

INFORMATIONAL CORRESPONDENCE - FEBRUARY 24, 2020

- | | | |
|----|---|---|
| 1. | N. Harisch – letter dated February 14, 2020 –“Rural Road” designation for 45 Avenue NE | A |
| 2. | A. Varnes, Program Manager, Salmon Arm Arts Centre – letter dated February 14, 2020 – Wednesday on the Wharf Storage Container | R |
| 3. | R. Moerike – letter dated February 15, 2020 – Shuswap Village Project Proposal | N |
| 4. | B. Paton – email dated February 18, 2020 – Soapbox Derby Request | R |
| 5. | Transforming Your Journey – BC Transit’s Strategic Plan – 2020 - 2025 | N |
| 6. | Interior Health – February 2020 Newsletter – Healthy Communities | N |
| 7. | H. Kriz, Administrator & Board Secretary, Municipal Insurance Association – email dated February 7, 2020 – Expressions of Interest to Serve on the MIABC’s Board of Directors | N |
| 8. | Mayor R. Vagramov, City of Port Moody – letter dated February 4, 2020 – Universal Public Nations Pharmacare | A |

N = No Action Required
A = Action Requested

S = Staff has Responded
R = Response Required

Norma and Bill Harisch
2826 45th Avenue NE
Salmon Arm, BC

February 14, 2020

Mayor and Council
City of Salmon Arm
PO Box 40
Salmon Arm, BC
V1E 4N2

Mayor and Council;

I write to you to request the removal of the "Rural Road" designation for 45th Avenue NE. In the fall when council discussed requests to have 45th Avenue NE paved it was pointed out it is designated as a rural road and cannot be paved unless council approves a special funding request. At that time a council member stated that if the city paved this road then all the farmers out the valley will want the roads running between their fields paved to keep the dust off their crops. My response to that is that the roads in the valley running between farms are not the main access road to three city approved developments, which have added in excess of 50 new homes to 20th Street NE, in the last 4 years. This has added to the traffic on 45th Avenue, which was already a convenient access for the houses built on 20th and in upper Raven in the developments started in the 90's.

The explosion of construction vehicle traffic which, can include up to 30 loads of gravel or concrete in a day, has led to the deterioration of the road at a rapid pace. The recycled asphalt laid down a few years ago, with an expected life of five years, did not last two years. The pots holes and washboard are at the point where grading and any remediation work done lasts a matter of a few days, which is a complete waste of tax payers money.

When Council approved the developments on 20th Street they were advised by staff that this road would need to be looked at. The road no longer fits the rural road designation and I trust Council will follow the recommendations of staff and make the necessary change.

Sincerely


Norma Harisch

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February 14, 2020

Mayor and Members of Council,

On behalf of the Shuswap District Arts Council, I am writing today to request permission to place an 8' storage container in Marine Park to support the Wednesday on the Wharf concert series. This storage container will be used to store event signage, tables, shade tent, ladder, and other equipment necessary for this weekly event from June through to August 2020. Please see the attached map for its suggested placement.

Wednesday on the Wharf is a live music concert series that happens every Wednesday at 6.45pm from mid-June through to the end of August. Every week, residents and tourists alike gather at Marine Park to enjoy the sunshine, picnic, visit with friends and enjoy a diverse range of live music that features both local and touring professional musicians. Now in its 27th year, WOW has a successful track record of management and execution in this city space.

Each concert requires a significant amount of equipment. In the past, Arts Council staff and volunteers have had to bring the equipment to and from the Art Gallery by vehicle every Wednesday, which sometimes required several trips. Having a storage container onsite would allow us to reduce our carbon footprint and allow us to work more efficiently. Moreover, it would give us more flexibility in the event of inclement weather, as the equipment could stay dry as rain showers passed over, and then more easily brought out. Finally, an on-site container would lessen our impact upon Sea Dog Rentals, which leases the parking lot attached to the access path to the gazebo, as our vehicles would not impact their operations as we load equipment in and out.

It is important to us that the container be as unobtrusive as possible, especially in the beautiful park setting. To that end, we will have it decal-wrapped so that it blends into the surroundings (for example, with an image of a natural landscape). If approved, we will liaise with city staff to ensure delivery, removal, and placement meets all city standards.

Thank you for considering this request.

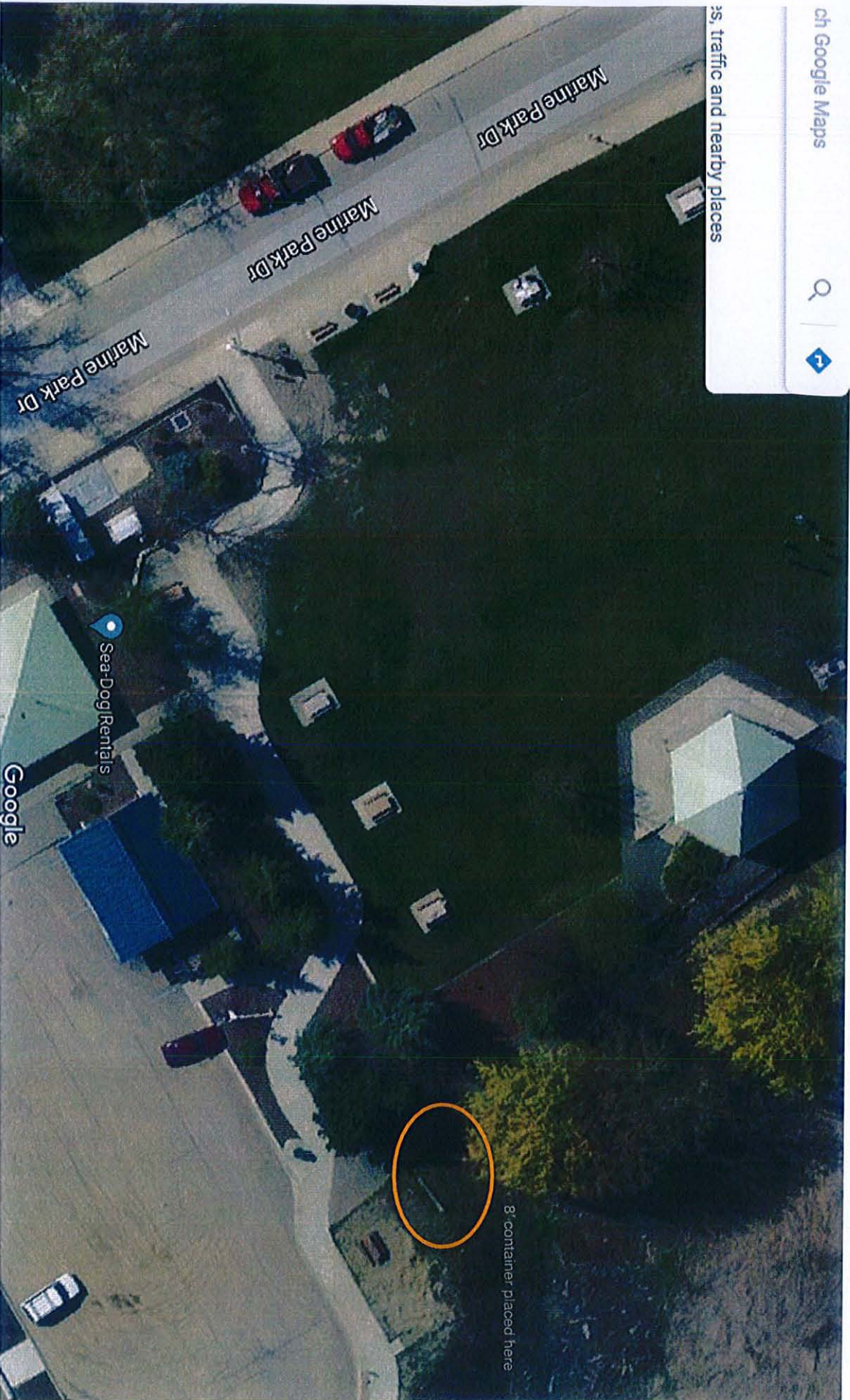
Warmly,

Astrid Varnes
Program Manager
admin@salmonarmartscentre.ca





as, traffic and nearby places



8' container placed here

February 15th, 2020

Dear Honourable Mayor Alan Harrison and Council members;

RE: Shuswap Village 11 Street SE

About a month ago, Gary Arsenault of Green Emerald Construction visited our residence at 151 – 11 Street SE to introduce himself and discuss the Shuswap Village project proposal. Gary was thoughtful and attentive to potential concerns we might have.

My husband and I, and our sons, own two properties directly across the street from the proposed development: 151 and 121 – 11th Street SE. Overall, we support the current development plan. Our concerns related to the development are listed below:

1. **The watershed:** Water flow and management of the flow has been a constant since moving to 11th street in May 2006. In our time, the banks of the ditch across the street have flooded once, with levels being very high annually. The City has done well to dig out the ditch, at least every second year.
As well, about seven years ago, a drain was installed on the west side of the street (closer to Okanagan Avenue) by an apparent contracted service – which included what I call “super curbs” to redirect water to the drain (between 2nd Avenue and Okanagan Ave. SE). In my opinion, these super curbs were overkill and have led to us to using wedges to access parking spots to our properties. To note: the City cut down a long length of these curbs down Okanagan Avenue a couple of years ago (north side between coming down the hill). I have not written the City about ours but would love to have them done as well – especially if other ways to manage water flow are in place.
With further removal of trees, etc. Gary assured us that ponds would be built, and water would be attended to.
As well, the City installed a containment basin in the alley between 10th and 11th street in 2019 to help manage some of the water in this area of town.
2. **Road Access:** Gary explained that, in his opinion, the amount of traffic entering and exiting the development would be lower than if the property were simply developed as a residential community (e.g. cul de sac). While a part of his viewpoint made sense, I see a fairly vibrant 65+ population in our community with many people owning two vehicles. We tend to live out of the back of our properties and do not have young children anymore – thus, personally, are not as concerned about frequency of vehicles on the roadway. However, there are no sidewalks in our area. People walk down the narrow street; my husband uses his electric wheelchair on the street. Added traffic increases risk – especially because many people tend to travel 11 Street with speed beyond what seems appropriate for a residential area. Homemade “slow down” or “children at play” signs made by us or neighbours have had little effect and/or the City told our neighbours to

remove signs. At present, our immediate neighbours to the south have four young children.

