



**REVISED**

## **FINANCIAL MANAGEMENT COMMITTEE**

### *NOTICE OF OPEN MEETING*

**DATE:** THURSDAY, 2016 APRIL 28  
**TIME:** 5:30 PM  
**PLACE:** Council Committee Room, Burnaby City Hall

### **A G E N D A**

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| 4. | <b><u>NEW BUSINESS</u></b> |  |
| 5. | <b><u>INQUIRIES</u></b>    |  |
| 6. | <b><u>ADJOURNMENT</u></b>  |  |



## **FINANCIAL MANAGEMENT COMMITTEE**

### **MINUTES**

An Open meeting of the Financial Management Committee was held in the Council Committee Room, Burnaby City Hall, 4949 Canada Way, Burnaby, B.C. on Thursday, 2016 March 24 at 5:30 p.m.

#### **1. CALL TO ORDER**

PRESENT: Councillor Dan Johnston, Chair  
Councillor Colleen Jordan, Vice Chair  
Councillor Paul McDonell, Member

STAFF: Mr. Lambert Chu, Acting City Manager  
Mr. Lou Pelletier, Director Planning and Building  
Ms. Denise Jorgenson, Director Finance  
Mr. Dave Ellenwood, Director Parks, Recreation & Cultural Services  
Ms. Shari Wallace, Chief Information Office  
Mr. Dipak Dattani, Deputy Director Engineering  
Mr. Patrick Shek, Chief Building Inspector  
Ms. Blanka Zeinabova, Administrative Officer

The Chair called the Open meeting to order at 5:32 p.m.

#### **2. MINUTES**

- a) **Minutes of the Open meeting of the Financial Management Committee held on 2016 February 24**

MOVED BY COUNCILLOR JORDAN

SECONDED BY COUNCILLOR MCDONELL

THAT the minutes of the Open meeting of the Financial Management Committee held on 2016 February 24 be adopted.

CARRIED UNANIMOUSLY

**3. CORRESPONDENCE**

MOVED BY COUNCILLOR JORDAN  
SECONDED BY COUNCILLOR MCDONELL

THAT the correspondence be received.

CARRIED UNANIMOUSLY

**a) Correspondence from Margaret Stevens**  
**Re: Increase in Property Assessment**

Correspondence was received from Margaret Stevens expressing concern regarding increase in property assessment.

Arising from consideration of the correspondence, the Committee also received a memorandum from the City Clerk regarding NAIOP (Commercial Real Estate Development Association), Vancouver Chapter's 2015 Municipal Report Card.

**b) Memorandum from the City Clerk**  
**Re: NAIOP Vancouver 2015 Municipal Report Card**

A memorandum was received from the City Clerk advising that Council, under the New Business portion of the 2016 March 21 Council meeting, referred the NAIOP (Commercial Real Estate Development Association) survey to the Financial Management Committee. The survey compares the relative development costs among more than 20 municipalities in the Lower Mainland.

**4. REPORTS**

MOVED BY COUNCILLOR MCDONELL  
SECONDED BY COUNCILLOR JORDAN

THAT the reports be received.

CARRIED UNANIMOUSLY

**a) Report from the Director Finance**  
**Re: 2016 Gaming Interest & Stabilization Funding Requests**

The Director Finance submitted a report seeking approval for the use of Gaming Interest and Stabilization Funds.

The Director Finance recommended:

1. THAT the Financial Management Committee recommend Council approve funding of \$4,016,500 from Operating Gaming Fund and \$3,628,500 from the Stabilization funding for 2016 projects, as outlined in Attachments 1 and 2 of this report.

MOVED BY COUNCILLOR JORDAN

SECONDED BY COUNCILLOR MCDONELL

THAT the recommendation of the Director Finance be adopted.

CARRIED UNANIMOUSLY

The Committee requested staff AMEND the report as follows:

- Attachment 1 – 2016 Gaming Interest Funding Requests – move \$20,000 to the 'new request' column for the Chalk Art Walk
- Attachment 2 – 2016 Stabilization Funding Requests - Arbitration Costs – CHANGE to 'Human Resources'
- Both attachments – remove the multiple department lines

**b) Report from the Director Finance**  
**Re: Assessment Averaging**

The Director Finance submitted a report providing background information in response to correspondence received from the Minister for Community, Sport and Cultural Development regarding potential tax implications of the 2016 assessment roll.

The Director Finance recommended:

1. THAT the Financial Management Committee recommend Council not implement property tax averaging given that it redistributes the tax burden from higher valued properties to lower valued properties in a given year.

MOVED BY COUNCILLOR JORDAN

SECONDED BY COUNCILLOR MCDONELL

THAT the recommendation of the Director Finance be adopted.

CARRIED UNANIMOUSLY

**c) Report from the Director Finance**  
**Re: Burnaby Farmers' Market - 4949 Canada Way**

The Director Finance submitted a report seeking approval for the 2016 Farmers' Market season at Burnaby City Hall.

The Director Finance recommended:

1. THAT the Financial Management Committee recommend Council authorize staff to enter into a Licence Agreement valued at \$75.00 with the Artisan Farmers' Market Society to operate a weekly market in the City Hall north parking lot for the 2016 summer season, as outlined in this report.

MOVED BY COUNCILLOR JORDAN

SECONDED BY COUNCILLOR MCDONELL

THAT the recommendation of the Director Finance be adopted.

CARRIED UNANIMOUSLY

**d) Report from the Director Finance**  
**Re: Lease Agreement for 2088 Madison Avenue**

The Director Finance submitted a report seeking authority to enter into a five year agreement with the Burnaby Association for Community Inclusion (BACI) for their continued operation of nine City owned strata units.

The Director Finance recommended:

1. THAT the Financial Management Committee recommend Council authorize staff to enter into a \$1.00 per year, five-year Lease Agreement from 2015 July 01 to 2020 June 30 with the Burnaby Association of Community Inclusion for the continued operation of nine City owned strata units at 2088 Madison Avenue, as outlined in this report. The terms of agreement will include provision for two five year renewal options.

MOVED BY COUNCILLOR MCDONELL

SECONDED BY COUNCILLOR JORDAN

THAT the recommendation of the Director Finance be adopted.

CARRIED UNANIMOUSLY

Arising from consideration of the reports, the Committee also received a report from the Director Finance regarding the BC Home Owner Grant Program.

**e) Report from the Director Finance**  
**Re: BC Home Owner Grant Program**

The Director Finance submitted a report providing information on the BC Home Owner Grant Program.

The Director Finance recommended:

1. THAT the Financial Management Committee recommend Council request the UBCM to petition the Minister of Finance to undertake a Provincial review of the Home Owner Grant Program to determine if a more equitable distribution of the Grant across all regions of the Province can be achieved.

MOVED BY COUNCILLOR JORDAN

SECONDED BY COUNCILLOR MCDONELL

THAT the recommendation of the Director Finance be adopted.

CARRIED UNANIMOUSLY

5. **NEW BUSINESS**

There was no new business brought before the Committee at this time.

6. **INQUIRIES**

There were no inquiries brought before the Committee at this time.

7. **ADJOURNMENT**

MOVED BY COUNCILLOR MCDONELL

SECONDED BY COUNCILLOR JORDAN

THAT this Open Committee meeting do now adjourn.

CARRIED UNANIMOUSLY

The Open meeting adjourned at 6:08 p.m.

\_\_\_\_\_  
Blanka Zeinabova  
ADMINISTRATIVE OFFICER

\_\_\_\_\_  
Councillor Dan Johnston  
CHAIR



Meeting 2016 April 28

## COMMITTEE REPORT

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**TO:** CHAIR AND MEMBERS  
FINANCIAL MANAGEMENT COMMITTEE

**DATE:** 2016 April 19

**FROM:** CHIEF INFORMATION OFFICER

**FILE:** 1920-00

**SUBJECT:** IT POLICIES

**PURPOSE:** To provide members of the Financial Management Committee with details of the City's IT policies and staff awareness programs.

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**RECOMMENDATION**

1. **THAT** the Financial Management Committee receive this report for information.

**REPORT****1.0 BACKGROUND**

Staff has recently updated the City's IT security policies in response to increased use of our network and business applications by citizens and employees, the evolving external security threat landscape and the need to attain – and retain – Payment Card Industry Data Security Standards (PCI-DSS) certification. The intent of these policies is to protect the City's IT infrastructure and data as new systems and services are rolled out; as well as to provide a review mechanism that will ensure policies continue to meet new security requirements. In addition to the general security policies listed below, each business application (e.g., SAP, Tyler EnerGov, ESRI GIS) has its own security framework which defines who can access what functionality within that system based on a user's job profile and required internal controls.

**2.0 IT POLICY OVERVIEW**

There are currently nine IT policies in place. Three are general policies intended for all users of the internal network, and six that are specific to IT technical staff.

The general IT policies are as follows:

- Acceptable Use of the City of Burnaby's Computing Technology and Network Resources
- Acceptable Use of the City of Burnaby's Email Systems
- IT Password Policy.

The IT staff-specific policies focus on the City's technical infrastructure and requirements to safeguard equipment and data. These policies are as follows:



To: Financial Management Committee

From: Chief Information Officer

Re: IT Policies

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- Standard Application Patching – to ensure critical security patches issued by vendors are applied to City servers
- Compliance Logging Control – to ensure City technology meets the PCI security standard and SANS Institute recommendations for event logging and management
- Physical and Infrastructure Security – covers security standards for data centre access
- User Identification and Passwords – covers software application access controls
- Controls for Viruses, Worms and Malware – covers the use of security tools and procedures to protect the City's network, systems and workstations from software-based security threats
- Network Security – covers the technology, processes and procedures to protect the City's network from external threats.

Due to the detailed technical nature of these IT-specific policies, access is restricted to IT staff. For the general policies, employee education and compliance is facilitated through: clear, user-friendly guides for work and home; publication of policies and guides on the staff intranet site; and availability of online training courses (with tracking capability) to validate employees' understanding. Specialized education is also provided for IT employees to ensure they stay abreast of security risk-mitigation strategies and technology.

The Clerk's department recently issued updated guidelines to ensure all staff understands how personal and confidential information should be handled at the City. And, in the context of social media, a Social Media Use policy and usage guide have been developed to provide staff with clear direction on how to represent themselves as City employees on-line.

Copies of the general City IT policies are attached to this report.

### **3.0 RECOMMENDATION**

It is recommended that the Financial Management Committee receive this report for information.



Shari Wallace  
Chief Information Officer

SJW:sjw

CC: Acting City Manager  
Deputy City Manager  
Director of Finance

*To: Financial Management Committee*

*From: Chief Information Officer*

*Re: IT Policies*

*2016 April 19 .....Page 3*

City Clerk

City Solicitor

All employees are responsible for keeping the City's network secure. Following these guidelines will prevent many issues. Please note, these guidelines apply whether you are connecting to the City's network from home or in a City facility, working on a laptop or a desktop computer, or if you are working on a mobile device including Blackberry, iPhone, iPad or other mobile device.

- 01 Be professional; include your name, position and contact information in your email using a signature file
- 02 Unless authorized, do not make financial or legal commitments on the City's behalf
- 03 Email originating from City email addresses becomes the property of the City
- 04 Remain respectful when communicating with staff and citizens
- 05 Avoid forwarding or sending mass emails of non-work-related content
- 06 Avoid sending images or documents found on the web as this may infringe on copyright regulations
- 07 Immediately report to IT Helpdesk any suspicious email that may have a virus attached or linked
- 08 Never use personal email to conduct City business
- 09 Personal use of City email is permitted as long as it is kept to a minimum
- 10 When unable to respond to email in a timely manner, use the "Out of Office" feature to provide information on the length of your absence and alternate contact

## 10 IMPORTANT POINTS ABOUT USING

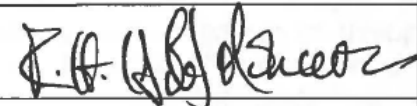
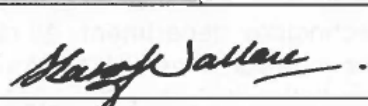
## EMAIL AT THE CITY

For more information, refer to the Acceptable Use of the City of Burnaby's Email Systems Policy on the connectBurnaby portal





**Acceptable Use of the City of Burnaby's Email Systems  
Statement of Policy and Procedure**

Department:	City Manager's Office	Division:	Information Technology
Policy area:	User Responsibilities		
Policy No.:	IT 13.0A		
Subject:	Acceptable Use of the City of Burnaby's Email Systems		
Issued to:	All City staff		
Issued date:	2015 September 30	Effective date:	2015 October 23
Approved by:			
	City Manager – Bob Moncur	Chief Information Officer – Shari Wallace	

## 1 PURPOSE

Helping to maintain the online reputation of the City of Burnaby and City staff is important and a key focus of Information Technology. The purpose of this policy is to ensure that all staff are informed of how to present themselves and represent the City in a professional manner when using email and that appropriate measures are taken to:

- (a) Prevent the unauthorized or inadvertent disclosure of sensitive information
- (b) Protect the City's information technology assets from viruses and malware that use email as an entry point to an otherwise secure organization

## 2 SCOPE

This policy covers appropriate use of any computing device using City of Burnaby resources for storing, transmitting or processing email, and applies to all employees, vendors, and agents operating on behalf of the City, whether on site or working remotely.

While this policy does not address email retention, staff should be aware that emails may be subject to the British Columbia *Freedom of Information and Protection of Privacy Act* ("FIPPA"). Additional information is found on the portal in References & Support, under Records and Information Management, and on the BC Ministry of Technology, Innovation and Citizens' Services website for Records Management.

### 3 POLICY

- 3.01 Staff using City supplied equipment and network resources for conducting City business should assume that their email communications are not private. All email received or sent through City-owned systems and networks are subject to logging, archiving and inspection for the purpose of investigating and documenting violations of City policies.

