



COMMITTEE OF THE WHOLE

Thursday, November 9, 2023

TO BE HELD

IN THE BOARDROOM OF THE SUNSHINE COAST
REGIONAL DISTRICT OFFICES AT 1975 FIELD ROAD, SECHELT, B.C.
AGENDA

CALL TO ORDER 9:30 a.m.

AGENDA

1. Adoption of Agenda Pages 1 - 2

PRESENTATIONS AND DELEGATIONS

REPORTS

2. 2024 Meeting Schedule Annex A
pp. 3-16
Manager, Legislative Services and Deputy Corporate Officer
(Voting – All Directors)
3. Plans for Community Greenhouse Gas Emissions Inventory Annex B
pp. 17-19
Manager, Sustainable Development
(Voting – All Directors)
4. Community Services Q3 Department Report Annex C
pp. 20-62
General Manager, Community Services
(Voting – All Directors)
5. Planning and Development Department 2023 Q3 Report Annex D
pp. 63-95
General Manager, Planning and Development
(Voting – All Directors)
6. Infrastructure Services Department – 2023 Q3 Report Annex E
pp. 96-116
General Manager, Infrastructure Services
(Voting – All Directors)

COMMUNICATIONS

NEW BUSINESS

IN CAMERA

That the public be excluded from attendance at the meeting in accordance with Section 90 (1) (k) of the *Community Charter* – “negotiations and related discussion respecting the proposed provision of a municipal service that are at their preliminary stages and that, in the view of the council, could reasonably be expected to harm the interests of the municipality if they were held in public”.

ADJOURNMENT

SUNSHINE COAST REGIONAL DISTRICT STAFF REPORT

TO: Committee of the Whole – November 9, 2023

AUTHOR: Jennifer Hill, Manager, Legislative Services / Deputy Corporate Officer

SUBJECT: 2024 MEETING SCHEDULE

RECOMMENDATION(S)

THAT the report titled **2024 Meeting Schedule** be received for information;

AND THAT the **2024 Meeting Schedule** be considered for adoption as presented.

BACKGROUND

The schedule of meetings for the Sunshine Coast Regional District (SCRD) Board and Board Committees is adopted annually. Changes to the meeting schedule can be made throughout the year by resolution or in alignment with *Board Procedures Bylaw No. 717*.

DISCUSSION

The proposed schedule follows in “Attachment A”. Most months, the schedule of meetings follows the standard timing as noted below:

Board (BRD)	2 nd and 4 th Thursdays (1:30 p.m.)
Committee of the Whole (COW)	2 nd and 4 th Thursdays (9:30 a.m.)
Electoral Area Services Committee (EAS)	3 rd Thursday (9:30 a.m.)
Finance Committee (FIN)	(will meet as required)
Board Policy Review Committee (BPR)	(will meet as required)

Regional Hospital District Board meetings have not been included in the proposed schedule and will be scheduled as required.

The suggested exceptions to the above schedule are as follows:

January

- The Finance Committee Round 2 Budget meeting has been scheduled for January 22nd and 23rd.

February

- The Parcel Tax Roll Review Panel meeting has been scheduled for Thursday, February 22nd 9:00 a.m., just prior to the regularly scheduled Committee of the Whole meeting.

April

- A Finance Committee (Audit and SOFI) Meeting has been scheduled for April 18th at 1:30 p.m.

May

- A Special Electoral Area Services Committee (Grants-in-Aid) Meeting has been scheduled for May 16th at 1:30 p.m.

July

- A Finance Committee (Q2 Variance) Meeting has been scheduled for July 18th at 1:30 p.m

August

- No meetings scheduled per regular practice.

September

- As the Union of BC Municipalities (UBCM) Convention takes place September 16th to 20th, the September 19th Electoral Area Services Committee meeting has been cancelled.

October

- A Finance Committee (Q3 Variance) Meeting has been scheduled for October 17th at 1:30 p.m

November

- The Inaugural Board meeting will be held on November 14th at 1:30 p.m. for the Election of the Chair and Vice-Chair.

December

- Only one Committee of the Whole meeting is scheduled for December (12th at 9:30 a.m.).
- Only one Board meeting is scheduled for December (12th at 1:30 p.m.).
- Only one Electoral Area Services Committee meeting is scheduled for December (19th at 9:30 a.m.).
- The Field Road office will be closed on December 25th, 26th and January 1st for statutory holidays. The office will also be closed December 27th, 30th and 31st for the annual holiday office closure and will re-open on Thursday, January 2, 2025.

STRATEGIC PLAN AND RELATED POLICIES

Preparation and adoption of the 2024 Meeting Schedule is in accordance with the Notice of Regular Meetings requirements set out in *Sunshine Coast Regional District Board Procedures Bylaw No. 717*.

CONCLUSION

Staff are requesting approval for the 2024 Meeting Schedule.

Attachment A: 2024 Meeting Schedule

Reviewed by:			
Manager		Finance	
GM		Legislative	X – S. Reid
A/CAO	X – I. Hall	Other	

January

2024

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 New Year's Day Statutory Holiday	2	3	4	5	6
7	8	9	10	11 9:30am Committee of the Whole Meeting 1:30pm Regular Board Meeting	12	13
14	15	16	17	18 9:30am Electoral Area Services Committee Meeting	19	20
21	22 9:30am Finance Committee (Round 2 Budget Meeting)	23 9:30am Finance Committee (Round 2 Budget Meeting)	24	25 9:30am Committee of the Whole Meeting 1:30pm Regular Board Meeting	26	27
28	29	30 2024 UBCM EA Directors' Forum (Richmond)	31 2024 UBCM EA Directors' Forum (Richmond) 2024 LGLA Leadership Forum (Richmond)			

February

2024

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1 2024 LGLA Leadership Forum (Richmond)	2 2024 LGLA Leadership Forum (Richmond)	3
4	5	6	7	8 9:30am Committee of the Whole Meeting 1:30pm Regular Board Meeting	9	10
11	12	13	14	15 9:30am Electoral Area Services Committee Meeting	16	17
18	19 Family Day Statutory Holiday	20	21	22 9:00am Parcel Tax Roll Review Panel 9:30am Committee of the Whole Meeting 1:30pm Regular Board Meeting	23	24
25	26	27	28	29		

March

2024

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5	6	7	8	9
10	11	12	13	14 9:30am Committee of the Whole Meeting 1:30pm Regular Board Meeting	15	16
17	18	19	20	21 9:30am Electoral Area Services Committee Meeting	22 High Ground 2024 Annual Civic Governance Forum (Vancouver)	23 High Ground 2024 Annual Civic Governance Forum (Vancouver)
24	25	26	27	28 9:30am Committee of the Whole Meeting 1:30pm Regular Board Meeting	29 Good Friday Statutory Holiday	30
31						

April

2024

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 Easter Monday Holiday	2	3	4	5	6
7	8	9	10	11 9:30am Committee of the Whole Meeting 1:30pm Regular Board Meeting	12 2024 AVICC AGM and Convention (Victoria)	13 2024 AVICC AGM and Convention (Victoria)
14 2024 AVICC AGM and Convention (Victoria)	15	16	17	18 9:30am Electoral Area Services Committee Meeting 1:30pm Finance Committee (Audit and SOFI) Meeting	19	20
21	22	23	24	25 9:30am Committee of the Whole Meeting 1:30pm Regular Board Meeting	26	27
28	29	30				

May

2024

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
5	6	7	8	9 9:30am Committee of the Whole Meeting 1:30pm Regular Board Meeting	10	11
12	13	14	15	16 9:30am Electoral Area Services Committee Meeting 1:30pm Special Electoral Area Services Committee (Grants-in-Aid) Meeting	17	18
19	20 Victoria Day Statutory Holiday	21	22	23 9:30am Committee of the Whole Meeting 1:30pm Regular Board Meeting	24	25
26	27	28	29	30	31	

June

2024

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4	5	6 2024 Federation of Canadian Municipalities Annual Conference and Trade Show (Calgary)	7 2024 Federation of Canadian Municipalities Annual Conference and Trade Show (Calgary)	8 2024 Federation of Canadian Municipalities Annual Conference and Trade Show (Calgary)
9 2024 Federation of Canadian Municipalities Annual Conference and Trade Show (Calgary)	10	11	12	13 9:30am Committee of the Whole Meeting 1:30pm Regular Board Meeting	14	15
16	17	18	19	20 9:30am Electoral Area Services Committee Meeting	21	22
23	24	25	26	27 9:30am Committee of the Whole Meeting 1:30pm Regular Board Meeting	28	29
30						

July

2024

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 Canada Day Statutory Holiday	2	3	4	5	6
7	8	9	10	11 9:30am Committee of the Whole Meeting 1:30pm Regular Board Meeting	12	13
14	15	16	17	18 9:30am Electoral Area Services Committee Meeting 1:30pm Finance Committee (Q2 Variance) Meeting	19	20
21	22	23	24	25 9:30am Committee of the Whole Meeting 1:30pm Regular Board Meeting	26	27
28	29	30	31			

August

2024

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3
4	5 BC Day Statutory Holiday	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

September

2024

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2 Labour Day Statutory Holiday	3	4	5	6	7
8	9	10	11	12 9:30am Committee of the Whole Meeting 1:30pm Regular Board Meeting	13	14
15	16 Union of BC Municipalities (UBCM) Convention (Vancouver)	17 Union of BC Municipalities (UBCM) Convention (Vancouver)	18 Union of BC Municipalities (UBCM) Convention (Vancouver)	19 Union of BC Municipalities (UBCM) Convention (Vancouver)	20 Union of BC Municipalities (UBCM) Convention (Vancouver)	21
22	23	24	25	26 9:30am Committee of the Whole Meeting 1:30pm Regular Board Meeting	27	28
29	30 National Day for Truth and Reconciliation Stat Holiday					

October

2024

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5
6	7	8	9	10 9:30am Committee of the Whole Meeting 1:30pm Regular Board Meeting	11	12
13	14 Thanksgiving Day Statutory Holiday	15	16	17 9:30am Electoral Area Services Committee Meeting 1:30pm Finance Committee (Q3 Variance) Meeting	18	19
20	21	22	23	24 9:30am Committee of the Whole Meeting 1:30pm Regular Board Meeting	25	26
27	28	29	30	31		

November

2024

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3	4	5	6	7	8	9
10	11 Remembrance Day Statutory Holiday	12	13	14 9:30am Committee of the Whole Meeting 1:30pm Inaugural Board Meeting (Election of the Chair and Vice Chair)	15	16
17	18	19	20	21 9:30am Electoral Area Services Committee Meeting	22	23
24	25	26	27	28 9:30am Committee of the Whole Meeting 1:30pm Regular Board Meeting	29	30

December

2024

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9	10	11	12 9:30am Committee of the Whole Meeting 1:30pm Regular Board Meeting	13	14
15	16	17	18	19 9:30am Electoral Area Services Committee Meeting	20	21
22	23	24	25 Christmas Day Statutory Holiday	26 Boxing Day Statutory Holiday	27 Field Road Holiday Office Closure	28
29	30 Field Road Holiday Office Closure	31 Field Road Holiday Office Closure				

SUNSHINE COAST REGIONAL DISTRICT STAFF REPORT

TO: Committee of the Whole – November 9, 2023

AUTHOR: Raphael Shay, Manager – Sustainable Development

SUBJECT: PLANS FOR COMMUNITY GREENHOUSE GAS EMISSIONS INVENTORY

RECOMMENDATION(S)

- (1) **THAT the report titled Plans for Community Greenhouse Gas Emissions Inventory be received for information;**
 - (2) **AND THAT the approach of engaging with My Sea To Sky for completion of community energy and emissions inventories for the Sunshine Coast Regional District be supported.**
-

BACKGROUND

A community greenhouse gas (GHG) emissions inventory was last completed in 2022 using 2019 data. On June 9, 2022, the Board resolved (in part):

155/22 **Recommendation No. 1** *Sunshine Coast Greenhouse Gas Emissions Inventory*

AND THAT a proposal for an updated GHG emissions inventory be presented at 2024 Budget.

The report and community GHG emissions inventory presented in 2022 outlined the value of conducting this exercise every other year to better track trends, pinpoint priority areas, and measure impact of actions.

The purpose of this report is to receive Board direction on how to proceed with the next inventory.

DISCUSSION

Options and Analysis

Option 1 Recommended: Support My Sea To Sky community GHG emissions inventories

Since SCRD's 2022 inventory was completed, the group My Sea To Sky has started developing community GHG emissions inventories with the support of the Community Energy Association for communities around Howe Sound. At the October 22, 2020 Board meeting, the following directive was adopted (excerpt): "AND THAT a letter of support be provided to My Sea to Sky for the Climate Action Report Card Project."

Advantages: These inventories are consistent across communities, making them comparable. The inventories are credible and of quality, being done by the Community Energy Association of which SCRD is a member. This option frees up staff capacity from managing a consultant and collecting large quantities of data.

Disadvantages: My Sea To Sky is planning on using these inventories as an outreach tool to promote action on climate change. As such, they wish to have autonomy from local governments in order to eliminate perceived or real meddling with the data and how it is presented. While this enhances and protects credibility, it also limits SCRD's control over any narrative that My Sea to Sky might create.

Another risk involves My Sea to Sky ceasing completion of inventories or that methodology or comprehensiveness issues arise. This risk could be mitigated by keeping the possibility of completing inventories in the future.

Option 2 (Not Recommend): Hire consultant to develop Community GHG Inventory in 2024

Advantages: this option permits the SCRD to create a more detailed inventory and comment on methodology. For example, marine emissions are not in the scope of the other inventory at this time. Additionally, staff have been exploring land use change emissions research for the Sunshine Coast and it is unclear if this information would be available for other jurisdictions.

Disadvantages: the primary disadvantages of this option are the monetary cost and staff time involved in developing a detailed inventory. There is also a risk that inventory numbers do not match other inventories available in the community, creating confusion for citizens.

Option 3 (Not Recommended): Delay Community GHG Inventory to 2025

Advantages: this approach creates time for staff to focus on the completion and implementation of other priorities such as the Community Climate Action Plan. This will also provide more time for better data to be available specifically in the areas of post-pandemic new normals and the impact of various provincial and federal programs (e.g. home renovation rebates).

Disadvantages: the last inventory is for 2019 data and is getting dated.

Financial Implications

Option 1 comes at no additional costs other than staff time that is part of operations.

Option 2 will require a budget proposal for \$50,000 and additional staff time for project management.

Option 3 will defer the question until 2025.

STRATEGIC PLAN AND RELATED POLICIES

This report supports Strategy 4.2 of the 2019-2023 Strategic Plan to Update community energy and emissions plan and the tactic to update the community emissions inventory.

CONCLUSION

In 2022, a community GHG emissions inventory was completed. The Board moved that an inventory was to be completed every other year to measure progress and effectiveness of actions. Since then, the community group My Sea To Sky has started developing standardized inventories for communities of Howe Sound with support from Community energy Association. It is recommended that staff rely on these inventories moving forward.

Reviewed by:			
Manager		CFO	X -T. Perreault
GM		Legislative	X. S. Reid
A/CAO	X – I. Hall	Other	

SUNSHINE COAST REGIONAL DISTRICT STAFF REPORT

TO: Committee of the Whole – November 09, 2023
AUTHOR: Shelley Gagnon, General Manager, Community Services
SUBJECT: COMMUNITY SERVICES DEPARTMENT 2023 Q3 REPORT

RECOMMENDATION

THAT the report titled Community Services Department 2023 Q3 Report be received for information.

BACKGROUND

The purpose of this report is to provide an update on activity in the Community Services Department for the Third Quarter (Q3) of 2023 (July 1 to September 30).

The report provides information from the following Community Services Department Divisions:

- Parks [650]
- Cemeteries [400]
- Bicycle/Walking Paths [665 & 667]
- Dakota Ridge [680]
- Building Maintenance Services [313]
- Community Recreation Facilities [615]
- Pender Harbour Aquatic and Fitness Centre [625]
- Transit [310]
- Fleet [312]
- Ports [345 & 346]

PARKS [650]

Progress on Priorities from 2023 Service Plan

Objective	Strategies	Timeline	Progress
Core operations	<p>Administration, renewal and extension of various licenses, leases, agreements, and contracts.</p> <p>Incorporating adaptive environmental and climate resiliency principles into operational practices.</p>	Ongoing	<p>Continued progress as workplan and emerging priorities permit.</p> <p>Continued focus on inclusion of climate resiliency in all operational project planning and practices.</p>
Parks and Trails maintenance	<p>Provide, seven day a week operation May through August and five day a week operations September through April.</p> <p>Conduct regular inspections of all properties and managed assets.</p> <p>Plan and complete routine, remedial, and preventative maintenance tasks in all parks.</p> <p>Adhere and adapt to water conservation, cultural and environmental legislation.</p> <p>Ongoing targeted Hazard Tree Assessment and mitigation projects, including hazard tree mitigation following significant storm/wind events.</p> <p>Targeted wildfire risk prevention, fuel load dispersal.</p> <p>Integrated pest and invasive/noxious species management and mitigation.</p>	Ongoing	<p>Seasonal staffing and 7 day/week operations completed for the year (May-August).</p> <p>Ongoing regular inspections of properties and assets.</p> <p>Winterizing water systems and other regular seasonal maintenance tasks focused on rain/storm water management.</p> <p>Trail maintenance focused on removing debris, surface water control, tread replacements as needed on boardwalks and bridges, and tasks focused on repairs or providing signage to ensure user safety.</p> <p>Seasonal maintenance tasks.</p> <p>Ongoing windfall/hazard tree assessment and removal as identified.</p> <p>Identifying and mitigating any sources of water leaks in park facilities.</p> <p>Planning and external land management agency permitting in progress for emerging operational projects.</p> <p>Ongoing fuel load mitigation, debris dispersal, removal, and documentation in Fields App.</p> <p>Treatment of noxious plant species in identified areas completed as needed (within existing budget).</p>
Campground Operations (Katherine Lake)	<p>Ongoing management of campground contracted operations and water system operations agreements.</p> <p>Conduct seasonal startup/shut down tasks.</p>	Ongoing	<p>Katherine Lake Campground closed for the season.</p> <p>Seasonal shut down tasks are underway.</p> <p>Ongoing monitoring of streamflow and surface water drainage patterns around campground and other rain/storm water management tasks.</p>

	<p>Ongoing asset repair and maintenance including road maintenance.</p> <p>Continual monitoring and adapting to campground streamflow and surface drainage patterns.</p>		<p>Windfall management as needed.</p>
Playground Maintenance	<p>Regular playground safety inspections.</p> <p>Ongoing asset repair and maintenance.</p> <p>Seasonal start-up, operation and shut down of water park and children’s play area.</p>	Ongoing	<p>Monthly inspections completed and documented.</p> <p>Repairs and maintenance of assets completed as identified.</p> <p>Spray Park – ongoing water restrictions impacted operations and facility not reopened in 2023. Winterizing underway.</p>
Sports Fields Maintenance	<p>Ongoing adaptive turf maintenance practices (i.e., aeration, coring, fertilizing and drainage/vegetation management).</p> <p>Repair and maintenance of irrigation systems.</p> <p>Coordinated support for sport field bookings.</p> <p>Baseball diamond fringe upkeep and resurfacing.</p>	Ongoing	<p>Regular seasonal maintenance work is underway including winterizing of irrigation systems.</p> <p>Ongoing coordination of sport field bookings and monthly user group updates by Facility Bookings Technician.</p> <p>Ongoing field conditions assessments and implementation of required turf maintenance practices.</p>
Management and Maintenance of Community Halls	<p>Ensure safe, regulation-compliant operation of community halls.</p> <p>Completion of annual preventative maintenance tasks.</p> <p>Coordinated support for facility rentals and bookings.</p> <p>NEW: Construction of a new community hall in Halfmoon Bay at Conner Park</p> <p>NEW: Explore the feasibility and possible community partnerships to retain the current hall at Coopers Green Park.</p>	Ongoing	<p>Ongoing regular inspections of halls and associated systems.</p> <p>Continued preventative maintenance occurring as scheduled.</p> <p>Ongoing improvements to process related to hall rentals (through dedicated Facility Booking Technician) including annual surveys, website, and Facebook monitoring – still to be initiated.</p> <p>Halfmoon Bay Community Hall Project Definition Report presented at the October 19 Electoral Areas Services Committee meeting.</p> <p>Background research underway.</p>

<p>Planning and Coordination of Capital and Operational Projects</p>	<p>Planning, coordination and procurement of goods and services to complete capital and operational projects including projects carried forward from previous years.</p> <p>NEW: Park enhancements at Coopers Green Park</p>	<p>Ongoing</p>	<p>Operations and project coordination and development steps underway. See BPSR for updates on projects.</p> <p>Park enhancement project anticipated to begin Q1 2024.</p>
<p>Asset Management Plan Implementation & Service Level Planning</p>	<p>Planning, coordination and procurement of goods and services to complete capital renewal projects.</p> <p>Continued refinement of the capital renewal plan and regular updates of asset registry as required.</p> <p>Document inventory of parks according to Parks Classification System.</p> <p>Define and document service levels for all classifications of parkland. Ensure consistent application of classification system and service levels.</p>	<p>Ongoing</p> <p>Q2</p> <p>Q1-Q4</p>	<p>Continue to work with Asset Management to build out the capital renewal plan and identify priorities for 2024.</p> <p>Asset retirement obligation work is still in progress. Staff need to confirm with Asset Management that all associated agreements and retirement obligations are accounted for.</p> <p>Parks inventory and classification are not yet initiated due to ongoing staff resourcing challenges.</p> <p>Not yet initiated due to staff resourcing challenges</p>
<p>Flood Recovery Projects</p>	<p>Complete flood recovery projects including restoring major infrastructure and assets to pre-event condition with consideration of mitigation strategies.</p>	<p>Q1-Q4</p>	<p>Engineer engaged in developing options for recovery projects (Chaster House pedestrian bridge and Cliff Gilker trail/bridges)</p> <p>Suncoaster Trailhead Sign Replacement completed.</p> <p>Mahan Pathway recovery project completed.</p>
<p>Parks related Bylaws and Procedures</p>	<p>Review and update Parks Bylaw.</p> <p>Review work tasks to identify where additional safe work procedures are needed and develop procedures.</p> <p>Review and update existing safe work procedures.</p>	<p>Q2-Q4</p>	<p>Not addressed due to staff resourcing challenges and competing priorities. Will be added to the 2024 workplan.</p> <p>Work underway to review and update departmental safe work procedures.</p> <p>Participation in COR review to help identify gaps in policy, procedure, worker knowledge.</p>
<p>Park Signs Standards/Regional Sign Strategy and priority repairs</p>	<p>Complete sign inventory, condition analysis, plan and implement standards for the different classifications of parks signs.</p> <p>Include considerations for integration of First Nations history/language as well as interpretative signage.</p>	<p>Q1-Q4</p>	<p>Some incremental progress on signage requirements for type of park classification, trail, or facility has been made as staff time allows.</p>

	Address priorities for sign repairs and replacements.		
Engaging with the Community	Pursue and support community stewardship and partnership opportunities for parks/trails and related community projects.	Ongoing	<p>Ongoing support with partner community groups to carryout existing work plan and develop 2024 workplan priorities.</p> <p>Renewal of Partnership Agreement with SC Disc Golf Association to commence.</p> <p>Working towards establishing a new Partnership Agreement for Stewardship of Big Tree Recreation Site.</p> <p>Update on current initiatives:</p> <ul style="list-style-type: none"> • 2022 Hotel Lake Boat Dock and Access Trail – No change from Q2. • 2022 West Beach Trail – 2024 PDS submitted for engineering/geotechnical assessments. Planning/community engagement ongoing. • 2022 Lily Lake Storybook Interpretive Signage – Complete. • 2023 Sir Thomas Lipton Park Trail Signage – Complete.
Sports Field Strategy	Work in partnership with other jurisdictions, engage a consultant to develop a strategy that provides a long-term vision for the provision of sports field amenities on the Sunshine Coast.	Q3- 2024	Postponed due to staff capacity. Anticipate kick off in Q1 2024.

Key Performance Indicators:

Community Hall Bookings

	Hours Booked					Usage Rate				
	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2022 Q3	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2022 Q3
Chaster House	96	110	345.50		16	7.11%	8.15%	25.59%		8.26%
Coopers Green	60.3	125.5	121.75		27	4.48%	9.30%	9.02%		7.07%
Eric Cardinall	243	174.45	94		24	18.00%	12.94%	6.96%		8.31%
Frank West	183	128.3	69		48	13.56%	9.52%	5.11%		6.63%
Granthams	51	81	44		26	3.78%	6.00%	3.26%		3.07
Total	633.30	619.75	674.25		141	9.39%	9.18%	9.99%		6.68%

2022 – Chaster House closed until late Q2.

Usage Rate calculated based on available operating hours as specified in SCRD Parks Regulation bylaw No. 356. Park and facility hours are from 7am-10pm and are open 7 days/ per week.

Sports Field Bookings

	Hours Booked					Usage Rate				
	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2022 Q3	2023 Q1	2023 Q2	2023 Q3	2023 Q4	2022 Q3
Cliff Gilker	*102.50	closed	closed		448	*45.56%	closed	closed		33.19%
Connor	316.00	447.30	390		417	23.41%	33.15%	28.89%		30.89%
Lions	0	3	36		27	0.00%	.22%	2.67%		2.00%
Maryanne West	279.45	99	149.50		96	20.72%	7.33%	11.07%		7.11%
Shirley Macey 1 & 2	876.30	709.30	703.00		472	64.93%	52.56%	52.07%		34.96%
Total	2,030.15	1259.00	1278.50		1460	30.08%	23.31%	23.68%		21.63%

Usage rate calculated based on available operating hours as specified in SCRD Parks Regulation bylaw No. 356. Park and facility hours are from 7am-10pm and are open 7 days/week.

*Cliff Gilker Sports Field open in Q1 2023 from January 1 to 16, usage rate calculated based on 16 days only.

Katherine Lake Camping Bookings

	Number of Bookings									
	May 2022	May 2023	June 2022	June 2023	July 2022	July 2023	Aug 2022	Aug 2023	Sept 2022	Sept 2023
Tenting Sites Occupied	39	43	111	85	276	295	292	285	76	29
RV Sites Occupied	34	126	198	243	418	542	434	545	172	27
Group site	N/A	0	N/A	1	N/A	11	N/A	15	N/A	0
Total 2023 Seasonal Occupancy:		70%								
Total 2022 Seasonal Occupancy:		64.26%								

- 2023 Camping season May 18 to September 3; 2022 Camping season May 18 to September 18.
- There are ten (10) tenting sites and 19 RV sites
- This was the first year to offer a Group Site which can hold up to 30 people at once.

Development Referrals Received and Reviewed by the Parks Division

Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q3 2022
6	3	1		1

The following KPI's will be reported on annually:

- number of km of trails (based on classification)
- Acres of parkland (various classifications)
- Katherine Lake Campground statistics

Emerging Issues:

Trail Connector between Mintie Road and O'Brien Road, Area B: staff continue to prioritize the project. Archeological artifact of interest found onsite, resulting in need for a more in-depth Archeological Impact Assessment to be done. Awaiting permitting. Environmental Impact Assessment Completed.

Regular Staff to Staff meetings with MOTI established: Staff from SCRD and MOTI have begun meeting on a regular basis to enhance communication and share information related to ongoing operational projects and emerging issues. Recent staff changes have delayed discussions on several projects. One meeting was held in Q3.

CEMETERIES [400]

Progress on Priorities from 2023 Service Plan

Objective	Strategies	Timeline	Progress
Ongoing cemetery park maintenance	Completion of ongoing maintenance and repairs to the cemetery grounds, signage, landscaping, pruning, headstone installations, maintenance of fencing, columbarium, and other assets.	Ongoing	Regular and seasonal inspections, maintenance tasks underway focusing on rain/stormwater management, hazard tree inspections, groundskeeping tasks.
Delivery of cemetery services to the public	Plot and niche sales, administration, counter service, updating of public facing materials and communications, accounting, and responding to customer inquiries.	Ongoing	See KPI's for sales and interments.
	Initiate a public education plan to begin to address informal grave adornments at Seaview Cemetery.	Ongoing	Discussion for scope of public education plan initiated.
Business Process/Customer Service Improvements	<p>Review services software (Stone Orchard) and incorporate efficiencies.</p> <p>Perform an in-depth analysis of plot inventory, plots sold, and plots not yet claimed.</p> <p>Improve cost tracking. Analyze timesheet coding and payroll allocations to fully capture associated servicing costs.</p> <p>Conduct an analysis of internal operating costs.</p>	Ongoing	<p>Continuous improvement team meets regularly.</p> <p>Complete</p> <p>Working with Finance to organize effective cost tracking while capturing appropriately allocated service costs. Further work is required to define and capture specific costs.</p> <p>Analysis of internal operating costs not yet started.</p>
Ensure regulatory compliance	Adherence to the Cemetery Act and mandated compliance inspections by Consumer Protection BC.	Ongoing	All management, administration, and operation of SCRD services continue to be carried out in accordance with all acts and regulations.
Asset Management Plan and Service Level Documentation	<p>Finalize detailed asset registry for equipment, machinery, and assets.</p> <p>Work with Finance on asset retirement obligations.</p> <p>Define and document service levels.</p>	Q1-Q4	Ongoing, no change from Q2.
Fees and Charges Review	Review all service fees and charges.	Q3-Q4	Comparison of fees and charges with other cemeteries in the lower mainland in progress.

Review and Update Cemetery Bylaw and Procedures	Review and update Cemetery Bylaw as well as operational procedures. Review work tasks to identify where additional safe work procedures are needed and develop procedures. Review and update existing safe work procedures.	Ongoing	Compiling information and tracking suggested revisions to service bylaw. Review and update existing safe work procedures ongoing.
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Key Performance Indicators for 2023:

	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q3 2022
Current Inventory					
Full plots, regular	20	18	20		34
Full plots, Jewish Section	12	12	10		13
Cremation plot	229	226	226		245
Columbarium Niches	7	4	4		11
Burials					
Plots Sold	3	2	4		8
Interments	3	2	3		6
Cremations					
Plots Sold	0	1	2		3
Niches Sold	1	2	1		1
Interments	2	2	4		7
Inurnments (Niche)	1	3	1		1
Marker Installations	2	8	6		9

Emerging Issues:

RFP for Cemetery expansion plan under development. Change in senior staff delaying this project. A new columbarium is included in the expansion plan. Inventory may be expended by the end of 2023.