Of concern, are the two avenues (2nd & 3rd avenue) that connect 11 Street to 10 Street SE. These are both dirt roads that get oiled on occasion in the summer. In the winter, both are often icy. It is common for vehicles to have difficulty ascending or descending either not being able to get up the avenues or sliding into the intersection at 10th Street - especially off of 2nd Avenue. To add to this, accessing Okanagan Avenue off 11 Street can create concern as vehicles coming up Okanagan Avenue are often speeding – making the turn onto Okanagan Avenue ‘interesting’. We all take care.

3. **Road Construction on 11 Street SE:** Gary talked about the improvements of the street. Again, we are not too concerned because of the way we use our property. We are fully aware that trucks and construction noise and dirt will likely be ongoing for years, but we feel we would be tolerant of this. However, a couple of issues I can think of when construction on the street is occurring include: access to our home and a retaining wall at 121 – 11 Street. According to our property lines, it appears there is an easement that will greatly affect our off-street parking. We do not have any clear understanding of how much of our frontage will be lost.
 - My husband is in a wheelchair and will need access to the street during construction. He cannot go out the back due to our home being built into a hill, and a steep set of stairs off our back deck. I do not know how this will occur when the streets are ripped up for infrastructure. We also recently paved our driveway and have concern about how much will be ripped up and how the transition to the street for his chair will look.
 - In the spring/summer 2020, we intend to re-build a failing retaining wall at our 121 property to sustain off-street parking. By all accounts, this retaining wall is within the easement (maybe?). I have concern that we will re-build only to have it affected by street construction.
4. **Wildlife:** The property across the street is on a deer/animal path. We frequently see deer and the odd moose grazing on the property. We know this will be lost.
5. **Our neighbor:** The current, long time and elderly resident of the small home currently on the property is well loved by our neighbourhood. Gary explained that via the development, they will build a home for our neighbour (B.H.) so she is not displaced in this very poor rental market. We shall see.

Aside from the aforementioned items, we support the project. It seems to fit well with current demographics of Salmon Arm and our aging population in general. The development plan is much more interesting than row housing, or a cul de sac of random homes.

Mental health research fully acknowledges the benefit of social connections as people age; socially-isolated elderly suffer more angst and depression. Hence, there could very well be a proactive, healthy aging benefit to this project.

In summary, we support this project. Our impression is that Gary Arsenault, the builder is approachable and willing to problem solve. Thank you for your time.

Regards,

A handwritten signature in cursive script, appearing to read "R. Moerike", enclosed within a rectangular border.

Reta Moerike

-----Original Message-----

From: Michelle Kuster

Sent: Tuesday, February 18, 2020 12:09 PM

To: Erin Jackson

Subject: Soap Box

Hello Erin,

It's Brody Paton and I am writing to request approval for the date of September 19, 2020 for the annual Soapbox Derby. We would again like to use Hudson Avenue starting at Blue Canoe running down toward the old living Waters Church building and having that road closed off to all road traffic from 8 AM until 4 PM for the day. We would require the use of 10 barricades from the city. These work very well to block all the Entrances and keep everyone safe. We will have all insurance in place for the event and have again applied for the community grant through SASCU for this. We will again name the city as insured as well as the Downtown Salmon Arm group. We will also have safety people in place for traffic and crowd management.

Thank you for supporting this event we are getting a good turnout every year. We are still hopeful more community groups and businesses will get involved in this event.

Thank you

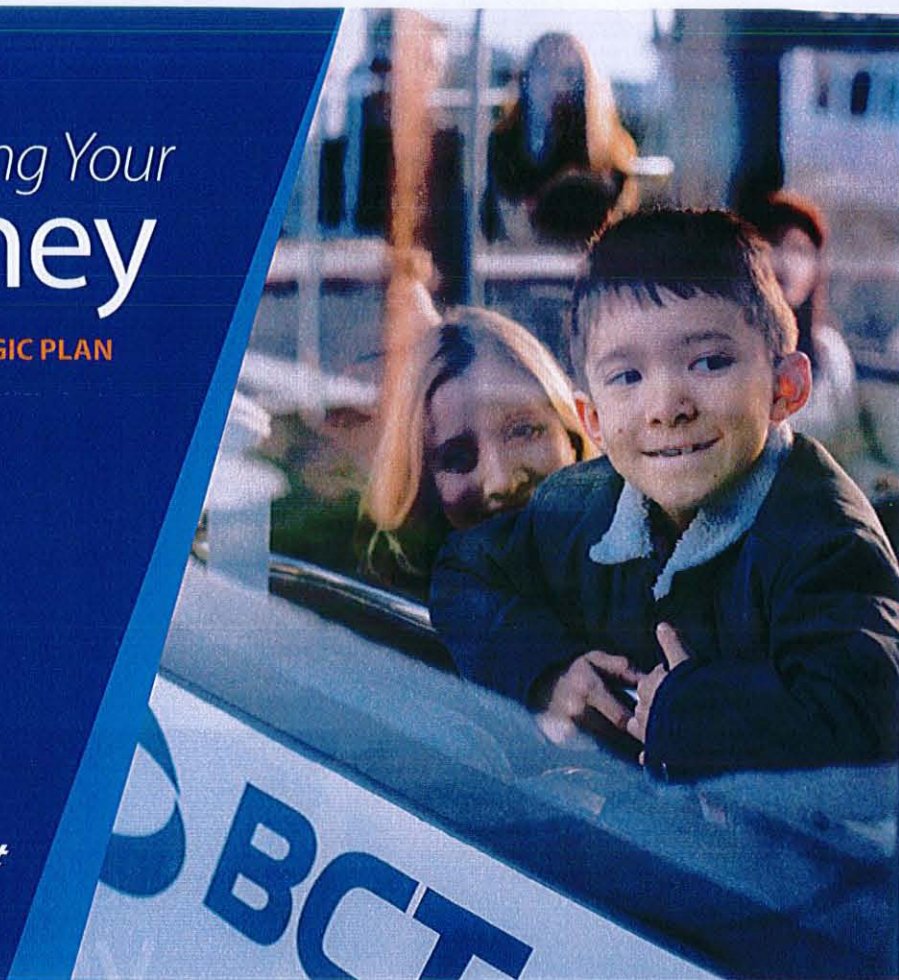
Brody Paton

Sent from my iPhone



Transforming Your Journey

BC TRANSIT'S **STRATEGIC PLAN**
2020 – 2025



ACKNOWLEDGEMENTS

This plan was approved by the Board of Directors after being prepared by BC Transit in collaboration and consultation with employees, passengers, local government staff, elected officials, the Ministry of Transportation and Infrastructure, and operating companies from across B.C.

Our sincere thanks to all who took the time to engage in the process of transforming our journey.

BC Transit acknowledges with respect that it carries out its work on the traditional territories of Indigenous nations throughout British Columbia.



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OUR VISION

Your best transportation solution

OUR MISSION

Delivering transportation services you can rely on

OUR OBJECTIVES

Always Safe: We will put safety first in everything that we do

Engaged People: We will support our people to achieve success

Customer Service: We will grow ridership by making mobility accessible and enjoyable

Thriving Communities: We will work with Local Government and First Nations partners to improve livability

Responsible Stewardship: We will use our resources wisely and develop the most sustainable solutions

OUR VALUES

Safety



At the forefront of everything we do

Innovation



Always improving and adapting to change

Customer Service



Offering the best

Teamwork



We can achieve more together

Trust & Respect



Actions that inspire integrity, honesty and accountability

Community



Responsive to the communities where we live and serve

INTRODUCTION FROM THE CHAIR AND THE CEO

Our new Vision Statement, *your best transportation solution* captures the spirit, the optimism and the reality of BC Transit. This is an exciting and demanding time to be responsible for the provincial transit system. Citizens are looking for better ways to move that reduce emissions, are affordable, frequent, clean, safe and connected. Transit is the proven solution. B.C. already has the most extensive bus service of any province in the country and demand is growing. BC Transit requires riders, provincial funding, employees, municipal partners, land, equipment and technology so it can provide the best transportation solution. This is the plan for how we will do that.

This Strategic Plan is the culmination of extensive dialogue, feedback, and innovation from the people and communities across the province that we work with on a daily basis. The diversity and scale of these partnerships is reflected in the Strategic Plan, and will enable BC Transit to provide crucial assistance to communities to meet the challenges of the future. The power of our partnership model also enables BC Transit to remain a leader in Canada, with its services on average operating at a lower cost and carrying more people than its peers.

To determine the pathway outlined in this Plan, BC Transit undertook surveys, workshops and open houses with employees, elected officials, partners and stakeholders over the past year. We also listened closely to ongoing passenger and citizen

feedback. While the nature of the communities we serve varies widely—municipalities of all sizes and geographic locations, First Nations, and Regional Districts—the key themes we heard through this process are similar. Communities seek to address the challenges of climate change, growing populations, increasing traffic congestion, regionalization of services and affordability.

We also heard that public transit services offer benefits that are meaningful to individuals and society to meet these challenges. Transit makes it possible for communities to reshape themselves to reduce reliance on single occupant vehicles and fossil fuels and to increase affordability and access. At the individual level, transit can help connect people to each other, to social and community programs, employment and education, and to other modes of transportation, enriching B.C.'s culture and the lives of its citizens.

This Strategic Plan facilitates the continued evolution of BC Transit and the services it provides by refreshing the focus of the organization and setting performance objectives for the next five years. We will strive to meet these objectives grounded in the renewed Vision, Mission and Values presented here and through the priority actions we have outlined. And we won't do it alone.

The future is bright for transit, and the Board, employees and partners of BC Transit look forward to ensuring that it is *your best transportation solution*.



ERINN PINKERTON,
PRESIDENT AND CHIEF EXECUTIVE OFFICER

CATHERINE HOLT,
CHAIR OF BC TRANSIT BOARD OF DIRECTORS

BC TRANSIT STRATEGIC PLAN | 5

IMAGINING THE FUTURE

Over the past five years, transit systems in BC have experienced significant ridership growth. In response to increasing demand for both urban and regional connections, BC Transit has invested heavily in service hour expansions, more buses, and better infrastructure to meet customer needs, all while ensuring services remain accessible, affordable and sustainable. We are proud of our accomplishments, including services to new areas, customer-focused technology such as NextRide, the construction of transit priority corridors, and the introduction of compressed natural gas buses. To keep this positive momentum going, BC Transit has an exciting vision for the future.