Limited personal use of City email accounts and software is acceptable provided it does not affect job performance, is not for personal financial/commercial or third party gain and that the user adheres strictly to this policy. While content of personal email accounts (e.g., Gmail, Hotmail, Telus, etc.) are considered private, the use of City resources to retrieve and send personal email are still subject to IT 13.0 Acceptable Use of City of Burnaby's Computing Technology and Network Resources policy.

- 3.02 All users of City-provided email are prohibited from sending email that:
- (a) Is offensive, defined here as any image or graphic that is defamatory or libelous, harassing, menacing, threatening, obscene, pornographic or sexual in nature, containing otherwise offensive language or content, or has other malicious intent
  - (b) May damage employee morale or cohesiveness such as jokes, gossip, rumours, innuendoes or disparaging remarks
  - (c) May be construed as spam or chain letter emails
  - (d) Knowingly or negligently includes malware, in the form of attachments or Internet links to viruses, Trojan horses, worms, spyware, and other forms intended to expose City systems and networks to malicious intent
  - (e) Is used to enable a personal business venture and not related to the City's business
  - (f) Tries to mask the identity of the sender or masquerades as having come from a different sender
  - (g) Violates information copyright
  - (h) Is received from another City account and automatically forwarded to an external destination (non-City account) without prior management approval

- 3.03 City email account holders should not back up email items onto personal or other non-City storage devices. All City email must remain stored on City owned equipment only.

- 3.04 IT Infrastructure monitors email usage on a regular basis as part of capacity and performance management of the City's email systems. Within this mandate, any incidental discovery of inappropriate use of the City's email systems and software will be brought to the attention of the employee's supervisor and the Human Resources department.

- 3.05 For employees, failure to comply with Information Technology acceptable use policies or other associated policies, standards, guidelines, and procedures

may result in remedial action appropriate to the situation and may range from warning to dismissal.

For contractors or consultants, failure to comply with Information Technology acceptable use policies or other associated policies, standards, guidelines, and procedures may result in remedial action appropriate to the situation and may range from warning to termination of contracts.

## 4 RESPONSIBILITY

- 4.01 All City email users who have access to the City's electronic and communications tools are responsible for understanding and adhering to this acceptable use policy for email systems.
- 4.02 The Director, Human Resources and the Chief Information Officer are responsible for interpreting this policy, as necessary, and for recommending revisions.

## 5 DEFINITIONS

- 5.01 **"Chain Email/Letter"** – email sent to successive people, typically with content in the body of the note that has direction to send out multiple copies of the note in return for good luck or money.
- 5.02 **"Sensitive Information"** – refers to information that is confidential such as personally identifiable information and credit card data, or of high value such as information pertaining to security of critical infrastructures. The disclosure of sensitive information may be a violation of the British Columbia *Freedom of Information and Protection of Privacy Act*, interrupt the City's ability to deliver services, lead to financial losses related to correcting the situation, legal actions, and erosion of public trust in the City.
- 5.03 **"Unauthorized Disclosure"** – intentional or unintentional revealing of sensitive information to individuals, either inside, outside of the City, or both, who do not have a legitimate need to know that information.
- 5.04 **"Spam"** - as applied to email means unsolicited bulk email. Unsolicited means that the recipient has not granted verifiable permission for the message to be sent. Bulk means that the message is sent as part of a larger collection of messages, all having substantially identical content. A message is spam only if it is both unsolicited and bulk.

## 6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

IT 13.0 – Acceptable Use of City of Burnaby's Computing Technology and Network Resources

IT 13.03 – IT Password Policy

Social Media Use Policy

Voice Mail Policy

Respectful Workplace Policy

FOIPPA Policy & Procedure Manual

British Columbia *Freedom of Information and Protection of Privacy Act* ("FIPPA")

## 7 PROCEDURES

- 7.01 Messages from unfamiliar sources must be immediately deleted and purged unless there is evidence that the message may be legitimate. Suspicious email must be thoroughly investigated by IT staff before it is opened to determine the source and objective of the email.

The City uses anti-virus software to filter out emails with attachments that have specific file types that may carry viruses, worms, Trojan horses, or other executable items that could pose a threat to the security of its systems and network. In addition, the City applies rules to incoming emails to reduce the number of unsolicited commercial email (i.e. spam).

Users should expect that there is always a minute chance that legitimate email items addressed to themselves may be subject to the City's Spam filters and therefore never arrive in their City mailbox. If a user suspects this is the case, IT Help Desk should be contacted to assist in their recovery.

- 7.02 Users are expected to limit email congestion by distributing email to the smallest group possible and refrain from sending or responding to chain email.
- (a) Email messages sent to all employees via *All Subscribers* are not permitted. Each department has designated staff who can send email messages to *All Subscribers*. Senders who have a requirement to message all staff should consult with their designated departmental representatives
  - (b) Rather than sending large attachments, users should use a reference or link to a document stored on the City's portal or Common File Server. (*Note: Files should be deleted from the Common File Server after the documents are no longer required*)
  - (c) Users should take care in directing messages to large audiences and avoid repeatedly re-sending messages as "reminders"
  - (d) Unless part of a corporate initiative, use of City email to promote non-profit campaigns should be limited to known acquaintances

- (e) Personal promotions (business related sales) or non-City business promotions or offerings using the City's email system are not permitted
- 7.03 Personal and corporate liability could result from offensive materials being stored on or distributed from City servers/PCs. Employees who receive any emails with this content from any City of Burnaby employee or contractor should report the matter to their supervisor immediately.
- 7.04 Users are not permitted to make financial/commercial/legal commitments on behalf of the City via a City email account without appropriate authorization as an email message is recognized by law as potentially binding like other written documents.
- 7.05 Sensitive data such as credit card, banking, or private personal information are not to be sent via email. If there is a critical need and time sensitivity to send such data, staff should contact the IT Helpdesk for secure transmission alternatives.
- 7.06 Employees and contractors are not permitted to use non-City email accounts (i.e. Hotmail, Yahoo, Gmail, Shaw, Telus, etc.), or other external resources to conduct City of Burnaby business, thereby ensuring that (1) official business is never confused with personal business, and that (2) City sensitive data does not find its way on to external email systems.
- 7.07 To avoid proliferating hoax or outdated notices of virus warnings, only designated IT staff may send out such notifications. If any staff receive warnings not sent by IT, the IT Helpdesk should be notified in order to assess the validity of the warning.
- 7.08 Employees are responsible for email sent from their accounts, underscoring the importance of not sharing City system and network credentials with anyone else.
- 7.09 Employees going on vacation should first set their "Out of Office Assistant" in Outlook. This avoids any need to send out messages about vacations. The "Out of Office Assistant" will send an email message to anyone who tries to contact a City employee while away on vacation. The message should contain a signature file. See 7.10.
- The message should state the day and month of return and include a person to contact if the issue is urgent. An "Extended Absence Greeting" should also be created in Voice Mail as per the Voice Mail Policy. At the end of the vacation, employees should remember to re-set their "Out of Office Assistant" and "Extended Absence Greeting" messages.
- 7.10 All emails sent through the City must contain the true identification of the sender. The forging of return addresses will not be tolerated. All employees are to set up an Outlook signature file (Outlook->Tools->Options->Mail Format) within their email account that denotes their name, job title, department, floor (if warranted), building address, email address, office phone & fax numbers.



The City's employees and/or consultants using the City's Outlook Signature File must also include the following disclaimer which must be setup to automatically be appended to all sent messages:

*The contents of this posting or electronic mail message are solely the writings, thoughts and/or ideas of the account holder and may not necessarily reflect those of the City of Burnaby.*

**8 ATTACHMENTS**

None

All employees are responsible for keeping the City's network and servers secure. Following these guidelines will prevent many issues. Please note, these guidelines apply whether you are connecting to the City's network from home or in a City facility, working on a laptop or a desktop computer, or if you are working on a mobile device including Blackberry, iPhone, iPad or other mobile device.

- 01 Viewing, downloading, or storing inappropriate content is strictly prohibited
- 02 Staff are not to store any personal data on the network or computer
- 03 Never share your login and password with anyone, including other staff
- 04 Sending or moving City data outside the City network should only be done with advance supervisor approval
- 05 Never leave City-issued devices unattended, and report lost or stolen equipment immediately
- 06 Downloading or installing computer software without permission is not permitted—contact IT Helpdesk for guidance
- 07 Access to the City network from home is provided only to staff that require it to carry out their work
- 08 Report application, system or network problems immediately to IT Helpdesk
- 09 Only City devices may connect to the City Staff Wi-Fi network. Personal devices can be connected to the Burnaby-Public Wi-Fi network
- 10 Personal use of City computers, phones, Internet, etc., is permitted as long as it is kept to a minimum

## 10 IMPORTANT POINTS ABOUT USING THE

# CITY'S COMPUTER NETWORK

For more information, refer to the Acceptable Use of the City of Burnaby's Computing Technology and Network Resources Policy on the connectBurnaby portal

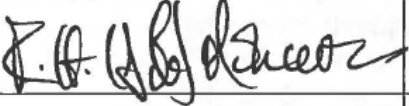
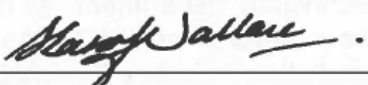
PROTECTING STAFF AND KEEPING  
THE CITY'S NETWORK SAFE



HELPDESK  
604-294-7939  
helpdesk@burnaby.ca



**Acceptable Use of City of Burnaby's Computing  
Technology and Network Resources  
Statement of Policy and Procedure**

Department:	City Manager's Office	Division:	Information Technology
Policy area:	User Responsibilities		
Policy No.:	IT 13.0		
Subject:	Acceptable Use of City of Burnaby's Computing Technology and Network Resources		
Issued to:	All City Staff		
Issued date:	2015 September 30	Effective date:	2015 October 23
Approved by:			
	City Manager – Bob Moncur	Chief Information Officer – Shari Wallace	

## 1 PURPOSE

The Information Technology department, on behalf of the City of Burnaby, supplies staff with a range of technology (e.g., business software applications and desktop and mobile devices) to support the delivery of services to other City departments and to citizens and customers of the City. The purpose of this policy is to ensure that all staff are informed of the expectations regarding the professional use of City supplied technology and to:

- (a) Protect the City's name, reputation and image
- (b) Prevent unauthorized or inadvertent disclosure of sensitive information
- (c) Safeguard the City's information technology assets

## 2 SCOPE

This policy applies to all authorized users of City of Burnaby owned computing devices and software applications that connect to the City's secure network and information systems, and also covers appropriate use of City resources for storing, accessing and transmitting sensitive or private data.

Personal use of City devices to access the Internet during lunch and rest breaks, or outside of normal business hours is permitted as long as usage is kept to a minimum and draws minimal network bandwidth. Usage may be monitored by a supervisor.

## 3 POLICY

- 3.01 All users must restrict their use of City of Burnaby (City) applications, systems, network and equipment to those activities broadly defined as appropriate for City business. Exceptions are made for limited personal use of the Internet as

outlined in Section 2 of this policy.

- 3.02 All data entered and maintained on City systems by employees in the course of performing their job is owned by the City.
- 3.03 The IT Infrastructure division monitors network and system usage on a regular basis as part of their role in managing the City's systems and network. Any incidental discovery of inappropriate use of the City's network or systems in the course of this work will be brought to the attention of the employee's supervisor and the Human Resources department.
- 3.04 Employees are not to download or install software on City owned computer equipment that has not been acquired or authorized by the Information Technology department. All requests to purchase or install software (including free software) are to be forwarded to the IT Helpdesk for evaluation and installation ([helpdesk@burnaby.ca](mailto:helpdesk@burnaby.ca) or 604-294-7939).
- 3.05 Users must report computer or network incidents to the IT Helpdesk promptly and not attempt to remedy the problem themselves without the knowledge or guidance of IT Helpdesk (e.g., by troubleshooting, installing, un-installing or re-configuring software, or disassembling hardware). IT Helpdesk will ensure that the incident is recorded, and correlated to any other similar incidents ([helpdesk@burnaby.ca](mailto:helpdesk@burnaby.ca) or 604-294-7939).
- 3.06 Suspected security computer incidents involving private, confidential or sensitive data must be reported immediately to the IT Helpdesk according to the affected department's internal procedures. IT will invoke the IT Security Incident Response Plan (SIRP) to begin an investigation.
- 3.07 If any City owned portable computer (laptop, tablet, etc.), mobile device, or personal storage device (PSD) is lost or stolen, it must be reported immediately to IT Helpdesk (copying Risk Management) who will disable the device as appropriate.
- 3.08 Users having a justifiable business reason for transporting a portable computing device or removable media such as PSDs with City data offsite must be authorized by a supervisor. This excludes staff who are issued City computing devices for use off City premises as part of their regular job duties (e.g., sanitation workers, licence and permit inspectors, etc.)
- 3.09 All removable media that may connect to City equipment or networks must be purchased by the City.
- 3.10 Users who require remote access to the City network and business applications must have management approval. A System Access Form must be submitted to IT Helpdesk. New employees will not be granted remote access capability by default.

Users must follow the security guidance supplied by IT Infrastructure regarding the configuration of their remote connection software and all applicable security procedures specific to the information asset they are authorized to access.

Policies and procedures apply regardless of technology used to access the City's secure network and systems.

- 3.11 Users may access data to which they are authorized, but must do so using City-authorized applications, programs, interfaces and regular business procedures.
- 3.12 The City's secure wireless network shall be used by employees, contractors, and consultants for City-related communications only.

Users wanting to connect wirelessly to the City's network resources using their personal computers, laptops, tablets or mobile phones may connect to *Burnaby Public-Wifi*.

City-supplied mobile computing devices are configured to connect to the City's secure WiFi network –*Staff*. Staff should always connect to *Staff Wi-Fi* when conducting City business.

- 3.13 For employees, failure to comply with Information Technology acceptable use policies or other associated policies, standards, guidelines and procedures may result in remedial action appropriate to the situation and may range from warning to dismissal.

For contractors or consultants, failure to comply with Information Technology acceptable use policies or other associated policies, standards, guidelines, and procedures may result in remedial action appropriate to the situation and may range from warning to termination of contracts.

