused by, but not limited to, the damage or deterioration of any sprinkler, micro-irrigation or drip-irrigation system, or plumbing fixture that results in water waste, or use more water than required to provide a service or complete a task, including over watering plants or lawns, and allowing a tap or hose to run unnecessarily. This is consistent with the Water Rates and Regulations Bylaw 422 and is enforceable.

11.0 Enforcement

The water use restrictions contained herein are enforced by of the Water Rates and Regulations Bylaw No. 422, the Municipal Ticket Information Bylaw No. 558 and the Bylaw Notice Enforcement Bylaw No. 638. Fines range from \$100 to \$400. Patrols will be stepped up as the Stages progress.

12.0 Schedules

Schedule "A": Outdoor Water Use Restrictions

Schedule "B": Example of Lawn Watering Permit

Schedule "C": Summary of Communication Plan

Schedule A: Drought Management Plan – Outdoor Water Use Restrictions

	Stage 1	Stage 2	Stage 3	Stage 4
Water Supply Level	Normal	Moderate	Acute	Severe
Sprinkling or soaker hose for lawns, trees, shrubs, flowers and vegetables	Even addresses: Tues, Thurs, Sun 7:00 to 9:00 a.m. and 7:00 to 9:00 p.m. Odd addresses: Mon, Wed, Sat 7:00 to 9:00 a.m. and 7:00 to 9:00 p.m.	Even addresses: Thurs, Sun 7:00 to 9:00 a.m. Odd addresses: Wed, Sat 7:00 to 9:00 a.m.	Not allowed	Not allowed
Micro/drip irrigation (25 psi or less) for trees, shrubs, flowers and vegetables	OK at any time	OK at any time	OK at any time	Not allowed
Sprinkling unestablished new lawns beyond allowable times.	By permit only, must be displayed on lawn	As per existing permit. No new permits issued	Not allowed	Not allowed
Hand watering lawns	OK at any time, ONLY with container or spray-trigger nozzle	OK at any time, ONLY with container or spray-trigger nozzle	Not allowed	Not allowed
Hand watering trees, shrubs, flowers and vegetables	OK at any time, ONLY with container or spray-trigger nozzle	OK at any time, ONLY with container or spray-trigger nozzle	OK at any time, ONLY with container or spray-trigger nozzle.	Not allowed
Washing vehicles or boats	OK at any time, ONLY with container or spray-trigger nozzle	OK at any time, ONLY with container or spray-trigger nozzle	Not allowed except for washing salt water from equipment	Not allowed
Washing sidewalks and driveways, windows, fences or exterior building surfaces	ONLY with spray-trigger nozzle or pressure washer	Not allowed except pressure washing to prep for paint, etc. or as required by law for health/safety	Not allowed except as required for health/safety	Not allowed except as required by law for health/safety
Filling swimming pools, spas, garden ponds, decorative fountains	OK	OK	Not allowed	Not allowed
Fines for infractions	\$100	\$200	\$300	\$400

For more information, contact 604-885-6806 or email infrastructure@scrd.ca.

www.scrd.ca/sprinkling-regulations

Schedule B – EXAMPLE Temporary Lawn Watering Permit



Permit No. _____

SUNSHINE COAST REGIONAL DISTRICT
1975 Field Rd,
Sechelt, BC V0N3A1
604-885-6800

TEMPORARY LAWN SPRINKLING PERMIT

Owner / Occupier Name (Please Print): _____

Company Name (if applicable): _____

House Address: _____

Mailing Address: _____

City/Province: _____

Postal Code: _____ Telephone: _____

Permission for Use:

This permit is issued in accordance with Sunshine Coast Regional District Bylaw No. 422 to permit daily watering of newly seeded or sodded lawns to support their survival during water use restriction periods.

Note: time of day watering restrictions still apply.

Duration of Use: (21 day maximum)

Today's Date: _____ Permit Expiry Date: _____

Cash register impression constitutes your official receipt.

Permit Fee: \$50.00

- Applicant (original)
- Finance Department (copy)
- Infrastructure - Water Services (Copy)

Schedule C - Communications Summary

Stage 1 (Blue)

Water supply conditions are “Normal” and emphasis is on drought preparedness. Stage 1 is in effect from May 1 to September 30, unless otherwise declared by the General Manager.

Water Conservation Goal: *Prevent water shortage.*

Messages:

- Use water wisely.
- How we use water now will determine how much we have for the remainder of the summer.

Stage 2 (Yellow)

Water supply conditions are “Moderate” and emphasis is on preventing a water shortage. Stage 2 is in effect at the time it is declared by the General Manager.

Water Conservation Goal: *Prevent water shortage.*

Messages:

- Diligent water use now ensures adequate supplies later.
- Please use only what you need.
- Aim to reduce water use by an extra 20%

Stage 3 (Orange)

Water supply conditions are “Acute” and emphasis is on preserving existing supplies. Stage 3 is in effect at the time it is declared by the General Manager.

Water Conservation Goal: *Preserve existing water supplies.*

Messages:

- No cosmetic uses of water.
- Aim to reduce water use by further 20 - 40%.
- Help spread the word.

Stage 4 (Red)

Water supply conditions are “Severe” and emphasis is on preparing for emergency water supplies. Stage 4 is in effect at the time it is declared by the General Manager.

Water Conservation Goal: *Prepare for emergency supplies.*

Messages:

- Ban on all outdoor water use.
- Aim to reduce water use as much as possible indoors and outdoors.
- Help spread the word.

