

**THE CORPORATION OF THE CITY OF GRAND FORKS
AGENDA – REGULAR MEETING**

**Monday, December 14, 2015, at 7:00 pm
Council Chambers City Hall**

	<u>ITEM</u>	<u>SUBJECT MATTER</u>	<u>RECOMMENDATION</u>
1.	<u>CALL TO ORDER</u>		
2.	<u>ADOPTION OF AGENDA</u>		
	a) Adopt agenda	December 14th, 2015, Regular Meeting agenda	THAT Council adopt the December 14th, 2015, Regular Meeting agenda as presented.
3.	<u>MINUTES</u>		
	a) Adopt minutes November-30-2015-Special-Meeting-To-Go-In-Camera-Minutes-Not Yet Adopted	November 30th, 2015, Special Meeting to go In- Camera minutes	THAT Council adopt the November 30th, 2015, Special Meeting to go In- Camera minutes as presented.
	b) Adopt minutes November-30-2015-Regular-Meeting-Minutes-Not Yet Adopted	November 30th, 2015, Regular Meeting minutes	THAT Council adopt the November 30th, 2015, Regular Meeting minutes as presented.
4.	<u>REGISTERED PETITIONS AND DELEGATIONS</u>		
5.	<u>UNFINISHED BUSINESS</u>		
6.	<u>REPORTS, QUESTIONS AND INQUIRIES FROM MEMBERS OF COUNCIL</u>		
	a) Corporate Officer's Report RFD - Proc. Bylaw-CAO - Rpts., Questions, & Inquiries from Council Councillor Butler's Report Councillor Thompson's Report	Written reports of Council	THAT all written reports of Council be received.
7.	<u>REPORT FROM COUNCIL'S REPRESENTATIVE TO THE REGIONAL DISTRICT OF KOOTENAY BOUNDARY</u>		
	a) Corporate Officer's Report RFD - Proc. Bylaw-Council - RDKB Council's Rep.	Verbal report from Council's representative to the Regional District of Kootenay Boundary	THAT Mayor Konrad's report on the activities of the Regional District of Kootenay Boundary, given verbally at this meeting be received.

8. **RECOMMENDATIONS FROM STAFF FOR DECISIONS**

- a) Deputy Corporate Officer/Communications
[RFD - Dep. Corp. Officer-Comm. - Communications Policy](#)

Communications Policy and Procedures

THAT Council adopt the Communications Policy and Procedures as presented by the Deputy Corporate Officer/Communications.

9. **REQUESTS ARISING FROM CORRESPONDENCE**

10. **INFORMATION ITEMS**

- a) Association of Kootenay & Boundary Local Governments (AKBLG)
[SOII - Notice of AGM & First Call for Resolutions 2016](#)

Notice of Annual General Meeting and First Call for Resolutions 2016

THAT Council receives for information and notes first call for resolutions for the 2016 AKBLG Annual General Meeting.

- b) Christina Lake Fire Department
[SOII - Christina Lake Fire Dept. Thank You & Appreciation](#)

Letter of thank you and appreciation to Chief Dale Heriot and Firefighter Jen Dorner for their invaluable assistance during the recent fire investigation at Christina Lake

THAT Council receives the letter from the Christina Lake Fire Department for information.

- c) Union of BC Municipalities (UBCM)
[SOII - Gas Tax Agreement Community Works Fund Payment- \\$106,709.50](#)

Letter regarding the Gas Tax Agreement Community Works Fund payment for the fiscal year 2015/16

THAT Council receives the letter from UBCM for information purposes.

11. **BYLAWS**

- a) Manager of Development & Engineering Services
[Bylaw 1606-A4 - RFD - Mgr. of Dev. & Eng. - Saini Rezoning](#)

To amend the current Zoning Bylaw by rezoning property located at 6401 Highway #3 from the current TC (Tourist Commercial) zone to the HC (Highway Commercial) zone

THAT Council give first and second readings to the "City of Grand Forks Zoning Amendment Bylaw No. 1606-A4, 2015" and proceed with the statutory requirements for amending bylaws in the Local Government Act.

- b) Chief Financial Officer
[Bylaw 2019 - RFD - CFO - Revenue Anticipation](#)

Bylaw 2019 - The City of Grand Forks 2016 Revenue Anticipation Borrowing Bylaw

THAT Council give three readings to Bylaw No. 2019 - "The City of Grand Forks Revenue Anticipation Borrowing Bylaw - 2016".

- c) Manager of Operations
[Bylaw 1973-A1 - Water Regulations](#)

Water Regulations Bylaw No. 1973-A1

THAT Council give third reading to the Water Regulations Bylaw No. 1973-A1.

12. **LATE ITEMS**
13. **QUESTIONS FROM THE PUBLIC AND THE MEDIA**
14. **ADJOURNMENT**

THE CORPORATION OF THE CITY OF GRAND FORKS

SPECIAL MEETING TO GO IN-CAMERA
MONDAY, NOVEMBER 30, 2015

NOT ADOPTED
SUBJECT TO CHANGE

PRESENT: MAYOR FRANK KONRAD
COUNCILLOR JULIA BUTLER
COUNCILLOR CHRIS HAMMETT
COUNCILLOR COLLEEN ROSS

CHIEF ADMINISTRATIVE OFFICER
CORPORATE OFFICER
MANAGER OF DEVELOPMENT & ENGINEERING

D. Allin
D. Heinrich
S. Bird

NO GALLERY

ABSENT: COUNCILLOR NEIL KROG
COUNCILLOR CHRISTINE THOMPSON

1. CALL TO ORDER

a) The Mayor called the meeting to order at 10:05am

The Mayor advised that he was including two late items to add to the In-camera agenda: An item relating to 90 (1) (a), personnel and an item relating to 90 (1) (c), labour relations or other employee relations, and further advised that Section 90 (1) (c) be added to the In-Camera resolution.

2. IN-CAMERA RESOLUTION

Resolution required to go into an In-Camera meeting

a) Adopt resolution as per section 90 as follows:

MOTION: ROSS / HAMMETT

RESOLVED THAT COUNCIL CONVENE AN IN-CAMERA MEETING AS OUTLINED UNDER SECTION 90 OF THE COMMUNITY CHARTER TO DISCUSS MATTERS IN A CLOSED MEETING WHICH ARE SUBJECT TO SECTION 90 (1) (a), PERSONAL INFORMATION ABOUT AN IDENTIFIABLE INDIVIDUAL WHO HOLDS OR IS BEING CONSIDERED FOR A POSITION AS AN OFFICER , EMPLOYEE, OR AGENT OF THE MUNICIPALITY OR ANOTHER POSITION APPOINTED BY THE MUNICIPALITY; SECTION 90 (1) (c), LABOUR RELATIONS OR OTHER EMPLOYEE RELATIONS; SECTION 90 (1) (e), THE ACQUISITION, DISPOSITION OF EXPROPRIATION OF LAND OR IMPROVEMENTS; SECTION 90 (1) (i), THE RECEIPT OF ADVISE THAT IS SUBJECT TO SOLICITOR-CLIENT PRIVILEGE; 90 (1) (k), NEGOTIATIONS AND RELATED

NOVEMBER 30, 2015

SPECIAL MEETING TO GO IN-CAMERA
MEETING

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DISCUSSIONS RESPECTING THE PROPOSED PROVISION OF A MUNICIPAL SERVICE THAT ARE AT THEIR PRELIMINARY STAGES; AND 90 (2) (c), A MATTER THAT IS BEING INVESTIGATED UNDER THE OMBUDSPERSON ACT OF WHICH THE MUNICIPALITY HAS BEEN NOTIFIED UNDER SECTION 14 OF THAT ACT. BE IT FURTHER RESOLVED THAT PERSONS, OTHER THAN MEMBERS, OFFICERS, OR OTHER PERSONS TO WHO COUNCIL MAY DEEM NECESSARY TO CONDUCT CITY BUSINESS, WILL BE EXCLUDED FROM THE IN-CAMERA MEETING.

CARRIED.

3. LATE ITEMS

4. ADJOURNMENT

a) The meeting was adjourned at 10:07 am

MOTION: ROSS

RESOLVED THAT the meeting be adjourned at 10:07 am

CARRIED.

CERTIFIED CORRECT:

MAYOR FRANK KONRAD

CORPORATE OFFICER - DIANE HEINRICH

THE CORPORATION OF THE CITY OF GRAND FORKS

REGULAR MEETING OF COUNCIL
MONDAY, NOVEMBER 30, 2015

NOT ADOPTED
SUBJECT TO CHANGE

PRESENT: MAYOR FRANK KONRAD
COUNCILLOR JULIA BUTLER
COUNCILLOR CHRIS HAMMETT
COUNCILLOR NEIL KROG
COUNCILLOR COLLEEN ROSS
COUNCILLOR CHRISTINE THOMPSON

CHIEF ADMINISTRATIVE OFFICER	D. Allin
CORPORATE OFFICER	D. Heinrich
CHIEF FINANCIAL OFFICER	R. Shepherd
MANAGER OF DEVELOPMENT & ENGINEERING	S. Bird
MANAGER OF OPERATIONS	D. Reid
DEPUTY MANAGER OF OPERATIONS	D. Drexler
FIRE CHIEF	D. Heriot
DEPUTY FIRE CHIEF	K. McKinnon

GALLERY

Prior to meeting being called to order, the Mayor made three presentations as follows:

Presentation from Mayor Konrad to Mr. John Billwiller for his 35 years of Volunteer Fire Service.

Presentation from Mayor Konrad to Sasha Bird, Manager of Development and Engineering, who is leaving the organization.

Presentation from Mayor Konrad to Councillor Krog congratulating him on his culinary accomplishments.

1. **CALL TO ORDER**
The Mayor called the meeting to order at 7:04 PM

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2. **ADOPTION OF AGENDA**
 - a) Adopt agenda
November 30th, 2015, Regular Meeting agenda
Councillor Butler advised that she wished to add a late item to the agenda regarding an update on City layoffs
Councillor Ross advised that she wished to add a late item to the agenda where she wanted to speak to the climate action walk to be held in Grand Forks

MOTION: THOMPSON / BUTLER

RESOLVED THAT Council adopt the November 30th, 2015, Regular Meeting agenda as amended.

CARRIED.

3. MINUTES

- a) Adopt minutes
November 9th, 2015, Committee of the Whole Meeting minutes

Councillor Thompson advised of a correction to the minutes with regard to Item 4 f) where it should read - "commencement of Survey and Design Options for East Reservoir and UV not "UB" Disinfection.

MOTION: BUTLER / THOMPSON

RESOLVED THAT Council adopt the November 9th, 2015, Committee of the Whole Meeting minutes as amended.

CARRIED.

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- b) Adopt minutes
November 9th, 2015, Regular Meeting minutes
Councillor Thompson advised of a correction to the minutes on Item 10 (f) where it reads, "The CAO advised that the bylaw sits at third reading which will could be rescinded..... that the "will" be removed from this statement

MOTION: BUTLER / HAMMETT

RESOLVED THAT Council adopt the November 9th, 2015, Regular Meeting minutes as amended.

CARRIED.

4. REGISTERED PETITIONS AND DELEGATIONS

5. UNFINISHED BUSINESS

6. REPORTS, QUESTIONS AND INQUIRIES FROM MEMBERS OF COUNCIL

- a) Corporate Officer's Report
Written reports of Council

MOTION: THOMPSON / HAMMETT

RESOLVED THAT all written reports of Council be received.

CARRIED.

Councillor Hammett - She spoke regarding a question posed at a Deer Committee Meeting on the removal of Deer Collars and commented that upon speaking with a biologist, there is a reluctance to have these removed and that it would pose a possible threat to the deer and to the persons attempting to remove them. She further advised that there are seven remaining collars which will fall off after a two year period.

Councillor Ross - Spoke to the motion as per her report and presented her motion.

Council had a discussion that the request from the Water Supply Committee was for two representatives from the City – one member of Council and one member of Staff, and that Councillor Hammett could be appointed as an alternate in case Councillor Ross was unable to attend and that Councillor Ross's resolution could be amended to read as such.

MOTION: THOMPSON / KROG

WHEREAS, Councillor Ross is the Environmental Liaison for the City of Grand Forks, and **WHEREAS**, Councillor Hammett has been working with the Gilpin Grasslands Group which has a direct interest in Source Water Management, **THEREFORE BE IT RESOLVED** that Councillor Ross, as representative and Councillor Hammett, as an alternate, be the official representatives on the Water Supply Committee; and **BE IT FURTHER RESOLVED THAT** Councillor Ross attend and represent the City of Grand Forks at the Kettle River Management Plan meetings, as appropriate.

CARRIED.

Councillor Butler opposed the motion.

7. REPORT FROM COUNCIL'S REPRESENTATIVE TO THE REGIONAL DISTRICT OF KOOTENAY BOUNDARY

a) Corporate Officer's Report

Verbal report from Council's representative to the Regional District of Kootenay Boundary

Councillor Krog advised that he attended a meeting this morning, for the preliminary stakeholder budget for the Regional District of Kootenay Boundary. He advised that the main interest to the municipality was the expense amount portions that form part of the Regional District of Kootenay Boundary requisition for Grand Forks, which pertain to mosquito control, animal control, arena, aquatic centre, transit, recreational programing, economic development, library and curling club.

MOTION: ROSS / HAMMETT

RESOLVED THAT Councillor Krog's report on the activities of the Regional District of Kootenay Boundary, given verbally at this meeting be received.

CARRIED.

8. **RECOMMENDATIONS FROM STAFF FOR DECISIONS**

- a) Chief Financial Officer
2016 Property Insurance Sole-Sourcing

The Chief Financial Officer advised that the insurance claim for City Hall has been extended to January for the completion of the claim.

MOTION: THOMPSON / HAMMETT

RESOLVED THAT Council waive the requirements of Purchasing Policy 802-A1 and allow sole-sourcing for 2016 property insurance.

CARRIED.

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- b) Chief Financial Officer
Write-off of uncollectible Business Licences

MOTION: THOMPSON / HAMMETT

RESOLVED THAT Council write-off uncollectible business licences for Boundary Houseworks, Grand Forks Monuments, Kettle Valley Chiropractic, Pinky's, Qwikfire Exhaust & Vent Cleaning, World Within Workshops, Rest Assured Respite Care, Wizard of Pawz, Lalande Contracting, and Misty Creek Productions for the 2012, 2013, and 2014 licence years.

CARRIED.

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- c) Manager of Development and Engineering
To proceed with the disposition of Lots 21 and 22, Plan 67, Block 4, DL 533, SDYD, PID #005-190-801 and PID #005-190-835

The Manager of Development and Engineering advised this is simply a formality - the City did not receive any comments or correspondence from the public.

MOTION: BUTLER / ROSS

RESOLVED THAT Council direct staff to proceed with the disposition of Lots 21 and 22, Plan 67, Block 4, DL 533, SDYD, PID #005-190-801 and PID #005-190-835 to Barry and Bree Becker for the amount of \$49,000 plus GST.

CARRIED.

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- d) Fire Chief/Manager of Emergency Services
Sale of 1979 Chevy Utility Fire Truck

The Fire Chief advised that because it is a piece of emergency equipment, the City is unable to sell it as is to the public. All the lights and emergency equipment would have to be removed. The Fire Chief advised that the City asked for \$1,500 and have received an offer of \$1,500 from a neighbouring municipality.

MOTION: ROSS / KROG

RESOLVED THAT Council waive the requirements of Asset Disposal Policy 805 to allow for the sale of the 1979 Chevy Utility Fire Truck.

CARRIED.

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- e) Manager of Operations
Water Conservation and Drought Response Plan

The Manager of Operations thanked Council for showing such a great interest.

MOTION: THOMPSON / HAMMETT

RESOLVED THAT Council support the Kettle River Watershed Water Supply Working Group in developing a collaborative Water Conservation and Drought Response Plan;
AND FURTHER that Council agrees to participate in the Water Supply Working Group and directs staff to provide assistance, information, and data, as appropriate, to support the initiative.

CARRIED.

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- f) Corporate Services
City of Grand Forks Strategic Plan 2015-2019

The Chief Administrative Officer advised that the plan was presented at the last COTW meeting and Staff is now looking for final adoption. Councillor Butler asked when Council can discuss changes - the CAO advised that discussions would be brought up through budget discussions where Council can consider making changes.

MOTION: HAMMETT / THOMPSON

RESOLVED THAT Council adopt the City of Grand Forks Strategic Plan 2015-2019.

CARRIED.

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- g) Corporate Services
Appointments of Acting Mayor for Council Year 2015-2016

Council discussed the decision to put the order of acting Mayor back to alphabetical order in ascending order.

MOTION: ROSS / BUTLER

RESOLVED THAT Council designates members of Council to serve on a rotating basis as Acting Mayor during the year 2015-2016:

Councillor Butler - December 2015 and January 2016

Councillor Hammett - February 2016 and March 2016

Councillor Krog - April 2016 and May 2016

Councillor Ross - June 2016 and July 2016

Councillor Thompson - August 2016 and September 2016

Councillor _____ - October 2016 and November 2016.

CARRIED.

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- h)** Corporate Services
2016 Regular and COTW Meeting Schedule

MOTION: KROG / BUTLER

RESOLVED THAT Council adopts the meeting dates as presented, provides notice to the public of the 2016 Regular Council Meeting Schedule and the schedule for Committee of the Whole Meetings, and further directs staff to publish the notice in the Gazette in accordance with the Community Charter and further to submit a copy of the meeting schedule to the Regional District of Kootenay Boundary.

CARRIED.

9. REQUESTS ARISING FROM CORRESPONDENCE

10. INFORMATION ITEMS

- a)** Ministry of Forests, Lands and Natural Resource Operations
Letter from Minister Thomson regarding the Urban Deer Management

MOTION: BUTLER / HAMMETT

RESOLVED THAT Council receives for information, the letter from Minister Thomson regarding the Urban Deer Management and circulates a copy of the letter to the Deer Committee.

CARRIED.

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- b)** Mayor Konrad
Letter to the Honourable Steve Thomson, Ministry of Forests, Lands, and Natural Resource Operations regarding Provincial Urban Deer Advisory Committee
No changes were discussed by Council.

MOTION: HAMMETT / THOMPSON

RESOLVED THAT Council receives the proposed letter with regard to their suggestion to use Provincial annual funding for deer culling tools for affected BC Communities for discussion purposes;

BE IT FURTHER RESOLVED THAT Staff be advised of changes, if any, to the correspondence and to send the letter to the Ministry of Forests, Lands, and Natural Resource Operations.

CARRIED.

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- c) Ministry of Community, Sport and Cultural Development and Minister Responsible for TransLink
Letter from Minister Fassbender from the UBCM Meeting

MOTION: BUTLER / THOMPSON

RESOLVED THAT Council receives for information the letter from Minister Fassbender from the UBCM Meeting with regard to TransLink.

CARRIED.

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- d) Regional District of Kootenay Boundary
Letter of thank you to the Grand Forks Fire Department for their experience, dedication, and sacrifice during the summer of fire

MOTION: THOMPSON / KROG

RESOLVED THAT Council receives for information, the letter of thank you to the Grand Forks Fire Department from the Regional District of Kootenay Boundary.

CARRIED.

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- e) Regional District of Kootenay Boundary
Letter of request to consider support of the Kettle River Watershed Management Plan implementation

Councillor Butler questioned why Council would want to fund for this again. The Manager of Operations advised that the funds previously used were from a 2009 grant, and further that one plan was a regional collaborative and one is the City's response plan - two separate initiatives.

The CAO advised that the funding for this would be part of the 2016 budget discussions.

MOTION: KROG / HAMMETT

RESOLVED THAT Council receives the request from the RDKB for "municipal councils to consider financial support of core implementation and/or project funding for Phase 3 of the

Kettle River Watershed Management Plan, through the RDKB annual requisition" for discussion and decision;

AND FURTHER THAT Council determines to forward the consideration of funding support to the 2016 Budget process.

CARRIED.

Councillor Butler opposed the motion.

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- f) Graham Watt, CommonsPlace Consulting Ltd.
Letter of request for Council to consider entering into a partnership with CommonsPlace Consulting Ltd. in order for them to obtain funding to support data acquisition and analysis for a Phase 1 inventory for an Urban Forest Management Plan

MOTION: THOMPSON / KROG

RESOLVED THAT Council receives the request from Graham Watt, representative of CommonsPlace Consulting Ltd., for discussion and decision, in order for them to apply for funding for a Phase 1 inventory for an Urban Forest Management Plan through TD Tree Canada Green Streets Program.

CARRIED.

Councillor Butler opposed the motion.

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- g) The AG Society - Grand Forks and Boundary Regional Agricultural Society
Thank you letter to the City for their support and contribution to the development of the Learning Garden at the Aquatic Centre and continued support and involvement

MOTION: HAMMETT / THOMPSON

RESOLVED THAT Council receives for information the thank you letter from The Boundary Regional Agricultural Society to the City for their support and contribution to the development of the Learning Garden at the Aquatic Centre and continued support and involvement.

CARRIED.

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- h) Cavan Gates, Community Coordinator, Christina Gateway Community Development Association
Letter regarding Municipal Regional District tax application motion of support
The Chief Administrative Officer advised that this would be a good opportunity for the Regional District to make a presentation to Council at a Committee Of The Whole.
Councillor Hammett advised that she would like to see accurate numbers, who are the participants and who will administer the tax.

MOTION: THOMPSON / HAMMETT

RESOLVED THAT Council receives the information from Cavan Gates, Community Coordinator of the Christina Gateway Community Development Association regarding the Municipal Regional District tax application and refer the matter as a Delegation to the Committee of the Whole Meeting on December 15th, 2015.

CARRIED.

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- i) Chief Financial Officer
City Hall fire update
The Chief Financial Officer spoke with regard to the insurance claim. She advised that there are approximately \$47,000 that have not been covered and that it will probably be February of next year for final insurance update to Council after the claim has been completed.

MOTION: THOMPSON / ROSS

RESOLVED THAT Council receives for information, the City Hall fire update memo from the Chief Financial Officer.

CARRIED.

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- j) Deputy Corporate Officer/Communications
Letter of support for BC Pain Society
The Chief Administrative Officer spoke with regard to the letter of support - the City can provide a letter of support that pertains to the event in our municipality.

MOTION: ROSS / HAMMETT

RESOLVED THAT Council receives the request from Mr. Varabioff of the BC Pain Society, requesting a letter of support for the BC Pain Society and the Cannafest Event;
AND FURTHER RESOLVED to advise staff to provide a letter of support as per the supplied example.

CARRIED.

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- k) Grand Forks Community Christmas Dinner Coordinators
Letter of support and request for contribution for the 34th Annual Community Christmas Dinner

The Corporate Officer advised that \$500.00 has been the standard amount for the past years.

MOTION: THOMPSON / ROSS

RESOLVED THAT Council receives for information and determines to contribute \$500 from the community services fund for the dinner.

CARRIED.

11. BYLAWS

- a) Manager of Operations
Fees and Charges Amendment Bylaw No. 1958-A1

MOTION: BUTLER / THOMPSON

RESOLVED THAT Council give the final reading to the Fees and Charges Amendment Bylaw No. 1958-A1.

CARRIED.

-
- b) Manager of Operations
Water Regulations Bylaw No. 1973-A1
Councillor Butler asked with regard to Section 10.7 that states that any new construction will be required to pay for their meters, and she was advised that this was correct.

MOTION: THOMPSON / BUTLER

RESOLVED THAT Council rescind the 3rd reading of Bylaw No. 1973-A1,
AND BE IT FURTHER RESOLVED THAT COUNCIL direct staff to amend the bylaw to allow for the new timelines to complete the Universal Water Metering Program by July 31, 2016, and housekeeping items, as presented.

CARRIED.

12. LATE ITEMS

- a) Councillor Ross advised that Grand Forks is having a Climate Action Walk on Saturday, December 12th at 10:00 am at Gyro Park. She advised that the get together is family friendly and that it's a chance for the community to get together to talk about changes to climate. There will be a little walk around town and then the group will meet back at Gyro Park

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- b) Councillor Butler asked about an update on layoffs. The Chief Administrative Officer advised that there have been no layoffs to full time employees to date.