#### **4 RESPONSIBILITY**

- 4.01 All users who have access to the City's systems, data and secure networks are responsible for understanding and adhering to this acceptable use policy for computing technology and network resources.
- 4.02 Users of equipment configured for wireless connectivity are responsible for following IT Infrastructure's guidelines and direction to minimize security risks when their wireless devices are enabled for network connectivity.
- 4.03 IT Infrastructure is responsible for providing security and usage guidelines appropriate to the risk associated with the type of technology used to access the network and the City's data assets.
- 4.04 For employees whose jobs require them to access the City's secure network remotely, line managers are responsible for evaluating employees' offsite computing needs (whether with a City-provided computing device or with a personally-owned computer) and providing written authorization through the System Access Form (available on the connectBurnaby portal→Forms and Policies→Information Technology Forms→System Access Form).

- 4.05 The Chief Information Officer and the Director, Human Resources are responsible for interpreting this policy, as necessary, and for recommending revisions.

## 5 DEFINITIONS

- 5.01 **“Encryption”** - a procedure used to convert data from its original form to a format that is unreadable and/or unusable to anyone without the tools/information needed to de-crypt the information.
- 5.02 **“Information Assets”** - refers to any data or business information which has value to the business operations of the City, and/or has intrinsic value for its citizens, customers, employees, and vendors or suppliers.
- 5.03 **“Personal Storage Devices (PSDs)”** - compact devices with internal storage that can be attached to any computer such as memory sticks, removable hard drives, laptops, tablet PCs, CDs/DVDs, and smartphones and mobile music storage devices.
- 5.04 **“Sensitive Information”** - refers to information that is confidential such as personally identifiable information and credit card data, or of high value such as information pertaining to security of critical infrastructures. The disclosure of sensitive information may be a violation of the British Columbia *Freedom of Information and Protection of Privacy Act (“FIPPA”)*, interrupt the City’s ability to deliver services, lead to financial losses related to correcting the situation, legal actions, and erosion of public trust in the City.
- 5.05 **“Transport Layer Security”** - is a protocol that ensures privacy between communicating applications and their users on the Internet. When a server and client communicate, TLS ensures that no third party may eavesdrop or tamper with any message. TLS is the successor to the Secure Sockets Layer (SSL).
- 5.06 **“Unauthorized Disclosure”** – intentional or unintentional revealing of sensitive information to individuals, inside and/or outside of the City, who do not have a legitimate need to know that information.
- 5.07 **“VPN”** – a virtual private network within a network infrastructure that is logically closed from all except intended users, which ensures secure remote access in the City network.

## 6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

IT 13.0A – Acceptable Use of the City of Burnaby’s Email Systems Policy  
 IT 13.03 – IT Password Policy  
 Social Media Use Policy  
 IT Security Incident Response Plan  
 Respectful Workplace Policy

## **7 PROCEDURES**

- 7.01 All employees and consultants who access the Internet on City-supplied computer systems and secure networks are prohibited from intentionally viewing, downloading, uploading, forwarding, printing, copying or storing digital content which may be considered inappropriate, offensive, threatening, abusive, defamatory, unlawful, sexually explicit or pornographic, sexist, racist, discriminatory, embarrassing, fraudulent, or disrespectful to others.

Access to Internet websites and protocols that are deemed inappropriate for the City's business environment will be blocked.

- 7.02 Certain network behaviour consume considerable network bandwidth and can cause a disruption or delays in network and system connectivity. For this reason, downloading streaming audio, video and other files, or storing large files such as personal photos is prohibited, unless this content is used for business purposes (e.g. City's public website, City's staff portal).

- 7.03 Wireless is provided for convenience and mobility and to reduce mobile data costs, but bandwidth on wireless access points is shared. High bandwidth applications should be deferred to wired connections, where possible. Unless specifically designed and approved, permanent usage of wireless connectivity is discouraged.

- 7.04 Users authorized to use City portable computing devices:
- (a) Must take extra care in public locations to protect the device. If a user is on the move, the portable computer should remain with the user. In circumstances when the user has to leave the device unattended, the device must be locked securely in a safe or cabinet, or with a locking device or cable, or securely with alternative means, and out of plain sight
  - (b) Must restrict data stored on the portable computer to what is necessary for the user's job responsibilities offsite. The device should contain as little sensitive data as possible even when the computer is in a secure City location
  - (c) Should encrypt sensitive data stored on a portable computer to protect against unauthorized access in the event that the computer is lost while in transit. Note that there are restrictions on data encryption for international travel. Users are advised to inform themselves of the entry requirements to foreign countries with regards to encrypted data. Please contact IT Helpdesk for any encryption and decryption requirements
  - (d) Must avoid reviewing or entering sensitive data in public areas to avoid disclosure to prying eyes
  - (e) Must not store passwords on, or keep smart cards with, a portable computer. If the computer is stolen, the loss must be restricted to the computer itself
  - (f) Must not allow a City-owned portable computer to be used by anyone other than the authorized controlling user
  - (g) Must power off, log off, or otherwise lock the portable computer with a secure password when not in use
  - (h) Must keep a direct line of sight with the portable computer while passing through security checkpoints at airports or train or bus stations to minimize

the potential of damage or theft.

7.05 VPN is the preferred method of connecting to the City's network from a remote site. Two-factor authentication must be incorporated to supplement simple password authentication (see IT Password Policy). At no time should any City user provide his or her login or email password to anyone, not even family members nor IT staff. Every employee is responsible for his/her own City account.

7.06 Users who connect remotely to the City's secure networks with non-City owned equipment must have up-to-date virus protection and security patches. Employees that require, as part of their job function(s), to connect using their personal home PCs or laptops, may obtain anti-virus software at no cost from IT.

Devices found to be infecting the City's network will be disconnected immediately. A breach in the protocols listed above may result in the loss of remote access privileges.

7.07 Users will bring forward to their supervisor or manager, on a timely basis, any instances in which they consider:

- (a) Their access to sensitive information is not required to perform their job
- (b) Their access to sensitive information being loaded onto portable media for transport or processing offsite to be excessive or unnecessary altogether, given their job duties
- (c) Their sending of sensitive information, especially through email and email attachments, is without adequate encryption and/or security measures to ensure the safe transfer of such data

7.08 For users of City authorized and issued Personal Storage Devices (PSDs):

- (a) Contractors' PSDs must be scanned for vulnerabilities prior to connecting to the City's secure networks.
- (b) Employees and contractors must take precautions to avoid theft or loss by not leaving mobile devices or PSDs unattended without appropriate security measures (see 7.03).
- (c) PSDs that contain confidential, personal, or sensitive City information assets must use encryption and password protection; the PSD should not be the only place where data maintained for work purposes is stored.


Any sensitive City information assets requiring transmittal to a destination not on the City's secure network must be transmitted using secure technology such as VPN or TLS. Users may contact the IT Helpdesk for assistance. Encryption will be the most current and secure method at the time of the request.

Users applying encryption to the transmittal of sensitive City information assets are responsible for securely communicating the decryption keys to the users receiving their encrypted data.



## 8 ATTACHMENTS

## Information Technology System Access Form

		<b>Information Technology System Access Form</b>	
<b>**Please ensure IT has a minimum of one week for account set up prior to the start date**</b>			
<u>First Name (Nickname) Middle Initial Last Name</u>		<u>Name Change</u>	
<u>Contact Person to Notify When Complete</u>		<u>Contact Person's Phone Number</u>	
<u>Windows Account (PC &amp; Thin-Client)</u> <input type="checkbox"/> New <input type="checkbox"/> Change <input type="checkbox"/> Delete <b>Same as:</b>		<u>Authorizing Signature</u> (sign and print)	
<u>Remote Access Token (if applicable)</u> Are you a Consultant? <input type="checkbox"/> Yes <input type="checkbox"/> No Choose one: <input type="checkbox"/> Physical token <input type="checkbox"/> Software token (Preferred method)		<b>(Information Services use Only)</b>	
<u>Telephone</u> <input type="checkbox"/> New <input type="checkbox"/> Change <input type="checkbox"/> Delete <b>Note changes to Internal Phone Directory</b> <u>Extension#:</u> <u>Voicemail</u> <input type="checkbox"/> New <input type="checkbox"/> Change <input type="checkbox"/> Delete <u>Attendant Ext#:</u> <u>Mailbox#:</u>		<b>Additional Comments</b>	
<u>Permits System (LPS) Account</u> <input type="checkbox"/> New <input type="checkbox"/> Change <input type="checkbox"/> Delete <b>Account name:</b> <b>Same as:</b>		<u>System Owner Signature</u> (sign and print)	
<u>All-in-one Account (Cicero and Oberon)</u> <input type="checkbox"/> New <input type="checkbox"/> Change <input type="checkbox"/> Delete <b>Same as:</b>		<u>System Owner Signature</u> (sign and print)	

When complete, please mail to the Helpdesk at Information Technology, OR use a Xerox Workstation's scan-to-email to yourself then forward to [helpdesk@burnaby.ca](mailto:helpdesk@burnaby.ca). Original is not required if scanned.

For Hansen access please email Andrea Robertson: [andrea.robertson@burnaby.ca](mailto:andrea.robertson@burnaby.ca)

Revised on: Aug 17, 2015

IF YOU EXPERIENCE ANY OF THESE WHEN  
ON THE CITY OF BURNABY'S NETWORK,  
CONTACT IT HELPDESK IMMEDIATELY

- Provide date(s) and time(s) of the suspicious activity
- When possible, include screenshots or other useful info
- Notify your Supervisor

## 01 Your computer is behaving oddly or looks different

For example, there is something new on your desktop or task bar that you haven't seen before or it looks like someone has taken over your mouse and keyboard

## 02 You suspect there is potential identity or data theft

For example, customers are inquiring about suspicious charges on their credit card or you can see confidential personal information that you normally cannot see

## 03 The City's website and social media channels have been hacked

For example, inappropriate content is appearing on the website and/or social media or the website is redirected to non-City website

## 04 There is a break-in at your office or facility

For example, there are unidentified devices attached to computing equipment or to a network port or there is a credit card pinpad in the vicinity

## 05 You receive unsolicited email that does not correlate with your business operations

For example, you receive email from unknown sources asking you to divulge private information (aka phishing emails) or you receive threatening email communication (Contact 911 depending on the severity)

## 06 You witness misuse of the City's network and computing resources

For example, threatening emails or texts are being sent from a City account or pornography resides or is accessed on City equipment

### TYPES OF ISSUES TO REPORT IMMEDIATELY

### IT SECURITY ISSUES

For more information refer to the resources available on the connectBurnaby Portal

- Introduction to the Information Technology (IT) Security Incident Response Plan
- Nine Important Points about Protecting Personal Confidential Information



All employees are responsible for keeping the City's personal and confidential information secure. Following these guidelines will prevent many issues. Please note these guidelines apply to personal and confidential information collected by City employees from citizens, employees and business.

- 01 All City employees are obliged in accordance with the Freedom of Information and Protection of Privacy Act (FIPPA), to protect personal information that is under the custody or control of the City by making reasonable security arrangements against risks such as unauthorized access, collection, use, disclosure or disposal
- 02 The requirement to keep information confidential and secure applies to any personal information collected by City employees and contractors about employees, contractors, citizens and businesses, excluding public business contact information
- 03 If you have questions about what information is considered personal and confidential, refer to the [Freedom of Information and Protection of Privacy Act](#) or contact the Office of the City Clerk
- 04 Only collect and use personal and confidential information if you need it for a specific reason or task
- 05 Protect personal and confidential information by controlling access – e.g., make sure your physical files are secure, and digital files are appropriately protected
- 06 Never share your computer username and passwords with anyone
- 07 Keep personal and confidential information CONFIDENTIAL – do not distribute, email, copy, share or discuss with anyone who is not authorized to have that information
- 08 If you identify or are made aware of unsecured personal and confidential information, inform your Supervisor or Manager immediately
- 09 Supervisors or Managers that are made aware of unsecured personal or confidential information should take the necessary steps to secure the information and inform the Office of the City Clerk and in the case of digital records, the Information Technology department, [helpdesk@burnaby.ca](mailto:helpdesk@burnaby.ca) or 604-294-7939

## 9 IMPORTANT POINTS ABOUT PROTECTING PERSONAL & CONFIDENTIAL INFORMATION

For more information refer to the resources available on connectBurnaby Portal:

- [Acceptable Use of the City's Computing Technology and Network Resources Policy](#)
- [Acceptable Use of the City's Email Systems Policy](#)
- [Password Policy](#)
- [Records and Information Management](#)





Item .....
Meeting ..... 2016 Apr 28

## COMMITTEE REPORT

**TO:** CHAIR AND MEMBERS FINANCIAL MANAGEMENT COMMITTEE **DATE:** 2016 April 20

**FROM:** DIRECTOR ENGINEERING **FILE:** 35000-40  
*Reference:* Contract #2015-11/2015-38

**SUBJECT:** 2015 INFRASTRUCTURE PROJECTS – REQUEST FOR ADDITIONAL FUNDING

**PURPOSE:** To seek Council approval for additional funding on Infrastructure projects for change orders and higher than anticipated contract values.

**RECOMMENDATION:**

1. **THAT** the Financial Management Committee recommend Council approve the capital expenditure of \$1,385,000 for Capital Infrastructure projects outlined in this report.
2. **THAT** Council authorize staff to bring down a Capital Reserves Bylaw in the amount of \$1,449,720 (inclusive of GST) to finance the capital programs as outlined in this report.

**REPORT**

In 2015, Council approved funding and contract award of the 2015 Streetlight and Sidewalk Program and the 2015 Storm Water Management Program. Both programs experienced unexpected work effort resulting in increased costs. Additionally, Council approved Streetlight Conversion and Dyke projects in the 2016 Provisional plan, and detailed estimates indicate that additional funding is required to complete the planned work. In both cases, additional Capital Reserve funds are available to fund these projects.