SUNSHINE COAST REGIONAL DISTRICT

BYLAW NO. 422

SCHEDULE "J"

Water Conservation Stages**1.0 STAGE 1 - Water Supply Conditions: "Normal"****1.1** During Stage 1 a person may:

- (a) use a sprinkler to water a lawn, trees, shrubs, flowers or vegetables only during the following scheduled times:
 - i. on a property with an even numbered address on Tuesday, Thursday and Sunday between the hours of 7:00 a.m. and 9:00 a.m. and 7:00 p.m. and 9:00 p.m.; and
 - ii. on a property with an odd numbered address on Monday, Wednesday and Saturday between the hours of 7:00 a.m. and 9:00 a.m. and 7:00 p.m. and 9:00 p.m.;
- (b) at any time water trees, shrubs, flowers and vegetables by hose equipped with a spray-trigger nozzle, or a hand-held container;
- (c) under the authority of a Permit, water a newly seeded or sodded (unestablished) lawn on any day between the hours of 7:00 a.m. and 9:00 a.m. and 7:00 p.m. and 9:00 p.m.;
- (d) at any time use water to wash a vehicle or boat, but must use a hand-held hose equipped with a spray-trigger nozzle, or a hand-held container;
- (e) at any time use water to wash sidewalks, driveways, parking lots, exterior windows, decks, fences or building surfaces, but must use a hose equipped with a spray-trigger nozzle, a pressure washer, or a hand-held container; and
- (f) at any time use water to fill a swimming pool, spa, garden pond, or decorative fountain.

1.2 During Stage 1, the following exceptions apply:

- (a) The Engineer may establish a separate schedule for sprinkling of public sports fields, public swimming pool maintenance and operation of public water parks to balance water demands. Public sector sprinkling of other landscaped areas and ornamental gardens shall follow the same schedule as in Section 1.1 (a).
- (b) Micro-irrigation or drip-irrigation systems are not restricted during Stage 1, however water waste resulting from damaged equipment or over watering is an offense.

SUNSHINE COAST REGIONAL DISTRICT

BYLAW NO. 422

Schedule “J” continued

2.0 **STAGE 2 - Water Supply Conditions: “Moderate”**

2.1 During Stage 2, a person may:

- (a) use a sprinkler to water a lawn, trees, shrubs, flowers or vegetables only during the following scheduled times:
 - i. on a property with an even numbered address on Thursday and Sunday between the hours of 7:00 a.m. and 9:00 a.m.; and
 - ii. on a property with an odd numbered address on Wednesday and Saturday between the hours of 7:00 a.m. and 9:00 a.m.;
- (b) at any time water trees, shrubs, flowers and vegetables by hand-held hose equipped with a spray-trigger nozzle, or a hand-held container;
- (c) under the authority of an existing Permit issued under Stage 1, continue to water a recently seeded or sodded (unestablished) lawn on any day between the hours of 7:00 a.m. and 9:00 a.m. during the remaining term of the Permit. No new Permits will be issued during Stage 2;
- (d) at any time use water to wash a vehicle or boat, but must use a hose equipped with a spray-trigger nozzle, or a hand-held container;
- (e) not use water (including pressure washers) to wash sidewalks, driveways, parking lots, exterior windows, decks, fences or building surfaces, *except* as necessary for applying a product such as paint, preservative and stucco, preparing a surface prior to paving or repointing bricks, or if required for health or safety; and
- (f) at any time use water to fill a swimming pool, spa, garden pond, or decorative fountain.

2.2 During Stage 2, the following exceptions apply:

- (a) The Engineer may establish a separate schedule for sprinkling of public sports fields, public swimming pool maintenance and operation of public water parks to balance water demands. Public sector sprinkling of other landscaped areas and ornamental gardens shall follow the same schedule as in Section 2.1 (a).
- (b) Micro-irrigation or drip-irrigation systems are not restricted during Stage 2, however water waste resulting from damaged equipment or over watering is an offense.

SUNSHINE COAST REGIONAL DISTRICT

BYLAW NO. 422

Schedule “J” continued

3.0 **STAGE 3** - Water Supply Conditions: “Acute”

3.1 During Stage 3, a person may:

Section 3
replaced by
BL 422.31

- (a) at any time use a handheld hose equipped with a spray-trigger nozzle, a hand-held container, micro-irrigation or drip-irrigation systems to water trees, shrubs, flowers or vegetables;
- (b) not hand water or use micro-irrigation or drip irrigation systems to water lawns;
- (c) not use a sprinkler to water a lawn, including newly seeded or sodded lawns, trees, shrubs, flowers or vegetables, at any time;
- (d) not use water to wash sidewalks, driveways, parking lots, exterior windows, decks, fences or building surfaces unless required for health and safety;
- (e) not use water to wash a vehicle, boat or equipment except to wash salt water from equipment (e.g. outboard motor); and
- (f) not use water to fill a swimming pool, spa, garden pond, or decorative fountain.

3.2 Micro-irrigation or drip-irrigation systems are not restricted during Stage 3, however water waste resulting from damaged equipment or over watering is an offense.

4.0 **STAGE 4** - Water Supply Conditions: “Severe”

4.1 During Stage 4, all outdoor water use is banned (including greenhouses), unless required for health and safety. Main line water pressures will also be reduced where possible.

Schedule A**Designated Bylaw Contraventions and Penalties**

The penalties shown in Column A2 below include a ten percent discount for early payment in accordance with section 6.1.2 of this bylaw.

The penalties shown in Column A3 below include a ten percent surcharge for late payment in accordance with section 6.1.3 of this bylaw.

