

COUNCIL CORRESPONDENCE UPDATE TO OCTOBER 23, 2024 (8:30 a.m.)

Correspondence

- (1) North Shore Crisis Services Society, October 1, 2024, regarding North Shore Crisis Services Society Annual Report 2023-24**
- (2) BC Strata 2833, October 10, 2024, regarding Bike Path Petition**
- (3) 3 submissions, October 16–21, 2024, regarding Non-Medical Cannabis Retail (Referred to the October 21, 2024 public hearing)**
- (4) 2 submissions, October 17 and 21, 2024, regarding Sanitary Sewer System Asset Replacement**
- (5) October 17, 2024, regarding Complaint Regarding Tree on Municipal Land**
- (6) Saint Anthony’s School, October 17, 2024, regarding Invitation to Remembrance Service**
- (7) 2 submissions, October 18 and 22, regarding Parking in West Vancouver Parks**
- (8) 2 submissions, October 21, 2024 and undated, regarding Regulating Short-Term Rental Accommodation (Referred to the October 21, 2024 public hearing)**
- (9) October 21, 2024, regarding “Community Wildfire Plan Implementation - Fuel Treatment (\$600,000)”**
- (10) October 22, 2024, regarding “Atmospheric Rivers; Bylaw Enforcement of our Creeks Bylaw and RAPR Obligations *With Attachment”**
- (11) Committee and Board Meeting Minutes – Memorial Library Board meeting September 18, 2024; and Board of Variance hearing September 18, 2024**

Correspondence from Other Governments and Government Agencies

- (12) P. Weiler, M.P. (West Vancouver-Sunshine Coast-Sea to Sky Country), October 17, 2024, regarding “Letter from MP Patrick Weiler - Government announces significant new support to help small business owners”**

Responses to Correspondence

No Items.



NORTH SHORE
Crisis Services Society

October 1, 2024

Mayor Mark Sagar and Council
Corporation of the District of West Vancouver
750 17 Street
West Vancouver, BC, V7V 3T3

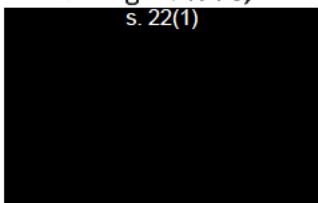
Dear Mayor Sagar and Council,

On behalf of North Shore Crisis Services Society, I write to express our sincere and heartfelt thanks for your continued support of our work.

Thanks to the District of West Vancouver and our community, we have much to celebrate. We're excited to share our latest Annual Report, which offers a glimpse into the lasting, positive impact your contributions helped to create. I invite you to take a look at pages 4 and 15 for special mentions of your role in our success.

If you have any thoughts or questions, please let me know. Thank you again for being such an integral part of our mission to end violence against women for good.

With gratitude,
s. 22(1)



Sandra Lee
Manager, Communications and Development
North Shore Crisis Services Society

Suite 200 – 147 16th Street West, North Vancouver, BC V7M 1T3
Phone: 604-987-0366 Fax: 604-987-1623 Web: www.nscss.net



NORTH SHORE
Crisis Services Society
ANNUAL REPORT



20
23 /
24

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We respectfully acknowledge that our work takes place on the unceded traditional territories of the Coast Salish peoples, including thex^wməθk^wəyəm (Musqueam), St^atⁱmc, Skwxwú7mesh (Squamish), and səliwətaʔ (Tseil-Waututh) Nations.





Board of Directors

Ross Forman	President
Theresa Newlove	Vice President
Lisa Humer	Treasurer
Catherine Downes	Secretary
David Von der Porten	Member at large
Jacqueline Russell	Member at large
Suja Srikameswaran	Member at large

Management

Laura Reynolds	Executive Director
Connie Bonsteel	Administration Manager
Ruth Boogert	Finance Manager
Sandra Lee	Communications and Development Manager

Our Programs

SAGE Transition House
SAGE House 24-Hour Support Line at 604-987-3374
Second Stage Housing (SAGE, Hope's Place, and Janet's Place)
Good Stuff Connection Thrift Store & Clothing Program
Outreach & Multicultural Outreach Programs
Homeless Prevention Program
PEACE Program



We're on a mission

to secure a future where all of us are safe from domestic abuse and violence.

On behalf of North Shore Crisis Services Society, we are pleased to present this Annual Report.

As we look back on the past year, we're reminded of the thousands of women and youth who turned to us for comfort and support. Their courage, combined with the dedication of our teams and the generosity of our community, fills us with gratitude and pride.

Each day at NSCSS is a testament to the indomitable spirit of the women we serve. Their stories of bravery and hope not only inspire us but also form the very heart of our mission.

In a year marked by economic hardship and an escalating housing crisis, the determination of our staff, volunteers, and patrons has truly shone through. Your compassion, patience, and innovative problem-solving have ensured that those in need can find a safe place to call home.

We also welcomed refugees who have endured the dual traumas of conflict and domestic violence. Providing them with the care and stability needed to rebuild their lives has been an honour. Their resilience moves us, and we are proud to support their new beginnings here on the North Shore.

We extend our heartfelt thanks to all who make this work possible.

To our core funders—the Government of Canada, Province of BC, BC Housing, City of North Vancouver, District of North Vancouver, and District of West Vancouver—your partnerships have been the cornerstone of our progress.

Our deepest gratitude also goes to our Board of Directors, whose leadership guides us each day, and to our donors, stakeholders, and community partners, whose trust and generosity sustain our mission. A special thank you to our Gala of Grace volunteers, guests, and sponsors—your contributions ensured the success of our event and strengthened our ability to continue this vital work.

When we come together with a shared purpose, our collective impact echoes through time—touching the lives of individuals, their families, and generations to come. Thank you for standing with us and for being part of this journey.



Laura Reynolds
Executive Director

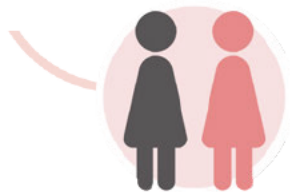


Ross Forman
President, Board of Directors

So what are we up against?

To truly drive change, it's important to understand the scope of gender-based violence and domestic abuse in Canada.

These statistics shed light on the challenging realities many women face each day, underscoring the critical role of our services and immense value of your support.



44% of women (nearly 1 in 2) experience intimate partner violence in their lifetime.



~6,000

women and children will seek refuge in shelters tonight because it isn't safe at home.



A woman is killed every **2 days**



3x Women with disabilities are as likely to experience abuse.

Indigenous women and girls are **10x** as likely to be murdered or go missing.



Visit nscss.net/facts for more details.



~300

women and children will be turned away from shelters tonight because they are full.



70%

of children are in the same or next room when abuse happens.



70% of spousal abuse and **93%** of child abuse goes unreported in Canada.