**1.0 2015 Streetlight and Sidewalk Program (ERA.0051)****\$85,000**

A bylaw in the amount of \$900,000 was approved by Council 2015 February 16 for the 2015 Streetlight and Sidewalk Program and a contract was awarded to Action Holding Ltd. 2015 July 06 in the amount of \$725,762.00 plus GST. The City requires a scope revision for this contract for the supply and installation of a 3-phase pad-mounted transformer on Gagliardi Way for new LED street lighting to accommodate City Zoning Bylaw 6336.

Additional funding in the amount of \$85,000.00 plus GST is required to complete this work. The cumulative contract total value will be \$810,761.45 plus GST.

To: Chair and Members Financial Management  
Committee  
From: Director Engineering  
Re: 2015 Infrastructure – Request For Additional  
Funding  
2016 April 20..... Page 2

## **2.0 2015 Storm Water Management (ELD.0012)**

**\$950,000**

A bylaw was approved 2015 May 25 which applied funding to the overall project in the amount of \$850,000. Contract #2015-38 with A.C. Paving Company Ltd. in the amount of \$502,887, including GST was awarded on 2015 August 24 for the work on Stoney Creek Tributary 3 Culvert and Bank Rehabilitation.

On March 7, Council approved change orders on the contract in the amount of \$275,000 plus GST.

The City also awarded Engineering Agreement E10/2015 to ISL Engineering for design and contract administration services for this project with an approved budget of \$72,187. As a result of the failure and clean-up work, a scope revision to the Engineering Agreement is also required in the amount of \$119,767 plus GST.

The 2015 Storm Water Management mask (ELD.0012) was planned and funded to accommodate the work on Stoney Creek as a sole project. However, due to unforeseen circumstances, the remediation of the sink hole on Production way in November 2015 was also charged to this mask, causing the 2015 Storm Water Management program to be overspent by \$552,000. In order to appropriately fund the change orders on Stoney Creek (\$395,000) and to fully fund the emergency Production Way culvert replacement (\$552,000), the mask requires additional funding in the amount of \$950,000.

## **3.0 2016 LED Streetlight Conversion (EMH.0012)**

**\$100,000**

The 2016-2020 Capital Plan contains funding for the 2016 LED Streetlight Conversion project in the amount of \$1.7 Million. The project will replace existing HPS fixtures in the southwest quadrant of the City. The new fixtures are more energy efficient and last much longer than existing fixtures. Although the capital cost of the LED fixtures are more expensive, the energy and maintenance savings is estimated to provide a six year payback assuming increasing electricity costs and BC Hydro rebates.

Updated detailed estimates obtained for this work project a total cost of \$1.8 Million. To carry out this program as planned, additional funding in the amount of \$100,000 is required.

## **4.0 Dyke Construction – Reach 8**

**(ELD.0019)**

**\$250,000**

The 2016-2020 Capital Plan contains funding for work on Dyke Reach 8 in the amount of \$2,250,000, including \$150,000 of previously approved funding from 2016. The project is intended to improve flood protection and improve public access along the unpaved sections of previously constructed Fraser River foreshore dykes.

To: *Chair and Members Financial Management  
Committee*  
From: *Director Engineering*  
Re: *2015 Infrastructure – Request For Additional  
Funding*

2016 April 20..... Page 3

Results of Request for Proposals (RFP) for Engineering agreements have come back to the City and are higher than the estimated amount of \$250,000; as the proposed successful RFP has a value of \$352,000. To award the Engineering Agreement to proceed with design work, and include funding for city forces overhead, an additional \$250,000 is required.

### **RECOMMENDATION**

It is recommended that Council approve the capital expenditure of \$1,385,000 for Infrastructure projects, as outlined in this report and that Council authorize staff to bring down a Capital Reserves Bylaw in the amount of \$1,449,720 (inclusive of GST) to finance the capital programs as outlined in this report.



Leon A. Gous, P. Eng., MBA  
DIRECTOR ENGINEERING

FV/cp

Copied: City Manager  
Director Finance  
City Solicitor  
Purchasing Manager



Item .....
Meeting ..... 2016 Apr 28

## COMMITTEE REPORT

**TO:** CHAIR AND MEMBERS FINANCIAL MANAGEMENT COMMITTEE **DATE:** 2016 April 20

**FROM:** DIRECTOR ENGINEERING **FILE:** 35000-40  
*Reference:* Contract 2015-11/2015-38

**SUBJECT:** 2015 INFRASTRUCTURE PROJECTS – GILMORE NORTH CONTRACT & BOUNDARY PUMP STATION

**PURPOSE:** To seek Council approval for additional funding for change orders to 2015 Infrastructure Upgrade Programs - Gilmore North & Boundary Pump Station.

### RECOMMENDATION:

1. **THAT** The Financial Management Committee recommend Council approve the capital expenditure of \$739,100 for 2015 Capital Infrastructure projects outlined in this report.
2. **THAT** Council authorize staff to fund from the Sanitary Sewer Capital Fund the amount of \$773,600 (inclusive of GST) to finance the capital programs as outlined in this report.

### REPORT

In 2015, Council approved funding and contract awards of the Gilmore North and Boundary Pump Station infrastructure projects. Both projects experienced unexpected work effort resulting in increased costs. In both cases, additional Capital Reserve funds are available to fund these projects.

#### 1.0 Sanitary Main Renewals – Gilmore North (EKA.0013) \$598,100

Bylaws in the amount of \$8.95 Million were approved by Council for sewer projects in February and September of 2015, which includes work on Gilmore North, and a contract was awarded to Targa Contracting in June 2015 in the amount of \$4.247 Million, inclusive of GST.

The following issues have affected the cost of construction:

- The major component of the increase is related to underground work around the five large diameter steel Metro Vancouver watermains which run down Ingleton Ave from the Burnaby Heights Reservoir and across Edinburgh St. As part of the sewer separation work on Edinburgh Street, a new six metre deep storm sewer was installed under the five Metro Vancouver watermains. During the installation of this section of storm sewer another Metro Vancouver watermain located on Edinburgh St was found to be in conflict with the proposed storm sewer alignment. To resolve this conflict a major change to the storm sewer design was required and resulted in the contractor hiring a directional drilling contractor from Alberta to drill a 29-metre long, 600 mm diameter tunnel to allow



To: Chair and Members Financial Management  
Committee  
From: Director Engineering  
Re: 2015 Infrastructure Upgrade – Gilmore North  
Contract & Boundary Pump Station  
2016 April 20 .....Page 2

for the installation of a 525 mm HDPE pipe to clear this watermain. This work represents 87% of the contract cost increase.

- The balance of the contract increase is related to other extra work items to the contract. These items represent 13% of the cost increase.

The total additional construction cost is a combination of difficult sub-surface ground conditions, inaccurate Metro Vancouver record drawings and other extra work and is projected to be \$477,700.

The City also awarded an Engineering Agreement to ISL Engineering for design and contract administration services for this project in the amount of \$276,976 (inclusive of GST). As a result of the additional work, the City requires a scope revision for this contract in the amount of \$120,400.

The total additional construction cost is projected to be \$598,100.

**2.0 Boundary Pump Station (EKB.0014) \$141,000**

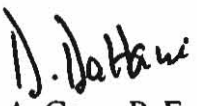
Bylaws in the amount of \$1.145 Million were approved by Council for this project in March and October of 2015 and a contract was awarded to Carver Construction Ltd. in November 2015 in the amount of \$1.201 Million, inclusive of GST.

- Power supply change from BC Hydro leading to design changes and associated construction costs including extra design time, a bypass pumping system and deep excavation have given rise to scope revisions to the original contract

Additional funding in the amount of \$141,000 plus GST is required to complete the project.

## RECOMMENDATION

It is recommended that Council approve the capital expenditure of \$739,100 for 2015 Capital Infrastructure projects as outlined in this report and that Council authorize staff to fund from the Sanitary Sewer Capital Fund the amount of \$773,600 (inclusive of GST) to finance the capital programs as outlined in this report.

  
Leon A. Gous, P. Eng., MBA  
DIRECTOR ENGINEERING

FV/cp

Copied: City Manager  
Director Finance  
City Solicitor  
Purchasing Manager





Item .....  
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## COMMITTEE REPORT

**TO:** CHAIR AND MEMEBERS FINANCIAL MANAGEMENT COMMITTEE **DATE:** 2016 April 20

**FROM:** DIRECTOR PARKS **FILE:** 32000-05  
DIRECTOR ENGINEERING

**SUBJECT:** WILLINGDON LINEAR PARK (EMA.0008, DPW.0276)

**PURPOSE:** To request funding approval for the Willingdon Linear Park

### RECOMMENDATIONS:

1. **THAT** Council approve the capital expenditure of \$910,000 for the Willingdon Linear Park project, as outlined in this report.
2. **THAT** Council authorize staff to bring down a Capital Reserves bylaw in the amount of \$340K (inclusive of GST) to finance the Willingdon Linear Park as outlined in this report.

### REPORT

The 2016 – 2020 Financial Plan provides funding for the Willingdon Linear Park. The Willingdon Linear Park will provide a link to the Brentwood Town Centre with the Hastings neighbourhood and community amenities. At a high-level, the project will include an urban trail, landscaping, street furniture, pedestrian lighting, and public art, along with infrastructure upgrades including watermain replacement, road and sidewalk rehabilitation, three new pedestrian signals, and a new left turn bay at Willingdon & Parker.

The project will be phased over three years, with design components and initial utility construction in 2016, the major components of road, trail, and intersection upgrades in 2017, and completion of landscaping and public art installation in 2018.

Component	2016				2017				2018			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Design and contract administration												
Watermain construction												
Road, trail, and intersection upgrades												
Landscaping and public art												

Figure 1. Proposed Overall Project Schedule

To: Chair and Members Financial Management  
Committee  
From: Director Engineering  
Re: Willingdon Linear Park (EMA.0008, DPW.0276)  
2016 April 20..... Page 2

In order to proceed with designs in a timely manner, it is recommended that Council approve the initial capital expenditure of \$910,000 for the Willingdon Linear Park, as outlined in this report. This initial capital expenditure will be shared between Translink MRN funding (\$325,000) and Community Amenity Contribution funding (\$585,000). Therefore, it is also recommended that Council authorize staff to bring down a bylaw in the amount of \$340,000 (inclusive of GST) in order to finance the initial Translink MRN portion of the project. Sufficient reserves are available to complete these works.

The remainder of the Willingdon Linear Park project funding will be requested upon detailed design or tendering.



Leon A. Gous, P. Eng. MBA  
DIRECTOR ENGINEERING



Dave Ellenwood  
DIRECTOR PARKS

JWH/fv/cp

Copied to: City Manager  
Director Finance  
City Solicitor



Meeting 2016 April 28

## COMMITTEE REPORT

**TO:** CHAIR AND MEMBERS  
FINANCIAL MANAGEMENT COMMITTEE

**DATE:** 2016 April 07

**FROM:** DIRECTOR ENGINEERING

**FILE:** 38100 03  
*Ref: Traffic Control –  
Parking Management  
– Parking Meters*

**SUBJECT:** PAY-BY-PHONE PARKING PROGRAM

**PURPOSE:** To introduce a pay by phone option for on-street parking charges, including an increase in parking meter rates.

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**RECOMMENDATIONS:**

1. **THAT** the Financial Management Committee recommend to Council the approval of a Pay-By-Phone Parking Program, including a rate increase as detailed in this report, at an estimated cost of \$30,000 funded from the 2016 Capital Program (EMG.0007).
2. **THAT** the Financial Management Committee approve additional areas within the City as metered zones as shown in Figures 1-6 to allow for the future installation of parking meters when conditions warrant.
3. **THAT** the City's Solicitor prepare the necessary Parking Meter Bylaw amendments to facilitate the introduction of pay-by-phone parking services and other housekeeping amendments.

**REPORT**

**1.0 BACKGROUND**

The first parking meters were installed in Burnaby in 1998 around the Metrotown area. Since then, parking meters installations have expanded to many areas of the City where parking demands are high. Currently there are approximately 1,800 metered parking spaces in Burnaby, the majority of which are located in the Metrotown and Brentwood Town Centres. There are two types of meters: one providing short term parking and the other providing convenient all day parking for commuters.

To: Financial Management Committee

From: Director Engineering

Re: Pay-By-Phone Parking Program

2016 April 07..... Page 2

The majority of the meters provide short term parking by charging a rate of \$1 per hour for a maximum of three hours. These are typically installed in busy commercial areas where there is a high demand for short term parking. The all-day meters also charge \$1 per hour, except that payment for the 4<sup>th</sup> hour provides up to 10 hours of parking. These meters are installed in close proximity to select SkyTrain stations or commercial areas where there is a high demand for commuter all-day parking. The rates for all-day meters are intentionally low to minimize negative impacts to surrounding residential streets. All parking meters are in effect 7 days a week between the hours of 9am and 8pm, except on streets where rush hour parking restrictions would reduce the hours of operation accordingly. All parking meters are also coin operated only with no option for other forms of payment.

The parking meter program has been effective in managing on-street parking spaces in high demand locations creating parking turnover for customers or visitors, and providing some parking for commuters. Compared to time-limited parking regulations, parking meters encourage more parking turnover because they are paid spaces and more easily enforced.

## 2.0 PAY-BY-PHONE

Pay-by-phone for parking meters was first introduced to the Lower Mainland by the City of Vancouver in 2006. Pay-by-phone allows a user to pay a parking meter using their cell phone after registering a credit card to an account. Today, cell phone technology has advanced considerably and smart phones are now more commonplace and used by many people. Apps have also been developed that make registration and transactions very convenient, with many features to help users manage their accounts. This includes reminders about upcoming meter expirations and the ability to remotely pay for a time extension where appropriate. In response to requests and to improve customer service, it is recommended that a pay-by-phone option be established for all parking meters in Burnaby. This would be achieved by partnering with a pay-by-phone vendor through a Request for Proposal. Partnering with a vendor will provide for a simplified implementation, management and lower cost model for the City. The successful proponent would develop the necessary applications and work with the Engineering, Information Technology and Finance Departments to establish the necessary protocols, certifications, and links to deal with back-end financial transactions and integration with the City's T2 parking management and SAP systems. Through preliminary discussions with affected departments, internal resources have been allocated to help facilitate the introduction of pay-by-phone in 2016. The main up-front cost to implement a pay-by-phone parking program is the re-labelling of all existing parking meters to enable and promote the system.

