

2013-101



www.recreation.oakbay.ca

To: Mayor & Council  
From: Director of Parks & Recreation  
Subject: Early Capital Approval – Three Items  
Date: April 8, 2013

---

#### PURPOSE

Staff are requesting early approval for three capital projects as part of the 2013 capital plan.

#### BACKGROUND

The three projects for which early approval is being requested are as follows:

1. **Dolphin Pool Vacuum** – The facility normally keeps two working units on hand, as they are notorious for breaking down. There is currently only one working unit on site, and recently that unit was down for a period of time. This is a needed piece of equipment, and early approval will reduce the amount of time the facility would operate without a spare. The cost of the unit is \$4,700 and it would be funded by taxation through the 2013 capital plan.
2. **Turnstiles at OBRC** – Turnstiles would be installed at the entrance to the pool and the fitness studio. Benefits include tighter access control, smoother client flow through the reception area, better statistics with respect to pool vs fitness studio attendance and greater efficiency in utilizing staff resources. Both West Shore Parks & Recreation and Panorama Recreation realized 15% increases in admission revenue given the tighter access control. Staff believe this will help our admission revenue as well. Early approval is sought to allow lead time before the hardware would be installed during the pool shutdown in June. The next pool shutdown is scheduled for 2015. The cost of this project is \$55,000 with an estimated three year payback. The project would be funded by taxation through the 2013 capital plan.
3. **Prep Table Cooler** – This table/cooler keeps condiments and vegetables accessible and refrigerated throughout the day. The cooler was purchased in 1976 and has recently failed, with repair costs estimated in excess of \$2,000. Early approval is sought to allow for more efficient kitchen operation, particularly in the warmer months ahead. The cost of this unit is \$3,200 and it would be funded from other sources (Ryan Vending Fund).

#### RECOMMENDATION

1. THAT Council give early approval to purchase a dolphin pool vacuum at a cost of \$4,700; and
2. THAT Council give early approval to purchase turnstiles at a cost of \$55,000; and
3. THAT Council give early approval to purchase a Prep Table Cooler at a cost of \$3,200.

A handwritten signature in black ink, appearing to read "Ray Herman".

Ray Herman  
Director of Parks & Recreation

2013- 102

To: **Mayor & Council**  
From: **Director of Parks & Recreation**  
Subject: **Bubble Replacement Award**  
Date: **April 8, 2013**



www.recreation.oakbay.ca

---

**PURPOSE**

The tender process for the replacement of the four-court tennis bubble has been completed. Council is requested to approve award of the contract to supply and install the bubble.

**BACKGROUND**

Tendering for the four-court bubble replacement closed on March 22, 2013. Two bids were received, and are outlined as follows:

- **The Farley Group** \$435,852 plus \$6,953 for removal of existing bubble = **\$442,805**
- **Aral Construction Ltd.** \$496,495 plus \$23,400 for removal of existing bubble = **\$519,895**

**ANALYSIS**

Both bids are considered compliant. Staff recommend award to The Farley Group as the low bidder.

**FINANCIAL IMPACT**

When discussed at the Joint Council/Parks & Recreation Commission Estimates Meeting, the project was budgeted at \$413,000. The project is to be funded from the Capital Works Reserve, and is identified in the 2013 capital plan in the Estimates Budget. The budget of \$452,300 provides some contingency funding as well.

**RECOMMENDATION**

THAT Council approve awarding the contract for the replacement and removal of the four-court tennis bubble to The Farley Group at a price of \$442,805.

A handwritten signature in black ink, appearing to read "Ray Herman".

Ray Herman  
Director of Parks & Recreation

2013-104

## MEMORANDUM

**To:** Mayor and Councillors

**From:** Gary C. Nason, Chief Administrative Officer

**Date:** March 22nd, 2013

**Re.** Bowker Avenue Water Main Break

---

### BACKGROUND:

As Council is aware, a significant water main break occurred at the corner of Bowker Avenue and Eastdowne Road on November 20<sup>th</sup>, 2013. In the process of removing an old fire hydrant, the valve separated from the main pipe, creating a breach in the 18 inch water main. With the pressure being 80 psi, the water flowed out rapidly, heading east and flooding the 2200 block of Bowker Avenue. A report was presented to Council by the former Chief Administrative Officer (CAO) on January 14<sup>th</sup>, 2013 (attached as Appendix "A" to this Memorandum), and it was indicated at that time that the CAO would provide a further report to Council by the end of March, providing an update on the status of the various corrective action measures which were outlined in the report. The purpose of this report is to provide that updated status information.

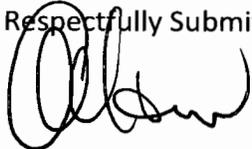
### DISCUSSION:

For ease of reference, a brief status/update (in yellow font) on the seven "Corrective Actions" which were outlined in the December 10<sup>th</sup>, 2013 report has been incorporated into the body of the report under each of the respective areas.

### RECOMMENDATION:

That this Memorandum be received for information.

Respectfully Submitted,



Gary C. Nason

Chief Administrative Officer



# DISTRICT OF OAK BAY

December 10, 2012

## **EVENT REPORT**

**TO:** Mayor and Council  
**FROM:** Mark A. Brennan  
Chief Administrative Officer

---

### **WATER MAIN BREAK, 2200 BLOCK BOWKER AVENUE, November 20, 2012**

---

#### **SUMMARY OF EVENTS, November 20, 2012**

On the morning of Thursday, November 20, 2012 a Public Works crew was replacing an old fire hydrant at the corner of Bowker Avenue and Eastdowne Road. In the process of removing the old hydrant, the valve separated from the main pipe, creating a breach in the 18 inch water main. With the pressure being 80 psi, the water flowed out rapidly, heading east and flooding the 2200 block of Bowker Avenue.