With emerging technologies, evolving demands and significant funding opportunities, the next decade will likely change the transportation landscape for years to come. Imagine having access to a variety of service types that meet your unique travel needs, the ability to book and pay for your trip before you leave your home, and peace of mind knowing that your mode of travel supports your community, is sustainable and green.

Over the next five years, our plan is to pursue our vision of the future by creating more responsive and reliable services, improving integration with other mobility providers, introducing electronic fare systems, providing better on-board amenities, creating advanced digital information, building more transit supportive infrastructure and transitioning to a greener fleet. Integrating these innovations into our already safe, efficient and affordable transit services will position BC Transit as a leader in the transportation industry.

This new strategic plan provides the blueprint for how we will facilitate this transformation over the next five years. It is based on a comprehensive planning and engagement process that balances our past, present and future and ensures that we're positioned to provide the best possible service to our customers across B.C.



ABOUT BC TRANSIT

BC Transit is unique in Canada in terms of its funding model and its province-wide coordination of multiple transit systems.

BC Transit is the provincial Crown agency charged with coordinating the delivery of public transportation across British Columbia, with the exception of those areas serviced by TransLink (Metro Vancouver). More than 1.8 million British Columbians in over 130 communities across the province have access to BC Transit local and regional transit services.

From small towns to large urban centres, BC Transit provides more than 57 million passenger trips in communities across the province every year.

BC Transit Legislated Mandate

In partnership with the Ministry of Transportation and Infrastructure, BC Transit adheres to the *British Columbia Transit Act*. This Act requires us to:

- Plan, acquire, construct or cause to be constructed public passenger transportation systems and rail systems that support regional growth strategies, official community plans, and the economic development of transit service areas;
- To provide for the maintenance and operation of those systems; and,
- To enter into commercial revenue opportunities in respect of the authority's assets and resources.

2019

63M

TOTAL KM'S PER YEAR
THAT BC TRANSIT
OPERATES



RIDERSHIP GROWTH
OVER THE LAST
FIVE YEARS

13%



2.4M

TOTAL SERVICE
HOURS ACROSS
BC PER YEAR



57M

ANNUAL
PASSENGER TRIPS



50+

TRANSIT
SYSTEMS



**OVER
130+**

COMMUNITY
PARTNERSHIPS



\$342m

TOTAL ANNUAL
BC TRANSIT
BUDGET



1,051

BC TRANSIT EMPLOYEES
IN VICTORIA



1,681

INDIRECT OPERATING
EMPLOYEES ACROSS
THE PROVINCE



1,185

VEHICLES IN THE
PROVINCIAL FLEET



BC TRANSIT STRATEGIC PLAN | 7

THE SHARED SERVICES MODEL

BC Transit's shared services model enables the delivery of some of the most productive and efficient transit systems in Canada. The benefits of the shared services model include:

- Economies of scale achieved through delivering transit on a provincial scale, rather than on a municipality-by-municipality basis;
- Sharing of expertise and best practices, particularly in planning, asset management, and financial management;
- Reduced costs through bulk purchase of supplies and assets, such as fuel and vehicles; and
- Operational efficiency through private sector partnerships for the service delivery of many of our systems.

In most BC Transit systems, service is delivered through a partnership between BC Transit, the local government and a transit management company. Under this model, BC Transit provides funding, planning, scheduling, marketing, fleet and asset management, operations support, and contract administration services for each system.

Sponsoring local government and First Nations communities provide the remaining portion of funding (less passenger fares), approve service levels and fare structures, and maintain roadside transit facilities, such as bus stops, exchanges and shelters.

A contracted transit management company operates the service, including hiring and training drivers, providing front-line customer service, and maintaining vehicles. A range of private and non-profit companies operate BC Transit's service. In some locations – the Regional District of Nanaimo, City of Nelson, City of Powell River, and the Sunshine Coast Regional District – the sponsoring local government operates the system.

In the case of the Victoria Regional Transit System, BC Transit operates the conventional services, and a private transit management company operates the handyDART.



DIVERSE SERVICES FOR A DIVERSE PROVINCE

BC Transit's systems are as diverse as our province and include a range of service types:

- **Conventional transit** serves the general population in more urban settings and offers scheduled bus service that operates on fixed routes and fixed schedules. All vehicles are accessible and range in size from minibuses to double-deck buses in order to best match ridership and community needs.
- **Custom transit** is known in many communities as handyDART and employs minibuses and taxis to provide transportation for passengers who cannot use conventional transit. Contracted taxi supplement and taxi saver (discounted coupon) programs complement these services.
- **Flexible transit** serves small town, First Nations and rural communities as well as some suburban areas using minibuses, taxis, and vans for flexible routing and schedules.
- **Regional connector services** provides connections between more urban areas primarily for daily commuters as well as linking more remote, smaller communities where service may operate 1-3 days per week to provide access to healthcare, services and amenities.



BC TRANSIT STRATEGIC PLAN | 9

PART OF THE SOLUTION

Communities across British Columbia are facing some big challenges, and BC Transit can be part of the solution.

Challenge	Description	Opportunity
 Climate Change	Climate change is a threat to urban and rural communities across B.C., impacting resources, air quality, general temperatures, and quality of life. Most greenhouse gas emissions in B.C. come from creating and using energy, including transportation.	Shifting to more environmentally-sustainable modes of transportation, such as transit, can help realize an overall reduction in greenhouse gas emissions. Likewise, BC Transit has committed to operating a low-carbon, fully-electric fleet by 2040, cutting emissions significantly and meeting the Province's targets.
 Safety	Transportation-related impacts on safety are an ongoing concern; from crashes, near-misses, auto crime, and impaired driving, the need to increase multimodal safety is top-of-mind as B.C.'s population continues to grow.	Public transit is one of the safest modes of travel, and at BC Transit, safety is at the forefront of all we do.
 Affordability	British Columbia has the second highest rate of poverty in Canada and is one of the most expensive places in Canada to live. In our province, transportation costs account for nearly 20% of most people's expenditures.	BC Transit is committed to making transportation affordable. This includes serving vulnerable and remote communities across the province and linking people to jobs, healthcare, and education with flexible fares.
 Social Isolation (Rural-Urban Divide)	Social isolation is experienced in communities across B.C., is prevalent in aging and new-Canadian populations, and common across urban and rural areas with housing affordability challenges. Social isolation and loneliness can affect mental, physical, and emotional health.	BC Transit serves diverse communities across the province, including northern and coastal First Nations communities, island communities, and regional collections of smaller centres. Transit can link rural and urban communities and help connect people to each other, to social and community programs, to economic opportunities and to other modes of transportation, enriching B.C.'s culture and the lives of its citizens.
 Congestion	Traffic congestion is growing across B.C. which is bad for the environment, bad for the economy and bad for our citizens' health and quality of life.	By shifting modes and increasing transit ridership, we can help alleviate congestion by moving people more efficiently and effectively, particularly where transit supportive infrastructure is available.

OUR VISION

Our Vision Statement speaks to the many customers that we serve and positions us as a leader in developing solutions for many of the complex challenges that exist across the province.

Your best transportation solution

How is BC Transit your best transportation solution today?

- Public transit is the most efficient and cost-effective way of moving large numbers of people through limited urban space or between regional centres
- With funding support from the Province and local governments, BC Transit is able to provide one of the most affordable transportation options
- With a fleet of 100% universally accessible buses, BC Transit provides the most accessible mode of transportation
- With professional staff and high service standards, public transit remains one of the safest modes of transportation

How will BC Transit be your best transportation solution in the future?

- Through our Low Carbon Fleet Strategy, BC Transit's Fleet will become 100% carbon emission free by 2040
- Through investments in transit priority infrastructure, public transit will become one of the fastest modes of transportation
- With the introduction of electronic fare systems and through integration with other mobility options, public transit will become even more convenient for our customers

BC TRANSIT STRATEGIC PLAN | 11

OUR MISSION

Our Mission Statement describes how BC Transit is going to accomplish the goals set by the Vision Statement.

Delivering transportation services you can rely on

What do we want our customers to be able to rely on?

- | | | |
|---------------|--------------------|----------------------|
| • Safety | • Reliability | • Cost Effectiveness |
| • Comfort | • Customer Service | • Sustainability |
| • Cleanliness | • Affordability | • Accessibility |
| • Quality | • Efficiency | • Partnerships |

OUR OBJECTIVES

Meeting the challenges and opportunities in the future requires us to think about how we position ourselves as an organization to achieve our Vision and Mission. Our Objectives provide the framework that drives our organization forward and provides the measurement of how we are doing. BC Transit is also committed to continuous evaluation, monitoring, and optimization of the plan and its priorities.