Although the initial cost of implementing a pay-by-phone system is relatively modest, there are significant ongoing costs to manage and maintain the system. These include transaction costs which offset the cost of service provided by the pay-by-phone vendor, credit card service charges, and communication costs. For a single transaction of \$1 for one hour of parking using the pay-by-phone service, the cost is estimated to be about 30% (\$0.30) excluding any up-front cost for its implementation. To avoid a negative financial impact to the City, parking meter rates in Burnaby will need to be increased.

To: Financial Management Committee  
 From: Director Engineering  
 Re: Pay-By-Phone Parking Program  
 2016 April 07..... Page 3

### 3.0 PARKING METER RATES

The parking meter rate of \$1 per hour in Burnaby has been unchanged for the past 18 years. Since that time, labour and material costs to maintain the system have increased without any corresponding offsets. Increasing parking usage has also increased the need for more frequent repairs and collections. With the proposed installation of a pay-by-phone system it is recommended that the parking rate be increased to \$2 per hour (inclusive of GST), with the flexibility to maintain or reduce it in the future to a minimum of \$1 where parking conditions warrant it. Typically, short term parking meter rates should be priced according to market demands and set such that 15% of the parking spaces are available at any one time. A rate that is too low would result in near 100% occupancy of the parking spaces and drivers circling the street looking for a space. On the other hand, a rate that is too high would result in underutilized parking spaces.

For comparison purposes, the cost of public off-street parking spaces varies from no charge (e.g. Metropolis Shopping Mall and Grand Villa Casino) to \$4.25 per hour (Burnaby General Hospital). Paid on-street parking spaces can be competitive with free off-street parking spaces if it provides the convenience desired by short term parkers. However, if on-street parking rates are too low relative to off-street rates, the demand for on-street parking would become too high resulting in reduced availability and convenience for short term parkers.

Also for reference purposes, the hourly parking rates charged for on-street parking in nearby municipalities are provided below. Direct comparisons may not be appropriate due to varying parking supply and demand conditions.

City of Vancouver: \$1.00 - \$6.00 per hour  
 City of New Westminster: \$1.25 - \$1.75 per hour  
 City of Richmond: \$2.50 per hour  
 City of Surrey: \$1.00 - \$2.00 per hour  
 City of Coquitlam: \$1.00 per hour  
 City of North Vancouver: \$1.50 - \$2.00

The change in parking meter rates would require adjustments to the parking meter mechanism and re-labelling of the meter rate plates. The work can be completed with existing resources and may be coordinated with the work required to initiate the pay-by-phone program.

### 4.0 EXPANSION OF METERED ZONES

Expansion of parking metered areas has been deliberately slow and measured, based on parking demands. Typical expansion areas include streets adjacent to new commercial developments within a busy Town Centre area, and minor extensions along a street already metered. Council approval is required to designate a street or portion of street as a metered zone as per the Parking Meter Bylaw.



To: Financial Management Committee  
 From: Director Engineering  
 Re: Pay-By-Phone Parking Program  
 2016 April 07 ..... Page 4

Some housekeeping amendments will be brought forward to confirm existing metered zones and to help establish potential additional zones so that parking meters can be integrated into the design and construction of adjoining new streets as part of new developments or added to manage high parking demands. These are shown in Figures 1-6 (*attached*) and include the following areas:

- Figure 1: Areas around Metrotown including nearby SkyTrain stations (Patterson, Metrotown and Royal Oak).
- Figure 2: Areas around Edmonds Town Centre including Edmonds SkyTrain Station.
- Figure 3: Areas around Brentwood Town Centre including nearby SkyTrain stations (Gilmore, Brentwood and Holdom), portions of the Willingdon/Canada Way Business Centre, and streets in close proximity to Burnaby General Hospital.
- Figure 4: Areas around Lougheed Town Centre.
- Figure 5: Streets in close proximity to Lake City Way SkyTrain Station.
- Figure 6: Streets in close proximity to Production Way/University SkyTrain Station.

It should be noted that designation of additional streets as a metered zone does not necessarily result in the immediate installation of parking meters. Installation would still be dependent upon anticipated parking demands and/or coordinated with the reconstruction of the street as part of new developments. Prior to any installations, notification and opportunity for feedback would be provided to adjacent property owners.

## 5.0 FINANCIAL IMPLICATIONS

Parking meter revenue has increased by an average of 8% per year over the last 5 years as shown in Table 1 below.

**Table 1 – Parking Meter Revenue – 2011-2015**

Fiscal year	2011	2012	2013	2014	2015
Parking Meter Revenue	1,387,248.87	1,410,970.26	1,581,915.38	1,720,292.28	1,838,046.77

The implementation of a pay-by-phone program and rate increase for parking meters will have modest up-front costs of about \$30,000, excluding internal resources required for system integration. Funding for the work has been included the 2016 Capital Program (EMG.0007). The pay-by-phone program will result in ongoing transaction charges that are estimated to be in the range of \$80,000 - \$200,000 per year dependent upon the frequency of usage. It is recommended that the parking meter rates be increased to up to \$2 per hour to offset these costs and the increasing cost of parking meter operations. The rate increase will also better reflect market conditions for more effective parking management (i.e. parking turnover). Overall, the implementation of pay-by-phone coupled with a rate increase to \$2 per hour will generate a net positive return of roughly \$200,000 in 2016. Estimates are contingent on parking demands, pay-by-phone usage, and timing of implementation.

To: Financial Management Committee

From: Director Engineering

Re: Pay-By-Phone Parking Program

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Pay-by-phone also has the added benefit of reducing the risk of theft by decreasing the amount of coins within each parking meter, and providing better audit controls and usage data to facilitate operational decisions. The successful pay-by-phone vendor will be required to meet City of Burnaby and Payment Card Industry Data Security Standard (PCI DSS) to secure all credit card transactions. Pay-by-phone will also improve real time reporting of revenues and should replace the manual effort currently involved in processing payments and reconciling revenues posted to the financial system.

## 6.0 FUTURE PLANS

In addition to the pay-by-phone program, there are two other products that are being reviewed and could be tested in the near future. One product is multi-space pay stations that can be used to replace several single space parking meters. The other is single space parking meters that provide the option of credit card transactions without the use of a cell phone. Both of these products have desirable features that increase user friendliness and provide more operational data than the existing parking meters, but they are also generally higher in costs. Further testing and review following the implementation of the pay-by-phone program will help to determine potential applications of these products within Burnaby.

## 7.0 CONCLUSIONS

To improve customer service, a pay-by-phone parking program for parking meters is recommended. This is supported by the growing popularity and ease of use of smart phone apps. It is also recommended that the parking rate be increased up to \$2 per hour to offset the cost of the new service, to update parking rates that have remained unchanged for the last 18 years to help cover increasing operating costs, and to better reflect market conditions for effective parking management. Housekeeping amendments to support the changes will include the establishment of additional metered zones in high demand parking areas to be implemented over time after notification and input from adjacent property owners. Implementation of the pay-by-phone system and parking rate increase is anticipated to be completed by this fall at an estimated cost of \$30,000 with funding from the 2016 Capital Program (EMG.0007).



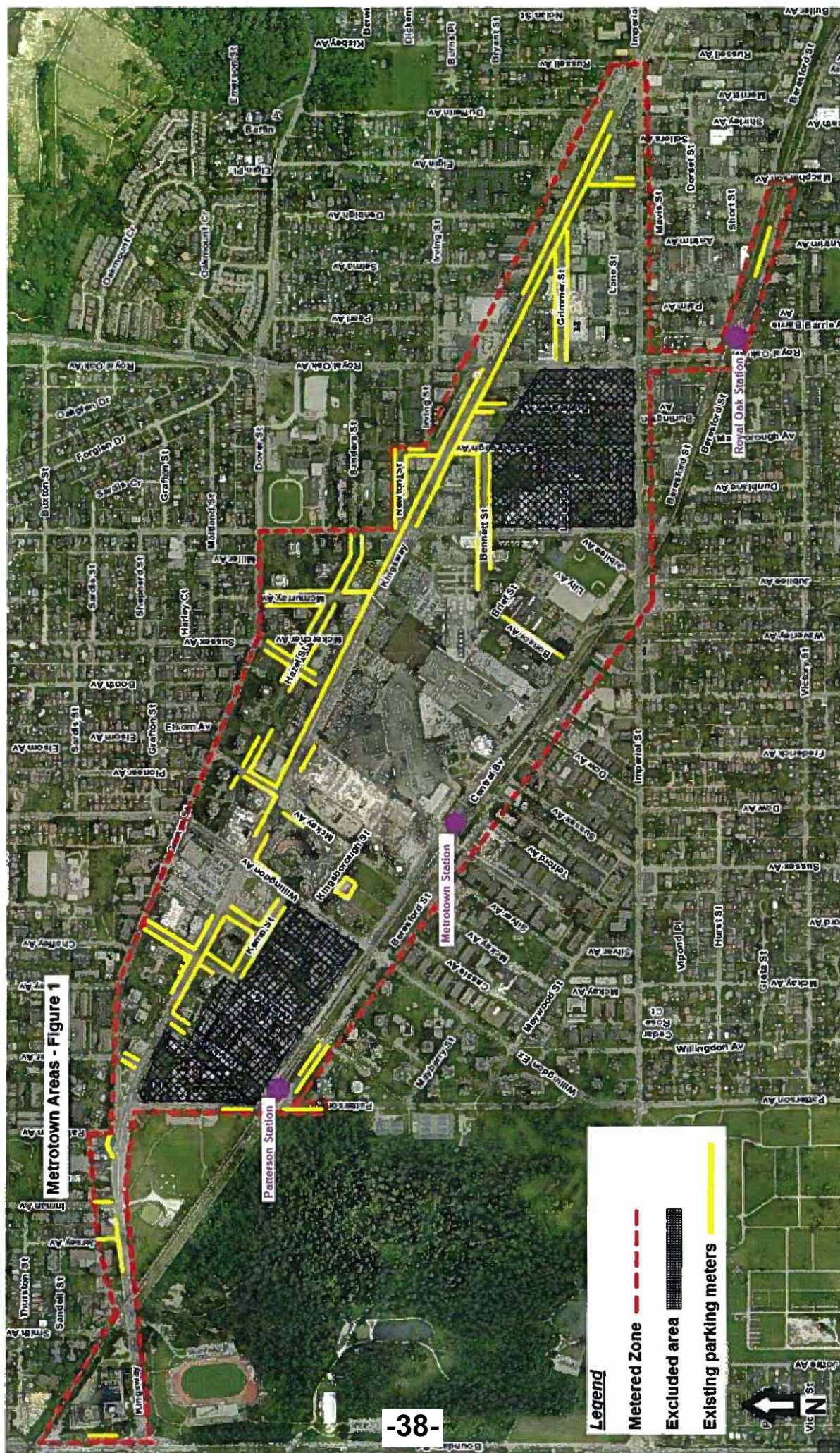
Leon A. Gous, P. Eng., MBA  
DIRECTOR ENGINEERING

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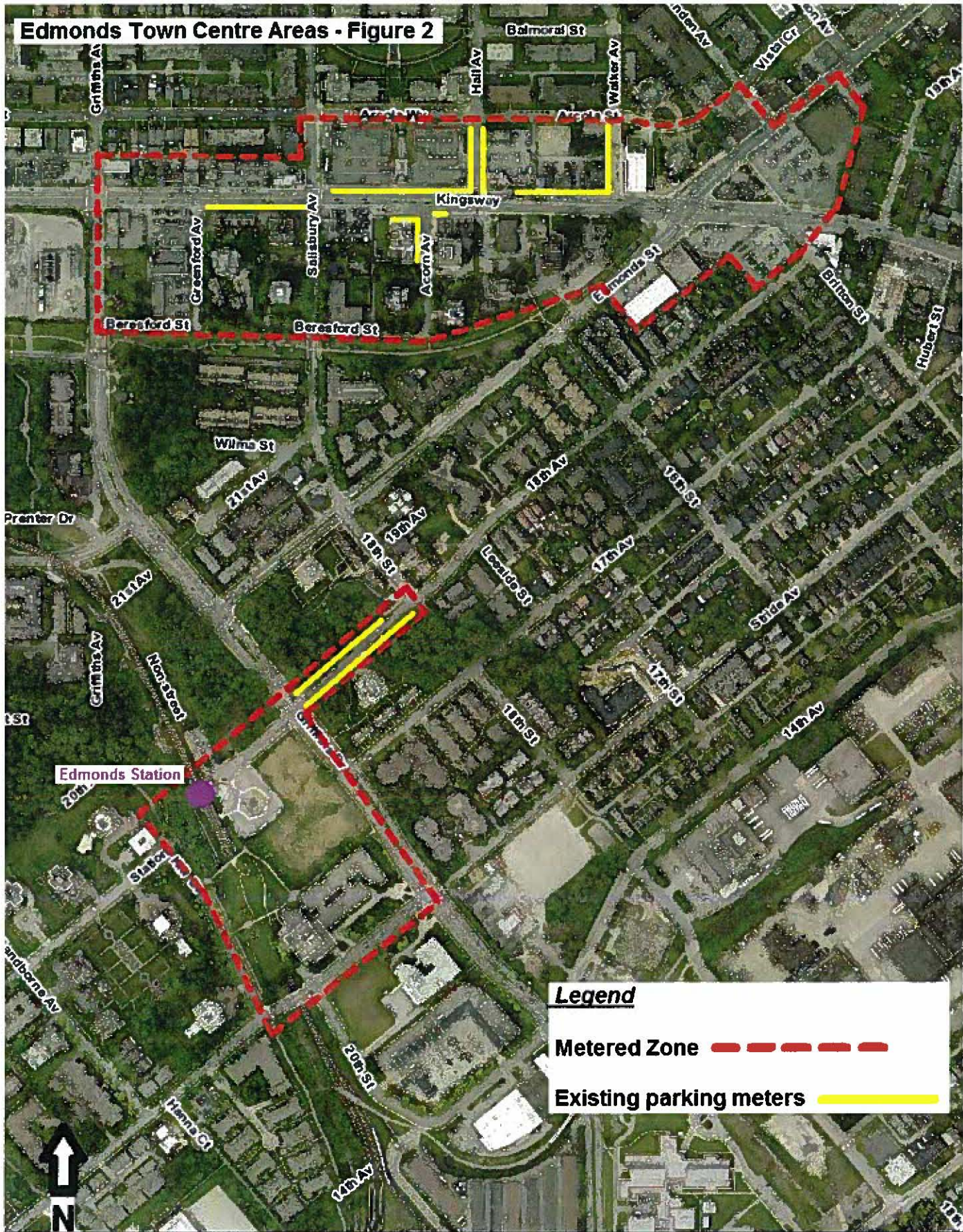
Attachments