The Public Works Superintendent was contacted and he immediately mobilized another seven crew members, sending two to shut off valves and the rest to the subject site. The Operations Manager directed staff on site to contain the flooding using sandbags. A Public Works leaf crew was redeployed to fill sandbags. At around 10:45 am, the Operations Manager decided to change tactics from sandbagging individual properties to containing the water and directing it to manholes. He mobilized more Public Works staff plus 7 Parks staff to fill and transport sandbags. Sometime between noon and 1:00 pm, the flow was under control (i.e. there was no more flooding), although the water continued to flow. Public Works and Parks staff set about pumping out flooded basements with gas and electric pumps.

In the meantime, the Public Works Superintendent, realizing the most critical matter was to stop the water flow, focused his efforts on identifying the valves that would shut off the water. The valves in that vicinity are old (installed in the 1960's), so it takes time to close them as they must be worked back and forth to ensure that there is a seal. However, within 40 minutes 4 valves in the surrounding area were turned, which should have stopped the water supply to the subject location. Unfortunately, the water supply was not stopped so the workers had to proceed further and further out from subject area in order to shut down valves. This continued to no avail until finally the water supply was stopped at 3:10 pm when the valves were shut at Hampshire Road & Oak Bay Avenue and Monterey Avenue & Theatre Lane.

At this point, the water on Bowker had been flowing for 6 hours. The yards and homes of 16 residences were flooded. There was varying degrees of impact – most properties had minor damage, but a few had serious damage to their basements, which included the unfortunate loss of personal items, work tools, clothing and furnishings.

A 911 call from a resident was received by the Fire Department at 11:24 am. They responded immediately with 5 members, although another 5 members were called in shortly after. They proceeded to assist at the incident site. Evacuation of the homes was commenced and BC Hydro and Fortis were notified and responded appropriately.

The Deputy Fire Chief opened the Emergency Operating Centre (EOC), initially at the Fire Hall and then at the Municipal Hall. As EOC Director the Deputy Chief coordinated the activities of the municipality's emergency response. A reception centre was set up at the Recreation Centre and staffed by Emergency Support Services (ESS). Residents affected by the flooding were directed to the reception centre where their contact information was registered and they were provided temporary shelter and refreshments. Affected residents were also advised to initiate insurance claims.

Numerous agencies were contacted, including utility companies, CRD Water, Ministry of Environment, Emergency Management BC and Oak Bay Police. The Fire Department provided emergency generators, lighting and sump pumps to assist with flooded basements.

Once the EOC was established the Municipal Clerk was appointed as the Information Officer. Front counter staff were advised of the information that was available at the time and were kept updated throughout the day. The new municipal website (only in its second day of operation) crashed, so there was a delay until IT repaired the site. From 1:30 pm onwards there were regular updates on the website. Facebook and Twitter messages were also sent out. The Mayor, EOC Director and Information Officer spoke with various media throughout the day.

By 8:30 pm the water main had been repaired and the water supply restored. Ten residents were unable to return to their homes that night. Three families were put up in hotels for the night. In all, 16 residences were flooded to some degree or another. Three homes remained without power for the night.

With all affected residents accounted for, the EOC was shut down at 9:25 pm.

### **POST EVENT**

On November 21, 2012 municipal staff was involved in the following:

- Removing sandbags
- Cleaning up and sweeping the street
- Completing hydrant and valve work
- Directing affected residents to the Fire Department for information on next steps for claims and concerns.

Most residents had returned to their homes by the next day. By the end of the week, everyone had returned to their homes, with the exception of one family that occupied a basement.

In the days following the event the street was cleaned up by removing sandbags, removing some fill, and sweeping the street. Parks staff went to each residence to assist with yard/garden restoration.

The Emergency Program Manager contacted every affected resident to follow up and provide assistance. This assistance ranged from directing a resident to the nearest laundromat to providing advice on making insurance claims.

Police continued to monitor the area every evening until all properties were re-occupied.

### **LEFT TURN/RIGHT TURN VALVES**

In past years, some valves were "right turn" and some were "left turn". In more recent years, all new valves are "right turn" only. Prior to the flooding incident, Public Works staff were aware of only 3 or 4 "left turn" valves in the entire Oak Bay system (out of approximately 1600 valves). Therefore, when attempting to shut off the water on November 20<sup>th</sup>, the issue of "left turn" valves was not contemplated.

The first four valves were turned within 45 minutes, and this should have shut off the water supply. However, one of the valves was in fact a "left turn" valve (not indicated on any cards or maps) and was initially in the

closed position. In attempting to close this valve, Public Works staff unknowingly *opened* it. As staff moved further out in their attempt to shut off the water supply, this scenario actually occurred again at another intersection. It is this complication that resulted in the delay in finally shutting off the water.

### EVENT REVIEW – RECOMMENDATIONS

Based on the information provided by the Deputy Fire Chief, once the Fire Department was contacted the municipality's emergency response was, for the most part, good. However, the event did serve to highlight some shortcomings in process, policy and information management. The following is a synopsis of those concerns with their associated corrective actions as determined by municipal staff.

#### **Issue 1: Cause of Break**

The hydrant being replaced was on an asbestos concrete pipe containing a "push-on" water valve. Although not used anymore, "push-on" valves were common in the 1960's. These types of valves are not affixed to the main and need to be held in place. The crew was following a well-established procedure for replacing a hydrant on a live line (i.e. with the water supply turned on). A trench is dug and bracing is installed in order to hold the valve in place while the hydrant is being replaced. In this instance, the bracing gave way causing the valve to slide off the main.