13. QUESTIONS FROM THE PUBLIC AND THE MEDIA

SUKIE LAWRENCE - Asked a question with regard to the \$300,000 insurance money for City Hall. He was advised that this money was a contingency put in place to ensure that the building was brought up to code and to prevent delays during the project.

14. ADJOURNMENT

- a) The meeting was adjourned at 8:33 PM

NOT ADOPTED
SUBJECT TO CHANGE

MOTION: ROSS

RESOLVED THAT the meeting be adjourned at 8:33 PM

CARRIED.

CERTIFIED CORRECT:

MAYOR FRANK KONRAD

CORPORATE OFFICER - DIANE HEINRICH

REQUEST FOR DECISION

— REGULAR MEETING —



To: Mayor and Council
From: Procedure Bylaw / Chief Administrative Officer
Date: December 14th, 2015
Subject: Reports, Questions and Inquiries from the Members of Council
Recommendation: **RESOLVED THAT ALL WRITTEN REPORTS SUBMITTED BY MEMBERS OF COUNCIL, BE RECEIVED.**

BACKGROUND: Under the City's Procedures Bylaw No. 1946, 2013, the Order of Business permits the members of Council to report to the Community on issues, bring community issues for discussion and initiate action through motions of Council, ask questions on matters pertaining to the City Operations and inquire on any issues and reports.

Benefits or Impacts of the Recommendation:

General: The main advantage of using this approach is to bring the matter before Council on behalf of constituents. Immediate action might result in inordinate amount of resource inadvertently directed without specific approval in the financial plan.

Strategic Impact: Members of Council may ask questions, seek clarification and report on issues.

Policy/Legislation: The Procedure Bylaw is the governing document setting out the Order of Business at a Council meeting.

Recommendation: **RESOLVED THAT ALL WRITTEN REPORTS SUBMITTED BY MEMBERS OF COUNCIL, BE RECEIVED.**

- OPTIONS:**
- 1. RESOLVED THAT ALL WRITTEN REPORTS SUBMITTED BY MEMBERS OF COUNCIL, BE RECEIVED**
 - 2. RESOLVED THAT COUNCIL DOES NOT RECEIVE THE REPORTS FROM MEMBERS OF COUNCIL.**

	
Department Head or CAO	Chief Administrative Officer

Hi Daphne

Just one question for this week's report:

I'd like to ask staff for a summary of legal expenses paid out for 2015 including the total paid to Young Anderson.

Thanks

Councillor Butler

Julia Butler

REPORT TO COUNCIL

TO: Mayor and Council
FROM: Councillor Christine Thompson
DATE: December 14, 2015
SUBJECT: Report to Council

It was fun to be one of Santa Krog's helpers at the Santa Claus Parade and Christmas Light Up on December 4th. Special thanks to our driver, Ken Espenhain, for his help to me in getting on and off the float. I must also praise our employees for the beautiful light up display in Gyro Park. You have done our City proud.

Sunday afternoon, December 6th, I went to and thoroughly enjoyed the Grand Forks Choral Society's Carollers' Christmas. The stage was beautifully decorated in a Christmas theme, and when the programme was over, the audience was invited to a reception where delicious refreshments were served. Congratulations to the Society on a performance well done.

December 7th, along with Mayor Konrad and Councillors Hammett and Ross, I attended the Columbia & Western Rail Trail Public Meeting to hear a presentation by Tennessee Trent from the Recreation Sites and Trails BC, and Chris Moslin, President of the Grand Forks Trails Society, regarding a 17 km section of trail between the trestle at Cascade and Grand Forks being closed to motorized vehicles. There was excellent support for the proposed closure from the ATV Club and the Bicycling Club, and I heard only one dissenter speak.

I attended The Christina Lake Stewardship Society Annual Review on Tuesday, December 8th. This was a most informative meeting with reports from 12 presenters. I learned some interesting things at this meeting including: a) property owners with a septic system are required to have annual maintenance done or approved by a qualified person; b) there are 4 species of Kokanee in Roosevelt Lake, and, that Salmon turn into Kokanee when landlocked, and can turn back into Salmon if they find their way back; and c) the Mountain Pine Beetle is expanding in this area.

Respectfully submitted,

Christine Thompson, Councillor

REQUEST FOR DECISION

— REGULAR MEETING —



To: Mayor and Council

From: Procedure Bylaw / Council

Date: December 14th, 2015

Subject: Report – from the Council's Representative to the Regional District of Kootenay Boundary

Recommendation: **RESOLVED THAT MAYOR KONRAD'S REPORT ON THE ACTIVITIES OF THE REGIONAL DISTRICT OF KOOTENAY BOUNDARY, GIVEN VERBALLY AT THIS MEETING BE RECEIVED.**

BACKGROUND: Under the City's Procedures Bylaw No. 1946, 2013, the Order of Business permits the City's representative to the Regional District of Kootenay to report to Council and the Community on issues, and actions of the Regional District of Kootenay Boundary.

Benefits or Impacts of the Recommendation:



General: The main advantage is that all of Council and the Public is provided with information on the Regional District of Kootenay Boundary.

Policy/Legislation: The Procedure Bylaw is the governing document setting out the Order of Business at a Council meeting.

Recommendation: **RESOLVED THAT MAYOR KONRAD'S REPORT ON THE ACTIVITIES OF THE REGIONAL DISTRICT OF KOOTENAY BOUNDARY, GIVEN VERBALLY AT THIS MEETING BE RECEIVED.**

OPTIONS:

- 1. RESOLVED THAT MAYOR KONRAD'S REPORT ON THE ACTIVITIES OF THE REGIONAL DISTRICT OF KOOTENAY BOUNDARY, GIVEN VERBALLY AT THIS MEETING BE RECEIVED.**
- 2. RECEIVE THE REPORT AND REFER ANY ISSUES FOR FURTHER DISCUSSION OR A REPORT: UNDER THIS OPTION, COUNCIL PROVIDED WITH THE INFORMATION GIVEN VERBALLY BY THE REGIONAL DISTRICT OF KOOTENAY BOUNDARY DIRECTOR REPRESENTING COUNCIL AND REQUESTS FURTHER RESEARCH OR CLARIFICATION OF INFORMATION FROM STAFF ON A REGIONAL DISTRICT ISSUE**

 Department Head or CAO	 Chief Administrative Officer
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REQUEST FOR DECISION

— REGULAR MEETING —



To: Mayor and Council
From: Deputy Corporate Officer / Communications
Date: December 14, 2015.
Subject: Communications Policy and Procedures
Recommendation: RESOLVED THAT COUNCIL adopt the communications Policy and Procedures as presented by the Deputy Corporate Officer/ Communications.

BACKGROUND:

The City of Grand Forks has identified improving communications as a key priority in their ongoing operations.

In 2013 Council and senior staff participated in a half-day communication planning and policy setting workshop. The next day the entire staff team participated in a full-day communication planning workshop. The purpose of the facilitated sessions was to identify priorities based on successful current practices and gaps and opportunities for improvement. It was determined that a need existed for more strategic, coordinated communications that reflect consistent standards and branding was needed.

The draft Communications Policy and Procedures includes suggestions for guiding principles, recommendations to enhance communications procedures and processes to facilitate Council member's community outreach, to adopt a more strategic approach to City communications and to ensure successful internal and external communications.

The draft Communications Policy and Procedures is intended to form the foundation for discussion and continued development between Council, Staff and the public.

Recently added to the Communications Policy and Procedures is the Auditor General of BC, Public Participation: Principles and Best Practices for British Columbia. It is recommended that public bodies use these best practices as a guide for determining whether public consultation should be undertaken and if it should be then the steps to do so effectively.

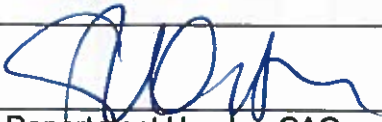
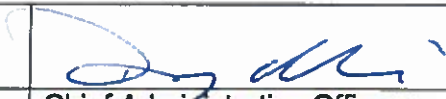
REQUEST FOR DECISION

— REGULAR MEETING —



Benefits or Impacts of the Recommendation:

- General:** Strong communications is central to the success of the City of Grand Forks and the well-being of its citizens. The draft policy and procedures focuses on developing a sustainable, long term framework with and allows for the addition of many advance communication tools and methods over time.
- Strategic priority:** Public Engagement. As a function of good government, open and proactive communications ensures the public receives clear, relevant and timely information from the City. Citizens are empowered to hold the City accountable and to ensure transparency.
- Financial:** The majority of the communications work included will involve all staff throughout the organization and will be included in each departments annual operating budgets.
- Policy/Legislation:** N/A
- Attachments:** Draft Communications Policy and Procedures
Auditor General of British Columbia, Public Participation: *Principles and Best Practices for British Columbia*

	
Department Head or CAO	Chief Administrative Officer



COMMUNICATIONS POLICY AND PROCEDURES

Executive Summary

The City of Grand Forks recognizes the need to implement new policies, procedures and strategies to enhance communications in the community and within the organization.

Through the strategic and coordinated delivery of communications, the City can increase the effectiveness of its decision-making by informing and engaging the community, clearly and consistently, with timely and relevant information, reducing misinformation and ultimately saving time and resources and improving outcomes.

Strong communications is central to the success of the City of Grand Forks and the well-being of its citizens. The objective of the Communications Policy and Procedures is to effect information sharing. As a function of good governance, open and proactive communications is aimed at ensuring the public receives clear, relevant and timely information from the City. Information is the lever that people need to hold the City accountable and to ensure transparency in participative and empowering processes.

Guiding Principles

Guiding principles are used to help guide decisions around communications. These principles speak to how the City will implement the communication policies of Council, improving communications with key stakeholders, including tax payers, community, Federal and Provincial government and others.

The following suggestions for guiding principles could be used to provide direction for decisions regarding the City's communications.

- **Accountability:** Ensure the City's messages are communicated in a clear, relevant and proactive manner that is consistent throughout the organization
- **Commitment/Accountability:** Every member of Council and staff has a role to play in assisting the City to listen to citizens, incorporate feedback and communicate its message.
- **Integrity:** Provide accurate, relevant and timely information to target select audiences with positive, open and honest information
- **Inclusiveness:** Offer opportunities for two-way communications and continuous dialogue to the mutual benefit of the City and its citizens and stakeholders
- **Transparency:** Be proactive in seeking opportunities to inform and engage key stakeholders, residents, businesses, community groups and the media, using a wide range of communication strategies, tools and channels

- **Commitment:** Increase awareness about the role of the City of Grand Forks and programs and services
- **Transparency:** Seek to build trust, increase understanding and reduce misinformation
- **Authenticity:** Ensure all communications, both internal and external, are respectful, recognizing, and seeking to understand different perspectives
- **Commitment:** Allocate the adequate and/or necessary resources, both financial and human, to implement communications as identified and approved.

DRAFT

1.1.1 COMMUNICATION AND CONSULTATION PLANNING

Communication planning will be incorporated into annual work and/or project plans in order to inform and engage key stakeholders and audiences such as residents, businesses, opinion leaders, community groups, service clubs and the media.

Communication plans will identify the level of desired consultation using levels of engagement, identified by the International Association of Public Participation Spectrum (i.e. inform, consult, involve, collaborate, and empower) for key target audiences and projects (www.iap2.com)

A variety of communication channels and communiqués will be used to meet the needs of the City's growing and diverse audience, and may include traditional print advertising as well as digital or online opportunities such as the City's existing Twitter profile and website.

1.2 AUDIENCES

Communication plans will identify audiences in order to ensure the right messages and right channels are used to inform and engage these groups. Key audiences for the City of Grand Forks may include but are not limited to:

- Residents
- Businesses
- Business groups (i.e. Community Futures Boundary, Boundary Country Regional Chamber of Commerce)
- Community groups
- Service clubs
- Schools
- Post-secondary institutions
- Associations
- Regional District of Kootenay Boundary
- Boundary Economic Development Committee
- Provincial Government
- Federal Government
- First Nations
- Other local governments
- UBCM, LGMA
- Other provincial or federal ministries or departments

Understanding the needs of the citizens and larger community, as well as the impacts of existing or changing programs, projects or services is important to the City of Grand Forks. It is important to identify appropriate audiences and to better understand audience knowledge or acceptance of an issue and increase awareness where deemed important and/or necessary.

1.3 MESSAGE CONTENT

In keeping with Council's Guiding Principles, messaging will be developed to provide clear, consistent and accurate information in plain language.

When representing the City, Council and staff will provide a consistent message about the City's projects, programs, services and decisions. Briefing notes including key points will be used as needed to assist in creating a consistent message.

1.4 MEDIA RELATIONS

The implementation of strategic media relations practices will be aimed at enriching media relationships, growing the City's brand and reputation and informing and engaging the community.

The City seeks to proactively engage the media to increase the publication of accurate, timely and relevant information, striving for balanced representation in the media on any issue. And, to leverage earned media coverage as a venue to reach the broader community.

The City will endeavor to respond promptly and accurately to media requests to increase coverage, build stronger relationships and be able to act as "experts" on City projects.

The City will seek to respond to published misinformation in a timely manner by providing the correct facts with a focus on the specific issue.

The Mayor or their designate will be the official spokesperson for the City.

The Communications Officer and /or CAO may designate staff as the spokesperson for specific programs, projects or services.

1.5 EXTERNAL COMMUNICATIONS

To provide accurate and timely information to the community about City activities, share accomplishments, manage inquiries and advertise key initiatives.

The City seeks to provide clear, relevant and timely information to its external audience. The Auditor General of British Columbia Guidelines for Public Participation: Principles and Best Practices for British Columbia, will be used as reference for best practices in public consultation.

Each department is responsible for ensuring that pertinent information is communicated out in a timely and accurate manner.

Co-operation and co-ordination between departments is necessary in ensuring the City's guiding principles are reflected in information and messaging in communications to the public.

The City's web site www.grandforks.ca provides the main source of City information; however, it is important to use as many channels of communication as possible including email, direct mail, print and broadcast media and the internet.

Each department will be responsible for ensuring that timely and relevant information is made available externally, and that this information will be reviewed by the Communications Officer prior to distribution.

Council Communications

The City will ensure that Council priorities are met through regular dialogue, information exchange and by understanding communications needs as they relate to City strategic priorities.

Paid Advertising

The City recognizes that ensuring a consistent source of information is a key component to communicating with its citizens. Paid advertising will be used to promote decisions of Council, statutory requirements and ongoing programs, Request for Proposals, tenders, projects and services as necessary.

Personal and Community Contact

The City strives to provide a high level of customer-centered service that recognizes the importance of personal contact with its citizens. The City seeks to engage its community members through a variety of strategies, including personal contact of both Council and staff at community events, open houses, meetings, presentations and/or visits.

Promotional and Informational Materials

Ensuring clear and consistent visual representation of the City's message in a variety of formats is important to creating a positive and proactive message. Materials should be of high quality and appropriately written/produced to match the content. All promotional materials will be reviewed and approved by the Communications Officer and/or CAO.

Brand Guidelines

The City's logo is the official symbol of the community and to be used on all City materials in keeping with the City's adoption of the Brand Guidelines (2013).

1.6 INTERNAL COMMUNICATIONS

The City aims to establish effective internal communication practices that are integrated with external communications and branding. The internal communications objective is to build trust and demonstrate authenticity, transparency and accessibility.

Each department is responsible for ensuring that pertinent operational information is posted in first class.

Information that is to include Council will be posted to the Council folder by the Communications Officer, Corporate Officer or CAO.

1.7 ONLINE: WEBSITE AND SOCIAL MEDIA

The City will utilize social media and the city website to build the community's knowledge in order to enhance communications and engagement.

Meeting the needs of a diverse and growing population requires use of a wide range of communications channels and tools. The City supports the use of the website and social media such as Twitter for informing citizens as well as encouraging dialogue and input. Other forms of social media such as Facebook and/or You Tube may also be considered. Social media policies will be developed to govern the use of social media as required.

1.8 COMMUNITY ENGAGEMENT

The City will use various techniques and channels to encourage information sharing and dialogue.

The City recognizes that the decision-making process is improved by engaging citizens and other stakeholder groups when appropriate. Informing and involving those affected or interested in a decision is a priority of the City, leading to sustainable decisions by providing participants with the information they need to be involved in a meaningful way, early in the process and describes how citizen input affects the decision.

1.9 COMMITTEES

Council determines the committees of council and committee liaisons as part of a strategy to encourage strategic decision making, information sharing and dialogue amongst community groups.

1.10 RESOURCES

While communications takes time and energy up front, it can greatly benefit the City and its citizens by ensuring people have the opportunity to become informed, to provide input and take action as needed. Annual and/or project plans and/or action plans will identify the resources, financial and human, required to implement communications.

1.11 EVALUATION

Ensuring the best uses of communications resources is part of sustainable and prudent governance. Project plans will include evaluation indicators to determine the success of various programs, projects and services.

From time to time, the City may also seek to better understand the impact of various programs, projects and services and may engage in research such as an annual citizen survey or a specific communication survey.

DRAFT

2. COMMUNICATIONS PROCEDURES - DRAFT

The following describes suggested procedures relating to various aspects of the above communications policy.

2.1.1 COMMUNICATION AND CONSULTATION PLANNING

Communication plans are the responsibility of department managers and will be incorporated into existing and new project plans. Communications Plans will identify the following:

- Corporate and communications goals and objectives
- Desired level of consultation for specific key audiences using the IAP2 Spectrum (i.e. inform, consult, collaborate, etc.)
- Clearly identified audiences
- An internal and external assessment of impacts or sensitive issues (i.e. who will be impacted and how and/or a SWOT analysis) and any potential steps to mitigate the impact if/as required (i.e. identifying barriers and benefits and removing barriers if the ability exists)
- Key messages
- Communication tools and channels for dissemination
- Action plans and/or timelines for implementation
- Evaluation indicators

Project plans will also list the resources, financial and human, necessary to carry out the desired communications.

In addition, action plans may be developed for specific communications initiatives to assist in achieving City goals and objectives.

A Communications Calendar may be used to assist with annual planning and to ensure coordinated implementation.

2.2. AUDIENCES

Communication plans will identify key audiences and associated strategies. Audience research may be conducted to learn more about any perceived barriers or challenges and potential opportunities and benefits. This may include a variety of topics related to the City's overall operations and/or specific projects or questions. These may include:

- Exit surveys at events and open houses
- Annual citizen survey
- Feedback from frontline staff
- Monitoring emails, calls and other requests for information or comments
- Media analysis of number and tone/content of articles
- Mobile access to surveys on website
- Surveys in utility bills

- Peer research
- Mini focus groups
- Key informant interviews
- Testing of messages, strategies, tools, etc.
- Use of available data on demographics and psychographics such as census data and economic profiles.

2.3 MESSAGE CONTENT

Content for communications materials should be in keeping with Council's Policies and Guiding Principles and include information that is:

- Clear, easy-to-understand in plain language
- Respectful
- Positive
- Appealing
- Sensitive to the audience(s)
- Incorporates the use of stories, examples, stats, facts, etc. as required
- Uses testimonials from locals or others as warranted.

Briefing notes regarding resolutions of Council will be developed. Draft versions will be circulated to Council, managers and other team members as required to ensure the information is accurate and relevant to key audiences prior to public release. Final versions are to be shared with Council, managers and staff as required.

Briefing notes will be developed as a necessary part of approved projects plans. Draft versions will be circulated to managers and other team members as required to ensure the information is accurate and relevant to key audiences. Final versions are to be shared with Council, managers and staff as required.

2.4 MEDIA RELATIONS

2.4.1 Implement proactive media outreach practices

Strengthen relationships with local media

Encourage staff to send new contact information that may benefit from receiving some media releases to Communications.

Nurture relationships built on trust, transparency and reliability with local reporters.

Share information not only in response to inquiries but provide post-event photos etc.

Manage a regional media list

Pitch good news stories to local media

Ensure that project plans identify opportunities to proactively communicate with the media and leverage media coverage where possible. Action plans may include the use of:

- News releases, also available on the website
- Public service announcements (PSA)
- Media interview and photo opportunity invitations
- Backgrounders, links and other support materials
- Interviews
- Photo opportunities (e.g., events such as the Sneak Peek showing of City Hall after the fire)

2.4.2 Ensure staff and Council receive ongoing media relations and spokesperson training as needed.

Provide media counsel prior to media interviews for Council and Senior Management team.

Follow established protocols for approval processes, templates and statutory requirements.

Ensure that news releases, advertisements and other media correspondence are shared internally prior to external publication.

2.5 EXTERNAL COMMUNICATIONS

2.5.1 Clearly define roles and responsibilities for communications within the organization

2.5.2 The Auditor General of British Columbia, Public Participation: Principles and Best Practices for British Columbia provides guidelines for putting the public participation guidelines into practice. This is a seven step process that was derived from existing best practices in the province's public sector, and in governments across Canada.

Seven Steps for designing a successful public participation

1. Determine who the decision maker is, what the pending decision is and who will be affected.
2. Decide if public participation should be used.
3. Determine the issues related to the decision for each of the affected parties.
4. Determine the level of public participation that the decision-maker needs and what to consult on.
5. Determine the public participation methods best suited to the needs of participants.
6. Determine how public participation is to support and link to the decision.
7. Determine how the results are to be used.

Refer to The Auditor General of British Columbia, Public Participation: Principles and Best Practices for British Columbia, pages 23-34.

2.5.3 Create a work environment that understands the value of communications

2.5.4 Review privacy and correspondence policies

- Utilize First Class email addresses for Mayor, Council and staff.

- Clarify procedures for tracking and responding to correspondence received by info@grandforks.ca , correspondence received directly by Mayor and Council, correspondence received through the regular mail system.

2.5.5 Event Management

- Communications Officer or Corporate Officer will write speaking notes for the Mayor
- Compile briefs prior to attendance by the Mayor to share event details in advance.

2.5.6 Correcting misinformation

Correcting misinformation is a sensitive issue and can detract from the City's objectives to provide clear, accurate, relevant and timely information. As such, decisions on how to handle this type of information in the media need to be both strategic and thoughtful.

Published misinformation, either in the mainstream media or online, is to be brought to the attention of the Communications Officer for future action which could include:

- Personal contact
- Request for correction
- Request for new article on same/similar topic
- Letter to the editor
- Advertising
- Or other measures as required.

2.5.7 City Website

The addition of a "For the Record" section will be added to the City website. "For the record" will be used to respond to questions, correspondence, inquiries and statements made by the public on social media forums such as Facebook, twitter and other social media, as well as printed material such as letters to the editor in the local newspaper. The Communications Officer will be responsible for posting on "For the Record" and will seek input from department managers as needed.

2.5.8 Council Communications

- The development of monthly / bimonthly / quarterly City newsletters will be circulated through print media and the City website. There will be an inclusion of "From Council Chambers" which identifies Council news.
- Council will recognize that negative commentary in the public arena as it relates to staff performance counteracts the ability to meet objectives outlined in the Communications policy.
- Media training will be arranged for Council.
- Understand that access to information is the starting point for all forms of community engagement.
- Consider community engagement at the outset of policy and decision making process

Council may determine to establish a Council Communications Committee. This committee will be responsible for Input and approval of Council communications in respect to Council resolutions and not the operations of the City. Communications regarding Council resolutions, once approved by the Communications committee, will be posted in print media, social media and on the City website as necessary and by the Communications Officer.

2.5.9 Paid Advertising

The use of paid advertising will be identified in the work plan and may include:

- Newspapers
- Radio
- TV
- Web
- Online
- Social media
- Signage
- Other opportunities as identified.

Continued use of advertisements in the Grand Forks Gazette newspaper to broadcast decisions of Council, and ongoing or upcoming programs, projects and services as necessary. Advertising can also be used to ask survey questions or as a poster for placement at various community locations. The content will vary as required and identified in the action plan.

Advertising may be further leveraged with the use of a news release to announce projects.

2.5.10 Personal and Community Contact

Depending on the program, project or service, project plans may include a variety of outreach strategies to make personal contact. This may include:

- Presentations or visits to community groups, service clubs, business organizations and schools
- Hosting open house events, City hall or public meetings, tours or a combination
- Participating in or attending community events, trade shows and fairs

Contact email lists of community, service, business groups and other key contacts should be kept up-to-date and used to circulate information as identified. This could also include distribution of regular communiqués such as news releases, posters and newsletters as another way to leverage this informational piece.