Bylaw	Section	Description	A1 Penalty	A2 Early Payment Penalty	A3 Late Payment Penalty	A4 Compliance Agreement Available
SCRD Water Rates & Regulations Bylaw No. 422, 1995	16.1	Interference with water meter or other waterworks appurtenance	\$500	\$450	\$500	No
	19.1	Unauthorized Water Use	\$100	\$90	\$110	No
	21.1	Increasing Supply of Water	\$100	\$90	\$110	Yes
	21.2	Wasting Water	\$100	\$90	\$110	Yes
	21.3	No Rain Sensor for Irrigation System	\$100	\$90	\$110	Yes
	Sch. J 1.1	Stage 1 – water use contrary to regulations	\$100	\$90	\$110	No
	Sch. J 2.1	Stage 2 – water use contrary to regulations	\$200	\$180	\$220	No
	Sch. J 3.1	Stage 3 - water use contrary to regulations	\$300	\$270	\$330	No
	Sch. J 4.1	Stage 4 – water use contrary to regulations	\$400	\$360	\$440	No

Bylaw	Section	Description	A1 Penalty	A2 Early Payment Penalty	A3 Late Payment Penalty	A4 Compliance Agreement Available
SCRD Ports Regulation Bylaw No. 518, 2000	4, 29	Failure to leave dock	\$100	\$90	\$110	No
	5	Obstruction of authorized personnel	\$500	\$450	\$500	No
	8, 9	Disorderly conduct	\$100	\$90	\$110	No
	10	Noisy Activities	\$100	\$90	\$110	No
	11	Liquor Possession	\$100	\$90	\$110	No

SUNSHINE COAST REGIONAL DISTRICT STAFF REPORT

TO: Infrastructure Services Committee – March 21, 2019

AUTHOR: Remko Rosenboom, General Manager, Infrastructure Services

SUBJECT: CUSTOM TRANSIT SERVICE UPDATE

RECOMMENDATION(S)

THAT the report titled Custom Transit Service Update be received for information.

BACKGROUND

BC Transit service is provided in two formats. Conventional Transit service provides scheduled buses on predetermined routes. Custom Transit service is provided alongside regular service (para-transit) and provides eligible users having mobility challenges with trips booked from “accessible door-to-accessible door”.

Following an emphasis on reviewing Conventional Transit service through the Transit Future Plan program, BC Transit has focused attention on ensuring effective delivery of Custom Transit service. This emphasis has resulted in a series of change initiatives.

The SCRD historically provides handyDART services as the only delivery model of Custom Transit service while other local governments also have delivery models where commercial taxi providers are engaged.

In 2016, a service boundary for handyDART was established at 1.5 km from Conventional Transit routing. In 2017, in-person site visits for new applicants were implemented to ensure safe building access for handyDART vehicles, drivers and clients.

The purpose of this report is to detail recent changes to the structure of handyDART service.

DISCUSSION*Custom Transit Registration Program*

A current initiative of BC Transit is the multi-year implementation of a revised registration process for handyDART, bringing it into line with best practices across Canada (Attachment A). This new process provides each applicant with an in-person assessment by a mobility coordinator. This began on the Sunshine Coast in February; costs were included in the 2018-19 budget as the program is a mandatory element of delivering handyDART services. The objective is to better match client transportation needs with available transit services, and in this way to increase both client mobility and system effectiveness.

BC Transit has contracted a local health services company to provide the client assessments. Contracted staff have been trained to provide each new handyDART applicant an in-person mobility assessment and an overview of available transit options. Current clients are not included in the initial implementation, however over time a reassessment will be provided to all clients. This ongoing process is an effort to ensure transit access continues to best meet client needs as they potentially change over time. Staff are considering options to further educate handyDART

applicants who are assessed as deriving greater benefits from Conventional transit. A list of answers to potential questions about the program is included with this report (Attachment B).

Custom Transit Service Report

In the fall of 2018 the provincial government requested that BC Transit work with local governments with no Custom Transit service on evenings and weekends to identify improvement opportunities for this service. This request is reflected in the BC Transit Service Plan 2019-2022 released in February 2019.

In Q1 of 2019 BC Transit provided a report to SCRD with Custom Transit performance information specific to the Sunshine Coast, along with relevant best practices (Attachment C). This information is intended to help the SCRD consider further Custom Transit improvements, including opportunities to align service availability both in days and hours of operations per day and the introduction of other Custom Transit service delivery models in addition to handyDART.

Next Steps

SCRD will work with BC Transit to identify opportunities to expand our Custom Transit service in terms of delivery model and timing of when this service is delivered. A report will be brought to Committee once the operational and financial implications are confirmed.

Financial Implications

Funds for the revised handyDART registration and assessment process were included in the 2018-19 AOA and the 2019 SCRD budget.

The financial implications of options for an expanded Custom Transit service will be presented at a future Committee meeting.

STRATEGIC PLAN AND RELATED POLICIES

Providing transit service, including handyDART, aligns with the SCRD 2015-2018 strategic value and priority of Embedding Environmental Leadership, as well as the priorities of Facilitating Community Development, Ensuring Fiscal Sustainability, and Supporting Sustainable Economic Development.

CONCLUSION

It is recommended that this report be received for information. The budget will not be affected by changes, while details on BC Transit initiatives will be communicated to Committee as further information becomes available.

- Attachment A: January 9, 2019 Letter from Lisa Trotter, BC Transit
- Attachment B: Customer FAQ's – 2019 Custom Registration Process
- Attachment C: Jan 23, 2019 Letter from Kevin Schubert, BC Transit – Custom Transit Services Report

Reviewed by:			
Manager	X- G. Dykstra	Finance	
GM		Legislative	
Acting CAO	X – A. Legault	Other	



Dear Remko:

Subject: Implementation of Revised Custom Transit Registration Program

I am writing to provide an update on the launch of the revised custom transit registration process in your community.

As British Columbia's population continues to age, it is essential that handyDART¹ resources are focused on the customers who require this specialized service, and that accessible conventional buses are used to their full capabilities. An increasing number of transit systems across North America are moving away from a paper-based application to a more accurate and personalized method of registering custom transit riders. In 2015, following a very successful pilot of this approach in two BC Transit systems, our Board of Directors approved a phased roll-out to all other handyDART systems, as resources permit. We have successfully implemented this program in 10 communities.