Although it has been a long-established procedure in Oak Bay, it has been discovered that this is not the norm in several other municipalities.

#### **Corrective Action:**

**Future hydrant changes will require a shut down of the water supply on both sides of the valve prior to replacement. [Update: Crews now shut down the water supply to change a hydrant whenever the valve feeding the hydrant is not physically restrained. Even if it is restrained crews close the valves feeding the line first to confirm it could be shut down in an emergency.]**

#### **Issue 2: Left turn Valves**

As previously mentioned, it took a long period of time to shut off the water in this incident because of complications caused by unknown "left turn" valves.

#### **Corrective Action:**

**a) There will be a major effort to 'fast-track' the overall integrity and accuracy of our corporate Geographic Information System (GIS)-water network. This will involve ensuring that all components of the water system are a known entity in terms of their:**

**i) Function [ e.g. valve, hydrant, pressure reducing valve, pump station etc. ]**

**ii) Location [ accurate locations are essential particularly if ground is covered with snow - geo-referencing these components (so they can be located with GPS) will be investigated.]**

**b) All Public Works field staff will be provided with a portable data device ( probably an iPad or similar ) that will enable them to compare that what they witness in the field with the information on the corporate GIS-water network. In the event that variations are noted a work-order will be issued for further checking by Public Works water staff who will ensure the GIS-water data matches exactly with the field installs.**

**c) Public Works water staff will positively proof each valve in the system in terms of ``direction on/off and this data will be upgraded in the GIS-water network. All other components in the system will be checked for overall condition and functionality. [Update: Apple I-pads have been purchased and are currently being installed in the crew trucks and supervisor vehicles. These tablets are connected live to**

Oak Bay's GIS system. Crews have been instructed to check the accuracy of the maps every time they are dispatched to a job. If they find discrepancies they will report it to a supervisor and the discrepancy will be investigated and corrected immediately. Also, the District has a water crew who are dedicated to valve turning, among other duties.

Finally, it should be noted that Engineering engaged a consultant two years ago to assist the District in the inventoring and hydraulic operation of the water system – that work is underway. In the course of building the water-main model, all relevant attributes are checked and updated. This is a medium range project, however since the water-main break, its significance has been elevated].

### **Issue 3: Timing of Arrival of Fire Department**

The breach in the water main occurred at 9:05 am, but the Fire Department was not contacted until a resident made a 911 call at 11:24 am. In situations where there is a water main break causing flooding it is not common practice to contact emergency services as the Public Works department is normally able to deal with the situation. However, in this instance a coordinated effort between departments and outside agencies was required. Furthermore, affected residents were left without information or direction. Public Works staff was unable to assist in this regard as they were fully occupied with the water flow itself. The Superintendent's natural focus was to shut down the water, having determined that this was the top priority.

Although it may not have been immediately apparent, by about 10:00 am it should have been obvious that the water flow was out of control and creating a property damage and potential safety issue. The Fire Department should have been contacted by this time. However, the flooding of properties had already occurred well before 10:00 am. An earlier arrival of the Fire Department would not have prevented property damage but firefighters could have provided earlier assistance to affected residents.

#### **Corrective Action:**

The Fire Department is to be notified to assist with water main breaks and flooding as soon as it is apparent that property damage has or is likely to occur and/or if there are personal or public safety issues. [Update: A draft Operational Guideline has been developed for response and recording of all Public Works emergencies (attached as Appendix B to this Memorandum) involving property damage or life safety issues. The draft Guideline will become a part of Public Works operating practice and Staff will be trained to implement the procedures in the Guideline. Police, Fire and Emergency Program personnel will also be instructed on their procedures within the Guideline].

### **Issue 4: Communications**

Communications were problematic throughout the event. Examples include: affected residents left uninformed, conflicting information reaching the media, media being uncertain as to which individual should be approached for information. In some instances staff members were unfamiliar with the section of the Emergency Preparedness Manual dealing with communications, and in other instances it was clear that amendments need be made to the manual.

#### **Corrective Action:**

That the Emergency Preparedness Manual section dealing with communications be reviewed in light of this recent event and amendments made where required. All staff must be made aware of the communications issues covered by the Manual. [Update: A review of the Oak Bay Information Response plan identified a need to train Staff and Council on implementing the Plan and sharing information between the site, EOC and the Policy Group during an event. Training sessions were facilitated in March for Staff and Council culminating in a joint exercise].

### **Issue 5: Police Attendance at Incident**

The Oak Bay Police Department was requested to attend the scene at 1:45 pm. It is recognized that the presence of the Police is valuable at an emergency scene as they can deal with crowd control, protect residents, and address disruptions such as violence or looting.

**Corrective Action:**

**Police Department is to be notified immediately in order to attend the scene. [Update: The Police Department was thoroughly consulted on the development of the aforementioned Operational Guideline which states that for emergency incidents involving Public Works infrastructure (ie. flooding, sewer backup etc.) when property damage has or is likely to occur and/or if there are personal or public safety issues, the Public Works Superintendent or Deputy Superintendent of the incident will contact both the Fire Department and Police Department to respond to the incident].**

**Issue 6: Follow Up**

In the days following the incident some residents felt “abandoned”, especially those that were severely affected by the flooding. Although affected residents were personally contacted by the Deputy Chief, Public Works and Parks staff, the Mayor and Council members, it was felt that there should be a “point person”, i.e. a person that keeps in contact with affected residents during and after the incident to provide information, direction and assistance as required. On Monday, November 26<sup>th</sup>, the Deputy Chief appointed the Emergency Program Manager as this “point person”, at which time she contacted all affected residents and followed up on their concerns.