Ensure Council and staff are prepared with any necessary information such as key messages, and/or promotional materials as required in advance.

2.5.11 Promotional and Informational Materials

Visual materials help promote the City's brand, providing clarity and consistency. These materials should be easy-to-read, appealing with a consistent look and colours which are similar to the City's logo. These materials may include:

- Newsletters/utility bill inserts both print and online
- Brochures, flyers, post cards
- Door hangers, shelf labels or tags
- Fact sheets, Frequently Asked Questions
- Posters
- Signage
- Open house panels
- Visuals for advertisements such as bus boards, transit shelters, theatre ads, grocery store dividers, etc. that can also be used as .jpgs for the website or other materials
- Items such as buttons, stickers, mugs, fridge magnets, seed packets, mascots, etc.

Materials should be of high quality, appealing and appropriately written/produced to match the content as outlined in the City's Brand Guidelines document. All materials will be reviewed and approved by the Communications Officer.

2.5.12 Visual Identity Guidelines

The City's logo is the official symbol of the community. The logo may be used on other organization's publications with approval of the Communications Office or their designate. The logo should be reproduced in the official colours or black and white (or grayscale). The logo's integrity should be maintained, in accordance with the Brand Guidelines and should always retain the same aspect (i.e. is should never be stretched or skewed as when one corner is dragged, creating a heightened or flattened version).

2.6 INTERNAL COMMUNICATIONS

The City aims to establish effective internal communication practices that are integrated with external communications and branding. The internal communications objective is to be consistent with messaging, build trust and demonstrate authenticity, transparency and accessibility.

Each department is responsible for ensuring that pertinent operational information is posted in first class. Each department will identify who in that department is responsible for current information updates.

Continually review and discuss within departments how internal communications can be improved.

Managers will communicate key issues, significant successes and major challenges related to their portfolios to the Communications Officer.

Communications updates will be provided and incorporated into management meetings. These updates will include sharing key news stories, recommendations for improving internal and external communications, crisis management issues and communications contributions to projects and events.

Fact sheets will be made available for front line staff and Council.

Communications plans will be developed for major events in order to ensure team members communicate the same messages and understand objectives and media outreach is proactive. The department manager in conjunction with the Communications Manager will write communications plans for major events held in Grand Forks such as Family Day and Christmas Light Up.

Information that is to include Council will be posted to the Council folder by the Communications Officer, Corporate Officer or CAO.

2.7 ONLINE: WEBSITE AND SOCIAL MEDIA

The City currently maintains a website and a Twitter profile. Content and use of these important communications tools are to be considered when developing project plans.

2.7.1 Social Media

The City does not currently maintain a Facebook page. Given that social media is one of the main information sharing tools today, it is important that the City consider monitoring Facebook and other social media sites in order to respond to comments and concerns in a proactive, accurate and timely manner. The Communications Manager will be responsible for monitoring and responding to social media sites and will defer to department managers when necessary.

The Communications Officer will provide information to community members in a professional forum that does not foster or tolerate disparaging commentary.

2.7.2 City website

The addition of a "For the Record" section will be added to the City website. "For the record" will be used to respond to questions, correspondence, inquiries and statements made by the public on social media forums such as Facebook, Twitter and other social media, as well as printed material such as letters to the editor in the local newspaper. The Communications Manager will be responsible for posting on "For the Record" and will seek input from department managers as needed.

A social media policy will be developed by the Communications Manager that will include:

- Key staff identified and trained to maintain site
- Guidelines for Council, staff and public users
- Posting
- Responding

- Advertising
- Leveraging and coordinating with other communications tools
- Consideration or criteria for further uses of social media such as Facebook and/or YouTube

2.8 COMMUNITY ENGAGEMENT

The City recognizes that the decision-making process is improved by engaging citizens and other stakeholder groups when appropriate.

Council's decision making will be balanced by a range of key considerations including: technical feasibility, financial viability and social acceptability.

The City's community engagement procedure achieves:

- Alignment with Council's strategic priorities and guiding principles
- Supports Council's decision making by providing information on citizens and stakeholder opinions
- Ensuring consistent and clear practices for involvement and/or information sharing
- Ensuring an appropriate level of engagement based on assessed community impact and benefit
- Identifies the parameters and resources for public engagement

The City will use various techniques and channels to encourage information sharing and dialogue based on eight public engagement and guiding principles, which outline what the community can expect from the City.

- **Accountability:** Elected officials and staff are accountable for ensuring meaningful public engagement
- **Inclusiveness:** Public dialogue and decision making processes, reach out to, and encourage participation of the community.
- **Transparency:** Public decision-making processes are accessible, honest and understandable.
- **Fiscally sustainable:** Ensure methods and resources for public notice and engagement reflect the magnitude and complexity of the initiative.
- **Early involvement:** Helps identify issues and look at opportunities and challenges during concept development, design and implementation of city policies, projects and initiatives.
- **Timely communications:** Ensure there is enough time within the engagement process to provide information to the community.
- **Clear and accessible information:** Ensures the use of plain language in a wide variety of formats and channels of communication.
- **Suitable process:** Design and implementation of public engagement processes and techniques that reflect the magnitude and complexity of the initiative. Processes adapt to changing needs and issues as the move forward.

Process

The strategies and methods that will be used to involve and inform those affected by a decision are based on the IAP2 Spectrum of Participation, an international standard. The Communications Officer will

develop a community engagement template in order to support staff in delivering quality engagement practices in the community as outlined in three phases:

Phase 1 - Assessing Community Impact

The term 'level of community impact' refers to the magnitude of change citizens may experience as a result of a project/issue or change in policy or service.

The assessment criteria has four levels of impact which range from:

- Level 1 - High impact city wide
- Level 2 – High impact on select area and/or defined groups
- Level 3 – Moderate impact city wide
- Level 4 – Moderate impact on select area and/or defined groups

Phase 2 - Identifying and Achieving Goal of Public Engagement, IAP2 Spectrum of Inform, Consult, Involve, Collaborate and Empower.

This phase outlines the commitment(s) made to citizens and stakeholders and examples of techniques and tools that align to each goal.

INFORM – GOAL: To provide balanced and objective information in a timely manner. "We will keep you informed."

CONSULT – GOAL: To obtain feedback on analysis, issues, alternatives and decisions. "We will keep you informed, listen to and acknowledge concerns and preferences, and will provide feedback on how public input influenced the decision."

INVOLVE – GOAL: To work with the public to make sure concerns and aspirations are considered and understood. "We will work with you to ensure your concerns and aspirations inform the outcome to the maximum extent possible."

COLLABORATE – GOAL: To partner with the public in each aspect of the decision making. "We will look to you for advise and innovation and incorporate this in decisions as much as possible."

EMPOWER – GOAL: To place final decision making in the hands of the public. "We will implement what you decide."

2.9 COMMITTEES

Committees of Council include Standing Committees, Select Committees and Ad Hoc committees. Council may appoint members of Council to sit on committees of other boards, acting as the liaison between City Council and that board.

In an effort to provide current and relevant information to council a report out, on a consistent basis, from committees is required. Reporting out should be on a regular basis throughout the year, and through either a written report that is included in the council agenda or in person at a Committee of the Whole meeting, by the Chair of the Board of a committee. A Council liaison may from time to time bring forward requests to Council, at a Council meeting, from committees. Proposed resolutions will be provided to the Corporate Officer prior to the agenda deadline.

2.10 RESOURCES

Project plans will identify the resources, financial and human, required to implement communications. This may include the following and will vary according to project:

- Staff time
- Resources required for project support (i.e. printing, events, etc.)
- Contract services
- Consulting services

Resources may also be identified in the annual budget process for the City's Communications for ongoing communications that may not be specifically related to a project. These may include projects such as the website, social media, media releases, annual reports and/or surveys, etc.

2.11 EVALUATION

Project plans will include evaluation indicators to determine the success of various programs, projects and services. Evaluation will at a minimum be based on the objectives for communications set out in the work plan and may also include information on outputs and outcomes. Ongoing monitoring of communications tools will also be used to determine effectiveness and address any issues as they arise.

From time to time, the City may also seek to better understand the impact of various programs, projects and services and may engage in research such as an annual citizen survey.

The true impact of this policy will be more apparent over an extended period of time, as tools, processes and procedures become utilized as a matter of habit and as a culture that recognizes the importance of solid internal and external communications is established. Tactics to measure long term success of the plan may include:

- Effectiveness in communicating key messages
- Tone of media coverage
- Tone and content of community and stakeholder engagement
- Number of media impressions
- Number of partnerships built
- Operating performance
- Opportunity to see key messages, brand representation, articles, photos used, quotes and testimonials
- Impact on other departments, including number and content of complaints and tone and content of feedback received
- Number of website hits

Ensuring Success

The success of this plan relies on the support and engagement of Council to effect change and foster constructive dialogue throughout the organization and City. This can only work to create an

environment that encourages a spirit of community and positive action and discourse. Communications is, therefore, understood as a shared responsibility. It is the intent of this policy to build in steps to ensure its success. These include:

- A well-organized plan

- An achievable Action Plan

- Reasonable objectives that align with Council priorities

- Council and staff commitment

- Management of the plan through diligent and knowledgeable execution, flexibility and measure of control (to avoid scope creep)

DRAFT

2008 / 2009 : Report 11



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Principles and Best Practices
for British Columbia

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The Honourable Bill Barisoff
Speaker of the Legislative Assembly
Province of British Columbia
Parliament Buildings
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Dear Sir:

I have the honour to transmit herewith to the Legislative Assembly of British Columbia my 2008/2009 Report 11: Public Participation: Principles and Best Practices for British Columbia.

John Doyle, MBA, CA
Auditor General of British Columbia

Victoria, British Columbia
November 2008

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Clerk of the Legislative Assembly

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Auditor General's Comments



John Doyle
Auditor General

There is much to be gained in having strong citizen-centred, public engagement. It serves both the public sector and the citizens to have policy direction, programs and services that demonstrate and best reflect the needs of the electorate. Effective public participation is increasingly seen as an integral part of a strong governance framework for government.

An effective public participation process is based on principles of transparency and openness. The optimal result is that both government and citizens have confidence that the recommended direction is sound and best reflects the public interest. Getting public participation right is essential, including striking the right balance amongst competing priorities of government; being clear to the public about what can and what cannot be accomplished in the short term. Getting it wrong simply frustrates all participants—government and the public—and requires time to rebuild the trust required to engage successfully.

I asked my staff to undertake this study because I wanted to understand the appetite in Canada—both by the public and their governments—for public participation. A number of reports my Office has recently produced, combined with requests for investigation we have received, suggest an increasing expectation by the public to have a say in the decision-making processes of government. I also wanted to see how governments strong in public participation practice were approaching this issue.

This study is based on research about what is happening in British Columbia, elsewhere in Canada, and in other countries. The study sets out Canadian findings as background. Using these findings, I have proposed a public participation framework for the British Columbia public sector based upon what is working well here, across Canada and abroad. This framework is intended to assist the public sector in the design and delivery of public participation. It also serves as a benchmark of what good practice entails.

The British Columbia government is already undertaking consultation in many areas. I wanted to see whether this consultation was based upon principles and best practices and that there was appropriate guidance given to help equip government staff to successfully complete a public participation exercise.

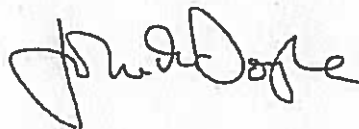
Auditor General's Comments

This study summarises our key observations and provides recommendations from our survey of public participation in the British Columbia government.

I am pleased that government's response supports the use of public participation. However, the response is unclear how this support will address our main observations. In particular, the issues of building capacity to conduct public participation and consistently using public participation across government need to be addressed. I look forward to seeing how government will act on these important issues.

This study is the precursor to a report on public consultation. The report will build on this work by looking at how well government's public participation practices meet the principles highlighted in this study.

I would like to thank the staff of the ministries and organizations we spoke with—both within the British Columbia government and other Canadian governments—for the cooperation and assistance they provided to my office to complete this study.



*John Doyle, MBA, CA
Auditor General of British Columbia
Victoria, British Columbia
November 2008*



Detailed Report

Background

What is public participation?

When a government reaches out to private or public organizations or directly to the public to seek their participation in the decision-making process, the government is said to be engaging in *public participation*. Public participation is sometimes also referred to as public consultation or public engagement. Typically, participants in the process are lobbyists, interest groups and citizens who are most likely to be affected by the matter under consideration.

Public participation denotes a range of public involvement, from simply sharing information about a pending decision (informing) through to creating a partnership arrangement, one based on mutual trust, information-sharing and a willingness to agree on a course of action together. Exhibit 1 (on the following page) shows the whole range of participation opportunities and the objectives at each level.

Why might governments use public participation?

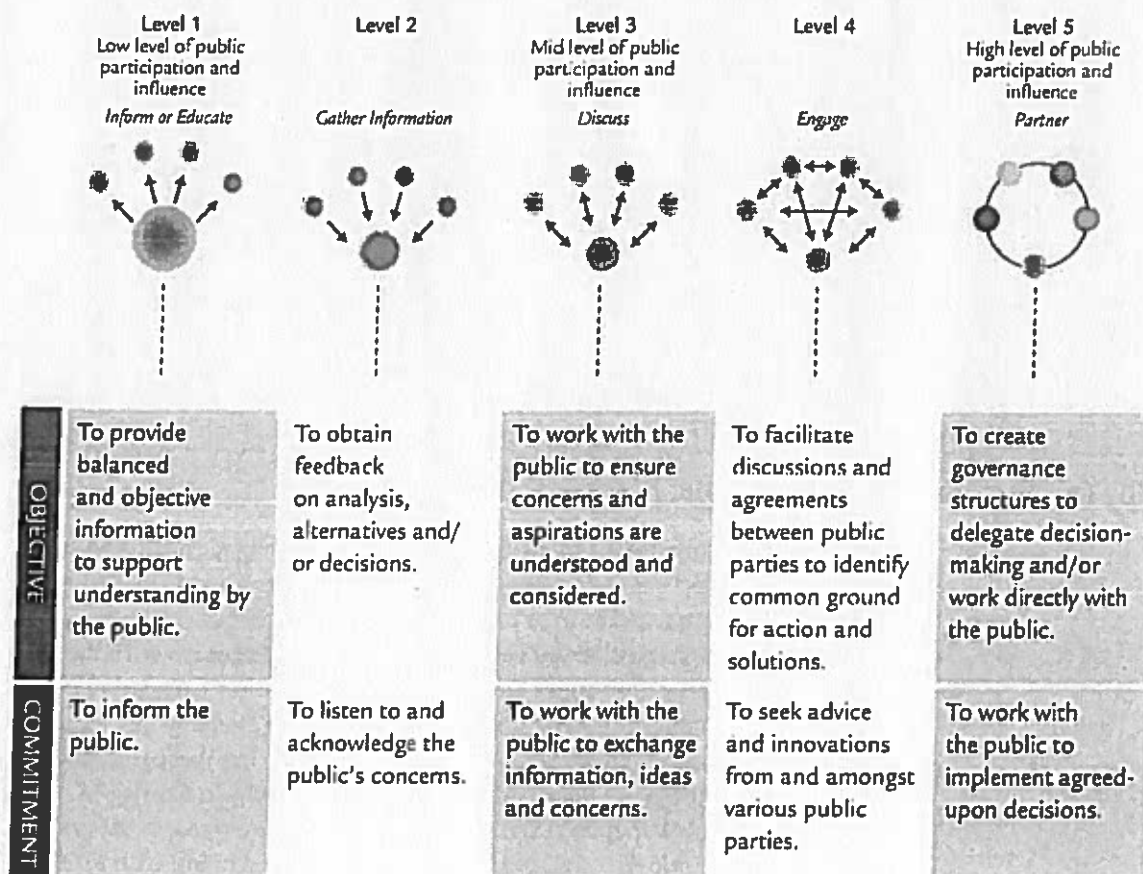
Government is normally under no formal obligation to engage citizens between elections, unless it has been required to do so by the courts, legislation or other requirement. Most governments, however, recognize the value in aligning their decisions with the views of the electorate. The public are usually more satisfied about a government decision if they understand it was made by taking into consideration the views of those most affected. For these reasons, governments are increasingly engaging the public in a range of public participation activities in order to be more transparent and demonstrate that significant decisions have been made with external views in mind.

Public participation cannot be undertaken lightly. Expectations may be unrealistically raised unless government is clear from the outset about what exactly is being sought and what weight it will place on the input it receives. Good public participation practice therefore begins by making the objectives clear in advance, and by letting the participants know how their input will be factored into the final decision. The courts have recognized that in the context of Aboriginal rights, government has to do more than simply have a process in place where concerns are raised. They must also consider how to accommodate those concerns.

Background

Exhibit 1

The Public Participation Continuum



Source: Adapted from Health Canada and International Association of Public Participation

Background

Getting public support for technically appropriate, but potentially unpopular, decisions is another reason to undertake public participation. In many cases, decisions or projects are delayed because the “political climate” is not conducive to making any decision. Experienced decision-makers view public participation as a way to manage in these settings.

With most decisions government makes, there are both winners and losers. While it is seldom possible to address all stakeholder groups concerns, the public’s acceptance of a decision often depends on the perception of how well the decision-maker worked with stakeholder groups and/or the public to reasonably weigh the concerns expressed in arriving at the final decision.

Public participation, then, is part of the process by which governments identify common ground for action. Few significant societal problems today can be solved by government actions alone. Public participation helps find solutions to complex problems by bringing government together with those who have an interest, and a part to play in the outcome of its decisions.

The most common reasons government organizations use public participation are to:

- raise awareness of an issue or pending decision;
- provide information on complex issues before a decision or to correct misconceptions;
- demonstrate that the government is taking action on a particular issue;
- collect information that is held by those to whom the public participation is directed;
- develop a series of options and determine the preference of various public parties;
- facilitate dialogue between, and amongst, stakeholder groups and members of the public so that each might better understand and respect each other’s position and interests;
- partner for the purpose of collaborative decision-making and implementation; and
- empower the public to be involved in the decision-making process.

Purpose and scope of this study

Effective public participation is becoming an important consideration for government as the public and stakeholder groups increasingly expect to be involved in government decision-making. As well, governments increasingly recognize the value of public participation and its use as a tool for strengthening trust and confidence in the decision-making process. In British Columbia, government has committed to accomplishing its goals and priority actions in partnership with citizens and stakeholder groups.

~~We therefore undertook this work to:~~

- ~~better understand public expectations regarding involvement in government decision-making;~~
- ~~develop an appropriate framework of public participation for British Columbia based on current best practice;~~
- ~~determine whether the provincial government is clear about why and where it should use public participation; and~~
- ~~establish a reasonable standard to be used in assessing government's public participation practices.~~

As discussed above, there are a number of reasons why government engages citizens and stakeholder groups before making a decision. In some cases, consultation is mandated by the courts or established through legislation. In other cases, it is adopted as a "discretionary opportunity" to engage and involve a broader audience in shaping the decisions of government. Our review focussed on understanding best practices in the latter cases. Our first step was to identify these practices across Canada, and use them to develop a framework for public participation consistent with these findings and other best practices. We then examined existing practices in British Columbia and have highlighted our observations at the end of the study.

Our work was carried out between April and August 2008. The information gathered came from documents and interviews with ministry and government staff in British Columbia, across Canada and overseas.



Observations and recommendation

Our observations are set out in two parts. The first relate to best practices in public participation across Canada. The second concern current public participation practices being used by the British Columbia Government. Set between these observations is a proposed framework that incorporates best practices in this area.

Main observations related to public participation across Canada:

- The Canadian public desires greater participation in government decision-making.
- The public are generally satisfied with their participation experiences, but disillusioned with the results.
- Successful public participation is guided by well-defined principles.
- Public participation makes decisions more durable.
- Public participation is becoming viewed as an instrument of good governance.

Observations and recommendation about existing public participation practices in British Columbia:

- The British Columbia Government's core values support the use of public participation, but these values have not been translated into principles for conducting public participation.
- The British Columbia Government is conducting public participation, but no formal government-wide guidance is available to ensure a reasonable process is followed.
- The British Columbia Government has no process to ensure a consistent approach to public participation across government.

We recommend the British Columbia Government endorse the proposed public participation framework as a basis for engaging the public.



Response from Government

The Government appreciates the thought-provoking and interesting report provided by the Office of the Auditor General. Public engagement is a timely topic and one that this Government strongly believes is critical to effectively make decisions.

We agree with the characterization of public engagement as being on a continuum, starting from informing the public through to collaboratively identifying solutions to significant public policy issues. Whether it is informing the public of government decisions through publicly available reports, such as B.C.'s Water Plan or the Climate Action Plan, or collaboratively determining the direction of health care through the Conversation on Health, we have and continue to engage the public across a broad range of decisions and policy issues along the continuum.

The common principles of public participation outlined in the report are ones that the Government endorses when engaging the public prior to a decision being made. Additionally, the seven steps provide a useful framework for designing a public engagement process. Government will take this guidance into consideration when determining where and how the public will be engaged.

Government agrees that a consistent approach to engagement across all agencies is advisable, but believes that this approach is appropriate only in certain circumstances. For example, where government engages as a result of a regulatory or legal requirement, consistency should be the rule.

However, as government engages on a wide variety of issues and across the public engagement continuum, flexibility is key to ensure that the engagement design and methods can fit the appropriate circumstances. It is also key for government to be able to determine where public engagement would be most beneficial and cost-effective.

In conclusion, Government believes that the Auditor General's report provides useful guidance on how to engage the public. This guidance will be distributed to all ministries as information to consider when designing public engagement process.

We thank the Office of the Auditor General for its work.



The Canadian perspective on public participation

In surveying the state of public participation by governments across Canada, we examined the public's interest in getting involved in government decisions that affect them and their satisfaction with the results. We also looked for best practices in public consultation within the Canadian public sector. Our key findings are summarized in this section.

The International Association of Public Participation outlines five major steps and 21 different activities required to plan and manage public participation initiatives. In the second step, "Learn from the Public," the decision-maker engages in discussions with the public and stakeholders to:

- understand how they perceive the decision;
- develop a list of who will be affected by the decision; and
- confirm and communicate the scope of the pending decision.

Only after this step has been completed can the decision-maker move to the third step, "Select the Level of Participation," to communicate with and manage the expectations of those who will participate.

These two planning steps are often overlooked: many organizations simply default to using the same standard participation process every time even though it may not be appropriate for every intervention. One of the main reasons participants give for feeling dissatisfied with the outcome of their involvement is the failure by the decision-making organization to communicate the scope of the decision and the extent to which the decision-maker will be influenced or bound by the public's input.

The Canadian public desires greater participation in government decision-making

We found that a growing number of Canadians expect to be involved in government decisions that directly affect them. Several trends contribute to this growing expectation. One is that the public has easier access to greater amounts of information than ever before. Another trend is rising education levels, combined with a younger retirement age, which means that more people are willing to get involved with the issues of the day. Increasingly, Canadians communicate directly with their governments and expect their views will be considered in decision-making.

The Canadian perspective on public participation

As surveys show, Canadians believe a collective approach to problem-solving and decision-making is the best way to solve national problems. The vast majority of Canadians surveyed indicated they would feel better about government decision-making if they knew that governments sought informed input from average citizens on a regular basis.

Demand for public participation is influenced most by the significance of the pending decision. The public is likely to demand a say in decision-making wherever impacts are direct and negative. Examples include areas where the public may be faced with additional financial burdens, a limitation of rights or freedoms or reduction of services and where there may be harm to the environment.

When invited, the public are more likely to get involved in public participation when the process is face-to-face, and when they are able to speak directly with the government officials responsible for the pending decision or with those who are seen to be expert in their field. Discussions with these officials are seen as an important way to influence decision-making. Generally, citizens are not likely to participate when the only means of participation is through the Internet.

Citizens believe that access to focused, government-held information is required as a basis for well-informed discussions. The likelihood of participation increases when people receive succinct and decision-focused information in advance of discussions, and when those participating are assured that the input provided will be summarized afterward in writing and made available to them.

