



REVISED
2016 November 08

TRANSPORTATION COMMITTEE

NOTICE OF OPEN MEETING

DATE: WEDNESDAY, 2016 NOVEMBER 09

TIME: 6:00 PM

PLACE: Clerk's Committee Room, Burnaby City Hall

A G E N D A

1.	<u>CALL TO ORDER</u>	<u>PAGE</u>
2.	<u>MINUTES</u>	
a)	Minutes of the Transportation Committee Open meeting held on 2016 June 08	1
3.	<u>DELEGATION</u>	
a)	Ripe Rides Re: Ripe Rides Business Model <u>Speakers:</u> Mr. Otis Perrick, Founder and CEO Mr. Nitesh Mistry, Director of Business Operations	
4.	<u>CORRESPONDENCE</u>	
a)	Memorandum from the City Clerk Re: Accessibility 2024 Two Year Progress Update	6
b)	Correspondence from Ministry of Community, Sport and Cultural Development and Ministry Responsible for TransLink Re: Ride Sourcing in BC Stakeholder Engagement Summary	75
c)	Correspondence from HUB Burnaby Re: Bicycle Facility Types for Burnaby's Cycle Network	90
d)	Correspondence from Transport Canada Re: Rail Safety Improvement Program Awareness	93

- e) Memorandum from the City Clerk 96
Re: Final Environmental Sustainability Strategy (ESS) and Final
Community Energy and Emissions Plan (CEEP)

5. **NEW BUSINESS**

6. **INQUIRIES**

7. **ADJOURNMENT**



TRANSPORTATION COMMITTEE

Wednesday, 2016 June 08

An Open meeting of the Transportation Committee was held in the Council Chamber, main floor, Burnaby City Hall, 4949 Canada Way, Burnaby, B.C. on Wednesday, 2016 June 08 at 6:00 PM.

1. CALL TO ORDER

PRESENT: Councillor D. Johnston, Chair
Councillor S. Dhaliwal, Vice Chair
Councillor C. Jordan, Member
Ms. A. Keane, Citizen Representative
Mr. L. Paul, Citizen Representative
Mr. D. Reid, Citizen Representative
Mr. M. Zanotto, Citizen Representative

STAFF: Ms. L. Garnett, Assistant Director, Long Range Planning
Mr. D. Louie, Assistant Director Engineering, Transportation Services
Mr. S. Ramsey, Manager, Transportation Planning
Ms. L. Libsekal, Transportation Planner
Ms. E. Prior, Administrative Officer

The Chair called the Open meeting to order at 6:00 p.m.

2. MINUTES

a) **Minutes of the Open Meeting of the Transportation Committee held on 2016 January 13**

MOVED BY COUNCILLOR DHALI WAL
SECONDED BY COUNCILLOR JORDAN

THAT the minutes of the Open Transportation Committee meeting held on 2016 January 13 be adopted.

CARRIED UNANIMOUSLY

The Chair welcomed Mr. Moreno Zanotto as a Citizen Representative to the Committee.

3. CORRESPONDENCE

MOVED BY COUNCILLOR DHALIWAL
SECONDED BY COUNCILLOR JORDAN

THAT the correspondence be received.

CARRIED UNANIMOUSLY

a) Norman Clark
Re: Request For Increase In Number Of Bus Shelters

Correspondence was received from Mr. Norman Clark requesting consideration for more bus shelters in Burnaby.

Staff advised that funding has been set aside for the installation of an additional 20 new bus shelters in 2016. The bus shelters will be installed where ridership is highest to benefit the maximum number of transit users. Coast Mountain Bus Company and TransLink supply the City with statistics regarding numbers of passengers boarding and alighting at various bus stops to assist with the determination of shelter placement.

Mr. Lloyd Paul requested that staff investigate the feasibility of providing a bench at the bus stop, westbound on Marine Drive, near Greenall Avenue.

Staff undertook to investigate.

The Committee requested an update regarding the future implementation of the bus shelter program and bus stops.

Arising from discussion, the Committee introduced the following motion:

MOVED BY COUNCILLOR DHALIWAL
SECONDED BY COUNCILLOR JORDAN

THAT staff respond to Mr. Clark and report back to the Committee regarding the bus shelter program.

CARRIED UNANIMOUSLY

b) Correspondence from the BC Trucking Association
Re: Lower Mainland Tolling and Mobility Pricing

Correspondence was received from the BC Trucking Association (BCTA) advising of their policy position on funding for transportation infrastructure needs in the Lower Mainland.

BCTA outlined several key initiatives that would involve provincial, regional and municipal governments, agencies affecting transportation and the public to introduce a mobility pricing strategy. As an interim measure, BCTA is recommending that tolls be implemented on all crossings in the Lower Mainland.

c) Correspondence from HUB
Re: Town Centre Design Standards

Correspondence was received from HUB proposing amendments to the City's Town Centre public realm design standards, in particular raised bike crossings and protected intersections.

Staff advised that raised bike crossings present issues and impacts in terms of emergency service response times, management of road drainage, and increased ambient noise levels. The City will give consideration to the installation of raised pedestrian crossings as appropriate.

Staff further informed the Committee that the protected intersection design has not been well established in North America, and that there is no agreement regarding the safety merits of this approach.

Staff undertook to respond to HUB.

4. REPORT

MOVED BY COUNCILLOR DHALIWAL
SECONDED BY MS. KEANE

THAT the report be received.

CARRIED UNANIMOUSLY

a) Report from Director Engineering
Re: Marine Drive and Nelson Avenue

The Director Engineering submitted a report recommending the installation of a traffic signal at the intersection of Marine Drive and Nelson Avenue.

The Director Engineering recommended:

1. THAT the Committee recommend to Council the installation of a traffic signal at the intersection of Marine Dr and Nelson Ave at an estimated cost of \$300,000 funded from the 2016 - 2020 Annual Financial Plan (Traffic Signals EMF.0041 and EMF.0050).

MOVED BY MS. KEANE
SECONDED BY COUNCILLOR JORDAN

THAT the recommendation of the Director Engineering be adopted.

CARRIED UNANIMOUSLY

5. NEW BUSINESS

David Reid

Mr. Reid queried plans for the center median along Loughheed Highway, between Holdom and Sperling Avenues, after construction is completed.

Staff undertook to investigate.

Mr. Reid requested that staff investigate the safety of Government Road, eastbound, east of the highway ramp, near Keswick Park. Mr. Reid expressed concern regarding the potential for speeding vehicles to jump the curb.

Staff undertook to investigate.

Moreno Zanutto

Mr. Zanutto requested that the City consider a 'Z-Card' design for the bike map.

Mr. Zanutto inquired if the public would have an opportunity for input regarding the Willingdon Linear Park.

Staff advised that once the design phase has been completed, there will be an opportunity for public consultation.

Amber Keane

Ms. Keane requested that staff investigate the intersection at Rumble Street and Sussex Avenue. Ms. Keane advised the Committee there have been several accidents at this intersection.

Staff informed the Committee that this area of Rumble Street is slated for street upgrades which will assist with traffic control. Staff undertook to further investigate.

Lloyd Paul

Mr. Paul queried the replacement of the bus stop on Kingsway, eastbound, near McKay Avenue.

Staff undertook to investigate.

Mr. Paul challenged the members of the Transportation Committee to give up using their cars for one week of the year and utilize public transit.

The Committee took the suggestion under advisement.

Councillor Johnston

Councillor Johnston queried the status of the Transportation Plan.

Staff advised that they are hoping to bring forward materials at a future meeting of the Transportation Committee.

6. INQUIRIES

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

7. ADJOURNMENT

MOVED BY COUNCILLOR JORDAN
SECONDED BY MR. REID

THAT this Open Committee meeting do now adjourn.

CARRIED UNANIMOUSLY

The Open Committee meeting adjourned at 7:45 p.m.

Eva Prior
ADMINISTRATIVE OFFICER

Councillor Dan Johnston
CHAIR

From: McCallum, Elisha [<mailto:Elisha.McCallum@fleishman.ca>]
Sent: July-07-16 2:55 PM
To: Clerks
Subject: Request for Ripe Rides to appear as delegation before City Council

Good afternoon,

I am writing to request a delegation to present to council on behalf of our client Ripe Rides, a business currently operating in Burnaby. Please see their website at www.riperides.ca

Ripe Rides is a new and innovative technology-based transportation company, offering a great alternative to current vehicle for hire services in B.C. by providing high quality, on-demand, choice and convenience to consumers through luxurious and reliable sedans that are booked through Ripe's proprietary smart phone app. Ripe was awarded 20 licenses to operate by the Passenger Transportation Board in April 2015 and is in line with all regulatory and insurance requirements in the province. Ripe is truly a made in B.C. transportation technology solution.

In light of the recent interest and debate around ride sharing companies like Uber and others, as well as in recognition of the current provincial consultation process on the ride sharing economy in B.C., Ripe would like to provide an opportunity for Mayor and Council to be introduced to the company and its business model so they are aware of the local, regulated offering and also equipped to answer questions around available vehicle for hire options in the City.

Please let me know dates and times that might be appropriate and I will arrange a time for the Ripe team.

Thank you
 Elisha

Elisha McCallum

Vice President

FleishmanHillard | 777 Hornby Street | Suite 1600 | Vancouver, BC V6Z 2T3 | Canada

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D. Back, City Clerk
K. O'Connell, Deputy City Clerk

INTER-OFFICE MEMORANDUM

TO: CHAIR AND MEMBERS DATE: 2016 JULY 13
TRANSPORTATION COMMITTEE

FROM: CITY CLERK FILE: 02410-20

SUBJECT: **ACCESSIBILITY 2024 TWO YEAR PROGRESS UPDATE**
NEW BUSINESS, COUNCIL 2016 JULY 11

Burnaby City Council, at the Open Council meeting held on 2016 July 11, adopted the following motion:

1. **THAT** Item (C) of the Council Correspondence Package be **REFERRED** to the Social Planning Committee and Transportation Committee.

Dennis Back
City Clerk

DB: lc

Copied to: Director Planning and Building
Director Engineering

SECTION 2
COUNCIL CORRESPONDENCE
City Manager
Deputy City Manager
Dir. Planning & Building
Dir. Engineering
Dir. Finance
Advisory Planning Commission (July 14)

From: SDSI Accessibility SDSI:EX [mailto:Accessibility@gov.bc.ca]
Sent: June-30-16 1:39 PM
Subject: Accessibility 2024 Two Year Progress Update released on June 30, 2016

Good afternoon,

We're excited to share the release of [Accessibility 2024 Two Year Progress Update](#).

Learn how the B.C. government, local governments, business and disability community are continuing to work together to make B.C. a more accessible place for people with disabilities to live, work and play at gov.bc.ca/accessibility.

Highlights include:

- [Modernizing the Guide and Service Dog Act](#) to provide handlers with equal access to all areas enjoyed by the public
- Raising [asset limits](#) to \$100,000 and allowing cash gifts or inheritances with no impact for people on disability assistance
- [Investing more than \\$4 million](#) to support the success of people with disabilities in trades, technical and high-demand labour market programs
- Refreshing the [Planning for the Future: Age-friendly and Disability-friendly Official Community Plans](#) guidebook which supports local governments to make their community plans more accessible and inclusive
- Providing funding to more than 1600 households to modify their home through the [Home Adaptations for Independence](#) program

More goals, actions and highlights of progress to date is included in the report and on our website gov.bc.ca/accessibility.

About Accessibility 2024:

Accessibility 2024 was released on [June 16, 2014](#), and is designed around 12 building blocks, ranging from employment to the built environment and inclusive communities. These building blocks represent the themes that emerged through the province-wide [disability consultation](#).

Sincerely,

The Accessibility Secretariat Team

Ministry of Social Development and Social Innovation

www.gov.bc.ca/accessibility

www.gov.bc.ca/disabilityservices

This email is sent in support of Accessibility 2024, the 10-year action plan that lays the roadmap to make B.C. the most progressive province for people with disabilities by 2024. If you would like to add someone to this list or unsubscribe, please email Accessibility@gov.bc.ca
Learn more at gov.bc.ca/accessibility



Accessibility 2024

**Making B.C. the most progressive
province in Canada for people
with disabilities by 2024**

June 2016
Two Year Progress Update



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Message from the Premier



When we launched Accessibility 2024, we set out to change attitudes, create new opportunities, and place an accessibility lens on all of our decisions. We are accomplishing those goals.

Every day, citizens, community groups, businesses and governments are working together to build a more accessible British Columbia.

Because of your hard work and commitment, there is a growing commitment to creating communities, workplaces, institutions and public spaces that are welcoming and inclusive to people with disabilities.

Over the last year, our government launched the #BCTECH strategy, which will support agencies focused on developing solutions for people with disabilities, increased asset limits for people on disability assistance, and established the Home Renovation Tax Credit for Seniors' and Persons with Disabilities. These changes are removing barriers and creating accessible, welcoming communities.

I want to thank everyone helping to achieve the goals of Accessibility 2024. Over the last two years we have laid the groundwork for meeting an ambitious goal: to make B.C. the most progressive place in Canada for people with disabilities. Together, we are well on our way.

A stylized, handwritten signature of Christy Clark in blue ink. The signature is fluid and cursive, with the first name 'Christy' being more prominent than the last name 'Clark'.

Honourable Christy Clark

Premier of British Columbia

Message from the Minister



Two years ago, our Government was very proud to launch Accessibility 2024 in response to what we heard during consultations that engaged thousands of British Columbians right across the province. People talked about the importance of improving quality of life and financial security as well as increasing employment opportunities and community inclusion for people with disabilities. This report reflects our progress on all those fronts. There are investments in skills training, technology, and emergency preparedness that continue to produce positive outcomes for people with disabilities.

Accessibility 2024 has become a touchstone for our government and our partners, guiding policy and funding decisions that remove barriers and create new opportunities for people with disabilities.

Strong partnerships are at the centre of these accomplishments. I would like to recognize the commitment and hard work of the members of the Accessibility 2024 Leadership Team – the Presidents Group, the RDSP Action Group, the Minister’s Council on Employment and Accessibility and our many partners in the business and disability communities.

Together we are creating positive changes and building the inclusive, welcoming world we want to see for our children, ourselves and our communities.

A stylized, handwritten signature of Michelle Stilwell in blue ink.

Honourable Michelle Stilwell

Minister of Social Development and Social Innovation

Message from the Accessibility 2024 Leadership Team

It's been two years since the Premier launched Accessibility 2024, and much work has been done to make B.C. a more accessible province. The Accessibility 2024 Leadership Team is proud of the actions taken to date and want to recognize the hard work and commitment of people with disabilities, family members, communities, advocates, employers, service providers, and so many others throughout the province who, every day, work to make life better for people with disabilities.

Our Accessibility 2024 Leadership Team is working hard to drive our mandates forward to support the implementation of Accessibility 2024. Some of the highlights from the past year include modernizing the *Guide Dog and Service Dog Act*, increasing asset limits for people receiving disability assistance, creating a BC Parks Accessibility Advisory Committee to advise on how to improve the visitor experience for people with disabilities in B.C. parks, and providing tools to ensure people with disabilities are prepared for emergencies.

The Presidents Group has been actively engaging the business community to provide employment opportunities for people with disabilities. By connecting with disability confident leaders and examining best practices across Canada and internationally, the Presidents Group is developing mechanisms and standards that will support employers in their recruitment and hiring of more people with disabilities. In September, events and activities were held province-wide to celebrate the successes of people with disabilities in the workplace and recognize inclusive employers as part of the annual Disability Employment Month.

In October, during RDSP Awareness Month, the RDSP Action Group released 'How to Start and Manage a Registered Disability Savings Plan in B.C.', a guide for people with disabilities and their families, which has been distributed through partners province-wide and is available online. The RDSP Action Group also collaborated on a resolution passed by the First Nations Summit to support greater promotion and enrollment of RDSPs by individuals and families living with a disability within BC's First Nation communities.

In recognition of the contributions that Aboriginal people living with disabilities are making in communities throughout B.C., government has declared November as Aboriginal Disability Awareness Month.

By working together, we are creating new opportunities for people of all abilities to work, play and participate fully in their communities. Progress updates on Accessibility 2024 are available at gov.bc.ca/accessibility

The Accessibility 2024 Leadership Team



Michelle Stilwell

Minister of Social Development and Social Innovation



Linda Larson

Parliamentary Secretary for Accessibility



Tamara Vrooman

Co-Chair, Presidents Group and President and CEO of Vancity



Craig Richmond

Co-Chair, Presidents Group and President and CEO of Vancouver Airport Authority



Norah Flaherty

Chair, RDSP Action Group



Dr. Jaimie Borisoff

Interim Chair, Minister's Council on Employment and Accessibility



Neil Belanger

Executive Director, BC Aboriginal Network on Disability Society



Jane Dyson

Executive Director, Disability Alliance BC

Inclusive Government

Modernized *Guide Dog and Service Dog Act* takes effect

The modernized *Guide Dog and Service Dog Act* was brought into force on January 18, 2016, supporting better access to restaurants, transit and strata properties for people with certified guide and service dogs. Guide dogs help people with visual impairments while service dogs help people with other kinds of disabilities such as hearing impairments and epilepsy. The new Act makes it clear that discrimination is unacceptable, giving certified guide or service dog handlers equal access to areas enjoyed by all members of the public. It also provides for certification of retired guide and service dogs so that they can continue to reside with their handlers – recognizing the close bond between a handler and their guide or service dog.

Government Connections

Guide and Service Dog Certification Options

The modernized *Guide Dog and Service Dog Act* includes a new provision where dog and handler teams that were not trained by a school accredited by Assistance Dogs International or the International Guide Dog Federation can take the test offered by the Justice Institute of BC in order to receive certification.



"I was impressed earlier this month by the professional delivery of the BC public access test for service dog teams. As an individual with an invisible disability, I greatly appreciate the BC government's adoption of one standard for service dogs. This will not only ensure appropriate training of dogs occurs but will also increase public education about diversity of service dogs and how to interface with dog teams in public." – Lisa and Olive

"As a handler of a small dog (9lbs), I found the [Justice Institute] exam to be a great test on all skills and even though it's designed for a larger dog, my small dog had no problems. The examiner was very friendly and put me at ease quickly."
– Anonymous

Supporting accessibility legislation

The Government of Canada has recently launched a consultation on federal accessibility legislation, and B.C. is fully supporting this engagement with a range of stakeholders in B.C. The government remains committed to consult on options for a made-in-B.C. approach to accessibility related legislation as part of Accessibility 2024.

Engaging with public servants

The BC Government Employee Accessibility Advisory Council continues to work to build awareness and understanding about accessibility and inclusion within the provincial government. The Council, made up of public servants with and without disabilities, has expanded to include members from outside the Capital region. Successes to date include advising on the development of the Work-Able Graduate Internship Program, ensuring the Work Engagement Survey is accessible for all employees, and completion of an accessibility audit of the B.C. government's human resources information website, MyHR.

Creating an accessibility confident and inclusive public service

The BC Public Service Agency (PSA) has undertaken a number of accessibility initiatives, including adding the principles of inclusion to the curriculum of the Supervisory Development Certificate and the Oath of Employment, performing an audit of MyHR videos for closed captioning, creating an @Work group called Accessibility in the BC Public Service to help employees address barriers, and adding a field to the Learning Centre sign up page allowing employees to request accommodation. As well, the PSA has provided information for employees with disabilities in the earthquake ShakeOut drill and conducted an audit of training venues across the public service for physical accessibility.

The Work-Able: Graduate Internship Program, launched September 2015, offers one-year public service internships for post-secondary students with disabilities. In its inaugural year, nine Work-Able interns worked in areas including policy development, communications and information technology. Now entering its second year, the program has expanded to 14 ministries. At the completion of their internship, interns will receive "five year in-service status" that gives them access to apply for both internal and external posted positions in the hopes that they will pursue a career in the BC Public Service.

Making voting more accessible

In the 2016 by-elections, Elections BC trialled a larger ballot to improve the voting experience for sight-impaired voters. It was well-received and Elections BC will produce the ballots in the larger size for the 2017 provincial general election.

Additionally, the *Voter Registration Regulation* was revised to include the applicant's BC Identification card number and the last six digits of the applicant's personal health number, which will make online and telephone voter registration more accessible to a wider range of voters.

Government Connections

Paula Grant, Public Service Hall of Excellence Inductee

In 2015, Paula Grant received the Premier's Legacy Award and was inducted into the BC Public Service Hall of Excellence in recognition of her exceptional and lasting contributions to the province of B.C. Paula has committed her 40+ year public service career to improving the lives of people with disabilities and their families. She has worked tirelessly to drive and influence significant initiatives to create more inclusive and community-based lives for people living with disabilities.



Paula Grant

Government Connections

A Work-Able Intern Shares Her Thoughts

"Applying for jobs, as a person with an invisible disability, is a fearful process. The fear stems from multiple 'what if' scenarios about judgement and the choice to disclose or not to disclose. The Work-Able internship diminishes that fear by recognizing that disabilities are beside the point in the job application process; the skill and talent demonstrated in one's work is what really counts."



Government Connections

Get Loud About Mental Health

Mental Health Week 2016 focused on “getting loud” about mental health, and particularly about maintaining or reclaiming positive mental health. The Canadian Mental Health Association (CMHA), which sponsors this event, shares a fundamental message: we all want to be happy and healthy. But it’s hard to be healthy in the fullest sense without positive mental health.

A group of employees at the Ministry of Social Development and Social Innovation in Vernon showed their support by wearing green and shouting it out! *“Getting loud means speaking up to stop the discrimination and the stigma that often go hand in hand with mental illness. It means using your voice to raise awareness and build support. For someone at work. For someone at home. For yourself.”* – CMHA #GetLoud Public Toolkit

Accessible Service Delivery

Committing to accessible service delivery

Government is always looking at ways to improve services to ensure they can be provided in a manner that reflects the needs of British Columbians. The Ministry of Social Development and Social Innovation provides a variety of options to citizens for accessing information, assistance and services. These include: online, telephone, face-to-face, after-hours access for urgent needs; outreach and integration services provided by specialized staff; trusted third party partners; and mail, fax and to a limited degree, email.

Service delivery changes include providing more consistent and responsive service and more choices on how people access those services. To make it easier for people to access in-person service, the ministry is now co-located with 33 Service BC offices around the province. Access has been expanded and modernized through enhancements to the ministry's toll free phone number and the development of My Self Serve – an online portal. Further, the ministry has dedicated Outreach and Integration staff who focus on connecting B.C.'s most vulnerable citizens with financial assistance and community supports.

