

**REPORT TO REGIONAL WATER SUPPLY COMMISSION  
MEETING OF WEDNESDAY, OCTOBER 18, 2017**

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**SUBJECT     REGIONAL WATER SUPPLY - 2017 STRATEGIC PLAN**

**ISSUE**

To present a summary of the public and stakeholder engagement activities conducted to gather feedback on the Regional Water Supply - 2017 Draft Strategic Plan and present the final draft Plan document for Regional Water Supply Commission feedback and approval.

**BACKGROUND**

The draft content for the Regional Water Supply – 2017 Strategic Plan was presented to the Water Advisory Committee (Committee) for review and feedback at the June 7, 2017 meeting. The draft content and the feedback from the Committee was provided to the Regional Water Supply Commission (Commission) for review and feedback at their June 21, 2017 meeting. All of the feedback was considered by Capital Regional District (CRD) staff and where appropriate, the plan content was revised to incorporate feedback prior to finalizing the public and stakeholder engagement materials. This report provides a summary of the communications and public and stakeholder engagement activities conducted to gather feedback on the Regional Water Supply - 2017 Draft Strategic Plan and presents the final draft Plan document (Attachment 1) for Commission feedback and approval.

There were several methods used to engage with the public and stakeholders, summarized as follows:

**Water Advisory Committee - June**

The draft content for the Regional Water Supply - 2017 Strategic Plan was presented to the Water Advisory Committee for review and feedback on June 7, 2017. The Committee provided a written summary of the feedback to CRD staff and the Commission.

**Public Open Houses - July**

During the period of July 3-14, 2017, the CRD held five public open houses to inform stakeholders of the Strategic Plan and gather feedback. The open houses were held in Central Saanich, Saanich, Colwood, and Victoria and were attended by approximately 45 members of the public. At the open houses, attendees had the opportunity to speak with CRD staff about the strategic plan and the Regional Water Supply System in general, and provide feedback verbally and through written feedback forms. Attendees were also advised of the opportunity to provide feedback electronically through the dedicated strategic plan page on the CRD website, which was accessible between July 1, 2017 and September 30, 2017.

### External and Internal Stakeholder Presentations

On September 7, 2017, external stakeholders were invited to attend a presentation of the draft strategic plan material. The presentation was attended by municipal engineering and operations staff, First Nations operations and administrative staff, staff from a privately operated water system, Island Health staff, and First Nations Health Authority staff.

On September 8, 2017, internal CRD stakeholders were invited to attend a presentation of the draft strategic plan material. The presentation was attended by CRD staff representing infrastructure engineering and operations, watershed protection, water quality, demand management, cross connection control, finance, and communications.

Following the presentations, feedback was received directly through comments and through question and answer periods. Attendees were also advised of the opportunity to submit feedback electronically.

### Public Open House – September

As requested by the Commission, a follow-up open house was held on September 14, 2017 at the CRD Centre for Engagement (CRD Fisgard building) to provide another opportunity for the public to provide feedback. An additional information board was prepared to indicate the 'feedback heard to-date'.

### Water Advisory Committee - October

The Water Advisory Committee received a summary of the communications and public and stakeholder engagement activities conducted to gather feedback on the Regional Water Supply - 2017 Draft Strategic Plan and the draft Plan document at their October 12, 2017 meeting for final Committee feedback prior to recommending approval of the Plan to the Commission. The Committee passed the following motion at the meeting:

*That the Water Advisory Committee recommends that the Regional Water Supply Commission approve the Regional Water Supply – 2017 Strategic Plan as presented, with CRD staff's acknowledgement of the comments received at the Water Advisory Committee meeting on October 12, 2017.*

### Communications - Social Media, CRD Website and Print Advertising

The public open house information boards were posted on the CRD website at the beginning of July and, as previously noted, the opportunity to provide feedback electronically through the dedicated strategic plan page on the CRD website was accessible between July 1, 2017 and September 30, 2017.

Targeted Facebook advertisements (Attachment 2) on the CRD Facebook site were used between June 30 – July 10 and the CRD Twitter account was used to tweet 10 messages about the open houses and feedback opportunities.

Print advertisements were placed in the Times Colonist and Black Press newspapers in advance of the July open houses (Attachment 3).

### Public and Stakeholder Feedback

The feedback received has been summarized in Attachment 4. All of the feedback has been reviewed and considered by CRD staff and, where appropriate, the final draft strategic plan document has incorporated the feedback.

### Final Draft Document – Regional Water Supply – 2017 Strategic Plan

The final draft Plan document has been prepared for Commission feedback and approval. The Plan sets Commitments and identifies Strategic Priorities and Actions, with a planning horizon to the year 2050 that will guide the future direction for the Regional Water Supply Service. While the Commitments will likely remain virtually unchanged for decades, it is expected that the Strategic Priorities will be reviewed and updated every 5-10 years and the Actions will be planned, budgeted and implemented over the next 5 years. Progress and outcomes will be tracked and reported annually to the Regional Water Supply Commission and the CRD Board.

## **ALTERNATIVES**

### Alternative 1

That the Regional Water Supply Commission:

1. Approve the Regional Water Supply - 2017 Strategic Plan as presented; and
2. Direct staff to forward the Regional Water Supply - 2017 Strategic Plan to the CRD Board for information and make the Plan available for public distribution.

### Alternative 2

That the Regional Water Supply Commission not approve the Regional Water Supply - 2017 Strategic Plan as presented and refer the document back to staff for revision.

## **CONCLUSION**

Following review of the draft content for the Regional Water Supply – 2017 Strategic Plan by the Water Advisory Committee and the Regional Water Supply Commission in the Spring, the public and stakeholder engagement activities conducted over the Summer and Fall, and in consideration of the feedback received, the draft strategic plan document has been prepared. The vision for the plan was to produce a concise strategic plan that serves as a guiding document for service delivery, and is suitable for public consumption. The plan content centers around the commitments, strategic priorities and actions that are being, or will be undertaken, by the Capital Regional District through the Regional Water Supply Service.

## **RECOMMENDATION**

That the Regional Water Supply Commission:

1. Approve the Regional Water Supply - 2017 Strategic Plan as presented; and
2. Direct staff to forward the Regional Water Supply - 2017 Strategic Plan to the CRD Board for information and make the Plan available for public distribution.

Submitted by:	Ted Robbins, BSc, CTech, General Manager, Integrated Water Services
Concurrence:	Robert Lapham, MCIP, RPP, Chief Administrative Officer

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Attachments:

- 1 – 2017 Draft Strategic Plan for the Greater Victoria Water Supply System
- 2 – Online Advertising
- 3 – Print Advertising
- 4 – Public and Stakeholder Feedback