BICYCLE/WALKING PATHS [665/667]

Progress on Priorities from 2023 Service Plan

Objective	Strategies	Timeline	Progress
Maintenance and operations of infrastructure	Ensure safe, regulation-compliant operation of all infrastructure and assets. Conduct regular inspections and address minor repairs as required, including vegetation trimming, brushing and removal, and drainage maintenance.	Ongoing	Regular and seasonal maintenance tasks including leaf blowing, debris removal, rain/storm water management on paved separated multi use pathways. Still in discussions with MOTI representatives related to removal of the fencing along Hwy 101 at Chaster Creek crossing and area.
Planning and coordination of major projects	Planning, coordination and procurement of goods and services to complete major and minor projects including projects carried forward from previous years.	Ongoing	Capital asset planning work has started. Staff are working to develop a comprehensive asset inventory and address any gaps in known tangible assets. See BPSR for details on the Lower Road Retaining Wall project. Continuing to work with MOTI on design standards and project scope.

Emerging Items:

Regular Staff to Staff meetings with MOTI established: Staff from SCRD and MOTI have begun meeting on a regular basis to enhance communication and share information related to ongoing operational projects and emerging issues. Recent staff changes have delayed discussions on several projects. One meeting was held in Q3.

DAKOTA RIDGE [680]

Progress on Priorities from 2023 Service Plan

Objective	Strategies	Timeline	Progress
Ongoing Operations	<p>Ensure safe, regulation-compliant operation of entire facility, related equipment, and assets.</p> <p>Conduct ongoing trail maintenance and management.</p>	Ongoing	<p>Equipment inventory and supplies being arranged for 2023/2024 season (i.e. first aid supplies, emergency equipment).</p> <p>Planning underway for brushing ski trails and access road. Outhouse pumping and re-sealing warming hut building envelope completed.</p>
Customer Service	<p>Ticket sales and accounting, and marketing and promotions of service.</p> <p>Regular public communications and updates.</p>	Ongoing	<p>Planning for day pass and seasons pass sales underway and on scheduled to begin mid November 15.</p> <p>Marketing and Communications Plan review initiated.</p>
Volunteer Management and Support	<p>Continued focus on volunteer recruitment, training, coordination, and retention.</p> <p>Provide technical and safety training and risk management.</p>	Ongoing	<p>Staff meetings and communications with volunteer trail hosts and groomers have begun to plan for the upcoming season.</p> <p>Volunteer pre-season work party planning underway.</p> <p>Volunteer orientation/training program review in progress.</p>
Seasonal Access Road management	<p>Annual maintenance to repair upper road sections and improve drainage (contracted services) including:</p> <ul style="list-style-type: none"> • Road plowing and maintenance • Brushing, trimming and vegetation maintenance 	Ongoing	<p>RFPs for road maintenance and snow clearing services are now closed. Contract awards forthcoming.</p> <p>Basic pre-season maintenance activities planning underway and will prioritized/completed as budget/weather/contractor availability permits.</p>
Asset Management Plan Implementation & Service Level Planning	<p>Complete asset registry for Dakota Ridge assets and develop long term capital plan.</p> <p>Define and document service levels for all classifications of parkland.</p>	Q2-Q3	<p>Continuing with asset registry.</p> <p>Continuing to define service levels.</p> <p>Working with Asset Management team to understand 2024 requirements for asset replacement.</p>
Capital and Operational Projects	<p>Planning, coordination and procurement of goods and services to complete capital and operational projects including projects carried forward from previous years.</p>	Q2-Q4	<p>Snowmobile delivery in Q4 – finalizing delivery details. Coordinating with fleet maintenance for initial inspections.</p> <p>New kiosk and trail map signage received.</p> <p>Procurement of services to install fall protection on top of storage shed being finalized.</p>

Key Performance Indicators:

Dakota Ridge Season Pass Sales

	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
Pass Sales	127	107	112	209	221	196

Number of Volunteers:

Volunteer Position	2017-2018	2018-2019	2019-2020	2020-2021	2021-2022	2022-2023
Trail Hosts	28	22	15	20	20	16
Groomers	9	9	9	7	8	8
Fall Work Party	13	7	10	10	5	16
Total	50	38	34	37	33	40

The number of operating days in the season is 105.

Emerging Issues:

Dakota Access Road will require more extensive maintenance, ditch renewal, and brushing in 2024/25, which may have future financial considerations.

BUILDING MAINTENANCE [313]

Progress on Priorities from 2023 Service Plan

Objective	Strategies	Timeline	Progress
Preventative maintenance	Plan, schedule and complete routine scheduled preventative maintenance tasks at supported buildings.	Ongoing	Due to annual leaves and pool annual maintenance, minimal progress was made towards catching up on the preventative maintenance backlog from Q1. A small backlog still exists, which the division has prioritized catching up on in Q4.
Maintenance support as capacity permits	Prioritize and complete tickets received for support to complete emerging repairs and priority tasks.	Ongoing	Approximately 100 hours were committed to larger projects and other work tickets in Q3. 180 hours were committed to annual maintenance projects at SAC, GDAF and PHAFC. Supply chain issues continue to result in delays completing tickets and larger projects. See performance indicators below.
Development of Safety Procedures	Review work tasks to identify where additional safe work procedures are needed and develop procedures. Review and update existing safe work procedures	Q1-Q4	Five procedures drafted in Q3; estimate 30% completed.
PCB (Polychlorinated Biphenyls) Investigation and Removal Planning	Conduct audits of pre-1980 buildings to establish inventory of PCB containing equipment. Develop replacement and disposal plans for PCB equipment.	Q1-Q2	Complete. No PCB's found in any facilities.
Asset Stewardship	Conduct a review of existing preventative maintenance programs provided by the division at 26 SCR D buildings as well as a review of the remaining buildings which do not currently have preventative maintenance support to identify gaps in service and opportunities for enhancements.	Q2-Q4	Started, ongoing.
Documentation of Service Levels	Establish Building Maintenance Service Levels.	Q1-Q4	No change from Q1, first draft completed and under review.

Key Performance Indicators:

Building Maintenance Tickets	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q3 2022
Tickets received	67	43	25		55
Tickets resolved	52	41	32		55
Unresolved tickets	39	41	34		26

Emerging Issues:

The division's annual work plan allocates 800 hours for larger projects and work tickets throughout the year. With approximately 900 hours committed to larger projects and tickets through to the end of Q3, the division's capacity to continue to support project requests and tickets for the remainder of the year is extremely limited within the available FTE. The division is taking steps to ensure support for service requests critical to maintaining operations remain available through deferral of some non-critical planned projects.

COMMUNITY RECREATION FACILITIES [615]

Facilities Services [613]

Progress on Priorities from 2023 Service Plan

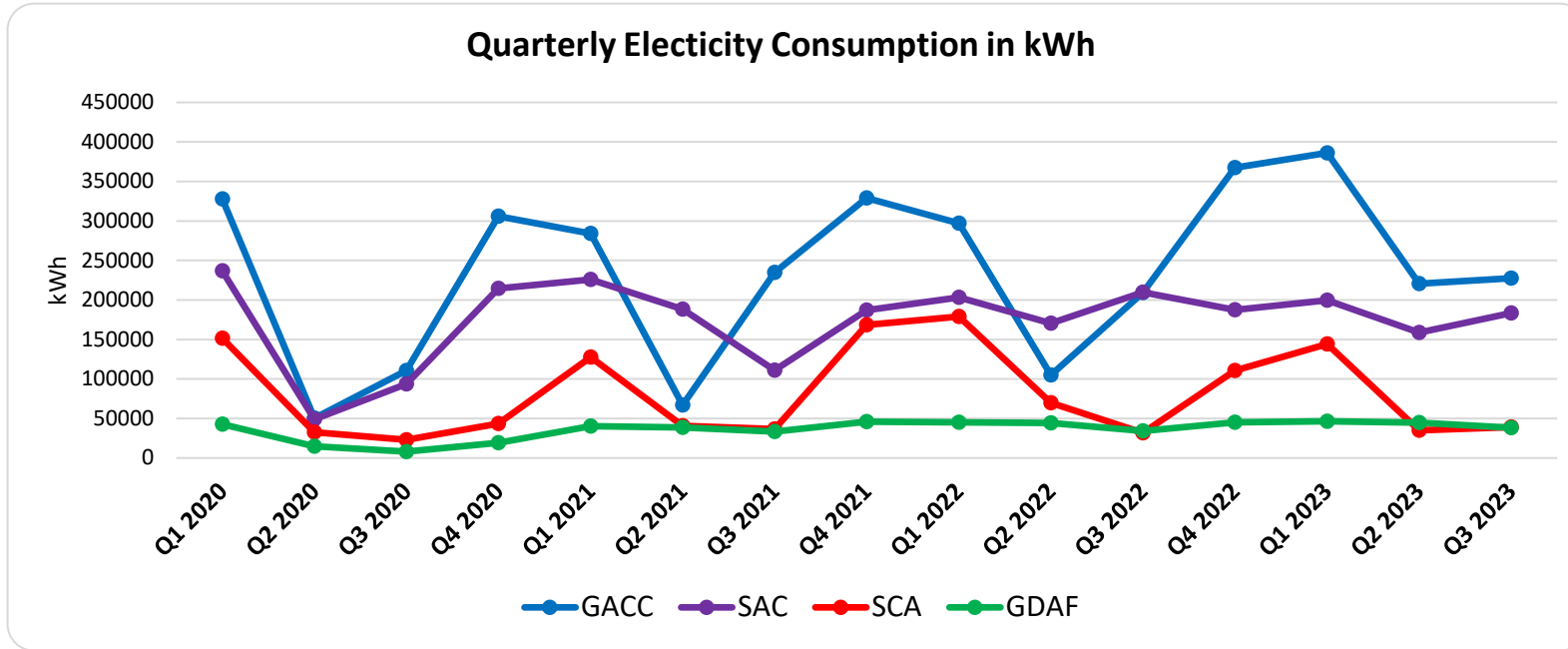
Objectives	Strategies	Timeline	Progress
Facility operation and preventative maintenance	Ensure safe, regulation-compliant operation of facilities. Prevent breakdowns/service interruptions. Maximize useful life of community assets.	Ongoing	No change from Q2. Continuing to experience cost increases for supplies, materials, and contracted labour in the current marketplace. Supply chain issues are continuing to result in longer than normal lead times to complete maintenance and repairs.
Planning and coordination of capital renewal projects.	Planning, coordination and procurement of goods and services to complete capital renewal projects and one-time capital projects. Plan, procure services, schedule and complete 38 new capital projects for 2023. Provide project management and oversight. Plan and coordinate the SAC sprinkler system replacement to occur in two phases, during annual facility maintenance, starting in 2023, completion in 2024.	Ongoing	One-Time Projects: <ul style="list-style-type: none"> • Two carry forward one-time projects have been substantially completed. • Two carry forward one-time projects have been awarded with completion anticipated in Q4. • One new one-time project has started, completion anticipated for Q4. Capital Renewal Projects: <ul style="list-style-type: none"> • Two projects completed in Q3; eight projects completed to date in 2023. • SAC Air to Air and Dehumidification fan replacement awarded with anticipated completion by Q1 2024. • Three projects were awarded with completion anticipated for Q4 2023. • One project was awarded with completion anticipated for Q3 2024. • Two projects awarded with completion anticipated for Q2 – Q3 2024. • Tender process started for 12 projects which includes retendering of SCA and GDAF door replacements. • Design work commenced for four projects identified as multi-year projects with anticipated completion of design in Q4 2023. • Six projects identified as multi-year projects with expected completion in Q2 – Q4 2024. Tendering for these projects has not started. • GACC and SAC Roof Replacement design work tendering has commenced with anticipated completion of design work in Q1 2024.

			<ul style="list-style-type: none"> • GDAF Roof Top Unit Replacement project scope changes completed, retendering of construction has commenced, construction award anticipated for Q1 2024. • GACC Brine Chiller and Condenser replacement carry forward detailed design engineering has commenced with anticipated completion of design in Q4 2023. • SCA Dehumidifier Electric replacement project cancelled due to shift in longer ice season at GACC. Some expenses will be incurred to remove existing equipment and support platform. • Eleven projects have not started. • SAC Fire Sprinkler System replacement phase 1 completed, Phase 2 planned for Q2 2024.
Annual Facility Maintenance	Plan, schedule and complete annual maintenance at recreation facilities.	Q1-Q3	GACC annual maintenance completed. SAC annual maintenance completed. SCA annual maintenance completed. GDAF annual maintenance completed.
Development and Ongoing Review of Safety Procedures	Review work tasks to identify where additional safe work procedures are needed and develop procedures. Review and update existing safe work procedures.	Q1-Q4	No change from Q1 2022, in progress.
Climate Adaptation Internal Project	Work with Sustainable Development to collaborate on vulnerability mapping, risk analysis and adaptive design work.	Q1-Q2	No change from Q1.
Asset Retirement Obligations	Work with Finance to identify asset retirement obligations.	Ongoing	Complete.
Asset Management Software Planning	Work with Asset Management to determine asset management software requirements for recreation facilities.	Q1-Q4	No change from Q1.
Training and Development Program Implementation	Implement program to enhance staff skills, knowledge and experience	Q1-2024	Started – 15% complete.
Documentation of Service Levels	Establish Facility Services Service Levels.	Q1-Q4	No change from Q1, first draft completed and under review.
Climate Change Adaptation	Analyze the viability of an alternative water source for Sunshine Coast Arena ice operations to reduce reliance on Chapman Water system during periods of drought.	Q2-Q4	Staff report presented to the Board in Q3. The Board resolved to install and operate ice at SCA using water from the Chapman system and that a budget proposal for an evaluation of the well adjacent to SCA be submitted as part of the 2024 – 2028 Financial Planning Process.

Key Performance Indicators:

Quarterly Electricity Consumption in kWh

	Year	Q1	Q2	Q3	Q4	Annual Total	% Total 615 Facilities
GACC	2023	386,135	220,613	227,337			48.38%
	2022	297,021	105,090	209,312	367,210	978,633	42.38%
	2021	284,143	66,775	234,679	328,804	914,401	42.37%
	2020	327,878	50,366	110,741	306,071	795,056	46.11%
SAC	2023	199,661	158,816	183,527			31.44%
	2022	203,036	170,584	209,884	187,633	771,137	33.40%
	2021	225,979	188,278	111,083	186,926	712,266	33.01%
	2020	236,632	48,995	93,678	214,610	593,915	34.44%
SCA	2023	143,991	35,190	39,196			12.67%
	2022	178,982	69,735	31,672	110,580	390,969	16.93%
	2021	127,517	40,689	36,555	168,616	373,377	17.30%
	2020	151,385	32,792	23,033	43,452	250,662	14.54%
GDAF	2023	46,454	44,903	38,322			7.52%
	2022	44,996	44,143	34,048	45,185	168,372	7.29%
	2021	40,151	38,595	33,316	45,921	157,983	7.32%
	2020	42,690	14,662	8,092	19,184	84,628	4.91%



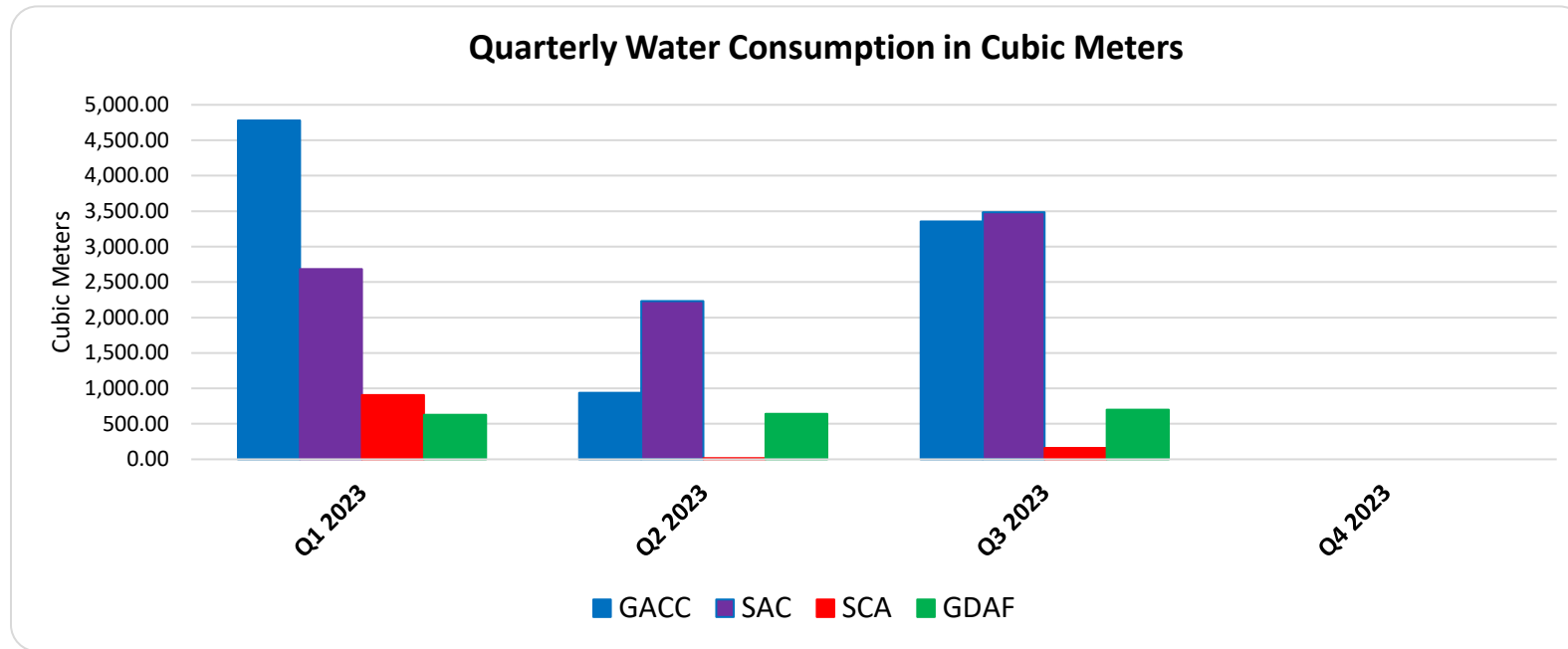
Quarterly Water Consumption in Cubic Meters

GACC and GDAF are supplied by Town of Gibsons water system.

SAC and SCA are supplied by Chapman water system.

	Q1 2023	Q2 2023	Q3 2023	Q4 2023	% Total 615 Facilities
GACC	*4,778.82	939.10	*3354.16		44.20%
SAC	2,683.0	2,233.0	3,484.0		40.93%
SCA	904.40	15.98	158.57		5.26%
GDAF	629.08	642.98	700.98		9.61%

* See emerging issues



Annual Natural Gas Consumption in GJ (% Total All Facilities)

	2023	2022	2021	2020
GACC	-	1,322.8 (10.68%)	1,199.5 (12.43%)	1,189.1 (15.99%)
SAC	-	7,540.1 (60.89%)	5,013.7 (51.95%)	3,479.4 (46.78%)
SCA	-	920.9 (7.44%)	741.2 (7.68%)	779.6 (10.48%)
GDAF	-	2,598.9 (20.99%)	2,696.8 (27.94%)	1,989.4 (26.75%)
Annual Total	-	12,382.7	9,651.2	7,437.5

Note: Due to variations in billing periods and meter reading dates, will report natural gas consumption annually.

Equipment Failures Impacting Service Levels – Q3 only

Facility	Equipment	Impact	Failure Date	Days Impacted
GACC	Ice Resurfacer Conditioner Failure	Ice Surface Closure	Aug 14	0.5
SAC	Sauna Heater Element Failure	Sauna Closure	Sept 28	2.5
SCA	None to report	-	-	-
GDAF	None to report	-	-	-

Emerging Issues:

Equipment Failure - Increased water consumption continued after refrigeration plant start up in Q3. Further investigation discovered a failed automated valve on the condenser water system. The valve was repaired, and water consumption returned to historical average consumption.

Human Resources – Recruitment was completed for one full time Assistant Coordinator and two casual Facility Operators to fill vacancies in Q3. Training and certification of new hires has commenced and is ongoing.

RECREATION SERVICES [614]

Progress on Priorities from 2023 Service Plans

Objective	Strategies	Timeline	Progress
Provide public access to Aquatics, Arenas, Fitness and Programming	Return the facilities to traditional operating hours and service levels (staffing dependent).	Ongoing	<p>Aquatics:</p> <ul style="list-style-type: none"> • Aquatic Facilities (SAC & GDAF) continue to operate at reduced hours due to ongoing staffing challenges. • SAC annual maintenance closure was adjusted due to sprinkler maintenance which added an additional two weeks. SAC reopened on July 15. • GDAF annual maintenance closure was adjusted due to SAC closure dates and was closed from July 15 – August 7. <p>Arenas:</p> <ul style="list-style-type: none"> • The dryfloor was available at GACC until August 1. • Ice installation at GACC starting on August 14. • The dryfloor was available at SCA until September 14. Due to low participation, drop-in programs were moved to GACC in July. • The ice installation at SCA started on September 25. <p>Fitness and Community Recreation:</p> <ul style="list-style-type: none"> • The weight room and fitness spaces remained available at GACC and SAC at regular historical operating hours.
Program Delivery	Delivery of accessible recreation programs in Aquatics, Arenas, Fitness and General Recreation (staffing and contractor instructor dependent). Improve programming processes and offerings based on findings from the 2022/2023 Programming Review.	Ongoing	<p>General:</p> <ul style="list-style-type: none"> • Fall program registration started August 16. <p>Aquatics:</p> <ul style="list-style-type: none"> • Swim lessons were offered for two-week sessions at SAC over the summer. Lessons started two weeks later than typical due to the extended maintenance closure but had good participation. • GDAF offered two sessions of swim lessons this summer. • Waitlists remain high for pre-school swim lesson levels at both Aquatic Facilities. • Bronze Medallion ran at SAC in July with 11 participants enrolled. • Bronze Cross ran at SAC in August with 14 participants enrolled. • The Swim Instructor course was cancelled due to low registration as minimum numbers were not met to fulfill Lifesaving Society minimums. • The National Lifeguard course ran in August with 5 participants and one volunteer to be able to meet Lifesaving Society minimums.

			<p>Arenas Drop-in:</p> <ul style="list-style-type: none"> GACC ice drop-in programs started on August 19 with a reduced schedule as staff worked around the youth user group’s camps and events. GACC ice drop-in programs expanded in early September to the shoulder season level. SCA ice drop-in Fall programs started on September 26. <p>Arena Registered:</p> <ul style="list-style-type: none"> July ball hockey camp offered on the SCA dryfloor for kids 6 to 8 years old. July ball hockey camp offered on the GACC dryfloor for kids 6 to 8 years old. Dryfloor programs such as roller skating and pickleball were offered but attendance was low. <p>Fitness and Community Recreation:</p> <ul style="list-style-type: none"> Four summer camp programs were offered over 10 different sessions. Camps included a beginner gymnastics camp, multi-sport camp, arts and crafts camp, and a cycling camp. Three sessions were in Sechelt, and seven in Gibsons. Two sessions were cancelled however the other sessions were full (98% capacity). All four gymnastic sessions were at 100% capacity with 14 people on the waitlists and requests for further programming. Registration for summer fitness and community recreation programs increased compared to 2022. Summer camp programs were the main contributor to the increase. SAC Spin Classes were moved back into the Fitness Studio (pilot program). This pilot impacted the capacity of other classes in the Fitness Studio. Data and feedback will be collected throughout the fall season to inform future decisions on the location of spin classes (fitness studio or community room). Fitness and Community Recreation continues to search for new contracted instructors, both for registered and MYPASS classes. Notices have been included in Coast Reporter advertisements.
<p>Community group partnership/space rental</p>	<p>Support community recreation priorities through providing facility space/services.</p>	<p>Ongoing</p>	<p>Fitness and Community Recreation:</p> <ul style="list-style-type: none"> Partner programs with SC Community Services Society, SC Association of Community Living, YMCA, and Vancouver Coastal Health continue. GACC YMCA Youth Centre average daily attendance increased throughout the summer season with art projects, music playing and basketball as the primary activities being offered, as well as screen printing onto textiles. A new YMCA staff member joined the Youth Centre in July.

			<ul style="list-style-type: none"> A new pilot project called Re-bounce was introduced at GACC, where community members can drop off used racquet sport equipment and it will be repurposed for use in the community. The project was championed by a local community member. <p>Aquatics:</p> <ul style="list-style-type: none"> Chinook Swim Club continued to book swim practices in July but took August off for a summer break.
Business Process/Customer Service Improvements	Continue to develop and review policies and procedures.	Ongoing	Continue to review and revise/develop division policies and procedures.
Provision of support for Parks	Continue to provide support to Dakota Ridge pass set up and sales for Parks Division (in the recreation software system).	Q1-Q2	In progress for 2023/24 season.
Joint-Use Agreement	Provide access to recreation facilities School District groups/activities as staffing permits. Resume recreation programming in school District facilities for community benefit.	Ongoing Q4	No Joint-Use Agreement Rental Permits were issued during the summer season as schools were closed. Due to an administrative error during the 2023 financial plan adoption, SCRCD programming in school facilities will not take place in 2023. Staff will bring back information during the 2024 budget process that would support this programming.
Annual Review and Implementation of the Programming Equipment Asset Management Plan	Continue to refine and implement the Programming Asset Management Plan	Ongoing	In progress.
Planning for Recreation Management Software Transition	Document business needs to be addressed through recreation software. Through a public procurement process, retain a vendor for recreation software. Develop business plan for support requirements of transitioning to a new recreation software product, if required.	Q2-Q4	Procurement process underway. Anticipate awarding prior to end of Q1 2024.
LIFE Program Review (Financial Assistance Program)	Complete a review of the LIFE (Leisure Involvement For Everyone) program.	Q1-Q4	Internal review complete and processes improved where possible.
Staff Recruitment, Training and Development	Continue to recruit staff to address shortages, provide opportunities for training and development, and for staff to strengthen their skills and abilities as it relates to their career.	Ongoing	Staff recruitment for Arena Workers has been challenging over the past two quarters.

	Strengthen the provision of aquatics through coordinated leadership, new training opportunities and new systems designed with input from staff.		Staff Inservice training days at SAC on July 14 and September 25. Training included annual evacuation training, an HR training session, Lifeguard standards and instructor training. Staff Inservice training day at GDAF on August 4 with an annual evacuation training session in partnership with the Gibsons Volunteer Fire Department with 17 staff attending. Two Aquatic Instructors participated in a required co-teach of a Standard First Aid Course and a National Lifeguard Course in the effort to complete their certification requirements.
Documentation of Service Levels	Establishment of Recreation Service Levels.	Q1-Q4	In progress.

Emerging Issues:

Stage 4 Drought Response: Resulted in the Swirl Pool (Hot Tub) being closed at the Sechelt Aquatic Centre for 17 days from September 10 to September 27. The process of filling, heating, and treating began immediately upon restrictions being lifted, and was reopened to the public at opening on September 28.

Junior Hockey: Staff continue to plan and work with the Sunshine Coast Junior Hockey Society and Coastal Sports and Entertainment Group following confirmation of the Junior Hockey franchise being awarded to the Sunshine Coast.

Eastlink Outages: Several Eastlink related outages this quarter resulted in workstations, internet, phone and payment system downtimes at the two Gibsons Recreation Facilities, leading to significant impacts to staff workplans and the inability to process payments resulting in lost revenue. The downtimes were as follows:

- August 3, September 18-20 & September 27-October 2 (GACC)
- October 1-October 3 & October 10 (GDAF)

Pender Harbour Aquatic & Fitness Centre [625]

Progress on Priorities from 2023 Service Plans

Objective	Priorities	Timeline	Progress
Facility operation and preventative maintenance	<p>Ensure safe, regulation-compliant operation of facility.</p> <p>Prevent breakdowns/service interruptions.</p> <p>Maximize useful life of community assets.</p>	Ongoing	No change from Q2. Continuing to experience cost increases for supplies, materials, and contracted labour in the current marketplace. Supply chain issues are continuing to result in longer than normal lead times to complete maintenance and repairs.
Annual Facility Maintenance	Plan, schedule, and complete annual maintenance at recreation facilities	Q3	Complete. Annual Facility maintenance shutdown occurred from August 5 – September 4 and the Facility reopened on September 5.
Provide public access to Aquatic and Fitness facility and programs	Return the facilities to traditional operating hours and service levels (staffing dependent).	Ongoing	<p>Aquatics:</p> <ul style="list-style-type: none"> • PHAFC continues to operate at reduced hours due to ongoing staffing challenges. • Summer swim lessons ran four times per week for two-week sessions in July. <p>Fitness and Community Recreation:</p> <ul style="list-style-type: none"> • The weight room and fitness spaces remained available to the public at the same hours as the pool.
Program Delivery	<p>Delivery of accessible recreation programs in Aquatics, Fitness and General Recreation (staffing and contract instructor dependent).</p> <p>Improve programming processes and offerings based on findings from the 2022 Programming Review.</p>	<p>Ongoing</p> <p>Q3</p>	<p>Aquatics:</p> <ul style="list-style-type: none"> • Drop-in aquafit class average attendance in July was 9. <p>Fitness and Community Recreation:</p> <ul style="list-style-type: none"> • Two MYPASS programs and one registered program were offered in the summer season. All three programs ran during the month of July while the facility was open. • Fitness and Community Recreation continues to search for new contracted instructors, both for registered and MYPASS classes. Notices have been included in Coast Reporter advertisements.
Community group partnership/space rental	Support community recreation priorities through providing facility space/services.	Ongoing	Nothing to report.
Business Process/Customer service improvements	Continue to develop and review policies and procedures.	Ongoing	Continue to review and revise/develop division policies and procedures.
Planning for Recreation Management Software Transition	Document business needs to be addressed through recreation software.	Q2-Q4	Procurement process underway. Anticipate awarding prior to end of Q1 2024.