As part of the continued roll-out of this program, we will be implementing the revised custom transit registration process in Sunshine Coast Transit System beginning early February for any new custom transit registrants. Replacing the previous registration method that relied solely on an application form, the revised process utilizes an in-person assessment with a mobility coordinator from Home Healthcare Network in order to match the applicant's needs with the most appropriate type of transit services available. The process takes into account each individual's travel needs in addition to their cognitive and physical abilities with regard to using the conventional service.

Mobility coordinators also inform applicants about the accessible transit options available in the community, assess their ability to travel safely, ensure their mobility aids are appropriate for transport and make recommendations to BC Transit as to the applicants' eligibility categories (unconditional, conditional, temporary, ineligible). If an applicant does not agree with the eligibility outcome, they have the right to appeal the decision.

Building on the success in other communities, we will be monitoring the revised process implementation for new registrants and would be happy to report on its progress at a future date.

Should you have any questions regarding this project, please contact me directly.

Sincerely,

Lisa Trotter
Senior Manager, Government Relations
BC Transit

¹ Two types of services are available: "conventional service" refers to trips operating on fixed routes and schedules to bus stops throughout the region while "custom service" (also known as handyDART) provides door-to-door service to registered users who have a disability that prevents them from using the conventional service some or all of the time. All vehicles in the system are low floor or ramp- or lift-equipped and can accommodate people using wheelchairs and scooters.



Frequently Asked Questions About the Revised Custom Registration Process

Why is BC Transit implementing a new registration process for handyDART service?

BC Transit is implementing the revised custom registration process in order to bring it into alignment with current best practices in use across Canada. This new process will enhance the quality and personalization of handyDART registration so that it is based on a conversation rather than a paper form.

As the population continues to grow, it is increasingly essential that handyDART resources are focused on the customers who require this specialized service, and that fully accessible conventional transit buses are used to their full capabilities. The revised custom registration process includes the use of an in-person assessment with a mobility coordinator, and it is designed to match the applicant's needs with the most appropriate type of transit services available.

Is this type of process being used in other transit systems?

Yes. An increasing number of transit systems across North America are moving away from a paper-based application to a more accurate and personalized method of registering custom transit riders. The revised custom registration process was successfully launched in

Why do I need to be assessed?

There are several reasons why BC Transit has chosen to use in-person assessments for customers applying for handyDART services.

1. To make sure that you are matched with the public transit option(s) that best meet your needs.

Some customers may not be aware of the full scope of accessible services offered in their transit system. These assessments are intended to determine your abilities related to the use of public transit and also to provide you with information about the variety of transit options that may be open to you.

2. To provide you with individualized education about how to safely use BC Transit's systems (including handyDART).

It is important that handyDART customers understand how to use the system. During the assessment, the therapist will talk with you about things such as:

- How to book a handyDART trip
- How to wait for your ride
- How the system works and what to expect on board the bus
- The roles and responsibilities of a handyDART driver
- The full range of transit options available, including fully accessible conventional transit buses

The therapist will also spend time answering any questions you may have.

3. To ensure your safety by assessing the equipment you may use on handyDART.

We ask that customers bring their mobility equipment (walker, wheelchair, scooter or cane) with them to the appointment. The therapist will check your equipment and make sure that it is safe to be used while traveling on public transit.

How long is the assessment?

Most assessments take less than one hour.

What does the assessment cost?

The assessment is free of charge to anyone who has applied for handyDART services.

Can I bring a family member or caregiver?

We encourage you to bring a family member, friend or caregiver to the assessment with you, especially if that person would be helpful in providing relevant information.

What should I bring to the assessment?

- You should bring all the mobility equipment that you use when out in the community (i.e. walker, cane, power or electric wheelchair, scooter).
- Wear or bring clothes that are suitable for going outdoors.

What will happen at the assessment?

The therapist will spend time talking with you about the difficulties that you experience getting around in the community. You may be asked about relevant medical diagnoses (that might make it difficult for you to access the regular transit system). You may be asked about changes in your physical or

cognitive (thinking) abilities. If you wish, you may invite a family member or caregiver to attend and help to provide this information.

If you have physical difficulties, there will be an assessment of your mobility. The therapist will observe how you get around (standing up/sitting down, walking, using your mobility aid(s) or using your wheelchair or scooter).

If you have cognitive or emotional difficulties that affect your ability to get around in the community, the therapist may use some special tests designed to assess whether you can safely use the bus.

Generally the assessments also include a walk/roll outdoors so that the therapist can see how you manage getting around in the community. Make sure that you bring clothing appropriate for the weather on the day of your assessment.

Will it be unpleasant?

No! The therapists are there to make the experience a pleasant one. Based on follow-up telephone surveys with applicants who participated in an in-person assessment in Vernon Regional, all those surveyed found it to be a positive and respectful experience.

Is there an option for the therapist to assess me in my home or residential care facility?

We understand that a trip to and from the assessment can be inconvenient for some people; however, as this is an assessment that directly relates to accessing the community (through the use of public transit), it is most appropriate to have an assessment within the community. If you do not have a ride to and from the clinic, handyDART will provide the transportation free-of-charge. This provides you with an opportunity to trial the system that you are applying to use, and discuss any questions or challenges with the therapist once you arrive.

I live in an assisted living facility and have already had an assessment done by a medical practitioner, so why do I need an assessment for handyDART services?

The assessments for handyDART service are transit-specific and focus on mobility needs related to public transportation. This assessment process also reviews safety and suitability of mobility aids on public transit and includes education about all local transit service available in your area.

What if I'm having a better day than usual on my assessment day?

The therapists responsible for conducting the assessments have extensive experience and education regarding assessment and treatment of individuals with a wide variety of conditions and impairments. All of the therapists have Masters Degrees in occupational therapy, and specialize in

understanding how a condition, disease or impairment affects a person's function. When assessing function, the full picture is always considered. The OTs rely heavily on information that you provide us with during the interview, and they are aware of the typical functional difficulties (and fluctuations in function) that occur with many medical conditions.