**Corrective Action:**

**In all emergency incidents the Emergency Program Manager is to be the contact “point person” for all affected residents from the moment that the incident occurs. [Update: This action is addressed through the draft Operational Guideline provided, the emergency program will undertake the recovery role for residents and contact procedures are in place through the Guideline].**

At the reception centre and in subsequent communications affected residents were advised to contact their insurers as soon as possible. As far as can be determined, all affected residents did this and their insurers responded. However, questions remained as to how much responsibility remained with the municipality, especially for matters not covered by insurance. It is recognized that respective responsibilities will vary depending on the circumstances surrounding an incident.

In the days following the incident, municipal staff provided assistance to residents in cleaning up affected private properties. However, there were still some who felt that the municipality should have done more in assisting affected residents.

**Corrective Action:**

**Material will be created that clearly sets out the respective responsibilities of the municipality, private property owners, other affected residents, and insurers in the event of private property damage due to an emergency incident, which will depend on the circumstances surrounding the particular event. [Update: Material will be created that clearly sets out the respective responsibilities of the Municipality, private property owners, other affected residents, and insurers in the event of private property damage due to an emergency incident, which will depend on the circumstances surrounding the particular event. The Municipal Insurance Association was contacted and has provided the District with a sample brochure, which it will print for free for Oak Bay with the District’s logo and contact information, which outlines the respective responsibilities of the Municipality and private homeowners in the event of property damage. The contact Departments have been identified on the brochure to be Public Works and the Emergency Program. The brochure has not been ordered pending approval. The thought behind the brochure is that all response departments could have the brochure available in the vehicles to hand out to residents as required (a copy of the sample brochure is attached as Appendix “C”).**

**CONCLUSION**

By March 31, 2013, the Chief Administrative Officer will provide a report to Council, giving an update of the status of the Corrective Action items listed in this report.

**OAK BAY FIRE DEPARTMENT/  
PUBLIC WORKS  
OPERATIONAL GUIDELINE**

VOLUME CHAPTER SECTION PAGE

---

DATE EFFECTIVE ISSUED BY

---

SUBJECT

Public Works Incidents Involving Property  
Damage to Residents/Businesses

---

---

THIS PROCEDURE REPLACES: New

**PURPOSE:**

To establish an effective response procedure and record of all emergency incidents involving Public Works emergencies.

**PROCEDURE:**

For emergency incidents involving Public Works infrastructure (i.e. flooding, sewer backup etc.), when property damage has or is likely to occur and/or if there are personal or public safety issues, the following procedure is to be used.

1. Notify the Public Works Superintendant or Deputy Superintendant of the incident.
2. The Superintendant or Deputy Superintendant will contact the Fire Department and Police Department to respond to the incident.
3. The Fire Department will notify the Emergency Program Manager of the incident and he/she will become the primary contact person for all affected residents. The Emergency Program Manager will be provided the following information:
  - Location and time of the incident
  - Information of what happened; who are the responders involved in the incident, including Public Works, Fire, Police, Administration and Insurance, who might be affected by the incident, any available contact information and the communications plan for the incident.
4. The affected residents shall be provided with a District of Oak Bay Incident Contact Sheet and brochure outlining Municipal responsibilities in such incidents.
5. The Emergency Program Manager will
  - Follow-up with affected property owners and tenants.
  - Determine their needs.
  - Recommend to the Emergency Program Coordinator an appropriate response to the affected residents' needs, either as a group or as individual property units.

6. The Emergency Program Coordinator will seek approval of the recommendations from the Chief Administrative Officer and provide instruction to the Emergency Program Manager regarding those approved.
7. The Emergency Program Manager will act on the approved recommendations and provide a written report to the Emergency Coordinator on the outcomes of the follow-up process.

## HELPFUL INFORMATION

**Will the Municipality do any repairs or cleanup on private property?**

No. Repairs and cleanup are the property owner's responsibility. Contact your insurance broker or insurance company.

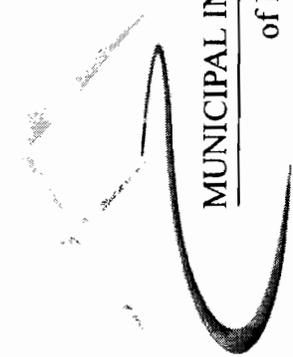
**Should I call my insurance broker or insurance company?**

Yes. This will give your insurer the opportunity to investigate and determine whether or not the loss is covered under your insurance policy. If the loss is covered, they can deal directly with you on your claim. This may be the quickest way for you to recover your costs and have your repairs and cleanup completed. Your insurance company can pursue any party they believe to be responsible for the damages.

## MAKING A PROPERTY DAMAGE CLAIM

Should you decide to make a claim against the municipality, provide written notice to the municipality as soon as possible. Your information should describe what was damaged, how it happened, where it happened and the date and time of the occurrence. Any photographs you take can be included with your letter and provided at a later date. You should try and identify all parties involved. Remember to include your name, home address and all telephone numbers where you can be reached.

The circumstances of how your property became damaged will determine if there is any liability on behalf of the municipality. Each scenario will be reviewed on its own set of facts and if there is evidence that the municipality is responsible by either an act or omission on their behalf, then consideration may be given to your claim.