	Through a public procurement process, retain a vendor for recreation software. Develop business plan for support requirements of transitioning to a new recreation software product, if required.		
Joint-Use Agreement	Provide access to recreation facilities School District groups/activities as staffing permits. Resume recreation programming in school District facilities for community benefit.	Ongoing Q4	No Joint-Use Agreement Rental Permits were issued during the summer season as schools were closed. Due to an administrative error during the 2023 financial plan adoption, SCR D programming in school facilities will not take place in 2023. Staff will bring back information during the 2024 budget process that would support this programming.
LIFE Program Review (Financial Assistance Program)	Complete a review of the LIFE (Leisure Involvement For Everyone) program.	Q1-Q3	Internal review complete and processes improved where possible.
Staff Recruitment, Training and Development	Continue to recruit staff to address shortages, provide opportunities for training and development, and for staff to strengthen their skills and abilities as it relates to their career. Strengthen the provision of aquatics through coordinated leadership, new training opportunities and new systems designed with input from staff.	Ongoing	The PHAFC Aquatic Supervisor was able to complete the First Aid Instructor Course and associated co-teach requirements in August to complete the certifications and change status officially to FT Aquatic Instructor. On August 29 there was a staff training session held at PHAFC prior to the facility reopening following its annual maintenance shutdown and 5 staff attended.
Documentation of Service Levels	Establish Recreation Service levels.	Q1-Q4	In progress.
Pender Harbour Aquatic Society (PHAS)	Continue to meet with the Pender Harbour Aquatic Society on a regular basis. This group provides valuable feedback and support for the continued operations of PHAFC.	Ongoing	Staff continue to meet monthly with the PHAS. In cooperation with the PHAS, a 40 th (+) year anniversary of the facility (now in its 43 rd year) was held on site from 12:00-4:00pm on Sunday, September 17.

Key Performance Indicators:

Quarterly Electricity Consumption in kWh

	Year	Q1	Q2	Q3	Q4	Annual Total
PHAFC	2023	93,781	86,943	53,734	45	

	2022	99,548	76,183	48,223	81,905	305,859
	2021	107,664	68,108	51,094	101,761	328,627
	2020	102,121	42,673	47,771	103,339	295,904

Equipment Failures Impacting Service Levels – Q3 only.

Facility	Equipment	Impact	Failure Date	Days Impacted
PHAFC	None to report.	-	-	-

Emerging Issues:

Lease renewal – Staff have met with SD#46 staff to discuss the renewal of the Lease for the PHAFC.

RECREATION SERVICES AND PENDER HARBOUR AQUATIC & FITNESS CENTRE

Key Performance Indicators:

Admissions (Includes paid drop in admissions, membership use or swipes, and lobby games participation GACC only)

Facility	2023					2022 Q3
	Q1 (Jan-Mar)	Q2 (Apr-Jun)	Q3 (Jul-Sep)	Q4 (Oct-Dec)	Total	
GACC	16,023	12,148	10,964		39,135	8,759
GDAF	6,262	5,004	3,994		15,260	3,115
SAC*	40,962	28,300	23,214		92,476	35,549
SCA	1,773	182	142		2,097	147
PHAFC	4,306	3,241	1,646		9,193	1,253
Total	69,325	48,875	39,960		158,160	48,823

*SAC pool annual maintenance closure June 9 to July 14, 2023.

Sales of MYPASS & 10PASS

MYPASS and 10PASS can be used at all five Recreation facilities. MYPASS is a monthly pass with unlimited use. 10PASS is valid for 10 visits.

	2023										2022 Q3	
	Q1 (Jan-Mar)		Q2 (Apr-Jun)		Q3 (Jul-Sep)		Q4 (Oct-Dec)		Total		MYPASS	10PASS
	MYPASS	10PASS	MYPASS	10PASS	MYPASS	10PASS	MYPASS	10PASS	MYPASS	10PASS		
New passes	2,239	673	1,552	460	1,708	439			5,499	1,572	1,435	381
Renewed passes	813	186	793	134	719	112			2,325	432	686	100
TOTAL	3,052	859	2,345	594	2,427	551			7,824	2,004	2,121	481
Cancelled passes	8	0	7	0	6	3			21	3	2	1

Includes family passes and individual passes for all age groups.

Sales of Facility-specific Passes

Facility-specific passes can only be used at one facility and are sold as monthly or 10-visit passes.

	2023										2022 Q3	
	Q1 (Jan-Mar)		Q2 (Apr-Jun)		Q3 (Jul-Sep)		Q4 (Oct-Dec)		Total		Monthly	10-visit
	Monthly	10-visit	Monthly	10-visit	Monthly	10-visit	Monthly	10-visit	Monthly	10-visit		
GDAF												
New passes	71	43	61	38	50	21			182	102	51	11
Renewed passes	9	0	1	3	23	10			33	13	12	4
Total GDAF	80	43	62	41	73	31			215	115	63	15
PHAFC												
New passes	88	53	45	31	31	19			164	103	22	17
Renewed passes	30	7	26	45	11	3			67	55	4	3
Total PHAFC	118	60	71	76	42	22			231	158	26	20
TOTAL	221	103	171	117	115	53			446	273	89	35

Includes passes for all age groups.

2023 Q3 10-visit passes not included in above: Ice/Dryfloor (13), Third Party Practitioner (9), SAC Parent & Tot (5).

Facility Bookings/Rentals

Arenas

ICE HOURS												
	2023										2022 Q3	
	Q1 (Jan-Mar)		Q2 (Apr-Jun)		Q3 (Jul-Sep)		Q4 (Oct-Dec)		Total		Prime	Non-prime
	Prime	Non-prime	Prime	Non-prime	Prime	Non-prime	Prime	Non-prime	Prime	Non-prime		
GACC (Ice out from May 14 – August 13, 2023)												
Regular Bookings	701.25	116.75	277.00	52.25	409.50	40.00			1387.75	209.00	409.50	35.50
Joint Use	0	26.00	0.00	3.25	0.00	0.00			0.00	29.25	0.00	0.00
SCRD Programs	109.00	82.50	60.25	46.50	95.25	0.00			264.50	129.00	37.75	36.50
GACC Total	810.25	225.25	337.25	102.00	504.75	40.00			1652.25	367.25	447.25	72.00
Usage Rate	78.21%	41.79%	67.59 %	37.09%	78.62%	18.02%			75.90%	37.98%	69.88%	34.95%
SCA (Ice out from March 14 – September 24, 2023)												
Prime	473.50	65.75	No Ice		49.30	6.30			522.75	72.00	No Ice*	
Joint Use	0	25.50			0.00	1.00			0.00	26.50		
SCRD Programs	87.00	43.50			7.00	0.00			94.00	43.50		
SCA Total	560.50	134.75	0.00	0.00	56.30	7.30			616.75	142.00	0.00	0.00
Usage Rate	74.34%	27.61%	0.00%	0.00%	82.72%	18.13%			75.03%	26.89%	0.00%	0.00%
Total Hours Rented	1,370.75	360.00	337.25	102.00	561.00	47.25			2269.00	509.25	447.25	72.00
Overall Usage Rate	76.58%	35.05%	67.59%	37.09%	79.01%	18.03%			75.66%	34.06%	69.88%	34.95%

Prime Time: 3:00 p.m. – midnight on school days and 8:00 a.m. – midnight on non-school days.
 Non-Prime Time: 6:00 a.m. – 3:00 p.m. on school days and 6:00 a.m. – 8:00 p.m. on non-school days.
 *No ice at SCA in Q3 due to drought response and State of Local Emergency.

DRYFLOOR HOURS						
2023						2022 Q2
Q1 (Jan-Mar)	Q2 (Apr-Jun)	Q3 (Jul-Sep)	Q4 (Oct-Dec)	Total		
GACC (May 24 to August 1, 2023)						
Regular Bookings	No Dry floor	69.50	7.00		76.50	0.00
SCRD Programs		51.00	70.25		121.25	54.50
GACC Total		120.50	77.25		197.75	54.50
Usage Rate		24.79%	19.05%		22.18%	10.52%
SCA (March 25 to September 17, 2023)						
Regular Bookings	No Dry floor	93.00	3.00		96.00	3.00
SCRD Programs		43.00	60.15		103.25	37.25
SCA Total		136.00	63.15		199.25	40.25
Usage Rate		20.61%	7.99%		13.72%	4.28%
Overall Usage Rate		22.38%	11.73%		16.94%	6.50%

Pools

POOL HOURS													
2023												2022 Q3	
		Q1 (Jan-Mar)		Q2 (Apr-Jun)		Q3 (Jul-Sep)		Q4 (Oct-Dec)		Total		Bookings	Hours
		Bookings	Hours	Bookings	Hours	Bookings	Hours	Bookings	Hours	Bookings	Hours		
GDAF	Regular	20	27.00	57	66.50	27	44.08			104	137.58	3	3.50
	Joint Use	32	37.50	32	36.00	0	0.00			64	73.50	0	0.00
SAC	Regular	153	261.92	96	165.67	89	148.50			338	576.09	82	136.42
	Joint Use	58	73.25	64	75.33	3	3.50			125	152.08	3	5.25
PHAFC	Regular	2	2.50	1	1.00	0	0.00			3	3.50	0	0.00
	Joint Use	6	6.00	5	7.00	0	0.00			11	13.00	0	0.00
TOTAL	Regular	175	291.42	154	233.17	116	192.58			445	717.17	85	139.92
	Joint Use	96	116.75	101	118.33	3	3.50			200	238.58	3	5.25

Multi-Purpose Rooms

	2023										2022 Q3	
	Q1 (Jan-Mar)		Q2 (Apr-Jun)		Q3 (Jul-Sep)		Q4 (Oct-Dec)		Total		Hours	Usage
	Hours	Usage	Hours	Usage	Hours	Usage	Hours	Usage	Hours	Usage		
GACC (Rooms 204, 209, 217 & 219)												
SCRD Programs	220.50	4.82%	247.92	5.60%	177.25	3.98%			645.67	4.80%	118.00	2.65%
Rentals	293.75	6.43%	221.75	5.01%	260.00	5.84%			775.50	5.76%	163.75	3.68%
Partner Programs	461.25	10.09%	462.75	10.45%	436.75	9.81%			1360.75	10.12%	385.75	8.66%
Internal Bookings	13.75	0.30%	14.00	0.32%	6.00	0.13%			33.75	0.25%	5.25	0.12%
TOTAL	989.25	21.65%	946.25	21.37%	880.00	19.76%			2815.67	20.93%	672.75	15.11%
SAC (Community Room and Fitness Room)												
SCRD Programs	310.67	13.30%	265.58	11.78%	204.17	8.97%			780.42	11.37%	241.00	10.65%
Rentals	34.00	1.46%	42.50	1.89%	20.00	0.88%			96.50	1.41%	16.00	0.71%
Partner Programs	32.50	1.39%	30.00	1.33%	27.50	1.21%			90.00	1.31%	28.75	1.27%
Internal Bookings	10.00	0.43%	11.25	0.50%	6.25	0.27%			27.50	0.40%	14.75	0.65%
TOTAL	387.17	16.58%	349.33	15.50%	257.92	11.33%			994.42	14.49%	305.50	13.28%
SCA (Community Room)												
Rentals	53.75	3.32%	14.00	0.87%	30.00	1.89%			97.75	2.03%	0.00	0.00%
Internal Bookings	50.00	3.09%	18.00	1.12%	5.75	0.36%			73.75	1.53%	0.00	0.00%
TOTAL	103.75	6.40%	32.00	2.00%	35.75	2.25%			171.50	3.57%	0.00	0.00%

Usage rate based on Available Hours = Operating hours of recreation centre x number of rooms available.

Registered Programs

Includes only pre-registered programs. Drop-ins are counted with admissions.

Note that seasons correlate differently with months of the year than regular quarterly reporting in Q3 and Q4 as per the chart below:

Season	Quarter	Dates
Winter	Q1	January 1 to March 31
Spring	Q2	April 1 to June 30
Summer	Q3	July 1 to August 31
Fall	Q4	September 1 to December 31

	Ice/Dry Floor Programs					Aquatic Programs					Fitness Programs				
	2023				2022 Q3	2023				2022 Q3	2023				2022 Q3
	Q1 (Jan-Mar)	Q2 (Apr-Jun)	Q3 (Jul-Aug)	Q4 (Sep-Dec)		Q1 (Jan-Mar)	Q2 (Apr-Jun)	Q3 (Jul-Aug)	Q4 (Sep-Dec)		Q1 (Jan-Mar)	Q2 (Apr-Jun)	Q3 (Jul-Aug)	Q4 (Sep-Dec)	
No. of Registered Programs	6	1	2		2	40	44	49		27	41	43	16		20
No. of Cancelled Sessions	1	0	1		1	3	2	4		1	6	8	2		3
No. of Spaces Available	112	20	20		25	326	338	327		390	512	572	215		152
No. of Spaces Filled	94	12	11		21	308	276	239		256	290	274	103		79
No. on Waitlist	1	0	0		0	70	186	61		39	2	5	2		2

	Community Recreation Programs				
	2023				2022 Q3
	Q1 (Jan-Mar)	Q2 (Apr-Jun)	Q3 (Jul-Aug)	Q4 (Sep-Dec)	
No. of Registered Programs	41	43	13		2
No. of Cancelled Sessions	6	8	2		2
No. of Spaces Available	512	572	201		0
No. of Spaces Filled	290	274	153		0
No. on Waitlist	2	5	19		0

- Programs only run if a minimum number of participants are reached. Weight Room orientations are included in the registered programs.
- Birthday parties not included in the above data as follows: SAC Pool – 14, GACC Arena – 0, SCA Arena – 0.
- Weight Room orientations not included in the above data as follows: SAC – 2, GACC - 2.
- No. of spaces available is based on the maximum capacity permitted in a program.
- Aquatics swim lessons were full and waitlist numbers may be inflated due to customers adding their name to multiple waitlists.

Marketing

Facebook	Reach*					Number of Followers				
	2023				2022 Q3	2023				2022 Q3
	Q1	Q2	Q3	Q4		Q1	Q2	Q3	Q4	
SCRD Parks and Recreation	16,663	20,961	16,618			2,347	2,443	2,550		
Pender Harbour	3,412	2,511	2,328			672	687	715		

*Reach is the number of people who saw any content for the specified Facebook page for the defined period of time.

	2023				2022 Q3
	Q1	Q2	Q3	Q4	
Number of E-Newsletter Subscribers	248	207	207		
Comment Cards Received	30	16	37		

The following performance indicators will be reported annually in the Q4 report:

- LIFE (Leisure Inclusion For Everyone) program and admission statistics
- Joint Use Agreement statistics

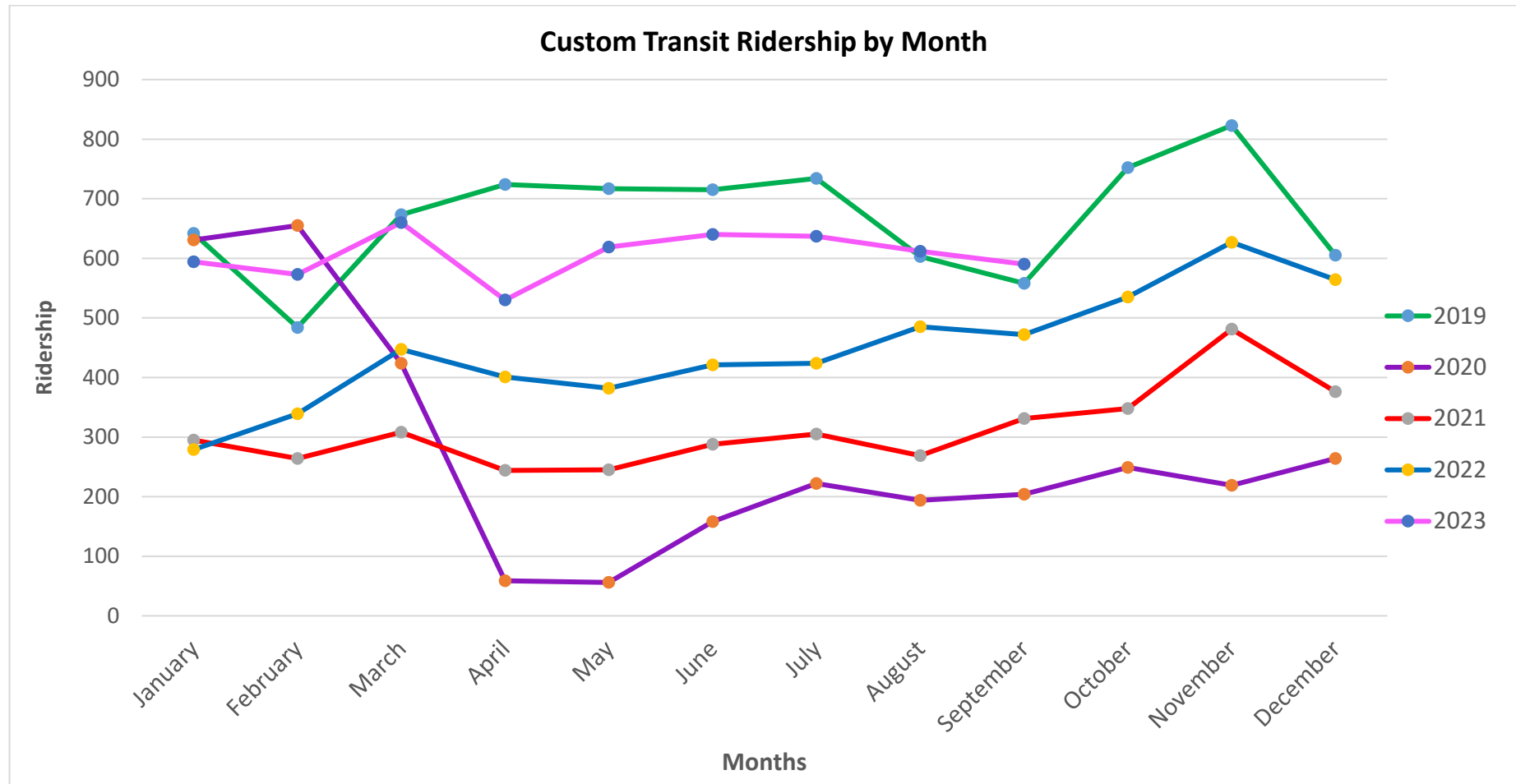
TRANSIT DIVISION [310]

Progress on Priorities from 2023 Service Plan

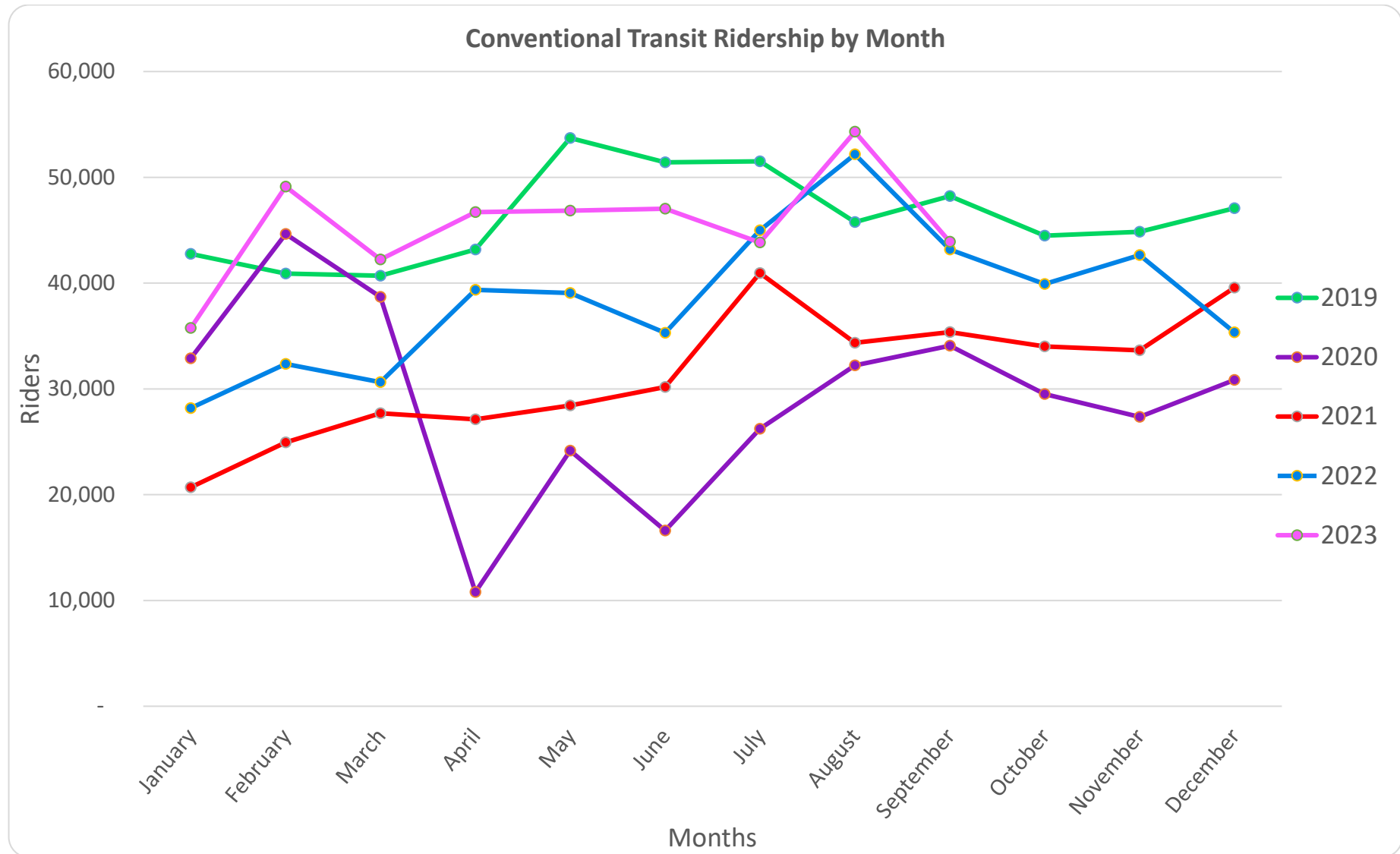
Objective	Strategies	Timeline	Progress
Maintain Service Levels	Continue to provide conventional and custom transit services as per the Annual Operating Agreement with BC Transit. Ongoing recruitment, orientation, and training of transit drivers to maintain service levels. Maintain cleaning and disinfecting of buses.	Ongoing	Despite significant staffing shortages, there were no service interruptions in Q3. Continued to provide Conventional and Custom Transit services as per Annual Operating Agreement. Hired and trained five (5) casual drivers in Q3. Cleaning and disinfecting of buses embedded into service levels (complete).
Operations Standards	In partnership with BC Transit, identify the gaps in service levels between operations and the new BC Transit Operations Standards manual.	Ongoing	Continued progress in reviewing the new standards manual to identifying implications on current procedures or services levels.
Bus Shelter Program Development	To develop a bus shelter program that includes: <ul style="list-style-type: none"> - current inventory and asset condition assessments - standards for present and new bus shelters - implementation plan (phased approach) - budget implications (capital, operational, asset replacement) - Identification of possible funding opportunities 	Q4	The Bus Stop / Shelter and Asset inventory with condition assessments has been completed. Staff shortage has impacted the progress and this initiative will be moved to the 2024 service plan.
Custom Transit Service Review	In partnership with BC Transit, conduct a custom transit service review to inform future expansion recommendations.	Q2-Q4	Review will be conducted with existing resources (BC Transit and SCRD); scope will include public engagement through surveys (telephone, online and paper based) as well as focus groups. Review will begin in November 2023; Let's Talk Page will be developed. Anticipate report presented to Board in early Q2 2024.
Implementation of Electronic Fare System	Support BC Transit on introduction and implementation of new Electronic Fare System (UMO).	Q1-Q2	BC Transit has delayed implementation until early 2024 with following details: <ul style="list-style-type: none"> • Launch date: Week of January 08, 2023. • Public Engagement Plan: Week of December 11, 2023. • Umo Devices Installation of SCRD Buses: Week of November 27 – December 01, 2023. • Support and Training for present / potential new Transit Vendor; end of November or Early December 2023.

Mason Yard Expansion Planning	In partnership with BC Transit, complete the Mason Road Works Yard expansion study.	Q1-Q2	Estimate completion of project in late Q3. Staff report for the Board to follow.
Planning and coordination of minor and major projects	Planning, coordination and procurement of goods and services to complete capital and operational projects including projects carried forward from previous years.	Q4	See BPSR for details.
Youth Engagement/ Ridership	<p>Research and analyze the impacts of free transit for youth and bring a report back to the Board.</p> <p>Develop a strategy to increase youth ridership.</p>	Q2-Q3	<p>This review is underway with a report to the Board anticipated in Q4.</p> <p>SC Transit is taking part in the BC Transit’s pilot, “BusReady Ambassadors” program for kindergarten/elementary kids to middle school (grade 8) students. The program is to inform students about public transportation, safety, etiquette, sustainability, and accessibility.</p> <p>The pilot was to be rolled out in June, however, due to BCT internal delays, this will be happening in Q4. The main objective of BusReady is to give youth a positive impression of transit before they begin riding transit on their own. The goal is to prepare children on how to ride the bus safely and have a positive outlook on transit.</p> <p>Last week (October 23–27, 2023), BC Transit has reached out to SCR D schools about their participation in this program and is awaiting their response.</p>
2023 Service Expansion - Conventional - Custom	In partnership with BC Transit, plan and implement expansion priorities for Route 90 and custom transit.	Q3-Q4	MOU for transit expansion (conventional and custom) in 2024 approved by the Board in Q3 (2023 SEP 28 - COW Transit Improvement Program (TIP) - 2024 Expansion Priorities)
Supernumerary Compensation Pilot	<p>Implement one year pilot to address coverage for drivers cancelling shifts after hours.</p> <p>Evaluate effectiveness of pilot and report back to Board.</p>	Q2-Q1 2024	Unable to commence pilot, due to staff shortages. Hoping to carry forward this pilot to 2024.

Key Performance Indicators:

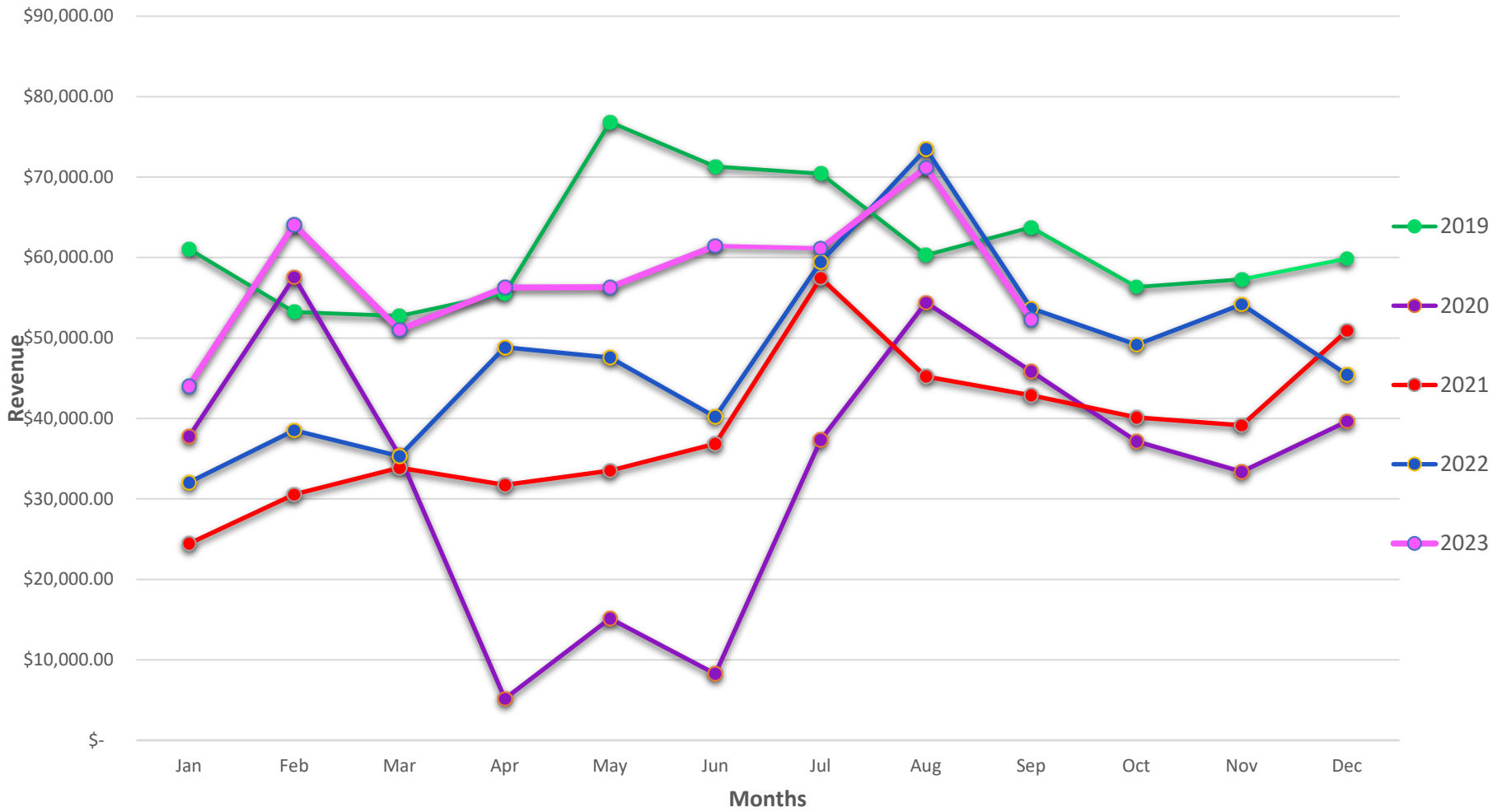


*Includes all data received from BC Transit to date



*Includes all data received from BC Transit to date

Total Fare Revenue by Month: 2019 - 2023



Average Transit On Time Performance:

Year	Target	Q1	Q2	Q3	Q4
2023	73%	61.1%	58.0%	56.5%	

BCT On-Time definition: A bus is considered "on time" when it arrives at a bus stop within 3 minutes of its scheduled arrival time.