The public are generally satisfied with their participation experiences, but disillusioned with the results

According to surveys, when the public and stakeholder groups participate in discussions with government, they say the process by which they were engaged was solid but the results were often not. Public dissatisfaction can arise when governments have not done a good job of communicating the scope of issues it intends to consult on and how it will use the input that it receives. Although decision-makers cannot guarantee the input received will be implemented, they can demonstrate the public has been heard during the participation process.

The Canadian perspective on public participation

Some organizations publish a “what was heard” report directly after each public participation intervention. Examples are transcripts and the synthesis of views reports typically produced by legislatures within the context of their public hearings. Participants then have the opportunity to confirm the accuracy of what was reported. This practice not only demonstrates the decision-maker was listening, it also provides a foundation for communicating the rationale for the ultimate decision and for explaining why certain, potentially popular, solutions were not embraced. Failure to adequately follow-up creates the risk that participants perceive their input has been disregarded and that the whole exercise is simply “window dressing” to legitimize the decision. Lack of follow-up with participants is often cited as the single greatest weakness in the overall participation process and erodes the credibility of the exercise.

There is a significant difference between “stakeholder group” and “public” participation. We found that governments consider reaching out to the general public to participate in decision-making to be a risky exercise. Two reasons cited were the potentially higher costs of providing a fair and comprehensive public process, and that interaction with the wider electorate may produce unforeseen political consequences, beyond the decision-makers’ mandate. This may explain why governments have been reluctant to more fully embrace public participation.

Successful public participation is guided by well-defined principles

Organizations that regularly undertake public participation typically establish a set of principles for how staff should undertake public participation interventions. An example from the City of Calgary is in Exhibit 2 (on the following page). Articulating the principles an organization is committed to guides staff on when and how to engage in a public participation exercise.

Establishing a set of principles is an important first step in embedding a culture of public participation within an organization. Such principles:

- become the basis of a commitment to the public and stakeholder groups about how government will use public participation to support decision-making on an ongoing basis;

The Canadian perspective on public participation

- help establish shared expectations and a standard vocabulary, so discussions about the need to undertake public participation, and to what level, can be both open and business-like; and
- improve the effectiveness of the working relationship between elected officials, senior managers and their staff.

Exhibit 2

The City of Calgary's five "engagement cornerstones"

Many governments across Canada have established varying degrees of internal guidance as to when and how to participate with the public. Guidance typically includes policies and sometimes protocols that help determine when public participation is desirable and when it is necessary. Although there is variance in the level of detail provided by different governments, a list of guiding principles is a consistent element. The City of Calgary's five "engagement cornerstones" is an example of the most common principles guiding many public participation programs in Canada.

engage! Cornerstones

Accountability
Demonstrating that results and outcomes are consistent with promises.

Inclusiveness
Reaching and hearing the voices of those interested or affected.

Transparency
Ensuring decision processes and procedures, and constraints are understood, known and followed.

Commitment
Leading and resourcing appropriately for effective engagement.

Responsiveness
Being accessible to address stakeholder concerns.

Source: City of Calgary

Public participation makes decisions more durable

A durable decision is one that is accepted by those who are impacted by it and one that lasts. Durable decisions are more likely when public participation has occurred. The extent that the public and stakeholder groups support government decision-making is related to the extent to which they believe they own the decision. Participation produces a decision that is more likely to be recognized by a community as its own, and therefore ties a government more closely to its citizens. This in turn provides greater public support for a government's social licence to operate as a policy-maker.

The Canadian perspective on public participation

Governments across Canada recognize that complex social and environmental problems cannot be solved by government alone. Challenges such as reducing health care costs and changes in commuting methods to reduce greenhouse gas emissions require communication and collaboration between those who make and those who are affected by the decisions of government. Citizens have a responsibility to participate in problem-solving, while government should seek policy solutions that serve the public interest. Well-established public participation organizations understand that in order to develop integrated and durable solutions, all factors, including the potential resistance to the ultimate decision, need to be addressed as part of the decision-making process.

Public participation is also an effective way to build the relationships necessary to support durable decision-making and creates a basis for meaningful dialogue. It helps establish trust so that when government requires advice or understanding (such as when considering a controversial decision or event), trust already exists.

Across Canada, where governments believe public participation is essential to durable decision-making, they have created legislation or mandatory guidelines to ensure that the public is involved. This is the case with decisions that might impact the environment, as witnessed by an increasing emphasis on public participation as part of the environmental assessment process. This is also the case with processes to permit resource extraction, build infrastructure, and decisions that affect a particular segment of the population (for example, school closures or health services delivery). All of these legislated requirements are designed to ensure decisions are robust and made after considering the views of those most affected by the decision.

Public participation is becoming viewed as an instrument of good governance

Public participation is seen as an important component of the decision-making process by many governments across Canada. As governments move to value greater public sector transparency and accountability, public participation becomes vital to the governance relationship with its citizens and stakeholder groups.

The Canadian perspective on public participation

"The successful shaping and implementation of public policy hinges on forthright, informed public engagement and dialogue."

Prince Edward Island
Speech from the Throne,
4 April 2008

"Public participation is now a condition of good governance."

The Honourable
Shawn Graham,
Premier, New Brunswick,
12 May 2003

"A strong democracy is the basis of the work we do together. Your government will strengthen our democratic institution by consulting Ontarians on electoral and political finance reform."

Ontario Speech from the
Throne,
12 October 2005

The Office will shortly publish a guide to good governance. In this guide, we will point out that maintaining strong citizen and stakeholder group relationships is one of the key aspects of a strong governance regime. The guide will describe how organizations can work towards achieving strong citizen and stakeholder group relationships. Clearly demonstrating how key decisions are arrived at is part of open and transparent government.

Although most governments are consulting with the public, they do not consistently consider the feedback they receive. Governments need to be clear on how they will consider the input and how they will follow up with the public to demonstrate that they have met their commitments in this regard. **Public participation is a mechanism to support transparency and accountability for elected and government officials. It is more than giving information and receiving feedback—it is a deliberate commitment that government makes to its public and stakeholder groups to listen and to be influenced within expressed limits.**

Governments in Canada are using public participation to revitalize their relationships with other governments and with citizens. This is particularly important in an era when voter turnout, as one key index of public interest, continues to decline. Politicians seem to be aware of the need. Recent throne speeches from provincial legislatures include commitments to using public participation as a way to establish ongoing dialogue, in order to increase understanding, build confidence and share responsibility for implementing policy decisions.



A proposed public participation framework

Our research found that the British Columbia public sector does not yet have a generally accepted framework for public participation. We researched what other political jurisdictions and organizations in Canada, and around the world, have done in the field of public participation. Many common principles and themes emerged.

This section sets out a public participation framework for British Columbia's public sector, based on those principles and themes, that is designed to assist decision makers to successfully undertake public participation. The framework helps decision-makers to determine when public participation would be an appropriate component of a decision. When it is appropriate, the framework also helps establish the appropriate depth of consultation for the situation. This framework will serve as the basis of our expectations when our Office assesses public participation practice in the British Columbia government in the future.

We recognise that public participation can take many forms. It can be a single initiative (for example, issuing a news bulletin or press release) or it can be multi-phased, inviting the public and stakeholder groups to provide input at several stages in a project. Therefore, any process needs to be sufficiently flexible to cater to the range of public participation settings and must meet the needs of the decision-maker, as well as the needs of those who will participate. Therefore, this framework is not prescriptive, but is based on principles which provide guidance while allowing sufficient flexibility to cater for the wide range of public participation situations.

Begin with principles

Organizations strong in conducting public participation commonly adopt a set of principles to encourage a culture of participation in their organization. Having principles ensures that a common set of values characterize any public participation effort, while permitting the flexibility necessary to cater to the range of public participation settings. In Exhibit 3 (on the following page), we set out six common principles that underpin the framework.

A proposed public participation framework

Exhibit 3

Common Principles of Public Participation

Common Principles of Public Participation	
Authenticity	The pending decision has not been made and the public participation decision-maker commits to be influenced in the decision-making to a specific level that will be communicated in advance.
Accountability	The public participation decision-maker will demonstrate that results and outcomes are consistent with the commitment to public participation that was made to stakeholder groups and the public at the outset of the initiative.
Inclusiveness	The public participation decision-maker will make every reasonable effort to include the stakeholder groups and the public affected by the pending decision.
Transparency	The public participation decision-maker will ensure that stakeholder groups and the public that are affected understand the scope of the pending decision, decision process and procedures, and that any constraints on the decision-maker are known.
Commitment	The public participation decision-maker will provide appropriate time and resources to ensure that those involved can participate in a meaningful way.
Integrity	The public participation decision-maker will address public and stakeholder group concerns in an honest and forthright way.

Guidelines for putting the public participation principles into practice

To apply the public participation principles above, we created the following seven step process. This process was derived from existing best practices in the province's public sector, and in governments across Canada and around the world.

Seven steps for designing a successful public participation

1. Determine who the decision-maker is, what the pending decision is and who will be affected.
2. Decide if public participation should be used.
3. Determine the issues related to the decision for each of the affected parties.
4. Determine the level of public participation that the decision-maker needs and what to consult on.
5. Determine the public participation methods best suited to the needs of participants.
6. Determine how public participation is to support and link to the decision.
7. Determine how the results are to be used.

A proposed public participation framework

A public participation process is never a “one size fits all” approach that can be applied rigidly to every situation. These seven steps provide guidance to ensure the most important aspects of designing a public participation process have been addressed, while allowing for flexibility based on the circumstances. The steps are designed to help staff in decision-making organizations determine, for their particular situation:

- whether public participation should be undertaken for the decision-making matter at hand; and
- if it should be undertaken, how to do so in a way that considers the needs of the decision-maker and the parties involved.

Working Example

To help explain how the framework could be used, we developed a fictional situation and have illustrated each step based on that situation.

The situation: Undertaking public participation to support a decision whether to impose a curfew which will reduce the hours when commercial aircraft can fly into and out of a regional airport.

STEP 1. Determine who the decision-maker is, what the pending decision is and who will be affected.

Before determining whether to undertake public participation in support of a pending decision, information must be obtained to assess who might be affected. There are several steps in doing this:

- identifying the ultimate decision-maker (and the authority by which that body or individual will decide);
- drafting a statement that describes the pending decision;
- listing the intended effects and potential unintended effects of the decision;
- identifying the people or groups that will be affected by the decision;
- determining the impacts for each group (positive and negative, direct and indirect); and
- determining the significance of these impacts on each group.

When assessing who might be affected, identify not only organizations but also groups of people and appropriate representatives of those groups. Governments are more comfortable inviting interest groups to participate with them in decision-making.

A proposed public participation framework

This is because it is easier to identify organizations that are involved with the issues being considered and organizations are typically better resourced to participate. Another reason for this is that governments see direct participation with the general public as being higher risk and more costly than when dealing with organizations.

However, citizens impacted by a government decision can sometimes exercise legal rights or successfully lobby to gain access to the decision-making process or to overturn a previous decision. If this happens, decision-making can be delayed or additional costs imposed. Therefore, a comprehensive participation exercise is one that considers how and when the general public could be impacted by a decision and is proactive in inviting their input.

Example: The airport is one of the main airports in the region. Reduced hours from a curfew will positively impact people in the neighbourhood affected by the noise from the airport. It will also impact the number of flights that airlines can schedule. This means they may charge more for remaining flights, an indirect impact. Reduced operating hours will also negatively impact local business people and four exporters who rely on late night flights to transport their produce. The general public also has an interest in the availability and cost of flights from the airport.

The Ministry of Transport has appointed the Director of Civil Aviation for the region as project leader to decide whether to impose a curfew at the airport. She will make a recommendation to the Minister, through an advisory board, under the Aviation Act.

STEP 2. Decide if public participation should be used.

In some circumstances public participation is mandatory. These include when:

1. Regulations require public participation before decision-making.

Staff in decision-making organizations should be aware of the regulatory framework they are working within, in case it imposes public participation obligations. Where public participation is required, the initiative must be well planned and managed to ensure the legal obligations are met.

2. Courts require consultation before decision-making.

The best-known court precedents relate to consulting with Aboriginal Peoples when the pending decision could impact their traditional rights or lands. However, there may be other

A proposed public participation framework

precedents that staff should be aware of. Examples exist where lack of consultation has led courts to grant a judicial review of a decision or action made by a government entity.

This framework is designed for situations when participation is not mandatory. Listed below are four reasons why public participation may be an appropriate support to decision-making. If any one or a combination of these four features exists in a situation, some form of public participation is probably useful. The form of that participation can vary widely, from simply informing the public about a proposed policy through to using a more collaborative approach. The form will be determined later. For significant decisions, the decision-maker should document the reasons for the decision to conduct or not conduct public participation. Where there are broad areas of recurring decisions, the decision-maker should also document their approach. The documented decision (whether to conduct public participation in that broad area) should be periodically reviewed.

1. There is potential for the public to be significantly affected.

According to the International Association of Public Participation (www.iap2.org), in a democratic state, citizens and organizations should be consulted if a government decision will affect them. Furthermore, as research has shown, Canadians increasingly expect to be consulted on decisions that impact them.

2. Government has made a previous commitment to openness and transparency on the issue.

The public and stakeholder groups are effective at notifying their elected officials when issues of concern arise. In such cases, a government may make a public commitment to use its decision-making powers openly, and to involve interested and affected parties before making its decision. If such a previous commitment has been made, then public participation is a way in which government can fulfill its promise of openness and transparency.

3. Unknown public perceptions and other information gaps exist.

In cases before a decision is made, where the decision-maker needs information about the perceptions and values of citizens

A proposed public participation framework

and organizations, public participation is appropriate to gather feedback. In cases where government decision-makers know they lack sufficient information to make a sound decision, the public and stakeholder groups could be appropriate sources of information.

4. Controversy around the issue or decision exists.

Public participation is an effective tool for managing controversial issues. In public policy, there are few single “right” decisions. A decision that fits the views of one group may contradict those of another, creating a perception that there are winners and losers. In these cases, public participation can help interested and affected parties understand the complexity of the decision, support a discussion about the issue and find common ground between the parties to improve the likelihood of a durable decision. Most decisions government makes generate controversy at some level. This does not mean that public participation should be used for all decisions. This would not be cost-effective, desirable or practical. Public participation is for decisions involving controversy of sufficient magnitude, or where it is sufficiently valuable to conduct it.

Example: The Ministry of Transport has the statutory authority to impose airport curfews and has done so for short-term periods at other airports without participation by the public or stakeholders. Because of the potential for the proposed curfew to be permanent, the ministry has decided that it should conduct public participation. There are several reasons for doing this, including, information gaps about the impact on exporters and airlines and the wider public perception of a curfew; the potential for significant controversy; and the risk of creating winners and losers in the decision.

STEP 3. Determine the issues related to the decision for each of the affected parties.

In this step, staff in the decision-making organization should determine:

- how issues relating to the decision are viewed by the decision-maker, and
- how issues relating to the decision are viewed by the public and stakeholder groups.

It is important to understand the history of issues relating to a particular decision from the perspective of both the decision-maker and interested or affected parties. This history indicates

A proposed public participation framework

the positions that each will bring to the discussion. Documenting the issues from the perspective of each party—sometimes called “issue framing”—is an important step to prepare for a facilitated discussion between the parties. Documenting each party’s issues provides the decision-maker with information required to appreciate and articulate the positions of each. This in turn enables staff in the decision-making organization to identify what next steps would be acceptable to the majority of stakeholder groups and the public and so could provide solutions that all parties can agree on.

The only way to determine how each of the affected or interested parties views issues relating to the pending decision is to ask them. Staff in the decision-making organization can use a range of methods to undertake this research, including telephone interviews, focus groups and online surveys.

Example: The Director of Civil Aviation has contacted officials of the major stakeholder groups to request time to speak at their next meeting, or to meet briefly with officials to discuss the implications of a curfew. She has also placed a public notice in both the regional newspaper and the community paper announcing a public meeting where a research team will be presenting the findings of a recent study of curfews imposed at other airports. A discussion will follow about the possibility of a curfew and how a curfew could be implemented. Before both the stakeholder meetings and public meeting she will be calling leading personalities in each of the stakeholder groups to obtain their views on the implications of a curfew and so be prepared for the potential of spirited discussions during her meetings.

STEP 4. Determine the level of public participation that the decision-maker needs and what to consult on.

Before moving ahead, it is important to assess and document the public participation needs of the decision-maker. The decision-making organization must confirm:

- the type and amount of information needed to support decision-making; and
- the form that information must take in order to be credible and meaningful (for example, population-based and statistically relevant), and therefore of use in influencing decision-making.

This step has three sub-steps:

1. determine the level of participation required;
2. document the desired results; and
3. publicize the commitment.

A proposed public participation framework

1. Determine the level of participation required

Each level of the Public Participation Continuum shown below describes a "type" or "depth" of participation that may be appropriate to support the pending decision. For example, if the decision is not controversial and will not create winners and losers, then informing the public and stakeholder groups of the proposed decision and its rationale through a press release or advertising campaign may be all that is required. If, however, the decision will likely create controversy or affect a large segment of the province or a number of stakeholder groups, then the decision-making organization should consider using a more sophisticated approach to participation. As a general principle, the more significant the impact, the greater the need for public participation.

Public Participation Continuum



Source: Adapted from Health Canada and International Association of Public Participation

2. Document the desired results.

The decision-maker needs to be clear from the outset how much they expect to factor in public involvement in support of the pending decision. The objectives listed below outline the general expectation for each level on the continuum. The decision-maker needs to determine the specific results that participation is seeking to achieve. For planning purposes these results should be expressed in terms of outputs (for example, information reports, statistics, agreements) and, where possible, outcomes (for example, increased awareness of the issues or acceptance and respect by the various parties for others views).

A proposed public participation framework

	Inform	Listen	Discuss	Engage	Partner
OBJECTIVE	To provide balanced and objective information to support understanding by the public.	To obtain feedback on analysis, alternatives and/or decisions.	To work with the public to ensure that concerns and aspirations are understood and considered.	To facilitate discussions and agreements between public parties to identify common ground for action and solutions.	To create governance structures to delegate decision-making and/or work directly with the public.

3. Publicize the commitment.

To sustain the relationship with those who took part in the public participation process, decision-makers need to clarify the depth of their commitment early in the process and be held accountable for their performance relating to that commitment.

Commitment may take five main forms, as shown below:

	Inform	Listen	Discuss	Engage	Partner
COMMITMENT	To inform the public.	To listen to and acknowledge the public's concerns.	To work with the public to exchange information, ideas and concerns.	To seek advice and innovations from and amongst various public parties.	To work with the public to implement agreed-upon decisions.

A proposed public participation framework

Example: After a needs analysis, consisting of several meetings with stakeholder groups and a small public meeting, the Director of Civil Aviation has decided that she needs to bring all the parties together at the “engagement” level. To render a durable decision, she believes that all parties need to articulate their positions directly to competing interests and so establish a full and common understanding of interests and an appreciation for the complexity of the pending decision. When she sends a thank-you note to those with whom she met during the previous step, it includes a brief summary of the points that were made and a commitment to “work with those involved, to seek their advice and to bring them together to discuss and develop curfew options”.

STEP 5. Determine the public participation methods best suited to the needs of participants.

Productive participation depends on the decision-maker’s ability to create an environment conducive to promoting meaningful dialogue. These environments are created by designing participation processes that meet the needs of those involved. Matters to consider include:

- What are the social and cultural considerations for those involved in participation?
- Are there issues of timing for those involved in the participation?
- What opportunities or limitations exist for the use of technology?

Social and cultural considerations involve understanding and respecting the cultural profile of participants (for example, avoiding scheduling participation events or deadlines on important religious dates or times for those involved). It also means designing processes that cater to group characteristics. Timing events and deadlines to respect busy periods for participants demonstrates respect and facilitates respectful engagement. For example, attempting to consult about farm-related issues during planting or harvest seasons sends a message that the needs of the decision-maker take priority over those of participants, and does not create an inviting environment or demonstrate respect for the needs of participants. Age, gender and language needs are also factors to consider when designing and facilitating public participation processes.

The Internet can play a role in facilitating participation by interested and affected parties. Use of online forums, surveys and blogs is increasing because they provide quick and inexpensive connection between a decision-maker and participants. Not all

A proposed public participation framework

groups or individuals, however, are capable of participating online and others are not inclined to do so. It is important to use public participation Internet tools that fit with the needs, challenges and preferences of those who will be invited to participate. Follow-up with the target communities to determine the effectiveness of the online exercise can inform the design of future exercises.

Detailed information on public participation processes and how to facilitate meaningful public dialogue can be found at the following organization's websites:

- International Association of Public Participation:
<http://iap2.org/>
- International Association of Facilitation:
<http://www.iaf-world.org/>

Example: Because the region is made up of a small, tightly knit community and rural residents, the Director of Civil Aviation has decided that, to avoid conflict between groups and neighbours, she will undertake public participation at the "engagement" level. Her research to understand the issues has determined that they are diverse and that each party has a low level of awareness of the positions and interests of the others. They will need to discuss the pending decision with other participants and provide input to the decision-maker if they are to recognize others' positions and eventually accept the final decision.

To initiate "engagement," the Director of Civil Aviation decides to draft a two-page issue paper based on her issue framing findings (Step 3). She sends the paper to stakeholder groups, along with an invitation to attend a "Curfew Summit". The date of the summit is scheduled to allow stakeholders time to review and think about the issues outlined in the paper. The date of the summit is also announced publicly and the issue paper is sent to members of the public who have expressed interest in attending.

STEP 6. Determine how public participation is to support and link to the decision.

Public participation efforts support durable decision-making by providing timely information at key decision points throughout the overall decision-making process. However, knowing what information should flow between the public and the decision-maker to maintain an informed dialogue and influence decision-making to the level agreed upon is a significant challenge.

A decision-maker needs to consider:

- What are the milestones or key decision points of the project being consulted on?

A proposed public participation framework

- What are the public participation objectives to be achieved for each of these milestones?
- What is the process of participating with the public?

Meaningful and effective public participation requires adequate time and resources. Misalignment between the timetable for decision-making and the timetable required to solicit contributions by the public and stakeholder groups is a common weakness in many public participation initiatives. In many cases, the time pressures of decision-making can overwhelm the government organization's ability to inform and engage the public and stakeholder groups to the level agreed on. When this situation occurs, the decision-maker must consider the costs and benefits of delaying decision-making in order to adequately address public participation needs.

Across a variety of policy fields, the process for decision-making in government is relatively consistent. Exhibit 4 below illustrates the links between the steps of a generic decision-making process and the public participation objective for each. Examples of public participation tools to support each milestone are also shown.

Exhibit 4

Public Participation Steps, Objectives and commonly used Tools

Public Participation Steps, Objectives and commonly used Tools		
Steps in Decision-Making Process	Objectives of Participation	Examples of Participation Tools
Identify the problem and decision needed	To understand background and decision to be made	Press release, website announcement
Undertake research	To receive information about issues to be addressed	Issue paper, presentation
Establish decision parameters/ performance objectives	To understand decision parameters and performance objectives	Open house, public meeting
Develop options	To discuss issues and concerns and contribute to potential solutions	Workshop, online forum
Evaluate options	To receive feedback on options	Survey, telephone interviews
Decide	To communicate decision and how participation inputs were used	Letter, website announcement

Source: International Association of Public Participation

A proposed public participation framework

Example: The curfew needs to be approved by the Ministry of Transport's advisory board in time for sign-off by the Minister and publication in the provincial aviation regulations. The Director of Civil Aviation has therefore scheduled the summit six weeks ahead of the advisory board's regularly scheduled meeting, which is three weeks before the regulation printing deadline. This schedule will provide enough time to develop several options and a rationale for a recommended way forward, as well as any amendments after the advisory board meeting, including communicating ongoing status to the stakeholder community.

STEP 7. Determine how the results are to be used.

Knowing from the outset how public participation results are to be collected and analyzed by the decision-maker, and how the results will be used to show the public their views have been heard, is key to the design of the process. A decision-maker needs to consider:

- How will public input be recorded and analyzed?
- How will the decision-maker consider public input?
- How will the public know they have been heard?