When will I hear back?

BC Transit will make every effort to ensure that you receive a letter outlining your eligibility for handyDART service within 14 days of your assessment.



January 23, 2019

Attn: Local Government Partners

From: Kevin Schubert
Director, Regional Transit Systems

Re: Custom Transit Services Report



Identifying and prioritizing appropriate investments in transit is a key deliverable shared between BC Transit and local governments each year. As you know, these priorities ultimately inform the annual budgeting process for all funding parties.

While investments in conventional transit services have generally kept pace with demand, increasing pressure from customers with physical or cognitive impairments is placing significant strain on custom (door-to-door assisted) transit services.

In response to these rising pressures, the Minister of Transportation and Infrastructure requested that BC Transit work with its local government partners to identify opportunities to enhance the availability and effectiveness of custom transit service throughout British Columbia. Over the past several months, we have completed a review of best practices and industry trends to guide a vision for custom transit services in BC, including handyDART.

A fulsome discussion of the findings will be undertaken at the upcoming BC Transit Workshop in June. However, one of the key findings of the review that should be considered during your budget development is the opportunity to align both the span of hours and service boundaries between conventional and custom transit. While not yet specifically required in British Columbia, this alignment is legislated in the United States and in some Canadian provinces. Equitable services generally implies that while the service solution may vary based on a customer's ability, availability and fares should not differ whenever possible.

To assist you in assessing custom transit service within your boundaries, a report has been compiled summarizing performance and corresponding recommendations in accordance with best practices. A common theme of the reports is the opportunity to align service availability both in the days and hours of operation per day, along with optimization of the distribution of custom services between dedicated and flexible service providers. In many cases, these enhancements are subject to identifying suitable, and ideally multiple, flexible service providers.

Your Government Relations Manager will be in contact shortly to share these reports and discuss any recommendations. These recommendations are intended to support informed decisions in development of your three year Transit Improvement Plan for the years 2020/21 to 2022/23. While the reports reflect the performance indicators from the

2017/18 operating year, updated information for the 2018/19 fiscal year will be available in May.

I sincerely hope you will consider the recommendations in the development of transit service priorities within your transit system. If you have any questions, I encourage you to reach out to your Government Relations Manager.

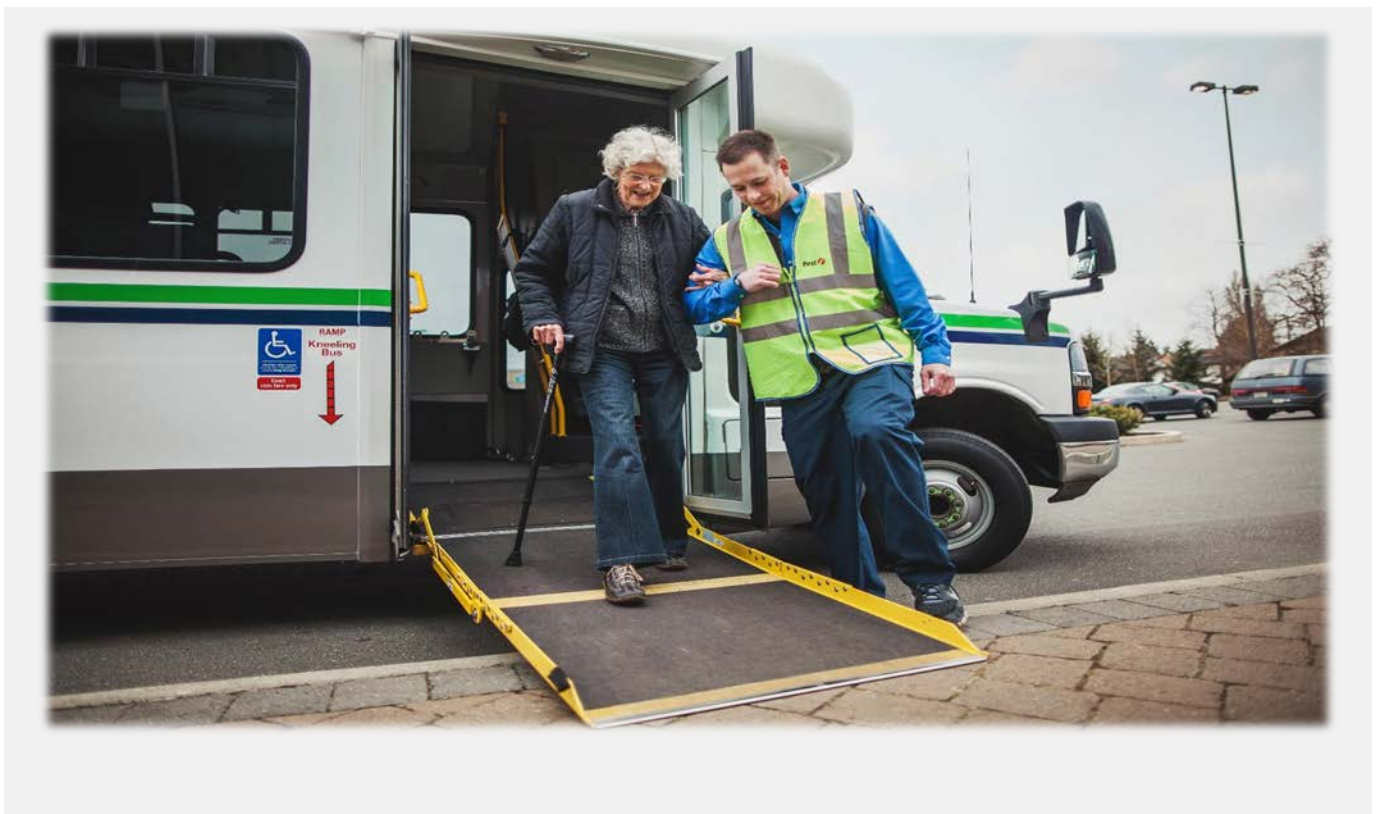
Sincerely,
On behalf of BC Transit

A handwritten signature in blue ink, appearing to read 'K. Schubert', is written over a light blue circular stamp.