The new Greater Victoria Service BC centre provides in-person, front-counter service for B.C.'s Vital Statistics Agency, the Residential Tenancy Branch and the Ministry of Social Development and Social Innovation. For clients who are hard of hearing, hearing loop technology will be available which automatically transmits words from Service BC staff directly to the clients' hearing aids.

Ensuring government buildings are accessible

Government's Barrier Free Accessibility Program includes a comprehensive field assessment of all government-owned buildings where the primary use is office, courthouse or health unit. Of the 89 active buildings in these categories, 80 satisfy basic criteria for barrier free access. Several of the remaining nine buildings which do not meet the standard have heritage constraints, but the remainder will be retrofitted by fiscal year 2019.



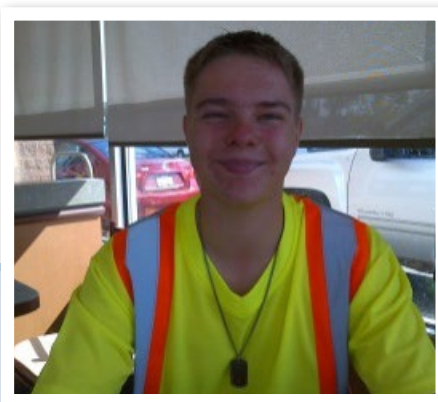
Accessible ramp at 940 Blanshard

Accessibility was also taken into consideration as part of government's 2015 capital plan to ensure that accessibility features are incorporated into building renewal and life extension programs.

Providing navigator supports for a smoother transition

In 2013, government launched Services to Adults with Developmental Disabilities (STADD) to provide youth and their families a better transition experience as they navigate the range of available services. STADD has four sites (Nanaimo, Kamloops, Surrey and Prince George) and has recently begun the expansion of the Surrey site into other parts of the Fraser Region. STADD is also working on new ways to support those in rural and remote areas through virtual navigation services.

Austin



Government Connections

STADD Navigators Help Austin Gain Independence

Austin finished high school in the summer of 2014 and his mother Laura's anxiety was growing. Austin had been diagnosed as having a developmental disability and he and his family didn't know what supports were available to him beyond high school. A STADD Navigator helped the family plan for the future and access various services and supports, including getting his PWD designation. Today Austin is enrolled in a program at his local college that is preparing him for work as a heavy equipment operator. He is managing his own money and doing various activities, including going to school, the college swimming pool and the gym, on his own. His parents are proud of Austin and how independent he has become.

Access to justice is a priority

Access to justice is an important principle that applies across the justice system. In order to accommodate justice system participants, upon request the Court Services Branch provides visual language interpreters at no cost for all levels of court and proceedings in British Columbia, including both criminal and civil trials and for jurors in the Supreme Courts. Visual language interpreters include sign language, tactile, oral and deaf interpreters. Arrangement can be made by contacting the interpreter clerk at the local court registry.

For late-deafened and hard of hearing individuals, Court Services also provides captioning services (Communication Access Realtime Translation or CART) which is instant, voice-to-text translation for every type of court proceeding in British Columbia, including criminal and civil. CART captioners are specially trained certified shorthand writers who, at well over 200 words per minute, keep up with what is being said. The individual who has hearing loss instantly reads on a monitor the text of every word spoken, as it's spoken. The service provider can be present on site or deliver remote captioning via the Internet.

Additionally, t-coil technology, for individuals with hearing assistive devices, is available in some locations as well as amplified headphones linked into the digital audio recording system. There is no cost to the user for any of these services which are available upon request.

All B.C. courthouse facilities planning incorporates accessibility features, including walks and curbs up to buildings, ramps and entrances into buildings, barrier free parking, barrier free washrooms, access to public phones and counters, access to upper floors (elevator or lift) and wide doorways.

Government is also developing a Capital Asset Management Plan which will provide a comprehensive assessment of Court facilities throughout the province. Assessments will include accessibility. When completed in the spring of 2017, a summary of findings and action plan to address accessibility deficiencies will be developed.

A high number of offenders in downtown Vancouver have health and social problems, including alcoholism, drug addiction, mental illness, homelessness and poverty. The Downtown Community Court takes a partnership-based, problem-solving approach to address offenders' needs and circumstances and the underlying causes of their criminal behaviour.

Supporting the vision for a violence free BC

People with disabilities have an increased vulnerability for experiencing domestic violence. B.C.'s three-year Provincial Domestic Violence Plan 2014 includes a commitment by the Provincial Office of Domestic Violence (PODV) to foster research and knowledge transfer to strengthen the response to domestic violence. PODV is working with a number of academic institutions and provides opportunities for graduate student researchers on a number of projects and initiatives.

With support from PODV, a graduate student from the University of Victoria worked with service providers in B.C. to look at the impact of domestic violence on women with disabilities, national and international promising or best practices, which jurisdictions are leading in terms of best practices, and how B.C. fares by comparison. The results of the research will inform PODV as it provides advice and leadership to cross-ministry and community partners about existing gaps in services for women with disabilities who are experiencing domestic violence and potential options to address them.

Through a one-time funding grant of \$27,168 to the Disability Alliance BC, government supported "Right to be Safe: Creating Inclusive Services for Women with Disabilities Experiencing Violence". This project delivered training to frontline service providers in five regions outside the Lower Mainland including Kootenays, North Okanagan, Cariboo Chilcotin, Northern BC and Vancouver Island. The training used a disability lens to examine the barriers for women with disabilities in accessing services, and increased the capacity of frontline service providers to develop and implement accessible and inclusive community strategies, interventions and support for women with disabilities who are victims of violence.

Accessible Internet

Improving Internet access province-wide

As of April 2016, nearly \$7 million in grants were issued for 17 high-speed Internet projects funded through the province-wide Connecting British Columbia grant program, administered by Northern Development Initiative Trust. Connecting British Columbia will benefit more than 150 B.C. locales situated in rural areas of the province by improving access to high-speed Internet.

On track for greater accessibility by end of 2016

Government is on track for ensuring gov.bc.ca meets international Web Content Accessibility Guidelines [WCAG 2.0 (AA)] standard by December 2016.

The federal government is also on track to bring Video Relay Service to Canadians by the end of 2016. Video Relay Service allows deaf, hard-of-hearing and speech-impaired individuals to communicate over video telephones and similar technologies with hearing people in real time, via a sign language interpreter.

Government Connections

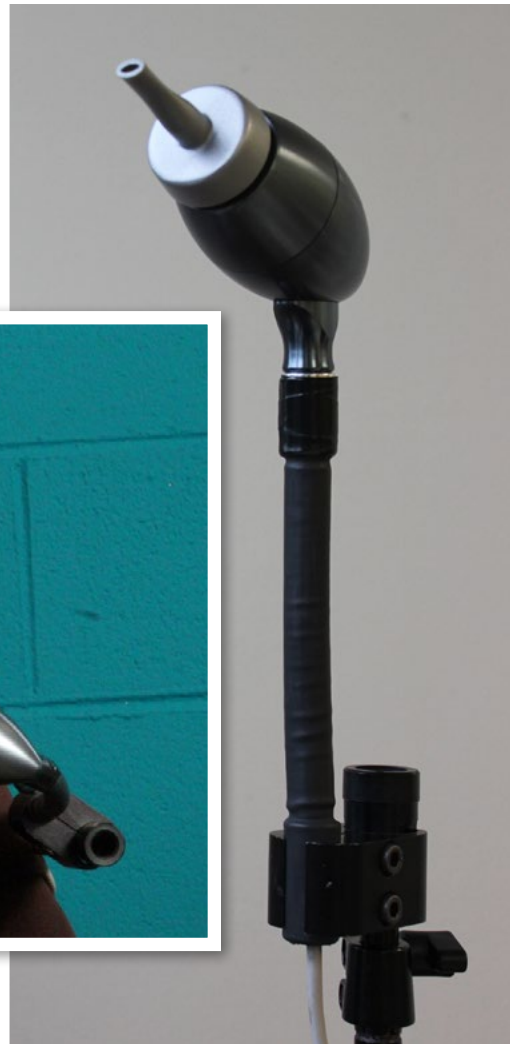


AgedOut.com Helps Youth in Care Transition

The Ministry for Children and Family Development and the Adoptive Families Association of BC, along with young adults from care, developed an innovative web based, mobile-friendly, culturally agile, interactive resource for aging out of BC government care. AgedOut.com does not replace a supportive adult in a young person's life, it provides available-anywhere, anytime technology, and information to support their transition. It allows for the collection of badges and rewards, so young people learn life skills information on the website, and are rewarded with gift certificates to use in their community.

Several web content solutions were used including text-to-speech technology called Read Speaker, having an online navigator that youth can talk to using PHP Live! software, and developing several audible learning modules using Articulate E-Learning software.

Photo Credit:
Neil Squire Society



Community in Action

In April, 2016 the Neil Squire Society received a Google grant for \$800,000 U.S. through Google Impact Challenge: Disabilities to support the release of LipSync, a mouth controlled input device enabling people with limited or no use of their arms to operate a mobile device. The funding will enable Neil Squire to move LipSync from prototype into the lives of people with disabilities. The LipSync designs will be released open source, making it an affordable option that can be customized to the specific needs of people with disabilities worldwide.

Accessible Built Environment

Supporting accessible communities

Working with the Union of BC Municipalities, government refreshed the *Planning for the Future: Age-friendly and Disability-friendly Official Community Plans* guidebook. This guidebook, which includes examples from local governments around the province, is designed to support local governments in making their Official Community Plans more accessible and inclusive.

Updating the building code

The 2015 National Building Code includes new accessibility provisions and B.C. is now reviewing B.C.'s accessibility provisions in the BC Building Code, to allow for and to foster further Code development.

Creating inclusion through technology

Government has launched a multi-year #BCTECH Strategy that will support growth of B.C.'s vibrant technology sector and strengthen British Columbia's diverse knowledge-based economy. Many B.C. technology initiatives such as CanAssist, Neil Squire Society, Snugvest, Sidestix, Shailah Interactive and the Victoria Hand Project are focused on developing solutions that would result in greater independence and inclusion for people with disabilities.

Community in Action

Kamloops Access and Inclusion Policy project

Kamloops is developing a policy to support ongoing improvements and resources for access and inclusion in the community.

- ▶ Builds on previous work, including Measuring Up, an access initiative report produced by Canadian Barrier Free Design, and the Kamloops Age-Friendly Community Plan

▶ Successes to date include:

- accessible playground equipment at both Riverside Park and Prince Charles Park
- wider curb cuts and improved connectivity at intersections
- audible crosswalks at major intersections downtown
- one-stop access to accessibility information on the city website



Measuring Up Committee Members

*(Left to Right – Top
Row): Ron Bergen,
Ken Inaba, Nate
Toevs, Janice Huber,
Kimberly Ranger Wood,
Tariq Mehboob.*

*(Left to Right – Bottom
Row): Kerri Christensen,
Kim Rose, Tara Roberts,
Glenda Watson-Hyatt,
Marco Pasqua*

*Absent: Stan Leyenhorst,
Coreen Windbiel, Pete
Hohmann, Anu Pala*

Photo: City of Surrey

Community in Action

City of Surrey – Committed to Disability Confidence

The City of Surrey is focused on attracting, hiring and promoting a diverse workforce that includes individuals with disabilities.

- ▶ Surrey has partnered with Abilities in Mind to increase capacity to build an inclusive workplace culture.
- ▶ In October 2015, the City of Surrey hosted and was honoured at the 2nd Annual Innovative Labour Solutions Awards in the “Large Business” category.
- ▶ Twenty-one Surrey facilities were audited and reviewed for accessibility, with additional facilities to receive new accessibility audits in 2016.
- ▶ The City provides training for Emergency Social Services staff and volunteers to understand the support needs of individuals with disabilities.
- ▶ Surrey’s Measuring Up Committee is a network of community leaders that have a commitment to increasing accessibility, employment, recreation, literacy and volunteerism for people with a disability.



*SideStix™ on the
West Coast Trail*

Photo: Kerith Perreur-Lloyd

Business Matters

SideStix™ Open Up a World of Possibilities

At age 13, Sarah Doherty lost her leg to a drunk driver. However, she didn't let this slow her down and she continued to remain active and adventurous for many years. Unfortunately, commercially available crutches were causing secondary injuries, such as carpal tunnel syndrome and frozen shoulder. She didn't want to lose her mobility, so together with her husband Kerith Perreur-Lloyd they created SideStix™, the first and only shock absorbent crutch with attachable tips for navigating any kind of terrain.

Using state of the art materials such as carbon fibre and aircraft aluminum, each pair of SideStix™ is custom built for the client, providing a perfect fit. Research carried out at UBC-ICORD and the University of Toronto has demonstrated 17 per cent reductions in the braking force and an eight per cent energy return provided by the patent pending shock absorber.

Produced in Sechelt B.C. by SideStix Ventures Inc., SideStix™ are a made-in-BC solution that improves lives around the world.

Accessible Housing

Benefits of a flexible, adaptable approach to housing

Over the next 30 years, demographics indicate that British Columbia's population will need more housing units built to accommodate seniors and people with disabilities. A number of municipalities across British Columbia are seeing an interest in redevelopment of single-family sites to multi-family housing, particularly for seniors and people with disabilities.

Adaptable housing provides options to accommodate seniors, and others, so they may stay in their homes through illness, injury, and aging. For municipalities looking to increase their adaptable housing stock, the BC Building Code provides adaptable housing guidelines for single-storey, multi-unit housing.

Adaptable housing requirements are features that relate to building access, doors and doorways, manoeuvring space, corridor widths, threshold heights, heights of switches and outlets, and bathroom layouts and functionality. There is a perception that building adaptable housing comes with additional costs. In British Columbia, we need to balance housing affordability with investing in more accessible and adaptable housing that will be cost-effective over the long term. It is more cost-effective to include adaptable housing features at the design stage than try and retro-fit at a later date.

The Province introduced the *Building Act* in Spring 2015 with an objective to bring greater consistency to technical building requirements in the province. The Province is committed to balancing consistency with flexibility to address specific local needs and will continue to work with local governments to meet both *Building Act* and Accessibility 2024 commitments.

Supporting inclusive, independent living

The Home Adaptations for Independence (HAFI) program provides financial assistance to help eligible low-income seniors and people with disabilities with home modifications for accessible, safe and independent living in British Columbia. To date, more than 1,600 households have received assistance through the HAFI program.

The Home Renovation Tax Credit for Seniors and Persons with Disabilities assists eligible individuals age 65 and over and persons with disabilities with the cost of certain permanent home renovations to improve accessibility or be more functional

or mobile at home. The program, which started in April 2012, has been expanded to include individuals who may be eligible to claim the disability tax credit and to family members living with those individuals.

The Health Authorities in B.C. provide home support services and clinical case management services, for people with severe mental health and substance use disorders, in supported housing units that are affordable, safe, and permanent. In September 2015, there were 6,143 Supported Housing units, including:

- Mental Health Supported Housing
- Assertive Community Treatment/Intensive Case Management Team Rental Subsidies
- Substance Use Supported Housing (adult and youth)
- Low-barrier housing

Government is renovating and restoring 13 provincially-owned single room occupancy hotels in Vancouver's Downtown Eastside. The four buildings: Hotel Maple (Formerly Washington Hotel), Hotel Irving (Formerly Sunrise), Hazelwood, and Hotel Canada (formerly Marble Arch), are designated accessible buildings, and design and construction provisions have been made for residents in rooms and common areas.

Encouraging housing partnerships

Through initiatives such as BC Housing's Community Partner Initiative, BC Housing partners with non-profits and other community groups to make housing more affordable for residents of B.C. who are in greatest need. The CPI program encourages greater flexibility and innovation when forming housing partnerships to help more people find self-sustaining affordable housing.

Working with partners to find 'The Right Fit'

Government is working with a number of organizations to develop a pilot project – 'The Right Fit: Facilitating Occupancy of Wheelchair Accessible Housing by People with Disabilities'. The pilot will design and test a new strategy to improve and streamline the current patchwork of processes for people with disabilities seeking appropriate housing and support services that meet their individual needs. The pilot project team currently includes; the City of Vancouver Persons with Disabilities Advisory Committee, Disability Alliance BC, BC Housing, Metro Vancouver Housing Corporation, a not for profit Regional Government housing provider, the City of Vancouver, Individualized

Funding Resource Centre Society, and Vancouver Coastal Health. The pilot will be conducted in Metro Vancouver, and it is anticipated it will be carried out over a three year period. The aim of the project is to apply the learnings and improved processes provincially. The project team are also investigating the development of a centralized housing registry for wheelchair accessible units.

Delivering affordable, accessible housing



Accessible rooftop garden at Linden Tree Place



Qualicum Park Village

With the certification of the first 40 units, the first phase of the SAFERhome Universal Design Housing Pilot Project is now complete. The pilot incorporates 19-point universal design standards during construction, providing buyers a real housing choice that easily adapts to changing needs without incurring any or much additional cost to retrofit the home. A full report on the pilot project will be provided after 156 homes have been certified.

There are a number of new, affordable housing projects for seniors and people with disabilities in B.C, including:

- 47 one-bedroom and six two-bedroom apartments for seniors at Little Mountain in Vancouver, including an amenity room, community garden, patio space, a bicycle and scooter storage room and a low-cost food program for residents
- Upcoming Phase 2 of Apple Valley in Kelowna, featuring 78 rental apartments for seniors
- \$1.9 million for renovations to 74 units for seniors at Creekside Village in Vernon
- The Boulevard, a 10-bed licensed care home for individuals with mental-health challenges on Vancouver's North Shore
- Qualicum Park Village, 34 beautiful town homes configured in duplex and triplex buildings for families and seniors

Linden Tree Place, a fully accessible 30-unit affordable housing option operated by Kitsilano Neighbourhood House

Government Connections

Alexander Street Community Project

The Alexander Street Community project, a partnership between BC Housing, Portland Hotel Community Services Society and Vancouver Coastal Health, provides 139 housing units to those who are homeless, or most at risk of homelessness. More than eight per cent of the housing units are fully wheelchair accessible. Almost a third are designed for residents who experience mental illness and/or severe addiction and include a unique model of care and support which focuses on rehabilitation and recovery. Large, accessible planters for urban agriculture are included as part of the outdoor amenity area. As of December 31, 2015 the majority of tenants (more than 110) have remained living in this project for between 12 and 23 months.

Accessible Transportation

Accessible transportation is a priority

Accessibility was identified as a priority in *B.C. on the Move: A 10-Year Transportation Plan*, which recognizes that planning and designing transportation infrastructure that all British Columbians can access without impediment is essential.

Making transit more accessible

BC Transit is leading the way with fully accessible bus fleets for wheelchairs and strollers. BC Transit has also implemented a Calling Out Stops policy, which requires drivers within BC Transit systems to clearly and audibly call out stop information for passengers. The Victoria Regional Transit System now uses automated stop announcements on all buses.

As Metro Vancouver's regional transportation authority, TransLink is committed to providing a universally accessible transit system and is working to ensure that the closure of fare gates at SkyTrain stations and SeaBus terminals does not alter customers' ability to access transit independently. It is recognized and understood that everyone has vastly differing accessibility needs, and it is through direct communications with impacted customers that the best solution for fare gate accessibility can be pursued.

TransLink has recently reached out to customers, through various disability organizations, in order to gain feedback from individuals who are unable to tap a Compass Card. The information gathered from these customers, regarding their specific challenges and use of adaptive aids, has been and will continue to be referenced when determining fare gate accessibility solutions. Many of these customers have also agreed to act as pilot testers, and will be called upon for feedback as TransLink progresses to implementing a permanent solution for full fare gate accessibility.

To ensure that BC Bus Pass holders continue to have equal access to transit systems across the province, Government has worked closely with its partners at BC Transit and TransLink to provide Compass Cards to all BC Bus Pass holders. There are about 100,000 people who have a subsidized BC Bus Pass and almost 80 per cent of them live within the TransLink service area and are using the Compass Card. By providing Compass Cards to the remaining 18,000 low-income seniors and people receiving disability assistance who live outside Metro Vancouver, everyone will retain access to their local BC Transit system and have access to the SkyTrain, SeaBus, and TransLink buses.

Improving accessibility on BC Ferries

BC Ferries continues to improve accessibility and service for people with disabilities. To assist customers with hearing impairments, BC Ferries has installed an induction loop hearing system on the Queen of Oak Bay. Audio induction loop systems will be the new standard for the fleet going forward; they provide assistive listening to hearing aid users.



Queen of Oak Bay Ferry

Three new intermediate (Salish) class ferries, scheduled for use in 2016/17, will include accessible washrooms on the vehicle decks, elevator access from the vehicle decks to the lounge deck and sun deck, an induction loop hearing system and an increased number of wheelchair accessible spaces in general lounges and food service areas. Upgrades to existing Spirit class vessels scheduled for 2017/18 will include improved washroom and elevator safety features, the installation of an induction loop hearing system and new emergency safety systems suitable for passengers with disabilities.

Listening to the disability community

TI Corp, the Crown corporation responsible for toll operations on the Port Mann Bridge, is early in the process of taking another look at their exemption policy for people with disabilities, particularly around the tolls parents pay while driving a child with a disability across the Port Mann Bridge. As part of this review, they will be talking with customers to get their feedback.

Making small changes for greater inclusion

The 2015/16 Transit Minor Betterments Program improved transit accessibility in 11 B.C. communities including the Sunshine Coast, the Victoria Region, the Cowichan Valley, the Kootenays, Kelowna, Prince George, and the Highway 16 corridor. Projects included extending and paving bus pullouts, upgrading sidewalks and access paths, and installing shelters. This annual program, led by the Ministry of Transportation and Infrastructure, provides \$1 million each year to improve access and increase safety for transit users in communities across B.C.

Expanding options with more accessible taxis

There are now a minimum of 387 wheelchair accessible taxis approved to operate throughout the province, including three new wheelchair accessible taxis operating in the Capital Regional District. There are 133 wheelchair accessible taxis operated in the City of Vancouver and 182 are in other municipalities in Metro Vancouver. The Passenger Transportation Board also standardized licence conditions for taxis in Metro Vancouver to ensure that each licensee was required to dispatch wheelchair accessible taxis on a priority basis and to ensure the number of wheelchair accessible taxis in operation throughout a 24 hour day is at least proportional to the number of conventional taxis in operation.



Government Connections

BC Ferries partnered with the University of Victoria (UVic) Faculty of Engineering to improve accessibility. First year students worked in small teams and their projects were evaluated by judges from BC Ferries, the UVic Faculty of Engineering and representatives from local engineering and accessibility organizations. The winning projects included alternative transportation devices and a powered mover for wheelchairs.

"Working with the UVic students has provided BC Ferries with a fresh perspective on avenues we can pursue, whether it is acquiring new mobility aids, changing the process for our assistance program or implementing a technology solution."