\$7.4 billion

is spent on the aftermath of spousal violence.

and this is
what we do
about it.



Our approach

We offer a blend of outreach, homeless prevention programs, and dedicated services for children alongside supportive housing.

This integrated approach ensures that every aspect of a survivor's journey is addressed, from the immediate need for safety to the long-term goal of confidence and stability.

This past year, we responded to the increasing complexities of gendered violence on the North Shore by **dedicating more time to each client, streamlining internal communications, strengthening relationships with local agency partners, and enhancing staff training.** These efforts ensure we maintain the high standard of service that our community relies on.

Whether at our transition house, thrift store, or within our office walls, each member of our organization is prepared to address the evolving needs of those we serve.

8,050

inquiries from women and youth seeking support about abuse were answered.

328

women and children stayed at SAGE Transition House, SAGE 2nd Stage, Hope's Place, and Janet's Place.

17

Dogs, cats, and other animal friends helped their humans feel safe at SAGE Transition House.

1,082

women and children were supported through our comprehensive services and residential programs.

75%

of families in our Second Stage Housing Programs had previously stayed at SAGE Transition House.

85%

of clients in our outreach programs asked for help finding housing.

523

community members accessed our Clothing Program for essentials at Good Stuff Connection Thrift Store.

1,060

support sessions were delivered by our dedicated HPP worker, outreach worker, and children's PEACE Counsellors.

3,600⁺

volunteer hours contributed to enhancing our programs and energizing fundraising efforts.



How you've helped

Each day, we saw firsthand that ending violence is a collective effort. Hundreds of dedicated individuals poured their time, energy, and passion into supporting our cause. Here are just a few highlights from this past year:

North Shore Waterfront Gala pledged \$50,000 annually for 2023, 2024, and 2025. This generous commitment not only strengthens our ability to plan our future with greater confidence but also reaffirms its steadfast support for local initiatives.

Royal LePage Sussex contributed nearly \$16,500 last year, thanks to heartfelt agent contributions and the success of their annual Reverse Draw event. **Caroline Baile's** epic #ShelterTrek to Ecuador with the Royal LePage Shelter Foundation raised another \$9,500!

Engel & Volkers West Vancouver & Vancouver offices hosted their first annual charity golf tournament, a stellar 70s-themed event that raised an impressive \$15,000 for our programs.

Shoppers Foundation for Women's Health #GivingShelter campaign sparked enthusiasm across 10 local stores, raising nearly \$10,500 in just 1 month!

Julie Cooper generously donated \$10,000 to fund holiday dinners for years to come. In honour of her mother's memory and with the spirit of gratitude and giving, we're calling it "Christmas with the Coopers."

The NSMBA inspired the "Break the Cycle" event series, featuring 2 WTNB Fivers with Ferrari Construction, Steed Cycles, Arc'teryx, and artist Danielle Adams, 4 riding challenges, and a 50/50 draw—our first-ever adventure of this kind!



Bespoke Decor went all out for our clients last winter by fulfilling their wish lists and bringing beautifully wrapped gifts with hand-written cards to our office, all while maintaining their generous monthly donations and sponsoring the Gala of Grace.

Champions Martial Arts Academy empowered women through a series of self-defense classes, raising nearly \$1,500 to support our cause.

Soroptimist Intl. of North & West Vancouver has been a dedicated supporter, raising awareness through various unique initiatives and contributing \$1,000 for SAGE Transition House last year.

Youth Philanthropy Initiative inspired 3 Handsworth Secondary students to champion women's causes, winning a \$5,000 grant for NSCSS and showcasing the impact of youthful activism.

Hollyburn Country Club Women's Business League hosted another fantastic holiday fundraiser, collecting deeply appreciated gifts and \$1,560 in cash donations.

Sushi MAHANA's 14-Course Nigiri Lunch was an instant hit, selling out overnight and raising \$600 for our charity. Since then, the restaurant has been an invaluable partner, continually raising awareness and advocating for more support in various creative ways.

Capilano Golf and Country Club's highly anticipated annual fall fundraiser brought together a generous community, raising an impressive \$1,770 for our programs.

Making their new start a little easier.

As our clients progress through our residential programs, we work hard to ensure they feel truly at home. It's in the details—the baskets of goodies, the plates for their first meal, the kid-friendly utensils—where your impact is profoundly felt.

Thanks to your generosity, the [Good Stuff Connection Thrift Store](#) does more than fundraise for our programs and offer affordable goods to our community. It also helps keep our Second Stage Housing Programs stocked with home essentials. Additionally, your donations, both cash and in-kind, directly support our [Welcome Kits](#) for new arrivals and [Start-Up Kits](#) for families in transition, offering relief and easing their move into new homes.

As families prepare to leave Second Stage Housing, we invite them to take what they need from our shelves, which are then replenished through your thoughtful donations to our thrift store. This gesture not only smooths their transition but also brings excitement for their next chapter.

With the rising cost of housing, groceries, and other essentials, it's becoming increasingly difficult for women, especially those with young children, to leave abusive situations. By alleviating some of these financial burdens, you're opening doors for women and children ready to move forward now.



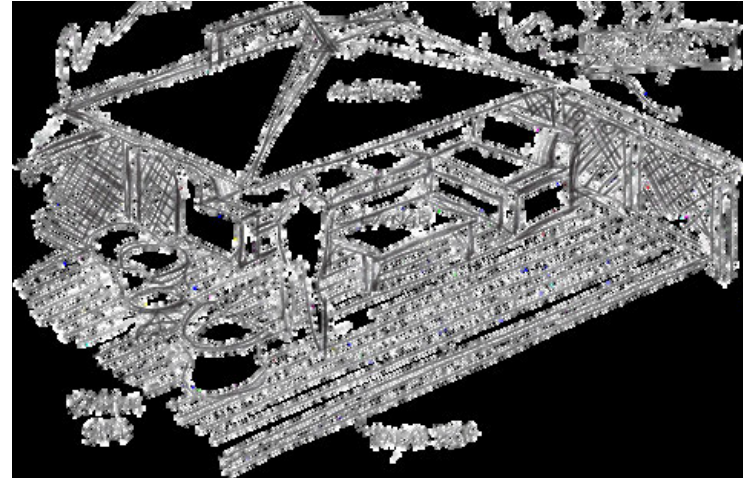
The Birdhouse

In October 2023, we unveiled a stunning new addition to the backyard at Janet's Place; a once-unused area that's now a cozy retreat for families in this Second Stage Housing Program.

Thanks to the generous support of Western Wealth Capital, this space now features a patio furnished with comfortable seating, a large umbrella, lush plants, and enchanting fairy lights, all thoughtfully designed to create a sense of comfort and tranquility.

Just days after its completion, a child at Janet's Place proudly hung a little red birdhouse on the railing, symbolizing their newfound sense of home and belonging the space now provides.