**MUNICIPAL INSURANCE ASSOCIATION**  
of British Columbia

# PROPERTY DAMAGE INFORMATION

## Water Services

## Potholes and Road Hazards

## Sewer Backups

## Construction Projects

### IMPORTANT DEADLINE

There are strict time limitations under the Local Government Act for you to submit your claim. Subsection 286 (1) of the Local Government Act states:

*"A municipality is in no case liable for damages unless notice in writing, setting out the time, place and manner in which the damage has been sustained, is delivered to the municipal clerk **within 2 months** from the date on which the damage was sustained."*

## WATER SERVICES

### **What is water service?**

A water service is an underground pipe which brings water from the water service box water shut-off valve to your building.

The property owner is responsible for the section of pipe from the building to the shut off valve at property line. The municipality is responsible for the section of pipe between the shut-off valve and water main.

### **What is a water main?**

The water main normally runs underneath the roadway and provides water to the property.

**IN ANY FLOODING SITUATIONS, BE AWARE OF ELECTRICAL HAZARDS!**

## SEWER BACKUPS

Most sewer backups happen because the sewer service is plugged or requires maintenance.

Blockages can be caused by roots, grease, broken service, fishing line, clippings from shrubs, rocks and other debris.

### **RAW SEWAGE CAN BE A HEALTH HAZARD!**

#### **What is a sewer service?**

The sewer service from the house to the sewer main is the section of the underground pipe between your building and the municipality's sewer main.

You are responsible for cleaning your sewer service. The municipality is responsible only to maintain the sewer main line.

## POTHLES and ROAD HAZARDS

### **I have damaged my vehicle in a pothole, what should I do?**

Do not continue to drive your vehicle if it is not operating properly. See a licensed motor vehicle mechanic. Notify the municipality of the exact location of the pothole or road hazard.

## CONSTRUCTION PROJECTS

### **My property has been damaged as a result of Municipality construction activity. What should I do?**

Write down the details of when and how the damage occurred, including the date, time, location, vehicle or equipment number/license plate and if possible, identify the company.

2013- 105

## MEMORANDUM

**To:** Mayor and Councillors

**From:** Gary C. Nason, Chief Administrative Officer

**Date:** April 8<sup>th</sup>, 2013

**Re.** District of Oak Bay Official Community Plan Renewal Project

---

### RECOMMENDATION:

That this Memorandum be received and Council:

1. Endorse the draft "District of Oak Bay Official Community Plan Project Charter" (Appendix "A" to this Memorandum); and
2. Provide direction on which one of the four (4) "branding" options, (Appendix "B" to this Memorandum), to utilize for the purposes of moving forward with the next steps in the Official Community Plan renewal process.

### BACKGROUND:

As Council is aware, the renewal of the District's Official Community Plan (OCP) has been identified as one of Council's main "Strategic Priorities" for 2013 and 2014. A Community Plan Project Advisory Committee (OPAC) has been established to provide guidance to the OCP consultant on matters of process and to ensure that the new OCP, which will ultimately require the approval of Council, has been vetted through a transparent and comprehensive public process. The OPAC has been meeting since August of 2012, and to date ten meetings of the Committee have taken place. On February 4<sup>th</sup>, 2013 Council approved the engagement of Catherine Berris of Catherine Berris Associates Inc. as the lead consultant for the OCP project.

### DISCUSSION:

One of the first tasks since formal engagement of the consultant has been to develop a "Project Charter". This document (attached as Appendix "A" to this Memorandum) succinctly identifies the methods for managing the OCP project and engaging the community. The Project Charter outlines the project management details, the proposed stakeholder and public engagement process, and includes a timeline, work plan and proposed project schedule. The project is projected to be completed in the late Spring of 2014.

Before moving forward with further phases of the project (ie. engaging the community, defining the direction, and preparing the Plan), it is important that Council endorse the Project Charter. The OPAC has been involved in vetting and providing input to the finalization of the Project Charter, the most recent draft of which is being presented this evening for Council's consideration and recommended approval.

In addition, the consultant has developed several "branding" options for the OCP Renewal project, which once selected will be utilized to present an overall consistent visual depiction (title and graphics) to appear on all public materials related to the project. These various options, four (4) in total, are attached as Appendix "B" to this Memorandum. Council direction on the preferred branding option is respectfully requested for the purposes of moving forward with the next phases of the project.

In terms of next steps, the OPAC, Staff and the consultant are in the process of compiling a master list of governmental agencies, non-profit organizations, community stakeholder interest groups and individuals for the purposes of future community engagement and public consultation opportunities. To that end, the ten proposed "visioning workshops" which are referred to in the Project Charter are being tentatively scheduled to take place during the May 14<sup>th</sup>/13 to May 22<sup>nd</sup>/13 timeframe. In addition, a community survey will be designed and administered as part of the community engagement component.

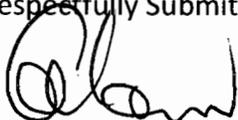
As the project moves forward it is intended that brief written and/or verbal status update reports on the project will be given to Council at each Regular Council Meeting.

**RECOMMENDATION:**

That this Memorandum be received and Council:

1. Endorse the draft "District of Oak Bay Official Community Plan Project Charter" (Appendix "A" to this Memorandum); and
2. Provide direction on which one of the four (4) "branding" options, (Appendix "B" to this memorandum), to utilize for the purposes of moving forward with the next steps in the Official Community Plan renewal process.

Respectfully Submitted,



Gary C. Nason

Chief Administrative Officer

# DISTRICT OF OAK BAY OFFICIAL COMMUNITY PLAN PROJECT CHARTER

This document identifies the methods for managing the OCP project and engaging the community. The project charter will be updated from time to time as necessary.

## 1. PROJECT MANAGEMENT

### *Communications*

Project manager for the consulting team will be Catherine Berris. Other CBA staff will be as follows:

- Bill Gushue, GIS
- Ben Mulhall, Planning Assistant
- Heather Breiddal, Administration

Project manager for the municipality will be the CAO, with responsibility delegated to his deputy according to his wishes.