Decision-makers need to receive participation results in a form that is concise and credible. This means, for example, that staff in a decision-making organization should decide what format the Web-based feedback instruments to be used should take, and what templates for recording information at workshops should be used. It is best to start with a clear view of the end product in mind. If the decision-maker requires issues sorted and summarized by electoral ridings, for example, then that information should be collected and incorporated into the report to the decision-maker that way.

In Step 4, *Determining the level of public participation that the decision-maker needs and what to consult on*, the decision-making organization will have determined how public and stakeholder group input will influence decision-making. In this step, the impact of participation on the final decision now needs to be communicated to stakeholder groups and the public. This is one of the greatest weaknesses in public participation processes. It is therefore important to manage expectations throughout the public participation process in two key ways:

- by explaining what opportunities exist to influence the decision-maker (see Step 4 - 3); and
- by explaining clearly how the public participation will affect and has affected the final decision.

A proposed public participation framework

When communicating the final decision, the decision-maker has the opportunity to provide a rationale for the decision that includes making reference to the range of interests, concerns and issues that were considered as part of the public participation process. Confirming that participants were heard and their views considered is the most effective approach to minimizing public resistance to government decision-making, usually expressed through the media or communication with elected officials. With a greater degree of public acceptance comes a lesser degree of resistance, resulting in a higher likelihood that the decision will be successful.

Example: During her opening address at the summit, the Director of Civil Aviation outlines the purpose of the public participation, her findings to date and how input from the public and stakeholders will be used to develop up to three options for consideration by the ministry's advisory board. She informs participants about the timeline and its rationale. As well, she commits to preparing a report on summit proceedings and circulating it to participants before she reports to the advisory board, so that participants can confirm that the proceedings accurately capture what they said.

Immediately after reporting to the advisory board, the Director of Civil Aviation prepares a summary report and distributes it to summit participants. The summary report outlines the options that were developed, identifies the recommended approach and its rationale, and thanks participants for their valuable contributions.



The approach to public participation in British Columbia

As part of our study, we wanted to understand the British Columbia Government's approach to public participation. In this regard, we looked to see if it provided guidance for those conducting public participation and any principles on which such guidance was based. We also wanted to determine how the provincial government ensures its participation with the public is consistently performed and appropriately conducted. Our key observations are summarized below.

The British Columbia Government's core values support the use of public participation, but these values have not been translated into principles for conducting public participation

In the *Province of British Columbia 2008/09 - 2010/11 Strategic Plan*, the British Columbia Government includes a number of core values that suggest citizen involvement is important. For example, as shown in Exhibit 5 below, one of the core values is *Integrity: to make decisions in a manner that is consistent, professional, fair, transparent and balanced*. To act on this value implies that the public must be aware of how the decision was made and have had input into that decision. Similarly the core value *Choice: to afford citizens the opportunity to exercise self-determination*, suggests that citizens have the opportunity to make choices from a range of options, having considered the costs and impacts.

Exhibit 5

British Columbia Government core values

Government's core values are:

- **Integrity:** to make decisions in a manner that is consistent, professional, fair, transparent and balanced;
- **Fiscal Responsibility:** to implement affordable public policies;
- **Accountability:** to enhance efficiency, effectiveness and the credibility of government;
- **Respect:** to treat all citizens equitably, compassionately and respectfully, and
- **Choice:** to afford citizens the opportunity to exercise self-determination.

Source: Province of British Columbia 2008/09-2010/11 Strategic Plan, February 2008

The approach to public participation in British Columbia

Government's core values typically carry over into the service plans and activities of all government entities. Although these values may not be specifically stated in individual ministry service plans, effort is made to ensure that ministry activities align with them. However, because the core values have not been explicitly tied to principles for public participation, ministries are not expected to demonstrate how they are achieving the government's values through public participation. It is therefore not possible to determine how well ministries are using public participation to achieve the government's core values.

Consultation is a part of the regular business of government entities. Some entities engage in public participation frequently; other entities engage in public participation for an individual initiative. Without clear principles for engaging the public, there is no requirement for individual ministries to demonstrate a consistent and balanced approach to public participation.

Recent examples of public participation in British Columbia

In recent years, the British Columbia Government has conducted a number of initiatives to involve the public in government decisions. Three examples are:

The Conversation on Health

This year-long discussion about the province's health system involved more than 10,000 people providing their thoughts, ideas and suggestions in a range of ways, including at meetings, online and by telephone. A report of the findings was prepared and presented to government in 2008. In response, the government is now working to implement several initiatives.

The Citizens' Assembly on Electoral Reform

For this initiative, members of the public from every provincial riding were selected to participate in a process to examine British Columbia's electoral system. The assembly's final report was presented to government in 2004. A second referendum on the electoral system recommended by the assembly will be held as part of the next provincial election.

Expertise in Public Consultation

Several British Columbia Government entities have developed tools and supports for carrying out public participation. For example, the Vancouver Coastal Health Authority has developed a Community Engagement Framework (available on the Authority's website). The framework involves a seven step process for conducting an engagement and contains a continuum of types of consultation. As well, the Health Authority has developed principles to guide an engagement process and it uses experts to assist staff in undertaking community consultation. TransLink also uses a set of engagement principles — *Principles of Public Consultation and Community Engagement* — and made this available on its website.

For the observation in this section to be adequately addressed, the government would ensure that the British Columbia public sector has established principles for public participation. This could be achieved by adopting the proposed public participation framework.

The approach to public participation in British Columbia

The British Columbia Government is conducting public participation, but no formal government-wide guidance is available to ensure a reasonable process is followed

In the absence of principles for public participation, individual government agencies determine their own approach to public participation. The British Columbia Government has no formal guidance on how or when to conduct public participation. Currently, relying on the principle of ministerial accountability, each Minister is responsible for ensuring that any necessary consultation has occurred. Without guidance on when or how to conduct public participation, Ministers are left to exercise their own discretion. This makes it difficult to assess whether, on any particular issue, public participation should have taken place but did not, or whether the public participation that did occur met a reasonable standard.

Work by our Office has found public participation to be inconsistent and in some cases inadequate in some British Columbia Government entities. For example:

- An upcoming performance review, *Planning for School Seismic Safety*, finds that the Ministry of Education does not have a formal process for periodically seeking public input on key issues that could affect how a program is designed and delivered. The report recommends that the ministry work in partnership with Boards of Education to implement an information plan to inform the public about seismic hazard, risk and the constraints around the program, and give the public opportunities to provide input on future program objectives and priorities.
- In the review, *Removing Private Land from Tree Farm Licences 6, 19 and 25: Protecting the Public Interest?*, we found that the Minister of Forest and Range did not effectively consult or transparently communicate with key stakeholder groups and the public. Several key groups that should have been consulted were not identified. In response to the review, the ministry said it recognized that more consultation should have occurred and it committed to improving its consultation in the future.

For the observation in this section to be adequately addressed, the government would ensure that the British Columbia public sector has issued guidance for conducting public participation. This could be achieved by adopting the proposed public participation framework.

The approach to public participation in British Columbia

The British Columbia Government has no process to ensure a consistent approach to public participation across government

No single entity or organization in the British Columbia Government has responsibility for ensuring consistency in the use of, or approach to, public participation. Each ministry is responsible for using public participation appropriately as it sees fit. There is no expert resource provided within government to aid ministries in their public participation, nor is there capacity to track the results of completed consultations to inform continuous improvements and learning.

We found, however, scepticism among ministry staff we spoke with about the value a central agency within government would provide them. Their concern was that government entities should champion public participation within their own entity, not have a central agency conduct it for them.

Some provincial and municipal governments in Canada have given responsibility for promoting public participation to a communications group or similar part of a central agency. These agencies are not intended to be responsible for conducting public participation. Rather, they are there to promote consistency and best practice, build capacity across government agencies, and act as a resource for government entities to obtain advice on how to effectively conduct public participation. They are a public participation promoter and source of knowledge on how to conduct public participation. In these cases, the organizations themselves are still responsible for developing a culture of participation by having staff champion participation. Once that is done, the need for the central resource and promotion diminishes. The central body supports government agencies by providing a strategic and policy framework for public participation activity (including, for example, publishing resource guides and providing a forum for sharing information about good practice). After a time, as agencies develop their own capacity, this central support works less to promote public participation and more to coordinate and disseminate best practice within government.

We found that the British Columbia Government itself recognizes how valuable a broadly consistent approach to consultation within government would be. For instance, in relation to consultation with First Nations (not considered within the scope of this study), the

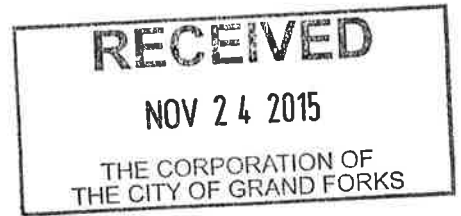
The approach to public participation in British Columbia

government has worked to establish a consistent process. In 2002, British Columbia developed a *Provincial Policy for Consultation with First Nations* which states: "It is important that methods outlined below are understood and applied in their entirety...*Consistent application of this Policy across government is essential.*" [emphasis original]

In another example, the *Consultation Guidelines of the Ministry of Forests and Range* state that the guidelines are consistent with the *Provincial Policy for Consultation with First Nations* and that "the following pages outline a process to determine the appropriate level and method of consultation. They provide a framework and standards for consultation, ensuring that consultation practises are consistent across the Ministry of Forests." The ministry's document also recognizes the need for staff flexibility in developing processes that are responsive to specific issues and concerns.

For the observation in this section to be adequately addressed, the government would ensure that the British Columbia public sector has the capacity to conduct successful public participation, including the promotion of best practice and knowledge-sharing.





790 Shakespeare Street, Trail BC V1R 2B4
Cell 250-231-0404 | Email akblg@shaw.ca

TO: All AKBLG Members
FROM: Arlene Parkinson, Secretary/Treasurer
DATE: November 23, 2015
RE: NOTICE OF ANNUAL GENERAL MEETING
and FIRST CALL FOR RESOLUTIONS 2016

FILE CODE
Notice of AGM +
WEB
RA5 - First Call for
Resolutions 2016

The 2016 Annual General Meeting (AGM) of the Association of Kootenay & Boundary Local Governments will be held **April 27, 28 and 29, 2016** and will be hosted by the City of Kimberley.

Pursuant to Section 10 of your Constitution, this is the **FIRST FORMAL CALL FOR RESOLUTIONS** for the Annual General Meeting. If there is an issue of concern to your Local Government, which cannot be resolved at the local level, please submit it to the Association in the form of a Resolution.

We will be circulating the resolution package for perusal by delegates prior to the convention. Please make note of the deadline date. **All resolutions must be received at this office no later than Monday, February 26, 2016.** Resolutions received after this date will be held over until the next Annual General Meeting.

The Executive will receive Special Resolutions no later than 10:00 a.m., Thursday, April 28, 2016, at the AGM provided that there are 100 copies of each resolution. A Special Resolution requires a two thirds vote in support of consideration prior to being introduced onto the floor of the AGM.

Background material and a brief statement of any previous action taken by the member should support each draft Resolution. Each Resolution may be submitted electronically to akblg@shaw.ca and should be on the letterhead of the Local Government submitting it with a short heading to designate the subject of the Resolution. Please include the Mover and the Seconder of the Resolution in order to facilitate communications between the Resolutions Committee and the members.

The Resolution may not contain more than two "Whereas" clauses.



790 Shakespeare Street, Trail BC V1R 2B4
Cell 250-231-0404 | Email akblg@shaw.ca

Please do not hesitate to contact me at the above email address if you have any questions or concerns.

I have included below the updated section from the AKBLG Constitution.

Thank you

Arlene Parkinson
Secretary Treasurer

PART 10 ANNUAL MEETING RESOLUTIONS

10.1 Notice of the 'Call for Resolutions' shall be sent to all Members in November of each year.

10.2 The President shall appoint a Resolution Committee. The Committee shall consist of three (3) members of the Executive. The Committee shall elect a Chair from amongst its members.

10.3 The role of the Resolution Committee is to examine, comment and make a recommendation on all resolutions submitted to the Annual General Meeting, after it has received comment back from UBCM.

10.4 Ordinary Resolutions

(1) Each resolution shall be prepared on a separate sheet of 8 1/2" by 11" paper under the name of the sponsoring Member and shall bear a short descriptive title;

(2) Each resolution shall be endorsed by the sponsoring Member.

(3) All resolutions of the Association shall be deemed to be of a local (regional) nature unless specifically indicated by the sponsor that the resolution is to be handled at the Provincial Government level.

10.5 Late and Special Resolutions

(i) Resolutions that are not received in accordance with the deadline outlined in 10.7 below shall be categorized as follows;

(a) Late Resolution

(b) Special Resolution

(ii) A Late Resolution shall be held over until the next Annual General Meeting



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Cell 250-231-0404 | Email akblg@shaw.ca

(iii) A Special Resolution shall be determined by the Resolutions Committee, as being any resolution pertaining to a new issue that has arisen between the deadline outlined in 10.7 below and the Annual General Meeting.

(iv) A Special Resolution requires a two thirds vote in support of consideration prior to being introduced onto the floor of the Annual General Meeting, and may only be introduced after all Ordinary Resolutions have been considered or if two thirds of the Delegates present determine to hear the resolution immediately.

- 10.6 The Executive will cause the resolutions to be printed and circulated to Members by way of the Delegate packages.
- 10.7 All resolutions, along with supportive, background information, shall be sent to the Secretary-Treasurer sixty (60) days prior to the date of the Annual General Meeting.
- 10.8 The Chair of the Resolution Committee will call for discussions from the floor.
- 10.9 Any amendment and any motion to withdraw any resolution from consideration of the meeting must be moved and seconded from the floor.
- 10.10 Voting on resolutions shall be by show of voting cards or electronic voting equipment. The resolution shall pass based upon a majority vote of the voting Delegates.
- 10.11 Any resolution that has been voted on cannot be brought to the floor again until the following Annual General Meeting.
- 10.12 Any Member may submit a resolution direct to the Union of BC Municipalities without need of endorsement of the Association.
- 10.13 The host Member shall have equipment available to reproduce copies of any Special Resolutions in the event that the sponsor has not been able to supply sufficient copies for the Delegates. The sponsor of the resolution will be responsible to cover any photocopying costs.
- 10.14 Resolutions for the amendment of the Constitution and Bylaws or any other purpose, shall in the first instance, be referred to the Resolution Committee to report thereon to the Annual General Meeting, unless a two-thirds vote of those Delegates present dispense with the rule.
- 10.15 At the Annual General Meeting, Delegates will prioritize resolutions by means of an equitable voting process that identifies those deemed highest priority by the Association. Resolutions endorsed but not identified as high priority will also be submitted to the Union of BC Municipalities by the Association (see 10.12).

Christina Lake Fire Department

P. O. Box 18

Christina Lake, B. C. V0H 1E0

RECEIVED

NOV 25 2015

THE CORPORATION OF
THE CITY OF GRAND FORKS

2015 November 23

Mayor & Council
City of Grand Forks
P. O. Box 220
Grand Forks, B.C.
V0H 1H0

Dear Sir:

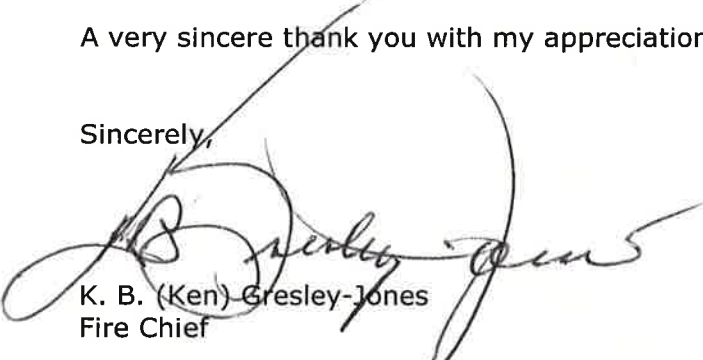
I would like to take the opportunity to thank Chief Dale Heriot and Firefighter Jen Dorner for their invaluable assistance during a recent Fire Investigation at Christina Lake. We lost a landmark building out here on the morning of November 21st and the responsibility to determine the cause of this fire rested with me.

I am recovering from knee surgery and walking through this wreckage would have been very dangerous for me. When Dale and I talked about this he stepped up right away and said he could basically be my eyes and ears in this matter.

The work he and Firefighter Dorner did was exceptional. Not only professional work but another example of the incredible level of cooperation and support we share between Christina Lake Fire and Grand Forks Fire Departments.

A very sincere thank you with my appreciation to these members.

Sincerely,



K. B. (Ken) Gresley-Jones
Fire Chief

(250) 666-0911 (Cell)
(250) 447-6611 (Fire Hall)
(250) 447-2649 (Fax)

Copies to: -Sara Winton, Deputy Corporate Officer, City of Grand Forks
-Grace McGregor, Chair, Regional District of Kootenay-Boundary

FILE CODE

Co Lo Fire Dept
F3-Thank You & Appreciation

November 26, 2015

Mayor Frank Konrad
City of Grand Forks
Box 220
Grand Forks, BC V0H 1H0

RECEIVED

DEC 1 2015

THE CORPORATION OF
THE CITY OF GRAND FORKS

Dear Mayor Frank Konrad:

RE: GAS TAX AGREEMENT COMMUNITY WORKS FUND PAYMENT

I am pleased to advise that UBCM is in the process of distributing the second Community Works Fund (CWF) payment for fiscal 2015/2016. An electronic transfer of \$106,709.50 is expected to occur within the next 30 days. These payments are made in accordance with the payment schedule set out in your CWF Agreement with UBCM (see section 4 of your Agreement).

CWF is made available to eligible local governments by the Government of Canada pursuant to the Administrative Agreement on the Federal Gas Tax Fund in British Columbia. Funding under the program may be directed to local priorities that fall within one of the eligible project categories.

UBCM is also making an additional payment towards CWF funding for fiscal 2015/2016 from interest accumulated over the term of the first Gas Tax Agreement.

CWF Payment (2015/2016): \$105,050.31
Interest Payment (2015/2016): \$1,659.19
Total EFT Transfer: \$106,709.50

Further details regarding use of CWF and project eligibility are outlined in your CWF Agreement and details on the Gas Tax Agreement can be found on our website at www.ubcm.ca.

For further information, please contact Brant Felker, Gas Tax Policy and Program Manager, by e-mail at bfelker@ubcm.ca or by phone at 250-356-0893.

Sincerely,



Chair Al Richmond
UBCM President

PC: Roxanne Shepherd, Chief Financial Officer

FILE CODE

WEB
of U2-Community Works
Fund Payment \$106,709.50

REQUEST FOR DECISION

— REGULAR MEETING —



To: Mayor and Council

From: Sasha Bird, Manager of Development & Engineering Services

Date: December 14, 2015

Subject: To amend the current Zoning Bylaw by rezoning property located at 6401 Highway #3 from the current TC (Tourist Commercial) zone to the HC (Highway Commercial) zone.

Recommendation: **RESOLVED THAT** Council give first and second readings to the "City of Grand Forks Zoning Amendment Bylaw No. 1606-A4, 2015" and proceed with the statutory requirements for amending bylaws in the Local Government Act.

BACKGROUND: The City received an application to rezone property located at 6401 Highway #3, legally described as Lot 3, District Lot 653, S.D.Y.D., Plan 3072 Except Plan H17066, from the TC (Tourist Commercial) zone to the HC (Highway Commercial) zone. The land use designation for this property in the Sustainable Community Plan (SCP) is HT (Highway & Tourist Commercial) and the property is located in the Commercial Development Permit area.

The property is 4.12 acres (~1.67 hectares) in size and the rear lot line abuts the Kettle River and is located in the floodplain. The adjacent property on the east side is zoned Highway Commercial and the adjacent property on the west side is zoned Tourist Commercial.

The proposed rezoning does not affect the SCP in that the designation allows for highway and tourist commercial uses, so an amendment to the SCP is not required.

The applicant wishes to fully utilize the property and the HC zoning would allow for restaurants, auto sales and parts supply, service stations, convenience stores including gas bars, car wash establishment and retail sales. The property is not serviced with City water or sewer, however, the property is serviced by a well and septic.

At the November 9, 2015 Committee of the Whole Meeting, the Committee recommended that Council direct Staff to draft the appropriate bylaw and proceed with notification to surrounding property owners, publish notice in two consecutive issues of the Grand Forks Gazette and hold a public hearing in accordance with the Local Government Act.

At the November 9, 2015 Regular Meeting, Council directed Staff to draft the appropriate bylaw and proceed with notification to surrounding property owners, publish notice in two

REQUEST FOR DECISION

— REGULAR MEETING —



consecutive issues of the Grand Forks Gazette and hold a public hearing in accordance with the Local Government Act.

On November 12, 2015, Staff sent referral request packages to the various stakeholder agencies for their comments.

Benefits or Impacts of the Recommendation:

- General:** The request is consistent with the vision of the SCP and would allow the applicant the opportunity to use the property to its fullest potential.
- Strategic Impact:** N/A
- Financial:** There would be the cost of newspaper advertising in two consecutive issues of the newspaper and the notification to surrounding property owners. The costs to the City are covered by the application fees payable at the time of the application.
- Policy/Legislation:** Council's authority to adopt, amend and repeal bylaws comes from the Local Government Act.
- Attachments:**
- 1) Zoning Amendment Bylaw No. 1606-A4;
 - 2) Completed application form;
 - 3) Parcel report of subject property;
 - 4) Legal Plan of subject property;
 - 5) Zoning & SCP land use maps;
 - 6) Google maps – aerial and street views;
 - 7) Excerpts from the Zoning Bylaw and the SCP.



Recommendation: **RESOLVED THAT** Council give first and second readings to the "City of Grand Forks Zoning Amendment Bylaw No. 1606-A4, 2015" and proceed with the statutory requirements for amending bylaws in the Local Government Act.

REQUEST FOR DECISION

— REGULAR MEETING —



- OPTIONS:**
- 1. COUNCIL COULD CHOOSE TO SUPPORT THE RECOMMENDATION.**
 - 2. COUNCIL COULD CHOOSE TO NOT SUPPORT THE RECOMMENDATION.**
 - 3. COUNCIL COULD CHOOSE TO REFER THE REPORT BACK TO STAFF FOR MORE INFORMATION.**

	
Department Head or CAO	Chief Administrative Officer

THE CORPORATION OF THE CITY OF GRAND FORKS

BYLAW NO. 1606-A4

A BYLAW TO AMEND THE CITY OF GRAND FORKS
ZONING BYLAW NO. 1606, 1999

=====

WHEREAS Council may, by bylaw, amend the provisions of a Zoning Bylaw pursuant to the provisions of the Local Government Act;

AND WHEREAS Council has received an application to rezone property located at 6401 Highway #3;

NOW THEREFORE Council for the Corporation of the City of Grand Forks, in open meetings assembled, **ENACTS** as follows:

1. That the City of Grand Forks Zoning Bylaw No. 1606, 1999 be amended to rezone property located at 6401 Highway #3, legally described as Lot 3, District Lot 653, S.D.Y.D., Plan 3072 from the current TC (Tourist Commercial) zone to the HC (Highway Commercial) zone, as shown outlined in bold on the attached map identified as Schedule "A".
2. That this Bylaw may be cited as the "**City of Grand Forks Zoning Amendment Bylaw No. 1606-A4, 2015.**"

Read a **FIRST** time this ____ day of _____, 2015.

Read a **SECOND** time this ____ day of _____, 2015.

NOTICE OF PUBLIC HEARING ADVERTISED, pursuant to the Local Government Act this ____ day of _____, 2015 and also this ____ day of _____, 2015.

PUBLIC HEARING HELD this ____ day of _____, 2016.

Read a **THIRD** time this ____ day of _____, 2016.

APPROVED by the Ministry of Transportation & Infrastructure this ____ day of _____, 2016.

Approving Officer

FINALLY ADOPTED this ____ day of _____, 2016.