– Corrine Storey, BC Ferries' Vice President of Customer Services

Community in Action

Motorcycle Permits for People with Disabilities

SPARC BC has created a Motorcycle Permit for people with disabilities. Over the years there have been a number of requests from permit holders. The requests often come in late May early June as the weather gets nicer and people start to look for opportunities and ways to fully engage in their communities. SPARC BC has received input from a number of permit holders and community partners, and has developed a sticker that can be placed on the windshields of motorcycles. These permits will be renewed annually for valid permit holders. It is expected that the permit holder will be required to carry their wallet cards to confirm that they are in fact the valid permit holder. Permit holders who drive a convertible can also request this permit. There is an annual processing fee of \$23 for this permit, which may be waived in cases of hardship. SPARC BC worked with the Accessibility Secretariat as well as permit holders to develop and refine the idea – what better way to enjoy beautiful B.C.! SPARC BC will be working with the other permit issuing agencies across the province to ensure that all eligible permit holders can have access to this permit if they need it. For more information, please email permits@sparc.bc.ca.



Income Support

Supporting greater financial independence through innovative policy reform

As of September 2015, B.C. became the first province to fully exempt child-support payments for families receiving income and disability assistance. This adds an additional \$13 million in income each year to more than 3,300 families on assistance.

With the full rollout of the Annualized Earnings Exemption (AEE) in January 2015, B.C. became the first province in Canada to allow people receiving disability assistance to calculate their earnings on an annual basis instead of monthly to provide flexibility for people whose ability to work can fluctuate throughout the year. In the 2015/16 fiscal year, people receiving disability assistance earned almost \$92 million in income that they can keep in addition to their assistance – an increase of 15 per cent since AEE was launched. One in five people receiving disability assistance are now working.

Some feedback on the increase in asset limits

- ▶ *"This increase will have a positive impact on many of the current and future clients we serve and is a change our community is very pleased to see. Allowing people to keep their inheritances, cash settlements and/or gifts, often the only extraneous income they will ever receive, will improve their lifelong outcomes and quality of life."* – Kelly Newhook, Executive Director, TAPS
- ▶ *"A big thank-you on behalf of the folks we support. It's another very important step in the right direction – so much appreciated!"*
– Richard Faucher, Burnaby Association for Community Living
- ▶ *"I applaud you and personally appreciate your move to lift the gift exemption and the asset limit. Kudos!"* – Thad
- ▶ *"Kudos to you and the Ministry on this very monumental day. This is a historical development and one that will be of great benefit to British Colombian's with disabilities."* – Ken

Asset limits for people on disability assistance were increased from \$5,000 to \$100,000 for a single person and from \$10,000 to \$200,000 for a family where two people have the Persons with Disabilities designation. People on disability assistance can also receive cash gifts or inheritances with no impact on their assistance, provided they remain within the asset limit. This means that families can now leave an inheritance to their children, knowing that the money will be there to support them when they need it.

Providing more support and choice

Government will invest \$170 million over the next three years to increase disability assistance rates and extend transportation supports to all Persons with Disability (PWD) clients – providing extra support to 100,000 people in British Columbia. The increase provides equity in the system and more choice for people on disability assistance.

Streamlining access to disability assistance

The *Employment and Assistance for Persons with Disabilities Act*, tabled Spring 2016 and which received support from all members of the Legislature, will make it easier for some people with disabilities to access disability assistances, particularly those youth transitioning to Community Living BC.

B.C. responded to requests from stakeholders during the Accessibility 2024 consultation to review the lifetime ban for clients who have committed fraud, and this has now been repealed.

Employment

Supporting employment with access to assistive technology

Government is investing \$9 million over three years in the Technology@Work program, launched in May 2015 and operated by the Neil Squire Society, which has provided over 186 individuals with assistive technology products or services to overcome work and volunteer related barriers. As of the Quarterly report March 31, 2016:

- 674 client applications received
- 267 clients currently in Needs Determination
- 186 completed agreements
- \$1,204,639 in assistive technology expenditures
- 298 Employers helped through the Resource Centre

Government Connections

Technology@Work is working

Annie has a progressive hereditary eye condition, hearing loss in one ear and frequent headaches. She has worked for the past eight years as a product food demonstrator – a job that requires preparing and cooking food, reading labels, engaging with customers, and writing reports on customer satisfaction. She was facing some disability-related barriers in her work, and contacted the Technology@Work program to see if they could help.

After receiving a Needs Determination Assessment from the Technology@Work team, Annie was referred to CNIB for a Low Vision Assessment to determine the most suitable products for her to use in her specific workplace. It was recommended that Annie receive a portable video magnifier, Solar Shades for interior use and Solar Shades for exterior use, all of which was provided by Technology@Work. CNIB also recommended magnifying spectacles which Annie purchased as part of her contribution to the Technology@Work process.

Exploring career options early

The Ministry of Education has revised the K-12 career education curriculum to provide more opportunities for students to explore a variety of career options for their future. The Shoulder Tapper program which provides work experience for students has also been expanded to all school districts in the province, with students with a disability identified as a focus.

Engaging the business community

The Presidents Group is actively encouraging employers in a number of different sectors to hire more people with disabilities. Employers are working with the Presidents Group to share their collective learning on the recruitment, hiring and retention of employees with disabilities with other employers. The Presidents Group is working towards developing mechanisms and standards that are effective for employers to hire more persons with disabilities.

Employment Matters

Community Partnership Leads to Jobs at Vancity

In 2015, Vancity identified a specific business need within their enterprise-wide information technology upgrade project that aligned with the skill sets of people on the Autism Spectrum. In response, Vancity partnered with BC Centre for Abilities and engaged in a process to hire eight people through Focus Professional Services, an organization that specializes in matching candidates on the Autism Spectrum with IT roles. During this process, Vancity learned the value of connecting with on-the-ground partners in the disability community. These connections greatly increased the potential for success and positive outcomes in the process of hiring and retaining employees with disabilities.

Since they were hired in December 2015, Jason Yeh, Data Quality manager has observed, *"As staff are becoming more educated and informed about people with a disability from working with and being around them, we've stopped to using the "D" word (disability) and just focus on (their) potential and capabilities."*

Investing in innovative post-secondary training

In 2014 a pilot program was launched to implement innovative post-secondary training aimed at increasing the success of people with disabilities in trades, technical and high-demand market programs. Since then, more than \$4 million has been invested in disability awareness training for staff and faculty, incorporating universal design principles into curriculum, and developing pilot courses specifically for persons with disabilities. Highlights include:

- ▶ North Island College Employment Transition and Construction Labourer Program that allows students with disabilities to acquire employment skills and entry level construction skills
- ▶ College of the Rockies Retention Alert Pilot Project for persons with disabilities in trades and vocational programs, providing a safety net of supports for students with disabilities; and,
- ▶ Northern Lights College Industry Mentorship Program, a peer mentor program for trades and technical students with disabilities.

WorkBC Employment Services Centres are making a difference

Now in its fifth year, the Employment Program of BC continues to provide services to unemployed British Columbians who are looking for work, including people with disabilities. As of March 31 2016, case management services have been provided to over 71,818 clients with disabilities, with almost 30 per cent successfully finding employment or a volunteer opportunity. More than \$164 million has been invested to support employment services for clients with disabilities in the first four years of the program.

Government, in collaboration with Community Living BC, is also providing sector training to WorkBC Employment Services Centre staff focused on delivering services to people with complex, multiple disabilities. Government also partnered with WorkBC service delivery partners and held a series of capacity building seminars to improve services and share best practices in the community through online webinars, including a Douglas College accredited certificate course on Customized Employment Development for clients with disabilities and the Disability Related Employment Needs Assessment hosted by the Centre for Employment Excellence.

Community in Action

Workforce Innovation Pilot Project

The BC Centre for Employment Excellence has a \$637,650, three-year pilot project underway that takes a business 'demand-based' approach to facilitating the hiring of people with disabilities. This innovative initiative is designed to meet the dual objectives of supporting the workforce needs of BC businesses and improving employment outcomes for people with disabilities. The project works directly with BC employers in specific industry sectors with high employment demand to match them with candidates who have the qualities, skill set, career interest and capabilities to do the job.

Providing options through supported employment, education and mentorship

Health authorities provide a range of employment supports for mental health and substance use clients including pre-employment supports, therapeutic work contracts, transitional employment and supports for competitive employment. During 2014–15, health authorities had a total of 2,745 participants in supported employment programs and 782 participants (28 per cent) obtained or maintained their employment.

Health authorities also provide supported education programs for mental health and substance use clients including career planning, academic survival skill building, and connection to supports. In 2014–15, 2,236 people participated in supported education programs, and 375 participants (17 per cent) either obtained or maintained their education with these supports.

Government is providing \$892,000 over three years to Connectra Society to research the use of volunteer mentors to help people with disabilities become job-ready.

Recognizing inclusive employees and employers

Province-wide, events and activities were held to celebrate the successes of people with disabilities in the workplace and connect with more employers during the second annual Disability Employment Month in September 2015.

Government Connections

Supporting James in Pursuing his Dreams

James, 22, recently completed the Kitchen Assistant Program at Thompson River University as part of the case management supports he received from the WorkBC Employment Services Centre Open Door Group in Kamloops. James, who has speech and communication challenges, memory and cognitive difficulties, now has a part-time job as a dishwasher at White Spot, working every Sunday. He is intrigued by Japanese culture and he hopes to find another part-time job as a dishwasher at a Japanese restaurant. His long term goal is to pursue Japanese language training at university.



Community in Action

Inclusion in the Workplace

Trevor Borland, Owner at Pacific Bolt Manufacturing in BC, recently hired Jamie, a young man with an intellectual disability as a facilities technician, responsible for sorting, packaging and general janitorial duties. He was hired through Ready, Willing and Able, a national initiative designed to increase the labour force participation of people with intellectual disabilities and autism. Initially, there were some concerns among the team about cost, safety, and productivity, but his supervisor uses cue cards to provide Jamie with clear instructions on his tasks. The end result is an extremely loyal employee who enjoys his job and wants to work.

"He never misses a day and he's never late," says Borland, "In this environment, where sometimes we have people who don't want to be here, it's nice to have an employee who wants to work and is happy to be at work."

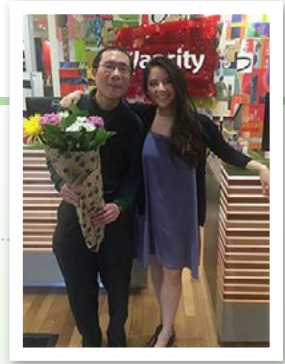
Ready, Willing and Able BC Stats (as of March 31, 2016) – 304 Employers Engaged. 56 BC Employers committed to hire. 95 Employment Outcomes. 60 Employment Agency partnerships.

Business Matters

Recognizing Outstanding Employees

In April 2016, Aaron Lee received the Outstanding Employee Award from Disability Alliance BC, which recognizes an outstanding employee with a disability who has exhibited exceptional skill or accomplishments in their work. Aaron is an administrator at Vancity's community branch in Port Coquitlam, and is part of Vancity's workplace inclusion program. He was nominated by his colleague Kathryn Hansen for his diligence and upbeat attitude. Aaron says he feels confident about the work he is doing and is pleased to have a permanent job with the local credit union.

Vancity's workplace inclusion program seeks to develop an inclusive culture that features an empathetic manager, a mentor and an on-site job coach from a community partner for as long as the employee needs it.



Community Action Employment Plan is Seeing Results

The Community Action Employment Plan (CAEP) was launched in March 2013 as part of Community Living BC's (CLBC) commitment to support more individuals with developmental disabilities in realizing their employment goals. It embeds an "employment first" culture in the work of CLBC and its contracted service providers, and builds capacity with individuals and families to find employment and to increase the number of employers who are hiring inclusively.

Over the last two years, countless partners have collaborated with CLBC to accomplish the goals of the CAEP, including supporting the goals of youth with developmental disabilities who want to work, increased engagement with businesses, and improved support services in cities and rural communities.

As of March 2016, more than 3,700 people served by CLBC are reporting employment income – a very positive indicator of the momentum that is making B.C. a leader in inclusive employment. While progress has been marked, much remains to be accomplished. CLBC has renewed its commitment to CAEP and will be launching a new set of initiatives in 2016-17.

Financial Security

Celebrating successes and raising awareness of RDSPs

The Registered Disability Savings Plan (RDSP) Action Group has worked diligently to develop strategies and tools to grow RDSP uptake and help to increase financial security for persons with disabilities and their families in British Columbia.

Over 22,500 people now have RDSPs in B.C. and the value of those RDSPs is \$460 million, up \$140 million since June 2014.

In October 2016, B.C. will mark the third annual RDSP Awareness Month. Events around the province will help to raise awareness among people with disabilities, their families and friends about the benefits of RDSPs as a tool to save for the future. To support this, information about RDSPs is available from B.C. government offices around the province.

Making it easier to start an RDSP

The RDSP Action Group released a step-by-step guide on *How to Start and Manage a Registered Disability Savings Plan in B.C.* during the second annual RDSP Awareness Month in October 2015, which is being distributed online at gov.bc.ca/accessibility and through disability organizations province-wide.

Working to protect RDSPs from seizure by creditors

The Ministry of Justice is working on a project to repeal the *Court Order Enforcement Act* and replace it with legislation based upon draft legislation prepared by the Uniform Law Conference of Canada and revised by the British Columbia Law Institute. Currently similar legislation is in force in Alberta, Saskatchewan, and Newfoundland and Labrador. The protection of RDSPs from seizure by creditors will be addressed as part of this larger project.

Community in Action

Tax AID DABC

Andy is a 27 year old man who has received disability assistance since he was 18 but had never received any guidance about how to file a tax return. He knew generally that he was missing out on benefits like the GST credit but he never realized that over the course of 10 years he was missing out on thousands of dollars of income tax benefits. With the help of Tax Assistance and Information for People with Disabilities (Tax AID DABC), a program run by Disability Alliance BC, Andy was able to get his tax slips and file 10 years of taxes. He says he hopes the money he gets back will help him move from Surrey to Vancouver to be closer to his friends.

Tax AID DABC assists people in B.C. receiving disability assistance get caught up on income tax filing from previous years. Between July 15, 2015 and April 30 2016, Tax AID DABC helped file 539 years of taxes for 193 clients which will result in estimated \$350,000 additional money and benefits for those individuals. They will also enjoy greater access to other programs which require up to date income tax filing including Registered Disability Savings Plan grants and bonds, subsidized housing programs, and MSP premium assistance.

"People receiving provincial disability assistance who do not regularly file their income taxes are missing out on hundreds or even thousands of dollars in tax credits. Our Tax AID DABC staff work with individuals to help them get caught up on their tax filing and start to realize the financial benefits of regular tax filing." – Jane Dyson, Executive Director, Disability Alliance BC

Government Connections

A Guide to Starting and Managing your RDSP

A new guide to the Registered Disability Savings Plan (RDSP) was released in October 2015 by the RDSP Action Group to help more British Columbians with disabilities and their families benefit from this long-term-savings plan designed by the Government of Canada.

How to Start and Manage an RDSP in British Columbia outlines key steps to setting up an RDSP, like applying for the Disability Tax Credit, filing income tax and choosing a financial institution. It also shares stories and advice from British Columbians about the impact of an RDSP on their lives.

People under age 50 who have disabilities may be able to get up to \$90,000 in grants and bonds over a lifetime if they open an RDSP.



Inclusive Communities

Creating a legacy from the 2015 Canada Winter Games

The Northern Sport Accessibility 2015 Initiative is already delivering a number of benefits to communities in the north, including:

- More than 10 Community “Try-It!” events for wheelchair and/or adaptive sport including: wheelchair basketball, wheelchair rugby, para-badminton, sledge hockey, wheelchair tennis, wheelchair curling and para-table tennis
- “XploreSportz Wheelchair Sports” Camp in Fort St. John which gave children the opportunity to participate in six different wheelchair and/or adaptive sports over the course of a five-day camp
- 14 Run-Jump-Throw-Wheel and High Five training sessions for more than 85 participants in more than 10 communities (Prince George, Fort St. John, Fort Nelson, Hazelton, Skidegate, Dease Lake, Kwadacha, Fort St. James, Terrace, Tl’azten and Prince Rupert)
- Eight “Families in Motion” sessions with over 200 participants in Fort St. John and Taylor
- The first-ever northern BC Para-athlete Performance and Development Camp

BC Para-athlete Performance and Development Camp



Photo: Pacific Sport Northern BC

Recognizing and building on successes

Government has declared November as Aboriginal Disability Awareness Month in recognition of the contributions of Aboriginal people living with disabilities in communities throughout B.C.

Building on the success of the Surrey School District disability sports pilot, sixteen communities are now participating in the After School Sports and Arts Initiative, providing sport and arts programming for children with disabilities.



Feedback on the After School Sports and Arts Initiative

"Students had the opportunity to develop friendships with other learners with special needs who were not in their classes and grades. This led to students looking for each other on the playground during recess and lunch – indicating their growing connections within the school community." – Vice Principal

"A student with limited verbal ability drew elaborate pictures that told stories of other worlds and flying superheroes. Whenever we did music, he was excited and enthusiastic to create spontaneous musical compositions that took the whole group on a journey of sound and emotion." – Program Leader

The Province has entered into a Memorandum of Understanding with leading Canadian sports organizations focused on providing greater opportunities for athletes with a disability to prosper and reach Paralympic success, and for Canada to become a world-leading Paralympic nation.

Government has provided \$3 million towards an innovative, made-in-B.C. autism research project to explore the benefits of parent coaching intervention for infants and toddlers who show early signs of Autism Spectrum Disorder.

Investing in accessible sports, arts and culture

Nine disability sport organizations are benefiting from over \$60,000 in provincial grants to host events, including the Canadian Championships for wheelchair basketball in Kamloops.

Over \$3 million in Community Gaming Grants went to disability groups in B.C. in 2015/16 to support sports, arts and culture, and to contribute to the quality of life in a community. (Full list: Appendix C)

Through the Federal/Provincial BC Sport Participation Program, which funds provincial, disability and community organizations to deliver new and or expanded sport participation opportunities, approximately \$100,000 was provided to support sport programming for persons with a disability.

Government provided \$400,000 to KidSport BC in order to help children and teens play sports. Several disability sport groups are among the organizations that KidSport supports.

Government Connections

Celebrating Paralympians

The Richmond Olympic Experience, which opened in November 2015, celebrates Paralympic athletes, including some from B.C., in exhibits through stories, artefacts, images and accessible sport simulators.



Photo: Richmond Olympic Experience

Making independence a priority

Ministry of Health has increased the hourly rates for clients in the Choice in Supports for Independent Living program, which helps those with significant disabilities better attract and retain support staff through competitive wages and increase the choice of care options. This allows clients to continue to self-manage their care and remain independent in their own homes or in the community for as long as possible.

The 2015 Scotiabank Giller Prize shortlist books are now available in accessible formats through the National Network for Equitable Library Service (NNELS). B.C. supports NNELS through the BC Libraries Co-op, as well as through promotion and awareness

among the public library system, encouraging libraries to make materials available in accessible formats.

Dr. Jaimie Borisoff, a Canada Research Chair recognized for his work in rehabilitation engineering design at British Columbia Institute of Technology (BCIT), was awarded \$131,000 through the British Columbia Knowledge Development Fund (BCKDF) for his project Accessible Technology for Mobility & Community Participation. This BCKDF funding further leveraged \$236,000 from the Canada Foundation for Innovation and other sources, for a total investment of \$368,000 in research infrastructure for accessibility research at BCIT.

Supporting inclusive communities

Twenty-nine B.C. communities received age-friendly community planning and project grants totalling \$508,400 in 2016 to help support welcoming public spaces, accessible transportation, affordable housing options, social participation and volunteer opportunities as well as information and services that increase accessibility for seniors and people with disabilities in their communities. (Full list: Appendix B)

Community in Action

Revelstoke Accessibility 2016 and Beyond

In 2016, Revelstoke received an Age-Friendly BC grant for its proposal “Revelstoke Accessibility 2016 and Beyond”, which is being matched by businesses in the community, to purchase a number of colourful ramps as part of a “Community Ramp Project”, as well as an exercise program that helps prevent falls by improving balance and confidence. The city has received six Age-Friendly BC grants since 2007, which provided support to the revision of the Revelstoke Official Community in 2009 to include a goal promoting access to safe and affordable housing, physical and social mobility and social engagement in the community.



Photo: City of Revelstoke



Sledge Hockey



*OneAbility
Partners*

Community in Action

OneAbility - Establishing Victoria as a Hub for Adapted Physical Activity

Victoria-based OneAbility is a collaboration of local, provincial and national leaders in adapted sport and recreation focused on increasing opportunities for accessible sport, recreation and active living for people of all abilities.

OneAbility is strengthening existing programs, introducing new ones where there are gaps, building capacity and raising awareness about the importance and availability of accessible recreation and sport. Recent highlights include the first Greater Victoria Parasport Development Week and Vancouver Island's first Sledge Hockey program. OneAbility is also contributing to research in adapted sport and the enhancement of athletic performance, as well as a more vibrant community for people of all abilities to engage in sport, physical activity and active living.

Partners includes Camosun College, the Pacific Institute for Sport Excellence, Recreation Integration Victoria, the University of Victoria (CanAssist, Vikes Athletics and Recreation and faculty from the School of Exercise Science, Physical and Health Education), Victoria Wheelchair Sports Club, and other adapted sport and recreation leaders.



Westminster Pier Park

Community in Action

New Westminster Wheelability Project

When the New Westminster Wheelability Project launched in 2009, the goal was to enhance transportation options for those who use a scooter, wheelchair, walker or other mobility aid to move around the city.

A walking assessment of street accessibility was undertaken, as well as an audit of gradient, curb cuts, permanent street furniture, pedestrian crossing times and other features. The audit team also did a survey of demographics, preferred travel routes, and built environment barriers. Two wheelability maps were created, one of Uptown and another of Downtown, that include the placement of accessible transit stops and washrooms, curb ramps, cross-slopes, and sidewalk gradients.

The project has left a legacy in New Westminster. Council and city staff are more aware of mobility challenges and many have become accessibility champions. Recommendations from this project have informed the City's Master Transportation Plan as well as has positive effects on budgets for accessibility projects, policies, practices, and design decisions related to wheelability.

Photo: COCO Café



COCO Café Team

Employment Matters

Award Winning COCO Café

Cedar Opportunities Co-operative (COCO) Café, opened in 2011, is a social enterprise that provides employment, training, and social opportunities for people with developmental disabilities within their community. COCO Café employs a staff of 35 people, 14 of whom have developmental disabilities.