This project is just one example of Western Wealth Capital's deep commitment to our cause. They also sponsored an outdoor gazebo and garden at SAGE House, offering residents a peaceful spot to relax or read from our library. As a key part of our Gala of Grace community, their ongoing support continues to be transformative.





GALA OF GRACE

Thank you for getting us here.

This committee, which gave nearly a decade to planning and growing the Gala of Grace, involved truly inspiring women from the North Shore.

We are forever grateful to Patricia Kelly and her team:

Brie Kelly, Carrie Barlow, Claire Hope-Harland, Kate Sidi, Kristie Ritter, Jennifer Parente, Mena Parente, Patti Parente, Tammey George, and Yavanna Arnold.

Thank you for *everything*.





In April 2023, we were thrilled to return to an in-person celebration for our 7th Annual Gala of Grace—our first since the pandemic. This year's event was astounding, raising a record-breaking \$149,000 for our services.

More than a fundraising triumph, the Gala served as a powerful stage for women to share their experiences with domestic abuse, uniting us in promise to uplift and support each other whenever possible.



We were especially honoured to pay tribute to two exceptional women. Sherry Steele, a cherished friend and steadfast advocate, was celebrated for her remarkable spirit and pivotal role in our fundraising efforts, which helped us open Janet's Place in 2020. This year, the Steele Family's generous donation of two Sakinaw Lake Cabin Retreats raised nearly \$15,000 for our programs. Their ongoing support empowers our initiatives and continues this movement that Sherry helped to establish.

Likewise, Janet Wynne-Edwards, a beloved Gala committee member, NSCSS board member, and the namesake of Janet's Place, was recognized for her profound and lasting influence. Her contributions were instrumental in shaping our residential programs, ensuring they reflect our values and the spirit of the Gala of Grace. We are deeply grateful to have Janet's loved ones join us for the event each year, adding a heartfelt dimension of community and family that fortifies our mission.



Our clients often express a renewed sense of hope and confidence as they enter our shelter and leave abuse behind. The success of the Gala and its life-affirming support brings essential, tangible change to those we serve each day.



2023-24 Corporate and Community Partners

Our Gratitude

Each and every one of our donors hold a special place in our hearts. This section shines a spotlight on our corporate and community partners who have generously contributed \$500 or more to our cause.

Core Funders



\$50,000-\$99,999

\$25,000-\$49,999



\$10,000-\$24,999



\$5,000-\$9,999

All Card Packaging
Capilano Suspension Bridge
Connaught Retail Ltd. Partnership c/o SDM Realty Advisors
Grosvenor-Property Americas
Harbour West Consulting
Little Pink Door Boutique
North Shore Community Foundation
Pembina Pipeline Corporation
RBC Foundation
Reay & Lynda Mackay Family Fund
Stonkus Foundation
Youth Philanthropy Initiative Canada

\$500-\$999

Corus Entertainment Inc.
Envision Financial, Division of First West Credit Union
Gleneagles Golf Club Women's Division
Gochiso Foods Inc. (Sushi MAHANA)
Park Royal S.C Holdings Ltd.
Modo Yoga North Vancouver & East Vancouver
North Shore Women's Liberal Commissions Affiliate
Soar Management Consultants
Steed Cycles

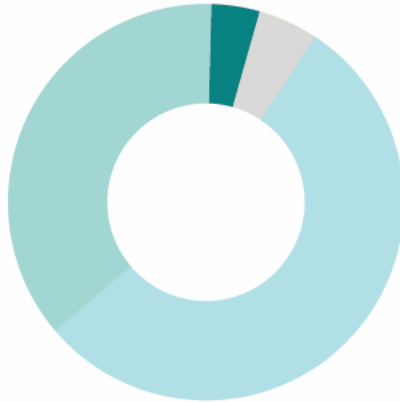
\$1,000-\$4,999

Alan & Doreen Thompson Charitable Foundation
ARC'TERYX Equipment, Division of Amer Sports Canada Inc.
Bespoke Decor
Cadillac Fairview Corp Ltd.
Capilano Lodge No. 164 AF. AM
Champions Martial Arts Academy
First Church of Christ Scientist West Vancouver
Hear At Home Mobile Hearing Clinic Ltd.
Kahlana Movement Studio Inc.
Kiwanis Club of West Vancouver
LUX Skin Lab
North Shore Law LLP
North Shore Unitarian Church
Sorooptimist International of North & West Vancouver
The Ferguson Family
The Helpalittle Foundation
United Way of Calgary - Donor Choice Program
Vancouver City Savings Credit Union
Westmount West Services Inc.
West Vancouver United Church Women

Our Financials

Finances

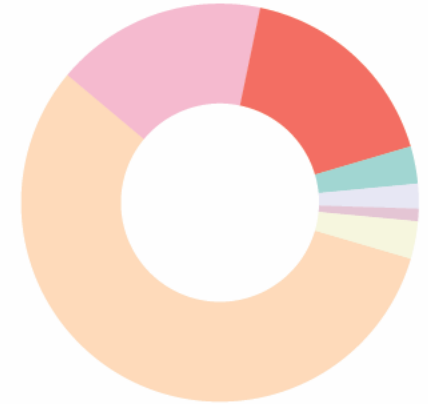
2023-2024 Fiscal Year



Use of funds

Housing Services	55%	\$ 1,490,963
Community Programs	36%	\$ 973,539
General & Administration	5%	\$ 147,416
Development & Fundraising	4%	\$ 94,976

\$ 2,706,894



Source of funds

Provincial Funding	57%	\$ 1,596,679
Thrift Store income	17%	\$ 472,642
Public Support	17%	\$ 478,986
Federal Funding	3%	\$ 79,551
Municipal Funding	2%	\$ 46,829
Program Fees	1%	\$ 36,168
Other sources	3%	\$ 71,614

\$ 2,782,469



Looking ahead

As we chart our course for the future, we envision strengthening our financial stability, expanding access to safe and affordable housing, and enhancing our outreach and education efforts. These goals will build upon our successes and address current challenges, ensuring we continue to effectively support our community.

Goal #1 Financial Sustainability

Much of our income is closely tied to specific programs and designated expenses, limiting our flexibility and adaptability.

These past few years have underscored the importance of preparing for the unexpected. By cultivating a strong and diverse income base, NSCSS will be better equipped to navigate future uncertainties and adapt our services to evolving needs.

Goal #2 Safe & Affordable Housing

The demand for Second Stage Housing suites far exceeds availability.

Access to affordable housing is a major barrier for women transitioning from a shelter, making it a critical strategic priority for NSCSS.

We aim to expand our residential programs and address this need.



Goal #3 Increasing Access & Awareness

We envision a future where all women and children are leading safe, secure, and abuse-free lives.