Mayor Frank Konrad

Corporate Officer – Diane Heinrich

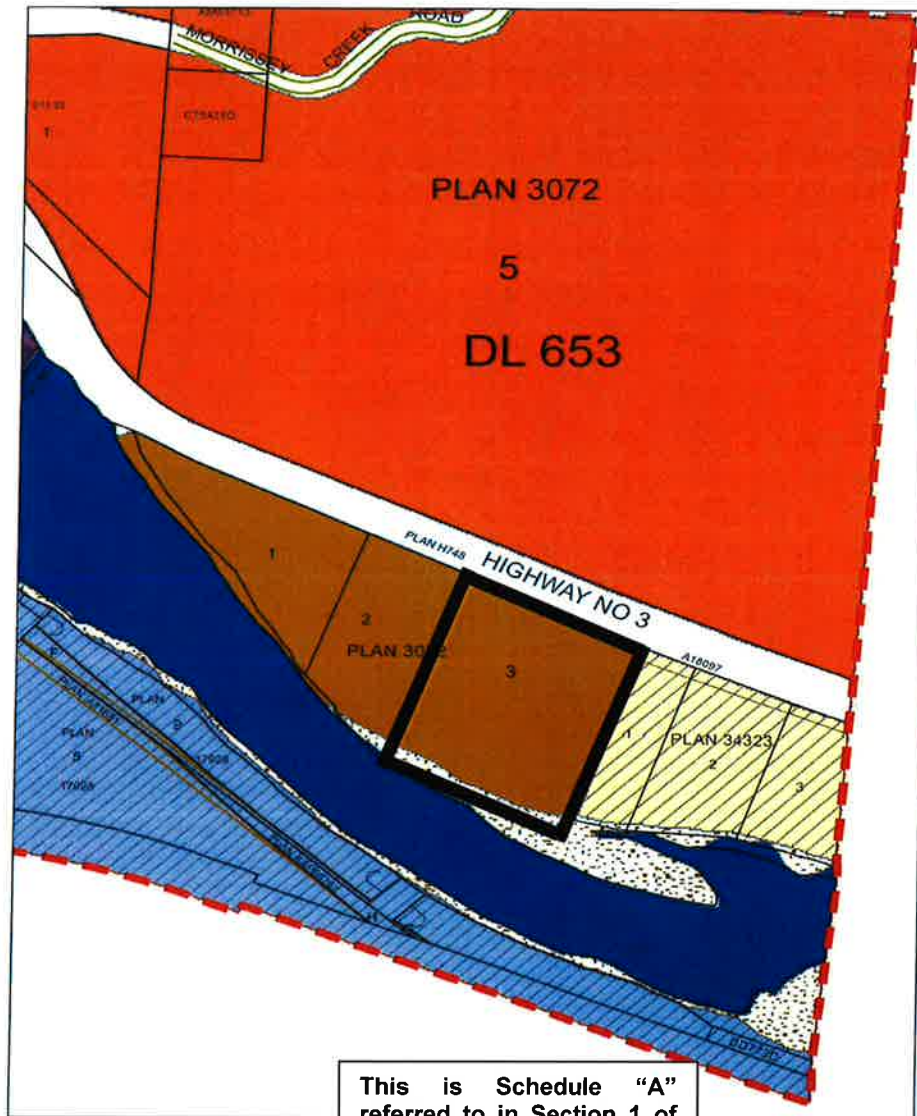
CERTIFICATE

I hereby certify the foregoing to be a true copy of Bylaw No. 1606-A4 as passed by the Municipal Council of the City of Grand Forks on the ____ day of _____, 2016.

Corporate Office for the
Municipal Council of the City of Grand Forks

**CITY OF GRAND FORKS
ZONING MAP**

SCHEDULE "A"



This is Schedule "A"
referred to in Section 1 of
the Grand Forks Zoning
Amendment Bylaw No.
1606-A4, 2015.

Date of Adoption

Corporate Officer

THE CORPORATION OF THE CITY OF GRAND FORKS

NOTICE OF PUBLIC HEARING

WHEREAS the Local Government requires that a **PUBLIC HEARING** be held prior to the adoption of a Zoning Amendment Bylaw;

TAKE NOTICE THAT a Public Hearing with respect to the City of Grand Forks Bylaw 1606 A-4, cited as the "City of Grand Forks Zoning Amendment Bylaw No. 1606 A-4, 2015, will be held on:

Monday, _____, 2016

At 6:00 p.m.

In Council Chambers, City Hall

7217-4th Street

Grand Forks, B.C.

Bylaw 1606 A-4 is intended to amend the City of Grand Forks Zoning Bylaw No. 1606, 1999, by rezoning property legally described as Lot 3, District Lot 653, S.D.Y.D., Plan 3072 from the current TC (Tourist Commercial) zone to the HC (Highway Commercial) zone, as shown outlined in bold on the attached map.

(insert map)

APPLICANTS: Balbir & Amritpal Saini

PROPERTY LOCATION: 6401 Highway #3

This bylaw may be inspected between the hours of 9:00 a.m. to 4:00 p.m., Monday through Friday (excluding holidays) until _____, 2016 at City Hall, 7217-4th Street, Grand Forks, B.C.

Dated this ____ day of _____, 2015.

Sasha Bird, AScT
Manager of Development & Engineering

The Corporation of the City of Grand Forks

P.O. Box 220
Grand Forks, B.C.
VOH 1H0

7217-4th Street
Telephone (250) 442-8266
Fax (250) 442-8000

**Zoning AND/OR Official Community Plan Amendment
Application**

Application to amend the Zoning Bylaw AND/OR Official Community Plan Bylaw

Zoning OR Official Community Plan Application Fee:



\$1,000.00

Receipt No. 191126

Zoning AND Official Community Plan Application Fee:



\$1,200.00

Receipt No. _____

The subject fee is applicable to each request for an amendment to the Zoning or Official Community Plan Bylaw, or to both. Should this request **not** proceed to Public Hearing, one-half (1/2) the fee (\$500.00 or \$600.00) shall be refunded.

Registered Owner of Property to be rezoned:

AMRITPAL SAINI (MRS.) AND BALBIR SAINI

Mailing Address:

P. Box #2525
GRAND FORKS, B.C., VOH 1H0

Telephone:

250-442-2599 (RES.) 250-443-1599
(CELL)

Full Legal Description of property to be rezoned:

LOT #3, PLAN 3072, DL # 653.
EXC PL H17066, ROLL 210 01384.000
PID 009-716-891

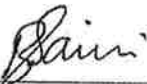
Street Address of Property 6401 - HIGHWAY #3, GRAND FORKS, B.C.

Please submit the following information with this application:

- (i) the legal boundaries and dimensions of the subject property;
- (ii) the location of permanent buildings and structures existing on the property;
- (iii) the location of any proposed access roads, parking, driveways, and any screening, landscaping and fences;
- (iv) the location and nature of any physical or topographic constraints on the property (ie: streams, ravines, marshes, steep slopes etc)

=====
Upon reviewing your application, the City of Grand Forks may request other, or more detailed information.
=====

The information provided is full and complete and is, to the best of my knowledge, a true statement of facts relating to this application.



Signature of Owner

20TH OCT. 2015
Date

=====
AGENT'S AUTHORIZATION

I hereby authorize : _____

(full name, address and telephone number of Agent)

to act on my behalf with regards to this application.

Owner's Signature

The personal information on this form is collected under the authority of the Local Government Act. The information collected will be used to process your application for a Rezoning or Official Community Plan amendment. If you have questions about the collection use and disclosure of this information, contact the "Coordinator City of Grand Forks.

Please outline the provisions of the respective Bylaw that you wish to vary or supplement and give your reasons for making this request:

6401-HWY. #3 (LOT #3, PLAN 3072, DL#653)

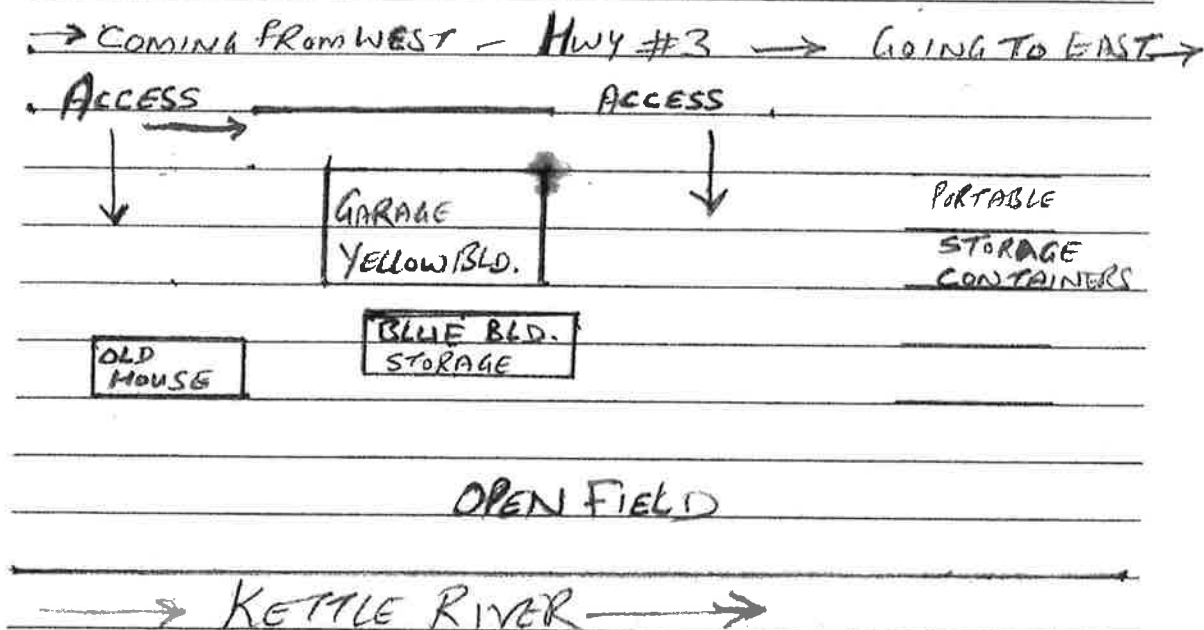
IS IN THE TC ZONE (TOURIST COMMERCIAL).

WE WISH TO USE THIS LAND TO BUILD:- RESTAURANTS, AUTOMOBILE SALES & PARTS SUPPLY, SERVICE STATIONS, CONVENIENCE STORES INCLUDING GAS-BARS, CAR WASH ESTABLISHMENTS & RETAIL SALES.

ALL OF THE ABOVE USES ARE PERMITTED IN A HC ZONE. SO WE REQUESTING CITY OF GRAND PRAIRIE TO RE-ZONE ABOVE PROPERTY.

PARCEL SIZE OF ABOVE LAND IS OVER 4 ACRES. THE LOCATION OF PERMANENT BUILDINGS & STRUCTURES EXISTING ON THE PROPERTY AS FOLLOWS:-

APPROX - NO SCALE



DECLARATION PURSUANT TO THE WASTE MANAGEMENT ACT

I, BALBIR SAINI, owner of the subject property described on this application form, hereby declare that the land which is the subject of this application has not to my knowledge been used for industrial or commercial activity as defined in the list of "Industrial Purposes and Activities: (Schedule 2) of the Contaminated Sites Regulation (B.C. Reg. 375/96). I therefore declare that I am not required to submit a Site Profile under Section 26.1 or any other section of the Waste Management Act.

Balbir Saini
(signature)

20TH OCT. 2015
(date)

Parcel Report

Wednesday, October 21, 2015



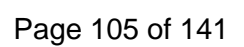
Scale 1: 1,486

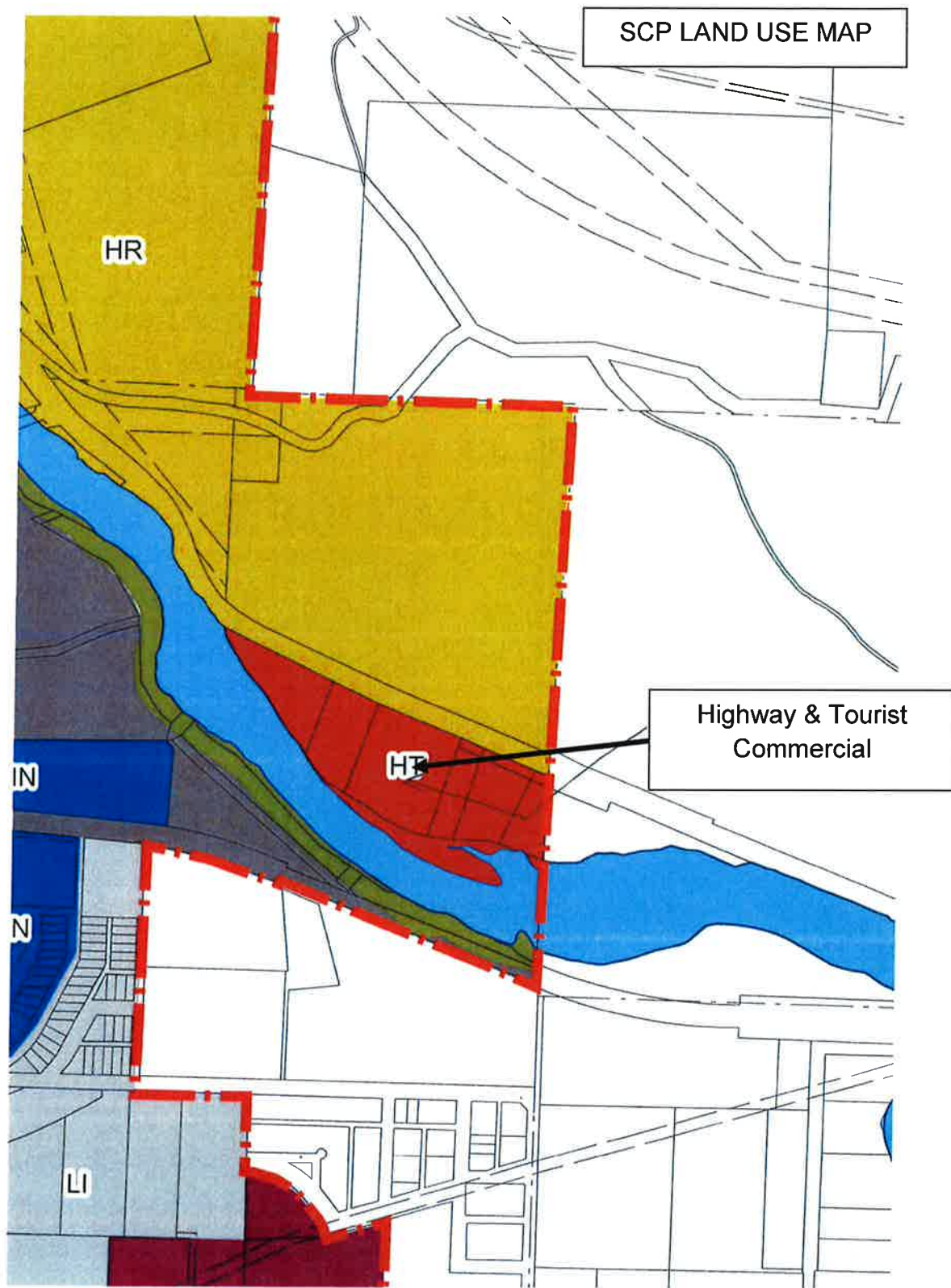
Legal Information

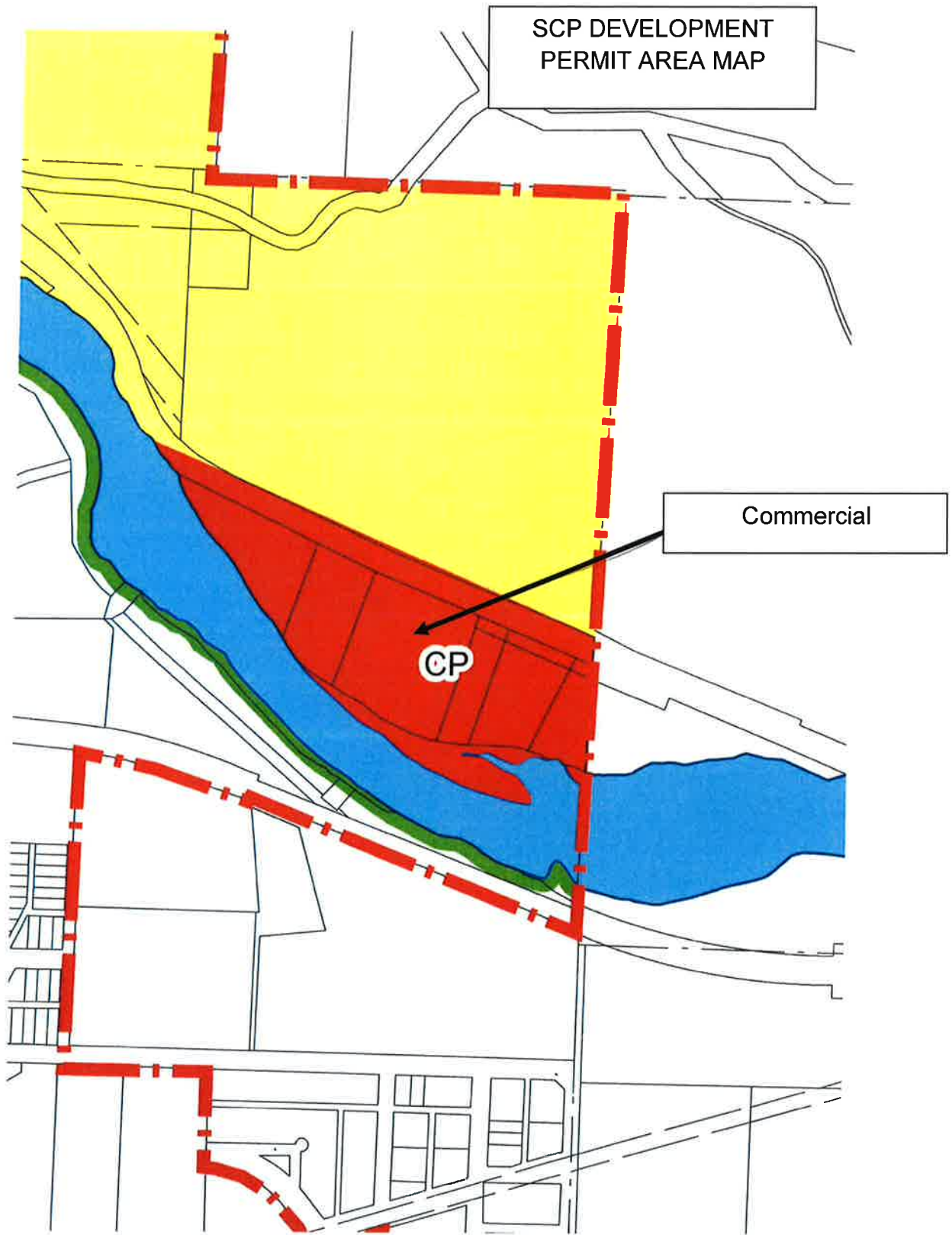
Plan: KAP3072	Section:	Jurs: 210	Lot Area: 4.05
Block:	Township:	Roll: 1384000	Area Unit: acr
Lot: 3	Land District: 54	PID: 009-716-891	Width (ft): 0
District Lot: 653			Depth (ft): 0
Street: 6401 HWY 3 W			
Description: Except Plan H17066.			

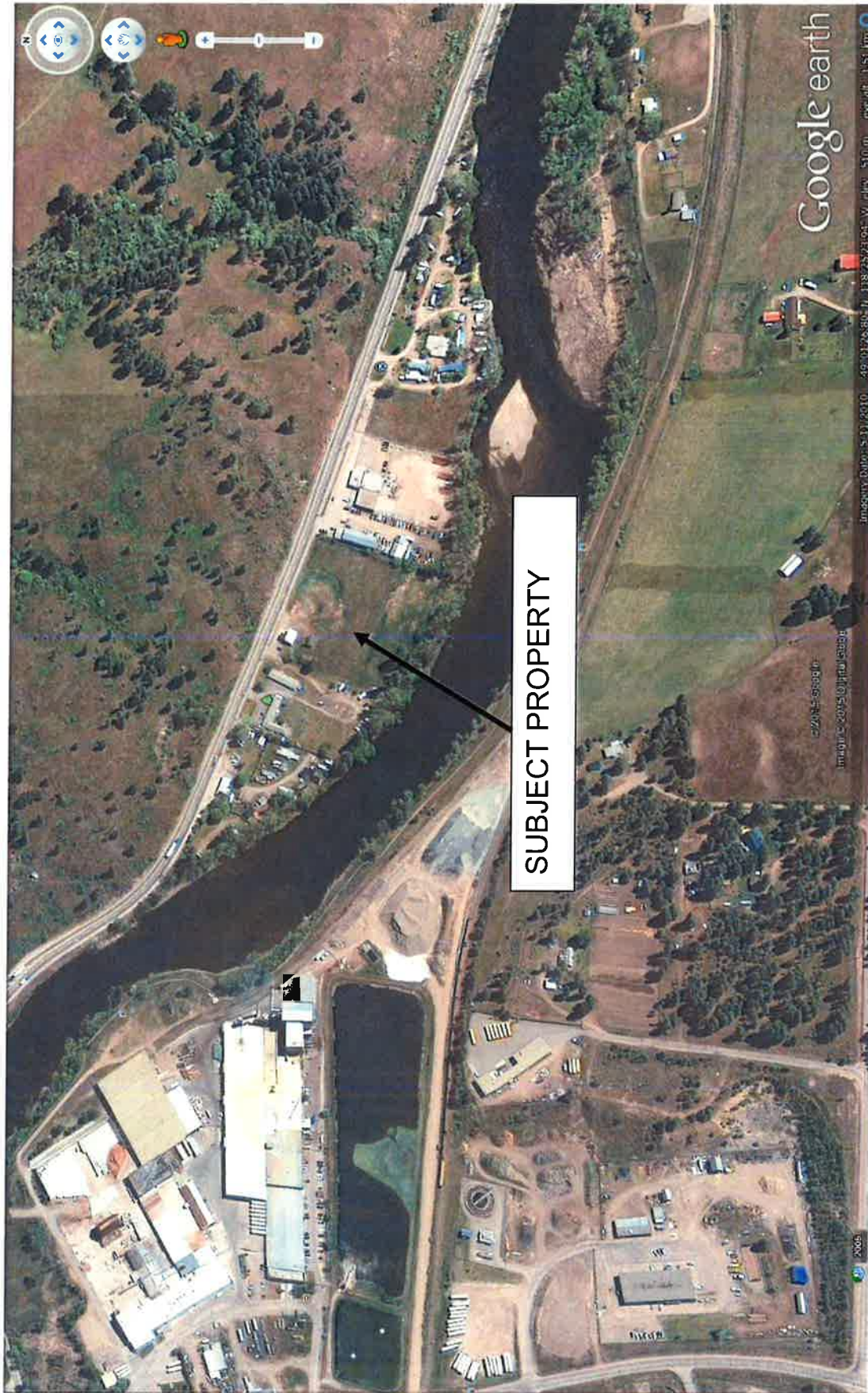
This report and map is for general information only. The RDKB does not guarantee its accuracy or correctness. All information should be verified.