In 2016, COCO has launched a new work experience program that provides training in a supported environment to help people with developmental disabilities develop transferable employment skills, resume building, and interview training skills that will open up future employment opportunities.

COCO Café was the winner of the 2015 Small Business BC award for Best Community Impact.

include(me!

let's talk about quality of life

Include Me!

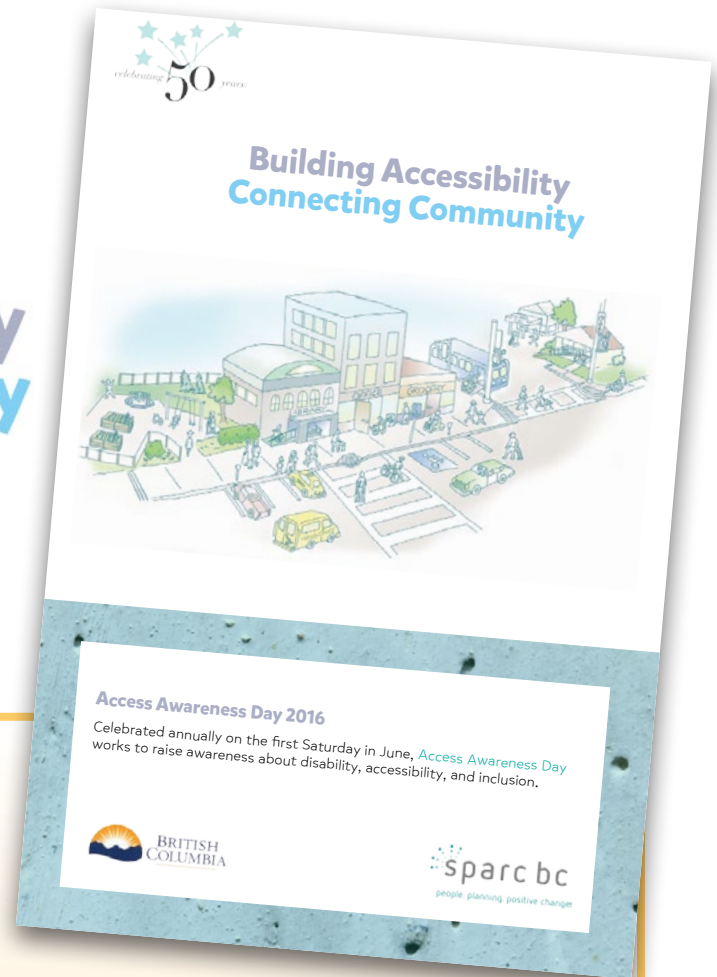
Community Living BC (CLBC)

CLBC's Quality of Life Initiative – Include Me! – was developed and validated by Dr. Robert Schalock over a period of approximately 25 years. It is administered by individuals with developmental disabilities to gather the opinions of individuals being served by CLBC about their quality of life. It provides a common language and approach within the community living sector to talk with individuals about the things that are important to everyone and how we can collectively work together to improve their quality of life.

A number of interesting trends are emerging within the community living sector. For example, individuals provide the highest scores in the well-being domains (emotional, physical and material) while social inclusion, personal relationships and self-determination are the lowest scoring domains. As well, 81 per cent of individuals who report having a job that pays them money, say that their job makes their life better.

CLBC plans to expand the sampling across the province to help both CLBC and service providers better understand the impact of their work.





Community in Action

SPARC BC – Access Awareness Day Celebrations

June 4, 2016 marked SPARC BC's 19th annual Access Awareness Day! Access Awareness Day gives everyone an opportunity to look at their community and to think about what more can be done to make communities more accessible and inclusive for everyone. The theme for this year's Access Awareness Day was "Building Accessibility/Creating Community". As part of this year's planning, the goal was to draw attention to the needs of individuals with health and activity limitations living in communities and to highlight the different ways that we can all work together to ensure that communities are as accessible and inclusive as possible. Each year, as part of the annual Access Awareness Day campaign, many local governments show their support by passing a proclamation that recognizes the role that we all play in ensuring the rights of everyone to bring their talents, experience and abilities to engage in all aspects of community life. Participation by local governments in Access Awareness Day has doubled over the last five years with more than 40 communities participating in Access Awareness Day in 2015.

Emergency Preparedness

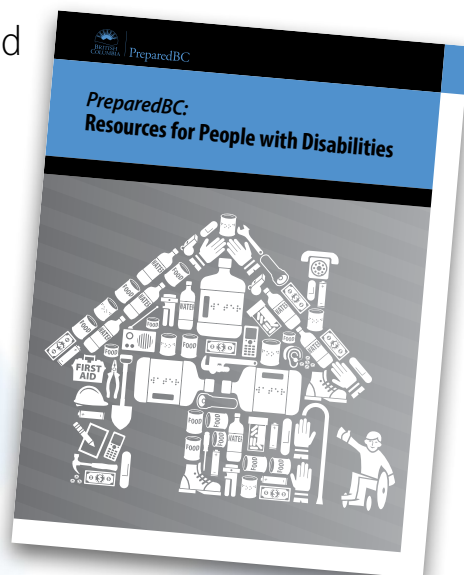
Providing emergency planning tools and resources

Government has developed some comprehensive emergency planning resources for persons with additional preparedness needs, including a comprehensive emergency planning guide for people with disabilities. The guide was developed in consultation with Disability Alliance BC, and includes their recommendations on personal emergency planning using the five categories of the functional needs, or G-MIST (Communication, Medical, Independence, Supervision and Transportation), framework.

The Province continues to take substantial steps to meet the recommendations of the March 2015 Earthquake Consultation Report and to work collaboratively to address the needs of people with disabilities and other vulnerable populations in the event of an earthquake.

Supporting inclusive emergency planning

Disability Alliance BC (DABC) is a leader in emergency preparedness for people with disabilities. With \$150,000 in funding from government, DABC will work, in a consulting capacity, with local authorities in different regions of B.C. to engage them in integrating the Functional Needs Framework into their emergency response plans and to ensure that the needs of community members with disabilities are accommodated. This will help meet the goal of ensuring that every community in B.C. has accommodated the needs of persons with disabilities in its emergency planning by 2024.



Protect Yourself During Earthquakes!



Graphic courtesy of the Earthquake Country Alliance

Consumer Experience

Making the outdoors more accessible

The Province has created a BC Parks Accessibility Advisory Committee to advise on how to improve the visitor experience for people with disabilities in BC Parks. The Committee includes cross-government representatives as well as members of the disability community.

Improving access to Visitor Services

To ensure Visitor Services are meeting the evolving expectations for accessibility of the travelling public, Destination BC will provide \$300,000 in funding through the application-based Visitor Services Innovation Fund in each of 2016/17 and 2017/18. Communities can apply for funds to support new or enhanced projects that will provide visitor services in a more accessible manner. Examples include enhanced wheelchair accessibility, TTY electronic communications, braille display boards and enhanced technology.

Upgrading rest stop accessibility

Government is incorporating feedback from stakeholders into updated Accessibility Guidelines to help improve rest stop accessibility. Multiple sites have seen accessibility improvements throughout 2015/16, including Baynes Sound on Hwy 19A; Kal Lake Lookout on Hwy 97; and Kennedy River on Hwy 4.



Nanoose Bay rest stop upgrades, HWY 19

Supporting accessible tourism

Through the Resort Municipality Initiative, government invests \$10.5 million annually in 14 resort communities for projects that help support local tourism infrastructure, amenities and programs, including accessibility improvements. Through this initiative, the District of Tofino has built the Windy Hill Lookout, a wheelchair accessible lookout on Tofino's Main Street with views of Tofino's working harbour and Clayoquot Sound. (Full list: Appendix D)

Partnering with the Rick Hansen Foundation

To break down barriers to employment and the built environment for people with disabilities, the Rick Hansen Foundation partnered with the B.C. Government to develop the Increasing Accessibility in BC Job Creation Pilot Project. Seven people with disabilities were trained as Accessibility Specialists and they completed over 84 on-site accessibility evaluations in the Lower Mainland, including city halls, community centres, restaurants, hotels, and parks. Specialists identified barriers for those with mobility, vision, and hearing challenges, as well as common issues such as lack of accessible parking, inaccessible entrances and bathrooms, and lack of signage and way-finding. They provided simple, inexpensive solutions based on universal design principles that, in many cases, were easily incorporated by businesses.

Outcomes from the accessibility assessments include over 73 per cent of participating clients agreeing they would now be more willing to hire someone with a disability, a major local restaurant chain planning to adopt many of the recommendations, and incorporation of all recommendations at four participating WorkBC Employment Services Centres. Work is underway on plans for a further accessibility partnership in 2016–17.



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Business Matters

Vancouver International Airport – a Global Leader in Accessibility

Accessibility is a priority at Vancouver International Airport (YVR). Working with community and business partners, YVR has developed detailed travel guides to support customers preparing for air travel. They also host annual accessibility tours for individuals and families living with autism and for people using wheeled mobility devices. The programs are designed to help customers navigate the obstacles of travelling and develop a sense of familiarity around the airport experience. This focus on providing meaningful access for all is part of the reason why YVR has been named Best Airport in North America for an unprecedented seventh consecutive year at the Skytrax World Airport Awards.



TrailRider in Action

Government Connections

TrailRiders Open Up the Backcountry

A TrailRider is a unique single-tire wheelchair powered by volunteers that allows individuals living with physical disabilities to explore and enjoy the outdoors. The Strathcona Park TrailRider program, a partnership between BC Parks and the Strathcona Wilderness Institute, is focused on providing access to Strathcona Provincial Park, specifically the Forbidden Plateau area, through TrailRider dayhike adventures. The Battleship Lake trails now feature a boardwalk with custom aluminum on and off ramps, better access to lakeside viewpoints and a dock especially intended to provide an on the water experience for TrailRider visitors. In addition to the TrailRider program, Strathcona Park also features a number of accessible features, including a 2 km loop trail in Paradise Meadows, a Visitor Centre, and 'gravel-friendly' wheelchairs available free of charge.



Appendix A: Community and Employer Partnerships in Support of Accessibility

2016 Community and Employer Partnerships Supporting Accessibility

Community and Employer Partnerships have five active agreements aimed at enhancing services and improved outcomes for individuals with disabilities with a total value of \$2,839,136. For more information on Community and Employer Partnerships, visit: <https://www.workbc.ca/Job-Seekers/Employment-Services/Community-Employer-Partnerships.aspx>

Project Name	Description	Approved Funding
Employment Mentorship Support Project – Research and Innovation Project	<i>Between September 1, 2015 and August 31, 2018, ConnectTra will carry out a project titled Employment Mentorship Support Project. Through innovative research and case study this Project will focus on determining quantitatively and qualitatively whether the Employment Mentorship Support method constitutes an effective approach to improving employment outcomes for people with disabilities in British Columbia.</i>	\$ 892,047
Community Engagement in Social Planning: Tapping the Groundswell – Job Creation Partnership	<i>Between November 9, 2015 and June 17, 2016, three EI eligible participants residing in the Powell River area will participate in 28 weeks of work experience and skill enhancement in research, community engagement, event planning, marketing and data analysis, increasing their opportunities for sustainable employment. A Social Planning Strategy will be created to guide the Powell River City Councillors and other community leaders in considering their diverse community when making planning decisions, including people with disabilities, aboriginal people, immigrants, youth and people with multiple barriers.</i>	\$51,011

Project Name	Description	Approved Funding
Personal Income Information for Disabilities Assistance Recipients – Research and Innovation Project	<i>Between February 1, 2016 and January 31, 2019, the Social Research and Demonstration Corporation will carry out a pilot project to develop a state of the art income calculator website for Persons with Disabilities receiving disability assistance. The calculator, enhancements to information supports and training of case managers will improve access to accurate information for PWDs, including providing them with income estimations for specific job opportunities and a personal account where clients can track their earning exemption totals and see the effect of earnings on their disability assistance.</i>	\$696,820
BC Partners Workforce Innovation Pilot Project – Research and Innovation Project	<i>Between March 16, 2015, and March 16, 2018, the BC Centre for Employment Excellence (Social Research and Demonstration Corporation) will carry out a pilot project to establish a centralized coordinator body within participating employer sectors that would facilitate the hiring of people with disabilities, from across all spectrums of ability and who are referred and supported by local disability-serving agencies and employment-ready agencies. The project will determine whether such a coordinated, demand-side focused approach is more effective at meeting the needs of employers and job seekers with disabilities.</i>	\$637,650
Occupational Recovery after First-Episode Psychosis: A Critical Period – Research and Innovation Project	<i>Between March 1, 2015, and February 28, 2018, the Fraser Health Authority will use the Individual Placement Support model of treatment and assess the incremental effectiveness of this model when treating unemployed Early Psychosis Intervention clients. The intent is to enhance understanding of interventions related to employment success in a representative sample of clients with early psychosis.</i>	\$561,608

Appendix B: Age-friendly Planning and Project Grants

2016 Age-friendly Planning and Project Grants

The age-friendly community planning and project grant program is a partnership between the Government of British Columbia and the Union of British Columbia Municipalities. Each successful local government receives up to \$20,000 to help undertake a variety of activities - from setting public policy to delivering information and services – that address the needs of older residents.

For more information on age-friendly planning and project Grants, visit www.ubcm.ca/EN/main/funding/lgps/seniors-housing-support-initiative.html

Community	Application Description	Approved Grant
100 Mile House	<i>The district will consult and assess/explore options for seniors' housing and supports for aging in place. Work will include the development of a transportation action plan.</i>	\$7,000
Burnaby	<i>The city will establish a dementia-friendly steering committee, host a workshop for key city staff and council members, and identify actions to help make Burnaby more dementia-friendly.</i>	\$20,000
Burns Lake	<i>The village will integrate age-friendly policies into its revised and updated official community plan.</i>	\$15,000
Campbell River	<i>The city will consult with the community through focus groups and surveys to create an age-friendly action plan.</i>	\$20,000
Capital Regional District	<i>The Capital Region Housing Corporation will consult with low-income tenants, provide information on and referrals to programs and services in their neighbourhoods, and create a resource guide to link low-income seniors to community resources.</i>	\$20,000

Community	Application Description	Approved Grant
Central Okanagan Regional District	<i>The district will improve accessibility by identifying low-barrier trails and beaches in a resource booklet. As well, there will be a pilot project to put up signs identifying senior-friendly trails in six area parks. The district will also be widening, levelling and surfacing the Peninsula Trail at Kaloya Regional Park in Lake Country.</i>	\$20,000
Chetwynd	<i>The district will host lunch and learn sessions covering topics such as nutrition, home and community safety, and resources for caregivers.</i>	\$13,100
Columbia Shuswap Regional District	<i>An age-friendly assessment of South Shuswap Area C will be conducted in partnership with the South Shuswap Health Services Society.</i>	\$20,000
Delta	<i>Delta will be undertaking a South Delta seniors bus pilot project to address transportation needs identified by older adults in Ladner and Tsawwassen.</i>	\$20,000
Esquimalt	<i>The funding is for an age-friendly assessment on the status of seniors in Esquimalt, to develop recommended age-friendly goals, objectives, and policies for inclusion in the updated official community plan.</i>	\$20,000
Islands Trust	<i>Outreach and consultation to explore the needs of Lasqueti Island seniors living at home and how they can be supported.</i>	\$9,465
Kamloops	<i>Community members and local organizations will be engaged in the development of an inclusive accessibility plan, which builds on previous work, including the city's 2010 age-friendly community plan.</i>	\$15,000

Community	Application Description	Approved Grant
Kaslo	<i>This two-part project includes training and co-ordinating volunteers to provide one-on-one outreach and support to isolated seniors, as well as planning, organizing and facilitating a caregiver-support program.</i>	\$20,000
Kelowna	<i>The city will engage in an age-friendly community assessment process to develop a community for all ages plan.</i>	\$20,000
Keremeos	<i>Creation of an age-friendly outdoor fitness park to increase recreation and healthy living opportunities for seniors.</i>	\$20,000
Mission	<i>The district will develop a strategy to support the health and well-being of Mission's aging population to help seniors age actively, safely, enjoy good health and stay connected to the community.</i>	\$18,500
Nelson	<i>The city will conduct an age-friendly assessment of their community and develop an action plan. Partners include the Nelson CARES Society, the Nelson & District Seniors Coordinating Society, and the Columbia Basin Rural Development Institute at Selkirk College.</i>	\$20,000
Okanagan-Similkameen Regional District	<i>The regional district will work with BC Transit, businesses, and other partners to make bus stops and businesses in Okanagan Falls more accessible, and establish an incentive program to encourage local businesses to become more age-friendly.</i>	\$20,000
Prince George	<i>The city will conduct an age-friendly accessibility assessment and develop an action plan to make Prince George more accessible and liveable for seniors.</i>	\$20,000

Community	Application Description	Approved Grant
Princeton	<i>The town will gather input from community workshops to inform the official community plan and age-friendly land use regulations completed by the town in 2013.</i>	\$20,000
Revelstoke	<i>The city will work with businesses in the historic downtown core and the StopGap Foundation to install brightly coloured ramps to businesses that currently are inaccessible to those with mobility challenges, and will work with community fitness trainers to deliver exercise classes to those with balance and mobility challenges.</i>	\$12,335
Salmo	<i>The village will develop information brochures and health and wellness programs, as well as improving sidewalk safety based on feedback from a survey and public roundtable forum.</i>	\$20,000
Sayward	<i>The “Driving Miss Sayward / Live, Laugh, Love” project includes a bus program to reduce isolation among local seniors, a lunch program, wellness workshops, and social and recreational activities for seniors.</i>	\$20,000
Sechelt	<i>The district will partner with Sunshine Coast seniors to conduct a survey and develop an age-friendly community plan, with the recommendations integrated into the district’s bylaws and policies.</i>	\$20,000
Sicamous	<i>To increase accessibility compliance throughout the district and finalize the new seniors transportation services plan so that it is streamlined, cost-effective and sustainable.</i>	\$20,000

Community	Application Description	Approved Grant
Silverton	<i>The village will develop a variety of age-friendly fall and winter educational and recreational activities for older adults. The topics will include end-of-life issues, accessing community resources, advance care planning, making healthy choices and staying at home versus assisted living.</i>	\$12,000
Smithers	<i>The town will consult with the community to create an age-friendly action plan, focusing on accessibility and safety within outdoor spaces, trails, public buildings and recreation infrastructure.</i>	\$20,000
Telkwa	<i>The village will develop additional plans for transportation and accessible trails, focusing on walking and bicycling infrastructure, icy winter conditions on paths and trails, stairways that are difficult to navigate and transportation options such as ride-share services.</i>	\$6,100
Vancouver	<i>A dementia friendly city: Dementia Friends – Train the Trainer program to be delivered to city staff and non-profit organizations to increase participants' awareness and improve their interactions with people with dementia.</i>	\$20,000

Appendix C: Community Gaming Grants in Support of Accessibility

2015/16 Community Gaming Grants

Community Gaming Grants are provided to a wide variety of non-profit organizations delivering programs and services to British Columbians. The program supports five sectors: Arts & Culture, Sport, Environment, Public Safety and Human & Social Services. In addition the program provides grants to Parent Advisory Councils.

Funding is distributed to close to 200 organizations in more than 40 communities. The nature of the programming ranges from disability sports to public health and community education.

For a full list of community gaming grants please visit: <https://www.gaming.gov.bc.ca/>

Non-Profit Organization	Community Programming	Approved Funding
BC Blind Sports and Recreation Association	<i>Physical activity programming provided throughout BC for blind and visually impaired persons of all ages, to build skill levels and to meet other persons who are blind or visually impaired.</i>	\$250,000
Special Olympics British Columbia Society	<i>Sports programming delivered in 57 communities across BC enabling athletes to experience joy and acceptance, cultivate friendships and self-confidence, and feel empowered to overcome obstacles and achieve their goals.</i>	\$250,000
BC Regional Chapter of Muscular Dystrophy Canada	<i>Services for persons with neuromuscular disorders through BC and the Yukon, including: education, support, assistance with acquiring mobility and respiratory equipment, and advocacy.</i>	\$200,000

Non-Profit Organization	Community Programming	Approved Funding
Amyotrophic Lateral Sclerosis Society of BC	<i>Services for persons with ALS, throughout BC, including: outreach, mobility equipment loans, mobile clinics, support groups, free counselling, and transportation to medical appointments. Public awareness programming and workshops for caregivers are also delivered.</i>	\$166,500
D.S.R.F. Down Syndrome Research Foundation	<i>Information services are provided to the public. In addition, group and one-on-one programs are provided to persons with Down Syndrome to teach and improve essential skills for independence.</i>	\$165,000
BC Wheelchair Sports Association	<i>Wheelchair sports and physical activity opportunities for individuals with physical disabilities. Programming is provided for all ages and skill levels. Specialized wheelchairs are loaned to new participants to prevent financial barriers.</i>	\$250,000
The Center for Epilepsy and Seizure Education BC	<i>For education and awareness programming for youth with seizure disorders as well as their families and peers, and counselling and support to patients, their families, and caregivers across B.C.</i>	\$320,000

Appendix D: Resort Municipality Initiative Accessibility Related Projects

Through the Resort Municipality Initiative (RMI), government invests \$10.5 million annually in 14 resort communities for projects that help support local tourism infrastructure, amenities and programs. Recognizing the importance of accessible tourism, the following accessibility related projects have been supported through RMI funding:

City of Fernie

► Community Trail Paving Project

- Anticipated Completion: Fall 2016
- This project will consist of paving portions of Fernie's Loop Trails resulting in over 5 km of continuous paved trail. Improved trail offering, provide a barrier free multi-use trail suitable for all users including those with mobility challenges.

► Visitor Information Centre Project

- Anticipated Completion: Fall 2016
- The project consists of four components: landscaping improvements; reconfiguration of the interior spaces including enhancements to the Nature Centre; renovation of the washrooms to make the accessible; and signage improvements.

City of Golden

► Highway One Corridor Enhancement

- Anticipated Completion: 2017
- As part of a larger project, the accessibility component is focused on a pedestrian connectivity corridor from the TransCanada Highway One (TCH1) to downtown. Approximately 800m of paving and switchback fencing will enable wheelchair access.

Village of Harrison Hot Springs

► Beach and Lagoon Improvements

- Anticipated Completion: 2017
- Beach and Lagoon Improvements will involve several projects that improve the overall tourism infrastructure in the Village associated with the waterfront area. A key component will be enhancing the aesthetics and accessibility of the lagoon walkway as well as creating viewing points along the waterfront.