In this respect, our goal is to expand our reach. Additionally, we strive to educate and inform the wider public about the violence occurring in our communities, fostering collective efforts to break cycles of abuse.



Scan to visit us at [NSCSS.net](https://nscss.net)
Office Phone: 604-987-0366 | 24-hour Support: 604-987-3374
Email: admin@nscss.net

  @northshorecrisis, @galaofgrace

Office Address:
#200-147 16th Street West, North Vancouver, BC

Charitable # 10778 4316 RR0001

October 10, 2024

Mayor and Council
District of West Vancouver
750-17th St. West
West Vancouver BC
V7V 3T3

Dear Mayor and Council

Enclosed herewith you will find our renewed petition from Galleries On The Bay strata to have the Bike Path permanently removed from our sidewalk area. We first presented a petition to the District in 2020, just after the bike path had been installed without our knowledge of it happening.

After much discussion, there was a Zoom meeting held on May 27, 2021 with participants from our Strata Council, concerned residents, WRA, and Engineering staff from WVD. In conclusion to this meeting, Engineering determined they would place a one year "pause" on completion of the Bike Path. That will be a four year pause in May and the large, unattractive white signage is still strapped to our lamp posts, adding to the cluttered, unfinished feeling of our Village Centre.

It has been a long-standing situation, whereby Horseshoe Bay asks to have something done and the District has always answered "We can't do that right now because we're waiting for.....". For three decades now I have been told to wait for BC Ferries to make a decision, wait for Royal Avenue to be completed and wait for Bay Street to be paved. Most recent seems to be to wait for Royal Avenue completion because Metro may need to dig it up again to provide a pipe for the "Honey Wagon" station to be located across the street in what currently appears to be used as a public works yard. All of this will add to the fact that our boat ramp now includes usage by the barge company which sometimes includes explosives.

As you are aware, Metro first told us it would be completed in 2020 and that has stretched out to 2030 at this point with no guarantees. Quite frankly, we are burned out with so much construction and don't want to continue living in limbo for another six years minimum. We are very aware that there is more disruption to come but, meanwhile, we would like to remove the temporary signage and clear the Bike Path images, writing and fuzzy, green laneway marker off this Bike Path area asap. This intersection is totally chaotic on weekends and all summer long with many cyclists/ bikers/motorists totally ignoring the stop signs and people walking diagonally to access the park and dining venues. It makes no sense to add a bike path to this mayhem!

I have had discussion regarding this matter at our recent AGM, as well as with the business owners in the southern half of our block. They are in total agreement

regarding the dangers of this bike path and want it gone. We are not asking for a great expenditure of funds at present as people are generally happy with the red flowerpots and the dining benches in front of the food venues in the southern end of the block. After discussion with other residents, they are happy to have picnic tables, but don't like the inexpensive appearance of these multicoloured metal tables and asked me to request that they be changed to some quality wooden tables and chairs so we don't look like "Tinsel Town".

As per our original consultation with the District, we continue to believe that the Bike Path should go east from Royal Avenue along Bruce Street to BC Ferries where they can choose to catch a ferry or follow along to Bay Street and ride west to Nelson Avenue.

We would appreciate your understanding of this request and hope to receive some positive good news!

Best regards

BC STRATA 2833

s. 22(1)

Connie Spiers
Box 205-6688 Royal Avenue
West Vancouver BC
V7W 2B9

Encl. (1)
Photos to follow via email.

September 29, 2024

GALLERIES ON THE BAY ~ Strata BCS2833 - Reply to: Box 205-6688 Royal Avenue

Mayor and Council
District of West Vancouver, BC
750-17TH St.
West Vancouver BC

Dear Mayor & Council

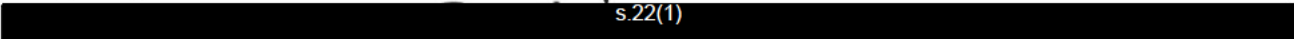
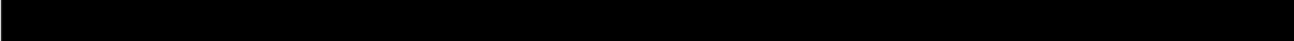
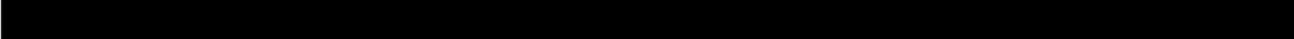
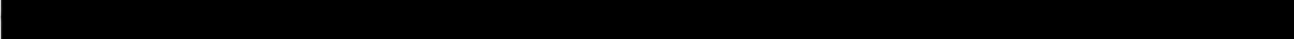
We hereby call for removal of the bike path along the sidewalk on the west side of our building at 6688 Royal Ave. at your earliest convenience. During consultation leading up to revitalization of Royal Avenue in 2019–20, we were advised that this bike path would end at the south east corner of Royal Avenue and Bruce Street but, without further consultation, it was installed along the edge of our sidewalk all the way north to Bay Street. This is a high traffic area frequented by families with children. This location is extremely dangerous for anyone visiting either residents or commercial locations. It is especially dangerous for those requiring mobility aids such as walkers or strollers since their drivers will be required to retrieve the mobility aids from their vehicle and park them in the bike path in order to unload passengers into them.

The cyclists themselves are in danger of having someone open a car door right into their path. This Bike Path is ill- conceived and an inherent danger. Removal of this bike path is supported by WRA and HBBA. This bike path was put on pause by the District for one year on May 27, 2021 and has had “temporary” signage attached since that time. We urge the bike path area be permanently cancelled with all related symbols and markings removed. We look forward to a favourable response on this matter.

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SIGNATURE

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From: Jones & Company <info@jonescustomframing.com>
Sent: Wednesday, October 16, 2024 2:35 PM
To: correspondence
Subject: Proposed Zoning Bylaw 1453 Bellevue

CAUTION: This email originated from outside the organization from email address info@jonescustomframing.com. Do not click links or open attachments unless you validate the sender and know the content is safe. If you believe this e-mail is suspicious, please report it to IT by marking it as SPAM.

My team would like to express their support of the Proposed Bylaw Amendment for Avenue Cannabis at 1453 Bellevue Avenue, West Vancouver. I believe as our neighbour on Bellevue Avenue that the owners of Avenue have done a great job operating the venue and it is a great addition to the Ambleside business area. They have shown to be responsible operators and offer products that help citizens that need pain relief and enjoyment.

Thanks so much,

David Jones and team.



JONES & COMPANY
BESPOKE PICTURE FRAMERS

1445 Bellevue Avenue
West Vancouver, BC
V7T 1C3

Gallery: 604.281.2450

From: [REDACTED] s. 22(1)
Sent: Wednesday, October 16, 2024 5:26 PM
To: correspondence
Subject: Avenue

CAUTION: This email originated from outside the organization from email address [REDACTED] s. 22(1). Do not click links or open attachments unless you validate the sender and know the content is safe. If you believe this e-mail is suspicious, please report it to IT by marking it as SPAM.