				
Always Safe	Engaged People	Satisfied Customers	Thriving Communities	Responsible Stewardship
<i>We will put safety first in everything that we do</i>	<i>We will support our people to achieve success</i>	<i>We will grow ridership by making mobility accessible and enjoyable</i>	<i>We will work with Local Government and First Nations Partners to improve livability</i>	<i>We will use our resources wisely and develop the most sustainable solutions</i>
Measurements of Success				
<ul style="list-style-type: none"> Maintaining our strong safety performance for employees and customers 	<ul style="list-style-type: none"> Increasing employee engagement and workplace satisfaction 	<ul style="list-style-type: none"> Increasing transit ridership Improving customer satisfaction 	<ul style="list-style-type: none"> Increasing access to affordable, reliable and efficient transit Facilitating collaborative partnerships that lead to effective transportation solutions 	<ul style="list-style-type: none"> Meeting our commitments to full electrification of our fleet by 2040 Reducing greenhouse gases Upholding our financial responsibility to efficiency and affordability

BC TRANSIT STRATEGIC PLAN | 13

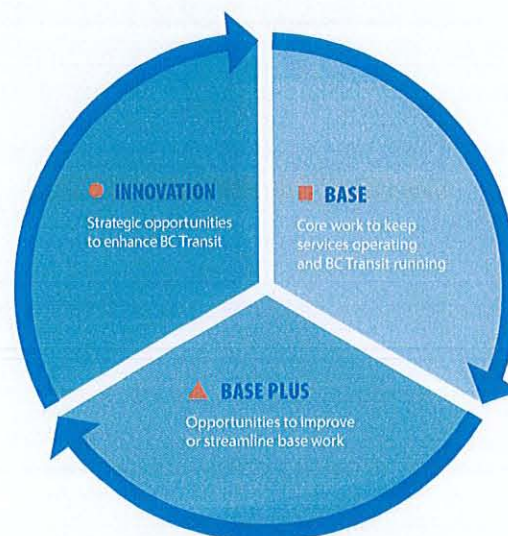
THE FIVE YEAR PLAN

To achieve the overarching Objectives of Always Safe, Engaged People, Satisfied Customers, Thriving Communities and Responsible Stewardship, over the next five years BC Transit will both continue and pursue a set of action areas. Recognizing the importance of balancing core day-to-day work with transformational innovation, the priorities within each action area have been divided into three different categories to assist in their development and implementation:

- **BASE:** Core work to keep services operating and BC Transit running
- ▲ **BASE PLUS:** Opportunities to improve or streamline base work
- **INNOVATION:** Strategic opportunities to enhance BC Transit

These priority activities are part of a cycle that will propel BC Transit forward as the actions implemented as "innovation" will eventually become tomorrow's "base". We need to plan and resource them all accordingly to ensure they can be maintained on an ongoing basis and become the foundation for future improvements.

The actions and priorities presented in the following sections show our focus over the next five years and what we hope to accomplish together in a coordinated, collaborative and meaningful way.



Action Area 1: Engaged People and Partners

Fostering engagement and commitment through investment in the growth and development of our people and partners

BASE	BASE PLUS	INNOVATION	1. Engaged People and Partners
<ul style="list-style-type: none"> Attract and retain great people Strengthen partnerships through communication and collaboration Develop and maintain constructive relationships with unions Develop succession planning based on identified business-critical positions Continue to invest in the training and development of our people and partners 	<ul style="list-style-type: none"> Develop programs with mental, physical and emotional well being at the forefront Create employment strategies to build a diverse workforce and inclusive work environment. This includes expanded opportunities for the First Nations Employment Program, Women in Trades, EmployAbilities, New Canadians, and Trades Scholarships 	<ul style="list-style-type: none"> Use predictive analytics to improve and support business decisions and make the employee experience even better Identify opportunities for task automation to improve the timeliness and quality of work and employee satisfaction and retention 	2. Positive Customer Experience
			3. Safe and Responsive Service Delivery
			4. Modernized and Low Carbon Fleet
			5. Supportive Infrastructure
			6. Enabling Technology
			7. Effective Contracts and Standards
			8. Open and Transparent Communication
			9. Stable Funding and Governance
			10. Prudent Financial Stewardship



BC TRANSIT STRATEGIC PLAN | 15

Action Area 2: Positive Customer Experience

A customer centric approach

BASE	BASE PLUS	INNOVATION	1. Engaged People and Partners
<ul style="list-style-type: none"> Deliver safe, clean and reliable transit service Provide accurate, reliable information through a diverse range of means Provide excellent customer experience and interactions and develop a Customer Experience Strategy Provide safe, secure and desirable bus stop amenities Improve the Custom Transit experience 	<ul style="list-style-type: none"> Actively engage our customers through an expanded social media presence Implement website improvements Introduce more robust customer feedback methodologies Further improve on-street and on-board amenities Continue to diversify and expand engagement and outreach Develop a wayfinding strategy to improve and simplify the customer journey Develop a provincial fare strategy that better enables connections across systems Enhance multi-modal integration 	<ul style="list-style-type: none"> Introduce electronic and digital fare options Keep pace with improved on-bus amenities Define and expand the customer support model to enable more sophisticated interactions with our customers Develop a comprehensive Service Excellence Program for employees and partners Develop a Mobility as a Service (MaaS) model that works for BC Transit, its partners and systems Introduce NextRide for Custom Transit to better enable customers to track and prepare for their trip 	2. Positive Customer Experience
			3. Safe and Responsive Service Delivery
			4. Modernized and Low Carbon Fleet
			5. Supportive Infrastructure
			6. Enabling Technology
			7. Effective Contracts and Standards
			8. Open and Transparent Communication
			9. Stable Funding and Governance
			10. Prudent Financial Stewardship



In Focus: Modernizing Our Fare Collection System

We have plans to modernize our farebox and bring it in line with today's industry standards. This transformational project will improve the travel experience for our customers by introducing new forms of payment, like mobile and contactless. As well as clear benefits for customers, it will also help improve the reliability of our data and reduce the number of visual ticket validations performed by operators.

Our existing fare collection technology is now over 30 years old. The payment industry has mostly moved away from magnetic stripe ticketing, which means that our equipment is now obsolete. This makes it expensive to maintain and repair. It also makes it challenging for us to access the data that we need to monitor travel trends and make evidence-based decisions.

Smart cards dominated the industry for most of the 2000s. They were capable of storing much more information than traditional magnetic stripe tickets. They also required significantly more infrastructure investment, including readers, kiosks and a complex back-office system. Smart cards, however, are now being transitioned out. The focus today is on removing the need to buy a ticket altogether and allowing the customer to bring their own ticket. The benefits of this are two fold:

1. Eliminating the need to pre-purchase and load a ticket lowers a barrier to travel for the customer, making transit a more convenient travel option.
2. Removing card distribution and vendor networks also lowers overall infrastructure costs.

In Canada, there has been a steady decline in the use of cash for small value purchases and a growth in credit and debit card usage. Consequently, our customers' expectations have shifted away from paper based tickets and cash, towards digital forms of payments. Yet, to date, our transit customers have not been able to benefit from technology readily available elsewhere, such as smart cards and contactless payments.

This will change as BC Transit modernizes our fare collection system, at which point we will start accepting a wider range of fare payment methods, including contactless payments. We will also continue to accept cash payments and retain a separate travel product for people unable or unwilling to use mobile or contactless payments (e.g. debit cards, credit cards and mobile phones).

The new electronic and digital fare collection system will make the experience of travelling by public transit more seamless, thereby encouraging more people to make their journey using our services. It will also improve the reliability, richness and variety of data that we collect to enable us to make better decisions, focusing on what brings the greatest value to the communities we serve. In due course, we will also be able to participate in any efforts to aggregate payment for travel services of all types on a single platform.

Action Area 3: Safe and Responsive Service Delivery

Making reliable service happen

■ BASE	▲ BASE PLUS	● INNOVATION	
<ul style="list-style-type: none"> • Deliver safe, efficient and reliable scheduled services • Continue to provide a range of transportation services that best match customer needs • Plan and continuously optimize services, including implementing additional and new service approaches to best meet customer and community needs, within available resources • Continue to engage our operating companies and support training and other programs to improve safety and service delivery 	<ul style="list-style-type: none"> • Increase the provision of real-time information and use by both customers and operations • Implement improved security (Closed-Circuit TV) functionality • Expand interregional services to meet customer needs • Implement Custom Transit dispatch processes and technologies to improve efficiency 	<ul style="list-style-type: none"> • Integrate information and service planning where possible with other mobility providers • Expand services to include additional on-demand and flexible delivery models (first and last mile multimodal integration) 	<ol style="list-style-type: none"> 1. Engaged People and Partners 2. Positive Customer Experience 3. Safe and Responsive Service Delivery 4. Modernized and Low Carbon Fleet 5. Supportive Infrastructure 6. Enabling Technology 7. Effective Contracts and Standards 8. Open and Transparent Communication 9. Stable Funding and Governance 10. Prudent Financial Stewardship
			

Action Area 4: Modernized and Low Carbon Fleet

Optimizing vehicle technology for safety and GHG reduction while reliably meeting passenger demand and customer experience

BASE	BASE PLUS	INNOVATION	
<ul style="list-style-type: none"> Ensure vehicles are available, reliable and maintained by continuing to support the province-wide Preventative Maintenance Program and Fleet Standards Support an affordable and environmentally sustainable fleet, including the timely replacement of buses at end-of-life Leverage the Provincial Fleet Plan for shared benefits and risk mitigation Leverage data collected through enhanced means to match vehicle size to community demand 	<ul style="list-style-type: none"> Acquire buses in support of service expansion and growth Develop more standardized data collection methods and use new data streams to support maintenance and asset investment decision-making Use predictive analytics to inform decision-making and better plan fleet maintenance activities Support the transition to Smart Bus technologies, including NextRide and Electronic Fare Payment technologies 	<ul style="list-style-type: none"> Implement the Low Carbon Fleet Strategy, BC Transit's commitment to being 100% emission free by 2040 Secure alternative fuel supplies as the fleet transitions away from fossil fuels Explore driver-assist technologies 	<ol style="list-style-type: none"> Engaged People and Partners Positive Customer Experience Safe and Responsive Service Delivery Modernized and Low Carbon Fleet Supportive Infrastructure Enabling Technology Effective Contracts and Standards Open and Transparent Communication Stable Funding and Governance Prudent Financial Stewardship
			

In Focus: BC Transit's Low Carbon Fleet Strategy

In November 2018, BC Transit approved a Low Carbon Fleet Strategy to support provincial targets for greenhouse gas (GHG) emissions and to align with the provincial CleanBC plan. Core to this program is a 10-year fleet replacement strategy to replace over 1,200 existing buses.

We are committed to pursuing new and low carbon technologies, supported by the use of renewable fuels, as we strive towards a cleaner, greener fleet. This includes a commitment to start buying electric-only heavy duty buses starting 2023 and a target to create a fully-electric provincial fleet by 2040, with the first 10 electric buses set to arrive in the Victoria Regional Transit System in 2021.

We have the ability to significantly contribute to the provincial government GHG reduction targets with this program. We are committed to doing our part as corporate citizens by prioritizing actions that contribute to the reduction of GHG emissions.

Our fleet replacement strategy is built upon four core pillars:



1. Each vehicle classification will have its own electric transition pathway, including timelines and implementation plans, in alignment to future replacement needs.