City of Kimberley

► Sullivan Mine Interpretive Train Project

- Completion: 2013/14
- As part of a larger project, work also included construction of a paved path from the Powerhouse Station to the Powerhouse entrance, for improved wheelchair accessibility.

Town of Osoyoos

The Town of Osoyoos conducted an Accessibility Audit of all public facilities in 2013. This study resulted in additional accessibility features being added to facilities developed by RMI funds and a Council direction to ensure that all future public facilities be fully accessible. As part of their planning for the remaining three years of the RMI program, one of the goals is to ensure accessibility to all visitor facilities.

► Marina Ramp

- Completion: 2014
- The marina ramp addition makes both sides of the marina accessible.

► Gyro Park development

- Completion: 2015
- The park was constructed in a manner that makes the entire area accessible.

► Trail Development/Connectivity Project

- Anticipated Completion: September 2017
- The Town of Osoyoos will be upgrading current trails that to improve walkability, accessibility and hiking experiences. Focus will be to upgrade paths with hard surfacing and lighting.

‣ **Waterfront Enhancement Project:**

- Anticipated Completion: 2017
- As part of a larger project which includes a visitor activity centre, walkways, passive recreation areas, pier and supportive amenities, the development will include an accessibility ramp to the water to enable those with disabilities or mobility issues to enjoy the beach and lake.

City of Revelstoke

‣ **Downtown Washroom Facilities**

- Anticipated Completion: 2016
- This project involves renovating the washrooms in the downtown core to provide better facilities for tourists and installing automatic doors to improve access for those with mobility challenges.

‣ **Williamson Lake Park Upgrade Project**

- Anticipated Completion: October 2017
- This project will include improvements to Williamson Lake Park, including accessible day use building, new viewing deck, enhanced fishing facilities, a wheelchair accessible path to the beach and landscaping.

‣ **Business and Visitor Information Centre**

- Completion: 2013/14
- This project was partially funded through RMI. It is a two-storey building and included the installation of an elevator in the building to ensure access for all visitors.

City of Rossland

‣ **Museum/Visitor Center renovation**

- Anticipated Completion: 2016
- A large component of the renovation will be to make the washrooms accessible.

District of Tofino

‣ **MacKenzie Beach Accessible Beach Access**

- Anticipated Completion: 2016
- This project will see the construction of a beach access ramp, parking area, and an accessible washroom and change room.

‣ Windy Hill Lookout

- Completion: 2014
- This project created a wheelchair accessible lookout on Tofino's Main Street with views of Tofino's working harbour and Clayoquot Sound.

District of Ucluelet

‣ Big Beach Visitors Access

- Anticipated Completion: 2016
- Current access to the beach is very steep and limits accessibility. Part of this project will include an accessible trail to the Big Beach area.

‣ Beach Access Mats

- Anticipated Completion: 2016
- The District of Ucluelet will install wheelchair/stroller accessible beach mats for persons with mobility issues to provide an opportunity for accessibility at two local beaches. The beaches will be Big Beach and Little Beach. There will also be a signage component to the project to identify accessibility.

‣ Terrace Beach Access Project

- Anticipated Completion: 2017
- The current trail to Terrace beach is difficult to find and get down, accessibility is poor. This project will rework the trail to Terrace beach – focusing on accessibility and way-finding for tourists.

Village of Valemount

‣ Cranberry Marsh Trail

- Anticipated Completion: 2016
- As part of a larger project to complete the Cranberry Marsh Trail, the Village has upgraded parts of existing trails for wheelchair accessibility.

Resort Municipality of Whistler

► Conference Centre Improvements

- Anticipated Completion: 2017
- Recent improvements have included the construction of an accessible lift to enable use of the stage area by people with disabilities. Other potential projects focused on accessibility improvements will be considered.

► Whistler Olympic Plaza Washroom Expansion

- Anticipated Completion: 2017
- Construction of a new accessible washroom in Whistler Olympic Plaza. The existing washroom is a converted Britco trailer developed for the 2010 Olympic and Paralympic Games and was considered a temporary installation. The trailer presents accessibility challenges and is undersized with respect to capacity as well as stall sizes.

► Village Square Mall Rejuvenation

- Anticipated Completion: Multiple projects to be completed throughout the next three years.
- Projects in 2015 included the construction of an accessible ramp from the Whistler Village Day lots to the Village entry at Village Gate Boulevard and accessibility improvements on the Cultural Connector. Future projects will include access gate improvements to facilitate pedestrian access and for those with disabilities, ramp improvements adjacent to the Whistler Conference Centre as well as to other areas.

► Valley Trail Mons Crossing

- Anticipated Completion: 2017
- The project includes construction of a paved valley trail railway underpass between the Cypress Place subdivision and Nesters Crossing inclusive of trail approaches and lights. The construction is a collaboration with a third party private developer to allow Valley Trail sections to be connected north and south of the railway. When complete, there will be a continuous accessible Valley Trail from Meadow Park to Whistler Village and the Upper Village.





SECTION 2
 COUNCIL CORRESPONDENCE (2016 SEPT 29)
 City Manager
 Deputy City Manager
 Dir. Finance
 Dir. Planning & Building
 Dir. Engineering
 Transportation Committee (Nov. 09)

September 23, 2016

Ref: 169059

His Worship Mayor Derek Corrigan
 City of Burnaby
 4949 Canada Way
 Burnaby, BC V5G 1M2

Dear Mayor Corrigan:

As you may know, over the last several months, Minister Stone and I met with a number of stakeholders across the province to discuss the challenges and opportunities of ride sourcing in British Columbia's passenger transportation sector.

Through these consultations, we heard a range of valuable comments and recommendations, which are reflected in the enclosed Stakeholder Engagement Summary for your review. Please note that the themes and recommendations outlined in this report reflect the views of those who provided feedback, and do not reflect a provincial position.

The feedback we receive will help to inform any decisions that our government may make with respect to this important issue. If you have any comments on the findings of this consultation, please email them at: RideSourcing@gov.bc.ca.

Sincerely,

Peter Fassbender
 Minister of Community, Sport and Cultural Development
 and Minister Responsible for TransLink

Enclosure

RIDE SOURCING IN B.C. STAKEHOLDER ENGAGEMENT SUMMARY

September 2016

The Honourable Peter Fassbender

Minister of Community, Sport and
Cultural Development and
Minister Responsible for TransLink



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MESSAGE FROM THE MINISTER



In today's modern world, app-based technologies have transformed the day-to-day lives of consumers and the way we access services. The advent of transportation network companies (TNCs), specifically, presents consumers with opportunities for new

passenger transportation services through the use of technology. Our government understands that British Columbians want choice and convenience, and as a government, we encourage innovation and competition. We embrace change and are excited to look to the future.

However, while new services can provide consumers with more transportation options, they cannot come at the expense of passenger and driver safety. It is also important to recognize the investments and jobs created by those individuals who already provide passenger transportation services in our province.

Our government believes that before we can have a productive conversation about any changes to passenger transportation services, we must first have a clear understanding of the perspectives of British Columbians regarding the role that passenger transportation plays in their lives. And, we must be informed by a clear understanding of the regulatory environment within which these services are currently delivered.

To help us gain this understanding, the Honourable Todd Stone, Minister of Transportation and Infrastructure has clarified the nature of the current regulatory environment, and I was pleased to lead consultations on behalf of the Government of British Columbia, in collaboration with Minister Stone. The conversations took place across the province, and I heard from a diverse group of stakeholders. These included representatives from the taxi and limousine industry,

transportation network companies, local governments, business and tourism associations, accessibility groups and industries that are affected by commercial passenger transportation regulations, such as insurance and consumer protection groups. In doing so, I was able to hear first-hand a range of insightful comments related to the opportunities and challenges of our Province's vehicle for hire industry.

The following report provides an overview of the:

- current vehicle-for-hire industry in B.C. and the regulatory framework in which it operates;
- methodology of the consultations undertaken since spring 2016; and,
- feedback from the many stakeholders who participated in the consultations.

I wish to thank the participants who took part in the productive consultations that will help to inform our government in determining possible next steps for a "Made in B.C." approach that takes into account the interests of sector participants and consumers. At the end of the day, the path we take will balance the interests of all stakeholders, protect passenger safety and address the public's desire for more choice, convenience and competition.

Our government looks forward to any additional comments that you may have relating to ride sourcing and would be pleased to receive your feedback at: RideSourcing@gov.bc.ca

Peter Fassbender

Minister of Community, Sport and Cultural Development and Minister Responsible for TransLink

I. B.C.'S TAXI INDUSTRY - REGULATORY FRAMEWORK & BACKGROUND

Regulatory Framework

The taxi/limousine sector is an important contributor to local economies. Across British Columbia there are currently more than 390 taxi/limousine licensees operating over 3,600 vehicles in about 110 municipalities. The sector employs more than 10,000 drivers, in addition to dispatch, vehicle maintenance and operations staff.

Unlike most other provinces, in B.C. the taxi industry is regulated at both the provincial and municipal levels, through six statutes (see Appendix II). The provincially mandated Passenger Transportation Board (PTB) determines the number of taxis that can operate within a municipality, sets the areas those taxis can operate in and determines fare structures. It may also implement policies and programs to address the personal safety of drivers and passengers, and accessibility for all riders, including those with disabilities.

Provincial legislation addresses passenger safety, vehicle safety and insurance. All vehicle-for-hire operators in B.C. must hold a National Safety Code Certificate. The National Safety Code (NSC) is a set of national standards supported by provincial regulations and administered through the Commercial Vehicle Safety and Enforcement Branch in the Ministry of Transportation and Infrastructure. The NSC standards establish minimum safety standards for commercial vehicles and drivers that must be met by all commercial carriers.

Provincial legislation also authorizes local governments to write by-laws that establish the requirements for commercial/business licensing, which may include how many and what types of vehicles can operate, and which can provide specific permitting requirements for drivers in each jurisdiction (Appendix II).

The Registered Owner of a passenger directed vehicle (i.e. vehicles-for-hire, taxis, limousines) must purchase the mandatory Basic vehicle insurance from ICBC. The Registered Owner may purchase additional insurance coverage over and above mandatory ICBC Basic insurance (e.g., extended liability protection, collision and comprehensive insurance) from ICBC or from private insurers in a competitive environment. Currently, there are no insurance coverage options for TNCs with ICBC.

What Makes Ride Sourcing Unique

Ride sourcing connects passengers to vehicles-for-hire through the use of a mobile smartphone app. Passengers who wish to access the services of a TNC vehicle must download a ride sourcing app on their smart phone and have a credit card on file. Using Global Positioning System technology (GPS), the passenger's location is catalogued when the passenger requests a ride through the app and the nearest driver partner is matched with the passenger.

Typically, the app will provide information to riders to help driver and passenger connect including the first name and a photo of the driver and the vehicle type and licence plate number. The app will also offer options for estimating the cost of the ride, rating drivers and paying the trip fare. TNC drivers are often non-professional drivers who use personal vehicles to provide rides for a fare.

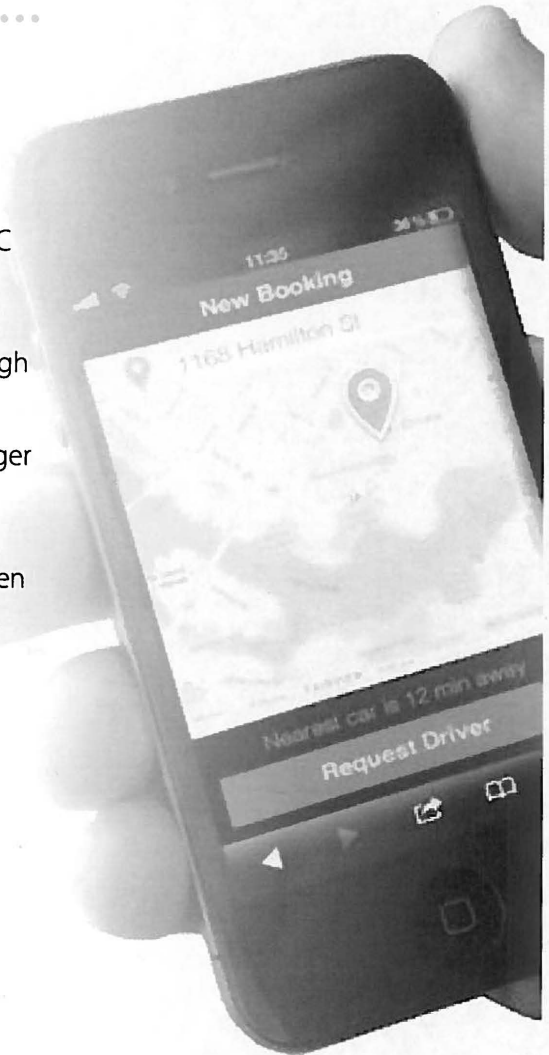
TNCs differ from taxis in a number of ways. For example, TNCs allow drivers to use their personal vehicles to provide part-time, vehicle-for-hire services, whereas taxis operate as full-time vehicles-for-hire.

Approaches to Ride Sourcing in Canada

Across Canada, TNCs have begun to operate in local jurisdictions. Edmonton was the first Canadian city to approve and regulate ride sourcing through a city by-law on March 1, 2016. Its new regulatory framework for vehicles-for-hire supports consumer choice and passenger safety while complying with provincial regulations that legalize TNCs.

In the following months local governments in Calgary, Ottawa and Toronto also passed by-laws to regulate TNCs in their respective jurisdictions. In June 2016, Quebec passed legislation requiring TNC companies to purchase a taxi permit, and continues discussions with the taxi and ride sourcing industry on the final structure of its regulatory framework. Other jurisdictions across Canada have undertaken stakeholder engagements, consultations and/or surveys to explore potential approaches to taxi and TNC regulations.

B.C.'s current safety and economic regulatory framework for passenger transportation does not make provisions for today's technology and service options. In addition, there is no insurance product provided by ICBC that is priced for part-time, flexible vehicles-for-hire. Under the existing insurance regime, vehicle owners are required to purchase taxi or limousine insurance which is priced to reflect full time, higher risk commercial use.



II. STAKEHOLDER ENGAGEMENT OVERVIEW

Commitment to Stakeholder Engagement

The potential entry of ride sourcing into the province has implications for the B.C. economy, the taxi and limousine industry, local governments, consumers, the hospitality industry and other stakeholders. Consequently, it is important that government understands and carefully weighs the potential economic and social impacts of any new entrants to the province's passenger transportation sector.

To this end, the Honourable Peter Fassbender, Minister of Community, Sport and Cultural Development and the Honourable Todd Stone, Minister of Transportation and Infrastructure, engaged in comprehensive, multi-stakeholder consultations over the spring, summer and fall of 2016. Through a targeted engagement process, the Ministers have had the opportunity to hear and understand a range of perspectives on the challenges and benefits that ride sourcing offers for British Columbians. Feedback was received from a wide range of stakeholders including representatives from:

- the taxi/limousine industry;
- TNCs;
- local governments;
- business and tourism associations;
- accessibility groups; and,
- industries affected by vehicle-for-hire regulations, such as insurance and consumer protection groups.

Ensuring that stakeholders were heard through this dialogue is critical to government's analysis of ride sourcing, and provides important information for any future decisions.

Emerging Principles

Over the course of the consultations, a number of frequently articulated principles emerged. These principles, along with associated recommendations, reflect the views and opinions of stakeholders with whom the Ministers consulted, and are provided for information. This input will be a key aspect of government's consideration of this issue, but does not reflect a provincial position.

Principle 1—*Ensuring Passenger Safety and Vehicle Safety*

A large number of stakeholders indicated that the physical safety of passengers should be a priority in any consideration of changes to the passenger transportation framework in B.C. Paired with this, ensuring the safety of passenger vehicles was also identified as a critical issue.

Stakeholder recommendations on how to achieve this included:

- requiring all vehicle-for-hire drivers to complete a background check that includes a criminal record and safe driving check;
- ensuring that drivers have safe driving training;
- requiring adequate liability insurance for all vehicles-for-hire to ensure that passengers and drivers are protected in the event of a vehicle accident and/or injuries; and,
- requiring all vehicles to be newer models and pass regular inspections.

Some stakeholders also observed that the entry of additional vehicles into the market could lead to lower fares. In turn, this increases the likelihood that individuals will choose to use vehicles-for-hire rather than driving under unsafe conditions, leading to an overall increase in road safety.

The issue of leased vehicles for vehicles-for-hire operations was also raised as a consideration. More specifically, in a situation where a leasing company owns a vehicle that is used as a taxi, bus, or limousine, that company remains fully liable for any claims that could arise from a vehicle-related accident.

Principle 2—*Meeting Consumer Demand*

The need to ensure that there are enough vehicles on the road to meet consumer demand for services was raised by a number of stakeholders. Several noted difficulties in accessing taxis quickly in urban centres, particularly during peak hours, holidays and special events. By extension, these types of shortages were also perceived by some as an issue of unsatisfactory customer service.

To address consumer demand, some stakeholders suggested that the Province should consider:

- increasing the number of taxi licenses, particularly in urban centres to meet customer demand in a timely manner; and,
- allowing TNCs to operate in B.C. to meet the growing consumer demand for passenger transportation services that can be secured easily and quickly through app-based technology.

WHAT STAKEHOLDERS SAID...

Remove red tape to improve transportation affordability and flexibility.

TOURISM INDUSTRY

The greatest potential benefactor of ridesharing would be consumers.

BUSINESS ASSOCIATION

New transportation service should adhere to the current regulations.

TAXI INDUSTRY STAKEHOLDER

Adopt a regulatory framework that ensures public safety, fairness, equity.

MUNICIPALITY

Insurance premiums for vehicles and inspections should apply to everyone in the industry.

TAXI INDUSTRY STAKEHOLDER

Choice, competition and innovation are the cornerstones of a vibrant business-friendly economy.

BUSINESS ASSOCIATION

Principle 3—*Guaranteeing Accessibility*

A number of stakeholders highlighted the need to ensure that any new entrants to the passenger transportation sector are able to meet the needs of residents and visitors with accessibility issues. Specific feedback addressed a range of associated issues including:

- not compromising the supply of accessible vehicles and ensuring that there are sufficient vehicles to meet the needs of seniors and people with disabilities;
- requiring that all vehicles-for-hire provide a range of booking and payment options; and,
- ensuring that drivers are trained to work with people with disabilities and that high quality services are provided for passengers.

Some stakeholders also suggested that there may be an opportunity for government to develop incentives and establish requirements for TNCs that would support ongoing delivery of accessible services for seniors and people with disabilities.

Principle 4—*Ensuring a Fair and Level Playing Field*

Many stakeholders cautioned against creating a two-tier regulatory framework with different rules for TNCs and the existing passenger transportation sector, and expressed the view that all passenger transportation service providers, including TNCs, taxis and limousines, should be subject to similar regulatory requirements. This would ensure fairness across the sector (a level playing field) and a balanced, safe environment for consumers and industry service providers.

Some respondents were concerned that the entry of large numbers of TNCs to the passenger transportation sector could result in a reduction in the value of existing taxi shares. This could negatively impact the livelihood of sector participants, many of whom have made significant investments in the industry, within the parameters of the existing regulatory environment.

Some suggestions from stakeholders to address these issues include:

- implementing consistent regulatory requirements for all passenger transportation providers in the areas of insurance, passenger and vehicle safety requirements, licensing and accessibility standards;
- requiring that all new entrants to the passenger transportation sector pay applicable federal and provincial taxes including Goods and Services, personal or corporate taxes;

- enforcing the same fare structures and rules for TNCs, taxis and limousines; and,
- amending the framework that regulates the passenger transportation sector industry to allow for greater competition between existing and new service providers —many stakeholders suggested that current passenger transportation service providers could satisfy consumer demand for app-delivered services if provided with a modernized regulatory framework.

Principle 5— *Building a Streamlined and Modernized Passenger Transportation Sector*

Some stakeholders suggested that B.C.'s passenger transportation sector is overregulated, and hampered by overlapping provincial and municipal regulatory requirements. They suggest that this has resulted in a complex and unwieldy sector where participants must interact with two levels of government, and in a regulatory structure that is challenged to respond to changing consumer interests.

Several also expressed the view that the current regulatory framework has led to lengthy delays in licensing applications and to supply caps that unnecessarily restrict the number of vehicles-for-hire. It was suggested that the resulting disconnect between supply and demand can negatively affect service standards and the ability for providers to meet the full scope of consumer interests.

A number of stakeholders suggested these challenges could be addressed by modernizing B.C.'s passenger transportation licensing structure, including by:

- amending and streamlining existing industry requirements in the vehicle licensing structure to reduce complexity and overlap in regulatory requirements between the province and municipalities; and,
- considering a regulatory model that requires all vehicles-for-hire to meet uniform, provincially-specified driver safety requirements to operate in B.C. This could enable consistent inter-municipal regulations and reduce duplicative or unique permitting requirements prescribed by individual municipalities.

Several stakeholders also suggested that existing passenger transportation providers could enhance their services through the use of value-added app based services, including through features such as providing passengers with trip costs in advance of their securing a ride.





III. MOVING FORWARD

Government is committed to transparent and open consultation with British Columbians on issues that affect them. Stakeholders have provided valuable and thoughtful feedback on ride sourcing and their perspectives of associated issues and opportunities. This study is intended to provide an overview of what was heard through that process.

The information provided by stakeholders will be an important part of government's consideration of this issue, and its assessment of the possible impacts of potentially allowing new entrants into the passenger transportation sector.

Feedback on the findings of this consultation can be provided at:

RideSourcing@gov.bc.ca

APPENDIX I

DEFINITIONS FOR THE PURPOSE OF THIS STUDY

“app based” is a term used to describe a type of software that can be used for a variety of purposes. In this study this term is used to describe the phone application software used to match up a driver partner with a passenger or passengers.

“driver partners” is a term used by ride sourcing companies to describe the individuals who drive for the ride sourcing company as independent contractors.

“Passenger Transportation Board” is an independent tribunal in British Columbia, established under the Passenger Transportation Act, whose primary responsibility is to make decisions on applications relating to the licensing of vehicles-for-hire and inter-city buses in B.C.

“ride sourcing” is a means of connecting riders with drivers via a website or smart phone app. A passenger uses a website or smart phone app, provided by a third party facilitator, to request or hail a ride. The driver typically uses a personal vehicle to transport the passenger for payment (a fare).

“transportation network companies” means companies that provide ride sourcing through app based software.

“vehicle-for-hire” means any vehicle that is used for the transportation of passengers for payment and includes taxis, limousines and ride sourcing vehicles. This term is synonymous with passenger transportation vehicles.