Driver Recruitment:

Year	Q1	Q2	Q3	Q4
2023	3	3	5	

Emerging Issues:

Staff availability and recruitment and training of drivers continues to be a priority.

FLEET DIVISION [312]

Progress on Priorities from 2023 Service Plan

Objective	Strategies	Timeline	Progress
Maintain services to both transit and corporate fleet and equipment	<p>Conduct annual Commercial Vehicle Inspections.</p> <p>Conduct Second (2nd) Fleet Inspection by BC Transit on the state of buses, repair / service and related administration records.</p> <p>Annual fleet servicing of SCRD generators.</p> <p>Preventative and scheduled maintenance of SCRD vehicles and equipment.</p>	Ongoing	<p>Ongoing as required.</p> <p>Scheduled for October 25 and 26, 2023.</p> <p>Ongoing as required.</p> <p>Annual maintenance is ongoing, however, due to staff absences and new hoist installation delay, some backlog has developed.</p>
Fleet Rate Review	Conduct a fleet rate review and communicate recommended changes to impacted divisions.	Q2-Q4	Fleet rate and budget monitored closely. Fleet review may not commence until 2024 unless challenges emerge.
On Call Compensation Pilot	<p>Implement pilot program for on call compensation for afterhours fleet response.</p> <p>Evaluate effectiveness of pilot and report back to Board.</p>	Q2–Q1 2024	<p>Commenced.</p> <p>Highly successful. The Fleet Staff receive on average over 15 calls each calendar month. The availability of the Fleet staff enhanced support for the afterhours transit operations, equipment readiness for the following service day, and appropriate bus allocations per route demands without compromising warranty status.</p> <p>Time spent on all road related activities is invoiced to BC Transit or SCRD / Municipalities at the established Fleet Rate, i.e., \$63.44 for BC Transit calls and \$95.00 for SCRD/Municipalities calls for cost recovery.</p> <p>Part of the R1 2024 Budget Proposal for Fleet [312], is a request for Board’s approval.</p>
Corporate Fleet Strategy	Engage the services of professional consultants to develop a plan to manage and maintain vehicle and equipment fleet assets as efficiently and cost effectively as possible.	Q4-2024	To begin in Q4.

Emerging Issues:

1. 4 Post Hoist Installation: The installation is complete.
2. Asset Failure: replacement options underway for the 1995 2-Post Hoist for light vehicles (under 10,000 lbs.) including small transit buses and EVs. Work on small vehicles has been rescheduled around the work on large vehicles, and a work backlog is expected until a new hoist is procured.

PORTS AND DOCKS DIVISION [345 & 346]

Progress on Priorities from 2023 Service Plan

Objective	Strategies	Timeline	Progress
Routine preventative maintenance and minor repairs	<p>Completion of annual inspections / repairs (two times per year).</p> <p>Sustainable, cost-effective asset management and prevention of service interruptions</p>	Ongoing	<p>Final minor inspection for the year scheduled for Q4.</p> <p>The current contract for this service expires in February 2024. The procurement process started and anticipated award in Q4.</p>
Public information on docks/moorage	Provide timely, reliable information to residents and visitors about SCR D ports.	Ongoing	Continue to update the public as needed.
Community cooperation and knowledge sharing	Support an effective Ports Monitors Committee (POMO), and host meetings two times per year.	Ongoing	<p>Meeting held in Q2.</p> <p>Next meeting expected to be held in Q4.</p>
Community cooperation and knowledge sharing	Attend the Harbour Authority Association of BC (HAABC) meeting on a regular basis as deemed appropriate.	Ongoing	Staff attend on a regular basis. Next meeting in Q4.
Community cooperation and knowledge sharing	Continue to build relations and work with local island and marine associations.	Ongoing	Nothing to report for Q3.
Asset management	<p>Completion of major inspections for remaining four ports (five ports completed in 2022). This will identify priorities for repair and replacements needed to maintain the asset.</p> <p>New best practices have been initiated by the shíshálh Nation and the Ministry (MFLNR). Complete gap analysis between existing dock structures and new best practices.</p> <p>Develop a capital asset renewal plan.</p>	Q1-Q4	<p>The four remaining inspections are to be conducted in Q4 with final reports anticipated prior to year-end.</p> <p>Gaps will be noted within the final reports from the major inspections.</p> <p>Work continues on the capital renewal plan. Anticipate completion in Q2/3 2024.</p>
Capital Maintenance Projects	<p>Planning, coordination and procurement of goods and services to complete capital projects carried forward from previous years.</p> <p>Ensure projects adhere to environmental regulations and limit service disruption where possible.</p>	Q1-Q4	<p>The new float for Keats Landing will be installed by the end of Q3.</p> <p>The 4 remaining capital projects will begin review and priority listing with required designs in early October 2023. Design expected to be completed by December 2023.</p> <p>Hopkins Landing major structural upgrade RFP is being drafted. Expected to be on BC bid by December 2023.</p>

Facilitate and support the provision of public docks (New Brighton Dock)	In partnership with the Squamish Nation Marine Group, and Gambier Island Community Association, facilitate a community conversation regarding the New Brighton Dock and conduct any studies required in the process.	Q1-Q4	Staff continued to meet with representatives from the N'ch Kay Corporation in Q2, however further discussion will wait until the fall.
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Emerging Issues:

Keats Landing Port - The major inspection on Keats Landing was completed (October). The facility has significant structural damage to two bearing piles along the approach. The dock can remain in service, however, has been closed to vehicle traffic until further notice. Notification was issued and barricades have been installed to block all motorized vehicle traffic.

Reviewed by:			
Manager	X – J. Huntington X – A. van Velzen X – G. Donn X – A. Kidwai	Finance	
GM	X – S. Gagnon	Legislative	
A/CAO	X – I. Hall	Other	

SUNSHINE COAST REGIONAL DISTRICT STAFF REPORT

TO: Committee of the Whole – November 9, 2023

AUTHOR: Ian Hall, General Manager, Planning and Development

SUBJECT: **PLANNING AND DEVELOPMENT DEPARTMENT 2023 Q3 REPORT**

RECOMMENDATION(S)

THAT the report titled Planning and Development Department 2023 Q3 Report be received for information.

BACKGROUND

The purpose of this report is to provide an update on activity in the Planning and Development Department for the Third Quarter of 2023 (Q3 – July 1 to September 30, 2023).

The report provides information from the following Planning and Development Department divisions:

- Planning and Development Services
- Building Inspection Services
- Sustainable Development
- Protective Services

PLANNING AND DEVELOPMENT SERVICES DIVISION

Regional Planning [500] and Rural Planning [504]

Progress on Priorities from 2023 Service Plan Lite

Objective	Strategies	Timeline	Progress
Rural Planning 504: Planning Enhancement Project 1 (PEP 1): Development Application Process Review (DAPR)	Review application processing procedures to shorten timelines, provide improved predictability, reduce barriers, and encourage quality development submissions that contribute to key community building initiatives. The work will further evaluate staffing and technology resource needs and seek to ensure fees that reflect the average cost of providing service.	Q3	Presented at July 27 Committee of the Whole meeting. Additional follow-up work on Process Mapping is ongoing

Rural Planning 504: Planning Enhancement Project 2 (PEP 2): OCP Renewal	Renew all 7 SCRDP OCPs with the aim of policy harmonization and strengthening of Development Permit Areas. This project will involve significant consultation and involve several micro-policy projects.	2026	Project scoping and preparation of RFP in order to bring in consultant to support/lead the process completed in Q3.
Rural Planning 504: Development regulation and approval.	Timely, quality service to applicants while working to modernize our rural and regional planning frameworks.	Ongoing	Ongoing
Regional Planning 500: Regional growth	Complete regional growth baseline framework. Also continue to coordinate and respond to referrals from BCTS.	Q3 2023 Q3 2023 and ongoing	Completed. Further work on growth planning to occur through OCP renewal.
Hillside Industrial Park Development Project [540]	Continue to advance planning work for Hillside Industrial Park and undertake headlease renewal.	2024	Headlease term modification in progress; early work on engagement initiated. Partnership agreement with SCREDO drafted and to be confirmed in Q4.

Key Performance Indicators

In 2023, staff will research and implement additional performance indicators following the Development Approvals Process Review, using results of that process to inform design.

Regional Planning [500]

Key projects in Q3 included:

- Regional Growth Baseline Research: Referrals of MODUS report underway.
- The Regional Housing Coordinator (contracted role, funded through Municipal-Regional Destination Tax revenue sharing) has prepared a social housing needs assessment. Presentation to an SCRDP Committee is planned for Q4.

Rural Planning [504]

Key projects in Q3 included:

- Development Approvals Grant: A final report from KPMG that included key findings and recommendations on SCRD's Development Approvals Process Review was presented to the July 27 Regular Committee of the Whole Meeting, and SCRD Board adopted staff recommendations. The DAPR Final Report was endorsed to guide enhancement of SCRD development approval processes and guide considerations as part of the 2024 budget process. SCRD Board also authorized an amendment to the contract with KPMG LLP to increase the value of the contract from \$185,170 to up to \$210,170 in alignment with currently approved grant funding to complete related process review activities, as permitted by the DAPR program. SCRD also received an extension on the DAPR grant approval until March 15, 2024 and staff are working to complete all grant funded work by this time.
- With Board direction and project funding to renew SCRD OCPs (approved in 2022 budget), project scoping is underway. The project is titled Planning Enhancement Project Phase 2 (PEP 2) and also referred to as OCP Renewal. SCRD Board gave staff a mandate to harmonize and renew Official Community Plans as well as harmonize and renew zoning bylaws, with a focus on housing needs, climate resilience and sustainable development. The use of a singular bylaw for Official Community Plans is an emerging best practice as it reduces the amount of overhead effort and cost to maintain, allowing the community and local government to respond more nimbly to concurrent crises and community needs. A singular OCP bylaw for multiple electoral areas has been successfully implemented in other jurisdictions by embedding local area plans within. This allows localized policies and character of each area to continue to be promoted and enhanced.
- In mid-Q3 a key senior planner position was vacated. Recruitment commenced immediately, and a new senior planner will be starting mid-Q4.
- The cost of providing rural planning development-related services has risen drastically in recent years. After more than a decade since the last fee update, in Q4 2022 SCRD Board adopted new fees and charged application types for development planning services that are aimed at getting closer to capturing the cost of providing each separate service. New fees and charged application types are reflected below in the quarterly report on development application statistics. Q3 has yielded \$55,450 in revenues, compared to \$10,235 in Q3 2022. With an aim of striving for cost recovery of development planning services, the Q3 2023 statistics are reflective of a continued trend of successfully moving towards a user-pay model for development related business decisions.

*A data collection error was discovered in the Q1 and Q2 revenue statistics. The actual Q1 revenue was \$53,565 and the actual Q2 revenue was \$57,550. The year-to-date total has been re-calculated to reflect this and is \$166,565.

- This user pay model has the potential to help fund future positions to meet the demand for development-related planning services. Future fees and charges update work for planning services are underway and is directly informed by the Development Approvals Process Review (DAPR) project recommendations presented in Q3. Staff expect to bring forward a proposed Fee Update in 2024, to continue to take the next step in cost-recovery for SCRD Planning services. This is a key step toward establishing a service

level in SCRD Planning that will allow development planning and long-range planning services to consistently co-exist and be maintained into the future.

- SCRD Planning is currently working collaboratively with Bylaw staff on the handover of a total of 71 remediation (REM) files to remediate unlawful land alteration in advance of Development Permit applications. Most of these files are in riparian areas, are complex, costly, and time-consuming to resolve for both property owners and staff. The majority involve additional approvals from other agencies before Development Permits can be issued. Consequently, REMs have a long processing lifespan compared to regular Pre-applications.

OPERATIONS

Development Applications and Inquiry Statistics

Development Applications Received	Area A	Area B	Area D	Area E	Area F	Q3 2023
Pre-Applications (regular)	10	5	2	7	4	28
Remedial Pre-Applications (REM)	8	7	2	6	3	26
Sub Total – Pre-Applications	18	12	4	13	7	54
Development Permit	3	4		2	2	11
Development Variance Permit			1	1		2
Subdivision		1				1
Rezoning/OCP						0
Board of Variance						0
Agricultural Land Reserve		1				1
Frontage Waiver		1	1			2
Strata Conversion						0
Tree Cutting Permits						0
Sub Total – Full Development Applications	3	7	2	3	2	17
Sub Total – Complex Property Information Requests					1	1
Grand Total	21	19	6	16	10	72

There were 72 Development Applications received in Q3 2023 compared to 15 in Q3 2022, noting 2023 numbers include stats on the new pre-application process. The 2023 Year to Date total for Development Applications is 196.

- The 2022 annual total for Development Applications was 95.
- The 2021 annual total for Development Applications was 122.
- The 2020 annual total for Development Applications was 77.
- The 2019 annual total for Development Applications was 96.

Development Applications and Inquiry Revenue

Development Applications Received	Area A	Area B	Area D	Area E	Area F	Q3 2023
Pre-Applications (regular)	\$4,900	\$2,200	\$900	\$5,200	\$1,800	\$15,000
Remedial Pre-Applications (REM)	\$5,000	\$10,000				\$15,000
Sub Total – Pre-Applications	\$9,900	\$12,200	\$900	\$5,200	\$1,800	\$30,000
Development Permit	\$2,800	\$3,200		\$1,600	\$1,600	\$9,200
Development Variance Permit			\$6,000	\$3,000		\$9,000
Subdivision		\$2,000				\$2,000
Rezoning/OCP						\$0
Board of Variance						\$0
Agricultural Land Reserve		\$750				\$750
Frontage Waiver		\$2,200	\$2,200			\$4,400
Strata Conversion						\$0
Tree Cutting Permits						\$0
Sub Total – Full Development Applications	\$2,800	\$8,150	\$8,200	\$4,600	\$1,600	\$25,350
Sub Total – Complex Property Information Requests					\$100	\$100
Grand Total	\$12,700	\$20,350	\$9,100	\$9,800	\$3,500	\$55,450

The Development Applications revenue in Q3 2023 was \$55,450 compared to \$10,235 in Q3 2022. The 2023 Year to Date total for Development and Inquiry Applications revenue is \$166,565.

- The 2022 total for Development Applications revenue was \$67,630.
- The 2021 total for Development Applications revenue was \$89,642.
- The 2020 total for Development Applications revenue was \$58,270.
- The 2019 total for Development Applications revenue was \$60,625.

Provincial and Local Government Referrals

Referrals	District of Sechelt	Town of Gibsons	Shishálh Nation	Islands Trust	Skwxwú7mesh Nation	Province	Other*	Q3 2023
Referrals						2		2

There were 2 Referrals received in Q3 2023 compared to 4 in Q3 2022.

- The 2022 total for Referrals was 17.
- The 2021 total for Referrals was 10.
- The 2020 total for Referrals was 25.
- The 2019 total for Referrals was 26.

Planning Division Public Inquiries

2023 Public Inquiries	#	2022 Public Inquiries	#
January	151	January	278
February	164	February	238
March	189	March	257
April	137	April	235
May	153	May	272
June	132	June	244
July	150	July	196
August	165	August	209
September	171	September	247
October		October	171
November		November	152
December		December	161
2023 Year to Date Total	1412	2022 Total	2660

The table above lists the number of “new” public inquiries per month via email, front counter and phone. Inquiries range from being quickly resolved with a quick answer to having many parts and remaining open for some time depending on the complexity. At the time of publishing this report, planning staff are managing 277 active inquiries.

There were 486 public inquiries in Q3 2023 compared to 652 in Q3 2022.

- The 2022 total for Public Inquiries was 2660.
- The 2021 total for Public Inquiries was 3246.
- The 2020 total for Public Inquiries was 2029.

BUILDING INSPECTION SERVICES DIVISION

Progress on Priorities from 2023 Service Plan Lite

Objective	Strategies	Timeline	Progress
Delivery of permitting and inspection services	Timely, reliable, professional and courteous service aligned with provincial and local regulations	Ongoing	Ongoing
Building sector knowledge	Support professional development of staff and of the Coast’s building sector through training, information sharing, and dialogue with builders, etc. Areas of focus include energy efficiency, alternative energy, and the reduction of greenhouse gas emissions.	Ongoing	Ongoing
Renew service delivery model with sNGD	Review and improve communication, coordination and documentation of service delivery agreement	Completed	Service delivery agreement executed. Documentation review and update complete.
Development Approval Processes Review	Grant-funded project to review processes and assess opportunities for streamlining/online services.	Completed	Review complete. Implementation of recommendations underway.

The Building Division successfully completed their 2023 Vehicle Replacement Project by securing the purchase and delivery of a new 2023 Toyota bZ4X AWD electric vehicle in September. The new vehicle, Unit 577, is now fully operational and being utilized to conduct building permit inspections on a daily basis.

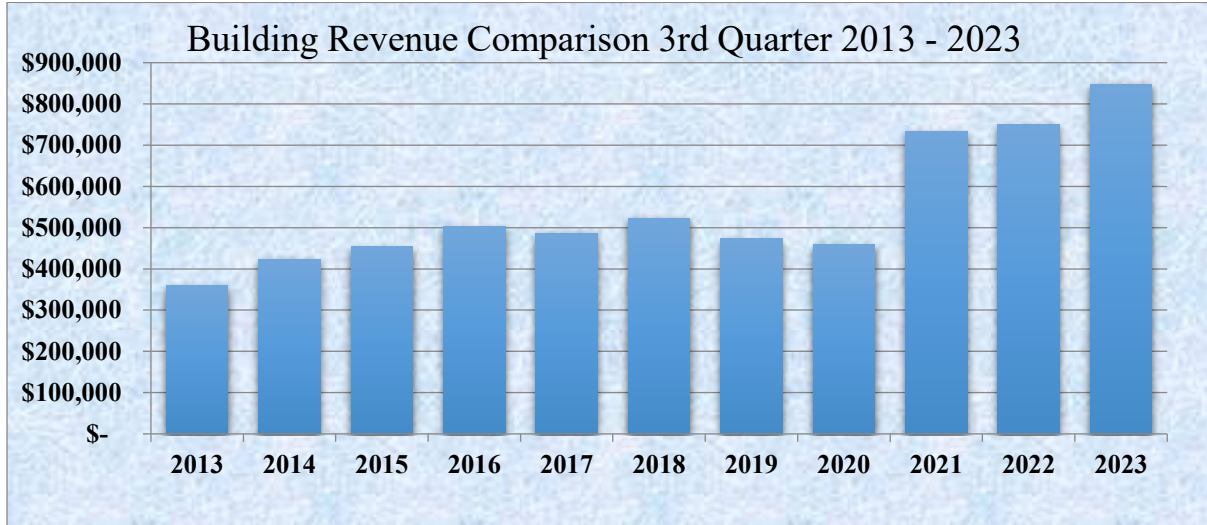


2023 Q3 Monthly Building Statistics

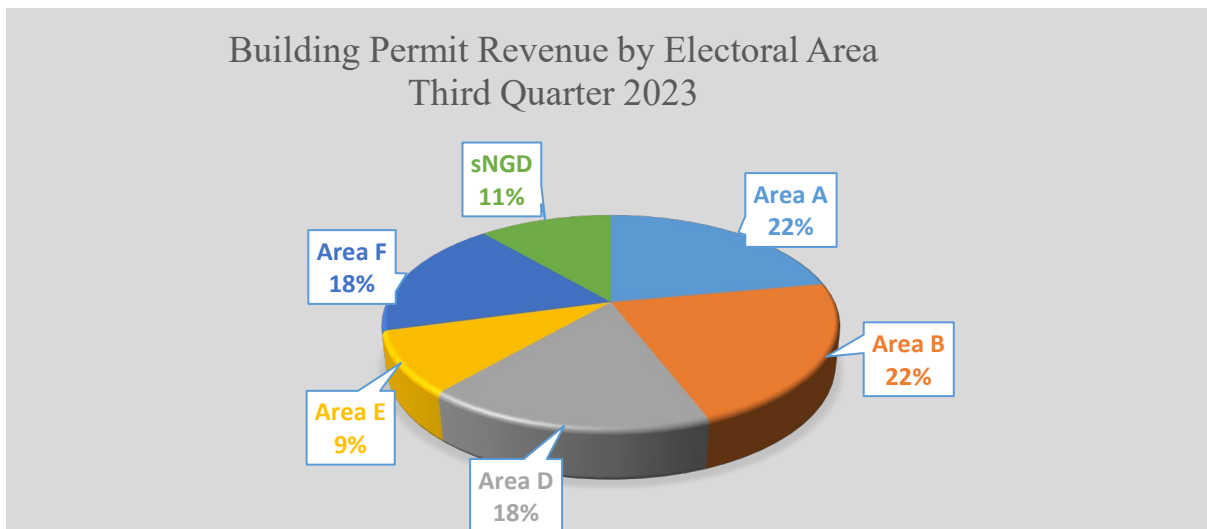
Q3 Building Revenue Comparison (2013 – 2023)

Building Permit revenues generated in Q3 were just shy of \$270,000.00. This is a 12% increase in comparison to the average revenues generated during the same period in the previous 2 years. This increase in revenues is also reflected in the 2023 year-to-date revenues, which is 12% above the average year-to-date revenues of both 2021 and 2022.

The Building Division noticed a reduction in the number of new building permit applications received in Q3 in comparison to Q2. This reduction may have been as a result of the current cost of borrowing and ongoing economic uncertainty. It is difficult to predict whether this trend will continue. Apart from sNGD and Electoral Area E, the percentage of revenues generated were basically the same amongst the electoral service areas.



Q3 2023 Building Permit Revenue by Electoral Area



Q3 2023 Average Building Permit Processing Times

Processing time is calculated based on the length of time between the date that a building permit application is received, and the date on which the applicant is notified that the permit is ready for issuance. This average does not include the processing times of building permit applications that are subject to additional development application approvals outside of the Building Division’s control.

Period	Q1	Q2	Q3	Q4	Year
Average Processing Time (weeks)	5.14	3.64	2.93	-	3.9

Q3 2023 Number of Dwelling Units Created vs. Number of Dwelling Units Lost

The statistics provided in the table below provide an overview of the net gain / loss of dwelling units based on the number of building permits issued within all Electoral Areas and the sNGD. For this measurement, *dwelling unit* includes single family dwellings, halves of duplexes, auxiliary dwellings, and suites contained within both single-family dwellings and multi-unit residential buildings. The demolition of a dwelling is considered a dwelling unit lost. In the case

that it is replaced, the replacement is considered a dwelling unit created resulting in no net loss or gain.

Period	Q1	Q2	Q3	Q4	Year
Dwelling Units Created	19	40	23	-	82
Dwelling Units Lost	1	2	4	-	7
Net Gain / (-) Loss	18	38	19	-	75

Q3 2023 Number of Inspections Conducted

The number of inspections conducted accounts for the total number of site inspections conducted by the Building Division within all Electoral Areas and the sNGD.

Period	Q1	Q2	Q3	Q4	Year
Inspections	322	410	346	-	1078

Q3 2023 Number of Building Permits Issued

The number of building permits issued reflects the total number of building permits issued by the Building Division within all Electoral Areas and the sNGD.

Period	Q1	Q2	Q3	Q4	Year
Permits Issued	62	98	68	-	228

SUSTAINABLE DEVELOPMENT DIVISION

Progress on Priorities from 2023 Service Plan Lite

Objective	Strategies	Timeline	Progress
135 – Corporate Sustainability			
Corporate GHG emissions inventory	Completed annually as part of BC's Local Government Climate Action Program (Climate Action Charter)	Q3 2023	Completed, in forthcoming committee report
Corporate Carbon Neutrality Plan	Plan adopted. Corporate GHG targets policy under development.	Q1 2023 with ongoing implementation	GHG emissions reductions analysis and targets pathways completed with report coming to committee.
Corporate emissions assessments	Increase ability to hire consultant to calculate emissions impacts and carbon offset potential of various projects.	Q4 2023	Emission offsets of composting services calculated. Additional scope under development.
EV Charging Program Phase 2	Complete Phase 2 funded project	Q4 2023	EV charging stations being installed. Scope of electrical system upgrades being modified.
Support Services	Energy audits of rec centres and support for planning. Support Fleet Strategy RFP.	ongoing	Fleet Strategy RFP under development
136 – Regional Sustainability			
Develop Community Climate Action Plan	Complete ICLEI Building Adaptive and Resilient Communities (BARC) Milestone 3 (Action Planning), set community GHG emissions reduction target and action plan. Complete Community Climate Action Plan development, public engagement, and begin implementation.	ongoing	Draft Community Climate Action Plan completed and referred to Strategic Plan development. Awaiting Strategic Plan direction.
Coastal flood risk mapping	Complete detailed coastal flood risk mapping with District of Sechelt, Town of Gibsons, and Islands Trust.	Q2 2024	RFP completed and intergovernmental project team created.
Support Services and strategic opportunities	Regional Growth Strategy and OCP review, Bylaw review (eg. Water rates and regulations) Supporting community emission reduction initiatives (eg. Step Code, awareness of rebates, active transportation...), Supporting community climate adaptation opportunities (eg. Emergency Management Program Hazard Risk Vulnerability Assessment and Heat Response Plan, Water Strategy and Emergency response plans...)	ongoing	Liaising with a variety of agencies and ministries on coastal and creek flood risk mapping. Supported Proposal review for Hazard Risk Vulnerability Assessment. Exploring ways for SCR D to contribute to reduction in transportation

			emissions such as participation and coordinating comments on MOTI's Highway 101 plan for 2030. Supported Howe Sound Community Forum partnership and Biosphere Region next steps.
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In addition to the above mentioned items, Sustainable Development staff have hired a part-time permanent coordinator. Staff also participated in the Livable Cities Forum hosted by ICLEI Canada.

PROTECTIVE SERVICES DIVISION

Fire Protection Service

A draft report on firefighter honoraria was provided by Dave Mitchell and Associates in Q1. The Manager of Protective Services and the fire chiefs met during Q2 to develop a plan to establish a system of payment for the volunteer firefighters in support of recruitment and retention. Work continued on this through Q3 with a budget proposal being developed for the 2024 budget.

Open Burning Restrictions

In cooperation with the BC Wildfire Service (BCWS), a campfire ban was re-issued on June 29, 2023 across the region, until rescinded on September 27, 2023. BCWS uses data and analytics when determining if a ban is necessary. This includes fuel moisture, drought conditions and weather forecasting. Even though conditions may seem “dry”, there is a great deal of analysis done to determine the risk level before issuing or rescinding open burning restrictions.

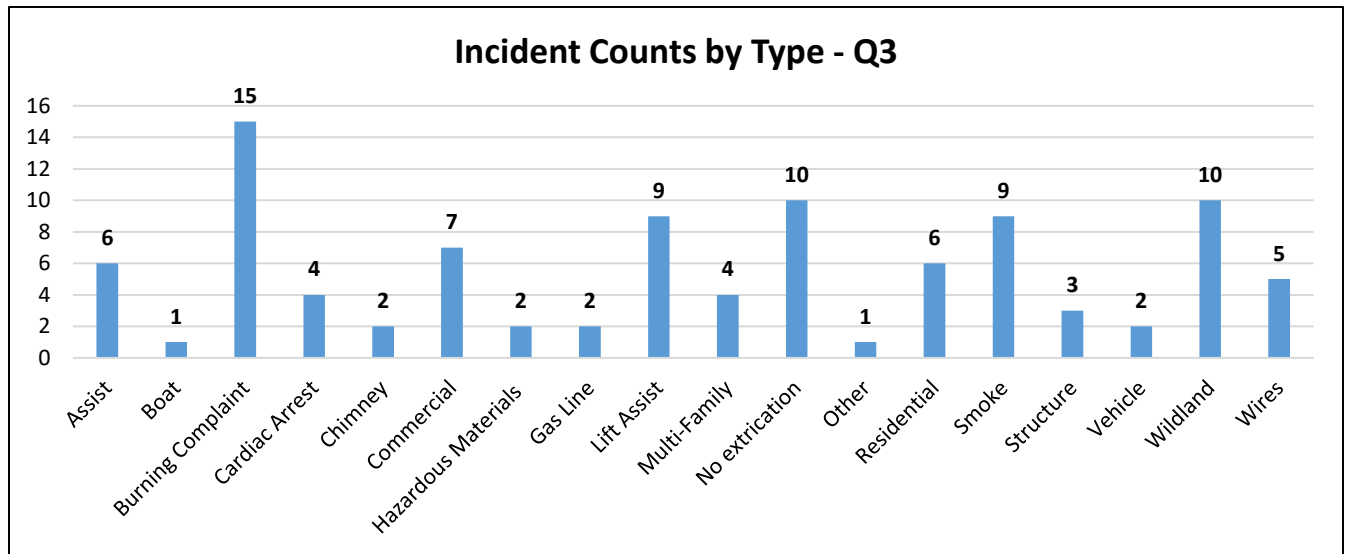
Gibsons and District Volunteer Fire Department (GDVFD)

Progress on Priorities from 2023 Service Plan Lite

Objective	Strategies	Timeline	Progress
Improve readiness to respond to climate-related emergencies.	Increase budget for fire department training.	Q2 2023	Complete – Base Budget has been increased.

Key Performance Indicators

1. Number of training hours completed by volunteer firefighters in Q3 is **824**
2. Number of callouts attended in the third quarter of 2023 is **98**
3. The GDVFD currently has 45 members:
 - a. **33** are fully certified as full service level firefighters according to the British Columbia Structure Firefighter Minimum Training Standards
 - b. **34** are trained to the interior level or higher
 - c. **35** are trained to the exterior level or higher
4. The average estimated response time to emergency incidents in Q3 was **8 minutes 45 seconds**.



The focus of training for this quarter was technical rope rescue, ladder raising, hazardous materials operations and instructor development.

Notable incidents this quarter included: a fire hydrant hit by a vehicle, a motor vehicle incident that closed the highway for a little over an hour, a boat fire, a wildfire near Cedar Grove Elementary and a wildfire near Sunnycrest Mall.



The department also co-hosted an emergency evacuation drill with SCRD recreation staff. The scenario, hosted at the Gibsons & District Aquatic Facility, simulated a fire and chemical emergency. E-Comm 911 also participated in the training event, dispatching fire crews after a mock 911 call. An actual event occurred at the facility later in the month, where the training and preparations proved to be extremely effective.