2. The transition to full electric will be supported by sourcing renewable fuels and the acquisition of compressed natural gas (CNG) buses and fueling infrastructure.
3. To determine which investment will best support our and the province's objectives, business cases will be developed for all fleet investment and associated technology types, supported by ongoing assessment of technology readiness.
4. Strong partnerships will be established with organizations that have similar objectives and will assist in the execution of a low carbon fleet. This includes partnerships with bus manufacturers, renewable fuel suppliers and propulsion system suppliers to strengthen the program.

Until their transition to electrification, only low-carbon technology, such as CNG which uses renewable natural gas, is planned to replace and expand the heavy-duty and medium-duty buses. We currently have a fleet of 128 CNG-powered vehicles to which we will add 34 medium-duty and 68 heavy-duty vehicles, starting in 2020.

Action Area 5: Supportive Infrastructure

Giving transit the space and place it needs to be reliable, and to create a better customer experience now and into the future

BASE	BASE PLUS	INNOVATION	
<ul style="list-style-type: none"> Develop and maintain fixed assets such as Operations and Maintenance Facilities, major exchanges, stops and other transit-supportive infrastructure that conform with sustainability principles Continue the Long Term Capital Plan that sustains current infrastructure and prepares for future needs Work with partners to identify opportunities to introduce or expand transit supportive or transit priority infrastructure Collaborate with local government partners and First Nations to highlight and influence the relationship between land-use planning and efficient and effective transportation planning 	<ul style="list-style-type: none"> Enhance the alignment of transit service growth and transit infrastructure needs with community land-use plans and capital plans Develop partnerships with other organizations in support of creating effective transit supportive infrastructure Enhance facility planning and preventative maintenance programs Leverage funding opportunities, such as those that may arise from federal infrastructure programs Explore opportunities to acquire real estate to meet anticipated future infrastructure needs Support the development of Rapid Transit corridors to increase mode shift to transit 	<ul style="list-style-type: none"> Prepare infrastructure to support the transition to low or zero carbon fleet Explore opportunities in the governance and legislative framework to advance transit supportive capital and infrastructure investment 	<ol style="list-style-type: none"> Engaged People and Partners Positive Customer Experience Safe and Responsive Service Delivery Modernized and Low Carbon Fleet Supportive Infrastructure Enabling Technology Effective Contracts and Standards Open and Transparent Communication Stable Funding and Governance Prudent Financial Stewardship
 			

In Focus: Making Services More Reliable Through Investment in Infrastructure

Two areas of infrastructure investment are required in order to support transit being your best transportation solution in communities across the province.

The first is the introduction of new or expanded transit priority infrastructure. Urban communities across our province are experiencing increasing levels of congestion, which is impacting average journey times and reliability. Investing in transit priority measures improves speed, reliability, comfort and convenience for public transit customers. It also benefits other road users by reducing the total number of vehicles on the road.

Improving the overall performance and attractiveness of transit is a defining factor in convincing more British Columbians to make the switch from their personal car to public transit. Less congested streets are more pleasant to

walk and cycle on, are safer for all road users and improve the quality of the air that we breathe. Reducing congestion levels on the road also helps us mitigate future operational cost increases.

The second area for infrastructure investment is to continue to invest in adequate transit operations and maintenance (O&M) facilities. O&M facilities are an integral part of transit systems as they are where the buses are stored, maintained and dispatched to their assigned service. As many of the O&M facilities across the province are reaching their capacity, it is important to identify and invest in the expansion of these facilities to ensure that space is available for transit systems to grow into the future.



Action Area 6: Enabling Technology

Providing the foundation for technology and information that enables evidence-based decision-making and access to the services our people and customers need

BASE	BASE PLUS	INNOVATION	
<ul style="list-style-type: none"> Provide continuous cybersecurity, privacy and data protection Provide ongoing records management and file storage practices Enable effective and reliable collection and storage of data Deliver and support the Information Technology (IT) tools and applications that allow people to be as effective as possible 	<ul style="list-style-type: none"> Develop and implement updated Data Governance structure and policies Explore opportunities to improve the analysis and visualisation of data and connect data between multiple business areas in support of decision-making across the organization Explore and improve partnerships for data sharing Support improvements to business applications and processes to ensure they stay relevant to changing opportunities and business needs 	<ul style="list-style-type: none"> Explore opportunities for big data and the Internet of Things (IoT) to enhance cost optimization, asset utilization, customer service analysis, safety and security Broker best cloud-based solutions Support the evaluation and transition to further automation of processes where feasible 	<ol style="list-style-type: none"> Engaged People and Partners Positive Customer Experience Safe and Responsive Service Delivery Modernized and Low Carbon Fleet Supportive Infrastructure Enabling Technology Effective Contracts and Standards Open and Transparent Communication Stable Funding and Governance Prudent Financial Stewardship
 			

BC TRANSIT STRATEGIC PLAN | 23

Action Area 7: Effective Contracts and Standards

Ensuring successful frameworks that promote safety, sustainability and consistency for partners and suppliers across the province

BASE	BASE PLUS	INNOVATION	
<ul style="list-style-type: none"> Deliver the services and responsibilities defined by the <i>British Columbia Transit Act</i> Deliver an effective vendor procurement and contract management strategy Ensure business continuity, mitigate risk and reduce the potential for cost volatility through contract clauses 	<ul style="list-style-type: none"> Consolidate and regionalize transit system operating contracts Improve contract adherence standards and enhance measurement tools to manage performance Enhance the vendor and contract management framework to allow for more robust service level agreements 	<ul style="list-style-type: none"> Centralize contract management duties Develop a sustainable supply chain risk analysis Consider and implement contract and partnership structures that will be required to integrate with other forms of transportation through Mobility as a Service (MaaS) 	<ol style="list-style-type: none"> Engaged People and Partners Positive Customer Experience Safe and Responsive Service Delivery Modernized and Low Carbon Fleet Supportive Infrastructure Enabling Technology Effective Contracts and Standards Open and Transparent Communication Stable Funding and Governance Prudent Financial Stewardship
 			

Action Area 8: Open and Transparent Communication

Fostering community support for transit

BASE	BASE PLUS	INNOVATION	
<ul style="list-style-type: none"> Actively engage with our employees, partners and customers Increase corporate reporting to celebrate and promote transit related accomplishments Continue to participate in elected official meetings and public events Improve communication with partners and front line employees Collaborate and enhance communication with other transportation service providers such as TransLink and BC Ferries 	<ul style="list-style-type: none"> Improve the website and other online tools to better match customer needs Conduct more community outreach to grow ridership and inform the development of service (e.g. schools, assisted living communities) Improve travel training programs for current and prospective transit riders to make it even easier to become a transit customer Collaborate with local government partners to host transit industry workshops, events and dialogues Improve integration of BC Transit planning documents into other partner reports (e.g. Official Community Plans) Enhance the Transit Ambassador Program to better support outreach at the local level 	<ul style="list-style-type: none"> Explore opportunities for collaboration with other government organizations (such as the Ministry of Health, Housing and Environment) to enhance awareness of BC Transit and more effectively plan and implement improvements that meet multiple needs Develop relationships with transit advocates to increase community awareness and support for transit at the grassroots level Create a Champions of Transit program to provide interested local elected officials with information they can use to advocate for improved transit and supportive land use in their communities 	<ol style="list-style-type: none"> Engaged People and Partners Positive Customer Experience Safe and Responsive Service Delivery Modernized and Low Carbon Fleet Supportive Infrastructure Enabling Technology Effective Contracts and Standards Open and Transparent Communication Stable Funding and Governance Prudent Financial Stewardship
			

BC TRANSIT STRATEGIC PLAN | 25

Action Area 9: Stable Funding and Governance

Charting the path to successful transit systems through sustainable funding sources, accountable decision-making and insightful reporting

BASE	BASE PLUS	INNOVATION	
<ul style="list-style-type: none"> Maintain existing funding sources that support transit Develop three-year budgets and expansion proposals for funding partners and apply to Ministry of Transportation & Infrastructure for funding Adhere to the Mandate Letter and develop Corporate Reports (Annual Service Plan and Corporate Service Plan) Support the Board and local partnerships Define the impacts of complimentary fare programs 	<ul style="list-style-type: none"> Develop more partnerships with First Nations' communities and improve opportunities for Community Partnership Transit Agreements Communicate a clear framework for different governing options that may be available to govern transit systems (Council/Board, Committees, Commission) Continue to explore alternative funding models Explore partnerships and alliances with other organizations (e.g. TransLink, BC Ferries, BC Hydro) to build ridership/revenue and mitigate cost increases Create strong alignment between community growth and transit investment needs (particularly in maintaining service reliability by addressing congestion) 	<ul style="list-style-type: none"> Evaluate new funding mechanisms to supplement existing sources that may evolve in the future Establish a framework for supporting transportation services to small communities unable to afford BC Transit services Explore opportunities for additional funding sources related to climate change levers Review the <i>British Columbia Transit Act</i> to prepare for future integration with Mobility as a Service, such as changes to service types, land-use and jurisdictional influence 	<ol style="list-style-type: none"> Engaged People and Partners Positive Customer Experience Safe and Responsive Service Delivery Modernized and Low Carbon Fleet Supportive Infrastructure Enabling Technology Effective Contracts and Standards Open and Transparent Communication Stable Funding and Governance Prudent Financial Stewardship
			

Action Area 10: Prudent Financial Stewardship

To ensure financial accountability and sustainability for BC Transit and its partners

■ BASE	▲ BASE PLUS	● INNOVATION	
<ul style="list-style-type: none"> Maximize organizational efficiencies and adhere to fiduciary duties Administer enterprise risk and insurance programs Continue revenue and financial reporting Adhere to internal controls, business continuity, policies and process manuals Renew the standardized vehicle lease fees to provide improved budget certainty and continuity to BC Transit and its partners Conduct regular audits Continue annual reporting, budgeting and forecasting 	<ul style="list-style-type: none"> Improve organizational readiness to change Leverage opportunities for federal infrastructure funding and streamline the application and reporting process Improve performance reporting to support business decisions Enhance the capital project governance, framework and tools Improve the transition of capital projects to implementation and operations (funding and processes) Develop a framework for measurement of enterprise risk to support the business 	<ul style="list-style-type: none"> Identify new sustainable funding sources Implement technology tools to improve and make more efficient budgeting and forecasting processes 	<ol style="list-style-type: none"> Engaged People and Partners Positive Customer Experience Safe and Responsive Service Delivery Modernized and Low Carbon Fleet Supportive Infrastructure Enabling Technology Effective Contracts and Standards Open and Transparent Communication Stable Funding and Governance Prudent Financial Stewardship
			