Copied to: City Manager  
Director Finance  
Chief Information Officer



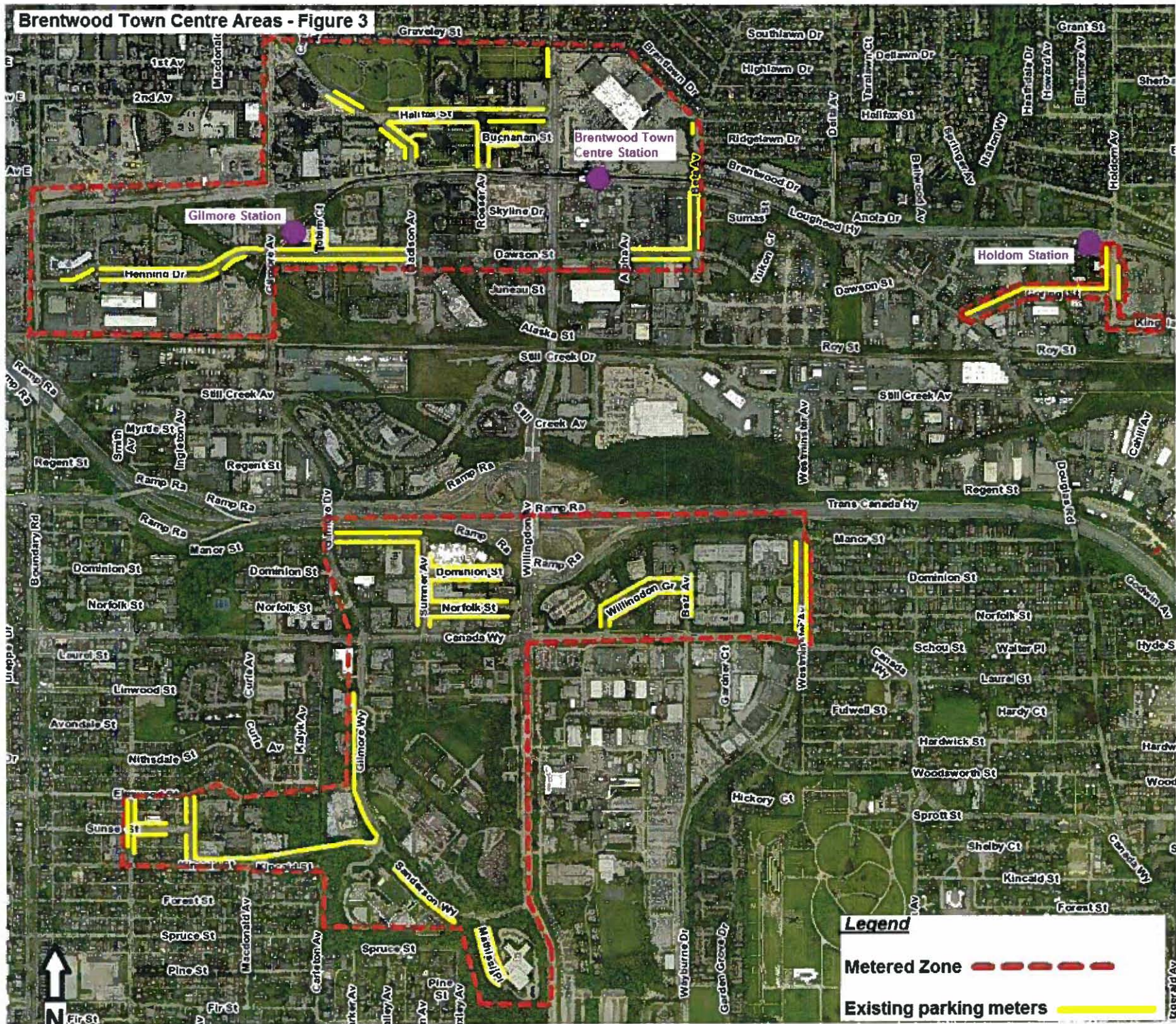




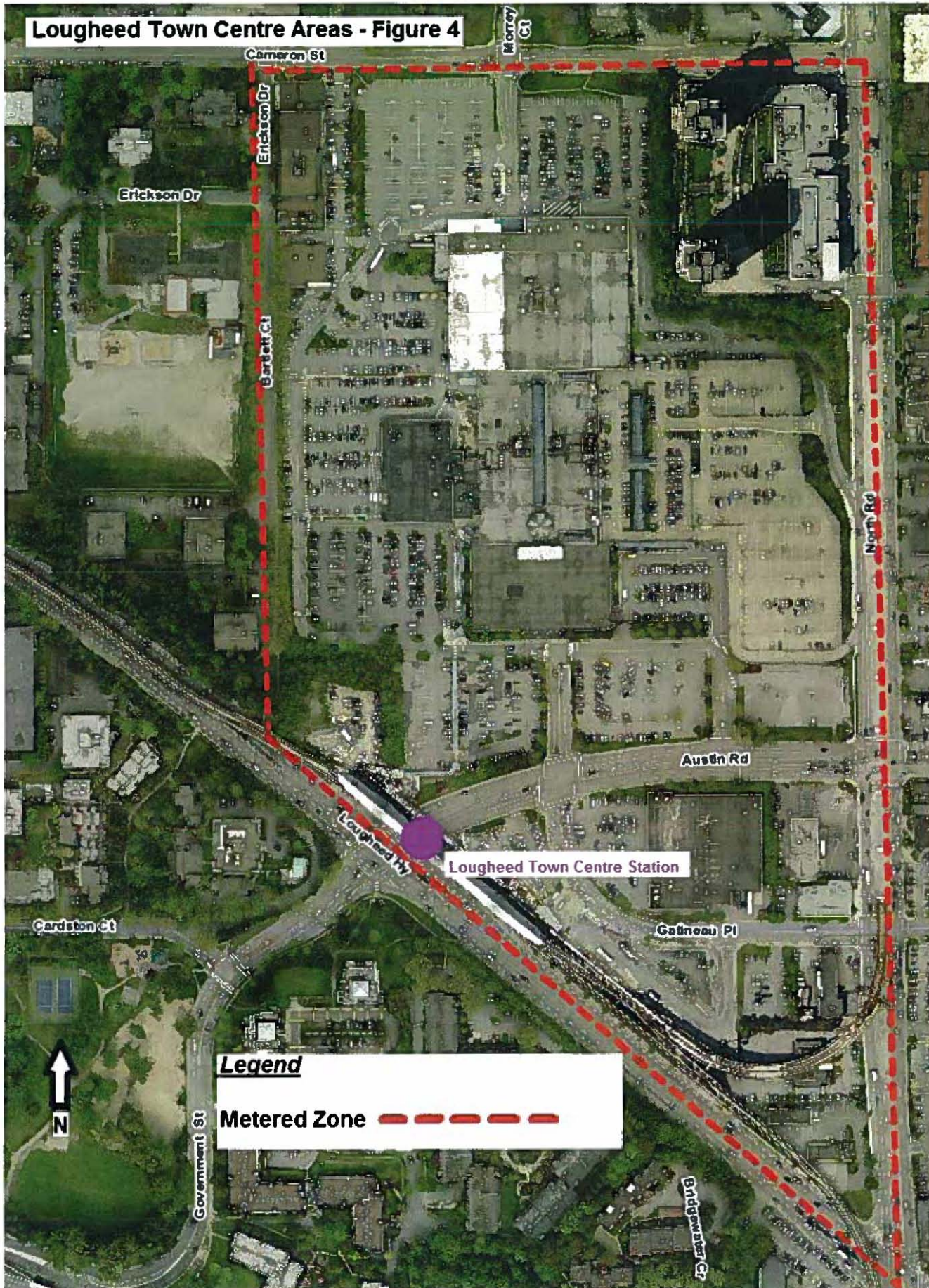




Brentwood Town Centre Areas - Figure 3

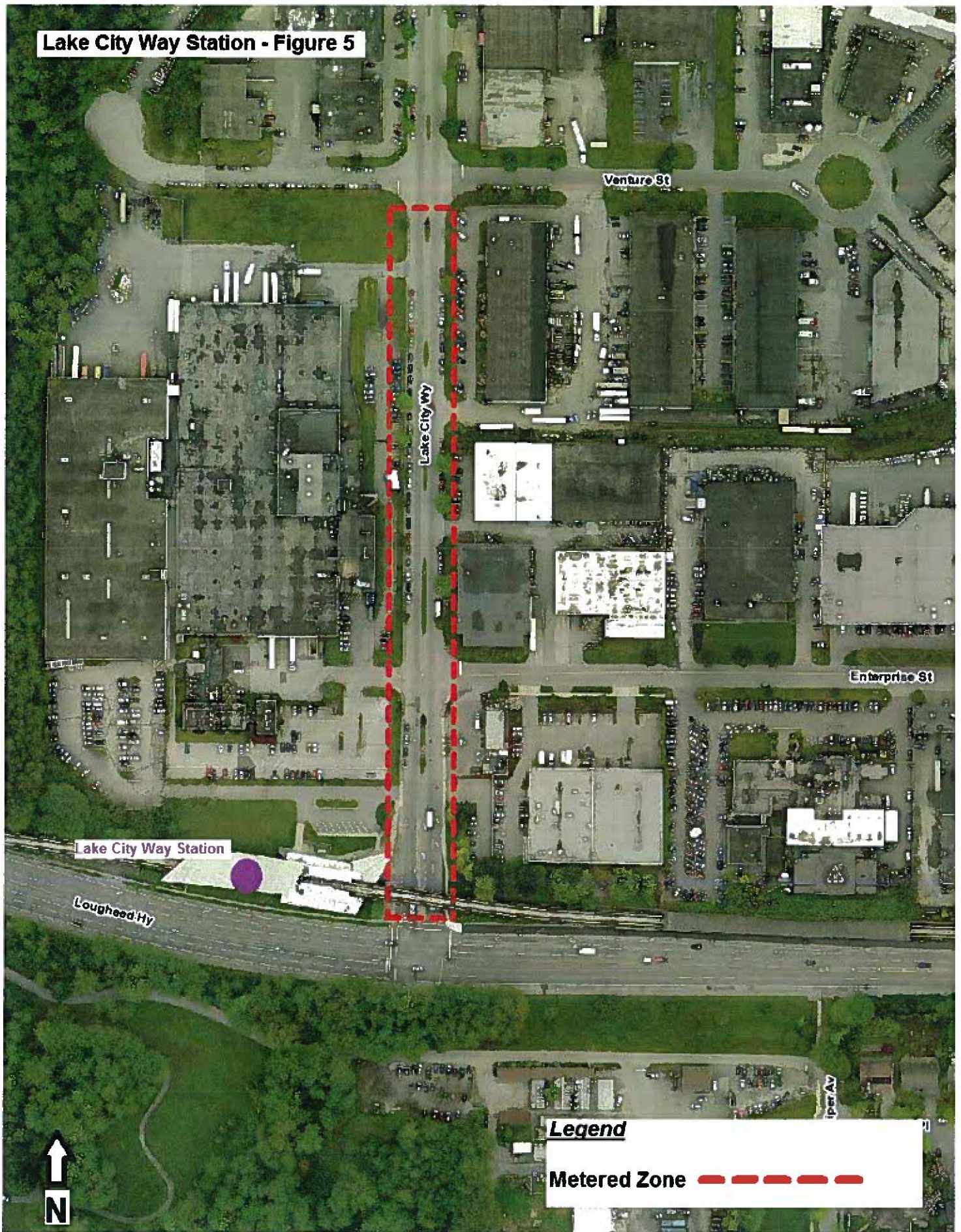




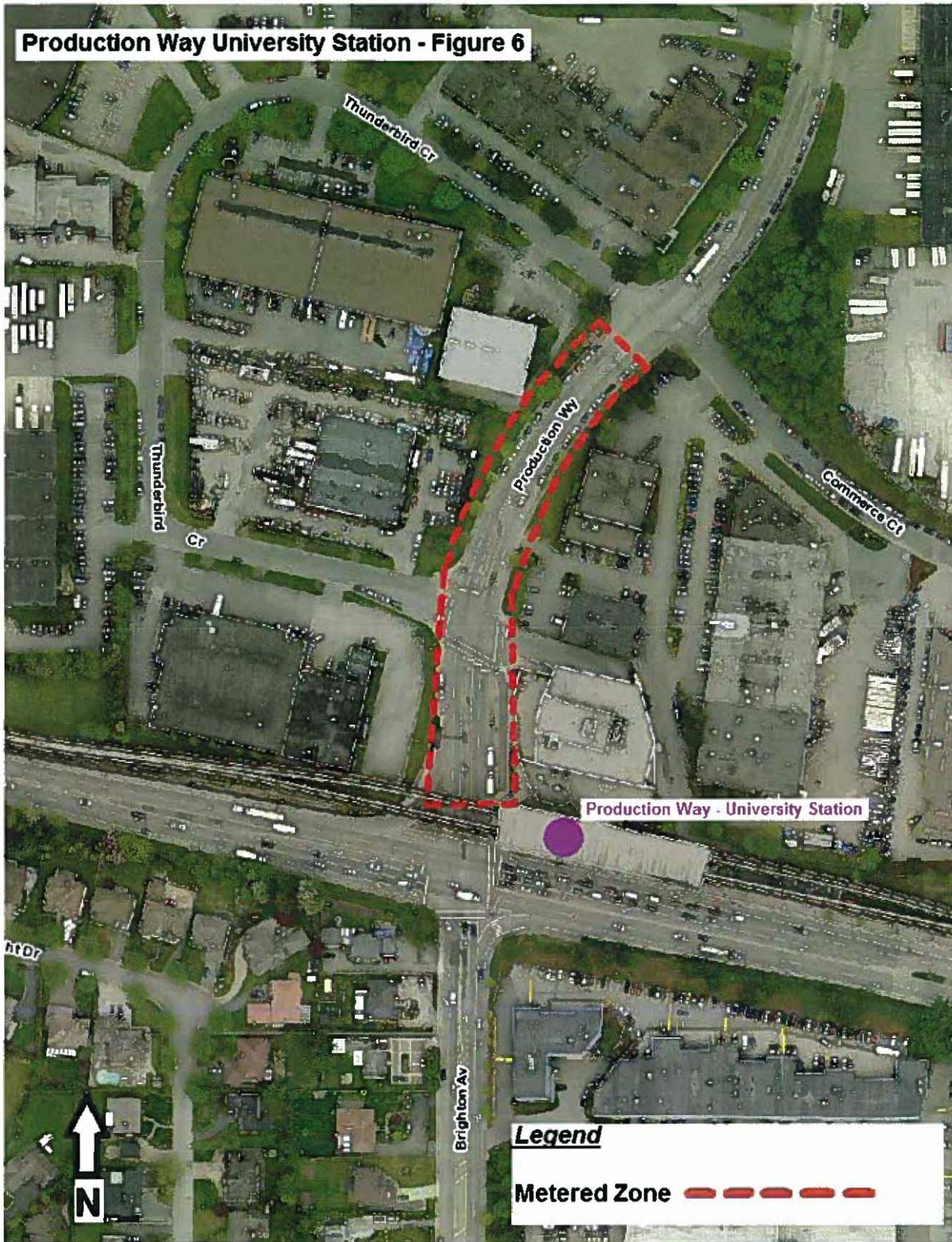




Lake City Way Station - Figure 5









Meeting 2016 April 28

## COMMITTEE REPORT

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**TO:** CHAIR AND MEMBERS  
FINANCIAL MANAGEMENT COMMITTEE

**DATE:** 2016 April 21

**FROM:** DIRECTOR FINANCE

**FILE:** 9900-01

**SUBJECT:** 2016 ELECTRONIC ACCESS AND SECURITY PROVISIONS

**PURPOSE:** To request approval of the capital electronic building access and security improvement capital program for civic facilities as outlined in this report.

---

**RECOMMENDATIONS:**

1. **THAT** Financial Management Committee recommend Council approve the capital expenditure for electronic building access and security equipment as outlined in this report.
2. **THAT** Financial Management Committee recommend Council authorize staff to use Gaming Funds in the amount of \$502,500 (inclusive of GST) to fund the Electronic Building Access and Security Program.

**REPORT****1.0 INTRODUCTION**

The 2016 Capital Program includes provision for the installation of new and replacement of aging or non-functioning electronic building access and security equipment throughout City facilities. This equipment enhances public and staff safety, and improves security in civic facilities.

**2.0 SECURITY SYSTEMS (\$160,000)****2.1 Willingdon Community Centre (\$60,000)**

This Centre is small but active providing a wide range of services to its community. Inside there is a gymnasium and a separate workout room. Outside there is a large children's play area and wading pool. The public washrooms and change rooms are accessible by a separate entrance from outside the building which cannot be monitored by staff. As a result, electronic monitoring is required in the area. The busy front counter also requires electronic monitoring of the POS for the protection of staff and City assets.

**2.2 Confederation Spray Park (\$50,000)**

Spray park patrons utilize public washrooms and change room facilities that have a history of vandalism. The adjacent building has an electronic monitoring system but recent expansion of

To: Financial Management Committee  
 From: Director Finance  
 Re: 2016 ELECTRONIC ACCESS AND SECURITY PROVISIONS  
 2016 April 21 .....Page 2

the spray park indicates additional equipment is needed to help safeguard the children using this facility.

### **2.3 Swangard Stadium (\$50,000)**

This location hosts major festival events that generate significant ticket as well as food and beverage revenues. Upgrading and expanding the current video monitoring system here will enhance staff and public safety.

### **3.0 BUILDING ACCESS (\$125,000)**

Capital funding is required for the installation of electronic building access at Firehall 2 and 3. These systems are necessary in the interest of staff safety and protection of assets.

### **4.0 SECURITY EQUIPMENT REPLACEMENT AND EXPANSION (\$60,000)**

Security equipment replacement program in Parks facilities.

### **5.0 ELECTRONIC ACCESS FOR CITY HALL AND DEER LAKE COMPLEX NETWORK WIRING CLOSETS (\$135,000)**

Installation of electronic access on the City's network wiring closets to provide physical access control to protect City assets and audit records for City Hall and the Deer Lake Complex.

### **6.0 CONCLUSION**

The security systems included in the electronic building access and security capital program have been selected on the basis of the need to replace, upgrade, or install new systems.

It is recommend that the Financial Management Committee recommend Council approve the capital expenditure for electronic building access and security equipment as outlined in this report and that Council authorize staff to use Gaming Funds in the amount of \$502,500 (inclusive of GST) to fund the Electronic Building Access and Security Program.



Denise Jorgenson  
 DIRECTOR FINANCE

DJ:NK:MFG/ew

Copied to: City Manager  
 Deputy City Managers  
 Director Parks Recreation & Culture  
 Director Engineering  
 Director Planning and Building  
 City Solicitor



Meeting 2016 Apr 28

## COMMITTEE REPORT

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**TO:** CHAIR AND MEMBERS  
FINANCIAL MANAGEMENT COMMITTEE

**DATE:** 2016 April 21

**FROM:** DIRECTOR FINANCE

**FILE:** 5820-01  
*Reference: Willis Canada*

**SUBJECT: INSURANCE CONTRACT RENEWALS – NINE PROGRAMS**

**PURPOSE:** To request approval to award insurance contracts for the annual Property and Liability insurance programs maintained by the City.

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**RECOMMENDATION:**

1. **THAT** the Financial Management Committee recommend Council approve the award of nine (9) contracts of insurance as specified in this report. The total amount, payable to Willis Canada to fund the insurance premiums is \$850,000. Actual payment will be based on the final insurance agreements.

**REPORT**

Working closely with the City's insurance consultants at Willis Canada in Vancouver, the Risk Management Department manages the process of marketing, selecting, and arranging insurance coverage for the City. In consideration of an annual fee Willis Canada provides a wide range of professional services that include: advice and negotiation of coverage and policy wording; marketing of the City's risk in the global insurance market; binding coverage and paying premium on behalf of the City; and, as necessary, acting as claims advocate with insurers.

All City insurance programs renew annually on May 01 with the exception of the ICBC fleet program which renews on January 01. Insurance premium is determined by multiplying the total insured value by the insuring rate. Any increase in the total insured value results in a corresponding premium increase even if the rate remains unchanged from one year to the next. In 2015 February, Willis Canada was instructed to research and approach markets for the City's insurance programs. The following is based upon the most up to date information available from Willis Canada. There is no increase in price from 2015.

**1.0 PROPERTY INSURANCE**

The City's property assets are appraised annually by Universal Appraisal Services. The total insured value is currently reported at \$742 million. Changes, almost always increases, in the total insured value from year to year are attributable to new facilities constructed during the past year; the ever-rising cost of replacement construction due to inflation; and the accumulating building code and bylaw update requirements for replacement construction. A major marketing campaign was completed three years ago from which the Royal & Sun Alliance Insurance Company (RSA) was selected. RSA remains a very strong insurer with an "A" credit rating. RSA has sufficient capacity to underwrite this program and confirmed on April 20 that it is prepared to offer a