APPENDIX II

CURRENT STATUTES REGULATING B. C. TAXI INDUSTRY

- **Passenger Transportation Act - 2004**

The Act requires any vehicle operated by a person who charges or collects compensation for transporting passengers to hold a passenger transportation licence.

- **Commercial Transport Act - 1959**

The Act sets out the safety rules and standards for the mechanics of the vehicles including inspections, vehicle configuration and safety standards. The Minister of Transportation and Infrastructure is responsible for commercial vehicle safety and enforcement.

- **Insurance (Vehicle) Act - 2007**

The Act establishes the vehicle-related basic and optional insurance products that can be provided by ICBC and private insurers. Vehicle owners are required to purchase insurance specific to the activities/risks of the vehicle.

- **Motor Vehicle Act - 1924**

The Act defines requirement for Class 4 (restricted) driver's licence, which are the responsibility of ICBC, under the administration of the Minister of Public Safety and Solicitor General. The Act also covers vehicle safety standards, semi-annual inspections and enforcement tools.

- Class 4 (Restricted) Requirements – must have or be eligible for a class 5, minimum age is 19, no more than 4 penalty points in past 2 years, no motor vehicle related criminal code convictions in past 3 years and must pass a medical exam every 5 years.

- **Local Government Act - 2000 and Community Charter - 2003**

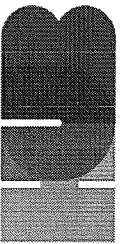
Under the Community Charter, councils are given a broad power, subject to limitations, to licence. The specific regulation of carriers and licensing of commercial vehicles is found in the Local Government Act.

- **Vancouver Charter - 1953**

The Vancouver Charter allows the City of Vancouver to issue commercial vehicle licences and set conditions on the operation of passenger transportation vehicles in Vancouver, including the supply of vehicles.

NOTES

[illegible]



September 30, 2016

Transportation Committee
c/o Office of the City Clerk
4949 Canada Way
Burnaby, BC V5G 1M2

RE: Bicycle Facility Types for Burnaby's Cycle Network

Dear Councillor Johnston,

On behalf of the HUB Cycling Board of Directors, the HUB Burnaby Committee, HUB Cycling staff, and over 1800 HUB individual and organization members from across Metro Vancouver, thank you for the opportunity to contribute to the City of Burnaby's Transportation Committee.

HUB Cycling works to improve cycling in Metro Vancouver through action, education and events. More cycling means healthier, happier, more connected communities.

HUB recognises the important role that infrastructure has in creating comfortable, attractive, and safe streets for travel by bicycle. Our view is informed by research that supports bicycle facility type as a very strong determinant of cycling safety. Studies conducted in Metro Vancouver provide evidence for the high risk of collision on mixed-use paths, and recommends cyclists travel on separated facilities or in mixed conditions only where speed difference can be minimised through design.¹

HUB Burnaby supports the use of bicycle facilities that allow people of all ages and ability to safely and comfortably cycle in Burnaby. The best bicycle facility types to both encourage cycling and prevent injuries are cycle tracks alongside arterial roads, off-street cycle only paths, and local street bikeways that include motorised-traffic calming.^{1,2} We have outlined key features of these three facilities in Appendix I.

Cycle infrastructure projects which use these facility types are supported in principle by the committee. We hope the City will preferentially employ these facilities for future cycle infrastructure projects.

¹ Teschke, K, MA Harris, CCO Reynolds, M Winters, S Babul, M Chipman, et al., 'Route infrastructure and the risk of injuries to bicyclists: a case-crossover study.' in *American journal of public health*, 102, 2012, 2336-43.



² Winters, M, S Babul, HJEHJ Becker, JR Brubacher, M Chipman, P Crompton, et al., 'Safe cycling: how do risk perceptions compare with observed risk?' in *Canadian Journal of Public Health*, 103, 2012, eS42-7.




Sincerely,

 Cathy Griffin
 Acting Chair
 HUB Burnaby
burnaby@bikehub.ca

APPENDIX I: Bicycle Facility Types Supported by HUB Burnaby

 <p><i>Image credit: Dianne Yee</i></p>	<p>Cycle Track (Separated Bike Lane)</p> <ul style="list-style-type: none"> → On-Street (roads with higher volume and speed of motorised traffic) → Bicycle only → Separated from motorised and pedestrian traffic → Street level or raised (up to 7.5 cm and coupled with raised crossings) → Priority crossing of minor streets → Major Crossings: Grade separated, roundabouts with priority for cyclists, or protected intersections with Traffic Control System (TCS) 	<p>Local Example</p> <p>Carrall Street, Vancouver*</p>
 <p><i>Image credit: City of Vancouver</i></p>	<p>Cycle Path (Off-street path)</p> <ul style="list-style-type: none"> → Off-Street → Bicycle only → Paved, smooth surface → Located in green spaces or more than 10 m from roadway → Major Crossings: Grade separated, roundabouts with priority for cyclists, or protected intersections with TCS 	<p>Local Example</p> <p>Parts of the Seaside Greenway</p>

	<p>Cycle Street (Cycleway/Bikeway)</p> <ul style="list-style-type: none"> → On-Street (local residential streets) → Mixed bicycle and motorised traffic → Less than 1000 cars per day → Maximum speed of 30 km/h → Bicycle to car ratio of $\geq 2:1$ (target) → Priority crossing of minor streets → Major Crossings: Grade separated, roundabouts with priority for cyclists, or protected intersections with TCS 	<p>Local Example</p> <p>Frances-Union Bikeway*</p>
---	--	---

*Note: Local examples are for illustrative purposes and may not have all desired elements.

Ibrahim, Sabreena

SECTION 2 COUNCIL CORRESPONDENCE (2016.11.03)

From: Postmaster
Sent: November-01-16 4:17 PM
To: Clerks
Subject: FW: Rail Safety Improvement Program Awareness/Sensibilisation Programme d'amélioration des passage à niveau
Attachments: Renseignements Généraux PASF.pdf; RSIP Background Information (English).pdf

City Manager
 Deputy City Manager
 Transportation Committee (Nov. 09)

From: Rail Safety Improvement Program 1 / Programme d'amélioration de sécurité ferroviaire 1 (TC)

[mailto:TC.RSIPITR-PASFITR.TC@tc.gc.ca]

Sent: Thursday, October 27, 2016 7:00 AM

Subject: Rail Safety Improvement Program Awareness/Sensibilisation Programme d'amélioration des passage à niveau

Good Morning,

As you may be aware, the Minister of Transport Canada announced, on October 12th, the Rail Safety Improvement Program, an investment of more than \$55 million over a period of 3 years to improve rail safety across Canada.

The new program provides federal funding, in the form of grants and contributions, to improve rail safety and reduce injuries and fatalities related to rail transportation.

The program builds on Transport Canada's Grade Crossing Improvement Program (GCIP), Grade Crossing Closure Program (GCCP), and the Operation Lifesaver Program with increased overall funding, expanded list of eligible recipients and broader scope of projects that could be funded to enhance rail safety.

There are two key components under the new Program:

1. Infrastructure, Technology and Research;
2. Education and Awareness.

A call for proposals is now open for both components for projects to be considered for funding in fiscal year 2017-2018. Deadlines to apply is **December 23rd, 2016** for the Infrastructure, Technology and Research component and **January 31, 2017** for the Education and Awareness component.

You will find ^{*}enclosed a backgrounder on the new program. For further information and details on the application process, you can also visit the [Rail Safety Improvement Program](#) website.

Please note that those applications already submitted under the previous GCIP and GCCP for funding in 2017-2018 (previous deadline of August 1, 2016) remain valid and will be evaluated with new applications. Should additional information be required under the new program, Transport Canada officials will be in contact with the applicants. However, applications submitted prior to September 1, 2015, must be submitted again under the new program to update project information.

As the deadlines for the proposals are quickly approaching, we are asking for your help spreading the news about the launch of the new program. Your collaboration will assist in improving rail safety across the country.

Best Regards,

Martin McKay,

Acting Director, Transit and West Projects / Directeur par interim, Projets de transport urbain et de l'Ouest (AHSE)
 Transportation Infrastructure Programs, Programs Group / Programmes d'infrastructure de transport, Groupe de programmes
 Transport Canada | Place de Ville (AHSE), Ottawa, Ontario K1A 0N5
 Transports Canada | Place de Ville (AHSE) Ottawa (Ontario) K1A 0N5
 Government of Canada | Gouvernement du Canada

***AVAILABLE IN CITY CLERK'S OFFICE**

Place de Ville
Ottawa
K1A 0N5

BACKGROUND INFORMATION

Rail Safety Improvement Program

The Rail Safety Improvement Program (RSIP) is a comprehensive approach to improving the safety of rail transportation through Infrastructure, Technology and Research, and Public Education and Awareness. The new program builds on Transport Canada's three rail safety programs: the Grade Crossing Improvement Program (GCIP); the Grade Crossing Closure Program (GCCP); and Operation Lifesaver, with an increased funding level, an expanded list of eligible recipients and a broadened scope of projects.

Eligible Recipients:

- Provinces and territories;
- Indigenous communities, groups and organizations;
- Municipalities, and local and regional governments;
- Road and transit authorities;
- Crown Corporations (including VIA Rail);
- For-profit organizations (i.e. railway operators, railway owners);
- Not-for-profit organizations; and
- Individuals.

Eligible Project Categories:

Infrastructure, Technologies, and Research:

- Safety enhancements and infrastructure such as installation of flashing lights, bells, gates; and roadway and intersection improvements.
- Technology such as the implementation of Intelligent Transportation System or other innovative technologies.
- Research and studies related to enhancing safety of rail lines such as blocked crossings.
- Closure of crossing for both private and public crossings.

Education and Awareness

- Projects that enhance awareness of grade crossing and trespassing hazards;
- Promote safe practices at road/railway grade crossings on railway property; and
- Research, studies and analysis that contribute to a better understanding of behaviours, attitudes and impact of rail safety issues.

Call for Proposals:

A call for proposals is now open for both components for projects to be considered for funding in fiscal year 2017-2018. The deadlines for the applications are as follows:

- Infrastructure, Technologies, and Research component: **December 23rd, 2016**
- Education and Awareness component: **January 31st, 2017**

For further information on the program and the application process, please review:

[The Applicant's Guide for Infrastructure, Technology and Research](#)

[The Applicant's Guide for Education and Awareness](#)

The following application forms, depending on project type need to be completed and submitted before the deadlines indicated above:

- [Safety-Related Infrastructure Improvements and Technology Implementation](#)
- [Safety-Related Research or Studies](#)
- [Grade Crossing Closures](#)
- [Education and Awareness](#)

INTER-OFFICE MEMORANDUM

TO: CHAIR AND MEMBERS DATE: 2016 NOVEMBER 8
TRANSPORTATION COMMITTEE

FROM: CITY CLERK FILE: 02410-20

SUBJECT: FINAL ENVIRONMENTAL SUSTAINABILITY STRATEGY (ESS) AND
FINAL COMMUNITY ENERGY AND EMISSIONS PLAN (CEEP)
(ITEM NO. 7(1), MANAGER'S REPORTS, COUNCIL 2016 NOVEMBER
7)

Burnaby City Council, at the Open Council meeting held on 2016 November 7 received the above noted report and adopted the following recommendations contained therein:

1. **THAT** Council receive the results of *Phase 3 – Draft ESS* public consultation for information, as outlined in Section 3 of this report.
2. **THAT** Council approve the final *Burnaby Environmental Sustainability Strategy (ESS)* dated 2016 October 5 as outlined in Section 4 of this report.
3. **THAT** Council approve the final *Burnaby Community Energy and Emissions Plan (CEEP)* dated 2016 October 20 as outlined in Section 5 of this report.
4. **THAT** Council authorize staff to develop implementation plans to identify timelines, priorities, lead responsibility, recommended processes and/or approaches, and resources required for both the ESS and CEEP.
5. **THAT** Council authorize the Mayor to issue certificates of acknowledgement and hard copies of the ESS to all the citizen members of the ESS Steering Committee who contributed to the creation of the ESS.

.../2

Director Planning and Building
Subject: Final Environmental Sustainability Strategy
(ESS) and Final Community Energy and
Emissions Plan (CEEP)
2016 November 8 Page 2

6. **THAT** Council send a copy of this report to the Environment Committee, the Planning and Development Committee, the Social Planning Committee, the Transportation Committee, and the Parks, Recreation and Culture Commission for their information.

A copy of the report is enclosed for your information.



Dennis Back
City Clerk

DB:lc



Item
Meeting 2016 Nov 07

COUNCIL REPORT

TO: CITY MANAGER **DATE:** 2016 November 01

FROM: DIRECTOR PLANNING AND BUILDING **FILE:** 76500 20
Ref: ESS

SUBJECT: FINAL ENVIRONMENTAL SUSTAINABILITY STRATEGY (ESS) AND
FINAL COMMUNITY ENERGY AND EMISSIONS PLAN (CEEP)

PURPOSE: To advance the *Final Burnaby Environmental Sustainability Strategy (ESS)* and
Final Community Energy and Emissions Plan (CEEP) for Council approval.

RECOMMENDATIONS:

1. **THAT** Council receive the results of *Phase 3 – Draft ESS* public consultation for information, as outlined in Section 3 of this report.
2. **THAT** Council approve the final *Burnaby Environmental Sustainability Strategy (ESS)* dated 2016 October 5¹ as outlined in Section 4 of this report.
3. **THAT** Council approve the final *Burnaby Community Energy and Emissions Plan (CEEP)* dated 2016 October 20² as outlined in Section 5 of this report.
4. **THAT** Council authorize staff to develop implementation plans to identify timelines, priorities, lead responsibility, recommended processes and/or approaches, and resources required for both the ESS and CEEP.
5. **THAT** Council authorize the Mayor to issue certificates of acknowledgement and hard copies of the ESS to all the citizen members of the ESS Steering Committee who contributed to the creation of the ESS.
6. **THAT** Council send a copy of this report to the Environment Committee, the Planning and Development Committee, the Social Planning Committee, the Transportation Committee, and the Parks, Recreation and Culture Commission for their information.

¹ Distributed to Council under separate cover and available for viewing at www.burnaby.ca/ess-final.

² Distributed to Council under separate cover and available for viewing at www.burnaby.ca/ceep-final.

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REPORT

1.0 INTRODUCTION

The *Burnaby Environmental Sustainability Strategy* (ESS) is a plan for Burnaby's "green" future. It completes the trilogy of sustainable city policies - environmental, social and economic³, and will help to define how the city can evolve and build on its strengths to become an even more vibrant, resilient and sustainable community, integrated with healthy ecosystems.

The ESS is a city-wide policy that sets a long term vision for the City to become a leader in protecting and regenerating healthy ecosystems, and supporting a healthy and prosperous community. The ESS is intended to set directions for environmental protection, stewardship, enhancement, and resilience in the city. As a city-wide strategy it will influence many other city-wide plans, community plans, development approvals, City programs, City bylaws, City regulations, and City operations.

The 20 person ESS Steering Committee was convened in January 2013, marking the beginning of the ESS process. The Steering Committee was chaired by Mayor Derek Corrigan, included several members of Burnaby City Council, and had wide representation from the community.

The development of the ESS was supported by a three-phase public consultation process. The process was extensive, inclusive and creative and set a solid foundation of community support that will help to ensure the future success of the ESS.

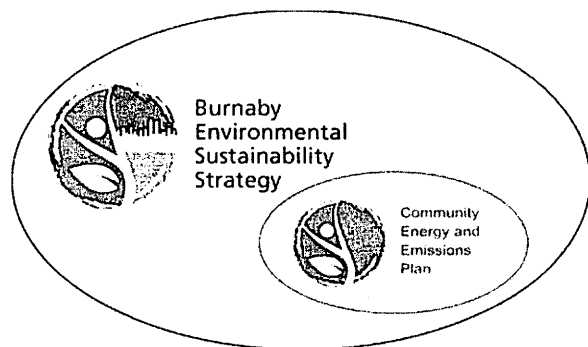


Figure 1. The CEEP supports the ESS.

The *Burnaby Community Energy and Emissions Plan* (CEEP) was developed as a complementary and supporting plan to the ESS, as shown in **Figure 1** (left). The ESS provides a broad context and framework for sustainability, while the CEEP is a more detailed plan focused on reducing community greenhouse gas (GHG) emissions and energy use, in order to address climate change, improve local air quality, save money, and improve livability and health.

³ The *Economic Development Strategy* was adopted by Council in 2007, and the *Social Sustainability Strategy* was adopted by Council in 2011.

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Together, the ESS and supporting CEEP are being advanced on the initiative of the Mayor and Council to ensure that Burnaby will continue to show leadership in the development of exemplary sustainability programs and initiatives, guided by its integrated social, environmental and economic strategies.

The purpose of this report is to summarize the processes used to create the *Final ESS* and the *Final CEEP*; summarize the key messages received from the public input collected from the Phase 3 public consultation; highlight the changes incorporated to the *Final ESS* and the *Final CEEP*; identify the next steps for the ESS and the CEEP; and advance the *Final ESS* and *Final CEEP* for Council's consideration and approval.

2.0 HOW THE FINAL ESS AND THE FINAL CEEP WERE CREATED

2.1 The ESS Process

The ESS process, previously approved by Council at its meeting of 2011 November 7, is now complete, as shown in **Attachment 1**.

The ESS process and the creation of the *Draft ESS* were guided by the 20 member ESS Steering Committee of recognized community leaders from diverse backgrounds and interests, chaired by Mayor Corrigan and served by Councillors Dan Johnston (vice chair), Sav Dhaliwal, Colleen Jordan, and Richard Chang.

On 2013 May 13, Council approved the three phase public consultation framework for the ESS. The ESS process engaged over 2,500 people and collected over 8,000 ideas, as shown in **Figure 2** (below). The response from the public and stakeholders has been overwhelmingly positive. This input has helped to shape the *Final ESS*, and *Final CEEP*.



Figure 2. ESS Public Consultation Results (Phases 1, 2 and 3)

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Led by the Mayor's ESS Steering Committee, the ESS process was one of the largest and most creative public consultation programs the City has ever undertaken. The three phases of ESS public consultation are summarized below.

- Phase 1 – *Issues and Priorities (January to July 2013)*

Phase 1 included the first phase of engagement which ran four months (May to July 2013) and focused on raising awareness, identifying key issues and opportunities, developing the vision and building interest and support.

- Phase 2 – *Exploring Further (July 2013 to January 2015)*

Phase 2 included the second phase of engagement which ran for five months (March to July 2014) and emphasized deeper and more focused feedback to inform the draft theme-based goals, strategies and suggested actions.

- Phase 3 – *Draft ESS (January 2015 to November 2016)*

Phase 3 included the third and final phase of engagement, the subject of this report, which ran for four months (March to June 2016) and involved checking in with the community regarding the proposed ESS framework contained within the *Draft ESS* to see if the recommendations match the priorities and perspectives identified in earlier phases.

The ESS timeline and the key elements of each of the three phases of the ESS process can be found in **Attachment 2**. The results of Phase 1 and Phase 2 have been previously reported to Council⁴ and the results are available online at www.burnaby.ca/ess-input. Section 3 of this report summarizes the results of Phase 3.

2.2 The CEEP Process

The CEEP process, shown in **Attachment 3**, is also now complete. The CEEP was developed through a combination of technical work, stakeholder input and community engagement.

- Phase 1 - *Technical Work (January to July 2013)*

The first phase was to develop a rigorous science-based model, calibrated for Burnaby, that estimated today's emissions and the potential impact of different strategies to reduce emissions over time.

- Phase 2 – *Stakeholder Input (July 2013 to July 2015)*

⁴ Results from Phases 1 and 2 public consultation can be found in the Council report #5 dated 2014 March 4 (Phase 1) and Council report #8 dated 2016 March 7 (Phase 2) and in the public summary reports available at www.burnaby.ca/ess-report-B (Phase 1) and www.burnaby.ca/ess-report-C (Phase 2).

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The second phase included meetings with the CEEP Steering Committee (consisting of City staff and representatives from key partner agencies), and workshops with the ESS Steering Committee and community stakeholders. Public input on a number of CEEP related ESS goals, including *Breathe, Live, Build, Move, Conserve, and Manage*, was collected during ESS Phase 2.

- Phase 3 – *Community Engagement (July 2015 to June 2016)*

Phase 3 included sharing the draft strategies and targets with the public as part of the ESS Phase 3 public consultation, which ran for four months (March to June 2016).

This approach allowed participants to understand the impacts of various strategies, to provide input into choosing desirable and feasible strategies, and to have confidence that the target chosen will be achievable.

The CEEP was developed through a parallel process to the ESS, and its draft recommendations were integrated into the ESS to address climate change and to complement other goals for community health and livability.

3.0 PHASE 3 PUBLIC CONSULTATION

Phase 3 shared the *Draft ESS* and the supporting *Draft CEEP* with the broader community to check in to make sure we were ‘headed in the right direction’ before they were submitted to Council for approval. Phase 3 offered a great opportunity to share the *Draft CEEP* with the broader community in concert with the *Draft ESS* and helped the *Draft CEEP* reach a wider audience.

3.1 The Draft ESS

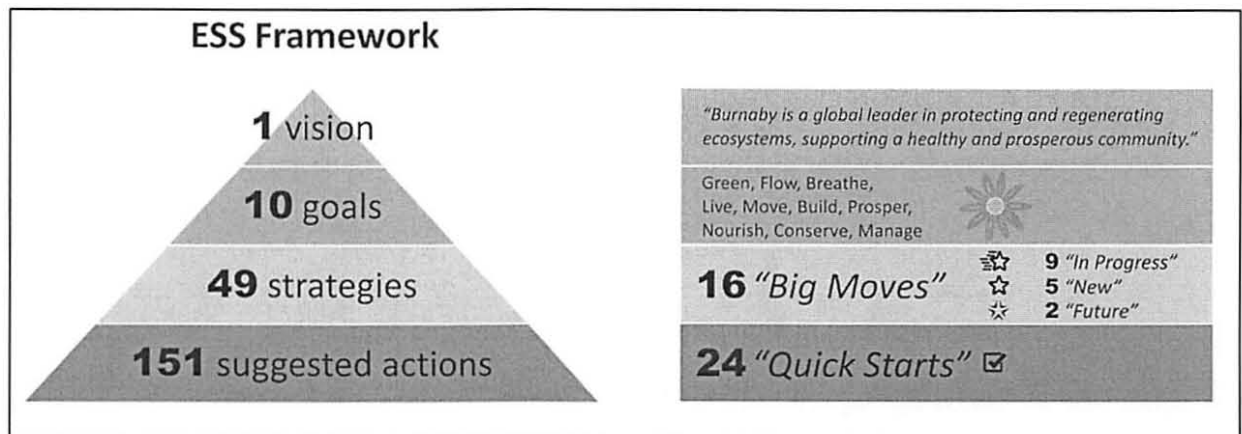


Figure 3. Draft ESS Framework

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The framework contained within the *Draft ESS* had four layers, with each level being supported by more detail in the level below, as shown in **Figure 3** (previous page), Moving from the highest level to the most detailed level: there was one vision, 10 goals, 49 strategies and 151 suggested actions.