Please keep Avenue open as a permanent west vancouver business !!! great asset to the health of all of us. thanks

[REDACTED] s. 22(1) west vancouver [REDACTED] s. 22(1)
[REDACTED] s. 22(1)

Sent from my iPhone

From: [REDACTED] s.22(1)
Sent: Monday, October 21, 2024 8:22 AM
To: correspondence
Subject: Fwd: Happy Isle Cannabis public hearing

CAUTION: This email originated from outside the organization from email address [REDACTED] s.22(1) Do not click links or open attachments unless you validate the sender and know the content is safe. If you believe this e-mail is suspicious, please report it to IT by marking it as SPAM.

To whom it may concern,

I am writing to express my support for the zoning amendment to allow the existing store (Happy Isle Cannabis) to continue operating in perpetuity.

I live in the neighborhood and shop there as it's a rare convenience for the area.

Having been a part of the Horseshoe Bay area for 30+ years I have seen a lot of businesses come and go as The Bay is constantly struggling to support businesses.

Happy Isle has successfully operated their business and is a pleasantly modern addition to the storefronts on the main street. It is these kind of businesses that add value to the neighborhood and provide a sense of community where locals can shop, which is much needed in Horseshoe Bay.

Best,

[REDACTED] s.22(1)

West Vancouver, BC

[REDACTED] s.22(1)

From: [REDACTED] s. 22(1)
Sent: Thursday, October 17, 2024 12:23 PM
To: Mark Sager, Mayor; Linda Watt; Peter Lambur; Sharon Thompson; Christine Cassidy; Nora Gambioli; Scott Snider; correspondence
Subject: Sanitary Utility System Asset Management Plan Update - Council Report - E. Willobee, Sr. Mgr. Eng'g Services

CAUTION: This email originated from outside the organization from email address [REDACTED] s. 22(1). Do not click links or open attachments unless you validate the sender and know the content is safe. If you believe this e-mail is suspicious, please report it to IT by marking it as SPAM.

Your Worship, and Councillors,

This communication refers to the Council Report dated 2024-10-07 from Ms. E. Willobee, Senior Manager, Engineering Services regarding the 2021 "Sanitary Utility System Asset Management Plan Update" [File: 1700.09].

The report is extensive. It presents a comprehensive and complicated synopsis of the state of the District's sanitary sewer collection and transmission system as of the year 2021. The report covers the age and condition of the system as of the record date, and estimates of the replacement cost, expressed in constant 2021 dollars.

In section 8 of the Council Report, the Senior Manager, Engineering Systems presents two "recommended options" and one "considered option" for your approval.

8.0 Options

8.1 Recommended Option

THAT

- 1. The October 7, 2024 report from the Senior Manager, Engineering Services titled "Sanitary Utility System Asset Management Plan Update" be received for information.*
- 2. Council endorse the 2021 Sanitary System Asset Management Plan.*

8.2 Considered Options

Council may request additional information on the Sanitary System AMP and utility finances or provide alternate direction (to be specified)

Given the scope of the subject matter, its complexity, and the irreversible nature of a decision to "endorse the 2021 Sanitary System Asset Management Plan" only 14 days after publication of the Council Report, if I were in your shoes I would hesitate to endorse the proposed plan without having sufficient time and a second opinion on the proposed asset management plan.

To give you some indication of the nature of the uncertainty respecting the proposed asset management plan, consider the following data provided in the appended planning document that is incorporated in the Council Report.

The analysis below considers only those replacements that are expected to be undertaken in the 2025-2045 financial planning interval, i.e., in the next twenty years. From the tabulated data, 77% of the system's linear assets, 87% of each of the mechanical, electrical and pumping subsystems and 65% of the civil engineering structures of the lift station assets, should be replaced in the 20-year planning period.

Linear Assets (meaning underground and above ground pipes and pipe connections that convey sewerage)

Installation year	Length (km)	Current	
age Useful	Remaining	Replacement	Proportion
(yrs.)	Life (yrs.)	Life (yrs.)	Year of asset class
1960s		166	60
70 *	10 *		2025-2035 47%
1970s		106	50
70 *	20 *		2035-2045 30%

Lift Stations - Mechanical & Electrical subsystems

Installation year	Length (km)	Current	
age Useful	Remaining	Replacement	Proportion
(yrs.)	Life (yrs.)	Life (yrs.)	Year of asset class
1960s		Nil	
1970s		22	50
30	minus 20		2025-2035 41%
1980s		13	40
30	minus 10		2025-2035 24%
1990s		7	30
30	zero		2025-2035 13%
2000s		5	20
30	10		2035-
2045	9%		

Lift Stations - Pump subsystems

Installation year	Length (km)	Current	
age Useful	Remaining	Replacement	Proportion
(yrs.)	Life (yrs.)	Life (yrs.)	Year of asset class
1960s		Nil	
1970s		22	50
15	minus 35		2025-2035 41%
1980s		13	40
15	minus 25		2025-2035 24%
1990s		7	30
15	minus 15		2025-2035 13%
2000s		5	20
15	minus 5		2025-2035 9%

Lift Stations - Civil engineering subsystems

Installation year age (yrs.)	Useful Life (yrs.)	Remaining Life (yrs.)	Length (km) Replacement Year	Current Proportion of asset class	(2024)
	1960s		Nil		
	1970s		22	50	
2035	50	41%	Nil	2025-	
	1980s		13	40	
2045	50	24%	10	2035-	

The replacement age approach is the engineering equivalent of a conservative recommendation.

It is not clear from the report that the estimates of the time distribution of system replacement expenditures fits with the replacement age approach.

Nor is it clear that the estimates of current subsystem "condition" are sufficient to support alternative approaches to the replacement age approach.

Given the foregoing, it behooves Council to seek additional information from the Senior Manager, and from the Director of Financial Services, before "endorsing" the *2021 Sanitary System Asset Management Plan* as presented.

s. 22(1)

West Vancouver, BC

s. 22(1)

From: [REDACTED] s. 22(1)
Sent: Monday, October 21, 2024 12:44 PM
To: Mark Sager, Mayor; Linda Watt; Peter Lambur; Sharon Thompson; Scott Snider; Nora Gambioli; Christine Cassidy; correspondence
Subject: District of West Vancouver Sanitary Sewer System Asset Replacement by Age Cohort -- Regular Council Meeting Agenda Oct 21, 2024
Attachments: District of West Vancouver Sanitary Sewer System Asset Replacement by Age Cohort.pdf

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Your Worship and Councillors,

On Thursday last, I emailed a communication on the subject of the capital asset management update ("AMP") for the District's sanitary sewer system. In that communication, I included a table of estimated remaining useful life for the two categories of capital assets covered under the revised and updated AMP attached to the Engineering Department manager of administration's report to council which will be presented during this evening's regular council meeting.