The fire prevention team completed 11 fire and life safety inspections, 18 referrals, four OFC fire investigations and three pre-incident plans. The fire department hosted a daycare for a fire hall tour and is preparing for fire prevention week in October.

The province requested command staff, structure protection and structure defense crews this year. Crews put in some long days and worked hard throughout the season, where multiple deployments and crew rotations were required. This could not have been accomplished without the support from our mutual aid partners and other SCRD fire department members. Not only do the crews get satisfaction from assisting with protecting the province, but they also gain valuable experience that can be utilized locally if a significant event were to happen on the Sunshine Coast.

Command Positions

- Fire chief Rob Michael was deployed as a task force leader from August 2 to 12 to the Downton Lake wildfire.
- Fire chief Rob Michael was deployed as a task force leader from August 16 to 29 to the Adam's Lake Complex.

Structure Protection

- A mixed crew of members from Gibsons, Roberts Creek and Halfmoon Bay were deployed as a structure protection crew from July 10 to August 19 to the Vanjam zone near Vanderhoof.
 - A total of five members at a time were deployed for up to 14 days.
 - Three replacement crews were required.
- The structure protection crew was redeployed to the Grouse Complex in Kelowna from August 20 to 24.



Structure Defense

- A fire engine and crew were deployed to the Casper Creek wildfire from July 22 to 31.
- A fire engine and crew were deployed to the Downton Lake wildfire from August 2 to 12.
- A fire engine and crew were deployed to the Adam's Lake Complex from August 16 to 28.



Pumper 1 was placed out of service due to a malfunction with the pump interlock during a call. Fortunately, the incident commander was able to bring in a different apparatus in short order without compromising the outcome of the incident. However, the vehicle had to be sent to Fleet for additional maintenance to determine the cause of the issue and to facilitate repairs.

Tires were required to be replaced on one of the command vehicles due to wear because of mileage and the road conditions encountered while being utilized for structure protection for the province. Two of the department's command vehicles and one engine also received a thorough cleaning, inventory and maintenance check after returning from deployments throughout the province this season. Additional preventative maintenance and minor repairs were completed this quarter as well.

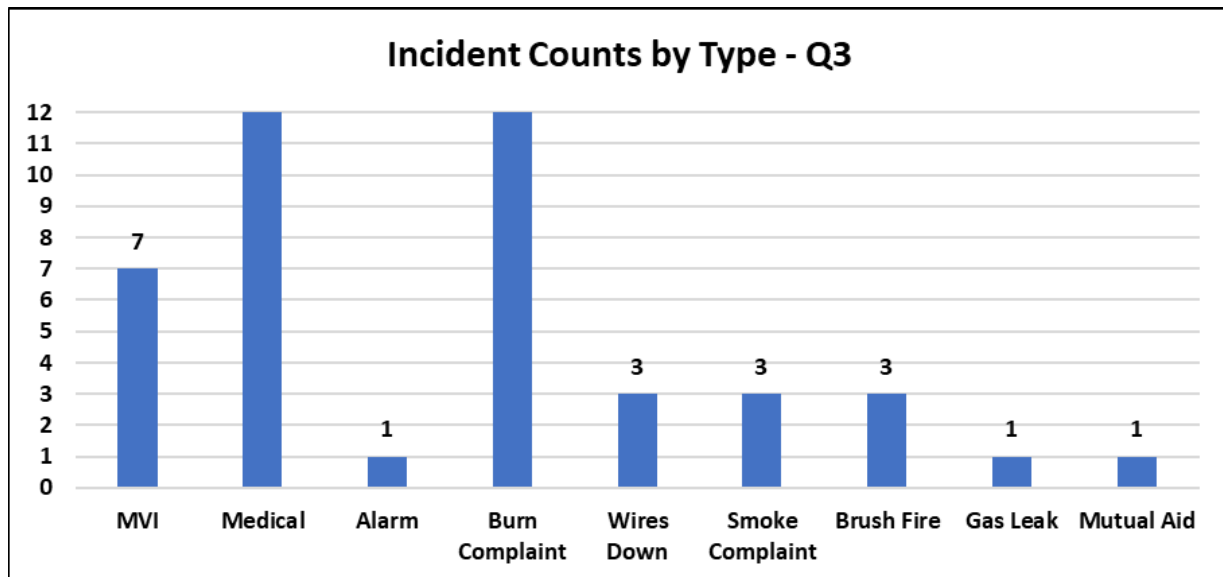
Xwesam / Roberts Creek Volunteer Fire Department (XRCVFD)

Progress on Priorities from 2023 Service Plan Lite

Objective	Strategies	Timeline	Progress
Improve responders' & the public's readiness to respond to fire & climate-related emergencies	Increase budget for fire department training.	Q3 2023	Completed, base budget increase.

Key Performance Indicators

1. Number of emergency callouts attended in Q3 2023 to date: **47**
2. The average response time to emergency incidents in Q3 2023 is **7.6 minutes**
3. We currently have **17 members including** two paid staff.
 - a. **7** are fully certified as full service level firefighters according to the British Columbia Structure Firefighter Minimum Training Standards
 - b. **5** are trained to the interior level.
 - c. **5** are trained to the exterior level.
 - d. 2 more officers have achieved their Fire Officer1 certification level and are currently progressing in Fire Officer 2.
 - e. 1 Officer completed the Fire Inspectors course.



2023 Q3 Training Review

The third quarter of 2023 was a period of intensive training and skill development for the Xwesam-Roberts Creek Fire Department, involving dedicated efforts from all our fire department volunteers. This comprehensive training program encompassed a wide range of critical areas to ensure our readiness to respond to emergencies effectively.

1. Business Meeting: We started the quarter with a strategic business meeting, setting the groundwork for our training endeavours and ensuring alignment with our department's goals and objectives.

2. First Responder Scenarios: Real-life scenarios provided our teams invaluable hands-on experience, enhancing their ability to make swift and informed decisions in the face of

emergencies. Training medical scenarios provides all members time to work their techniques and protocols, ensuring they maintain skills for patient interactions. This is imperative as our members are leaned on more to assist the growing number of calls for BCEHS.



3. Firefighter Fitness and Wellness: Our commitment to the well-being of our personnel was evident through firefighter fitness and wellness training, ensuring our firefighters remain physically prepared for their demanding roles. We are also continuing to focus on our members' mental wellbeing, utilizing the Resilient Minds program. It is important that we not only maintain physical fitness and resiliency but also provide our volunteers with the tools to maintain mental resiliency, given the stressful nature of our service.



4. Ground Ladder Training: Mastery of ladder operations was a priority; training us to access and egress structures safely and efficiently during firefighting operations. We continue to work on ways to be more efficient while working with ladders on scene with potentially limited numbers of firefighters. As well as the skills in physically working with the ladders, we also focused on where to best place the ladders for specific tasks.

5. Patient Handling: Training in patient drags, raises, and carries, equipped our teams with crucial skills for efficient and safe patient movement, a vital aspect of pre-hospital care. The techniques this quarter focused on drags, raises, and carries for patients when we are limited with members on scene. In challenging locations/environments as we are leaned on more to assist BCAS on medical calls, we need to work on efficient techniques in the event we are called to multiple calls.

6. Rapid Intervention Team (RIT) Techniques: Rigorous RIT training ensured our preparedness to respond swiftly and effectively to safeguard our fellow firefighters in distress.

7. Self-Rescue Techniques: A focus on self-rescue techniques emphasized the importance of firefighter safety, training our personnel to extricate themselves when faced with unexpected challenges.

8. Breathing Techniques: Proficiency in Self Contained Breathing Apparatus usage was reinforced, ensuring our readiness to operate effectively in hazardous environments. The skills necessary to breathe in this apparatus are as important as the equipment we use. The more effective our members are with their techniques, the more efficient they will be with their air usage on scene, thereby giving them more time to work. We also worked on how to be more efficient with our air usage in self rescue situations, stretching out the length of time we can get out of our air bottles if we are trapped or lost. As well as efficiency with air consumption, breathwork also assists firefighters in self-management of stress while tasked utilizing SCBA.

9. Auto Extrication Techniques: Comprehensive training in auto extrication techniques empowered our team to extricate individuals from vehicles involved in accidents with precision and care. We continually work on our techniques to gain access and improvise/adapt to the situation and extricate individuals from vehicles quickly and efficiently. This quarter we were concentrating on the use of our hydraulic tools.



10. Emergency Scene Traffic Control (Re)Certification: The renewal of certifications in emergency-scene traffic control is essential for maintaining safety and smooth traffic flow during emergency responses. This keeps us compliant with WCB by keeping our members safe on scenes as well as the public and anyone involved in the emergency scene.

11. Pump Operations and Drafting: Hands-on experience with pump operations and drafting techniques further enhanced our firefighting capabilities. Time on the equipment is imperative for trained members to maintain their skills, but we are also giving opportunities to newer members to learn how to work our apparatus in emergency situations. The ability to flow water is equally important to the ability to draft water from a static water supply. This is vital for our district as we have limited hydrant water supply above the highway.



Notable Achievements

Chief Pat Higgins and Captain Nick Wort completed the Incident Safety Officer course, reinforcing our commitment to safety. Having trained and accredited safety officers on scene significantly enhances our incident response capabilities.

Equipment Enhancement

We successfully implemented new techniques using our new tips for the hydraulic spreaders, extending the life of our equipment, and improving operational efficiency.

Training Methodology

Our training approach continued to blend online and hands-on components. The Vector Solutions platform allowed us to deliver information efficiently and to maximize hands-on training during practice nights, accommodating members' diverse schedules.

Q3 Highlights

Roberts Creek Fire responded to 47 incidents in the third quarter. At 126 calls at the 9 month mark, we are on par with 2022. XRC responded to 7 motor vehicle incidents which is average. Medical calls at 14 and Burn complaints at 15 are the main incidents for Q3. The majority of our medical calls are not ambulance assist and represent critical interventions.

The fire danger in the Sechelt area, which Area D is part of, experienced **extreme** fire danger for 11 days in early July. Our fire danger rating was mostly **high** until the weather change recently. During this time, another fire caused by a discarded cigarette butt was reported on the shoulder of the highway and was extinguished by a Gibsons firefighter with the assistance of another motorist.

Throughout July and August, Roberts Creek firefighters were invited to Join Gibsons and Halfmoon Bay FDs on provincial structural protection deployments to the Vanderhoof area. A First Nations community that was defended on the first deployment sent appreciation and gifts to the firefighters who calmly and skillfully defended their structures in the face of an approaching firefront. Gibsons and Halfmoon Bay firefighters informed the Roberts Creek chief of their appreciation for Roberts Creek Firefighter Aaron Schneider's skill at maintaining their fire pumps calmly on scene with limited tools.

Also in July and August, BCWS Coastal Fire Center requested our Type 6 Wildland engine with crew to be on standby as an Initial Attack crew for the Sunshine Coast Zone as their crews were assigned to other areas. Despite no reported fires locally during that time, Coastal Fire Center appreciated there being an appropriate vehicle and trained crews available.

A camper trailer was completely destroyed by fire on a forestry spur road above our fire protection district. While inspecting the debris it was noted that the narrow road has thick vegetation on both sides that started to dry out, however, fire did not spread from the road.



In August, Roberts Creek was deployed to the First Nations communities of Shallath and Seton Portage west of Lillooet. In Seton Portage our crew was part of a team of 3 wildland engines working with First Nations Emergency Services Society (FNESS) to establish sprinkler protection for the community. Additional tasks included establishing water supplies, escape routes and patrols as they prepared for an advancing firefront. For a period of time, XRC was the only engine crew remaining in the community as the others were reassigned.

BC Wildfire and the community asked that our wildland engine and crew remain in the community as they were impressed not only with the skills and work ethic of our crew, but with a versatile purpose built vehicle that can respond to various fire incidents, complete vehicle extrications and rescues as well as emergency first aid in challenging environments.



The benefits to communities around the province are obvious and quantifiable, however, not so obvious are the benefits to our deployed firefighters and officers. The experiences brought back help to raise the skill level of all and raise the level of service to our own communities.

Each year, prior to provincial deployments, local fire chiefs share information on resources being offered for deployment and those required to maintain our required, and expected, level of service here at home.

In September there were incidents of rubbish burns and tree poaching (for firewood) on Mt. Elphinstone. Pictures of the burns did pass around on social media. Roberts Creek Fire fielded many calls from the public regarding these incidents.





Halfmoon Bay Volunteer Fire Department (HBVFD)

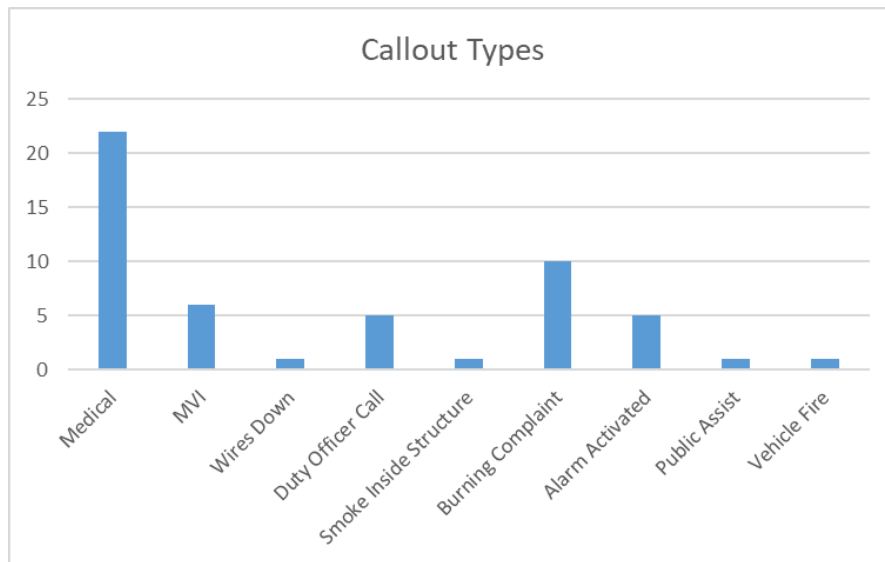
Progress on Priorities from 2023 Service Plan Lite

Objective	Strategies	Timeline	Progress
Improve readiness to respond to climate-related emergencies.	Increase budget for fire department training.	Q2 2023	Budget increase completed; training underway

Key Performance Indicators

Events

The department responded to 52 events in Q3. Our average response time was 10.5 minutes. This was attributed to several calls at the far end of our district. The total minutes for all 52 incidents was 2231 and total hours was 37.18. The membership spent a total of 258.25 hours for all members on scene.



Membership

Membership currently sits at 28 members. We have 3 new members, including one junior member. We had members hit milestones this quarter with our recruit class from 2022 completed their qualifications to become qualified firefighters through the Justice Institute of British Columbia. They completed the Interior Firefighter Certification and were issued certificates at the Annual Dinner in September. We have had 2 members retire from the department this quarter.

Q3 Highlights

Q3 was busy for Wildfire Deployment. Both Halfmoon Bay and Gibsons Fire Departments were deployed together and sent their apparatus to assist in the Vanderhoof area on July 10. They worked as Structure Protection Units setting up sprinkler systems and portable water tanks protecting homes and lodges in the area. We had several shifts until we were released by BC

Wildfire Service on August 23. Tender 1 was deployed to Lake Country to assist with the wildfire in Kelowna on Aug 19. Chief Daley was deployed as a Task Force Leader at the same incident, they were released on August 23.

Pictured: Top Left: Halfmoon Bay and Gibsons Fire
Top Right: Rick Raymond and Art Katz in Vanderhoof
Bottom Left: Lt. DeRoon firing up pumps in Vanderhoof
Bottom Right: HBVFD firefighters James and Gregory Allock with Gibsons Fire Chief



The department held its annual Firefighter/Fitness Challenge at Hall 1 on August 2. This is a fire department training-related obstacle course involving donning SCBA, pulling charged hose, spraying a target, crawling through a tunnel, hoisting tools, ladder climbs and dragging the 180lb dummy 50 feet. This event builds camaraderie and challenges the members' fitness and skills while competing against one another. The 3 members with the best times were issued trophies at the Annual Dinner.



Pictured:
Top Left: Deputy Chief Raymond dragging rescue dummy
Top Right: Firefighters heeling ladder.

Training

This quarter we had success getting our membership trained and certified at many different levels. As our older members retire, we lose a lot of experience and knowledge. We can only gain that back with time, which we cannot speed up, or through education and training which we can expedite with the availability of ample funding. We had five members complete their Interior Firefighter certification. Four of those members are nearly completed their NFPA 1001. Two of our Lieutenants received their Fire Officer 1 certificates. One Lieutenant received their Fire Officer 2 certificate.

Department Wednesday night practice hours: **26**
Department total membership Wednesday night practice hours: **500**
Department extra training course hours: **70**
Department total membership extra training course hours: **140**
Department membership total training hours Q3: **710**

The department was able to send multiple members to different training events this year, and the membership took several different courses in Q3. The training that was supplied was:

1 Member – Incident Command 300 (EMRG-1230) – 14 Hours
3 Members – Incident Safety Officer (FIRE-1186) – 35 Hours
1 Member – Fire Cause and Origin 1 (FIRE-1270) – 21 Hours

With the success we have had with continuing education for the membership we have already consumed all the budget associated with training. This will not allow members to facilitate any further courses for the remainder of 2023.

Egmont and District Volunteer Fire Department (EDVFD)



Progress on Priorities from 2023 Service Plan Lite

Objective	Strategies	Timeline	Progress
Improve readiness to respond to climate-related emergencies (wildfires).	Train all members to the exterior operations level.	Q4 2023	Ongoing

Key Performance Indicators

The EDVFD responded to fourteen calls in the Third Quarter of 2023:

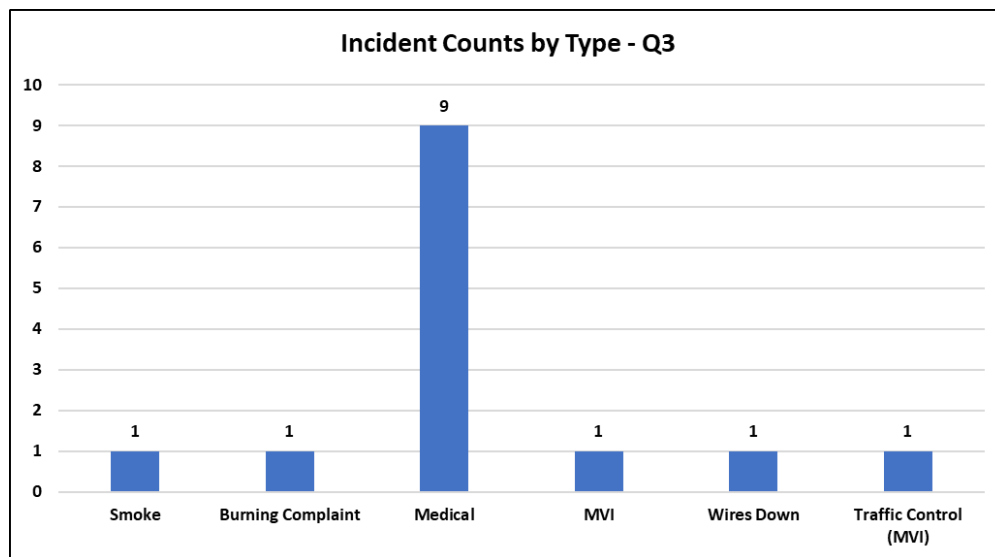
Type of Incident	Responses
Smoke	1
Burning Complaint	1
Medical	9
MVI	1
Wire down	1
Traffic control (MVI)	1

These calls combined make up 24.75 hours of emergency response hours, with a total combined emergency response Firefighter hours of 129.6hrs.

The firefighters from the Egmont and District Volunteer Fire Department combined for over 232 hours of training in the Third Quarter of 2023.

EDVFD weekly practices in Q3 consisted of drafting from a lake to trucks, truck checks, 3000gal vertical water storage tank set up (including building frame and filling it with sand for a base), medical bag reviews, scenarios run by Lt. as IC, and CPR training.

Egmont and District Volunteer Fire Department has 18 members and will soon be certifying members as First Responders with in-house training.



Sunshine Coast Emergency Program (SCEP)

Progress on Priorities from 2023 Service Plan Lite

Objective	Strategies	Timeline	Progress
Strengthen Emergency Support Services (ESS) Team	Formalize (and compensate) ESS Director role/tasks	Q3 2023	Two ESS Co-Directors continue to improve capacity and training for the Team
Strengthen Foundation of Emergency Program	Review and update hazard, risk and vulnerability assessment; review and update emergency management bylaws	Q4 2023	The HRVA contract was awarded to KPMG and will be starting imminently, as funding review now complete. An RFP was completed for the EM Bylaw review and is currently in pre-release review.
Reduce the impact of wildfires on local communities.	Continue and expand grant-funded FireSmart Program	Q3 2023	A Wildfire Mitigation Specialist and FireSmart Representative, in addition to the FireSmart Coordinator has been hired.
Further expand Emergency Program to deal with climate change	Develop an Extreme Heat Response Plan Develop Evacuation Plans for the Sunshine Coast	Q3 2023	SAFER was the successful vendor and planning has started, with the first progress received. On schedule to complete plan for January 17, 2024. Three evacuation plans completed

Key Performance Indicators

1. Number of EOC activations (**year-to-date**) - **2**
2. Cumulative days of EOC activation (**year-to-date**) - **52**
3. Cumulative hours work in EOC (year-to-date) – SCRD staff and others – **159**
4. Number of members in ESS team - **15 Active members**
5. Number of properties receiving FireSmart assessments (grant-funded program) - **75**
6. Number of community FireSmart evaluations (grant-funded program) - **5**

7. Number of FireSmart public engagement events (grant-funded program) - **15**
8. Completion of HRVA and EM bylaw updates – Completion of HRVA and EM bylaw updates – Contract awarded to KPMG for HRVA and starting imminently. **RFP in progress for Bylaw Update**

Three evacuation plans have been completed (Egmont, Tuwanek and Gibsons- Bay Area)

FireSmart Program

The Community Resiliency Investment (CRI) program was announced by the provincial government in 2018 and is intended to reduce the risk of wildfires and mitigate their impacts on BC communities. The FireSmart Community Funding and Supports program provides funding to local governments and First Nations in BC to increase community resiliency by undertaking community based FireSmart planning and activities that reduce the community's risk from wildfire. Funding is provided by the Province of BC and is administered by the Union of British Columbia Municipalities (UBCM). The SCR D was successful with a regional grant application for \$750,000 towards the revitalization of our region's FireSmart program.



Since the beginning of July, the FireSmart Team have been engaged in a community engagement campaign, including community education, homeowner and community assessments. The team reached out to and connected with several key players in the community, these include the Tsain-Ko Development Corporation, the Rotary Club, the Lions Club, the Sunshine Coast Community Forest, as well as numerous community societies and strata councils.

Assessments are available for all residents of the Sunshine Coast and are completely free of charge. The FireSmart team have completed approximately 75 homeowner assessments, five community assessments and 15 public events in the third quarter of 2023.

The Sunshine Coast FireSmart team has added additional staff to their roster in the third quarter, including:

Fire Chief (retired) Bill Higgs has come on board as the SCR D Wildfire Mitigation Specialist. He was the first career fire chief in Sechelt, a position he held for 26 years until his retirement in 2016. During this tenure Bill was responsible for all aspects of Fire Protection for the rapidly growing District of Sechelt and the Sechelt Nation Government District. He has been

instrumental in promoting and introducing new ideas and technology into the fire service to the point where the Canadian Association of Fire Chiefs recognized this and honored him with the prestigious “Fire Chief of the year” award in 2008. Since retiring from the Sechelt Fire Department, Chief Higgs has been assisting the SCR D in special projects for the fire service, as well as working as a contracted Local FireSmart Representative. Bill has long been an advocate that fire prevention and public education should be the primary objective of any fire department.

Lieutenant Erin Wilson has come on board as the SCR D Local FireSmart Representative. She is currently serving as a Lieutenant with the Halfmoon Bay Fire Department, where she has been a member for the last seven years. She completed her Fire Officer I certification and is currently enrolled in the Fire Officer II program with the Justice Institute of British Columbia. Erin spent part of this fire season working in the field on deployment, where she saw a lot of action and the benefits of FireSmart. Her first-hand experience from this fire season, her structural firefighting knowledge, combined with her background in forestry where she holds a Diploma of Technology and including her Education Assistant Certificate, give her a unique perspective that is bound to assist her in her new role.

Emergency Program Initiatives

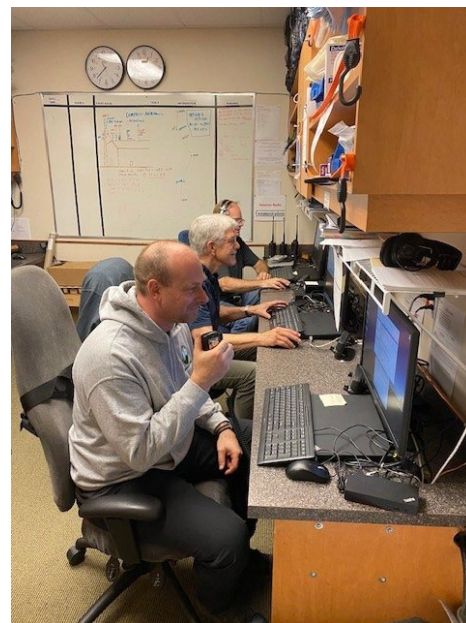
This summer was an unprecedented fire season for the province, however the Sunshine Coast was extremely fortunate to have only three wildfires that threatened our communities and were managed by BCWS as priorities. The Wakefield Creek Fire was only 3 kms north of West Sechelt, however it was a priority for BCWS and was under control in a short period of time. The second fire of note was Clowhom Lake Fire where a State of Local Emergency was declared and Evacuation Order for properties located in this remote area. Also under threat was infrastructure owned by BC Hydro. An EOC was stood up to support and coordinate this event. The third fire was in the Tetrahedron Provincial Park and threatened the Chapman Water Shed. Emergency preparedness and evacuation planning was high profile this summer and the emergency program provided numerous interviews and presentations to benefit the community.

Emergency Program Coordinator (EPC)

EPC facilitated a debrief after a multi-agency response during a spill on the Hwy, for lessons learned and to improve future responses. There were many new agency-representatives, and this also served as an opportunity to meet with our external partners (MoTI, Cap Hwys, RCMP, Sechelt Fire, Roberts Creek Fire, Gibsons Fire, SCEP).

CAO invited elected officials for an informal Q&A with the EPC on our emergency program. This was well attended and a great opportunity to receive and exchange ideas.

EPC presented to COW in September about evacuation planning on the coast, in addition to the Board Resolution for a report on the Impacts of Emergency Operation Centre (EOC) activations.



EPC gave interview with Coast Reporter about emergency preparedness; provided information on emergency preparedness to the Coast Clarion and facilitated an interview with the Coast Reporter and the Emergency Communications Team.

Emergency Support Services (ESS)

The ESS Team monthly meetings were paused over the summer months, however, the EPC coordinated members from our local ESS Team who identified to be volunteers in reception centres located in fire zones throughout the summer.

ESS Directors and EPC met and have been planning an exercise for October's meeting. The team meeting will be held at Gibsons & Area Activity Centre, which is a pre-identified location for a reception centre during a community disaster. We will be discussing and reviewing the floor plan for a reception centre, in addition to reviewing ESS equipment, supplies and kits.

ESS Directors and EPC conducted inventory at the SCEP Emergency Containers.



Emergency Response and Recovery / Emergency Operations Centre

EPC continues to work with SLT and HR to prepare for staffing future EOC activations. Consideration is being undertaken of hiring emergency operations centre / incident command experienced casual personnel to work in the EOC, to lessen the EOC workload of permanent staff to protect core service delivery and provide a better work/life balance for all parties.

EPC continues to work through and implement recommendations from the EOC Drought After Action Report.

911 Service – Upgrades

The CRTC is mandating the implementation of the Next Generation 911 (NG9-1-1) service, which will offer a significant upgrade over the current 911 system. The SCRD has signed an agreement with Telus for this service and has also accepted a provincial grant of \$45,000 to support the implementation of the enhanced 911 service. The grant can be used for training for protective services staff, public education specific to NG911, and legal and contract costs for system migration, mapping and GIS work to meet system requirements, and incremental staff time. The other three jurisdictions within the SCRD also received grants, although the 911 service is an SCRD responsibility. There is a meeting scheduled for Q4 with those jurisdictions to discuss how best to use the grant money to implement the new system throughout the Sunshine Coast.

Progress on Priorities from 2023 Service Plan Lite

Objective	Strategies	Timeline	Progress
Upgrade communication towers	Construct new radio tower at the Chapman water treatment plant.	Q4 2023	RFP completed, contractor identified and Board consideration of award (Oct 12, 2023)
Acquire additional frequencies	Work with Innovation, Science and Economic Development Canada to acquire new radio frequencies	Q4 2023	Five new frequencies were acquired to be used for future radio upgrades. Ongoing.
Improve redundancy in communication	Upgrade antennas and repeaters	Q1 2024	Negotiations continue for antennas and repeater sites in Nanaimo.

Key Performance Indicators

1. Number of times fire department communication interferes with other fire departments' communication.

During Q3, there have been no reports of any radio interference between fire departments.

2. Number of times that communication from E-Comm is interrupted.

Egmont, Gibsons and Roberts Creek have all reported issues communicating with E-Comm during Q3. It is estimated 8-10 calls involved a temporary loss of communication between a fire department and E-Comm. These are normally related to the location of the fire call.

3. Number of times that fire departments are unable to use their radios for communication due to poor or an absence of service.

All four fire departments reported interruptions to radio communication, although there is not an accurate count of occurrences. These problems continue to be related to the geographic location of the call.

Bylaw Enforcement Division

Progress on Priorities from 2023 Service Plan Lite

Objective	Strategies	Timeline	Progress
Enhance bylaw enforcement with regards to development impact on the environment	Hire an additional full-time bylaw officer and support enforcement team with environmental education/training.	Q3 2023	Interviews were conducted for a BEO I. A new posting for the vacant position closed Oct 13 th , 2023 1 Officer completed Riparian Assessment training
Maintain overall bylaw enforcement capability	Increase operating budget to support expanding bylaw staff.	Q2 2023	Completed.