Kevin Schubert
Director, Regional Transit Systems

Custom Transit Services

Sunshine Coast Transit System



January 16, 2019

Name of Local Government Partner(s)



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1.0 Custom Transit Overview

This report is intended to provide an overview of the Custom service options within the Sunshine Coast Transit System for customers with physical or cognitive impairments. The overview consists of an explanation of Custom Transit, detailed data analysis specific to the Custom service options within the Sunshine Coast, future trends in regional demographics, and resulting recommendations, in accordance with provincial, national, and international best practices to improve system performance. The report's goal is to provide stakeholders with useful information to make informed decisions to enhance the Custom service options in the Sunshine Coast.

To support your decision making, recommendations are provided in priority order for enhancing the availability of Custom Transit in your community. This is intended to help the process for informing the three-year transit initiatives for your community. For each recommendation, we have provided a high level estimate of the investment required to achieve that specific objective. While Custom services pose unique challenges when forecasting budget and ridership impact, best efforts have been made to provide sufficient budget estimates.

1.1 What is Custom Transit?

Custom Transit service includes door-to-door, demand-responsive or specialized service for registered customers with physical or cognitive impairments who are unable to independently use the Conventional services some or all of the time. Depending on the community, demographics, and demand for Custom Transit, there are three Custom service options offered across the province of British Columbia (BC). These options are as follows:

handyDART (Also referred to as Van Rides): A Custom Transit service option that provides a door-to-door shared ride service that uses smaller vehicles to transport clients to and from locations that are pre-arranged with the client ahead of their scheduled pickup time. Once arranged, the Operator (driver) will arrive at the client's home or requested pickup location, help them board the vehicle, and safely get them to the door of their final destination.

Taxi Supplement Program: The Taxi Supplement Program enables the handyDART dispatcher to book trips in taxis when handyDART is unavailable, either due to capacity issues resulting from the bus being too full, or because the trip cannot be accommodated within the requested pickup window provided by the client. For instance, if a passenger requests a trip when the handyDART vehicle is unavailable, Taxi Supplement enables the handyDART dispatcher to relay the passenger's name and pickup and drop off details to a participating taxi company. The taxi company then dispatches an appropriate taxi vehicle type to the client's requested location and provides the service.

Taxi Saver: Taxi Saver enables registered handyDART users to purchase taxi vouchers at a discounted rate of 50%. This enables registered handyDART clients to coordinate their own trips on their own time with participating taxi companies.

1.2 Elements of Effective Custom Transit Services

There are many best practices recognized at a provincial, national, and international level that support the provision of effective Custom service within a transit system. Each contribute to a Custom program that maximizes the availability of customized service options for registered eligible users who are unable to independently use the Conventional services. These best practices include:

Functional Ability Assessments: Functional ability assessments modernize the process of eligibility based on a rider's ability to use conventional service in lieu of diagnosis, age, or mobility device. To assist in this holistic approach to transit services, BC Transit works with independent Occupational Therapists, trained on public transit service options, to provide professional assessments leading to a recommendation for an individual's unconditional, conditional, or ineligible use of Custom service options. Conditional and ineligible assessments are then validated by BC Transit staff before confirmation is sent to an applicant. This program ensures that services are efficiently and effectively allocated based on the customer's abilities. Through proper allocation, a healthier system is maintained for all users by mitigating any one component of the system being unnecessarily overburdened. This program was endorsed by the BC Transit Board for implementation in all handyDART systems by 2021/22.

Travel Training: Travel Training is an important initiative to encourage and support first time users to navigate the transit system. It serves to inform the community of travel options and unlock the latent demand that may exist within the region. Travel Training assists individuals who may meet the handyDART eligibility criteria in learning to use Conventional and Custom Transit Services. Travel Training provides targeted information and awareness to those members in the community that would find it most beneficial and enable their independence by increasing their comfort level with Conventional services.

Service Equity: A transit system should view conventional and custom services holistically and not as independent systems. This means, while the service solution may vary based on a customer's ability, availability and cost should not differ whenever possible. Fares for custom services should be equal to, or not greater than 50% of, fares for conventional service. Custom services should endeavor to be available during all hours of Conventional service. Boundaries for Custom service should reflect those of Conventional services. The American Disabilities Association recommends custom service boundaries be equal to within 1.5 kilometers in all directions of existing Conventional routes. This not only provides holistic equality to services, it also ensures that custom transit is servicing the same densely populated zones as Conventional.

Taxi Supplement: The use of supplemental services plays an important role in providing effective and efficient Custom service. handyDART buses are integral to the efficient transportation of customers with mobility aids and the efficiencies of moving many customers simultaneously. The use of flexible services (ie. taxis) to supplement handyDART service during peak demand periods and often for one-off customers in remote areas is key to meeting demand in the most efficient way. The effective distribution of service between dedicated handyDART vehicles and flexible services results in an overall reduction in cost per passenger.

This may be particularly beneficial in employing a strategy to achieve an equal service span to Conventional service.

Subscription Trips: Subscription Trips are recurring trips that are booked well in advance and allow for efficient scheduling and planning. In order to ensure availability for less frequent and spontaneous trips requests, the percentage of subscription trips should be monitored closely. When the percentage of subscription trips is high, there is less available time for non-subscription users which will likely result in an increase in unmet trips or latent demand in the system from discouraged riders. The Canadian Urban Transit Association (CUTA) suggests that a ratio equal to 50 percent of subscription trips to Van and Taxi Supplement Rides will provide sufficient availability for non-subscription trips.