To: Financial Management Committee  
 From: Director Finance  
 Subject: INSURANCE CONTRACT RENEWALS - NINE PROGRAMS  
 2016 April 21 .....Page 2

reduction of 5% over the expiring rate. We are awaiting terms from another major property insurer but expect that premium for the major Property program will not exceed \$509,000 in 2016.

Boiler & Machinery coverage for all insured assets is purchased separately from RSA. As the cost of this program is also tied directly to the total insured value the cost this year is expected to rise proportionately but the incumbent insurer has offered a reduction in the rate that should result in no increase in premium over last year. We expect the price of this insurance will not exceed \$25,000 in 2016.

## **2.0 COMMERCIAL GENERAL AND EXCESS LIABILITY**

The past year was the first of a three year program offered by the incumbent liability insurer, QBE London but even so the insurer has agreed to a 5% reduction in premium for 2016 and is willing to re-start the three year program at the lower rate. The municipal liability insurance market remains small and our brokers have found no other insurers able to compete with the program or pricing at this time. The insurer provides \$30 million of Primary and Excess/Umbrella liability coverage to the City. The total annual premium for the next three years is expected to be not more than \$210,000 per year.

## **3.0 OTHER PROGRAMS**

Willis Canada actively markets several other smaller insurance programs, including: the Crime and Fidelity policy with Travelers; two lesser Property programs, currently placed with RSA, that apply to commercial properties at Deer Lake I & II, the Hart House Restaurant, and Brentwood Community Resource Centre; a primary Commercial General Liability policy specific to the Deer Lake I and II operations placed with Aviva Canada; and a corporate Non-Owned Auto policy provided by ICBC. In each case, based on other recent renewals of similar classes of business, Willis Canada advises that the incumbent insurers have offered favorable renewals that are not higher than expiring contracts. Total premium for these programs is expected to be not more than \$106,000.

## **4.0 RECOMMENDATION**

The cost of maintaining insurance programs is a necessary operating expense included in the City's 2016 portion of the 2014 – 2018 Annual Financial Plan. Insurance charges are exempted from PST and GST. It is recommended that the Financial Management Committee request Council to approve and authorize staff to award these nine insurance contracts. The total premium, payable to Willis Canada to fund the nine insurance programs, is \$850,000.



Denise Jorgenson  
 DIRECTOR FINANCE

DJ:MFG/ew

Copied to: City Manager  
 Risk Manager



Meeting 2016 April 28

## COMMITTEE REPORT

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**TO:** FINANCIAL MANAGEMENT COMMITTEE      **DATE:** 2016 APRIL 08

**FROM:** MAJOR CIVIC BUILDING PROJECT      **FILE:** 4230-08  
COORDINATION COMMITTEE

**SUBJECT: PROPOSED SOUTH BURNABY ARENA**

**PURPOSE:** To undertake a Feasibility Study for the proposed development of an ice arena facility at 10<sup>th</sup> Avenue and 18<sup>th</sup> Street, Burnaby, BC.

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**RECOMMENDATIONS:**

1. **THAT** Council authorize the issuance of a Request for Proposal (RFP) to undertake a Feasibility Study for the proposed development of an ice arena facility at 10<sup>th</sup> Avenue and 18<sup>th</sup> Street.
2. **THAT** a copy of this report be sent to the Parks, Recreation and Culture Commission for information purposes.

**REPORT****1.0 BACKGROUND**

The City currently provides ice arena services from three public arenas. They include:

- Bill Copeland Arena      -      Constructed in 1997
- Kensington Arena      -      Constructed in 1973
- Burnaby Lake Arena      -      Constructed in 1964

Arising from a needs assessment undertaken by the Parks, Recreation and Cultural Services Department, it was determined that additional ice rink capacity beyond the existing publicly-owned rink facilities was needed to serve current and future Burnaby residents, teams and clubs.

To meet this need, in 2014 Council adopted a report reviewing the City's Community Benefit Bonus Policy, which identified the use of amenity bonus funds towards priority amenity projects for the City, including a new ice rink facility, to serve south Burnaby. In response to this direction, in the summer of 2015, Planning and Parks, Recreation and Cultural Services staff undertook a review of City-owned lands in South Burnaby that could accommodate one or two ice rinks.

To: Financial Management Committee  
 From: Major Civic Building Project Coordination Committee  
 Re: Proposed South Burnaby Arena  
 2016 April 08..... Page 2

Among the several City-owned properties that could accommodate such a facility, three were identified as appropriate due to their size, configuration, location and access. These three potential locations included Bonsor Park, MacPherson Park West and City-owned properties at 10<sup>th</sup> Avenue and 18<sup>th</sup> Street. In 2015 August, after a review of these potential locations with Councillors and Parks Commissioners, it was determined that the 10<sup>th</sup> Avenue and 18<sup>th</sup> Street site would be the most suitable as it would not impact existing or proposed park facilities, is of a suitable size to accommodate two ice rinks, and is accessible by for the community by walking, cycling, driving and transit.

## 2.0 PREFERRED SITE

The preferred site at 10<sup>th</sup> Avenue and 18<sup>th</sup> Street is located within the Council-adopted Edmonds Town Centre Plan area. The site is made up of two parcels at 7789 and 7799 -18<sup>th</sup> Street, which have a combined frontage on 18<sup>th</sup> Street of approximately 210m (689 ft.), and an area of approximately 16,560m<sup>2</sup> (4.09 acres). Directly to the west and northwest is Byrne Creek Secondary School. To the northeast across 18<sup>th</sup> Street is the proposed Southgate Neighbourhood, which will accommodate a new 2.02 hectare (5 acre) City park surrounded by multiple-family and mixed-use development. To the Southeast across 18<sup>th</sup> Street are existing institutional (Church) and single and two family uses. To the south across 10<sup>th</sup> Avenue is the City of New Westminster, with single and two family uses fronting 10<sup>th</sup> Avenue. The preferred site is highly accessible to south Burnaby residents via Griffiths Drive, Southridge Drive and 10<sup>th</sup> Avenue. Bus access to the site is available via the 116 Edmonds Station / Metrotown Station and 112 Edmonds Station / New Westminster Station. The site is located approximately 950m (3,116 ft.) walking distance from the Edmonds SkyTrain Station and is connected to the Urban Trail network in the area.