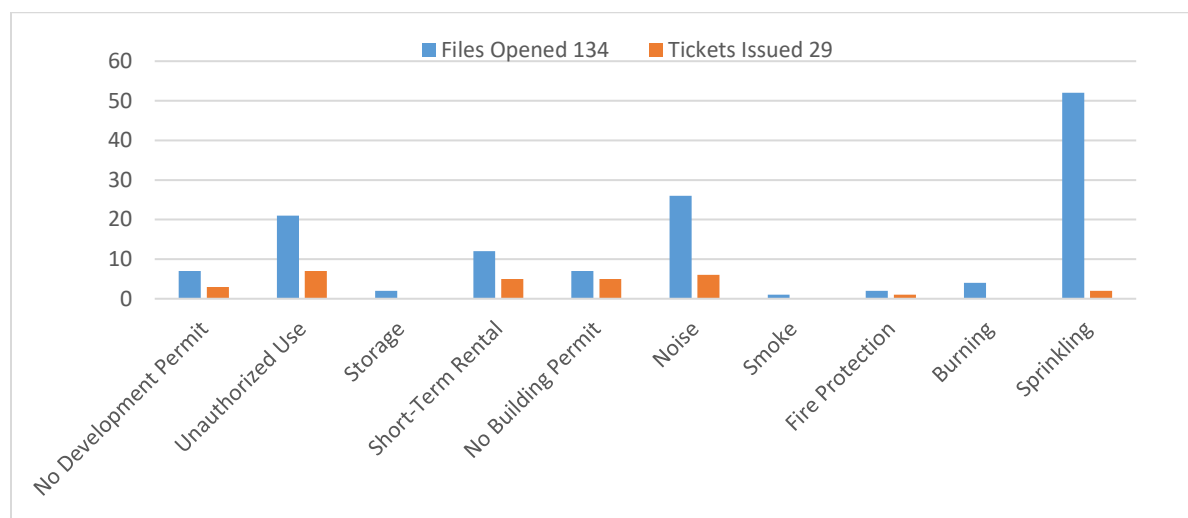
Key Performance Indicators

In the Third Quarter, the Bylaw Enforcement Department received a total of 153 Bylaw Enforcement and Dog Control complaints broken down by Electoral Area as follows:

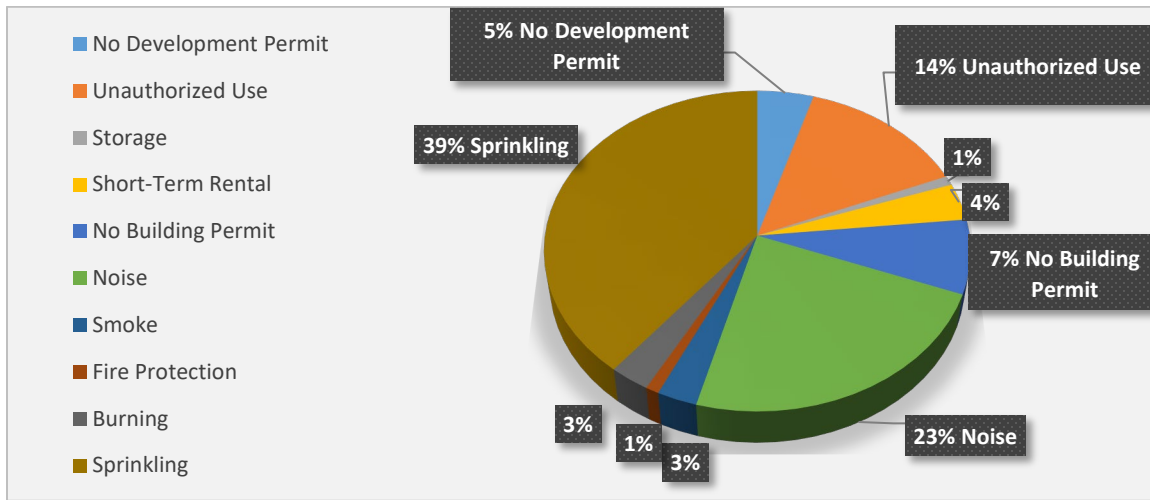
Electoral Area	Bylaw Enforcement Files Opened	Dog Control Files Opened
Electoral Area A	35	N/A
Electoral Area B	27	2
Electoral Area D	26	9
Electoral Area E	9	7
Electoral Area F	8	1
District of Sechelt	19*	N/A
shishalh Nation Government District	N/A	0
Total	134	19

*All Bylaw Enforcement Files within the District of Sechelt are related to illegal water use.

Number of Files Opened and Tickets Issued by Infraction Type



Percentage of Files Closed by Infraction Type



During the summer months of July, August, and September the Bylaw Enforcement Department has taken on all of the Water Regulation (Sprinkling) Complaints and investigations. There has been a large increase in time and resources being redirected to this area of enforcement.

The Bylaw Complaints Policy was approved in the third quarter, this new policy will provide improved efficiency with regard to enforcement and give clarification to the public on bylaw staff approach.

There have been 30 Bylaw Enforcement Notices (Tickets) issued in the Third Quarter of 2023, for Dog Control and Bylaw Enforcement Issues.

- Value of Tickets Issued: \$8,500.00
- Value of Tickets Collected: \$4,325.00
- Percentage of Tickets Held by the Dispute Process: 7%

Municipal tickets in dispute were heard in Provincial Court resulting in \$13,000 in fines being upheld. These tickets were in regard to tree cutting in an SCRCD Park.

At this time, the Bylaw Enforcement Department is currently dealing with 15 active Riparian and Land Alteration investigations. These files are generally very complex and time consuming, and typically involve cooperation and coordination with other SCRCD departments, particularly Planning, and provincial and/or federal agencies.



Pictured Right: Bylaw Enforcement Officer Assessing Riparian Regulations.

Animal Control

Progress on Priorities from 2023 Service Plan Lite

Objective	Strategies	Timeline	Progress
Continued quality service delivery	N/A	Ongoing	Ongoing

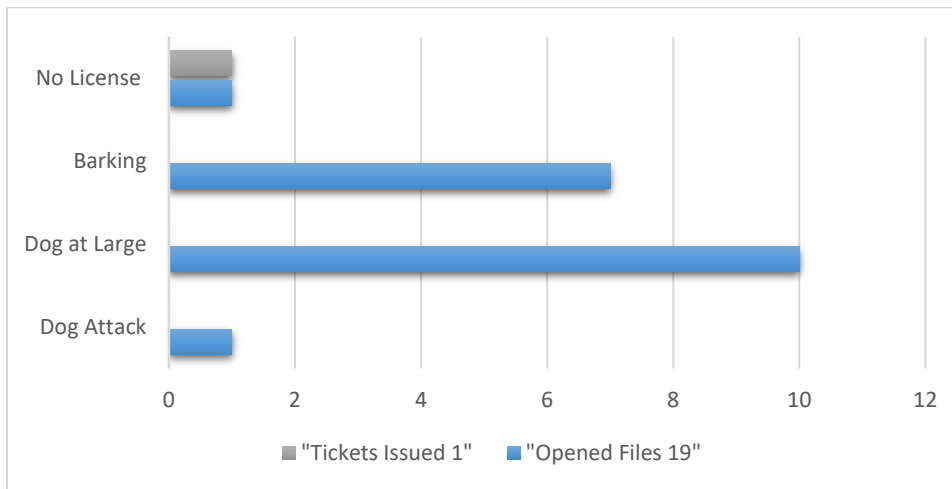
Key Performance Indicators

In the Third Quarter, three dogs have been apprehended and taken to the SPCA. The Bylaw Enforcement Department has an agreement with the local SPCA to hold and house dogs that are brought in by the Bylaw Enforcement Officers.

During the summer months the dog control section of enforcement typically sees an increase in barking complaints. Specifically in Area A there has been 8 files in noise complaints pertaining to dogs filed under “Noise” in bylaw enforcement.

Number of Dogs Apprehended	3
Number of Tickets Issued	1

Number of Dog Control Files Opened by Infraction Type



Reviewed by:			
Manager	X – B. Kennett X – J. Jackson X – R. Shay X – M. Treit	Finance	
GM	X - I. Hall	Legislative	
Acting CAO	X – I. Hall	Other	

SUNSHINE COAST REGIONAL DISTRICT STAFF REPORT

TO: Committee of the Whole – November 9, 2023

AUTHOR: Remko Rosenboom, General Manager Infrastructure Services

SUBJECT: **INFRASTRUCTURE SERVICES DEPARTMENT – 2023 Q3 REPORT**

RECOMMENDATION(S)

THAT the report titled Infrastructure Services Department – 2023 Q3 Report be received for information.

BACKGROUND

The purpose of this report is to provide an update on activities in the Infrastructures Services Department for the third quarter (Q3) of 2023: July 1 – September 30.

This report provides information on the Water, Wastewater, and Solid Waste Services provided by the several divisions within the department.

This report does not provide a detailed overview of all projects within the department, more detail is included in the Budget Project Status Report and is frequently presented to the Board.

Utilities Services Division [365, 366, 370]

The Utilities Services Division serves three water service areas, the North Pender Water Service Area [365], the South Pender Water Service Area [366], and the Regional Water Service Area [370]. The Regional Water Service Area includes the Chapman Water System as well as the smaller systems of Egmont, Cove Cay, Granthams Landing, Soames Point, Langdale, and Eastbourne. The Utilities Services Division is also responsible for 18 wastewater facilities in Areas A, B, D, E, and F.

The Sunshine Coast Regional District (SCRD) water systems supply potable water to approximately 23,000 residents between Egmont and Langdale. This includes operations and maintenance of the Church Road Wellfield, Chaster Well, Langdale, Soames Point, Granthams Landing, Eastbourne (Keats Island), and Chapman/Gray Creek; including the Chapman Creek Water Treatment Plant, the South Pender Harbour Water Treatment Plant, Cove Cay, Egmont, and North Pender Harbour Water System. In addition to water for drinking, these water systems supply potable water used for fire protection, recreation (pools and ice rinks), industrial use, and irrigation.

Combined, the SCRD water systems consist of over 382 km of watermains, 24 storage reservoirs, 21 pump stations, 38 pressure reducing valve stations, 1,422 fire hydrants, 6 chlorination stations, 12 water treatment facilities, 18 water service areas, and approximately 11,516 water connections.

This Quarterly Report includes information about larger capital works projects and noteworthy program developments, as well as monthly water distribution volumes for all water systems.

PROJECTS - CAPITAL WORKS

Watermain Replacement Program

- Eastbourne Watermain Burying
 - The issued for construction drawings are complete for the replacement and burying of the above-ground two-inch PVC pipeline on Keats Island. Project construction is scheduled to be initiated in Q3 2023. Staff are waiting to receive Archaeological permits from three different First Nations.
- San Souci Bridge Watermain Replacement
 - This project provides for the relocation of the waterline from underneath and within the bridge structure to a new alignment adjacent to and parallel to the top of the bridge. Project tendering complete and award report will be presented at the November 23, 2023 Committee of the Whole meeting.
- Chapman Watermain Coating
 - The tendering for this project is complete and an award report will be presented at the November 23, 2023 Committee of the Whole meeting.

Water Projects

- Groundwater Investigation – Phase 4B Church Road Wellfield Construction
 - The SCR D received the final authorization under its Water Licence for the commissioning of these wells on June 30 and Substantial Project Completion was issued to the contractor. The system was placed into automatic operation on July 11, with concurrence from the engineer of record. The SCR D operations staff is in charge of operating the new water treatment plant. The two-year compliance monitoring of Soames Creek began in July as part of the operation of the water system. Full Commissioning is scheduled to be completed for later in November.
- Groundwater Investigation Phase 3 – Part 2: Langdale Wellfield Development and Maryanne West Park Monitoring
 - Test wells No. 1 and 2 located in the Langdale BC Ferries overflow parking lot have been completed. The pump stress tests have been completed and the well heads were installed in April 2023. The consultant has developed a draft conceptual layout for the new pump station, piping, water treatment plant, and the route alignment for the water transmission main. A presentation and associated staff report will be provided to the Board at a January 2024 Committee of the Whole meeting.
 - Maryanne West Park Well Development: The feasibility assessment of the development of this well site is integrated in the work undertaken under the Aquifer 560 watershed agreement with the Town of Gibsons.
- Eastbourne Groundwater Development
 - Drilling of three test wells began November 21, 2022, and pump tests were completed in February 2023. A presentation and associated staff report was provided to the Board at the October 26 Committee of the Whole meeting.
- Water Meter installation – Phase 3
 - A Request for Proposal (RFP) for the supply and installation of approximately 4,500 water meters within the District of Sechelt was awarded to Neptune

Technology Group. The installations will be broken into two distinct phases, with the first phase involving meter installations in existing meter pits and properties that require installations within a building. This first phase is currently in progress. The second phase includes new meter pit installations, which is currently targeting a Q2 2024 start.

- Chapman, Edwards, McNeill Lake Dam Safety Upgrades
 - This project is to complete the technical assessments, permitting, design and construction of the required safety upgrades to these three dams. The construction contract was awarded to Jim Dent Construction and is projected to be completed by Q4 2024.
- Chapman Water Treatment Plant Chlorination Conversion Project
 - This project replaced the chlorination system at the Chapman Water Treatment Plant with a sodium brine disinfection system, eliminating the need to transport and store chlorine gas at the plant. Project is substantially complete and minor deficiencies are being corrected. System is online and operational.
- Chapman Creek Water Treatment Plant UV Upgrade
 - The new UV system will be designed for redundancy, while the current UV system only employs a single UV module, the regulatory requirement is to have multiple UV systems to allow for redundancy in case of failure of a single unit. The project is in the 90% design phase with construction tendering planned for Q1 2024.
- Chapman Creek Water Treatment Plant Residual Disposal and Planning
 - The Chapman Creek Water Treatment Plant produces residuals from the water treatment process which get released into holding ponds. In collaboration with the shíshálh Nation and Lehigh Hanson, a temporary measure is in place to avoid overflow during the fall, winter, and spring seasons. The listed parties are discussing and collaborating on technical assessments related to the implementation of a long-term solution.
- Chaster Well Surface Seal
 - This project is intended to improve the protection against contamination of this well head. It will be tendered in December 2023 for construction to start in Q1 2024.
- Cove Cay Pump Station Rebuild
 - The Cove Cay Pump Station needs upgrades such as a new roof, siding, and interior work. All existing pump station interior infrastructure requires upgrading including the pump, motors, controls, and fittings. Vancouver Coastal Health also added the requirement to add multi-barrier treatment by July 2025, expanding the project scope considerably. The current budget will be utilized to complete conceptual through detailed design and construction funding will be subject to a 2024 budget proposal.
- Reed Road Pump Station Zone 4 Upgrade
 - The primary objective of this project is to increase the fire flows in the Cemetery Road area. The water modelling to confirm the required increased flow is currently being finalized to be followed by the design, tendering, and construction of the required upgrades.

- Garden Bay Water Treatment Upgrade Feasibility Study-Phase 2
 - The Feasibility Study is for upgrade options to the current treatment system to address water quality issues and to meet current drinking water standards. The study included recommendations for a suitable back-up generator for the treatment plant. The study is completed and concluded that it could cost up to \$9,000,000 to do the required upgrades. SCR D staff are considering options for next steps and will provide a presentation to the Board at a Committee meeting in the near future.

Wastewater Projects

- Woodcreek Wastewater Plant
 - The findings of a condition assessment were presented at the November 19, 2020, Infrastructure Services Committee meeting. Staff applied for Provincial/Federal grant funding and were informed in early May 2022, that the project grant application was awarded in the amount of \$769,000.
 - By repairing, reconfiguring, and replacing piping, tanks, and other components, the project will increase the quality of wastewater treatment at the plant. Improvements will be made to the collection and distribution which will ensure the system complies with provincial regulations. A contract to complete detailed design and tender specifications was issued in March 2023, and is currently in progress. Operational trials were completed, and it was determined that the existing sand filters will still require replacement. Detailed design is in progress. Collection system infiltration and inflow reduction work plan is currently in development.
- Square Bay Wastewater Plant Infiltration
 - Several repairs completed to date appear to have been successful in reducing the infiltration into the system. However, more repairs to the collection system will be required to avoid future non-compliance incidents and are scheduled to be undertaken following staff recruitment and based on plant performance during the fall and winter season.
- Langdale Wastewater Plant
 - In February 2022, a grant application was submitted for funding support for required upgrades to this wastewater treatment plant under the Investing in Canada Infrastructure Program-British Columbia-Green Infrastructure-Environmental Quality Program. The SCR D was successful in receiving this grant and staff will continue discussions with the YMCA. The RFP to undertake technical assessments and preliminary design work is on hold until YMCA discussions are completed.

Water and Wastewater Service Reviews

The tables below provide an overview of the development projects that the Utility Services staff are currently reviewing for impacts to water and wastewater services. A significant amount of these will include extensions to the water distribution system, upgrades to existing systems, or the construction of new wastewater treatment plants.

Water and Wastewater Developments Under Review

Year Application First Received	Area	Address	Parcels/ Units
	Sechelt (DOS)	Lot 71 Pam Road	16
2017	Sechelt (DOS)	DL 1385	18
2017	Sechelt (DOS)	DL 1331	12
2017	North Pender	13825 Lee Road	1
2018	Sechelt (DOS)	McCourt Road	31
2018	Sechelt (DOS)	5709 Cowrie Street	31
2018	North Pender	13104 Oyster Bay Road	2
2018	Sechelt (DOS)	Lot 55 Gale Ave N	14
2019	Sechelt (DOS)	Burdett Road	5
2019	Sechelt (DOS)	5038 Havies Road	65
2019	Elphinstone	1115 Gilmour Road	1
2019	Halfmoon Bay	Priestland Road	26
2020	Halfmoon Bay	5870 Brooks Road	3
2020	South Pender	1362 Tudor Grove Road	16
2020	sNGD	Lot 40 sNGD Tsawcome	1
2020	sNGD	5573 SC Highway	34
2020	Sechelt (DOS)	5980 Sechelt Inlet Road	9
2020	Sechelt (DOS)	Binnacle Avenue	605
2020	Sechelt (DOS)	5609 Mason Road	-
2020	Sechelt (DOS)	6317 Bligh Road	8
2021	sNGD	Hwy 101 @ Selma Pk Rd	180
2021	Sechelt (DOS)	5830 Marine Way	4
2021	Roberts Creek	Lower Road	3
2021	Elphinstone	1430 Bonniebrook Heights Road	13
2021	Sechelt (DOS)	5610 Trail Ave.	-
2021	Sechelt (DOS)	Ripple Way	28
2021	Sechelt (DOS)	6472 Sunshine Coast Hwy	3
2021	Elphinstone	King Road	7
2021	Elphinstone	1380 Gower Point Road	2
2021	Sechelt (DOS)	5520 McCourt Road	1 (8 Units)
2021	Sechelt (DOS)	5625 Derby Road	1 (Multiunit care facility)
2021	Elphinstone	Lot F Grandview Road	3
2021	West Howe Sound	Lot 4 Wharf Road	6

2021	North Pender	13685 Lee Road	8
2021	North Pender	13803 Lee Road	11
2022	Sechelt (DOS)	5112 Chapman Road	13
2022	Halfmoon Bay	DL 1952 Jorgensen Drive	4
Totals			
	Area	Active Developments	Proposed New Units In Area
	West Howe Sound	1	6
	Roberts Creek	1	3
	Elphinstone	5	26
	sNGD	4	218
	Sechelt	19	862
	Halfmoon Bay	3	33
	North Pender	4	22
	South Pender	1	16

Note: The listed developments are in different stages of development; some are conceptual and there are no development applications submitted yet. Other development permits and water service applications are actively being reviewed.

Water Conservation Programs

- Approximately 918 residents are subscribed to the Monthly Water Use Update.
- Staff continue to work to resolve leaks year-round. Leak letters are sent every three months. Leak notification letters were sent to 430 residents in September. Commercial customers with a water leak received a notification on their Q2 utility bill. Water account owners subscribed to the Monthly Water Use Update are notified of leaks.
- 100% of Rainwater Harvesting Rebate funds have been claimed with 49 rebates issued.
- Staff hosted two joint meetings with Sunshine Coast Regional Economic Development Organization and Sunshine Coast Tourism to support businesses' understanding of bylaw regulations and drought information.
- Staff developed a new webpage for water information, including sharing lake levels, water conservation tips, and links to water supply updates.
- Staff communicated directly with properties using high amounts of water, including properties where a leak was detected, as well as targeted letters to the largest commercial accounts during Stage 4.

Water Planning and Policy Development

- SCRD Water Strategy
 - Further interdepartmental collaboration and internal review of the Water Strategy occurred following the Water Summits held in early 2023. Staff will finalize the draft Water Strategy in late 2023 for presentation to the SCRD Board in 2024.
- SCRD Water Rate Structure Study
 - Staff completed *SCRD Water Rate Structure Study* report with recommendations to plan for the implementation of volumetric billing in North Pender Harbour and South Pender Harbour. The staff report was based on the consultant's study and

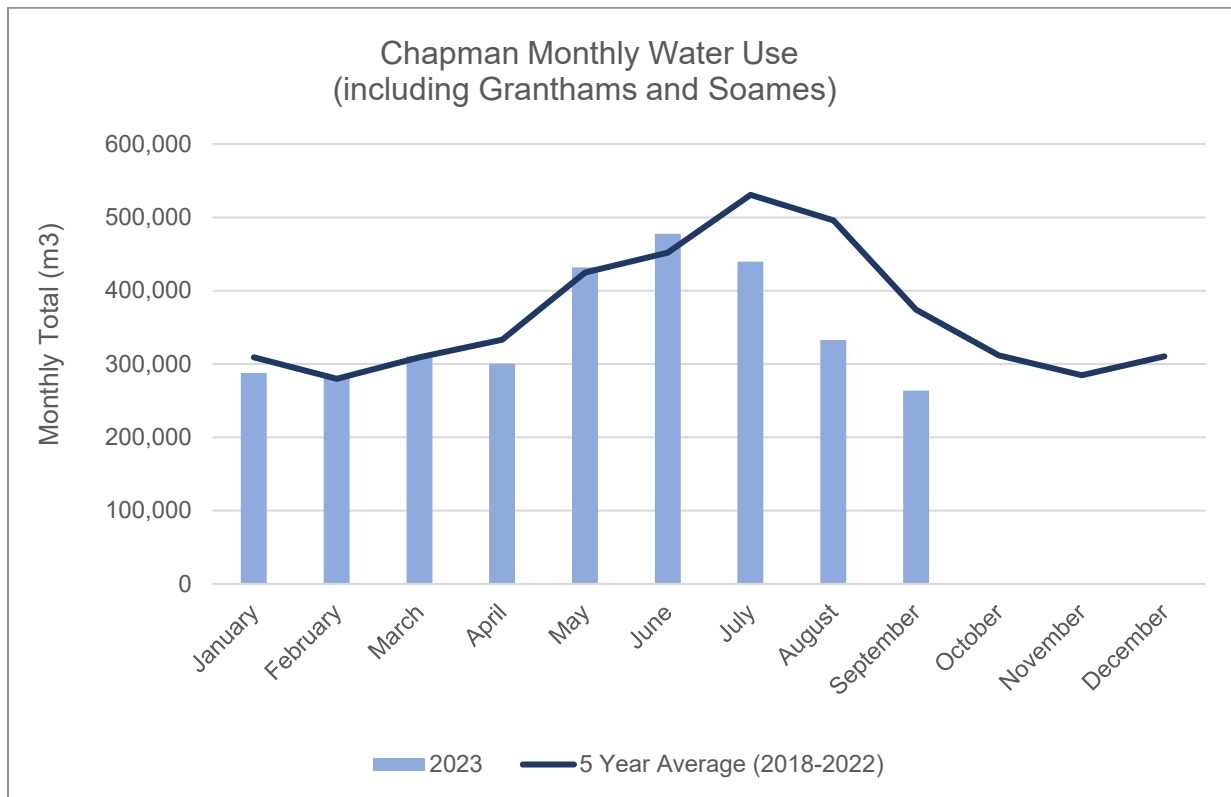
strategic priorities. Finance staff and the consultant both presented to the Committee of the Whole on September 28, 2023.

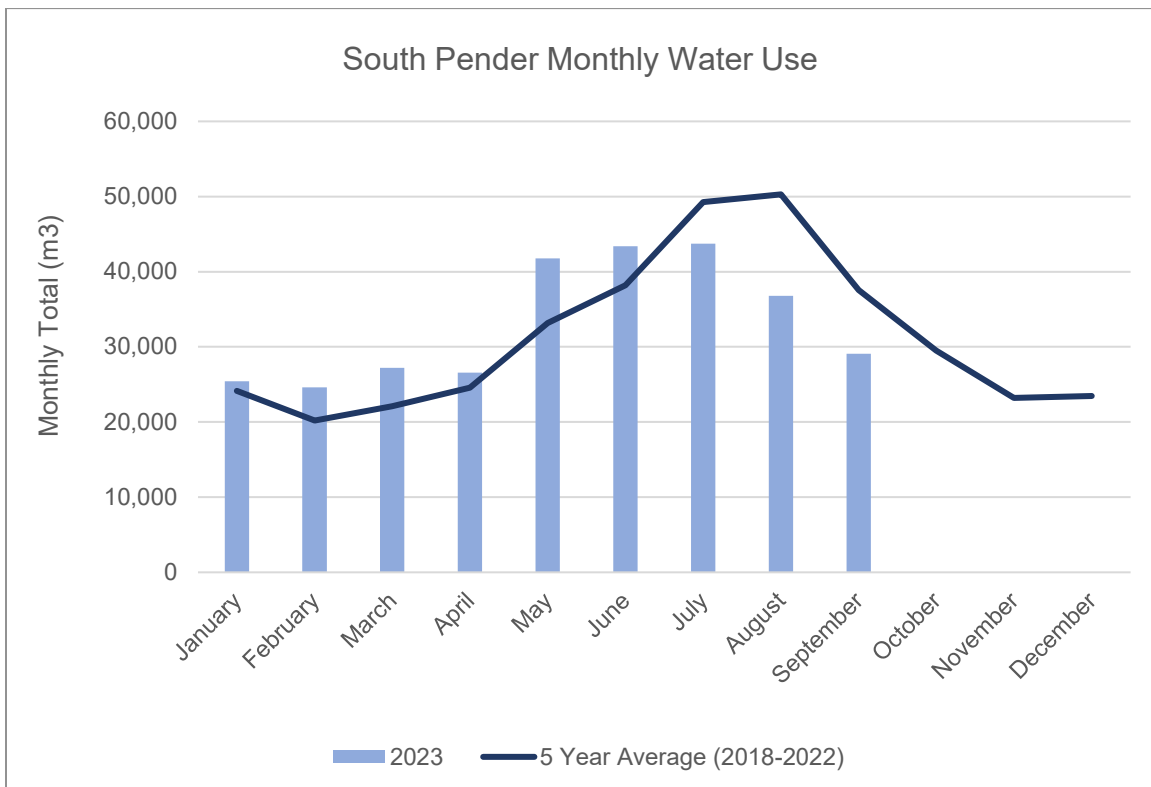
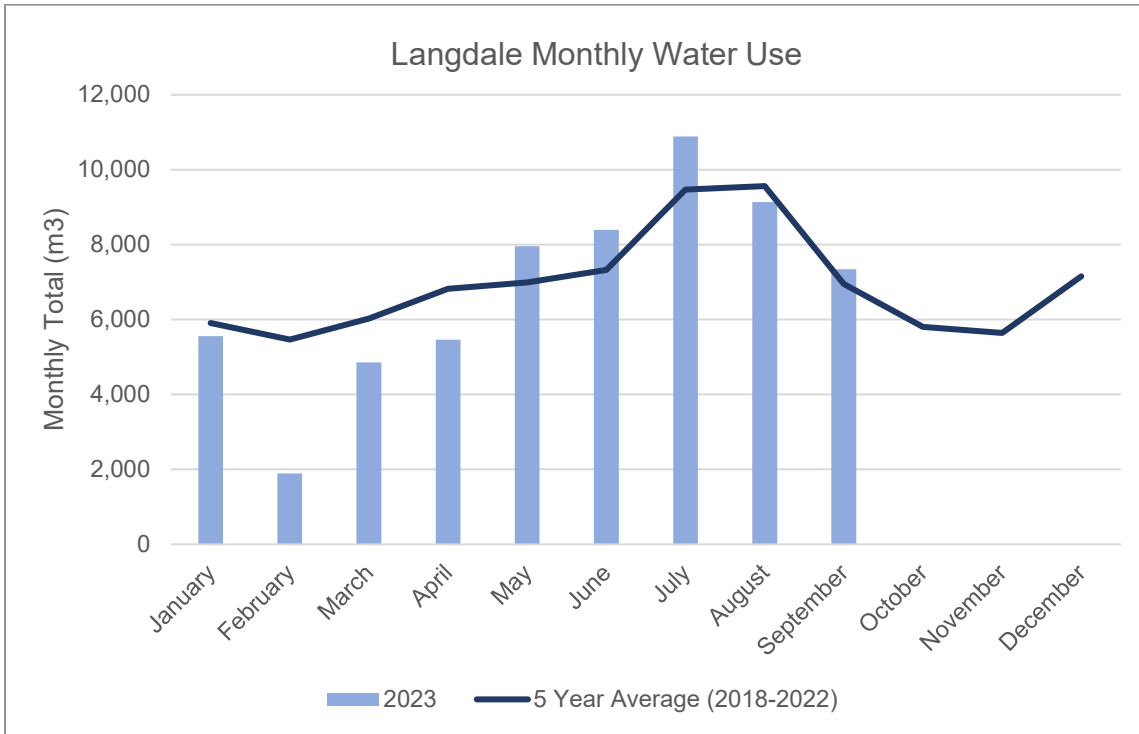
- Bylaw No. 422 Water Rates and Regulations
 - Bylaw No. 422 was amended to add new definitions for Commercial Farm, Emergency, Essential Use and Food Crops on July 27, 2023. Bylaw No. 422 was further amended to provide temporary exemption for 2023 and 2024 to all Class 9 properties from Stage 4 Water Conservation Regulations on September 28, 2023.