BC TRANSIT STRATEGIC PLAN | 27

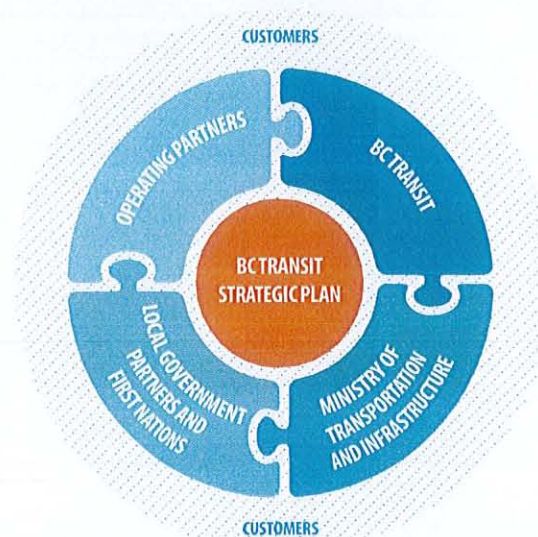
IMPLEMENTING THE PLAN

The Strategic Plan is not a static document. In concert with other business planning processes and the many stakeholders we serve, this plan will be reviewed annually to address emerging trends and performance, and determine if immediate changes are required to the presented objectives and action areas. Furthermore, a comprehensive Strategic Plan engagement, review and update will be undertaken every five years.

As part of our continued commitment to public involvement in our strategic plan process, this plan will be provided to our employees, local government partners and First Nations, transit operating companies and major stakeholders. The plan, plus summaries and highlights, will also be available online to our customers and the general public.

This Strategic Plan is intended to serve as the overarching framework for BC Transit's regular business plans as well as to support our key stakeholders in the development of their own plans and process.

Together with our people, government and operating partners, BC Transit looks forward to transforming your journey in the years to come.





Healthy Communities

Monthly Newsletter



Interior Health
Every person matters

February 2020

Community Recognition

City of Fernie Benefits from New Youth Councillor

Last fall the City of Fernie joined a handful of municipalities around our region and opened up a position on council for a [volunteer youth councillor](#). It has been a great opportunity to widen the perspective of staff and elected officials, and increase opportunities for community engagement.

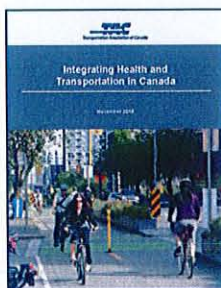
Salmon Arm to Recognize Secwepemc Territory before All Council Meetings

The City of Salmon Arm is joining a small but growing list of municipalities that [officially acknowledge](#) the First Nation territory at council meetings. This is an important part of implementing the recommendations from the Truth and Reconciliation Commission, and helping to improve health equity.

Events & Learning Opportunities

Looking for your feedback: Housing Supply & Affordability in BC

The Government of BC has formed an Expert Panel on the Future of Housing Supply & Affordability to explore solutions to ensure there are affordable homes available for purchase or rent in BC's largest cities. Organizations and private citizens have an opportunity to submit their feedback up **until April 3, 2020 at 4pm**. Find out more information on how to submit your feedback [here](#).



Integrating Health and Transportation in Canada

Webinar: Tuesday, February 25, 2020 at 10:00-11:00 AM PT

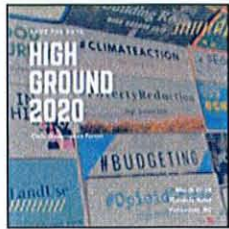
Transportation systems are vital to the achievement of Canada's public health objectives in the areas of physical activity, chronic disease, and exposure to air and noise pollution. Transportation Association of Canada's new report [Integrating Health and Transportation in Canada](#) offers recommendations for transportation planners and engineers to help build public health in Canada, based on international best practices and input from dozens of practitioners. This webinar offers an overview of the study's methods, findings and recommendations for next steps. Register [here](#).

Applying a Health Equity Lens to Program Planning

Webinar: Wednesday, March 18, 2020 at 10:30-11:30 AM PT

This webinar will explore the [Community Planning Tool](#): Applying a Health Equity Lens to Program Planning resource available from the Fraser Health Authority. The resource will serve as an example

of how to apply a health equity lens to complement current program planning practices. Learn more about this webinar and register [here](#).



High Ground 2020: Columbia Institute's Annual Civic Governance Forum

Vancouver, BC: Friday, March 27 to Saturday, March 28

"Committed to Action" is the theme of this year's event which promises to foster peer learning, offer insights on how to nurture inclusive, equitable, and sustainable communities, and spark new collaborations. The final agenda has yet to be announced, but they have added a new and exciting pre-conference

opportunity: Personal Journey to Reconciliation. Learn more about both opportunities [here](#).

Advancing Healthy Public Policy

Community Benefits of Supportive Housing

Stable housing is a cornerstone of population health. Our communities need many types of housing, and supportive housing is a key piece of the housing wheelhouse. [This easy-to-read report](#) highlights mostly B.C.-based research and includes key information, facts, and statistics to answer common questions that neighbours, local government, and other stakeholders may have about supportive housing.



Basic Income: Some Policy Options for Canada

The call for a basic income is growing, including from public health and environmental sectors, Nobel laureate economists, marginalized communities and people concerned about precarious work and technological disruption. The urgent need to reduce inequality and its costly consequences (especially to the health care sector and justice systems) has led some researchers, advocates, and politicians to the conclusion that basic income is inevitable. [This new report](#) shows that basic income is both necessary and feasible—it's not a matter of possibilities but of priorities. This is a great example of a healthy public policy measure that local governments can advocate for to higher levels of government. Here are two related media pieces from [Huffpost](#) and [The Star](#).

Food Insecurity Fact Sheets



Take a look at the [new fact sheets from PROOF](#). They include one titled, *Relationship Between Food Banks and Food Insecurity in Canada* and another one called *The Impact of Food Insecurity on Health*.

PROOF is an interdisciplinary research team investigating household food insecurity in Canada. The goal of this research program is to identify effective policy approaches to reduce household food insecurity, which is defined as the inadequate or insecure access to food due to financial constraints.

Statement from the Council of Chief Medical Officers of Health on Nicotine Vaping in Canada

Canada's Chief Medical Health Officers remain significantly concerned by the substantial rise of nicotine vaping among Canadian youth. Last month they [released recommendations](#) to protect young

people and encourage smokers who use vaping devices to use them solely to end or reduce their use of all nicotine-containing products. Opportunities exist for municipalities to include vaping as part of smoke free outdoor spaces bylaws, and to restrict the density of tobacco & vaping products retail sites as well as banning these retail locations near schools.

Funding News

PlanH Healthy Communities Fund: Social Connectedness & Healthy Community Engagement



The PlanH Healthy Communities Fund, administered by BC Healthy Communities, is offering 20 grants for the 2020-2021 year across two funding streams: Social Connectedness and Healthy Community Engagement.

The [Social Connectedness](#) funding stream offers 15 grants of \$5,000 each, as well as support from BC Healthy Communities staff, for projects that foster relationship building among community members and create long-lasting social networks.

The [Healthy Community Engagement](#) stream offers five grants of \$15,000 each, as well as support from BC Healthy Communities staff, for in-depth, equitable community engagement initiatives that prioritize meaningful input from all community members.

PlanH will be hosting a Facebook Live Q&A Chat on Tuesday, March 10 at 10am PT to answer any questions. The deadline for applications is **April 6, 2020**.

You can also contact us at healthycommunities@interiorhealth.ca to talk more about these opportunities.

Community Food Action Initiative (CFAI)



As shared last month, this is your last chance to apply to the Interior Health *Community Food Action Initiative* (CFAI). The single year funding is available to support communities within the Interior Health region to improve food security. The deadline for applications is **February 21, 2020**. Please see the attached funding guide for more information.

Have a safe & healthy Family Day weekend!



Sincerely,

Your Healthy Communities Team

Contact us at: healthycommunities@interiorhealth.ca

To subscribe, send a blank email with [Subscribe to Monthly e-newsletters](#) in the subject line.

To unsubscribe, send a blank email with [Unsubscribe to Monthly e-newsletters](#) in the subject line.

Interior Health (IH) is pleased to announce single year funding *Community Food Action Initiative (CFAI)* for April 1, 2020 - March 31st, 2021.

The goal of CFAI is to support community-led activities that increase [food security](#). CFAI builds on community strengths and helps communities take part in more opportunities and partnerships around food security.

Focus of CFAI single year 2020-21

CFAI funding has been given out by IH since 2005. Over the past 14 years many communities have benefited from the funding. There are also many communities that have not received CFAI funding. IH wants to make sure that all communities have a fair chance at applying for, and receiving the funding.

For CFAI funding 2020-21, preference will go to communities that have not received CFAI funding in the past 10 years (2009-2019). Please see the end of this document for the list of communities that have not received funding.

Unincorporated communities, Metis Nations are not included in this list. Please contact IH at FoodSecurity@interiorhealth.ca or if you have questions about your community.

There is a total of **\$30,000** of funding available. There are 5 grants available for \$6,000 each.

Eligible Applicants

Located in the IH Region:

- First Nations
- Métis Nation of B.C.
- Aboriginal¹ communities or organizations
- Local governments
- Schools, school districts, academic institutions
- Non-profit organizations
- Community coalitions or councils

Funding Objectives

The intention of this round of single year funding is to:

- Build capacity in communities to take collective action to address food security such as:
 - Provide support to communities who are starting to work on food security
 - Provide support to communities to build on existing initiatives
- Support communities at different stages of [readiness](#)
- Support communities at different stages of the [food security continuum](#)
- Support rural and Aboriginal communities when possible
- Provide support for organizing community collaboration

¹ For the purposes of this grant, 'Aboriginal' is used to describe First Nations, Métis, and Inuit peoples.