I noticed, on receiving a communication from Councillor Watt on the above captioned subject matter that the tables incorporated in my email of last Thursday were somewhat unreadable after translation by the District's email server system. Extra space were inserted in the table that caused the rows to wrap around and the columns to be misaligned from the orderly row/column orientation of the original. Readability of the entries in the table thereby became problematic.

To correct for that effect caused by the District's email server, I have included by way of an attachment, a PDF file that presents the information in the tables in the original communication in a readable format. The footnotes missing from the table in the original communication have been added in the attached PDF file.

Yours sincerely,

[REDACTED] s. 22(1)
[REDACTED] s. 22(1), West Vancouver, [REDACTED] s. 22(1)

[REDACTED] s. 22(1)

District of West Vancouver Sanitary Sewer System Asset Replacement by Age Cohort.

I. Linear Assets (meaning underground and above ground pipes and pipe connections that convey sewerage)

Installation Year(s)	Length (km)	Current age @2024 (yrs.)	Useful Life (yrs.)	Remaining Life (yrs.)	Replacement Year	Proportion of Asset Class
1960s	166 *	60	70 **	10 **	2025-2035	47%
1970s	106 *	50	70 **	20 **	2035-2045	30%

II. Lift Stations - Mechanical & Electrical subsystems

Installation Year(s)	Number Of Units	Current age @2024 (yrs.)	Useful Life (yrs.)	Remaining Life (yrs.)	Replacement Year	Proportion of Asset Class
1960s	Nil	(n/a)	(n/a)	(n/a)	(n/a)	(n/a)
1970s	22	50	30	Minus 20	2025-2035	41%
1980s	13	40	30	Minus 10	2025-2035	24%
1990s	7	30	30	Zero	2025-2035	13%
2000s	5	20	30	10	2035-2045	9%

III. Lift Stations - Pump subsystems

Installation Year(s)	Number Of Units	Current age @2024 (yrs.)	Useful Life (yrs.)	Remaining Life (yrs.)	Replacement Year	Proportion of Asset Class
1960s	Nil	(n/a)	(n/a)	(n/a)	(n/a)	(n/a)
1970s	22	50	15	Minus 35	2025-2035	41%
1980s	13	40	15	Minus 25	2025-2035	24%
1990s	7	30	15	Minus 15	2025-2035	13%
2000s	5	20	15	Minus 5	2025-2035	9%

IV. Lift Stations - Civil engineering subsystems

Installation Year(s)	Number Of Units	Current age @2024 (yrs.)	Useful Life (yrs.)	Remaining Life (yrs.)	Replacement Year	Proportion of Asset Class
1960s	Nil	(n/a)	(n/a)	(n/a)	(n/a)	(n/a)
1970s	22	50	50	Nil	2025-2035	41%
1980s	13	40	50	10	2035-2045	24%

Footnotes:

* Combined count of gravity and pressure mains.

** Estimated life of gravity mains used as a proxy for both gravity mains and pressure mains.

October 17, 2024.
To the Mayor and Council
West Vancouver District Municipality

Delivered by Hand

We want to bring to your attention the danger of the Douglas Fir tree [redacted] s.22(1) [redacted] on municipal land.



Over the years, this tree has dropped large branches [redacted] s. 22(1) [redacted] that required a chainsaw to remove. These branches could have damaged [redacted] s.22(1) [redacted] or potentially killed someone.

This year, I had to call some municipal tree cutters back to remove a dangerous branch left in the tree hanging over the roadway.

In the past few years, the tree has been thinning out and not looking healthy. It is now dropping many more cones, which we understand to mean the tree is under stress.

We are concerned [redacted] s. 22(1) [redacted] (see below), especially since the weather will be getting worse.

As this issue has been brought to the municipal's attention in the past, we want to register a complaint and gain assurance that the District of West Vancouver takes responsibility for any and all damages caused by this tree, including personal injury or death.

Sincerely,
[redacted] s. 22(1) [redacted]

[redacted]
West Vancouver BC. [redacted] s. 22(1) [redacted]
[redacted] s. 22(1) [redacted]

"I live at [redacted] s. 22(1) [redacted] WV. I totally feel the same way about the tree [redacted] s.22(1) [redacted]. I also phoned the municipal hall a couple of years ago with the same concerns. Please add my support to [redacted] s. 22(1) [redacted] letter to the Municipality of West Vancouver.

Sincerely,
[redacted] s. 22(1) [redacted]"

October 17, 2024

Councilors and Members
District of West Vancouver
750 – 17th Street
West Vancouver, B.C. V7V 3T3

Dear Councilors and Members,

St. Anthony's School is holding a Remembrance Service on Thursday, November 7, 2024 at 1:45 p.m. at Christ the Redeemer Church.

The staff and students of St. Anthony's would like to invite you to join us in honouring the memory of those who gave up their lives in the service of their country. Please reply to the school office by Tuesday, November 5, 2024.

We hope you will be able to join us.

Sincerely,
The Staff and Students of St. Anthony's School.

From: David Marley <domarley52@gmail.com>
Sent: Friday, October 18, 2024 10:30 PM
To: correspondence; Mark Sager, Mayor
Cc: Scott Findlay
Subject: Shared from North Shore News: West Vancouver council considers adding exemptions for paid parking in parks

CAUTION: This email originated from outside the organization from email address domarley52@gmail.com. Do not click links or open attachments unless you validate the sender and know the content is safe. If you believe this e-mail is suspicious, please report it to IT by marking it as SPAM.

According to the accompanying NS News article, between February and August, 2024, the District's pay parking scheme has evidently brought in \$430K in revenue.

I have some questions I hereby request that Council have appropriate District staff answer in a timely fashion:

- 1) Is the \$430K gross revenue or net revenue to the District after ImPark has taken its fee for operating the scheme?
- 2) How much has ImPark been paid to date for, firstly, setting up the scheme and, secondly, for operating it?
- 3) How much gross revenue to date has been raised from the purchase by District residents of an annual \$20 parking pass?
- 4) How many District staff hours in total have to date been consumed by one or another staff member participating in the design, set up and operation of this pay parking scheme, and what has been the aggregate cost to date of this allocation of staff time to the scheme?

I hereby request that neither my name nor contact information be redacted from this e-mail communication.