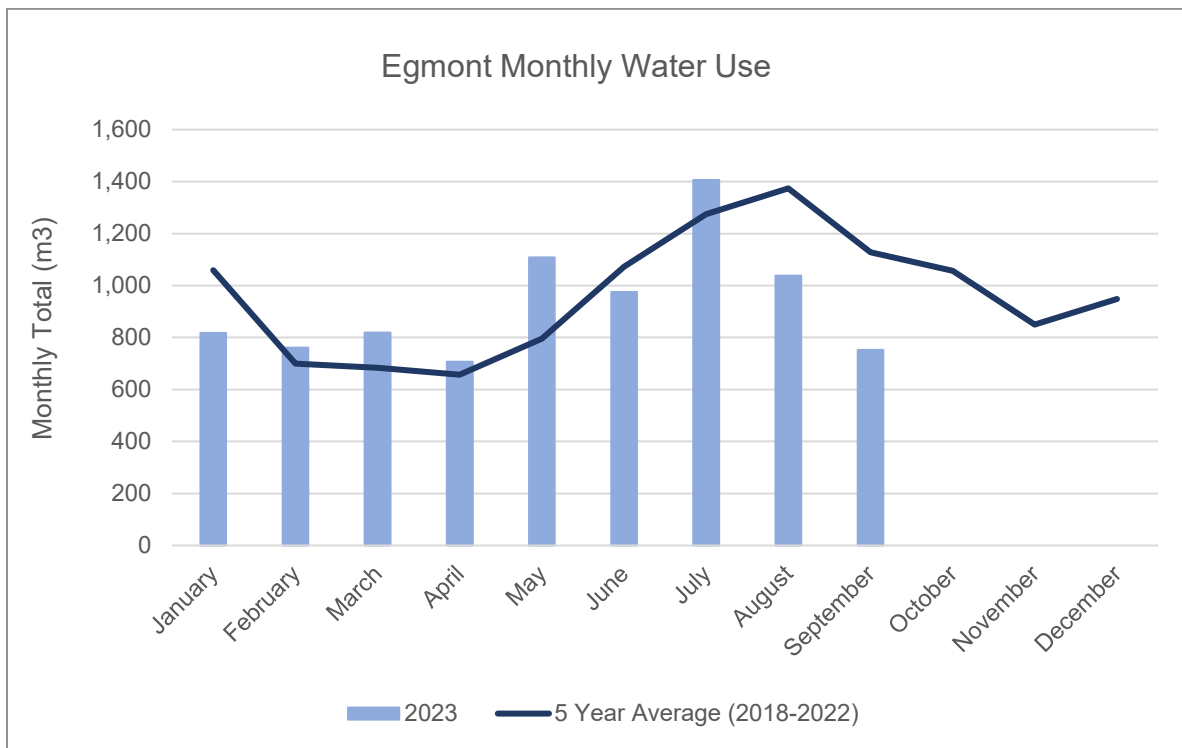
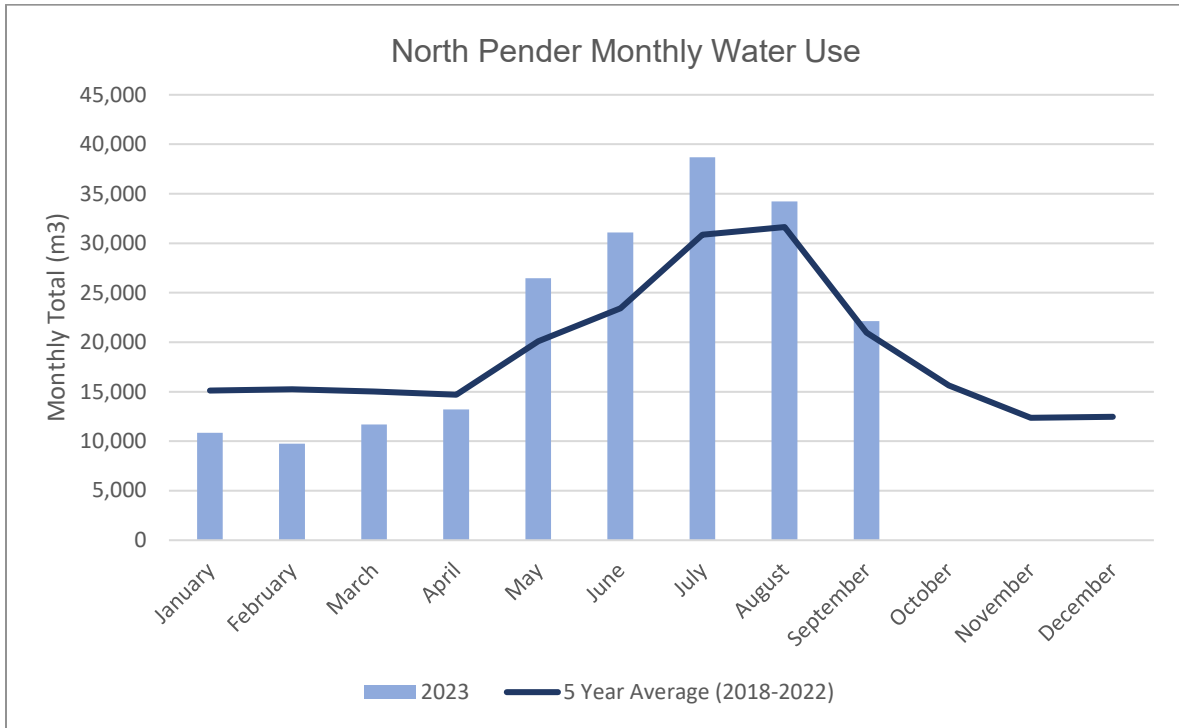
OPERATIONS - WATER DISTRIBUTION SYSTEMS

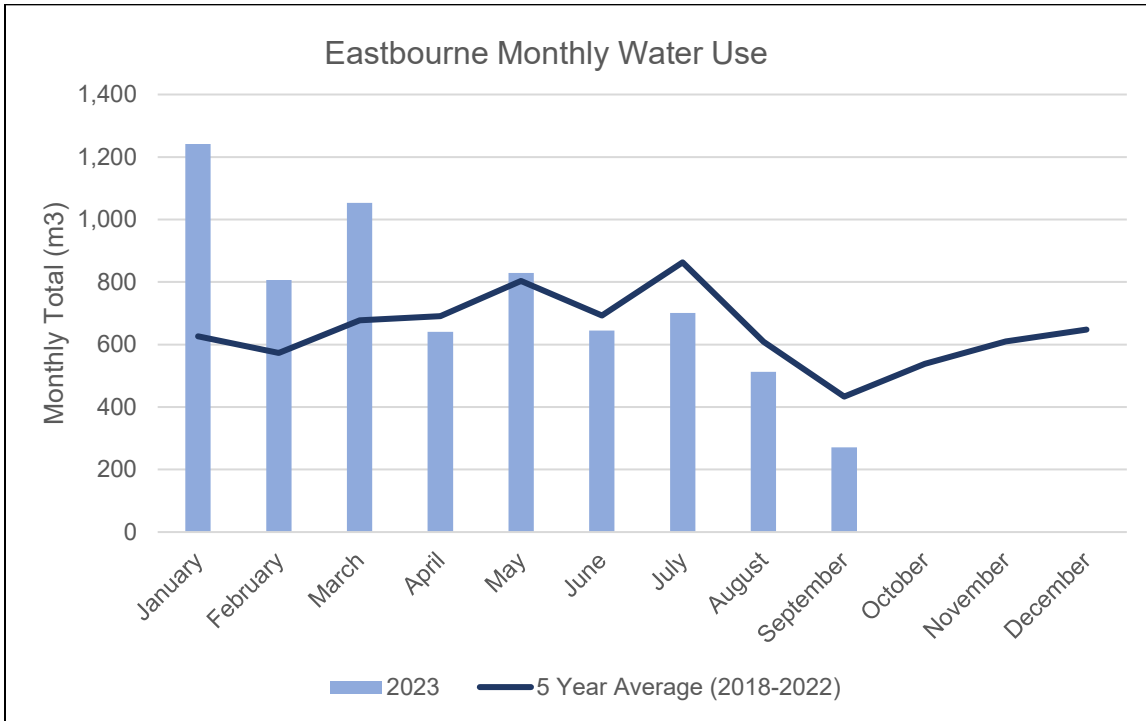
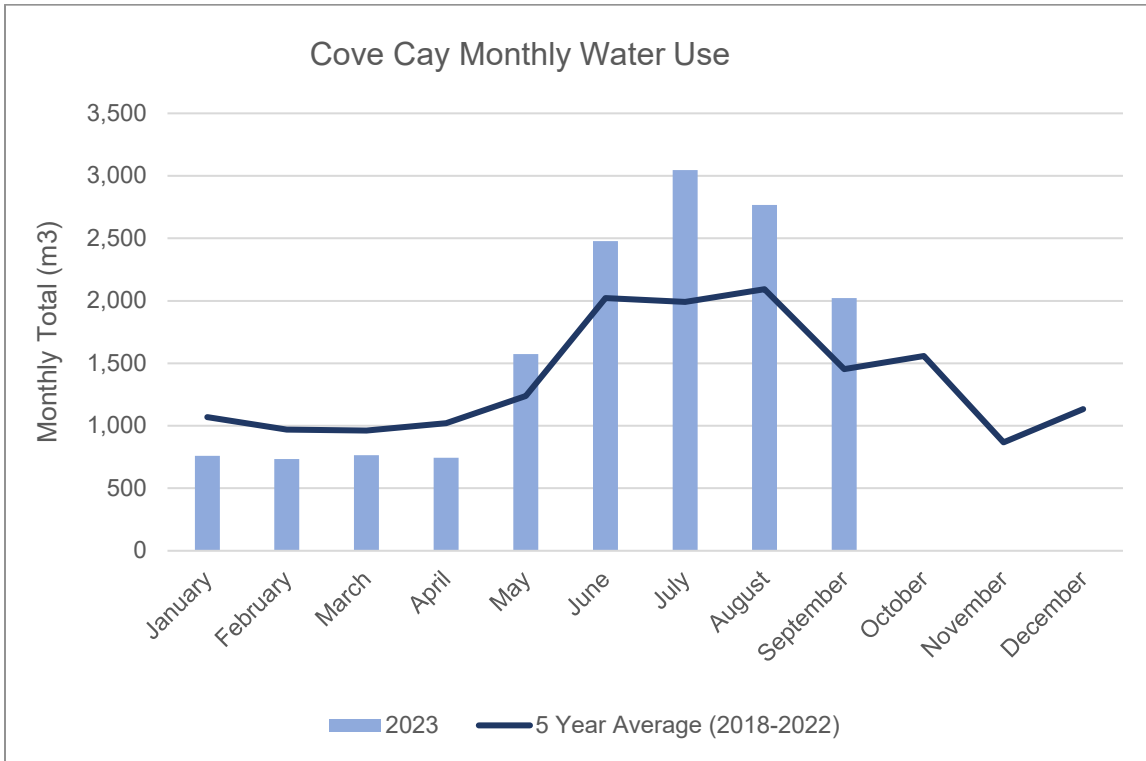
WATER USE PER WATER SYSTEM

The following graphs show the monthly total water use per SCRD water system. Each graph presents the average monthly water use over the past five years (2018 - 2022).



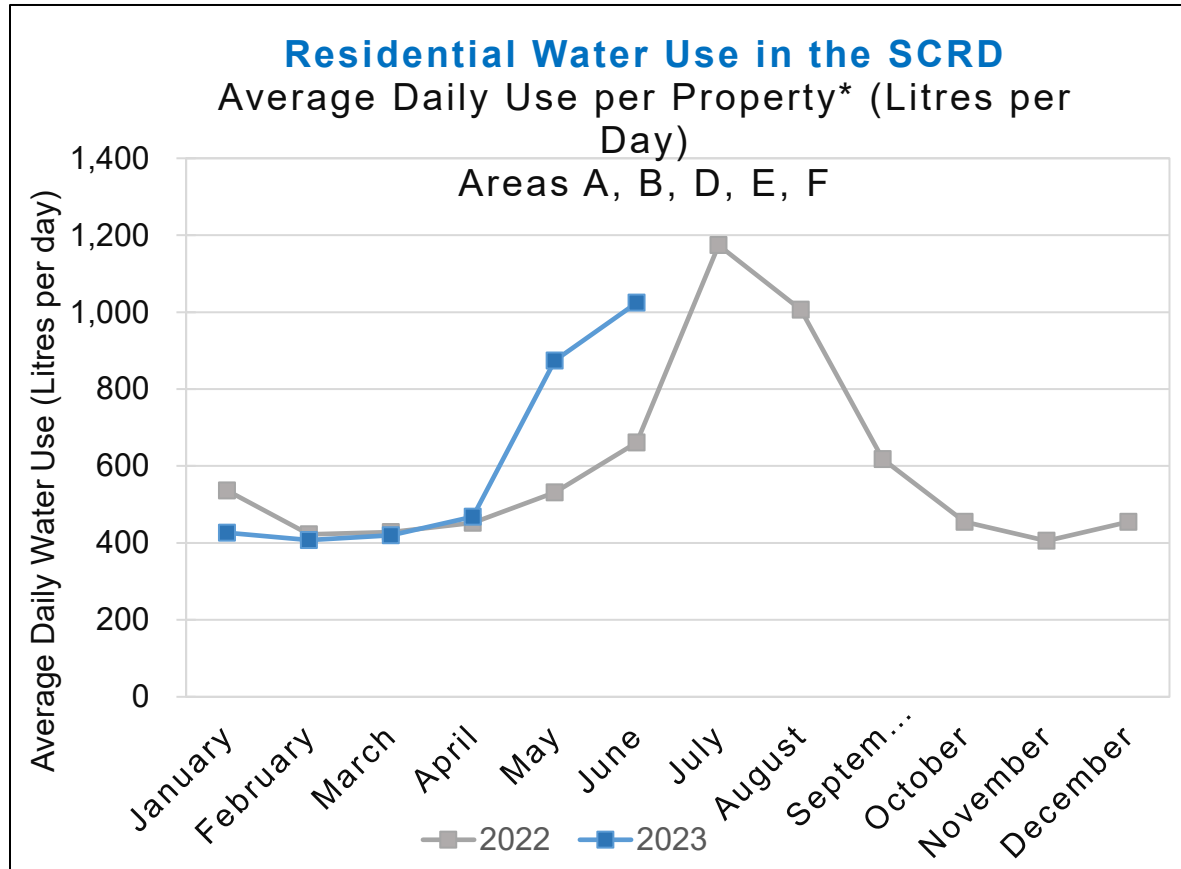




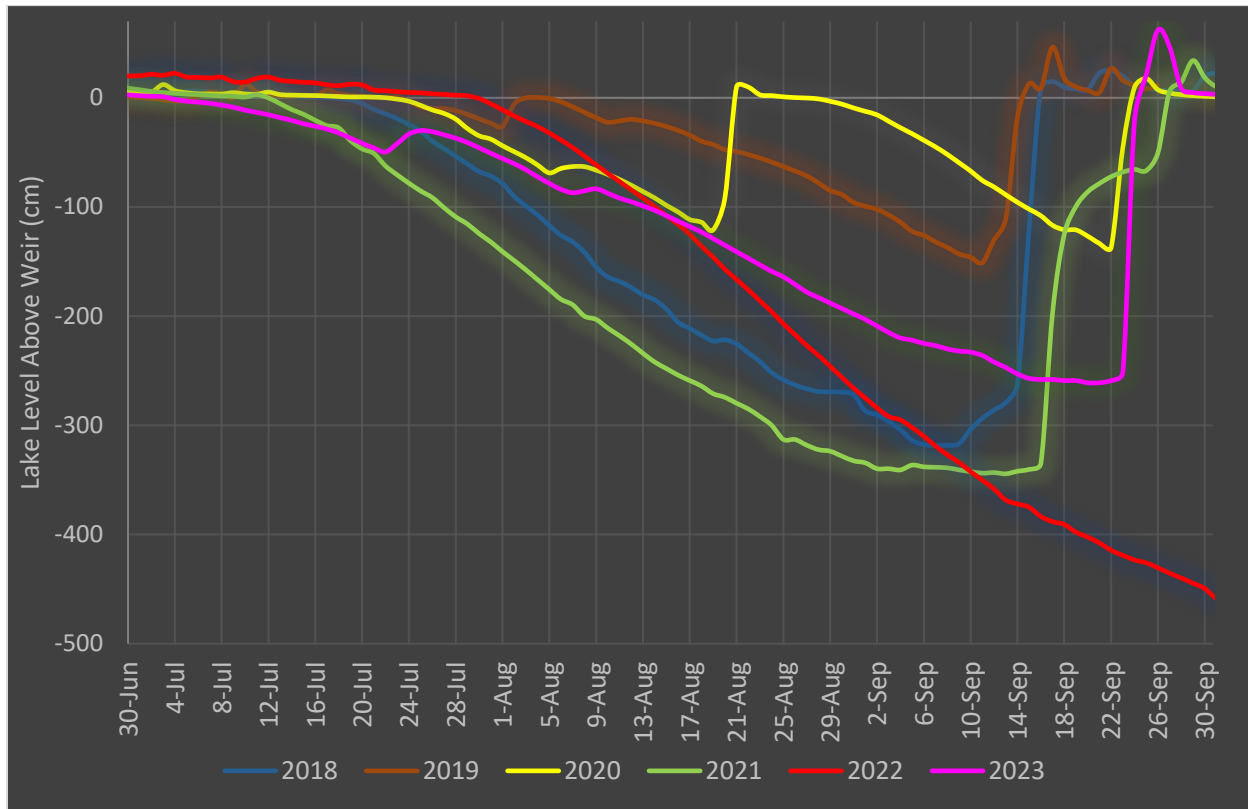


RESIDENTIAL WATER USE

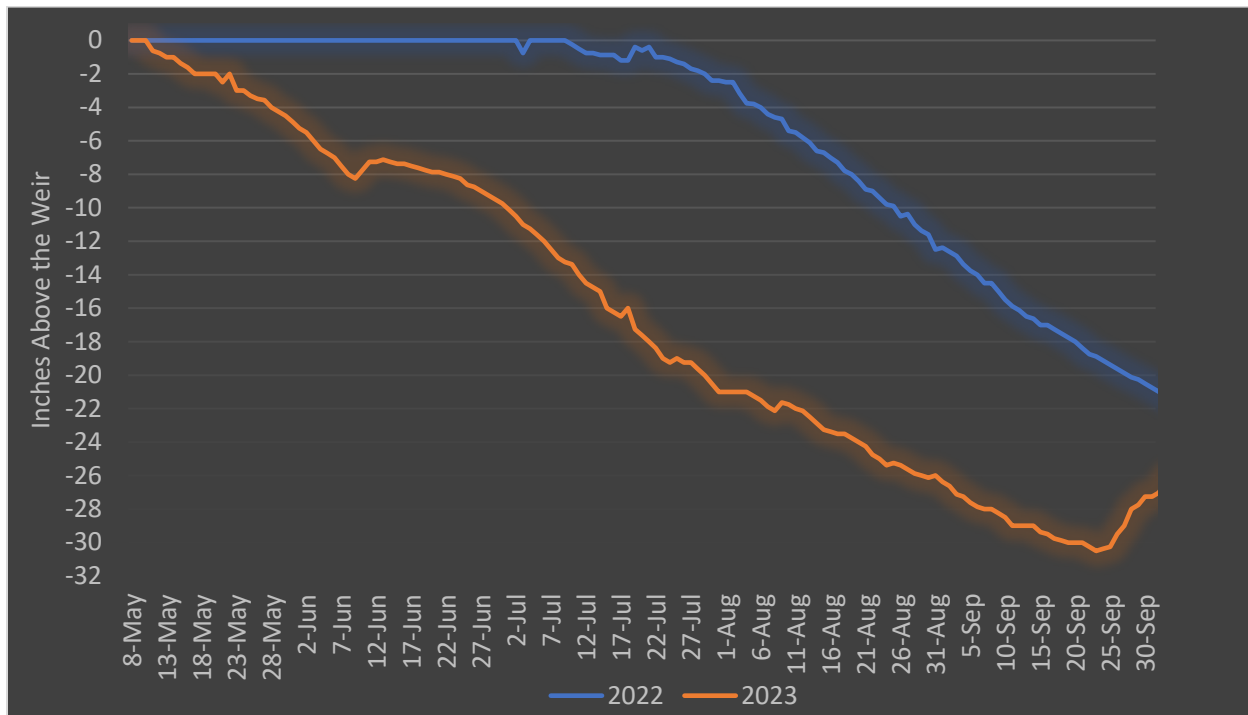
The average daily residential water consumption in Q3 2023 was 817 L/day.



CHAPMAN LAKE LEVEL (CHAPMAN WATER SYSTEM), 2018 - 2023



MCNEILL LAKE LEVELS (SOUTH PENDER HARBOUR WATER SYSTEM), 2022 - 2023



Solid Waste Services Division [350, 355]

The Solid Waste Services Division provides solid waste management for the Sunshine Coast. In British Columbia, Regional Districts are mandated by the Provincial *Environmental Management Act* to develop Solid Waste Management Plans. The SCR D's 2011 Solid Waste Management Plan (SWMP) guides how the SCR D manages its solid waste including waste diversion programs, services, and disposal activities.

The Division oversees the operation and maintenance of the Sechelt Landfill and the Pender Harbour Transfer Station. The Division also maintains the contracts for curbside garbage and food waste collection services for Electoral Areas B, D, E and F, three recycling depots, and the green waste recycling program.

This quarterly report provides an update on current projects, diversion programs, services, and monthly statistics.

Solid Waste Projects

Future Waste Disposal Options

A second opinion on the results of the Future Waste Disposal Options Detailed Analysis, to confirm the feasibility of developing a new landfill in the region, has been completed by Sperling Hansen Associates. Discussions with the shíshálh Nation to assess the viability of potential future waste disposal options have taken place. The results of the Future Waste Disposal Options Detailed Analysis and outcome of discussions with the Nation will be presented at a future Committee of the Whole meeting in January 2024.

Solid Waste Management Plan Review and Update

Consultant Morrison Hershfield (MH) continues to engage the Public and Technical Advisory Committee (PTAC) on the Solid Waste Management Plan Update. MH and the SCR D summarized feedback received from Engagement Period 1, which occurred from May 9 – June 9, 2023. The results are being discussed at a PTAC meeting in Q4 and will inform the development of future waste prevention and diversion strategies for the updated Solid Waste Management Plan.

Biocover Feasibility Study - Phase 2

The SCR D identified a biocover as a potential final cover for the Sechelt Landfill when it closes in mid-2025. A biocover is a type of landfill final cover that is designed to oxidize methane emissions into carbon dioxide to reduce greenhouse gas (GHG) emissions. The Sechelt Landfill Biocover Feasibility Study Phase 1 was undertaken in 2020 which concluded that a biocover would provide economic benefits to the SCR D and community, and significantly reduce GHG emissions.

Phase 2 involves a pilot study where a biocover will be added to a small portion of the Sechelt Landfill and monitored over a one-year period. A Partnership Agreement between the District of Sechelt (DOS) and SCR D was formalized in Q4 2022 for the provision of dewatered septic sludge to complete the Phase 2 pilot should the SCR D decide to pursue a biocover for the final cover.

A Request for Proposal to retain services to provide Phase 2 of the pilot study closed on May 24, 2023, and was awarded to Sperling Hansen Associates. Site preparation work is completed. Sperling Hansen is completing biocover trials mix and procurement for installation.

SOLID WASTE PROGRAMS

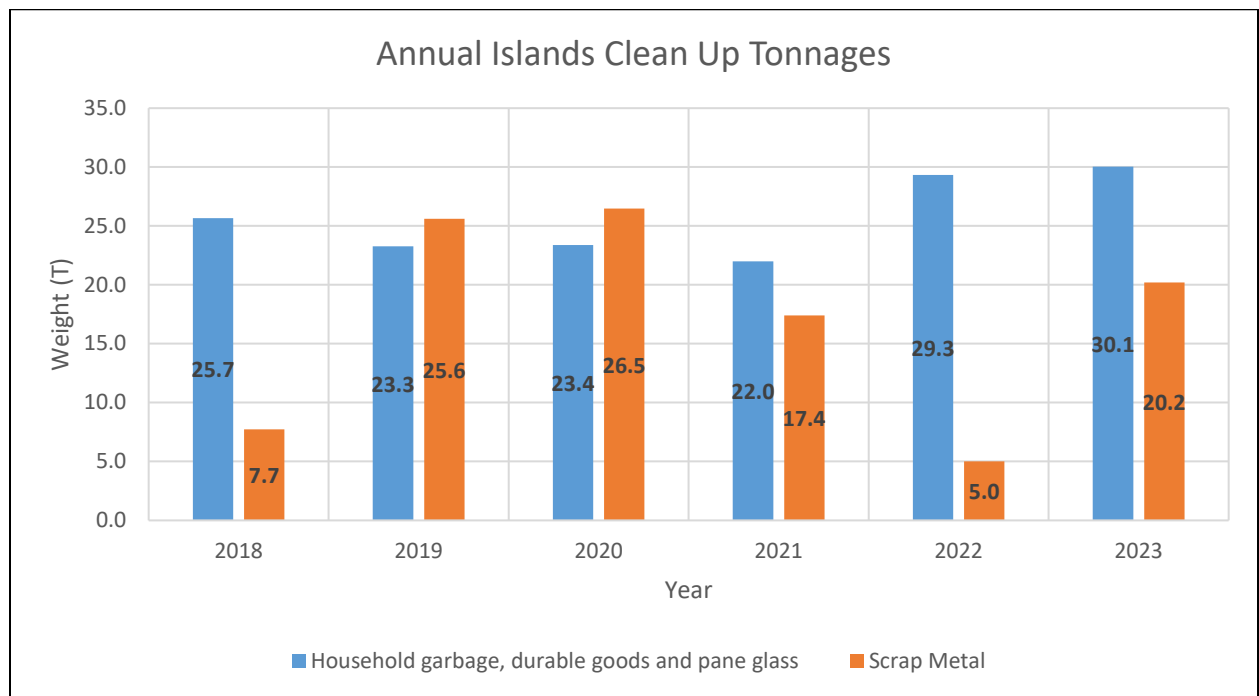
Metro Vancouver Municipal Waste Reduction Coordinator Committee (MVMWRCC)

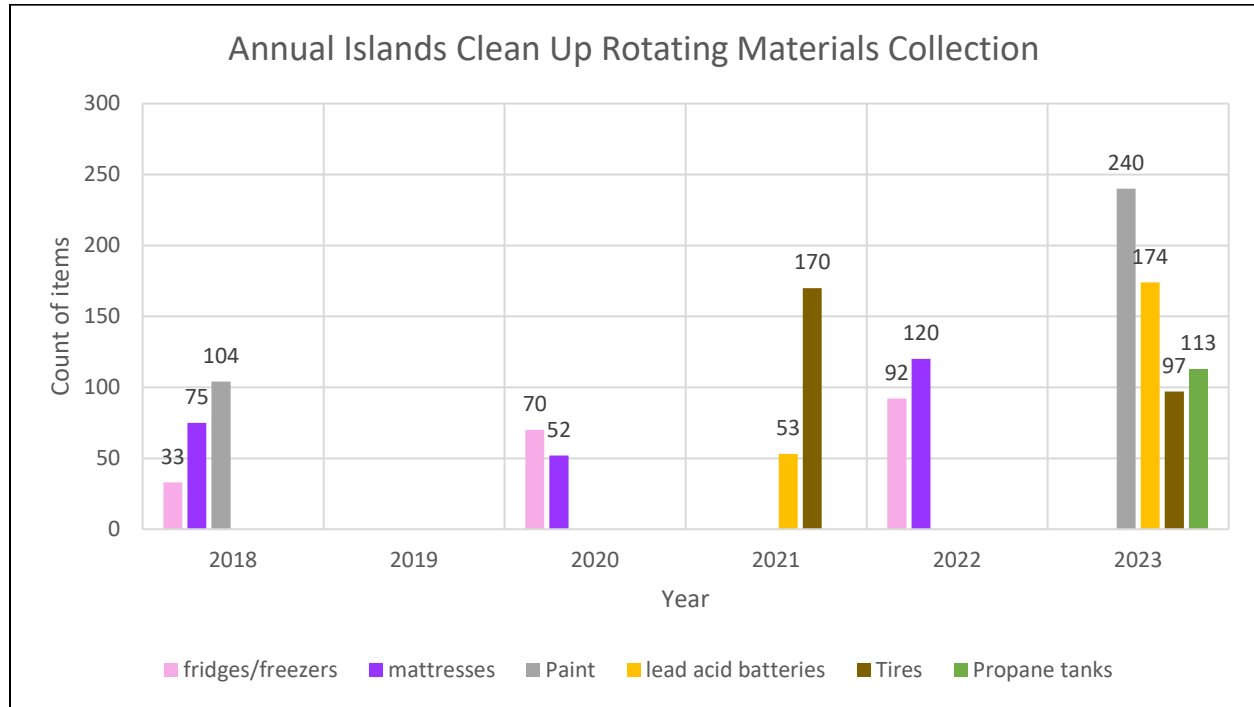
Staff attended a MVMWRCC meeting on July 19, 2023. Metro Vancouver municipalities shared work being undertaken to prevent the spread of European Chafer Beetle in their communities. There was discussion regarding the Province’s Single Use Items and approaches developing Metro Vancouver’s performance metrics for reporting to communities.

Islands Clean Up

Staff held 2023 clean up events on July 8, 9, 15, 22 and August 19 with an estimated 840 participants. The events collected garbage, scrap metal, recycling, propane tanks, car batteries, paint, and tires. Information about this year’s program can be found at <https://letstalk.scrd.ca/islands-cleanup>.

The tables below provide five years of data for the different material categories. Tonnages are provided for scrap metal and garbage and item counts are provided for items like tires and batteries. It should be noted that some items are collected on a rotating basis so are not included in each year and in 2018 and 2022 some of the scrap metal data was lost. In 2019 electronics were collected at approximately 0.99 tonnes.





Note: The 2019 Islands Clean Up rotating material was specifically for small appliances and electronics. The receiving facility was unable to provide an accurate item count but approximately 0.99 tonnes were collected.