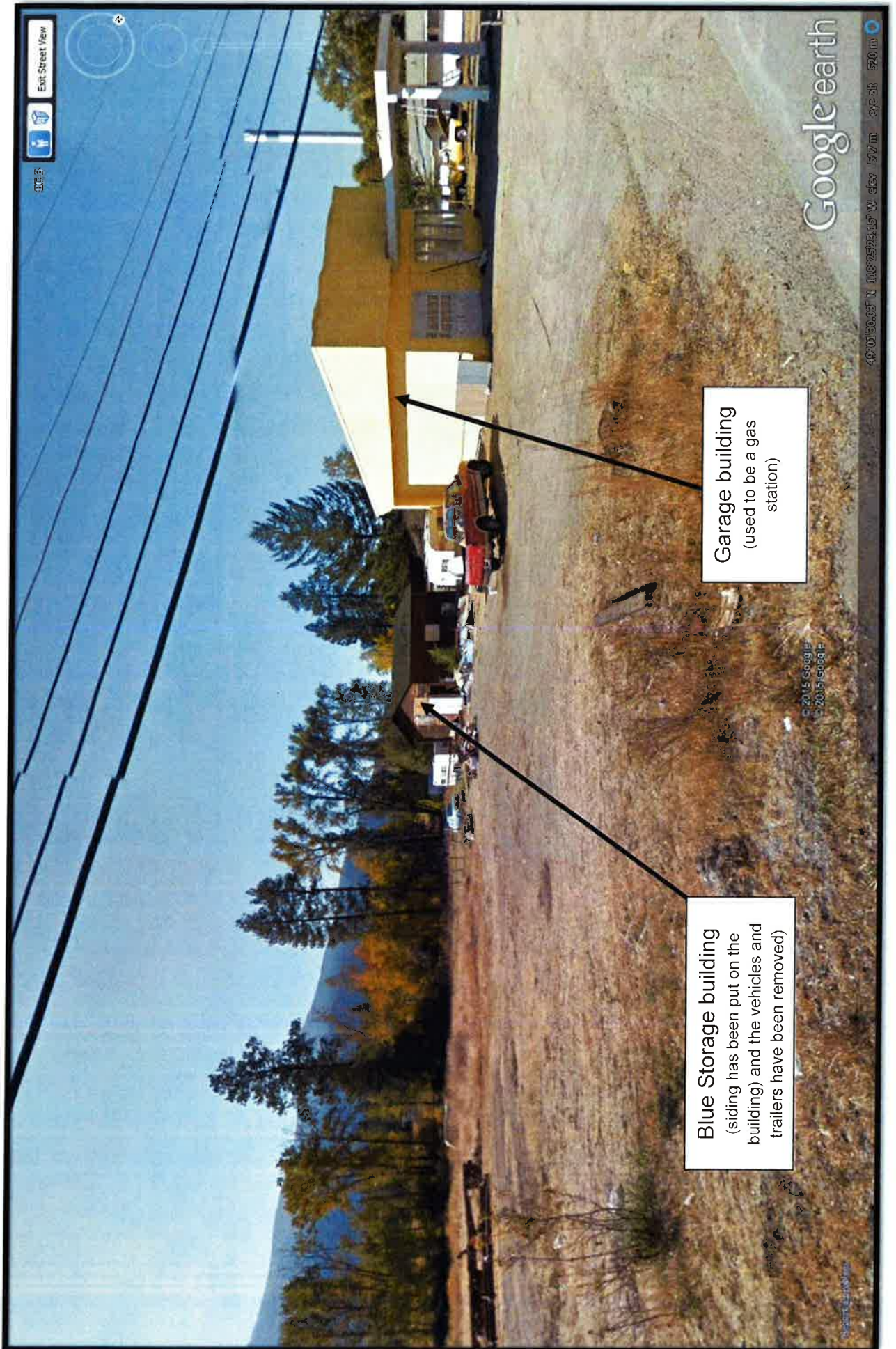
Page 1 of 1











Garage building
(used to be a gas
station)

Blue Storage building
(siding has been put on the
building) and the vehicles and
trailers have been removed)

SECTION 41

HC (Highway Commercial) Zone

Permitted Uses

1. The following uses and no others are permitted in a HC zone:

- (a) hotels or motels;
- (b) restaurants;
- (c) automobile sales and parts supply, service stations;
- (d) convenience stores including gas bars;
- (e) car wash establishments;
- (f) retail sales establishments;
- (g) personal service establishments;
- (h) liquor licensed premises;
- (i) animal hospitals;
- (j) building supply establishments;
- (k) offices;
- (l) tool and equipment rental establishments.

Permitted accessory uses and buildings on any parcel includes the following:

- (m) a dwelling unit contained within the above noted permitted uses;
- (n) any accessory building or structure for the above noted uses.

Regulations

2. On a parcel located in a HC zone:

Minimum Parcel Size for Subdivision purposes

- (a) There is no minimum parcel size and the parcel shall be connected to a community sewage and water system;

Number and type of Dwelling Units allowed

- (b) Apartment units contained within the above-mentioned commercial activities are permitted. Not more than 30% of the principal building shall be used for apartments.

Height

- (c) No building or structure shall exceed 12 metres (40 ft) in height;

Setbacks

Bylaw 1679

- (d) Except as otherwise specifically permitted in this bylaw, ***no building, structure or illuminated sign shall be located within 4.6 meters (15 ft) of a lot in a Residential zone;***

SECTION 41 **HC (Highway Commercial) Zone** cont'd

Accessory Buildings

- (e) No accessory building shall have a total floor area greater than 25% of the principal structure;
- (f) No accessory building shall be located closer than 1.5 metres (5 ft) to a rear parcel line.

Lot Area Coverage

- (g) The maximum permitted lot area coverage shall be as follows:
Principal building with all accessory buildings and structure 60%

Additional Requirements

- (h) ***deleted by Bylaw 1679***
- (i) If a fence is erected it shall not exceed a height of 2.4 metres (8 ft);
- (j) See Sections 13 to 30A of this Bylaw.



Development within this designation may occur up to a maximum of 60 units per hectare.

anticipated that the demand for these types of uses will continue to increase.

Highway & Tourist Commercial (HT)

- Within this designation, automobile oriented tourist services areas for visitors and residents and encouraged and focused along Central Avenue/Highway #3. Development will consist primarily of commercial and institutional uses. Some residential development may occur where appropriate.

Heritage Corridor (HC)

- This designation is located along Central Ave/Highway #3, immediately west of the Core Commercial area of Grand Forks.

Light Industry (LI)

- This designation is located in strategic locations in Grand Forks, including in the northwest along Donaldson Drive, in the northeast along Granby Road and in the southeast along Sagamore Ave. This designation includes light industrial uses and service commercial uses that can be developed in a manner compatible with adjacent uses.

Heavy Industry (HI)

- Located in the northeast along Granby Road and south of the Kettle River, this designation supports the continued use and development of heavy industrial activities, such as lumber production, log storage and other associated industrial uses.

Institutional (IN)

- Institutional land uses within Grand Forks are located throughout the community. Over time, the types of institutional uses have evolved with the growth and maturation of the community and it is

Hillside & Resource District (HR)

- Within Grand Forks, this designation is applied to those parts of the City which are largely undeveloped and lacking municipal services, or located on slopes greater than 20%. These areas are generally located along the eastern boundary of Grand Forks and are not to be urbanized until municipal services can be made available, once infilling and densification of other areas has occurred.

Environmental Resource District (ER)

- The Environmental Resource District designation applies to an area located in the northwestern area of the community. Although the ER designation generally allows for uses and densities within the Low Density Residential (LR) designation, this area acknowledges the groundwater and floodplain conditions associated with these lands. Any development in this area will require an Environmental Development Permit to should ensure that steps are taking to address the potential groundwater conditions and/or flood hazard.

Park & Open Space (PK)

- This designation encourages recreation and transportation opportunities for local residents and captures the beauty and setting of natural areas, parks and open spaces and trails throughout Grand Forks and along the Kettle and Granby Rivers.

In addition, the form and character of the community is guided by the objectives outlined in a number of Development Permit (DP) Areas. These DP areas are



14.4 General Commercial Development Permit Area

The General Commercial Development Permit Area is designated under Section 919.1(1)(d) (revitalization of a commercial area) and Section 919.1(1)(f) (form and character of commercial development) of the *Local Government Act*.

Area

Within the City of Grand Forks, all lands designated Highway & Tourist Commercial are designated as a General Commercial Development Permit Area on the Development Permit Area Map (Schedule 'C').

Commercial Core areas, surrounding the Historic Downtown, are designated as a General Commercial Development Permit Area on the Development Permit Area Map (Schedule 'C').

Justification

Highway & Tourist Commercial

Highway & Tourist Commercial areas are quite visible from Highway 3 and often are the first impression that tourists get of Grand Forks. For commercial development in the Highway & Tourist Commercial area, special considerations are required to address the following:

- the highway corridor is a high visibility area and therefore the visual image of the community must be presented in a positive way;
- access along a high volume controlled access route has implications on commercial development; and

- compatibility between the residential areas and the commercial development.

Commercial Core

The Commercial Core areas, surrounding the Historic Downtown, form a strong part of the community's identity. As development occurs, Council would like to ensure that the visual character of these areas improves in a way that compliments the Historic Downtown area.

An objective of this designation is to maintain and enhance the image of the Commercial Core areas, surrounding the Historic Downtown, by requiring a high standard of development. Development will meet a consistently high standard of visual quality to assure that the character of the commercial core will continue to improve over time.

14.4.1 - Conditions for which a Commercial Development Permit is not Required

The following may be undertaken without a Commercial Development Permit:

- internal alterations, which do not affect the outer appearance of the building;
- replacement, upgrading or repair of roofing;
- painting the exterior of a building;
- replacement of windows;
- construction of a fence;
- construction of an accessory building or addition to a commercial building that does not alter patterns or requirements of parking, access, loading or landscaping on the site; and
- replacement of an existing sign or canopy, where the size and design of the replacement



sign or canopy are generally consistent with the sign or canopy being replaced.

14.4.2 - Guidelines

Development permits issued in this designation shall be in accordance with the following guidelines:

Buildings and Structure

- .1 Buildings should be designed in a way that enhances the visual character of the commercial area.
- .2 The shape, scale and siting of buildings should be consistent with adjacent development.
- .3 The shape, siting, rooflines, architectural features and exterior finish should be sufficiently varied to create interest and avoid a monotonous appearance.
- .4 Monolithic structures and long expanses of straight walls should be avoided.
- .5 Large buildings should be designed in a way that creates the impression of smaller units and less bulk, by using building jogs and irregular faces.
- .7 Buildings should be designated in a way that relates positively to pedestrians at the street level.

Access and Parking

- .8 Parking areas with more than 20 stalls should be broken into smaller groups, divided by landscaping.
- .9 Off-street parking and loading should be encouraged where possible and designed to promote safe and efficient vehicle entrances and exits, and on-site circulation.
- .10 Sites should be designed in a way that accommodates alternative modes of transportation, with provisions made for features such as pedestrian sidewalks, bicycle and walking paths or lanes, and bicycle racks on the site. Pedestrian and bicycle networks on the site should link with networks off the site.

Screening, Landscaping and Amenities

- .11 Sites should be provided with screening in the form of walls, decorative fencing, hedging, planting, other screening materials or a combination of materials in the following areas:
 - around outdoor storage areas, waste containers, heating and cooling equipment, and other service areas; and
 - between the rear of commercial areas and any residential area.
- .12 The site should be provided with landscaping:
 - between parking areas and roadways; and
 - between buildings and parking areas.



- .13 Where setbacks are required between the building and the property line, the site should be provided with landscaping:
- along the property edge next to roadways; and
 - along the sides of buildings.

Lighting

- .14 Land uses or establishments should be designed to ensure that they do not produce a strong glaring light or reflection of that light beyond their lot lines. Shielded or controlled intensity lights are required.

Signage

- .15 Signage should complement the building design and finish.

REQUEST FOR DECISION

— REGULAR MEETING —



To: Mayor and Council
From: Chief Financial Officer
Date: December 14, 2015
Subject: Bylaw 2019 – The City of Grand Forks 2016 Revenue Anticipation Borrowing Bylaw
Recommendation: **RESOLVED THAT COUNCIL** give three readings to Bylaw No. 2019 – “The City of Grand Forks Revenue Anticipation Borrowing Bylaw – 2016”

BACKGROUND:

Bylaw 2019, the City’s proposed 2016 Revenue Anticipation Borrowing Bylaw, was presented to the Committee of the Whole on December 14, 2015.

The Community Charter gives municipalities the authority to borrow money to cover obligations during the period between the beginning of the fiscal year (January 1) and the property tax payment due date of the first working day after July 1.

Although the City has enough cash on hand to cover its obligations for a considerable length of time, the adoption of an annual Revenue Anticipation Bylaw is a requirement of the City’s banking contract with the Grand Forks and District Credit Union as it covers the City’s overdraft.

Bylaw 2019 is now presented for first three readings.

Benefits or Impacts of the Recommendation:

General: This bylaw is a Statutory and Contractual requirement which allows for coverage of the City’s overdraft.

Strategic Impact: N/A

Financial: The City currently has \$2 million in overdraft protection.

Policy/Legislation: This is an annual bylaw which is covered under Section 177 of the Community Charter and fulfils the requirement of the banking agreement with the Credit Union.

Attachments: Bylaw 2019 “The City of Grand Forks Revenue Anticipation Borrowing Bylaw - 2016”

REQUEST FOR DECISION

— REGULAR MEETING —





Recommendation:

RESOLVED THAT COUNCIL give three readings to Bylaw No. 2019 –
"The City of Grand Forks Revenue Anticipation Borrowing Bylaw – 2016"

OPTIONS:

1. **RESOLVED THAT COUNCIL RECEIVES THE STAFF REPORT**
2. **RESOLVED THAT COUNCIL DOES NOT ACCEPT THE STAFF REPORT**
3. **RESOLVED THAT COUNCIL REFERS THE MATTER BACK TO STAFF FOR FURTHER INFORMATION.**

	
Department Head or CAO	Chief Administrative Officer

THE CORPORATION OF THE CITY OF GRAND FORKS

BYLAW NO. 2019

A Bylaw Authorizing the Corporation of the City of Grand Forks to Borrow the Sum of Two Million Dollars to Meet the Current Year's Expenditures

=====

WHEREAS pursuant to Section 177 of the Community Charter, the Council of a Municipality may, by bylaw, provide for the borrowing of such sums of monies as may be necessary to meet the current lawful expenditures of the Municipality;

NOW THEREFORE, the Council of the Corporation of the City of Grand Forks, in open meeting assembled, **ENACTS**, as follows:

1. It shall be lawful for the Corporation of the City of Grand Forks to establish a line of credit to borrow upon the credit of the City, from the Grand Forks Credit Union, the sum, at any one time, of up to Two Million Dollars (\$2,000,000.00) in such amounts and at such times as may be required, bearing interest at a rate not exceeding the rate established for Municipalities, as set by the Grand Forks Credit Union from time to time.
2. That the money borrowed and interest thereon, shall be repaid on or before the 31st day of December 2016.
3. That the amounts so borrowed shall be a liability payable out of the City's revenues for the year ended December 31st, 2016.
4. That the form of the obligation to be given as an acknowledgment of the liability to the Grand Forks Credit Union shall be a promissory note(s) or overdraft lending agreement for sums as may be required from time to time, signed by the Mayor and the Chief Financial Officer of the City and shall bear the Corporate Seal and all such notes(s) or overdraft lending agreements shall be made payable on or before the 31st day of December, 2016.
5. This bylaw may be cited as the **"The City of Grand Forks Revenue Anticipation Borrowing Bylaw - 2016"**.

Introduced this 14th day of December, 2015

Read a **FIRST** time this 14th day of December, 2015.

Read a **SECOND** time this 14th day of December, 2015.

Read a **THIRD** time this 14th day of December, 2015.

FINALLY ADOPTED this ____ day of _____

Frank Konrad – Mayor

D. Heinrich – Corporate Officer

CERTIFICATE

I hereby certify the foregoing to be a true and correct copy of Bylaw No. 2019
as passed by the Municipal Council of the Corporation of the
City of Grand Forks on the ____ of _____.

Corporate Officer of the Municipal Council of the Corporation
of the City of Grand Forks

REQUEST FOR DECISION

— REGULAR MEETING —



To: Mayor and Council
From: Manager of Operations
Date: December 14, 2015
Subject: Water Regulations Bylaw No. 1973-A1
Recommendation: **RESOLVED THAT COUNCIL give third reading to the Water Regulations Bylaw No. 1973-A1.**

BACKGROUND: City staff are currently working on completing the Universal Water Metering project with both pit meter and inside meter installations. In late August, the program resumed with City staff creating a data base to work from, reassessment of all properties currently without a water meter, locating curb stops, ordering of Neptune water meters from Fred Surridge and other materials (7 week delivery from manufacturer), and working with contractors (water on/off, BC 1 calls and worksite inspections). After the assessments were substantially completed, the numbers from the original program for pit meters vs inside installations were almost reversed. This substantially changed the RFP posted by staff in late August and also affected the process for the inside water meter installations due to the increased numbers. The City will consider not awarding the RFP posted in August for the Pit Meter Installations due to the substantial change with the program. The City is also pursuing an opportunity to apply for a grant that may qualify for the pit meter installations and backflow protection.

Under the current Bylaw No. 1973, the timelines do not allow for residents that have already signed up for their water meter installation to be installed without being billed. Water Regulations Bylaw No. 1973-A1 was originally drafted to extend timelines for water meter installations to December 31, 2015 and clean up some language/billing concerns. With these addition reasons, Council is requested to consider extending the Universal Water metering deadline to July 31st, 2016. The residents have been very good with staff while working towards the completion of this program. The City would like to give our residents the best possible value, this would be facilitated by extending the timeline for having their water meter installed by July 31, 2016. In order to make these additional changes, Council rescinded the third reading of Bylaw No. 1973 –A1 at the November 30, 2015 Regular meeting to allow for the changes to be made.

REQUEST FOR DECISION

— REGULAR MEETING —



Benefits or Impacts of the Recommendation:

General: Inside water meter installations are under way and an RFP recently closed after the City assessments were substantially completed. The pit meter sample batches have just been completed by the interested proponents for budgeting purposes.

Strategic Impact: Fiscal Accountability
Asset Management
Universal Water Metering for optimizing water system services and reducing energy requirements.


Financial: This project has been funded through accumulated gas tax funding. Budget numbers after City assessments are currently on track to fall within the originally budgeted amount.

Policy/Legislation: Water Regulations Bylaw No.1973, Bylaw 2014, and Water Regulations Bylaw No. 1973-A1.

Attachments: Water Regulations Bylaw No.1973-A1

Recommendation: **RESOLVED THAT COUNCIL give third reading to the Water Regulations Bylaw No. 1973-A1.**

OPTIONS: 1. RESOLVED THAT COUNCIL SUPPORTS RECOMMENDATION
2. RESOLVED THAT COUNCIL DOES NOT SUPPORT RECOMMENDATION
3. RESOLVED THAT COUNCIL REFERS THE MATTER BACK TO STAFF FOR FURTHER INFORMATION.

	
Department Head or CAO	Chief Administrative Officer

THE CORPORATION OF THE CITY OF GRAND FORKS

WATER REGULATIONS BYLAW NO. 1973-A1

A bylaw to provide for the regulation and use of the water system of the City of Grand Forks

WHEREAS the City of Grand Forks has established and operates a water system pursuant to its powers under the Community Charter, for the purpose of providing water to the residents, institutions, commercial and industrial users and all other consumers in the City;

AND WHEREAS the City Council of the City of Grand Forks deems it necessary to set the rates, fees, charges and terms and conditions under which water may be supplied, protected and used;

NOW THEREFORE, the Council of the Corporation of the City of Grand Forks, in open meeting assembled, **ENACTS** as follows:

1. TITLE

- 1.1 This bylaw may be cited for all purposes as the **“Water Regulations Bylaw No. 1973-A1, 2015”**.

2. DEFINITIONS

- 2.1 In this Bylaw, unless the context otherwise requires:

“Agricultural User” means any Owner of land in the Agricultural Land Reserve or bona fide agricultural land that is connected to the Waterworks System;

“Applicant” means any Owner or duly authorized agent making an application for Service, Water Connection/Disconnection or the Turn-on or Turn-off of water;

“Backflow Preventer” means a mechanical apparatus installed in a water system that prevents the backflow of contaminants into the potable Waterworks System;

“Bi-monthly” means every two-month period;

“Bone Fide Agricultural Land” means land used for agricultural purposes, as defined by the BC Assessment Authority;

“Bylaw Enforcement Officer” means a person in a class prescribed under Section 273 (c) of the Community Charter who is designated by a local government as a bylaw enforcement officer and every Peace Officer;

“City” means the Corporation of the City of Grand Forks;

“City specifications” means the specifications, drawings and other standards for works and services established under the Subdivision, Development and Servicing Bylaw No. 1424, 1994.

“Collector” means the Person appointed from time to time by Council as the Collector;

“Collector’s Roll” means a list of each property served by the Waterworks System that is liable to water charge and which designates the Owner as a Domestic User, a Non-Domestic User, an Agricultural User or a combination thereof;

“Commercial” means all industrial, utility and business properties as defined as Class 2, 4, 5 and 6 under the B.C. Assessment Act and any institutional and apartment buildings with three or more units and any residential with two or more units within the same assessment folio, upon written application by the Owner;

“Council” means the Municipal Council of the Corporation of City of Grand Forks;

“Curb Stop” means the valve on a Service pipe located on the street or lane at or near an Owner’s Parcel Boundary;

“Customer” means any person, company or corporation who has opened a service account with the City for the purpose of being supplied water from the City Waterworks System;

“Domestic User” means any Owner of land connected to the Waterworks System using water for residential household requirements, sanitation, fire prevention or lawn and garden irrigation purposes;

“Dwelling Unit” means a building or a part of a building in which a person or persons live. This means one or more rooms are to be used as or designed as a residence, which contains sleeping, cooking and sanitary facilities and has an independent entrance, either directly from outside a building or from a common hallway inside a building.

“Manager of Operations” means the individual appointed by Council to manage and oversee the day-to-day operation of the Waterworks System or his/her designate and, along with other City Staff, to administer this bylaw;

“Meter Pit” means a chamber installed below or above the ground over a residential or irrigation water Service for the purpose of installing a Water Meter;

“Non-Domestic User” means any Owner of land connected to the Waterworks System that is not using water as a Domestic User or Agricultural User;

“Occupier” has the same meaning as in the Community Charter, as amended from time to time;

“Owner” has the same meaning as in the Community Charter, as amended from time to time;

“Parcel Boundary” means the line that defines the perimeter of a parcel of land;

“Person” includes a corporation, partnership or party and the Personal or legal representatives of a Person to whom the context can apply, according to law;

“Service” means and includes the supply of water to any Owner or any lot and all the pipes, valves, fittings, meters, connections and other things necessary for the purpose of such supply;

“Service Connection” means the connecting line from the Waterworks System to the Parcel Boundary and includes all related pipes, shut off valves and other appurtenances;

“Single-family Detached Dwelling” means a Dwelling Unit generally designed for and occupied by one family;

“Sprinkling” means to allow water from the City’s water supply to enter onto lawns, gardens and other outdoor areas;

“Turn-off” means to discontinue the Service to any Owner or any lot by closing a Curb Stop or by such other means as the City finds appropriate;

“Turn-on” means to commence the Service to any Owner or any lot by opening a Curb Stop or by such other means as the City finds appropriate;

“Water Connection” means the pipes and appurtenances on private property used or intended to be used to conduct water from the Curb Stop to the private property;

“Water Meter” means an apparatus or device used for measuring the volume of water passing through it and includes any accessories such as a remote reader device and the connecting cable;

“Water User” means any Person who is the Owner or agent for the Owner of any premises to which the Service is provided and also any Person who is the Occupier of any such premises and also any Person who is actually a user of water supplied to any premises;

“Waterworks System” means the entire water system of the City, including, without limitation, the distribution system and the intake, reservoirs and any water treatment facilities.

3. GENERAL PROVISIONS

- 3.1 To the extent that the City has not already established the Service of water supply, the City hereby establishes the Service of supplying water to the City through the Waterworks System and operating, constructing, maintaining and regulating the Waterworks System.
- 3.2 The City does not guarantee water pressure, continuous supply or direction of water flow. The City reserves the right at any time, without notice, to change the operating pressure, to shut off water or to change the direction of flow. The City, its officers, employees, nor agents shall be liable for any damage or other loss caused by changes in water pressure, shutting off water or change in direction of flow or by reason of the water containing sediments, deposits, or other foreign matter.
- 3.3 Nothing contained in this bylaw shall be construed to impose any liability on the City to provide water to any Person or property or to provide a continuous supply of water or water of any particular quantity or quality.
- 3.4 Any supply of water by the City is subject to the following conditions, in addition to the other conditions set out in this bylaw:
- (a) the City is not responsible for the failure of the water supply as a result of any accident or damage to the Waterworks System;
 - (b) the City is not responsible for any excessive water pressure or lack of water pressure;
 - (c) the City is not responsible for any temporary stoppage of water supply on account of alterations or repairs to the Waterworks System,

whether such arises from the negligence of any Person in the employ of the City or another Person, or through natural deterioration or obsolescence of the Waterworks System or otherwise.