David Marley
s. 22(1)
West Vancouver, BC
s. 22(1)

604-926-8994

>
> https://www.nsnews.com/local-news/west-vancouver-council-considers-adding-exemptions-for-paid-parking-in-parks-9667504?utm_source=Email_Share&utm_medium=Email_Share&utm_campaign=Email_Share
>
>

From: [REDACTED] s. 22(1)
Sent: Tuesday, October 22, 2024 10:20 AM
To: correspondence
Subject: Lighthouse Park

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Good Morning Mayor Sager and council,

After years of hearing about Lighthouse Park I had the opportunity to go on [REDACTED] s. 22(1) When I arrived, I quickly found parking and went to pay for my spot and realized there was no cell service in the area. I just assumed I would find somewhere in the park to pick up service and pay for parking. After trying to get some service on my phone for some time, I decided to leave. There was already a \$98 parking ticket on my windshield. I was so upset; I drove all the way from Chilliwack. I'm not complaining about paying for parking, I agree with pay parking but if it's not accessible for everyone how far is that? What if I didn't have a phone? I called Impark and tried to explain what happened, the man I talked to said if you can't pay online, you can call in with hang to pay. Again, explaining that I had no cell service and because other people paid for parking that day I am responsible for the bill but if I pay it within 2 days they will only charge me \$81? I asked him if it showed how many people couldn't pay that day and he basically said it wasn't his problem. I am very disappointed and am hoping you can fix this problem, so the park is inclusive for everyone to enjoy.

Thank You,
[REDACTED] s. 22(1)

Chilliwack [REDACTED] s. 22(1)

From: [REDACTED] s. 22(1)
Sent: Monday, October 21, 2024 11:57 AM
To: correspondence; Mark Sager, Mayor; Christine Cassidy; Nora Gambioli; Linda Watt; Peter Lambur; Scott Snider; Sharon Thompson
Cc: Linda Gillan; Matthew OConnor
Subject: Public Hearing Agenda for October 21: Regulating Short-Term Rental Accommodation.

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Dear mayor and council,

I have a few questions and comments regarding an item on the Public Hearing Agenda for October 21: *Regulating Short-Term Rental Accommodation*.

As was discussed at a **summer** council meeting (July 7), staff were instructed to amend the district's short-term rental policy, or more specifically, its current restrictions on short-term rentals in light of the province's Short-Term Rental Accommodations Act.

It would also appear from comments made by councillors at the July 7 meeting that some West Vancouver residents have expressed a desire to allow/expand short-term rentals in the district.

Current West Vancouver policy restricts short-term rentals of less than 30 days in residential dwellings per Zoning Bylaw No. 4662, 2011, "which regulates land use for the benefit of the whole community." A further explanation of the restrictions includes: "By upholding this policy, we aim to prevent disturbances to the community that can be caused by excessive noise and parking issues." (DWV website)

Of course, as councillors have revealed over the years, these restrictions are rarely, if ever, enforced (although I recall that police have responded when parties at these short-term accommodations get out of control or if there is property damage).

Since district policy (whether it is enforced, or not) already complies with the spirit of the provincial Short-Term Rental Act -- restricting short-term rentals and helping maintain these units as homes for people, instead of short-term rentals -- we would really only need to adjust the penalty/fine structure and perhaps some registration procedures. It appears that restrictions on short-term rentals for periods between 30 and 90 consecutive days will be left to the province to enforce.

While I understand that the district's proposed policy would allow one, not two, short-term rentals per address (primary residence), I still wonder if this policy will have the desired effect of protecting, or increasing, the stock of longer-term rental housing as some councillors have said.

Is it being suggested that all of the illegal short-term rental accommodations will now be replaced by registered compliant ones? Is it possible that since the new fines being proposed are still relatively manageable for hosts, and bylaw enforcement in this realm seems non-existent (and no new resources or funding will be made available to the Bylaws department to adjust to these changes), we will now have a hybrid system of both compliant and non-compliant short-term rental accommodations? Perhaps the district is relying on the province to enforce compliance with the Act, but how serious or rigorous will the provincial enforcement really be?

I also question how this short-term rental change would impact housing policy as outlined in the OCP especially since secondary/detached secondary suites were seen as a tool (and a goal) to provide more housing options in the district.

As well, based on the recommendations in the Neighbourhood Character Working Group's Final Report, bonus building space is being extended to property developers in the form of secondary suite and detached secondary suite living space including coach houses -- "suite bonus buildable area". The Working Group's goal was/is "to encourage livable suites and coach houses on properties suitable for them, in such a way as to maintain neighbourhood character (i.e. moderate density and an overall detached house feel to the streetscape)." This was also intended, as per the OCP, to increase housing stock options, as well as affordability. Of course, while there are no guarantees that these suites will ever be used for their intended purpose, it does beg the question, given these housing policy goals, will changes to the district's short-term rental policy undermine this effort?

I'd also like to know, what data sets or statistics were used in recommending these changes to the short-term rental policy in the district and how is it possible that these changes won't require extra resources or staffing in our Bylaws department?

Thank you for your time and consideration.

Kind regards,

s. 22(1)

West Vancouver, BC

Short-term rental accommodations regulation

Increase the proposed guest limit from 6 guests

to

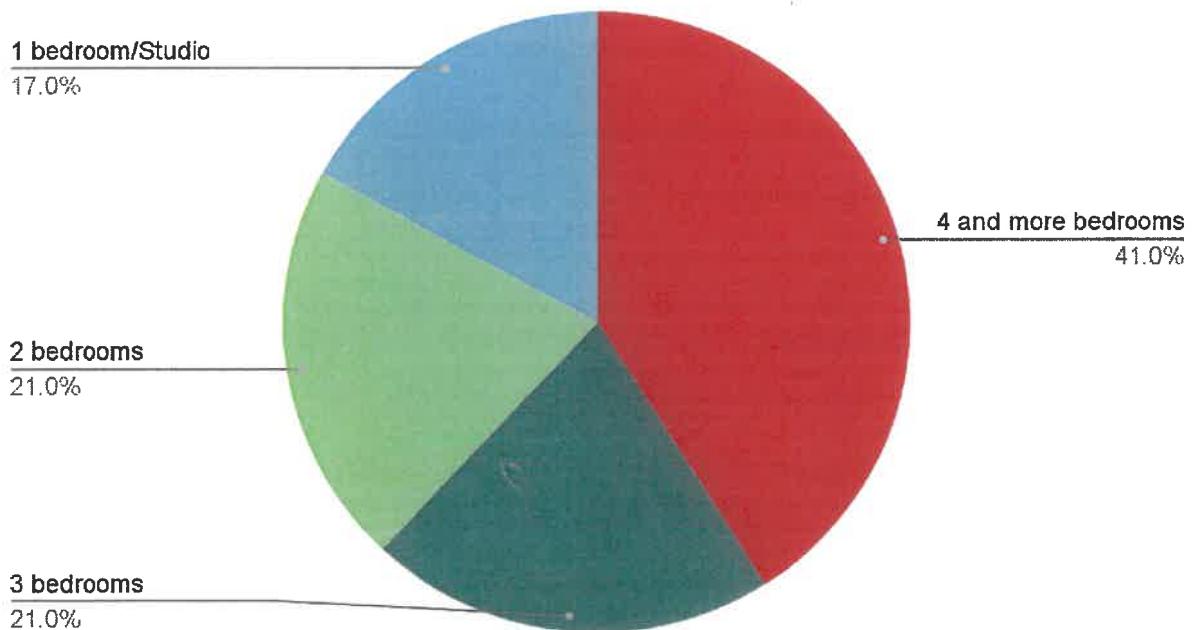
**2 guests per bedroom, with a total maximum of 8
guests**

Family Cohesion

Many visitors to West Vancouver prefer renting houses with multiple rooms so that their entire family can stay under one roof, rather than booking several hotel rooms.