Waste Reduction Initiatives Program

The 2023 Waste Reduction Initiatives Program call for applications went out at the beginning of September and applications were accepted until October 20. Projects need to be based within the SCRD’s boundaries and plan to reduce or divert waste going to landfill. Information about the program including applications and past project descriptions can be found at <https://letstalk.scrd.ca/wrip>.

Area A Food Waste Program

The Pender Harbour Transfer Station Food Waste Drop-Off Program commenced on November 1, 2022, coinciding with the food waste regulation start. The program is aimed at providing a food waste drop-off option for residents and small businesses in Electoral Area A. Staff are continuing to reach out to the community and have provided a mailout to the area to assist with educating residents on the new program. From January 1 to August 31, 2023, the site received 37.08 tonnes of food waste from residents.

Major Appliance Recycling Program (MARR)

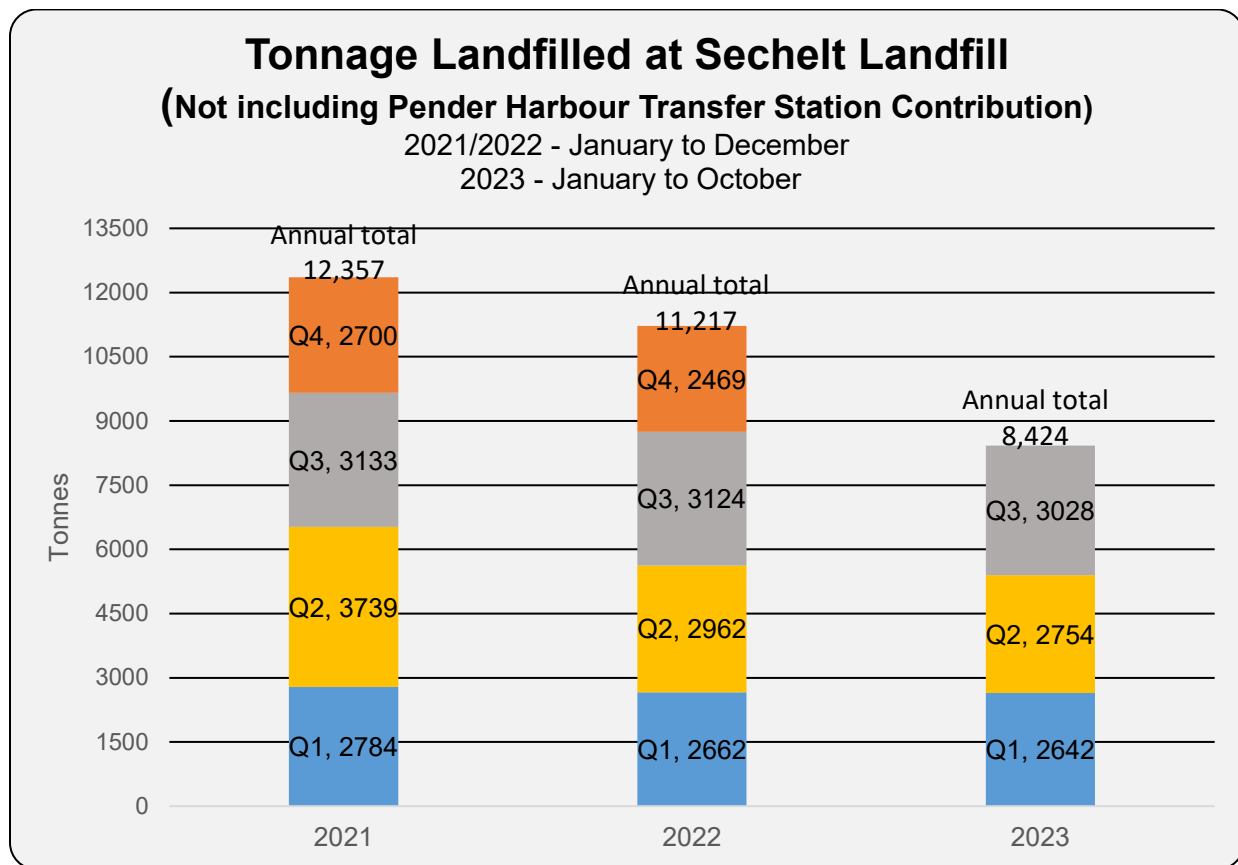
On November 1, 2022, the Sechelt Landfill and Pender Harbour Transfer Station, in partnership with the MARR program, began accepting major household/residential appliances for free. From January 1 to September 30, 2023, the program accepted 1,980 appliances from residents.

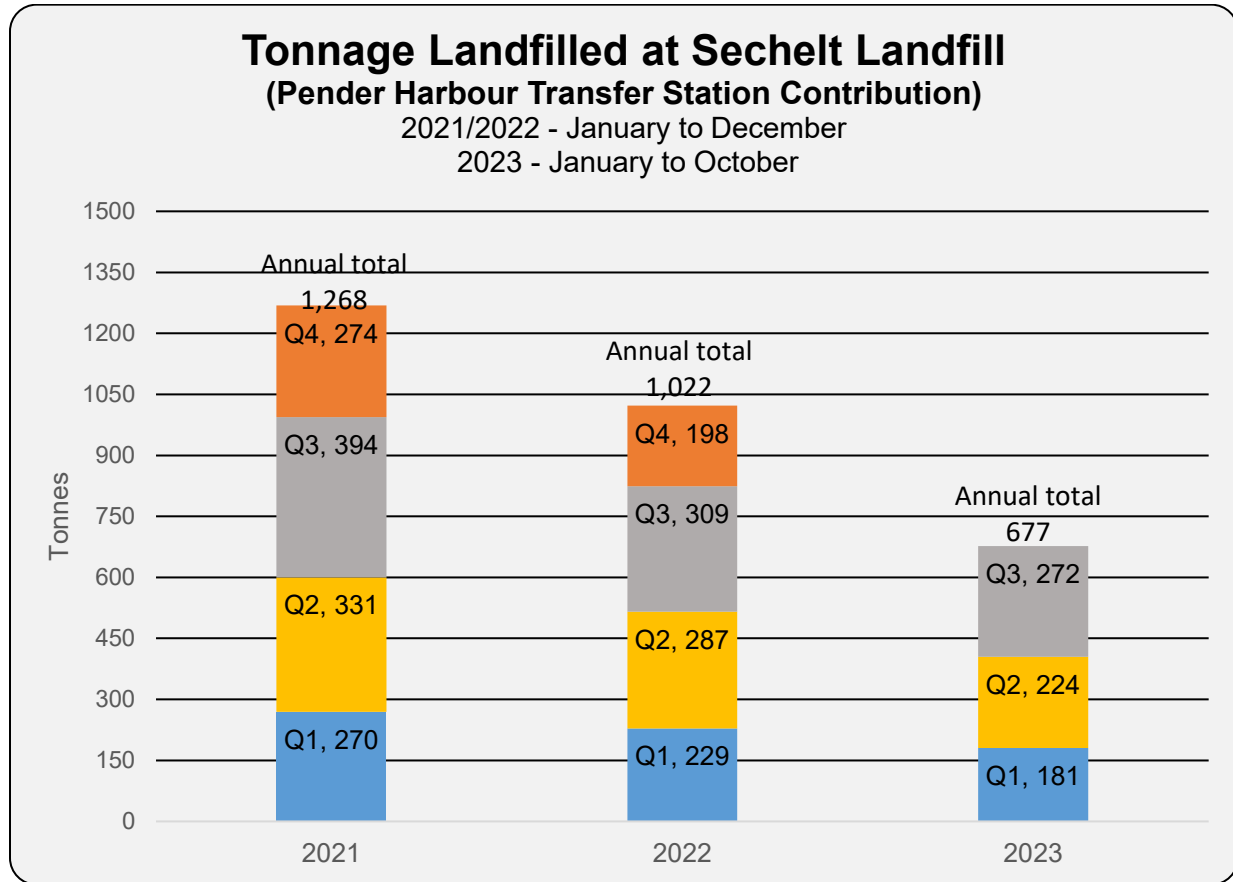
Textile Recycling Program

The SCRCD has teamed up with Diabetes Canada to launch a textile recycling program at the Sechelt Landfill and Pender Harbour Transfer Station. From January 1 to September 30, 2023, the program accepted 2,298 kilograms of textiles combined at both SCRCD sites.

Statistics – Landfill

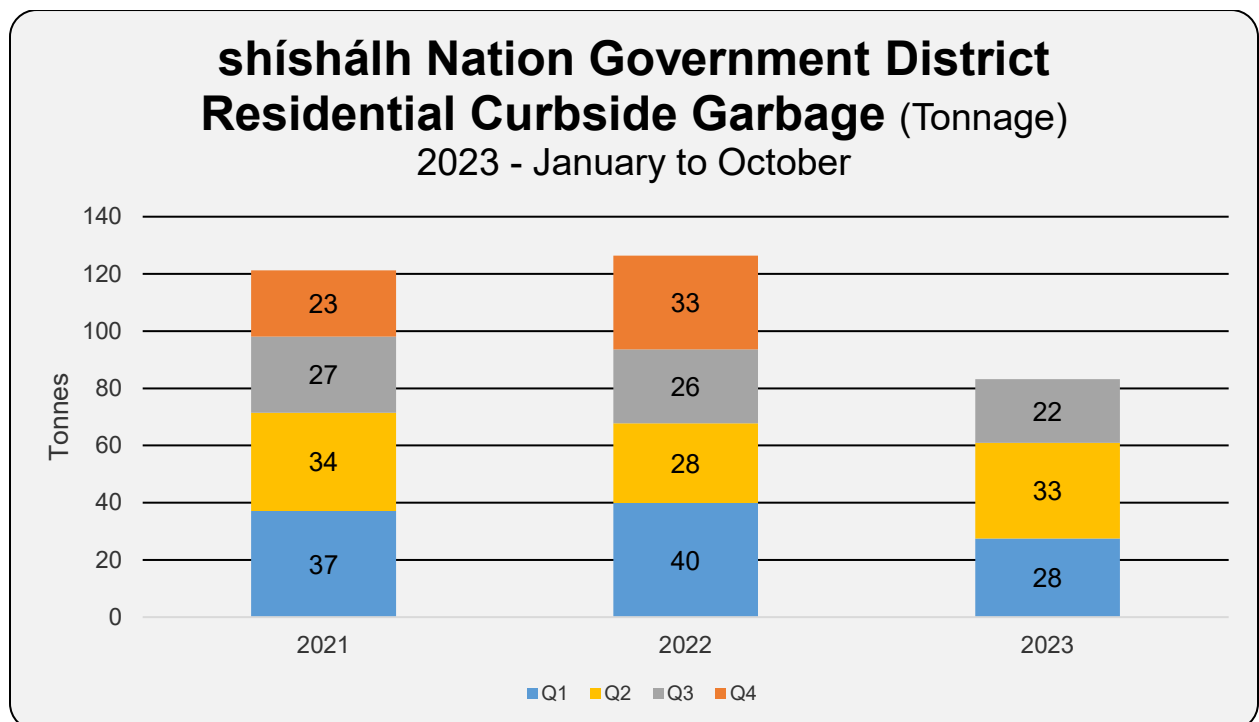
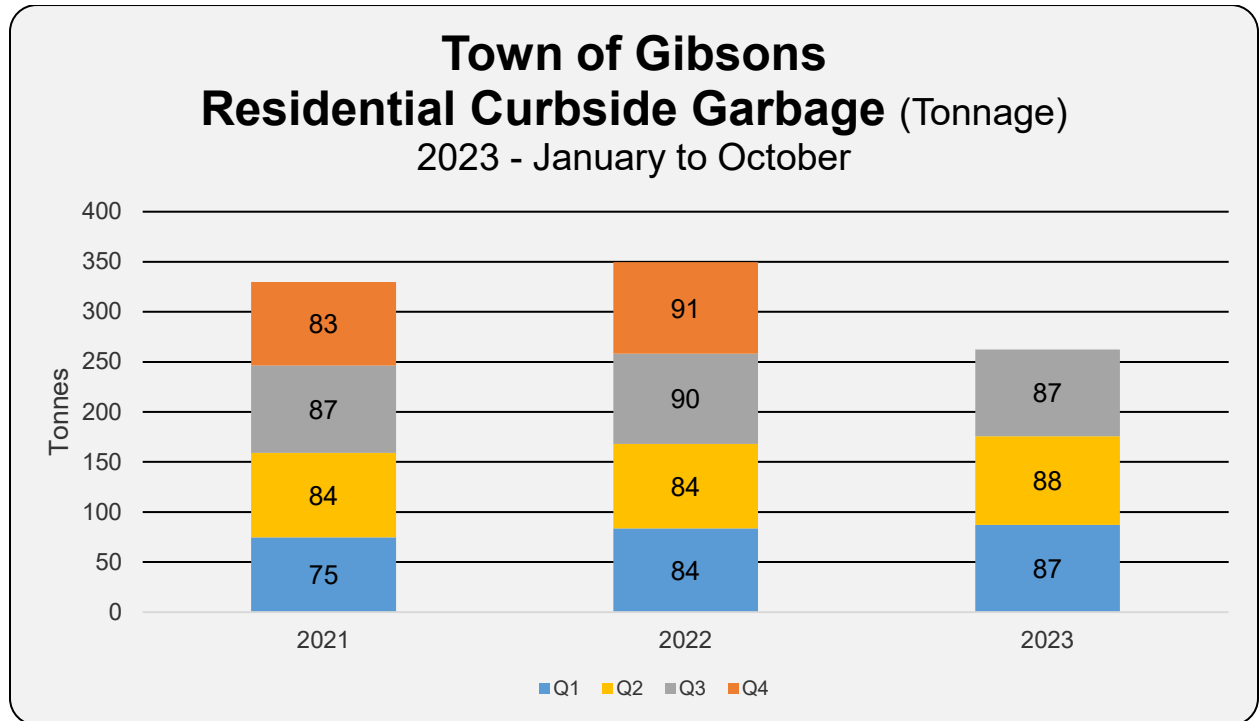
The tonnage presented in the following charts include an estimated combined total of all material from the Pender Harbour Transfer Station that is deposited at the Sechelt Landfill, and all materials received at the Sechelt Landfill site. This includes residential curbside garbage, self-hauled garbage, commercial garbage, roofing, dead animals, asphalt, asbestos, durable goods (e.g., couches, chairs), concrete, dirt and rocks, and Styrofoam (non-recyclable).

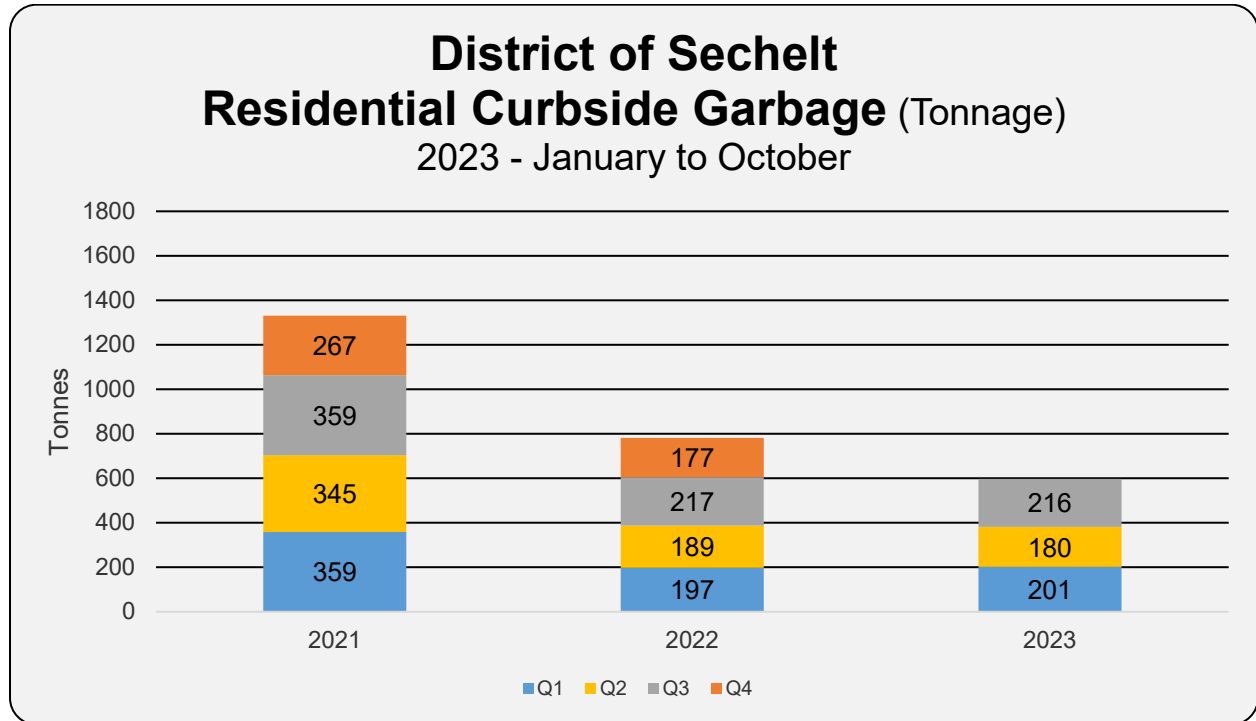




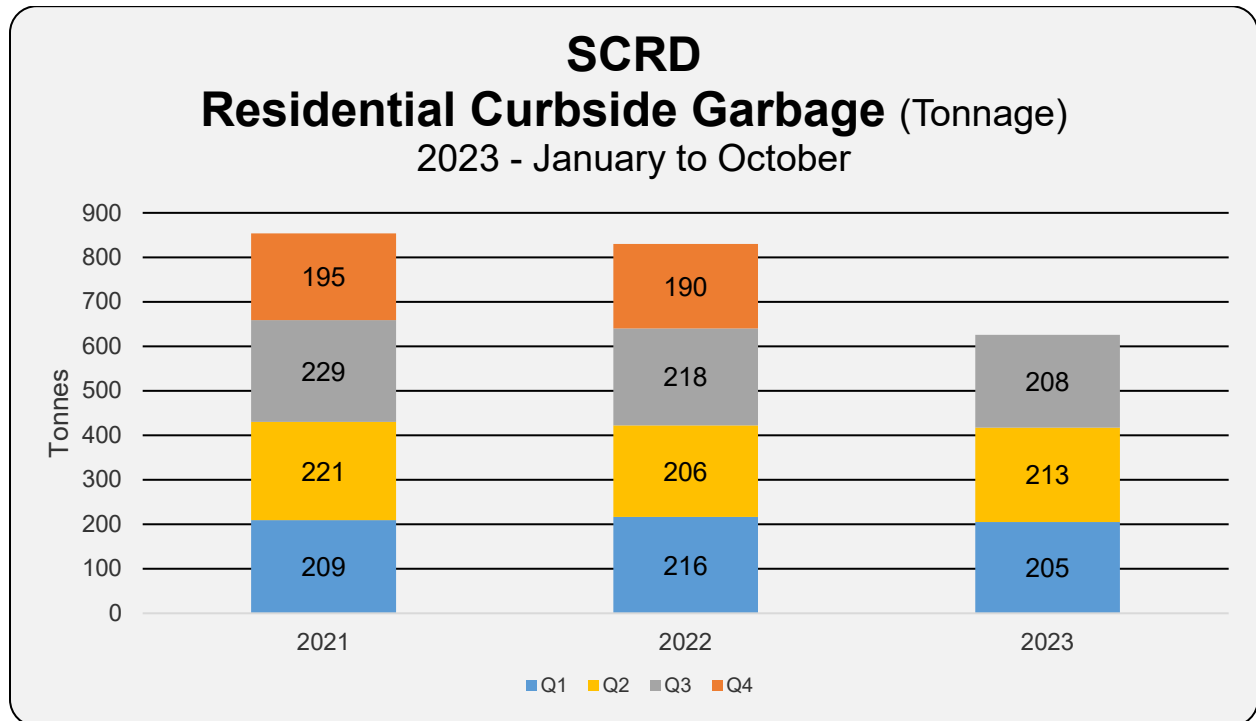
Statistics – Curbside Collection Services

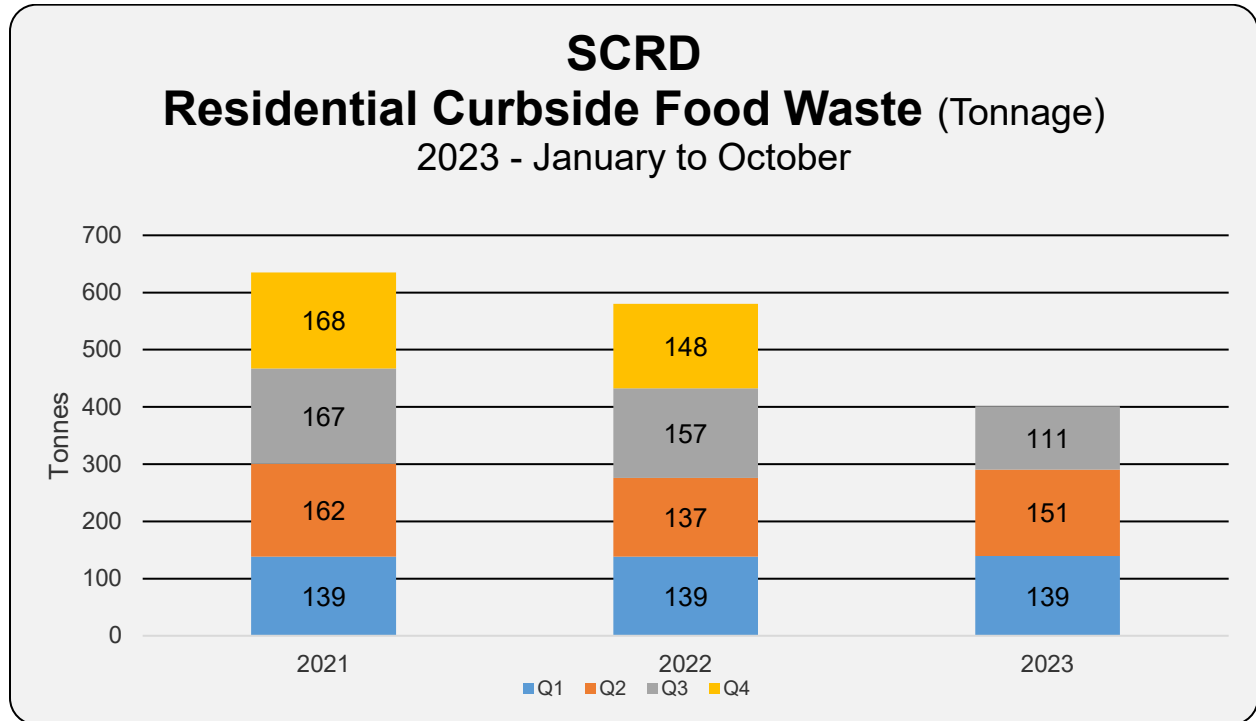
The residential curbside garbage tonnage presented in the charts below includes garbage collected curbside from residential dwellings in the Town of Gibsons, shíshálh Nation Government District (sNGD) and District of Sechelt (DOS). Curbside residential garbage is then delivered to the Sechelt Landfill and buried. The DOS initiated the food waste collection program in 2022, which accounts for the significant decrease in garbage tonnage in comparison to previous years.





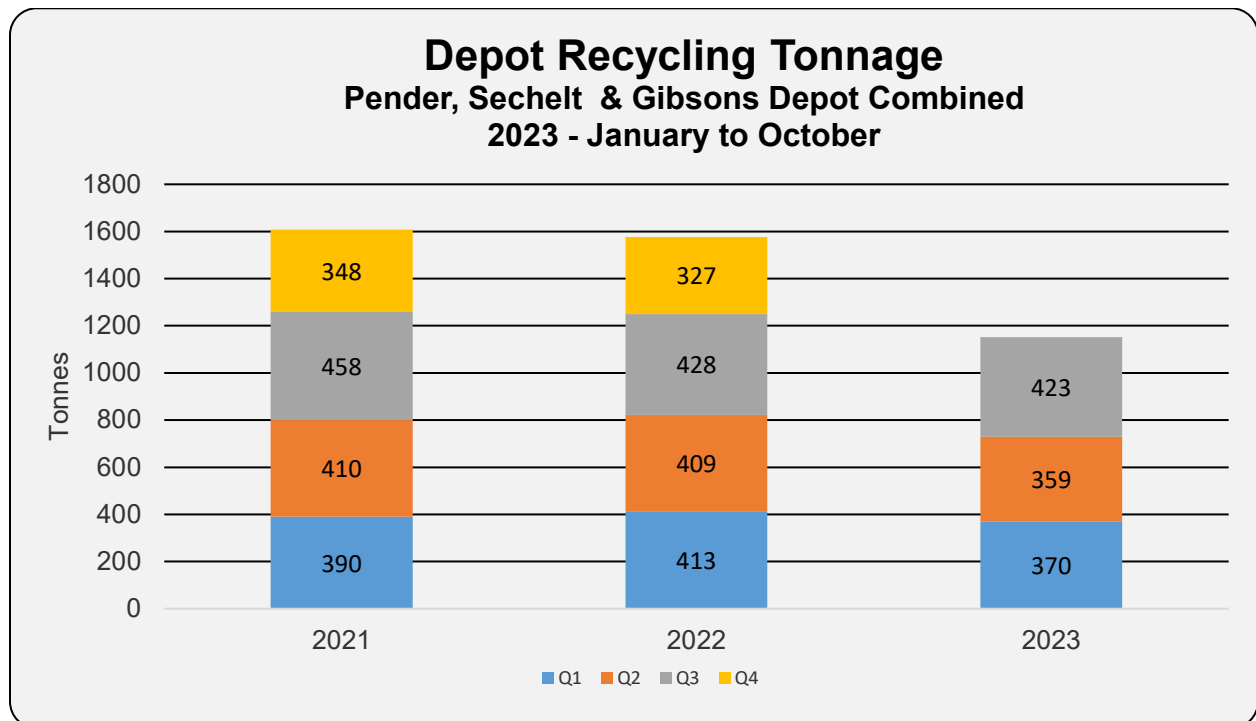
The residential curbside tonnage presented in the following charts is for the SCRD curbside collection program. Curbside residential garbage is delivered to the Sechelt Landfill and buried. Curbside residential food waste is delivered to Salish Soils for composting.





Statistics – Recycling

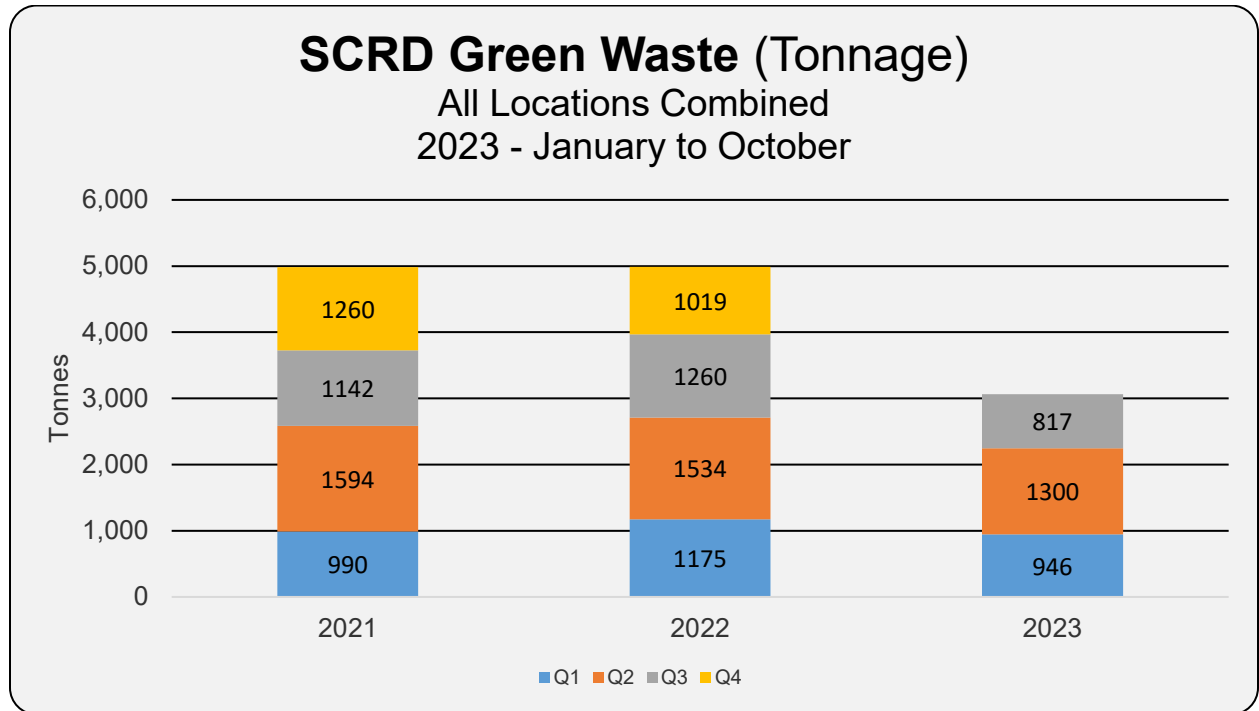
The SCRD has an agreement with RecycleBC to provide residential packaging and paper products (PPP) depot recycling services in Gibsons, Pender Harbour and Sechelt. The SCRD contracts these services to Gibsons Recycling, GRIPS and Salish Soils respectively. The data presented in the chart below is provided by RecycleBC and represents the combined monthly weight (by tonne) of the materials dropped off at the three recycling depots.



Statistics - Green Waste

The SCR D Green Waste Recycling Program provides collection locations for residents to self-haul and drop-off yard and garden green waste at the South Coast Residential Green Waste Drop-off Depot, Pender Harbour Transfer Station, and Salish Soils. The SCR D also provides commercial sector green waste drop-off at the Pender Harbour Transfer Station and Sechelt Landfill. The collected green waste is hauled to Sechelt and processed into compost.

The data presented in the following chart provides the combined weight (by tonne) of green waste dropped off at the SCR D locations.



Reviewed by:			
Managers	X - M. Edbrooke X - S. Walkey X - S. Misiurak X - B. Shoji X - M. Sole	Finance	
GM	X - R. Rosenboom	Legislative	
A/CAO	X - I. Hall	Other	