These best practices, when employed simultaneously, have enabled communities across British Columbia, Canada, and the United States to thrive better than providing any option entirely on its own. By implementing these best practices, your community is better able to serve the holistic transit needs of your community.

2.0 Key Performance Statistics

Current Service Performance	2017/18 Actual		YoY Var		2016/17 Actual		YoY Var		2015/16 Actual		YoY Var		2014/15 Actual		2017/18 Tier Average
Van Rides per Actual Hour	2.26	9%	2.07	-1%	2.09	-15%	2.45		2.47						2.47
Unmets as % Van Ride	0.25%	8%	0.23%	-55%	0.51%	-29%	0.71%		0.51%						0.51%
Subscription Trips	NA		NA		NA		NA		NA						
As Percentage of Rides (Van and Taxi Supplement)	NA														73%

The overall performance for the system has been stable. In 2017/18 the System saw Van Rides per Hour increase from 2.07 in 2016/17 to 2.26. Geographic, sociopolitical, and demographic factors all play significant roles on how Custom services within a system operate. These factors combined with performance indicators such as the number of Unmet Trips and the number of Subscription Trips help guide future decisions on how best to offer Custom Services within your community.

Unmet Trips are counted as any trip that could not be met one hour before or one hour after the requested pick-up time, due to vehicles booked to capacity. If a requested return trip cannot be accommodated, this counts as two unmet trips. When the customer has a latest arrival time (ie. a scheduled appointment), a one-hour scheduling window should only be used on the early side to ensure the customer gets to the appointment on time. When there is an earliest departure time (ie. the time someone's program ends), the scheduling window should be from that time to one hour after. Unmet Trips are a key indicator as to whether or not other Custom Service offerings are being utilized to enable service offerings equitable to those provided by the Conventional services. Unmet Trips are further impacted by the number of subscribed users. Too many subscribed users can limit semi-spontaneous travel options and discourage current and future customers.

To reduce the number of Unmet Trips, programs such as Taxi Supplement can help. Taxi Supplement has the ability to assign flexible service options, such as taxis, for the purposes of delivering Custom services to clients looking to travel during peak travel times, or during times of the day when it makes better sense to reserve handyDART vans for clients requiring the use of large and/or multiple mobility aids. By utilizing all available Custom service offerings, the system is better able and prepared to meet the needs of their customers throughout the day.

Below reflects the distribution of demand among the Custom services:

Passenger Rides	2017/18 Actual		YoY Var		2016/17 Actual		YoY Var		2015/16 Actual		YoY Var		2014/15 Actual		2017/18 Tier Average	
Total Passenger Rides	8,062	9%	7,383	7%	6,908	-15%	8,117									
Van Rides	8,062	100%	7,383	100%	6,908	100%	8,117	95%								
Taxi Supplement Rides		0%		0%		0%		2%								
Taxi Saver Rides		0%		0%		0%		3%								
		100%		100%		100%										

This distribution of rides helps illustrate the way in which Custom services are provided in your community and demonstrates to what degree opportunities exist to adjust the distribution of rides within the Custom service offerings. Adjusting the distribution of rides allows the system to properly allocate resources to meet demand in the most effective and efficient way.

The efficient delivery of Custom services is of paramount importance as we seek to provide better accessibility for riders in your system. To illustrate the current cost breakdown for your community, we have provided a chart below to show the average Cost per Passenger Ride among the potential service offerings. It is important to note that Taxi Saver Rides reflect 50% of the fare being covered by the rider, thus the often significantly lower cost.

Operating Cost Ratios	2017/18 Actual		YoY Var		2016/17 Actual		YoY Var		2015/16 Actual		YoY Var		2014/15 Actual		2017/18 Tier Average	
Cost per Passenger Ride	\$ 40.62	-6%	\$ 43.24	-5%	\$ 45.32	26%	\$ 36.10									\$ 31.79
Van	\$ 40.62		\$ 43.24		\$ 45.32		\$ 36.10									\$ 32.84
Taxi Supplement	\$ -		\$ -		\$ -		\$ -									\$ 10.80
Taxi Saver	\$ -		\$ -		\$ -		\$ -									\$ 5.47

The difference in costs among the various ride delivery methods offers an opportunity to influence the distribution of demand in an effort to optimize costs while providing a better overall span of service. Where Van Ride per Hour are lower than, or the Cost per Passenger Rider exceeds, the Peer average, there may exist opportunities to adjust the distribution of demand towards flexible services subject to their availability.

Another indicator of demand is Active Registrants. Active Registrants is defined as any user of the system within the last 18 months. In 2017/18, there were 72 new eligible users of Custom services and a total of 548 Active Registrants which is equal to 1.8% per Capita. The CUTA average for Active Registrants per Capita is 2.1%. This indicates the relative number of Active Registrants within Canada

for Custom Transit Services. Where Active Registrants per Capita is below this average, this may indicate latent demand for Custom Services and where higher than the CUTA average, it may indicate that the community is keeping up with demand.

Service Offerings	Conventional Transit	Custom Transit	Variance to Conventional
Hours of Operation	Monday-Friday: 0530 to 2400 Saturday: 0600 to 2400 Sunday: 0600 to 2400	Monday-Friday: 0830 to 1630 Saturday: 1000 to 1500 Sunday: No service	Monday-Friday: 0530 to 0830 and 1630 to 2400 Saturday: 0600 to 1000 and 1500 to 2400 Sunday: 0600 to 2400
Fares	Cash Fare: \$2.00 □	Cash Fare: \$2.00□	No Variance
Service Boundaries	Yes	Municipal Boundary	To Routing

The above table identifies the availability of handyDART, and where available Taxi Supplement, services in comparison to Conventional service span of hours, fares and boundaries. The variance identifies the opportunity to enhance the transit services available in your community by taking a holistic approach and promoting equity within the transit system by ensuring those requiring Custom services have equal access during the same periods as those who access the Conventional services. Progressively addressing the variance first in the available days of service followed by the span of hours each day, fares and boundaries should be a priority towards the goal of equitable service. Flexible resources may offer an efficient method to efficiently meet, and prove, demand during these extended periods of time. Where sustainable, if not multiple, flexible service options are not currently available in your community, strategies should be developed to support their introduction.