Examples of Eligible Activities:

- Community engagement event/Gathering to help start discussions and build partnerships
 - Food forum
 - Education event that will bring people together to learn and talk about food security. (e.g. food system documentary movie screening, guest speakers, group discussions).
- Forming a group to address food security and food system issues in the community (e.g. food policy group, food action group)
- A knowledge sharing event or activity like a feast, food gathering, hunting, fishing.
- Training to support a food security group's skill development. Skills could include, but are not limited to project management; facilitation; cultural competency; sustainability planning; and grant writing.
- Expand the reach of an existing activity through partnerships and collaboration (e.g. traditional food activity, increasing connection and collaboration between food bank and the local food system, link emergency food with poverty reduction activities and policy work).
- Food security mapping or assessment (e.g. project to identify food security strengths and gaps in your community).

Please contact IH at FoodSecurity@interiorhealth.ca if you have questions about the eligibility of your idea or project.

Ineligible Use of Funds

- Operational budget for an organization, food program.
- Healthy eating/nutrition workshops.
- Purchasing food for a food/meal programs that have the primary goal of feeding people.

Application

Please respond to all these points:

Brief Background information (not scored, please be brief):

1. Name and contact information of the organization applying.
2. Description of the organization making the application.
3. Describe your community/region (geographic location, population, and demographics).
4. Is the activity connected to current/ongoing initiative(s) or a new and emerging idea?

Project Information

1. Summary of project
2. Project need – what is the need for this in your community?
3. Related experience of organization(s) and people involved
4. Community impact
5. Timeline of activities
6. Plan to evaluate the project and capture learnings
7. Budget – See template on last page of this document

Proposals must be submitted in PDF format and have standard page borders, size eleven font and not exceed two-pages. The budget is not included in two-page limit.

Application deadline and submission

The deadline for applications is Friday, February 21, 2020 at 4:00pm PST. Applications must be submitted to Interior Health by email to FoodSecurity@interiorhealth.ca.

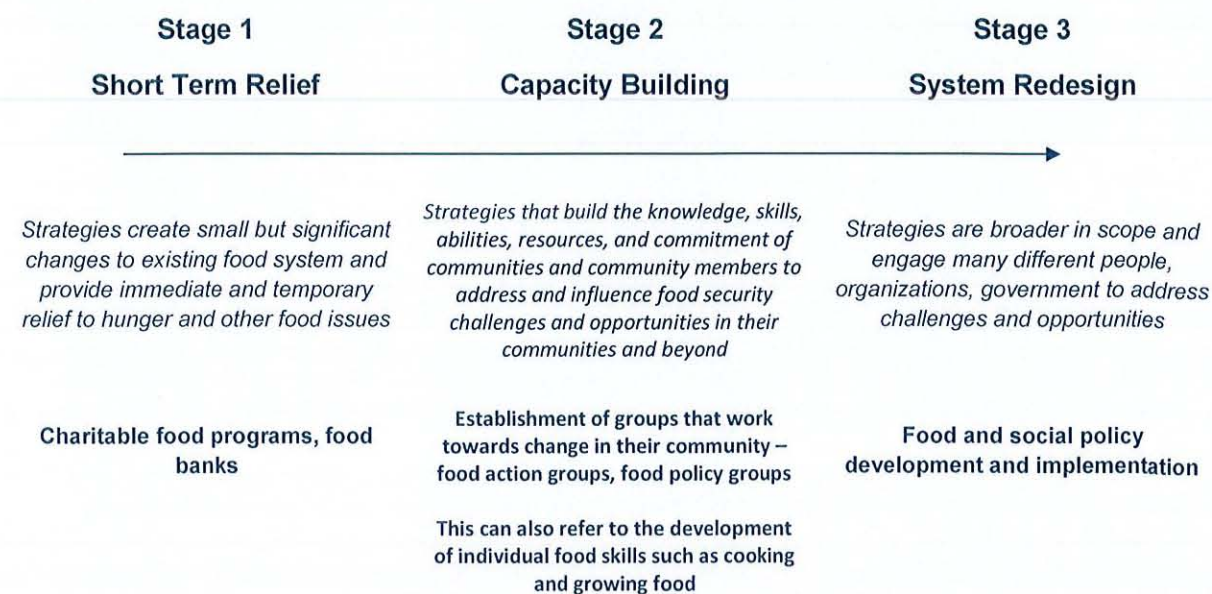
Applicants will be notified of decisions by March 20, 2020.

Definitions

Food Security, is a complex term without a single definition. Interior Health aligns with how the BC Centre for Disease Control describes the goals of food security: increasing the physical, social and economic access to nutritious, safe, personally and culturally acceptable food with a focus on increasing availability of healthy food produced in a sustainable manner.

Household Food Insecurity - The main cause of household food insecurity is not having enough money to buy food. Policy work to increase a household's income is the best way to lower food insecurity rates.

Food Security Continuum



Budget Template

Expense Description	Cost	Amount Requested from CFAI	Amount from other funding source or in-kind
TOTALS			

Communities, Regions and First Nations that have not received CFAI funding in the past 10 years (2009-2019)

First Nations
?aq'am
Adams Lake
Akisk'nuq
Ashcroft
Bonaparte
Boothroyd
Boston Bar
Canim Lake
Coldwater
Cook's Ferry
Dăkelh Dene
Esdilagh
Esketemc
High Bar
Kanaka Bar
Ktunaxa
Little Shuswap
Lower Kootenay
Lower Nicola
Lower Similkameen
Lytton
Neskonlith
Nlaka'pamux
Nicomen
Nooaitch
Okanagan
Oregon Jack Creek
Penticton
Secwepemc
Sekw'el'was
Shackan
Shuswap
Simpcw
Siska
Skeetchestn
Skuppah
Splatsin
Stl'atl'imc
Syilx
T'it'q'et
T'kemlups
Tl'esqox

Tl'etinqox-t'in
Tobacco Plains
Tsal'alh
Tsi Del Del
Tsilhqot'in
ts'kw'aylaxw
Ulkatcho
Upper Nicola
Upper Similkameen
Westbank
Whispering Pines/Clinton
Williams Lake
Xaxli'p
Xeni Gwet'in
Xwisten
<u>Yunesit'in</u>

Incorporated Communities and Regions
100 Mile House
Armstrong
Ashcroft
Barrier
Cache Creek
Canal Flats
Cariboo region
Chase
Clinton
Coldstream
Columbia Shuswap region
Elkford
Enderby
Fernie
Fruitvale
Greenwood
Keremeos
Lake Country
Logan Lake
Lumby
Lytton
Midway
Montrose
Nakusp
New Denver
Osoyoos
Peachland

Penticton
Princeton
Radium Hot Springs
East Kootenay region
Rossland
Salmo
Sicamous
Silverton
Slocan
Spallumcheen
Sparwood
Sun Peaks Mountain
Thompson Nicola region

From: Heidi Kriz

Sent: Friday, February 07, 2020 3:53 PM

Subject: Expressions of Interest to Serve on the MIABC's Board of Directors

The 33rd Annual General Meeting (AGM) of the Municipal Insurance Association of BC's (MIABC's) subscribers will take place on 22 September 2020 in Victoria, BC. Further details on the precise time and location of the AGM will be provided in due course.

This year, the four Deductible Group representatives (one from each of Deductible Groups A, B, C, and D) and the Regional District representative positions are up for election. As stipulated in Article 3.04 of the Reciprocal Insurance Exchange Agreement (RIEA), those interested in serving on the MIABC's Board must satisfy the following qualifications:

Any individual may be a member of the Board provided that, and for long as, he or she:

- a) is a person who is nineteen (19) years of age or more;
- b) is not a person who is of unsound mind, having been so found by a Court of Canada or elsewhere;
- c) is not a person who has the status of a bankrupt;
- d) is a councillor, mayor, alderman, director, officer, or employee of a Subscriber; and provided that no other councillor, mayor, alderman, director, officer, or employee of the Subscriber is also a member of the Board; and has at least one of the following four qualifications:
- e) at least two years' experience in accounting, finance, or local government purchasing;
- f) at least two years' experience in the insurance industry;
- g) at least two years' experience with local government risk management or an enterprise risk management program; or
- h) at least two years' governance experience in a regulated or publicly traded entity.

Additionally, as stipulated in the MIABC's Nomination and Election Procedure Bylaw, all nomination materials should include the following four items: (i) a completed "Personal Information Return" in the form provided by the British Columbia Financial Services Authority; (ii) a bankruptcy and insolvency report; (iii) a criminal record check report; and (iv) a current resume.

Interested candidates may contact Roy Scott, Chair of the Nominating Committee, care of the MIABC's Board Secretary, Heidi Kriz, at hkriz@miabc.org. All nominations must be received no later than 31 March 2020.

The AGM Booklet with further voting information and the 2020 Resolutions will be distributed at the end of August.

Best regards,



**MUNICIPAL
INSURANCE
ASSOCIATION
OF BRITISH
COLUMBIA**

Heidi Kriz

Heidi Kriz

Administrator & Board Secretary

Tel: 604-449-6347 | Fax: 604-683-6244 | hkriz@miabc.org

Municipal Insurance Association of BC

#200 - 429 West 2nd Avenue

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CITY OF PORT MOODY

OFFICE OF THE MAYOR

February 4, 2020

To All BC Municipalities,

On January 14, 2020, at a Regular Meeting of Council, Port Moody City Council passed the following resolution:

Moved, seconded, and CARRIED

WHEREAS the City of Port Moody has recognized and has demonstrated over the past years its commitment to the importance of healthy citizens as the foundation of a healthy, engaged, and economically vibrant community;

AND WHEREAS the over 3 million Canadians, including many in our local communities, don't take medicines prescribed by their doctors because they can't afford them;

AND WHEREAS Canada is currently the **ONLY** country with a National Medicare Program that does not have a National Pharmacare Program;

AND WHEREAS the risk of having no insurance for medicines is high among lower income Canadians which includes the service industry, precarious working, and seasonal workers;

AND WHEREAS studies show that adding a National Pharmacare Program to our National Health Care System would lower costs to businesses by over \$8 billion per year, providing Canadian companies competitive advantages in international trade;

AND WHEREAS recent research confirms that these gains can be achieved with little or no increase in public investment;

AND WHEREAS municipal government expenses for employee benefits would be significantly reduced by a National Pharmacare Program;

AND WHEREAS a national prescription drug formulary would support better quality prescribing, including reducing dangerous and inappropriate prescribing to Canadian seniors;

AND WHEREAS a National Pharmacare plan is a sound policy, both economically and socially, the City of Port Moody express its support for the creation of a National Pharmacare program as an extension of Canadian Medicare, since health and economic studies now show that such a policy would improve health in municipalities, give local businesses a competitive advantage in the global marketplace, and lower costs for municipal government on taxpayers;

THEREFORE BE IT RESOLVED THAT the City of Port Moody call on the Federal Government to work with the provinces and territories to develop and implement a

Universal Public National Pharmacare program as one of the first orders of business after the 2019 election;

AND THAT this letter be forwarded to all BC municipalities asking to write their support as well.