All primary project communications will be between the project managers. Technical sharing of information will be directly between Catherine Berris Associates Inc. (CBA) staff and municipal staff as required.

The OCP Project Advisory Committee (OPAC) will provide guidance to the project. Communications with OPAC will flow between the OPAC Chair, Pam Copley, and the municipal project manager.

Catherine Berris will meet with OPAC seven times throughout the process, as outlined in the proposal. If additional communication is necessary, Catherine can join in on some portions of OPAC meetings on a speaker phone.

The municipal project manager will make regular reports to Mayor and Council on the progress of the project. Catherine Berris will attend meetings with Mayor and Council at key milestones, e.g., to present the results of the community survey, to present the draft plan prior to public review.

### *Project Tracking*

The detailed budget provided in the proposal will form the basis for tracking the project. CBA will show the progress of the project in relation to the budget with each monthly invoice.

## 2. STAKEHOLDER AND PUBLIC ENGAGEMENT PROCESS

The following is a description of the stakeholder and public engagement process.

### *Project Communications*

A variety of methods will be set up for project communications. These will be updated and implemented three times during the process: at the outset, and prior to each of the two public open houses. CBA will prepare materials and Oak Bay staff will distribute and post the information. The methods are as follows:

- **Branding** – a catchy title and graphics will be prepared and these will appear on all public materials
- **Website** – the municipality will post information on the website, through an OCP link on the home page. Oak Bay will check on whether “subscribers” to Council minutes and agendas can be added to OCP notifications, or if there can be a separate subscriber list for OCP notifications. The OCP webpage will have an open invitation for members of the public to submit input by email or hard copy.
- **Press releases** will be issued to the Oak Bay News and Times Colonist
- **Advertisements** will be placed in the newspapers
- **Radio** interviews will be conducted
- **Email lists** – either the municipality or members of OPAC will be responsible for compiling email lists of organizations and individuals interested in received notifications regarding OCP opportunities. The following are potential methods for compiling the lists and potential groups to include:
  - Community survey can invite those interested to provide their email for future notifications
  - Participants in focus groups, many of which are listed below
  - Schools – elementary, secondary, college, university – faculty, administration, student organizations, PACs
  - Community association
  - Seniors’ homes and facilities
  - Recreation centres, including youth centre
  - Faith organizations
  - First Nations (e.g., Songhees Band, Te'mexw Treaty Association)
  - Other government organizations - Capital Regional District (CRD), Saanich, Victoria and Saanich Fire Departments, provincial and federal staff such as Vancouver Island Health Authority, Ministry of Transportation and Infrastructure, Ministry of Community, Sport and Cultural Development, Ministry of Environment, Ministry of Forests, Lands and Natural Resource Operations
  - Business Improvement Area, Chamber of Commerce, real estate and development sector, village representatives, golf course, etc.

- “Green” interests including parks, trails, active transportation, environment, naturalist and stewardship groups, climate change interests
- Arts, culture, and social services groups including heritage, other arts and culture groups, service organizations (e.g., Rotary), social service organizations (e.g., health, special needs, housing affordability)
- **Posters** will be prepared, and there will be several versions of each poster with unique information and questions. Posters will be placed in specific locations, and municipal staff and OPAC members will take responsibility for updating the posters in each location. Potential locations include:
  - Oak Bay facilities
  - Community bulletin boards
  - School bulletin boards
- **Referrals** will be sent to government agencies informing them of the process, and providing a draft OCP for review and comment (see list above)

### ***Student Involvement***

The University of Victoria (UVic) will be contacted to identify a process for involving students. The primary role for students will be research projects such as the following:

- Housing trends
- Changes to the environment (e.g., tree canopy, shoreline condition, habitat in parks such as Uplands Park)
- Changes in environmental behaviour (e.g., recycling, composting, etc.)
- Demographics of UVic students in Oak Bay (Who are they? Where do they live? How do they interact with Oak Bay? How long do they stay? What are their interests and needs?)

### ***First Nations***

The Local Government Act requires the engagement of First Nations in OCP processes, and Oak Bay has been working on a relationship with First Nations. In the context of the broader government-to-government relationship, the Mayor and Council will advise on a process for engaging with First Nations (e.g., Songhees Band, Te'mexw Treaty Association) with regard to the OCP.

### ***Interviews and Meetings***

The municipal and consultant project managers will make contacts with stakeholders to obtain information and input. Many of these stakeholders will be included in the focus groups (see list below), and individual connections will be made as required.

## ***Community Survey***

As outlined in the proposal, a statistically valid community survey will be conducted. Invitations to participate in the survey will be sent to a random sample of residents by mail, requesting participation by the “head of the household with the next birthday” (for random selection of the respondent in the household). A unique identifier will be provided in each letter. This will ensure that only one person per household completes the survey and it will enable tracking of non-respondents.

The survey invitations will be printed on municipal letterhead and a letter emphasizing the importance of participation will be signed by the Mayor. Potential participants will be given the options of conducting the survey on the web or calling a toll-free number to request a hard copy questionnaire or a telephone interview. Hard copies will be sent by mail with a postage paid return envelope. There will be a draw with prizes for completion of the survey. Because of Oak Bay’s desire to have a statistically valid response rate for each neighbourhood, there will need to be 3,600 survey invitations, assuming that there are six neighbourhoods.

The draft of the survey will be prepared by the consultant and staff, and it will be reviewed and tested by OPAC members prior to implementation.