4. APPLICATIONS FOR SERVICE CONNECTION AND WATER CONNECTION

- 4.1 An Owner or an Owner's duly authorized agent must make an application to the City to install a **Water** Service Connection from the Waterworks System to the

Owner's Parcel Boundary, and a the Water Connection from property line the Curb Stop to his or her private property and shall must submit the application on the required form(s), as provided by the City and amended from time to time. Such Applicant shall, on making the application, pay to the City the applicable fee(s) as set out in Schedule A.

5. CONSTRUCTION OF THE WATER SERVICE CONNECTION

- 5.1 Upon a completed application being received for the installation of a Service Connection, and payment of applicable fee(s) in full, a contractor pre-approved by the City may install a Service Connection from the Waterworks System to the Parcel Boundary and a Curb Stop at the Parcel Boundary.
- 5.2 An Owner is responsible for the installation of a Water Service Connection and a Curb Stop at the Parcel Boundary, at his or her sole cost.
- 5.3 Each property shall have only one Service Connection except where a separate connection is required by the Manager of Operations.
- 5.4 The size of the pipe to be used in providing a Water Service Connection to any premises and also the position in the street in which the Water Service Connection is to be laid shall be determined by the Manager of Operations.
- 5.5 No work of any kind in relation to a Water Service Connection, either for the laying of a new Water Service Connection or repair of an existing Water Service Connection, shall be done by any Person other than a contractor approved by the Manager of Operations.

6. CONSTRUCTION OF THE WATER CONNECTION

- 6.1 Upon a completed application being received for the installation of a Water Connection and payment of the applicable fee(s) in full, the Owner may install a Water Connection from the property line Curb Stop to the Owner's private property and the Manager of Operations shall classify the Owner as either a Domestic User, a Non-domestic User, an Agricultural User, or any combination thereof.
- 6.2 An Owner is responsible for the installation of a Water Connection, at his or her sole cost.

6.3 Installation of a Water Connection must comply with the following requirements:

- (a) the type and size of pipe used for the Water Connection must meet the standards for piping as determined by the Manager of Operations or his/her designate;
- (b) all Water Connection lines shall be installed to provide a minimum depth of 1.5 metres cover;
- (c) where required by the Manager of Operations, a Backflow Preventer must be installed at the building as close as possible to the entrance point of the Water Connection into the building; and
- (d) after the Water Connection lines have been installed, the Owner must not backfill the excavation until the installation of the Water Connection has been inspected and approved by the City.

6.4 No work of any kind in relation to a Water Connection, either for the laying of a new Water Connection or repair of an existing Water Connection, shall be done by any Person other than a contractor approved by the Manager of Operations.

6.5 The Owner is solely responsible for supplying, installing and maintaining the Curb Stop and the connection or joint at the property line between the **Water Service Connection** and the Water Connection.

6.6 The Owner is responsible for any damage caused by the Owner to the Curb Stop and must immediately notify the Manager of Operations of any such damage. **The City will repair and bill the repair on utility bill.**

6.7 Where required by the Manager of Operations, an Owner shall install a pressure-reducing device on his or her property, to the satisfaction of the Manager of Operations.

6.8 An Owner is responsible for maintaining the Water Connection and Backflow Preventer in good repair and in a clean and sanitary condition at all times, and must remedy any defect in the Water Connection as soon as the Owner becomes or is made aware of the defect. The Owner must immediately advise the Manager of Operations of any defect in the Water Connection.

7. WATER TURN-OFF / TURN-ON

7.1 All applications for the Turn-off or Turn-on of the water Service must be made in writing to the Manager of Operations not less than forty-eight (48) hours before the Turn-off or Turn-on is required.

- 7.2 On application by a property Owner or duly authorized agent, on the required form(s) as provided by the City and amended from time to time, the applicant shall pay the applicable fee as set out in Schedule A.
- 7.3 Any Person who applies to the City for the Turn-on of the Service Water Connection shall provide to the Manager of Operations confirmation that the Water Connection was satisfactorily tested, inspected and approved by the City.
- 7.4 No Person shall make an application for the Turn-off of the Service Water Connection from any premises in use, or occupied by any other Person, until such use or occupation has ceased, the premises have been vacated or the occupying Person has been given notification of thirty (30) days ~~consents~~.

- 7.5 Any unauthorized Person found to have turned the water on or off is guilty of an offence under this bylaw and will be subject to a penalty in accordance with Section 12.11.

8. WATER DISCONNECTION/RECONNECTION

- 8.1 When any building within the City is removed, demolished or abandoned, application for disconnection of a water Service shall be made in writing, by the property Owner, on the required form(s) as provided by the City and amended from time to time and delivered to the City Office. Until such application has been submitted, water rates may be charged as prescribed in Schedule A to the property Owner.
- 8.2 All applications for the disconnection or reconnection of the water Connection Service must be made in writing to the Manager of Operations not less than one (1) week before the disconnection/reconnection is required.
- 8.3 On application by a property Owner or duly authorized agent, on the required form(s) as provided by the City and amended from time to time, the applicant shall pay the applicable fee as set out in Schedule A.
- 8.4 Any Person who applies to the City for reconnection of the Water Service shall provide to the Manager of Operations confirmation that the Water Service Connection was satisfactorily tested, inspected and approved by the City.
- 8.5 Any unauthorized Person found to have disconnected from or reconnected to the water Connection Service is guilty of an offence under this bylaw and will be subject to a penalty in accordance with Section 12.11.
- 8.6 Should the property owner elect to have the water service to a building turned on or off, as described in Section 8 of this bylaw, water customer charge and fixed and capital fees will continue to be charged.

9. RESTRICTIONS ON USE OF WATER

- 9.1 Council may at such times and for such length of time as is considered necessary or advisable by Council, restrict or prohibit irrigation, yard and garden Sprinkling, car washing and private pool filling to reduce water usage when it considers water to be in short supply and every Person shall abide by such restriction or prohibition.
- 9.2 The City may at such times and for such length of time as is considered necessary or advisable by Council, restrict or prohibit other water uses when it considers water to be in short supply and every Person shall abide by such restriction or prohibition.

10. WATER METERS

- 10.1 ~~Every Owner of property that receives the supply of water from the Waterworks System shall, at the sole cost of the Owner, purchase a Water Meter from the City and shall install the Water Meter on his or her property in compliance with the provisions of this bylaw.~~

Every Owner of property that receives the supply of water from the Waterworks System shall, at the sole cost of the Owner, pay for the cost of a Water Meter from the City and shall install the Water Meter on his or her property in compliance with the provisions of this bylaw. The Water Meter shall remain the property of the City of Grand Forks.

- 10.2 Notwithstanding Section 10.1, the City shall supply and install Water Meters to those properties built prior to January 1 July 31, 2016, free of charge.
- 10.3 Only one Water Meter shall be installed for each Water Connection on a property.
- 10.4 The Manager of Operations may determine and specify the type and size of Water Meters for each type of property and use, considering the Manager of Operation's estimate of water consumption and other factors considered relevant by the Manager of Operations.
- 10.5 Every Water Meter shall be installed by a certified plumber or qualified contractor retained by the Owner of the parcel and approved by the Manager of Operations.
- 10.6 Where water services a single building on private property, the Water Meter shall be located in the building as close as possible to the entrance point of the Water Connection into the building, unless otherwise approved by the Manager of Operations.
- 10.7 Notwithstanding Section 10.6, the Owner of each newly constructed Single-family Detached Dwelling in the City shall install a water meter within the Dwelling Unit or

a Meter Pit, as per current industry standards as determined by the Manager of Operations, with a Water Meter at the Parcel Boundary. For clarity, a newly constructed single-family detached dwelling is any single-family detached dwelling constructed after adoption of this bylaw. The City will provide a water meter free of charge up until ~~July 31~~ July 31, 2016. Any new construction building permit after January 1, 2016 the water meter will be supplied by the City and billed to the utility account with the home owner being responsible for the installation of the water meter by a qualified contractor.

- 10.8 Where water services multiple-unit housing or Commercial, industrial or institutional property, the Water Meter must be located within a meter room or some other location approved by the Manager of Operations.
- 10.9 The Owner shall maintain the Water Meter on his or her property in good repair and shall not tamper with the Water Meter in any manner. The Owner shall provide adequate protection for the Water Meter against freezing, heat and other severe conditions that might damage the Water Meter.
- 10.10 If any breakage, stoppage or other irregularity in a Water Meter is observed by an Owner, the Owner shall notify the Manager of Operations immediately.
- 10.11 If a Water Meter installed on a property is destroyed, lost or damaged in any way, the Owner shall repair or replace the Water Meter at his or her sole cost.
- 10.12 An Owner must, at all reasonable times, provide adequate, convenient, and unobstructed access to the City for inspecting and reading the Water Meter.
- 10.13 No Person shall remove or in any way disturb a Water Meter except under the direction of the Manager of Operations.
- 10.14 The Service shall not be activated to a property until a Water Meter has been installed on the property and any Meter Pit has been inspected by the City and found to be in compliance with this bylaw.
- 10.15 If the City or an Owner questions the accuracy of the record of a Water Meter, the City shall designate a qualified professional to remove and test the Water Meter.
- 10.16 If the test performed under Section 10.15 discloses that the Water Meter is not less than 98% accurate in recording the water passing through the Water Meter, the party questioning the accuracy of the Water Meter shall pay the meter testing fee specified in Schedule A. If the test performed under Section 10.15 discloses that the Water Meter is less than 98% accurate in recording the water passing through the Water Meter, the cost of the test shall be borne by the City.

10.17 If the test performed under Section 10.15 discloses that the Water Meter is less than 98% accurate in recording the water passing through the Water Meter, the City shall repair or replace the Water Meter, at its own cost.

10.18 If the test performed under Section 10.15 discloses that the Water Meter is less than 98% accurate in recording the water passing through the Water Meter, the Manager of Operations shall adjust the Owner's water bill by the amount of the inaccuracy for a period not exceeding one (1) year. The adjustments shall only apply to the Owner who overpaid or underpaid and not to any subsequent Owner of the property.

11. FAILURE TO INSTALL A WATER METER

11.1 If an Owner fails to install a Water Meter as required by this bylaw, the City may, upon giving notice to the Owner, install a Meter Pit and Water Meter at the Curb Stop at the sole cost of the Owner. Prior to and including ~~July 31~~ July 31, 2016 the Owner will be responsible for the difference in cost between in-home installation and Meter Pit installation. After ~~July 31~~ July 31, 2016, the Owner will be responsible for all costs associated with installation. ~~unless booked for installation on or prior to December 15, 2015.~~

12. OFFENCES AND PROHIBITIONS

12.1 No Person shall:

- (a) connect or maintain any connection to, or use water from the Waterworks System without first obtaining permission from the Manager of Operations in accordance with this bylaw;
- (b) connect, cause to be connected or allow to remain connected any building on any property already connected to the Waterworks System to any other source of water;
- (c) connect, cause to be connected or allow to remain connected to the Waterworks System any pipe, fixture, fitting, container, appliance or apparatus, in any manner which, under any circumstances, could cause or allow any part of the Waterworks System to become contaminated;
- (d) sell, dispose of or otherwise give away water from the City Waterworks System; ~~unless a written request has been approved by the Manager of Operations.~~
- (e) connect any apparatus, fitting, or fixture to the Waterworks System which may in any way harm the Waterworks System.

- 12.2 No Person shall cause, permit or allow any device or apparatus of any kind to be or remain connected to the Waterworks System or allow it to be operated in such a manner as to cause sudden large demands for water or otherwise affect the stability of water pressure in the Waterworks System and, for the purposes of this section, such prohibited devices and apparatuses include, without limitation:
- (a) booster pumps;
 - (b) quick opening valves or quick closing valves;
 - (c) flush meters;
 - (d) rod hopper water closets;
 - (e) water-operated pumps or siphons;
 - (f) standpipes;
 - (g) large outlets.
- 12.3 Notwithstanding Section 12.2, an Owner may apply to the Manager of Operations in writing for permission to connect a prohibited device or apparatus to the Waterworks System. Upon receiving permission from the Manager of Operations, the Owner may connect a prohibited device or apparatus to the Waterworks System, subject to any terms and conditions imposed by the Manager of Operations.
- 12.4 No Person shall destroy, injure, obstruct access to, or tamper with any hydrant, valve, Curb Stop, pipe, pump or other fixture of the Waterworks System or the Water Connection and no Person shall, in any manner, make any additions, alterations or other changes to the Waterworks System or the Water Connection.
- 12.5 No Person shall use water from the Waterworks System unless that usage is recorded by a properly functioning Water Meter that is installed and maintained in accordance with this bylaw.
- 12.6 No Person shall install any piping or other works designed to allow water from the Waterworks System to be used without that usage being recorded by a Water Meter.
- 12.7 Where the Manager of Operations considers that a Person has violated Section 12.5 or 12.6, the City may install a Meter Pit with a Water Meter at or near the Parcel Boundary of the property either on the property or on the adjacent highway.
- 12.8 Where the City has installed a Meter Pit with a Water Meter under Section 12.7, the Owner of the property in respect of which the Meter Pit with a Water Meter was

installed shall pay to the City a fee equal to the cost incurred by the City to install the Meter Pit and Water Meter, including the cost of the pit and meter.

- 12.9 Where a Person has violated Section 12.4, 12.5 or 12.6, the Owner of the property in respect of which the violation has occurred shall pay to the City an unrecorded water usage penalty as set out in Municipal Ticket Information Bylaw No. 1957, and additional charges as described in Schedule A, whether or not the City has installed a Meter Pit with a Water Meter at or near the Parcel Boundary under Section 12.7.
- 12.10 Charges imposed under Section 12.8 or 12.9 are due and payable within 30 days of the date on which an invoice setting out the amount of the fee is mailed to the address of the Owner as shown on the assessment roll for the property referred to in those Sections and if unpaid on December 31 of the year in which the charges became due and payable, may be collected in the same manner and with the same remedies as property taxes.
- 12.11 Any Person who contravenes any of the provisions of this bylaw is liable, upon summary conviction, to a minimum fine of not less than One Thousand Dollars (\$1,000.00) and a maximum fine of Ten Thousand Dollars (\$10,000.00) and the cost of prosecution. Every day during which there is an infraction of this bylaw shall constitute a separate offence.
- 12.12 Any Person who contravenes any of the provisions of the Stage 1 through Stage 4 Watering Restrictions may be subject to a fine as described in Schedule 12 – A3 of the Municipal Ticketing and Information Bylaw No 1957

13. SHUT OFF OF WATER SUPPLY

- 13.1 The Manager of Operations may shut off the supply of water to any property for any or all of the following reasons:

- (a) a request for Turn-off or discontinuance of the Service;
- (b) maintaining, repairing, renovating, replacing, disinfecting or otherwise operating the Waterworks System;
- (c) an emergency that threatens the safety of the Waterworks System or the public;

and the City may shut off the supply of water to any property for any or all of the following reasons;

- (d) non-compliance with any provision of this bylaw;
- (e) shortage of water supply pursuant to Section 9.1 or 9.2 of this bylaw.

14. NOTICES OF WATER SHUT OFF

- 14.1 Where water supply is to be shut off for non-compliance with any provision of this bylaw, the City will give thirty (30) days notice to the Owner.
- 14.2 Where water supply is to be shut off for reason of non-compliance with any provision of this bylaw, the City will give the Person affected the opportunity to make representations to Council in respect of such non-compliance.
- 14.3 Where water supply is to be shut off for reason of shortage of water supply pursuant to Section 9.1 or 9.2 of this bylaw, the City will give at least seven (7) days notice, but no notice will be given where safety of life or property is at risk.
- 14.4 Where water supply is to be shut off for maintenance, repair, renovation, replacement, disinfection or other operation of the Waterworks System, the City will give at least two (2) working days notice for scheduled work, but no notice will be given where safety of life or property is at risk.
- 14.5 Notice under Sections 14.1, 14.3 and 14.4 may be given by one or more of the following:
- (a) posting notice on the property;
 - (b) providing notice on an Owner's water bill;
 - (c) mailing notice to the address supplied by the Owner or the address of the property;
 - (d) telephoning the Owner, which may include speaking directly to the Owner or leaving a message at the telephone number supplied by the Owner.
- 14.6 The City is not responsible for any notice failing to reach an Owner or other Water User prior to the shut off of water.

15. WATER USE CHARGES

- 15.1 Property Owners shall be responsible for payment of all rates for water used and consumed on properties owned by them.
- 15.2 The user rates and charges specified in Schedule A are imposed and levied for Water Services supplied by the City. All such rates shall be due and payable on or before the date shown as the DUE DATE on the Bi-monthly billing rendered by the City. These rates may also be paid on the City's Tax/Utility Preauthorized Pre-Payment Plan.

- 15.3 User rates and charges not paid by the DUE DATE shall be subject to an overdue account penalty, as set out in the current Fees and Charges Bylaw, on the working day after the DUE DATE and monthly thereafter.
- 15.4 For any new water Service connected to the City system during a Bi-monthly billing period, full basic charges for the billing period will apply and the user rates relating to consumption shall be based on recorded consumption. If no meter reading is available, the user rate will be prorated over the number of days from connection to the end of the billing period.
- 15.5 For any Water Service disconnected or reconnected from the City system, Section 8 of this bylaw shall apply. Should the property Owner elect to have water Service to a building turned on or off, as described in Section 7 of this bylaw, water basic charges and user rates will continue to be charged.
- 15.6 The charges prescribed in Schedule A to cover the cost of disconnecting or reconnecting the service or turning the water supply "off" or "on" shall apply.
- 15.7 User rates shall be invoiced on a Bi-monthly basis.
- 15.8 Upon application, the City will permit qualifying customers, to make equal monthly payments. The payments will be calculated to yield during the period ending in December, the total estimated amount that would be payable by the customer during the year. Application will be accepted at any time of the year. All accounts will be reconciled in December.

A customer will qualify for the plan provided the account is not in arrears and the customer expects to be on the plan for at least one (1) year.

The equal payment plan may be terminated by the customer, or the City, if the customer has not maintained his credit to the satisfaction of the City. The City deems credit to be unsatisfactory if, for any reason, two payments fail to be honoured. On the reconciliation date, or termination, the amounts payable by the customer to the City for water Service actually consumed during the equal payment period will be compared to the sum of equal payments made during the period. Any resulting amount owing by the customer will be paid to the City. An excess of payments over charges will be paid or credited by the City to the customer. If such amounts are less than \$10.00 (ten dollars), they will be carried forward and included in the calculation of the equal payments for the next period.

- 15.9 All rates and charges remaining unpaid on the 31st day of December in each year shall be added to and form part of the taxes payable in respect of the land and improvements therein, and shall be entered on the Collector's Roll as taxes in arrears.

16. INSPECTION

- 16.1 The Manager of Operations and any Bylaw Enforcement Officer may enter on any property at any reasonable time for the purpose of inspecting and ascertaining whether the regulations and requirements of this bylaw are being observed.
- 16.2 No Person shall obstruct or interfere with the Manager of Operations or any Bylaw Enforcement Officer in the performance of his or her duties or the exercise of his or her powers under this bylaw.

17. SEVERABILITY

- 17.1 If any portion of this bylaw is held to be invalid by a court of competent jurisdiction, such invalidity shall not affect the validity of the remaining portions of this bylaw.

18. REPEAL

- 18.1 The "Corporation of the City of Grand Forks Waterworks Regulation Bylaw No. 1973, 2014 and Bylaw No. 2014, 2015" and all amendments thereto are hereby repealed.

19. ENACTMENT

- 19.1 This bylaw is to take effect upon adoption by the Council of the Corporation of the City of Grand Forks.

READ A FIRST TIME this 17th day of August, 2015.

READ A SECOND TIME this 17th day of August, 2015.

READ A THIRD TIME this 14th day of December, 2015.

FINALLY ADOPTED this _____ day of _____, 2016.

Mayor

Corporate Officer

CERTIFICATE

I hereby certify the foregoing to be a true and correct copy of Bylaw No. 1973-A1, as passed by the Municipal Council of the City of Grand Forks on the _____ day of _____, 2016.

Corporate Officer of the Municipal Council of the
City of Grand Forks

Date Signed

DRAFT

Bylaw No. 1973-A1

Page 1 of 3

SCHEDULE "A"
SERVICE CHARGES

1. Charges for installation of water service:

- (a) Residential: 19 mm diameter (3/4") & 24.5 mm diameter (1")
***NOTE: Water Meter Mandatory**

At Cost by Contractor, including any additional service costs itemized in (d), plus 15%

- (b) Commercial, Industrial & Institutional
***NOTE: Water Meter Mandatory**

At Cost by Contractor, including any additional service costs itemized in (d), plus 15%

- (c) Renewal (upgrading, including meter retrofit)

At Cost by Contractor, including any additional service costs itemized in (d), plus 15%

- d) Additional service costs not included in (a), (b), and (c) above:

i) Service or main extension (greater than 25.4 mm diameter and/or where the service line exceeds 15 m in length)

ii) Restoration including but not limited to: asphalt road repair, concrete curb, sidewalk (concrete), and boulevard landscaping

iii) Inspections and/or pressure testing **\$150.00**

2. Charges for each time the water supply is turned on/off

During normal working hours (Monday – Friday) **\$ 50.00**

3. Charges for after-hours callout – evenings, weekends, statutory holidays

Private property issue **\$ 250.00**

Rate per cubic meter or portion thereof	\$4.00
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(a) Standard in-house installation

At Cost by Contractor, plus 15%

(b) In-house installation with modifications*

At Cost by Contractor, plus 15%

(c) Pit meter

At Cost by Contractor, plus 15%

(d) Water meter for new house construction

At Cost supplied by City, plus 15% added to utility bill

*Any modifications to water meter installation that result in the requirement for a manual read of the meter will result in a reading charge.

(a)	Manual meter reading charge – per occurrence	\$ 25.00
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(a)(b)	Meter re-read at Customer's request – per occurrence	\$ 25.00
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(b)(7)(C)	Meter testing at Customer's request – per occurrence	At Cost
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(c)(d)	Water meter tampering charge – per occurrence	\$200.00
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(d)(e) Charge for damage due to tampering

(e)	Curb stop damaged by owner repaired by City	At cost plus 15%
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At Cost by Contractor for installation of new water meter plus the water meter tampering charge.

Schedule A
Bylaw No. 1973-A1
Page 3 of 3

7. User Rates – Effective July 1, 2014

	Per Unit Bi-monthly Fixed Charge & Capital Charge	Per Account (per meter) Bi-monthly Fixed Charge & Capital Charge	Per Account Bi-monthly Customer Charge	Per Cubic Meter	Bi-Monthly Variable Water Charges for Non-Metered, Per Residence
User Class					
Metered Multi-Family Apartment (one tax folio)	\$28.50 \$29.18		\$7.00 \$7.17	\$0.113 \$0.116	
Commercial Office Properties (water use restricted to staff washroom)		\$26.50 \$27.14	\$7.00 \$7.17	\$0.113 \$0.116	
Commercial (Class06) Properties not listed below		\$59.00 \$60.42	\$7.00 \$7.17	\$0.124 \$0.127	
Large Industrial (Class 04) Properties		\$59.00 \$60.42	\$7.00 \$7.17	\$0.124 \$0.127	
Commercial laundry, car wash Properties		\$59.00 \$60.42	\$7.00 \$7.17	\$0.124 \$0.127	
Hotels, Restaurants, Malls		\$59.00 \$60.42	\$7.00 \$7.17	\$0.124 \$0.127	
Institutions, schools, recreation facilities (arenas, pools) irrigation systems		\$59.00 \$60.42	\$7.00 \$7.17	\$0.124 \$0.127	
Buildings not connected to Water System on lots where service is available		\$21.50 \$22.02	\$7.00 \$7.17		
Residential Properties not metered	\$45.25		\$7.00 \$7.17		\$16.40 \$16.79