Attached is the letter that the City of Port Moody sent to the Honourable Patty Hajdu, Minister of Health requesting the Federal Government to start working with the provinces and territories to develop and implement a Universal Public National Pharmacare Program.

We hope that you will join the City of Port Moody and write to the Minister of Health to support the creation of a National Pharmacare Program for all Canadians.

Thank you for your consideration.

Sincerely,

A handwritten signature in black ink, appearing to be 'Rob Vagramov', followed by a period.

Mayor Rob Vagramov
City of Port Moody

Attachments:

1. Letter dated February 4, 2020 to the Minister of Health regarding National Pharmacare Program
2. Report dated December 17, 2019 from Councillor Amy Lubik regarding Supporting Universal National Pharmacare



CITY OF PORT MOODY

OFFICE OF THE MAYOR

February 4, 2020

Email: hcmminister.ministresc@canada.ca

Honourable Patty Hajdu, Minister of Health Canada
Address Locator 0900C2
Ottawa, Ontario K1A 0K9

To Honourable Patty Hajdu,

On January 14, 2020, at a Regular Meeting of Council, Port Moody City Council passed the following resolution:

Moved, seconded, and CARRIED

WHEREAS the City of Port Moody has recognized and has demonstrated over the past years its commitment to the importance of healthy citizens as the foundation of a healthy, engaged, and economically vibrant community;

AND WHEREAS the over 3 million Canadians, including many in our local communities, don't take medicines prescribed by their doctors because they can't afford them;

AND WHEREAS Canada is currently the ONLY country with a National Medicare Program that does not have a National Pharmacare Program;

AND WHEREAS the risk of having no insurance for medicines is high among lower income Canadians which includes the service industry, precarious working, and seasonal workers;

AND WHEREAS studies show that adding a National Pharmacare Program to our National Health Care System would lower costs to businesses by over \$8 billion per year, providing Canadian companies competitive advantages in international trade;

AND WHEREAS recent research confirms that these gains can be achieved with little or no increase in public investment;

AND WHEREAS municipal government expenses for employee benefits would be significantly reduced by a National Pharmacare Program;

AND WHEREAS a national prescription drug formulary would support better quality prescribing, including reducing dangerous and inappropriate prescribing to Canadian seniors;

AND WHEREAS a National Pharmacare plan is a sound policy, both economically and socially, the City of Port Moody express its support for the creation of a National Pharmacare program as an extension of Canadian Medicare, since health and economic studies now show that such a policy would improve health in municipalities, give local businesses a competitive advantage in the global marketplace, and lower costs for municipal government on taxpayers;

THEREFORE BE IT RESOLVED THAT the City of Port Moody call on the Federal Government to work with the provinces and territories to develop and implement a Universal Public National Pharmacare program as one of the first orders of business after the 2019 election;

AND THAT this letter be forwarded to all BC municipalities asking to write their support as well.

With the costs of housing, food, and livability increasing daily, having the expense of medications adds another burden to peoples financial means. This can mean hard choices between medications and other needs and/or improper use of medications, especially for folks working in precarious employment sectors.

A recent study found that over 300,000 people had additional doctor visits, 93,000 had to go to the emergency department and 26,000 people were admitted to hospital – all because they couldn't pay for their medications. That creates a significant burden on the health care system, one that we can alleviate with a national drug plan.

The Pharmacare Program has been an initiative supported by the majority of Canadians, but it has yet to come to pass despite support from at least three federal parties. Health and wealth inequalities are growing across Canada and impact Port Moody residents, including a growing elder population; British Columbians may be hardest hit by lack of universal coverage, despite recent changes to provincial drug coverage, as demonstrated in a 2018 cross-institutional study.

Port Moody City Council is calling on the Canadian Minister of Health, for the second time, to create a Universal Public National Pharmacare program.

Regards,



Mayor Rob Vagramov
City of Port Moody

CC: British Columbia Municipalities



Report to Council

From the Office of Councillor Amy Lubik

Date: December 17, 2019
Subject: Supporting Universal National Pharmacare

Purpose

To ask that the City of Port Moody Write to the Federal Government in support of the implementation of a national pharmacare strategy as a priority following the 2019 election.

Recommendation

WHEREAS, The City of Port Moody has recognized and has demonstrated over the past years its commitment to the importance of healthy citizens as the foundation of a healthy, engaged and economically vibrant community; and

WHEREAS, The over 3 million Canadians, including many in our local communities, don't take medicines prescribed by their doctors because they can't afford them; and

WHEREAS, Canada is currently the ONLY country with a National Medicare Program that does not have a National Pharmacare Program; and

WHEREAS, The risk of having no insurance for medicines is high among lower income Canadians which includes the service industry, precarious working and seasonal workers; and

WHEREAS, The studies show that adding a National Pharmacare Program to our National Health Care System would lower costs to businesses by over \$8 billion per year, providing Canadian companies competitive advantages in international trade; and

WHEREAS, The recent research confirms that these gains can be achieved with little or no increase in public investment; and

WHEREAS, Municipal government expenses for employee benefits would be significantly reduced by a National Pharmacare Program; and

WHEREAS, A national prescription drug formulary would support better quality prescribing, including reducing dangerous and inappropriate prescribing to Canadian seniors; and

WHEREAS, A National Pharmacare plan is a sound policy, both economically and socially, the City of Port Moody express its support for the creation of a National Pharmacare program as an extension of Canadian Medicare, since health and economic

studies now show that such as policy would improve health in municipalities, give local businesses a competitive advantage in the global marketplace and lower costs for municipal government on taxpayers; therefore be it

BE IT RESOLVED, That the City of Port Moody call on the Federal Government to work with the provinces and territories to develop and implement a Universal Public National Pharmacare program as one of the first orders of business after the 2019 election.

AND THAT this letter be forwarded to all BC municipalities asking to write their support as well.

Background

In 2017, the City of Port Moody wrote to the federal government to support the development of a Nation Pharmacare program (**attachment 1**); this has been initiative supported by the majority of Canadians, but it has yet to come to pass despite support from at least three major parties. Growing health and wealth inequalities impact Port Moody residents, including a growing elder population; BC residents may be hardest hit by lack of universal coverage, despite recent changes to provincial drug coverage, as demonstrated in a 2018 cross-institutional study <https://www.myprincegeorgenow.com/68282/bc-residents-struggling-afford-prescription-drugs/>. Studies have shown that 88% of Canadians support universal medicare as a component of our universal health care system, as was summarized in a brief to the house of commons <https://www.ourcommons.ca/Content/Committee/421/HESA/Brief/BR8352162/br-external/AngusReidInstitute-e.pdf>.

As Port Moody moves into budget season, it makes sense to push for policies from other sphere of government that will take pressure off of our residents, and indeed off of our corporate coffers, as [studies from the Columbia Institute and Canadian Doctors for Medicare](#) have calculated that local governments across Canada would save millions if such a system was in place, which is why it has been endorsed by the Surrey Board of Trade and the [BC Chamber of Commerce](#).

Now is an opportune time for local governments to remind the federal government that a national pharmacare strategy needs to be a priority.

Discussion

Writings from the [Canadian Labour Congress demonstrate why national universal pharmacare would benefit our residents, our city as a corporation, and small businesses:](#)

Finally, some good news for [the millions of Canadians](#) who have to choose between paying for groceries or their prescription medications.

Canada's Advisory Council on the Implementation of National Pharmacare has laid out a clear path for public, single-payer, universal pharmacare in its [final report](#).

"The time for universal, single-payer, public pharmacare has come," writes Dr. Eric Hoskins, the Council's chair. "This is our generation's national project: better access to the medicines we need, improved health outcomes and a fairer and more sustainable prescription medicine system."

This is the unfinished business of medicare, as envisioned by the late Tommy Douglas. As Saskatchewan's seventh premier, Mr. Douglas pioneered North America's first universal, single-payer health care system. It would become a cornerstone of Canada's social safety net and a key pillar of our nation.

We know that a fair society must be one in which every person has the opportunity to succeed and to thrive... we believe that universal, public pharmacare is a necessary step towards greater fairness.

As [numerous studies](#) have shown, millions of Canadians are struggling to afford to pay for their prescription medications. One study found that nearly a million Canadians sacrificed basic needs such as food, and close to a quarter of a million people gave up heating their homes. This lack of affordability is hurting not only people's health and well-being, but the [economic strength of our communities](#).

The new report demonstrates that every family will save, on average, \$350 per year on medications. It also points out that the average business owner will save about \$750 per employee. That will open up capacity for businesses to increase wages, or expand other types of coverage, including for dental and vision care. It also supports small businesses that find it difficult to compete for workers when they can't afford to offer drug coverage.

There will be an upfront cost, specifically at the outset, but as time goes on, the money our provincial health care systems will save will be significant. A [recent study](#) found that over 300,000 people had additional doctor visits, 93,000 had to go to the emergency department and 26,000 people were admitted to hospital – all because they couldn't pay for their medications. That creates a significant burden on the health care system, one that we can alleviate with a national drug plan.

Other Option(s)

THAT the report dated November 12, 2019 from Councillor Amy Lubik regarding Supporting Universal National Pharmacare be received for information.

Financial Implications

There are no financial implications related to this report.

Communications and Civic Engagement Initiatives

There are no communications or civic engagement initiatives required by the recommendations in this report.

Attachment(s)

1. Delegation Application regarding Pharmacare from May 15, 2018 City of Port Moody Committee of the Whole Meeting