## ***Visioning Workshops and Summary***

There will be 10 workshops that provide an introduction to the OCP and engage groups in visioning. The first two workshops on the list below will be by invitation and a broad range of topics will be covered. The remainder will have invitation lists and the public will be invited to participate. The following is a preliminary list of the workshops and topics:

1. Oak Bay Mayor and Council, management staff from all departments, municipal commissions, working committees
2. Oak Bay Planners (residents) and other visionary thinkers – “Invitational Forum”
3. **Commerce and Business** – invitations to Chamber of Commerce, Business Improvement Area, real estate and development sector, golf course, Oak Bay Marina, Victoria Yacht Club, Oak Bay Beach Hotel, home-based businesses, other village centres
4. **Education** – invitations to UVic, School District and staff, parent advisory committees, pre-schools, public schools, SMU, Glenlyon, student associations for Camosun College, UVic, Monterey Centre, Oak Bay Rec Centre, library
5. **Recreation and Environment** – invitations to Oak Bay Green Committee, Oak Bay Search and Rescue, Friends of Uplands Park, Bowker Creek Stewardship group, and other parks, trails, active transportation, environment, naturalist and stewardship groups, climate change, community sustainability/resilience interests
6. **Arts and Culture** – invitations to CCPA, Oak Bay artists, commercial galleries, RMTS Board, CRD Arts Committee, festivals, and other arts, heritage, and culture groups

7. **Social Services** – Oak Bay Volunteers, Kiwanis, Community Living Victoria, Nickel Bros., faith-based communities, churches, service organizations (e.g., Rotary), social service organizations (e.g., health, special needs, housing affordability), seniors
8. **Youth** drawn from schools and youth centre, sports organizations such as Bays United, groups that use local parks, hockey clubs (This is always an interesting group. With pizza on the menu, questions will include “If you have the choice, how likely are you to live here after you complete your education? Why or why not? What could make you more likely to want to live here?”)
9. **Residents #1**– north location, e.g., UVic, Uplands, discussion will focus on housing and other topics of interest to residents
10. **Residents #2**– central/south location, e.g., village, discussion will focus on housing and other topics of interest to residents

### ***Public Open House #1***

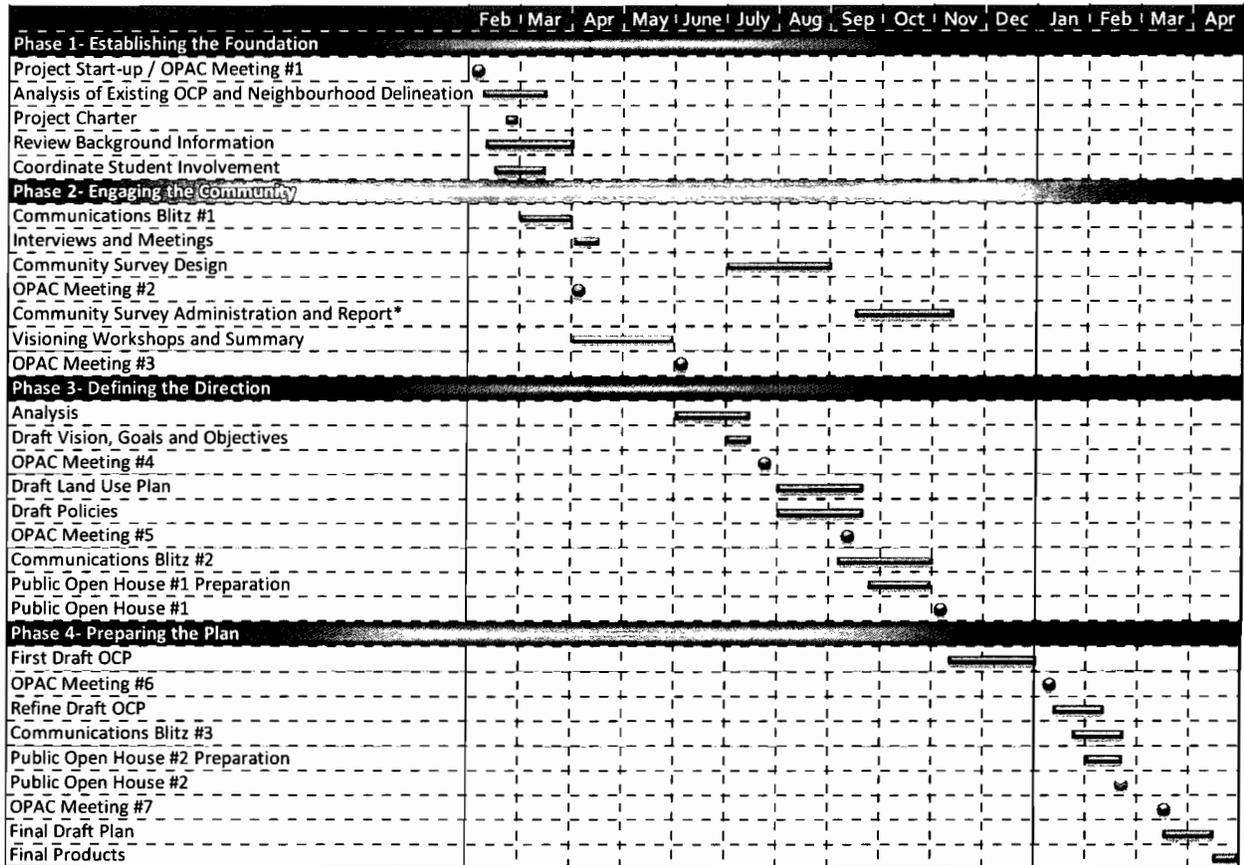
At the first public open house, a draft vision, goals, objectives, policies and land use plan will be presented. The event will be designed to provide information in multiple formats (e.g., handouts, wall panels, short presentation) and to generate interaction, discussion and input through a variety of mechanisms (e.g., workshop tables, ‘roving’ workshop, individual comment form). More details regarding the format will be determined in consultation with OPAC.