A rezoning from the prevailing M1 Manufacturing District to the CD Comprehensive Development District (utilizing the P2 Administration and Assembly District) would be required to permit the proposed ice rink facility. The site would be required to be consolidated by way of a Subdivision Application and serviced based on Town Centre Standards with separated sidewalk and cycling facilities on 18<sup>th</sup> Street and 10<sup>th</sup> Avenue, and provided with all necessary utilities to serve the site. Preliminary Plan Approval and Building Permit will be required to permit construction of the proposed facility.

## 3.0 PROPOSED DEVELOPMENT

In order to advance the ice arena project forward, it is recommended that a comprehensive Feasibility Study be undertaken for the preferred site. The Study will examine the service needs and facility requirements to provide both dry floor space and ice surface for the community. It will also help establish a building program which will not only include the ice rink(s) but other amenities such as public meeting space, bulk storage, limited seating and a snack bar component.

In addition, the Study will examine siting options for possible future expansion, parking, site servicing, and public amenities that could be located on a second level of the proposed facility.

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From: Major Civic Building Project Coordination Committee  
Re: Proposed South Burnaby Arena  
2016 April 08..... Page 3

The Feasibility Study report will also provide a preferred concept design of the proposed ice rink facility and estimated project costs for the various phases of the project from concept design through to the construction phase.

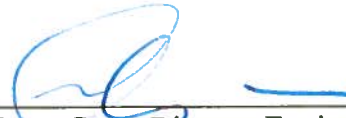
#### **4.0 CONCLUSION**

It is recommended that Council be requested to authorize the issuance of a Request for Proposal (RFP) to retain a consulting firm to undertake a comprehensive feasibility study to examine the feasibility of developing an arena facility on the preferred City-owned site at 10<sup>th</sup> Avenue and 18<sup>th</sup> Street in South Burnaby, as outlined in this report.

Council approved bylaw funding of \$250,000 on 2015 October 26 to undertake the feasibility study. In addition, the approved 2017 – 2018 Capital Plan identifies \$22 million for construction of the proposed facility drawing on the Community Benefit Fund.



\_\_\_\_\_  
Lou Pelletier, Chair, Major Civic Building Project  
Coordination Committee



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Leon Gous, Director Engineering



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Dave Ellenwood  
Director Parks, Recreation and Cultural Services

JC:ap

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cc: Acting City Manager  
Deputy City Manager  
Director Finance  
Fire Chief  
Chief Building Inspector  
Purchasing Manager  
Assistant Director - Recreation



Meeting 2016 April 28

## COMMITTEE REPORT

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**TO:** FINANCIAL MANAGEMENT COMMITTEE    **DATE:** 2016 APRIL 18

**FROM:** MAJOR CIVIC BUILDING PROJECT    **FILE:** 4230 09  
COORDINATION COMMITTEE

**SUBJECT:** STILL CREEK RECYCLING / GREEN WASTE DEPOT  
AND WORKS YARD

**PURPOSE:** To provide a financial wrap-up report on the development of the Still Creek Recycling/Green Waste Depot and Works Yard.

---

**RECOMMENDATION:**

1. **THAT** this report be received for information purposes.

**REPORT****1.0 BACKGROUND**

In 2009 October, the consulting firm of Francel Architecture was retained to undertake the detailed design and contract administration for the new Still Creek Recycling/Green Waste Depot and Works Yard located in the 4800 block of Still Creek Drive. The project consists of two (2) sites totalling 12 acres which are separated by Still Creek Drive. The Recycling/Green Waste Depot, now named "Burnaby Eco Centre" is located on the North site and has been open to the public since 2013 September. The Still Creek Works Yard is located directly across the street from the Eco Centre on the South site and provides space for staff and equipment for the Parks and Engineering Departments. The groups from each Department include Sanitation, Signs and Road Markings, Parking Bylaw, Parking Meters, Parks Maintenance, Development and Grass Cutting crews.

The Operations building was constructed with LEED attributes to deliver an energy efficient and low maintenance facility by including various sustainable features that reduce the overall environmental impact of the building.

These features include a green roof, durable exterior materials and a polished concrete floor that only requires general cleaning. Energy efficient lighting and an automated building control system also complement the building's sustainable features. Within the Operations and Storage buildings, reclaimed wood has been incorporated into the structure and built-in millwork details. The Storage building and truck wash include rainwater harvesting which provide 100% of the wash water except during long, dry periods.

To: Financial Management Committee  
 From: Major Civic Building Project Coordination Committee  
 Re: Still Creek Recycling/Green Waste Depot and  
 Works Yard  
 2016 April 18..... Page 2

On-site features include bio swales, bio filtration ponds, native and other drought resistant plants to minimize irrigations requirements. Also included on the site are ten (10) electric vehicle charging stations.

Funding to construct the new Eco Centre and Works Yard was approved by Council on 2012 April and the project was issued for tender on 2012 May 25. This was followed with the award of a construction contract to DGS Construction Ltd. who submitted the lowest qualified tender in the amount of \$23,300,000 (*exclusive of GST and PST*). The contractor commenced construction in 2012 September on the Eco Centre and substantially completed the contract on 2014 October 01 after receiving an occupancy permit for the Still Creek Works Yard.

The workmanship on the project is of good quality and the subtrades were well organized under the direction of the General Contractor. The Still Creek Works Yard has been in operation since 2014 October 10 and the official opening for this facility by Council was held on 2015 May 23.

## 2.0 FINANCIAL SUMMARY

The budget approved by Council for the project totals \$32,665,845 (*exclusive of PST and GST*). The final expenditures include design, construction and all other related project costs.

The following is a summary of the final project costs.

### CONSTRUCTION COSTS:

#### Construction Contract

Original contract value (DGS Construction Ltd.)	-	\$ 23,300,000
Change Order additions	- \$836,073	
Change Order deductions	- <u>\$251,216</u>	
Sub Total Change Order (2% of original contract value)	- \$584,857	\$ 584,857
Tax Change (HST to PST/GST)	-	\$ 604,157
<b>Final Construction Contract Value</b>	-	<b><u>\$ 24,489,014</u></b>

To: Financial Management Committee  
 From: Major Civic Building Project Coordination Committee  
 Re: Still Creek Recycling/Green Waste Depot and  
 Works Yard  
 2016 April 18..... Page 3

### **OTHER PROJECT COSTS:**

Permits	-	\$ 336,838	
Depot Relocation	-	\$ 1,237,506	
Furniture, Fixtures & Equipment, Signage, Utilities, etc.	-	<u>\$ 1,622,318</u>	
<b>Total – Other Project Costs</b>	-	<b>\$ 3,196,662</b>	- <b><u>\$ 3,196,662</u></b>

### **CONSULTING SERVICES:**

Design/Contract Admin.	-	\$ 1,585,331	
Geotechnical, Environ. & Materials, Testing, etc.	-	<u>\$ 487,622</u>	
<b>Total Consulting Services</b>	-	<b>\$ 2,072,953</b>	- <b><u>\$ 2,072,953</u></b>

**TOTAL PROJECT EXPENDITURES** - **\$29,758,629**

**APPROVED PROJECT BUDGET** - **\$32,665,845**

**PROJECT SURPLUS** - **\$ 2,907,216**

*(Note: The above amounts do not include GST)*

### **3.0 CONCLUSION**

The contractor, DGS Construction Ltd., completed the Eco Centre in 2013 September and achieved Substantial Performance of the contract on 2014 October 01 with the completion of the Still Creek Works Yard.

Since their respective openings, both the Eco Centre and the Still Creek Works Yard have been functioning well and have received favourable comments from staff and the general public using the facilities.

To: Financial Management Committee  
From: Major Civic Building Project Coordination Committee  
Re: Still Creek Recycling/Green Waste Depot and  
Works Yard  
2016 April 18..... Page 4

The workmanship on the sites and buildings is of a good standard and the project has been completed within the budget approved by Council.



Leon A. Gous, Chair, Major Civic Building Project  
Coordination Committee



Lou Pelletier, Director Planning and Building



Dave Ellenwood, Director Parks, Recreation and  
Cultural Services

JC/RP:ap

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yard (2016.04.28).doc

cc: Acting City Manager  
Deputy City Manager  
Director Finance  
Chief Building Inspector  
Purchasing Manager





Meeting 2016 Apr 28

## COMMITTEE REPORT

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**TO:** CHAIR AND MEMBERS  
FINANCIAL MANAGEMENT COMMITTEE

**DATE:** 2016 Apr 26

**FROM:** DIRECTOR PARKS, RECREATION AND  
CULTURAL SERVICE

**SUBJECT: BONSOR UPPER FLOOR RENOVATION**

**PURPOSE:** To obtain Committee and Council approval for Community Amenity funding of \$1,280,000 to expand the Bonsor upper floor renovation project.

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**RECOMMENDATIONS:**

1. **THAT** Council approve Community Amenity funding of \$1,280,000 (inclusive of GST) to provide for the Bonsor upper floor renovation project to be expanded to include all program and common areas.
2. **THAT** a copy of this report be forwarded to the Burnaby Parks, Recreation and Culture Commission for information.

**REPORT****1.0 BACKGROUND**

Bonsor Pool was constructed in 1973, with the Bonsor Recreation Centre added in 1988 to serve the growing population in the Metrotown area. The facility houses a wide variety of community programs, including swimming, gymnasium sports, racquetball, weight training, fine arts, yoga, dance, fitness and more. The facility has undertaken two renovation projects: conversion of a restaurant into a cardio space, and the conversion of two racquetball courts into a yoga studio and multi-purpose room. These spaces are currently well-utilized.

In 2013, the Bonsor 55+ Society was relocated from the upper floor of the Bonsor Recreation Complex to the new Bonsor 55+ Centre on Bennett Street. This relocation vacated 3,340 sq. ft. of space on the upper floor of the Bonsor Recreation Centre. At its 2014 March 10 Open meeting, City Council approved the expenditure of \$1,300,000 (inclusive of taxes) from Density Bonus funds to finance the renovation of the Bonsor upper floor area previously occupied by the Society. This space will be renovated to

To: Chair and Members Financial Management Committee  
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meet several unmet needs at Bonsor by providing a 2000 sq. ft. multi-purpose room for fitness, social and dance activities; an 800 sq. ft. spin cycle studio and personal training area; two music studios of approximately 100 sq. ft. each; and circulation space for patrons using the new rooms.

A public consultation process was undertaken with existing patrons of Bonsor Recreation Complex. The feedback that was received was positive and supported the direction that is being taken. In particular, there was resounding support for the spin cycling studio as it adds a new dimension to the fitness services currently being offered at Bonsor Recreation Complex. The proposed renovated space is estimated to serve an additional 2,000 participants per week, or approximately 100,000 per year.

At the completion of the public consultation process, the City retained Shape Architecture Inc. to determine space allocation and to develop a design to deliver the proposed programs.

Since the original funding approval, the project has been delayed by higher than expected project bids in fall of 2014 and an unsuccessful attempt to secure Federal grant funding as a Canada 150 project in spring of 2015. Currently, the renovation of the vacated senior's space is considered an opportunity to provide a cosmetic upgrade to the remainder of the upper floor at the Bonsor Recreation Complex. This would be the first upgrade to the upper floor spaces since original construction and will carry this area of the facility to the end of its useful life.

The proposed additional cosmetic upgrades include sanding of existing banquet hall wood flooring, painting walls, replacing aged ceiling tiles, replacement flooring in select areas, and other cosmetic upgrades. The renovations to the remainder of the upper floor do not include any reconfiguration of the spaces or any major electrical or mechanical upgrades.

Upon finalization of the drawings and contract documents, the project will be ready for tender, with the results of the tender to be reported to the Committee and Council in a future report.

## 2.0 PROJECT BUDGET AND FINANCING

The following is a cost summary for the Renovation Project which is comprised of estimated construction values, consulting services and various related project costs.

Estimated Upper Floor Construction Costs (incl PST)	\$1,618,000
Construction Contingency	\$213,000
GST	\$81,000
Testing/Hazmat/Phasing	\$13,000

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Building Permit / PPA Fees	\$16,000
Consulting Fees	\$40,000
Fixtures Furnishings & Equipment	\$54,000
Additional Cosmetic Renovation (banquet hall, multi & arts)	\$515,000
Allowance for Inflation	\$30,000
Construction Budget	\$2,580,000
Previously Funded	-\$1,300,000
Total New Funding Request:	\$1,280,000

These funds are identified in the 2016 Provisional Capital Budget. Council have previously approved \$1.3 million for this project through Bonus Density funding. It is recommended that rather than finance the new costs through Capital Reserves Bylaw, Council be requested to authorize the use of Community Amenity funding in the amount of \$1,280,000 to finance the balance of this project.

### 3.0 CONCLUSION

The detailed design is nearing completion and in order to proceed to tender, funding will be required. In this regard it is recommended that Council approve Community Amenity funding in the amount of \$1,280,000 (inclusive of taxes) for the expanded scope of this construction project. Subject to receiving funding approval staff will complete the tender documents and proceed to tender.

It is recommended that a copy of this report be sent to the Parks, Recreation and Culture Commission for information.



Dave Ellenwood  
 DIRECTOR PARKS, RECREATION AND CULTURAL SERVICES

CMC:lw

Copied to: Acting City Manager  
 Director Finance  
 Director Engineering  
 Director Planning & Building  
 Deputy Chief Building Inspector