3.0 Recommendations

The following recommendations are presented in priority order based on the following criteria:

- Unmet trips should be addressed as a top priority to support customer service excellence while mitigating the build-up of latent demand;
- Initiatives to accurately identify, and maximize the availability of service for, eligible users of Custom services;
- Initiatives to progressively address equity of service among Conventional and Custom services with priority as follows:
 - Days of service (ie. no weekend, Sunday or holiday service);
 - Hours of service (ie. evening service, morning service);
 - Fares;
 - Service Boundaries; and,
- Other initiatives to improve the overall program.

3.1 Expand Custom Service to Align with Conventional Service

To address the identified variance of Custom service availability to Conventional service, it is recommended that service be expanded in phases towards the achievement of equitable access to transit as follows:

- Introduce basic weekend Custom service on Sunday to reflect the Conventional days of operation at an estimated cost of \$40,000.
- Expand the Custom service hour span of weekday service to reflect the Conventional hours of operation at an estimated cost of \$116,000
- Expand the weekend hours of Custom service to reflect the Conventional hours of operation at an estimated cost of \$68,000

It is important to acknowledge that at this time, these costs do not reflect expanding the existing dispatch hours within which a customer will still need to call to book their trip. BC Transit is currently working on initiatives to address the expansion of dispatch hours in the most effective manner.

3.2 Introduce a Flexible Service Option

With no Taxi Supplement Program in your community today, it is important that efforts be taken towards identifying a sustainable flexible service provider to most effectively support the expansion of Custom services to address the inequity with Conventional service. BC Transit is acting upon several initiatives to enhance Custom service options including enhancing the requirements and oversight of Taxi Supplement Agreements.

3.3 Implement a Travel Training Program

In the absence of an existing Travel Training Program, it is recommended that steps be taken to identifying an appropriate local community group who can support the implementation of such a program with the support of best practices identified by BC Transit and the local service provider.

SUNSHINE COAST REGIONAL DISTRICT STAFF REPORT

TO: Infrastructure Services Committee – March 21, 2019

AUTHOR: Remko Rosenboom – General Manager, Infrastructure Services

SUBJECT: RFP 18 334 CONTRACT AWARD CURBSIDE GARBAGE COLLECTION SERVICE

RECOMMENDATION(S)

THAT the report titled RFP 18 334 Contract Award Curbside Garbage Collection Service be received;

AND THAT the contract for Curbside Garbage Collection Service be awarded to Waste Management in the amount up to \$2,316,490 (plus GST);

AND THAT the delegated authorities be authorized to execute the contract.

BACKGROUND

The following recommendation was adopted at the regular Board meeting of February 21, 2019:

Corporate

It was moved and seconded

037/19

Recommendation No. 9 *Rural Area Curbside Collection Services Award Report – Next Steps*

THAT the report titled Rural Area Curbside Collection Services Award Report – Next Steps be received;

AND THAT RFP 18 334 garbage, manual collection services be awarded to Waste Management;

AND THAT staff be authorized to negotiate both weekly and bi-weekly services to ensure business continuity of the service and report back the costs and terms;

AND FURTHER THAT a Special Infrastructure Service Committee meeting be scheduled in February 2019 to discuss policy decisions and service levels with respect to solid waste services.

The purpose of this report is to provide the Committee with an update on the negotiated terms and conditions of the contract for manual garbage collection service for the purpose of confirming the contract award to Waste Management.

DISCUSSION

As per the above mentioned recommendation staff engaged with the successful bidder to confirm the terms and conditions for weekly and bi-weekly manual collection of garbage.

Operational implications

Waste Management confirmed they are willing to enter into a contract with SCRD for garbage collection that allows for a transition from weekly to bi-weekly garbage collection. This transition can be initiated by SCRD in writing when desired by the SCRD. Once initiated Waste Management will confirm the required lead time for the actual implementation to bi-weekly collection to allow for adequate communication with residents and any additional staff or vehicles Waste Management may need to make arrangements for.

It was confirmed that the current operational practices for the manual garbage collection with containers with a maximum volume of 77L will be continued until the transition to bi-weekly is made. At that time residents will be allowed to use a container with a maximum volume of 120L. There will be no other operational implications due to a transition from weekly to bi-weekly garbage collection.

Financial Implications

Waste Management has provided a cost for weekly manual garbage collection. The revised estimated contract value for this service is \$463,298 annually and the previously budgeted cost was \$398,298, which requires an additional \$65,000 of funding to maintain the service. At its March 14, 2019 meeting the Board decided to amend the 2019-2023 Financial Plan accordingly.

STRATEGIC PLAN AND RELATED POLICIES

The purchasing process followed for this service is aligned with the SCRD Purchasing Policy and reflects the set of values identified in the Strategic Plan, including the Priority to Ensure Financial Sustainability.

CONCLUSION

As requested by the Board, Waste Management has confirmed the terms and conditions of a contract for the weekly collection of garbage which could be transitioned into a bi-weekly collection when desired by the SCRD.

Staff recommend awarding a five year contract to Waste Management for manual weekly curbside garbage collection for a total contract value of up to \$2,316,490 (plus GST).

Reviewed by:			
Manager		Finance	X – S. Zacharias
GM		Legislative	
A/CAO	X – A. Legault	Other/Purchasing	X – V. Cropp