3.2 The Draft CEEP

Phase 3 also shared the *Draft CEEP*, a separate but supporting strategy for the ESS. The *Draft CEEP* consisted of GHG reduction targets and supporting strategies in four sectors, was shared with the public alongside the *Draft ESS*.

The *Draft ESS* and the *Draft CEEP*, as shared with the broader community during Phase 3, event details and the supporting public consultation material can all be viewed at www.burnaby.ca/ess-input.⁵

3.3 Phase 3 ESS Objectives

The objectives for the *Draft ESS* public consultation in Phase 3 were to:

- Celebrate the process to date (extensive consultation, collaborative effort, culmination of ‘good work’).
- Share the *Draft ESS* including a framework (vision, goals, strategies and suggested actions) and priorities (“*Big Moves*” and “*Quick Starts*”).
- Confirm that the *Draft ESS* is on the right track, or make corrections if needed.

3.4 Phase 3 CEEP Objectives

The objectives for the *Draft CEEP* consultation, undertaken in Phase 3, were to:

- Introduce the CEEP.
- Seek public feedback on the draft strategies in four sectors (buildings, district energy, transportation and solid waste).
- Confirm that the draft approach, targets, and strategies are on the right track, or make corrections if needed.

3.5 Phase 3 - Two Streams

To achieve these objectives, Phase 3 had two streams – *awareness* and *engagement*.

⁵ The Draft ESS Report will continue to be posted during the month of November so those who participated in Phase 3 can see the changes made to the Final ESS. Once Council approves this report staff will replace both the Draft ESS and the Final ESS with the Adopted ESS.

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Awareness focused on communicating about the *Draft ESS* and *Draft CEEP*, and promoting the opportunity to provide feedback, including face-to-face conversations at public events, presentations, website material, social media and peer-to-peer networking.

Engagement involved obtaining formal responses from the public and stakeholders, from activities and small group discussions at workshops and public events, and from online questionnaires and written comments.

The *Draft ESS* and *Draft CEEP* were shared with the community at 16 events including six public community events and 10 stakeholder events. A range of methods was used to engage a broad spectrum of the public, including interactive activities, display boards, handouts, and online questionnaires. The events took place at a variety of locations across the city, and were attended by people of a variety of ages, demographics and cultural backgrounds. Both the *Draft ESS* and *Draft CEEP* were profiled at 11 events and the remaining five events focused on one project or the other.

A full list of events and activities undertaken at each can be viewed in the Phase 3 summary report that has been distributed to Council under separate cover and is available for viewing at www.burnaby.ca/ess-report-D.

3.6 Phase 3 - Key Messages

The following were the key messages received from public feedback on the *Draft ESS* and *Draft CEEP*.

3.6.1 Overall – ESS and CEEP

- Overall, the engagement was positively received, with a high response rate and strong interest at the 16 events attended.
- Over 5,600 people were made aware of the *Draft ESS/Draft CEEP* and over 580 people provided feedback.
- Over 350 online questionnaires were completed.
- Over 1,200 ideas were collected from the public in total, with a high number of comments expressing general support and/or specific reasons for supporting the two plans.
- The input collected from Phase 3 was used to create the *Final ESS* and the *Final CEEP*.

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3.6.2 Draft ESS

Results of the *Draft ESS* consultation showed:

- 17% of people engaged had previously been involved in the ESS process and 83% were new to the ESS process.
- All 10 draft ESS goals had a significant level of interest (number of responses) and there was relatively little spread between each of the goals, when ordered from highest “Move” to lowest “Prosper”.
- There was a high level of support (ranging from 87% to 99% support) for each of the 10 draft ESS goals and 49 draft ESS strategies.
- Specific priorities in the ESS comments included protection of greenspace, improving walkability and bike-ability, and recycling and waste reduction (with all three of these and many others having linkages to the CEEP as well as the ESS).
- The majority of the ESS comments showed a high level of comfort with the “goals” and “strategies” contained within the *Draft ESS*.
- Of those comments that suggested making changes to the *Draft ESS* most related to the “suggested actions” level of the framework.

As a result, the public input from Phase 3 confirmed the *Draft ESS* is heading in the right direction overall and only modest changes were needed, with the majority being made to “suggested actions” in the *Final ESS*. Other changes to the body of the report included small wording changes and new information about Phase 3 to reflect the advancement of the report to its current “Final” state. All changes to the *Final ESS* are shown in yellow highlight on 2016 October 5th edition of the *Final ESS* (circulated to Council under separate cover and available for viewing at www.burnaby.ca/ess-final). The changes are also summarized in **Attachment 4**.

3.6.3 Draft CEEP

Results of the *Draft CEEP* consultation showed:

- Engagement on the CEEP was more modest than for the ESS. This was anticipated, as the CEEP is more technical, narrower in scope and more focused on energy and emissions than the ESS.
- 94% of people responding said they were “very” or “somewhat” well informed about climate change.
- Even with this high level of awareness, 53% said they learned something new about Burnaby’s emission and 34% said they learned something new about the

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challenges Burnaby is facing. This suggests that continuing to provide information about Burnaby's existing conditions and challenges should be an important component of the CEEP going forward.

- 80% of people responding said they would support the unique approach proposed of setting two targets – “City Only” and “City plus Others.”
- People responded positively to the level of the targets (64% support for the “City Only” and 82% for the “City plus Others”) even if they had concerns that it did not go far enough.
- Many wide ranging discussions were held about the different and conflicting considerations in setting targets. Some people acknowledged the need for strong action, while others recognized the challenges of getting all levels of government to take coordinated action and getting people to change their behaviour.
- Overall, there was a very high level of support for the draft CEEP strategies (ranging from 74% to 100% support).
- As a result of the input collected, some changes were made to the *Final CEEP* such as using the ESS themes of *Live, Move, Build, Conserve, and Manage* to better align with and support the ESS.

The detailed summary of the public feedback received during Phase 3 public consultation can be found at www.burnaby.ca/ess-report-D.

4.0 THE FINAL ESS

The *Final ESS* dated 2016 October 5 has been distributed to Council under separate cover and is available for viewing at www.burnaby.ca/ess-final.

4.1 Key Principles

The ESS is based on a number of key guiding principles and core concepts. Central to these is the acknowledgement that people and human society are not separate from “nature” and the environment; rather, we are part of and *depend on healthy ecosystems for all our core survival needs, health and economic prosperity*. Therefore, from a societal point of view, there is a strong case for including more nature within the urban fabric of cities, and moving beyond reducing negative impacts, toward development practices that restore healthy ecosystems.

Burnaby's strong record of environmental protection, for example preserving open streams and protecting over 25% of its land base as greenspace, make it an ideal place to showcase truly leading approaches that demonstrate these principles. By also incorporating the latest new

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technologies and approaches for the built environment, such as ultra-efficient building designs, a “regenerative” approach to planning and development is envisioned by the ESS.

Another of Burnaby’s strengths is *the dedication and creativity of its citizens*. Throughout the consultation process, the commitment and leadership of people and businesses in the community, and within the City and partner organizations, was revealed through comments to online questionnaires, in workshops, and in many individual conversations. Building on this strength and working collaboratively, including with organizations such as the business community, BCIT and SFU, and community organizations, will be essential to successfully putting the ESS into action. The opportunity to build on this strength is reflected in the prominent themes of collaboration, partnerships, communication and education included throughout the ESS.

4.2 Design and Layout

The *Final ESS* is presented to encourage people to be able to find as much information as they want quickly on areas that are of interest to them. The *Final ESS* is 40 pages designed to be engaging and easy to read. The report appendices contain another 26 pages of more detailed information and there are another six supporting reports available online that provide even more detailed information. This encourages readers to explore and discover material that is at the right level for their particular interest.

The heart of the ESS is “*The ESS framework*.” This section contains the vision, goals, strategies and suggested actions for the ESS, as described in Section 4.3 of this report. It also contains some priority strategies called “*Big Moves*” and priority suggested actions called “*Quick Starts*.”

4.3 The ESS Framework

The framework contained within the *Final ESS* represents the heart of the document. It was created based on the input of all three phases of the ESS process. The framework is intended to provide clear direction on the areas that are priorities for City action. The *Final ESS* framework has four layers, with each level being supported by more detail in the level below. Moving from the highest level to the most detailed level: there was one vision, 10 goals, 49 strategies and 155 suggested actions.

4.3.1 Vision

The purpose of the vision is to express a common direction for the City’s environmental future to help align decisions and actions so that the community can collectively move toward this shared vision. The draft vision for the ESS was developed with significant input from the public and the ESS Steering Committee.

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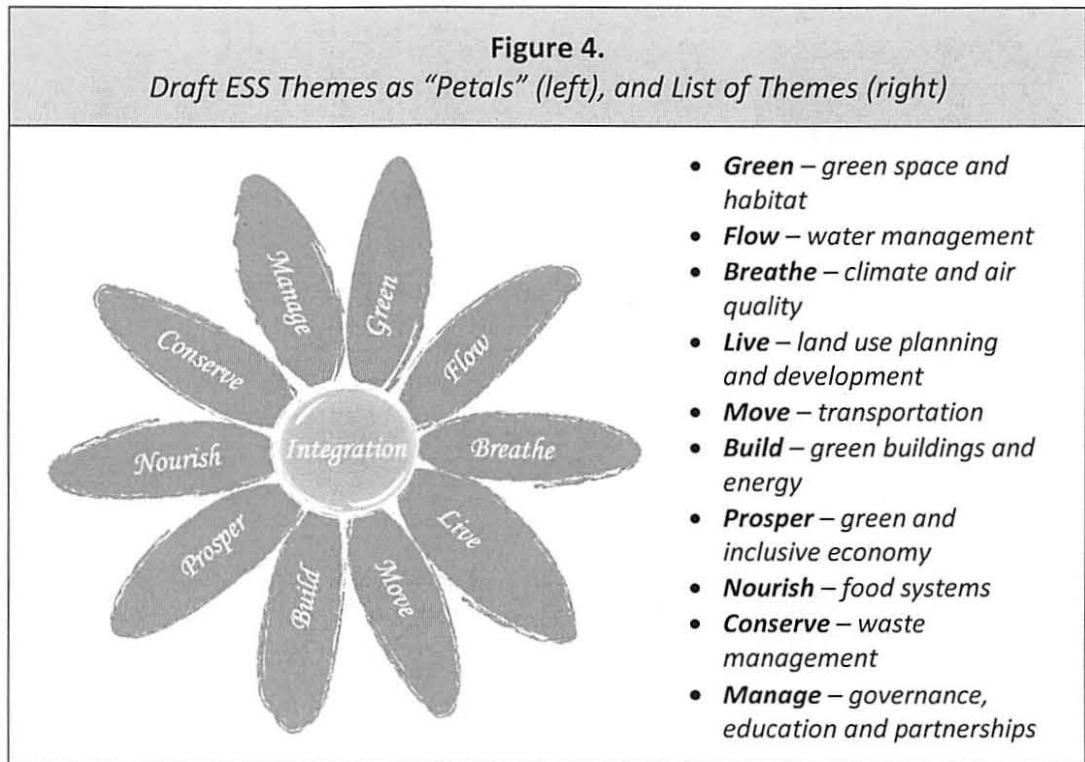
A vision for Burnaby's Future:

"Burnaby is a global leader in protecting and regenerating ecosystems, supporting a healthy and prosperous community."

The *Final ESS* also contains a longer 'narrative' of the vision that is intended to evoke the imagination.

4.3.2 ESS Theme-Based Goals

Burnaby's *Final ESS* is structured around 10 themes, represented as petals of a flower, as shown in **Figure 4** (below), to support the draft vision for the ESS. A goal statement accompanies each theme.



4.3.3 Strategies and "Big Moves"

Among the 49 ESS strategies, 16 have been identified as "*Big Moves*," which represent significant opportunities and thus higher priority in the plan.

Three types of "*Big Moves*" are identified:

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- ***In Progress (9 strategies)*** – “*Big Moves*” that acknowledge and build on what we are already doing; lend strength and focus to our existing efforts; link to work in progress; and help guide, shape and improve what we are doing now.
- ***New (5 strategies)*** – “*Big Moves*” that introduce new areas of work (policies, programs, other actions) and highlight these as priorities for Council's consideration.
- ***Future (2 strategies)*** – “*Big Moves*” that acknowledge anticipated future work (likely policy work); and lend strength and focus to future work.

It is proposed that Council's approval of the ESS would be considered as “approval in principle” for staff to begin preliminary work in these areas. Specific recommendations for new or updated policy in these areas would be subject to further study and approval by Council.

4.3.4 Actions and “Quick Starts”

Each of the strategies is supported by a number of suggested actions, 155 in all. In addition to the 155 suggested actions, there are 25 “*Quick Starts*”. For every “*Big Move*” there is a supporting “*Quick Start*” to get things moving, as shown in **Figure 5** (right). “*Quick Starts*” are proposed City actions that take advantage of short term opportunities, build momentum and demonstrate commitment to the ESS.

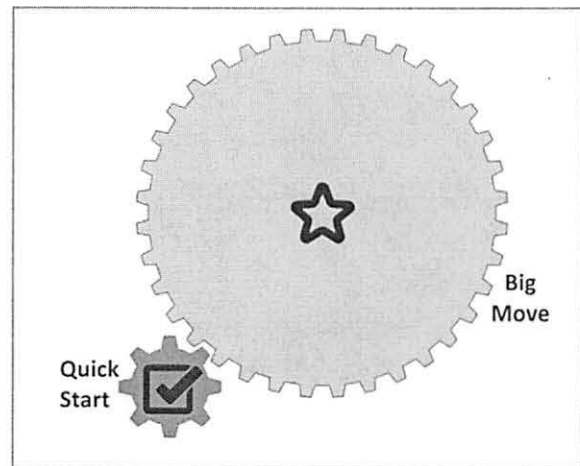


Figure 5. “*Quick Starts*” and “*Big Moves*”

With Council adoption of the *Final ESS* staff would begin to pursue these “*Quick Starts*” as a first wave of ESS activity, as resources permit.

5.0 THE FINAL CEEP

Under the leadership of Burnaby Council, the City took advantage of a unique opportunity to develop a CEEP in support of the ESS process. The CEEP process, previously approved by Council at its meeting of 2011 November 7, was designed to create a more detailed plan focused on reducing community greenhouse gas (GHG) emissions and energy use.

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Burnaby's *Final CEEP* is a plan to reduce the community's overall energy use and greenhouse gas (GHG) emissions, in order to address climate change, improve local air quality, save money, and improve livability and health. The *Final CEEP* supports many of the goals of the ESS, as well as the *Economic* and *Social* sustainability strategies.

The *Final CEEP*:

- includes targets for GHG reduction along with goals, strategies and actions;
- is a key deliverable of the ESS goal *Breathe*; and
- shares and supports five other ESS goals: *Live*, *Move*, *Build*, *Conserve* and *Manage*.

The *Final CEEP* dated 2016 October 6 has been distributed to Council under separate cover and is available for viewing at www.burnaby.ca/ceep-final.

5.1 Design and Layout

The *Final CEEP* is a community facing document that is based on the set of CEEP strategies and actions as presented to the public during Phase 3. The material shared during public consultation and contained within the *Final CEEP* is based on the detailed analysis undertaken in Phase 1 and Phase 2 of the CEEP process (as described in Section 2.2 of this report). Some changes were made to the CEEP material that was presented to the public in the *Final CEEP*, like using the ESS themes of *Live*, *Move*, *Conserve* and *Manage*, to better align with and support the ESS.

Other changes to the *Final CEEP* reflect its evolution to a full framework which includes sharing a number of key elements with the ESS, and CEEP-specific content, derived from the technical work, public consultation and stakeholder input. The revised CEEP structure is further explained below.

The design and layout of the *Final CEEP* followed a similar format to that of the *Final ESS* and is also designed to encourage people to be able to find as much information as they want quickly on areas that are of interest to them. The *Final CEEP* is 31 pages designed to be engaging and easy to read. The *Final CEEP* has three supporting reports available online that provide even more detailed information (one of which is the ESS).

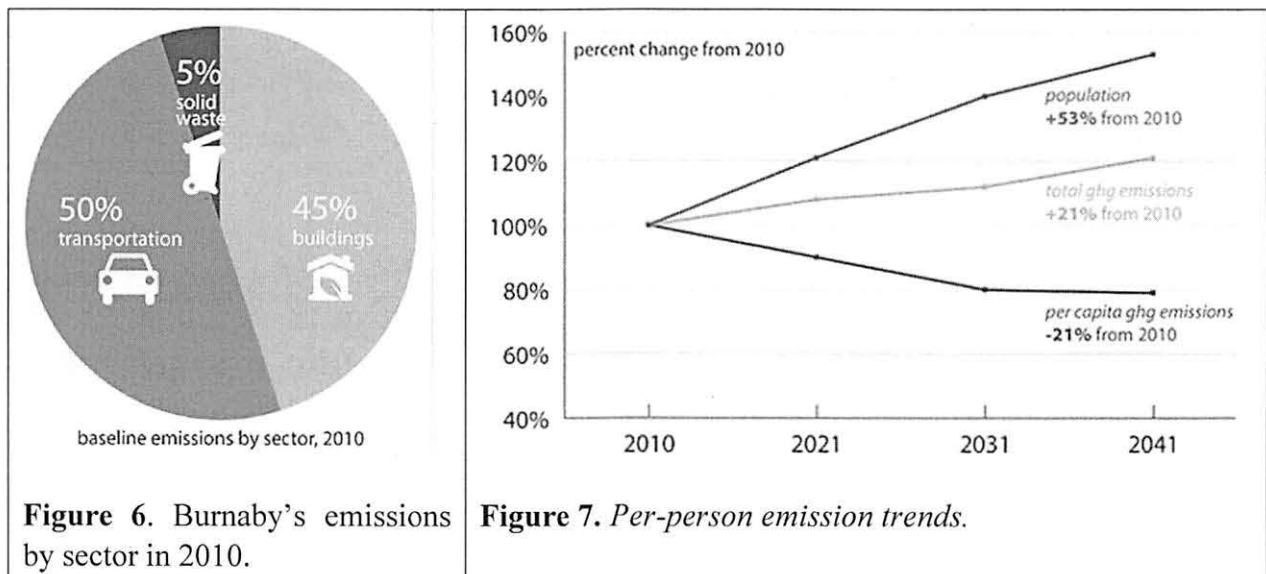
The heart of the *Final CEEP* is the "*CEEP Strategies and Actions*". This section contains goals, strategies and suggested actions for the five areas of action within the CEEP – *Live*, *Move*, *Build*, *Conserve* and *Manage*. Similar to the ESS, it also contains some priority strategies called "*Big Moves*" and priority suggested actions called "*Quick Starts*".

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5.2 Burnaby Today and the Challenge Ahead

Burnaby has already made great progress in wise energy use and emissions management, like using compact land uses around SkyTrain stations. Burnaby currently has one of the lowest emission rates per person in the province (4.3 tonnes per person), well below the BC average (5.0 tonnes per person).

Today, Burnaby's emissions are generated from transportation, buildings, and solid waste, as shown in **Figure 6** (below). If no action is taken, today's emissions are projected to rise by 21% by 2041, as population grows, as shown in **Figure 7** (below).



Burnaby's challenge is to reduce community emissions, even as our population grows (over 50% by 2041 as shown by the top line in **Figure 7**, above). Even with each person forecast to produce fewer emissions in the future (a reduction of more than 20% by 2041 as shown by the bottom line), the City's total emissions are estimated to increase by over 20% by 2041 (as shown by the middle line).

Burnaby faces several challenges in reducing total community emissions over time, which require careful consideration:

- Significant population growth (120,000 more people by 2041) as shown by the top line in **Figure 7** (previous page).
- Limited control of several key ways to reduce energy and emissions, such as improving transit service and vehicle efficiency standards.
- Limited local government resources, both human and financial.

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5.3 The CEEP Framework

As shown in **Figure 8** (below), in order to more efficiently and clearly link the *Final CEEP* with the *Final ESS*, the original CEEP framework (consisting of two city-wide ‘themes’ and four ‘sectors’), was adjusted to align with the ESS goals of *Live, Move, Build, Conserve* and *Manage*. Although not included within the CEEP, the ESS goal of *Breathe* provides context and references development of the CEEP itself.

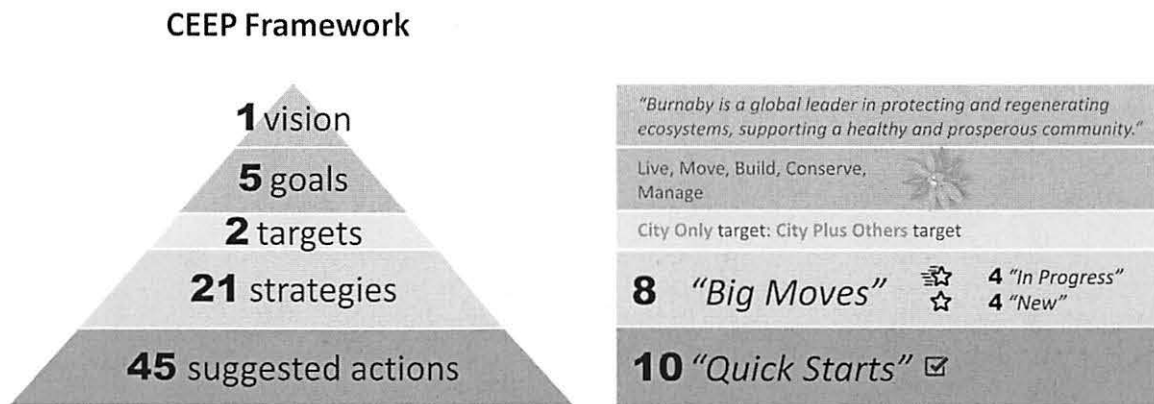


Figure 8. CEEP Framework

In order to ensure the CEEP is closely aligned with the ESS, it shares the vision, five goals, 8 "Big Moves" and 10 "Quick Starts" with the ESS. The two targets ("City Only" and "City Plus Others"), 13 CEEP Strategies and 45 Suggested Actions are all unique to the CEEP.