### ***Public Open House #2***

At the second public open house, a revised and complete draft of the OCP will be presented. The event will be designed to provide information in multiple formats (e.g., handouts, wall panels, short presentation) and to generate interaction, discussion and input through a variety of mechanisms (e.g., workshop tables, ‘roving’ workshop, individual comment form). More details regarding the format will be determined in consultation with OPAC.

### 3. TIMELINE

The following is an illustration of the proposed project schedule.





# New Beginnings

## Oak Bay Official Community Plan Renewal

We want to hear from you! Please join in and lend your voice to the process.





## **Choosing your future**

### **Oak Bay Official Community Plan Renewal**

**What** needs to be preserved?

**Where** can we welcome improvements?

**How** should changes be implemented?

These are the types of questions that we will explore as we prepare a renewal of the Official Community Plan for Oak Bay. Please come and lend your voice to the process. The plan will be based on input from the community.

# Turning a New Leaf

## Oak Bay Official Community Plan

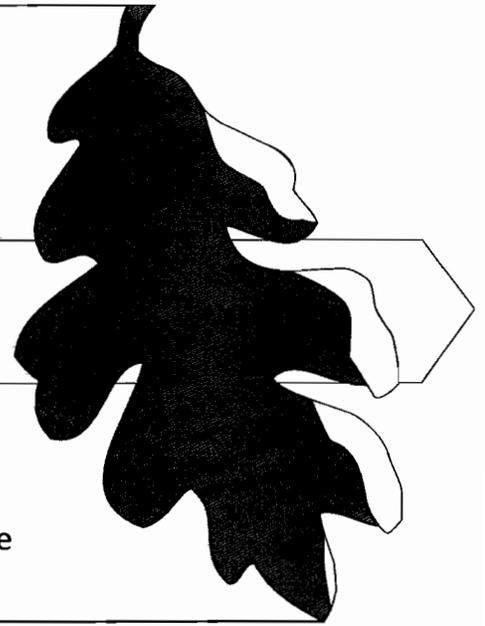
What do we **need** to change?

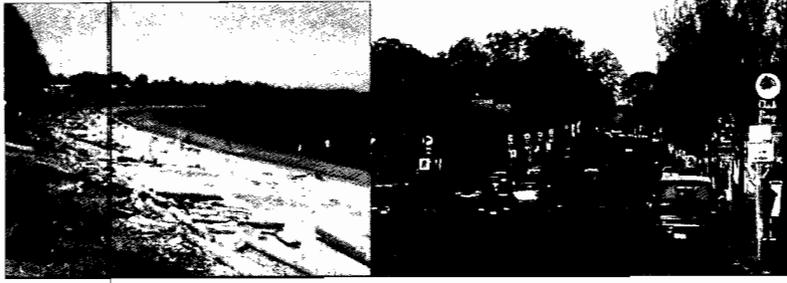
What do we **not** want to change?

What **kind** of change can we accept?

**Where** can we welcome change?

These are the types of questions that we will explore as we prepare a renewal to the Official Community Plan for Oak Bay. Please come and lend your voice to the process. The plan will be based on input from the community.





## Choosing Your Future

The **Oak Bay Official Community Plan Renewal** will be based on input from the community. Please join in and lend your voice to the process.

2013-106

**Memorandum**

**TO:** Mayor and Council **DATE:** April 2, 2013  
**FROM:** Roy Thomassen  
Director of Building and Planning  
**SUBJECT:** Floor Area Review Committee

**Background**

At the March 11, 2013 Council meeting the resolution to form a select committee to review floor area options was deferred.

Since that meeting, discussions have occurred with the consultant hired for the OCP project, staff and Council and the suggested method of approach is to form a short term (3-4 months) floor area committee that can work concurrently with the OCP renewal.

**Discussion**

The Committee would consist of 3 members of the public with some knowledge in the areas of land use regulations; one Councillor and the Director of Building and Planning.

The proposed scope of the Committee would be to:

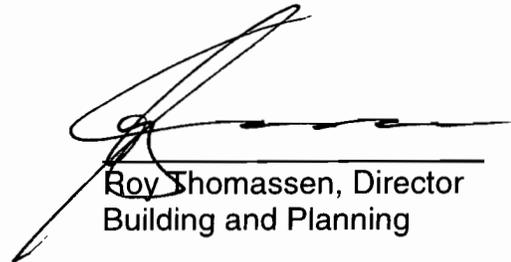
- Review the permitted size of residential dwellings in RS-4 and RS-5 zones.
- Review other jurisdictions method of regulating floor areas.
- Review the fixed floor area method and possible ways to address the inconsistencies of the method as it relates to smaller lots.
- Review the floor area ratio method, with exclusion or exemption of floor area by formula, addressing homes older than January 1993.
- Consider how floor area regulations impact environmentally-friendly building practices.
- Consider the benefits and impacts of measuring gross floor area from the interior of the outside wall of the dwelling.
- Consider the extent of the public engagement required at the committee level for this process.
- Consider whether further planning input is required before a final recommendation is made to Council.

- Advise Council on the options available and make a recommendation on the most appropriate regulatory method.

Consideration should be given to whether Council wishes to appoint members directly to the proposed committee or if applications should be solicited. Solicitation would be completed by staff with the usual advertisement for committee members.

**Recommendation**

That this report be received for information and direction.



Roy Thomassen, Director  
Building and Planning