5.4 The Unique Approach to the CEEP Targets

Reducing energy use and emissions is a shared responsibility and requires effort from the federal and provincial governments, regional organizations like TransLink, the business community, the City of Burnaby and citizens. The CEEP is a plan for the community (City, residents, businesses, and other agencies) to all take action.

Burnaby's approach of setting two targets is unique. A "City Only" target and a further "City Plus Others" target makes it clear how both the City and others can take action.

The "City Only" target was determined by assessing jurisdiction: who can do what. The City also considered Burnaby's ability to implement and deliver, resulting in an achievable target with feasible objectives and actions.

The primary "City Only" target, in areas the City has control over, is a 5% reduction in 2010 baseline emissions by 2041. This may sound like a 'small' target but it means that, by 2041, projected emissions will be reduced by over 20% or 249,000 tonnes when compared to the future

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trend if no action was taken at all. This is a big reduction and is shown on the right side of the top band of the 'wedge' in **Figure 9** (below) and **Table 1** (below).

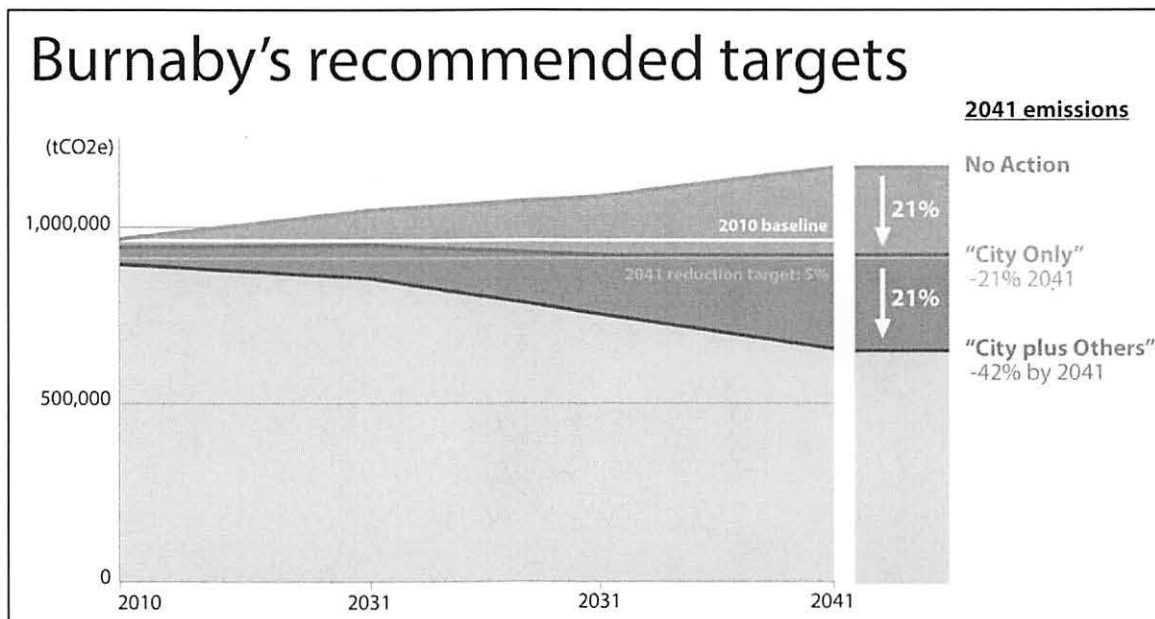


Figure 9. Burnaby's recommended targets

Table 1. 2041 Emission Reduction Targets

	Below 2010	Total Reduction 2041	Total Tonnes Reduced
City Only	-5%	-21%	249,000
City Plus Others	-29%	-42%	485,000

A second target, "City Plus Others," shows how much emissions could be reduced if other agencies also took action alongside the City. The "City Plus Others" target shows that with this cooperation we could reduce community emissions by over 40% in total or 485,000 tonnes by 2041 compared to if no action were taken. This second part of the reduction is shown on the right side of the second band of the 'wedge' in **Figure 9** (above) and **Table 1** (above).

Each of these targets would contribute about equally to a projected GHG reduction by the year 2041.

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The CEEP also includes per-person targets, as shown in **Figure 10** (right). Burnaby's 2010 per-person emissions of 4.3 tonnes (t) per year are expected to decrease slightly under "Business as Usual" (if no other action was taken), to 3.4t by 2041. The "City Only" per-person target is 2.6t per person by 2041 and the "City Plus Others" per-person target is 2.0t by 2041.

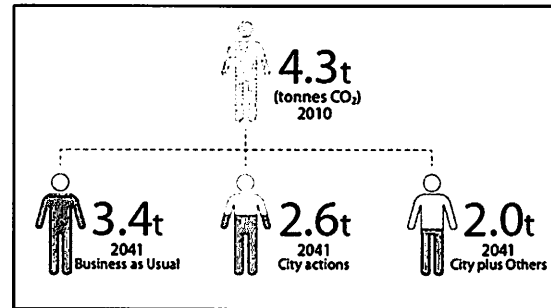


Figure 10. Burnaby's per-person targets

5.5 A Strategic Approach – Five Areas for Action

The "City Only" target focuses on five areas for action, each including an ESS goal, supporting CEEP strategies and CEEP suggested actions. These five areas of action are:

- *Live* – Land use planning and development
- *Move* – Transportation
- *Build* – Buildings and energy
- *Conserve* – Waste management
- *Manage* – Governance, education and partnerships

Live (listed first) and *Manage* (listed last) provide the framework or structure that lets us achieve results in the other three areas of action - *Move*, *Build* and *Conserve*.

Move, *Build* and *Conserve* provide most of the detailed strategies and suggested actions as well as provide most of the estimated emission reductions, as shown in **Figure 11** (next page).

- Improving how we *Build* is Burnaby's biggest opportunity for reducing greenhouse gas emissions and is 51% of the "City Only" target. Using District Energy to heat buildings in a few key locations could result in an additional 3% of the "City Only" target.
- Changing how we *Move* could result in over a third of our proposed emission reductions or 33% of the "City Only" target.
- Increasing how much we *Conserve* is something we need to tackle together as a region, but there are also steps Burnaby can take to reduce our emissions. Reducing our emissions from solid waste helps us to achieve 13% of the "City Only" target.

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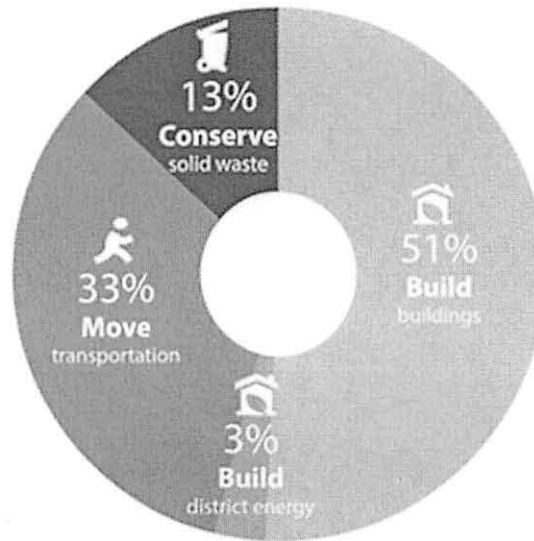


Figure 11. Percentage of the “City Only” target by goal

Note: Live and Manage were not modeled directly.

It is estimated that the total net cost to the community (all of us in total - residents, businesses, the City and others) of the proposed “City Only” target would be a savings of \$1 for every tonne of GHGs we reduce. Cost savings in some areas like more energy efficient buildings and reduced travel would offset costs in other areas like district energy, vehicle electrification, and waste.

6.0 NEXT STEPS

The ESS is intended to provide a clear but flexible framework, to guide staff across the organization in the development of new policies, programs and regulations, or as a basis for advocacy and partnership with external organizations. It will also inform the development of other City strategic plans and policies, such as updates to the *Official Community Plan* and *Transportation Plan*.

The *Final CEEP* sets direction and outlines targets and priorities for the City to reduce GHG emissions and energy use across the community, complementing many other sustainability goals and supporting the overall ESS vision.

The ESS and the CEEP will both be put into action through an iterative approach of charting the course, taking action, tracking and reporting, evaluating and updating, as shown for the ESS in **Figure 12**, next page.

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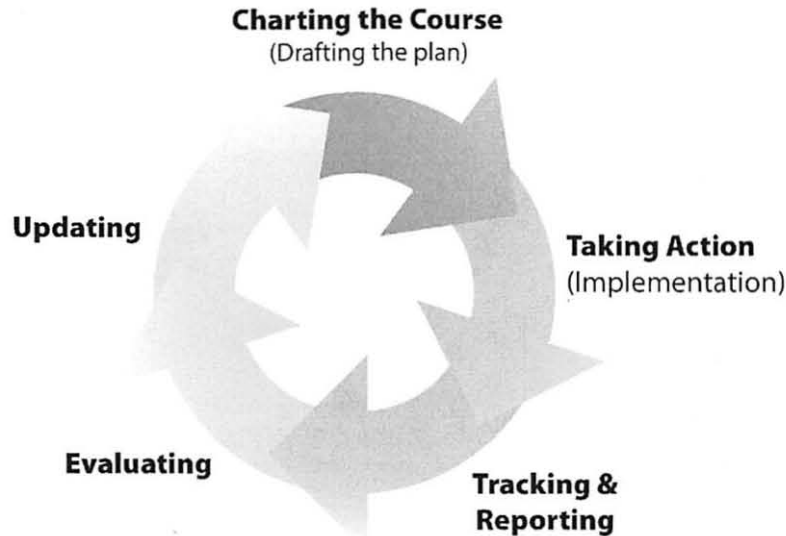


Figure 12. *The iterative approach*

This report recommends that Council authorize staff to develop an ESS implementation plan that would follow Council approval of the *Final ESS*. The ESS implementation plan would include the ESS's "*Quick Starts*" and "*Big Moves*", would prioritize them, identify further steps that need to be taken to implement them, and identify resources.

Following Council's adoption of the ESS, staff would develop a public launch program that will encourage both residents and businesses to take action to support the 10 ESS goals.

This report also recommends that Council authorize staff to develop a CEEP implementation plan. As with the ESS implementation plan, the CEEP implementation plan would include the CEEP's "*Quick Starts*" and "*Big Moves*", would prioritize them, identify further steps that need to be taken to implement them, and identify resources.

Following Council adoption of the CEEP, staff will advance an Official Community Plan (OCP) amendment for Council's consideration. This OCP amendment will propose replacing the existing 'interim' community greenhouse gas reduction (GHG) target of 5% below 2007 levels⁶ with a new primary "*City Only*" target of 5% reduction in 2010 baseline emissions by 2041, as described in Section 5.3 of this report. The CEEP also identifies a significant increase as the secondary "*City Plus Others*" target has the potential to go well beyond the interim target to achieve 29% reduction in 2010 baseline emissions by 2041.

⁶ On 2010 May 3, Council adopted an 'interim' community greenhouse gas reduction (GHG) target of five percent (5%) below 2007 levels in order to meet the requirements of provincial *Local Government (Green Communities) Statutes Amendment Act, 2008 (Bill 27)*, with the provision that more detailed and likely farther reaching targets would be developed through a GHG reduction strategy. The completion of the CEEP now fulfills that previous commitment.

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7.0 CONCLUSION

This report marks the completion of one of the City's most extensive, inclusive and creative public consultation efforts to date, which has engaged thousands of individual citizens and many businesses and stakeholder groups over a multi-year process. The response from the public has been overwhelmingly positive and constructive, and input received through this process has informed development of the *Final ESS* and *Final CEEP*.

On this basis, it is recommended that Council:

- receive the results of *Phase 3 – Draft ESS* public consultation for information, as outlined in Section 3 of this report; approve the final *Burnaby Environmental Sustainability Strategy* (ESS) dated 2016 October 5 as outlined in Section 4 of this report;
- approve the final Burnaby Community Energy and Emissions Plan (CEEP) dated 2016 October 20 as outlined in Section 5 of this report;
- authorize staff to develop implementation plans to identify timelines, priorities, lead responsibility, recommended processes and/or approaches, and resources required for both the ESS and CEEP;
- authorize the Mayor to issue certificates of acknowledgement and hard copies of the ESS to all the citizen members of the ESS Steering Committee who contributed to the creation of the ESS; and,
- send a copy of this report to the Environment Committee, the Planning and Development Committee, the Social Planning Committee, the Transportation Committee, and the Parks, Recreation and Culture Commission for their information.


 Lou Pelletier, Director
 PLANNING AND BUILDING

DAC/LT:sla
Attachments

cc: Deputy City Manager
 Director Finance
 Director Engineering
 Director Parks Recreation and Cultural Services
 City Solicitor
 City Clerk

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Attachment 1: Steps of the ESS Process

Timeline	Inputs		Step	Outputs	Council Reports
	<ul style="list-style-type: none"> 'Community Dialogue' approach Council input 	1	Set Approach	<ul style="list-style-type: none"> funding approved 'Community Dialogue' approach approved 	← Council Report 1
	<ul style="list-style-type: none"> work plan details resources required Steering Committee terms of reference (TOR) 	2	Confirm Process	<ul style="list-style-type: none"> project team assembled process updated Steering Committee TOR approved 	← Council Report 2
	<ul style="list-style-type: none"> consultant terms of reference consultant proposals 	3	Hire Consultant	<ul style="list-style-type: none"> consultant retained work plan confirmed 	
	<ul style="list-style-type: none"> potential Steering Committee members invitations from Mayor 	4	Assemble Steering Committee	<ul style="list-style-type: none"> <u>Draft Environmental Context Report (what we are doing)</u> Steering Committee assembled and approved 	← Council Report 3
	<ul style="list-style-type: none"> <u>Discussion Paper No. 1a: Burnaby's Environmental Achievements</u> <u>Discussion Paper No. 1b: What is Sustainability</u> <ul style="list-style-type: none"> Burnaby's environmental policies best practices by others key challenges / opportunities 	5	Take Stock	<ul style="list-style-type: none"> <u>opportunities and challenges</u> Steering Committee meeting No. 1 (orientation) 	
	<ul style="list-style-type: none"> <u>Draft Environmental Context Report (what we are doing)</u> <u>Cases Studies (what others are doing)</u> <u>Discussion Paper No. 2: Guiding Principles</u> 	6	Set Guiding Principles & Draft Subject Areas	<ul style="list-style-type: none"> Steering Committee meeting No. 2 <u>draft guiding principles</u> <u>draft subject areas</u> public consultation strategies suggestions for sub-committee members 	
	<ul style="list-style-type: none"> <u>research tools and logistics</u> draft consultation plan (phase 1) 	7	Draft Community Consultation Plan	<ul style="list-style-type: none"> approved consultation plan (phase 1) 	
	<ul style="list-style-type: none"> public process kick-off event info on existing policies, programs and initiatives draft guiding principles draft subject areas 	8	Outreach Phase 1	<ul style="list-style-type: none"> <u>Summary Report</u> <ul style="list-style-type: none"> successes acknowledged comments on guiding principles areas for more work emerging issues draft subject areas 	
	<ul style="list-style-type: none"> public input (Phase 1) <u>Discussion Paper No. 3: Vision</u> Keynote speaker at ESS SC Mtg No. 3 <u>Discussion Paper No. 4: Phase 1 Public Consultation</u> 	9	Confirm the Subject Areas	<ul style="list-style-type: none"> Steering Committee meeting No. 3 (draft vision) draft vision statement Steering Committee meeting No. 4 (CEEP) confirmed subject areas integration with CEEP comments on draft vision statement 	
	<ul style="list-style-type: none"> <u>Sub-committee terms of reference</u> subject area workshops engage experts ongoing public engagement & awareness ESS draft consultation plan (phase 2) CEEP vision/goals/principles workshop 	10	Sub-Committee Workshops	<ul style="list-style-type: none"> Steering Committee Meeting No. 5 (key directions) workshop feedback (interim update) CEEP update draft Strategic Directions 	← Council Report 4
	<ul style="list-style-type: none"> Comments from sub-committees and Interagency round-table draft ESS matrix <u>draft Strategic Directions</u> 	11	Draft Community Consultation Plan (Phase 2)	<ul style="list-style-type: none"> Steering Committee Meeting No. 6 (display panels) sub-committee summaries draft consultation plan (Phase 2) draft vision statement for public outreach 	← Council Report 5
	<ul style="list-style-type: none"> <u>Public Outreach (questionnaire)</u> <ul style="list-style-type: none"> Vision Theme-based comments (directions, issues, opportunities) promotion at events Staff consultation (workshops) 	12	Outreach Phase 2	<ul style="list-style-type: none"> public feedback staff feedback 	
	<ul style="list-style-type: none"> public input staff input sub-committee input 		Develop Framework	<ul style="list-style-type: none"> <u>Public Consultation Summary Report</u> <u>ESS report outline</u> gap analysis 	← Council Report 6 (workshop)
	<ul style="list-style-type: none"> <u>Case studies</u> <u>Gap analysis</u> <u>Consultation Summary</u> 	14	Draft the Environmental Sustainability Strategy (ESS)	<ul style="list-style-type: none"> Steering Committee meeting No. 7 (framework) <u>approved consultation plan (phase 3)</u> <u>Draft ESS Report</u> 	← Council Report 7 (memo) ← Council Report 8
	<ul style="list-style-type: none"> <u>Public Outreach (questionnaire)</u> <ul style="list-style-type: none"> public response to ESS additional recommendations and suggestions promotion at events Staff consultation (workshops) 	15	Outreach Phase 3	<ul style="list-style-type: none"> <u>Summary Report</u> <ul style="list-style-type: none"> public response to ESS additional recommendations and suggestions 	← Council Report 9
	<ul style="list-style-type: none"> public input (Phase 3) <u>final ESS</u> 	16	Finalize Environmental Sustainability Strategy	<ul style="list-style-type: none"> Council approval of <u>final ESS</u> 	
Fall 2016	<ul style="list-style-type: none"> report publication and distribution 	17	Project Completion	<ul style="list-style-type: none"> public announcement(s) Implementation Plan 	
2016 onward	<ul style="list-style-type: none"> take action (implementation) 	18	Implement and Monitor	<ul style="list-style-type: none"> monitor outcomes 	

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Legend: boxes note steps led by City staff, boxes note steps led by the consultant; and underlined items are key project deliverables.

Attachment 2: ESS Process



Phase 1 – Issues and Priorities

Jan. to July 2013

Broad, high-level

Issues, opportunities, vision

- Steering Committee convened: focus on guiding principles, draft theme areas.
- Phase 1 Public Consultation: online questionnaire (~400 responses), display boards, attendance at seven public events, Environmental Superheroes, Vision Tree, and Community Green Map.

Outcomes:

- Draft vision statement; confirmed scope (theme areas) and draft goals.

Phase 2 – Exploring Further

July 2013 to Jan. 2015

Deeper, more focused

Goals, strategies, actions

- Sub-Committees (4) convened: focus on draft goals, strategies. 10 meetings held with over 100 people in total; networking by Sub-Committee members engaged another 550 people.
- Inter-Agency Roundtable, with representatives from neighbouring municipalities and other levels of government and other organizations.
- Phase 2 Public Consultation: online questionnaire (~800 responses), display boards, attendance at 15 public events, three invited presentations, public workshop, Community Green Map, youth video contest, and 150 others engaged via workshops and invited presentations using "Sustain-A-Bucks".

Outcomes:

- Feedback on draft vision, goals, strategies; suggestions for actions - by the City and by individuals; analysis of responses.

Phase 3 – Draft ESS

Jan. 2015 to Jun. 2016

Broad, high-level

Framework, priorities

- Draft ESS report containing a framework (vision, goals, strategies, suggested actions) released to the community to check and see if it was "headed in the right direction".
- Phase 3 Public Awareness: over 4,600 people were made aware of the release of the Draft ESS by conversations, presentations, email updates, project website, and social media.
- Phase 3 Public Consultation: engaged over 450 people using online questionnaire (~300 responses), activities, webinar, Plinko ESS trivia, flash-survey, display boards, attendance at 13 public events including an ESS community stakeholder workshop, and an ESS public drop-in open house.

Anticipated outcomes:

- Confirmation of level of support for Draft ESS; input on how to improve the Final ESS.

Attachment 3: CEEP Process

Phase 1 – <i>Setting the Scene</i> January to July 2013	Phase 2 – <i>Exploring Alternatives</i> July 2013 to July 2015	Phase 3 – <i>Draft CEEP</i> July 2015 to June 2016
Technical Work	Stakeholder Input	Community Engagement
Burnaby Today – Current Emissions	Scenario and Policy Development	Community Engagement, Final Plan
<ul style="list-style-type: none"> • CEEP Steering Committee convened • CAN Tool model calibration • Baseline emissions modeling 	<ul style="list-style-type: none"> • Renewable/district energy workshop • Community stakeholder workshop • Input from CEEP Steering Committee • ESS Steering Committee workshop 	<ul style="list-style-type: none"> • Input from CEEP Steering Committee • Public consultation on Draft CEEP including targets and strategies • Incorporation of feedback into final CEEP, including goals, strategies and suggested actions
Outcomes: <ul style="list-style-type: none"> • Calibrated emissions model for Burnaby's context • Projected emissions • Strengths and challenges identified 	Outcomes: <ul style="list-style-type: none"> • Draft CEEP targets and strategies • CEEP Technical Report 	Outcomes: <ul style="list-style-type: none"> • Confirmation of level of support for Draft CEEP • Suggestions on how to improve the Draft CEEP report • Final CEEP report

Attachment 4:
Summary of Changes to the Final ESS Framework

Final ESS	
Framework Components	Changes
1 Vision	None
10 Goals	None
49 Strategies	Total number remained the same - 49 strategies <ul style="list-style-type: none"> • 47 saw no change • 2 minor wording changes (Strategies 1.4, 9.3)
16 Big Moves	Total number remained the same – 16 “Big Moves” <ul style="list-style-type: none"> • 15 saw no change • 1 minor wording change (9.3) <p>For more detail, please see Table 1 on page 35 of the Final ESS.</p>
155 Suggested Actions	Total number of “Suggested Actions” increased from 151 to 155 <ul style="list-style-type: none"> • 142 saw no change • 8 minor wording changes (1.4b, 1.7a, 4.1e, 5.4b, 5.6a, 6.2c, 6.6b, 9.2b) • 5 new (1.2f, 2.4e, 5.6b, 7.1g, 8.3c)
25 Quick Starts	Total number of “Quick Starts” increased from 24 to 25 <ul style="list-style-type: none"> • 19 saw no change • 2 minor wording changes (11, 24) • 3 new (2, 13, 15) • 1 moved to a new Goal (23) • 2 replaced <p>For more detail, please see Table 2 on page 36 of the Final ESS.</p>