Type of Homes In West Vancouver: 41% of homes in West Vancouver have 4 or more bedrooms, with 21% having 3 bedrooms and 21% having 2 bedrooms.

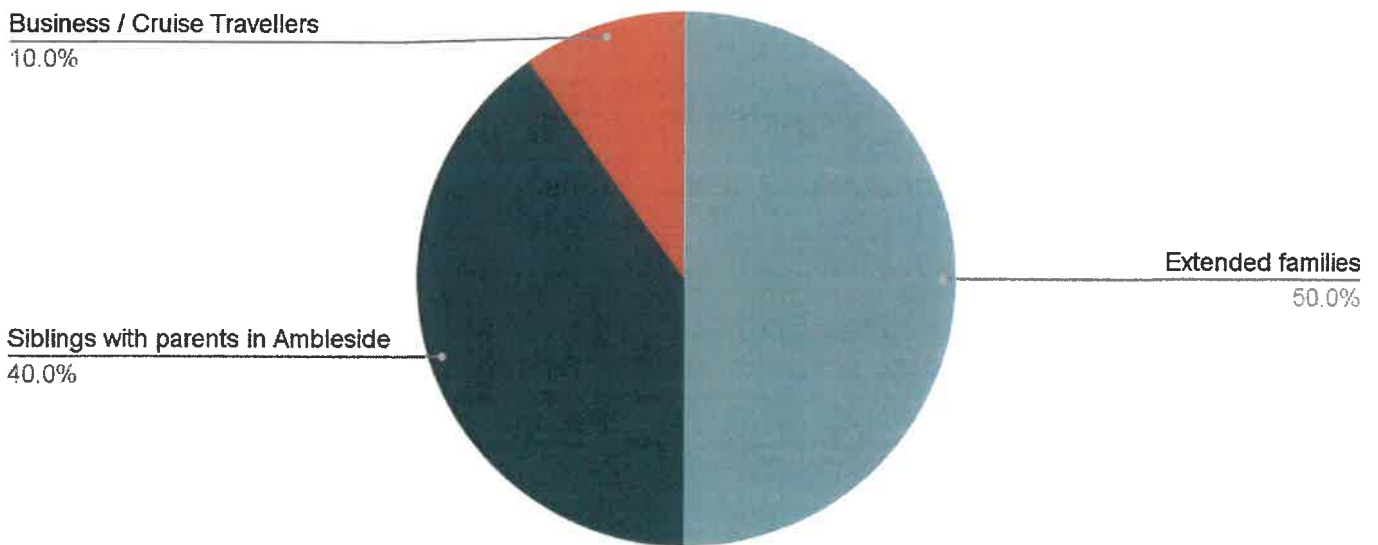


Common Guest Profiles

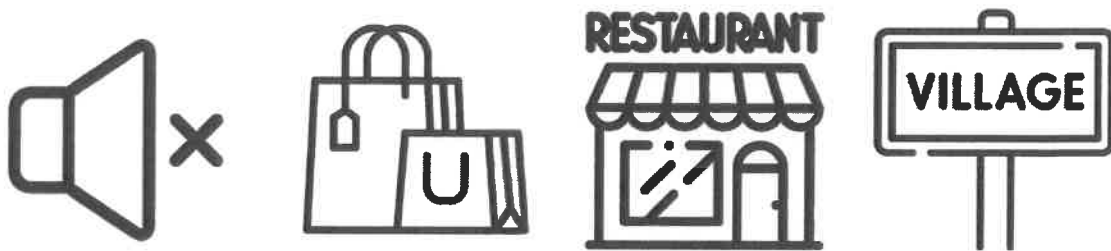
Extended families: approximately 50% of short-term stays in 4-bedroom homes consist of extended families, including grandparents, parents, and children (e.g., 4 adults, 2 children, and an infant). They like to stroll Ambleside or Dundarave villages, shop locally and eat at local restaurants.

Siblings with parents living in Ambleside: another 40% of stays involve two couples, often siblings who grew up in West Vancouver but now live out of province, visiting with their children to see grandparents who live locally in an apartment in Ambleside.

Business / Cruise Travellers: the remaining 10% are business travelers visiting with their families or tourists staying in Greater Vancouver before embarking on an Alaska cruise.



These types of guests are generally quiet, responsible, and beneficial to the community. They also support local tourism, especially in areas like Ambleside and Dunderave villages.



Recommendation: Increase the proposed guest limit to 2 guests per bedroom, with a total maximum of 8 guests per short-term rental

From: [REDACTED] s. 22(1)
Sent: Monday, October 21, 2024 5:52 PM
To: correspondence
Cc: Mark Sager, Mayor; Christine Cassidy; Nora Gambioli; Linda Watt; Peter Lambur; Scott Snider; Sharon Thompson
Subject: Community Wildfire Plan Implementation - Fuel Treatment (\$600,000)

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Re. Community Wildfire Plan Implementation - Fuel Treatment (\$600,000)

I have a question about a *Phase 1 Current Year Project* in the *Five-Year Financial Plan, 2024-2028*:
“Community Wildfire Plan Implementation – Fuel Treatment.”

This 2024 capital project involves fuel treatment/forest thinning in the Woodburn and Eagle Lake areas.

According to the *Five-Year Financial Plan*, the cost of the project is \$600,000, with \$534,000 to be transferred from the Environmental Reserve. The remaining \$66,000 would come from *External Funding*.

At the September 9 regular council meeting, the district’s Senior Manager of Climate Action and Environment confirmed that in June 2024, the Eagle Lake treatment plan was reviewed, and the size and scope of the treatment area was reduced compared to an earlier version of the prescription. This reduction in size and scope would also, presumably, lead to a reduction in the costs associated with this plan.

Could someone on staff please tell me what savings were achieved by reducing the size and scope of this project and what funds (in addition to any forthcoming UBCM Community Resiliency Investment Program grant money) will be returned to the Environmental Reserve? In other words, what is the revised cost of the fuel treatment and forest thinning operations planned for the Eagle Lake and Woodburn areas?

Also, could you tell me the source of the \$66,000 in *External Funding*? Is it from an earlier CRI grant?

Thank you for your time and consideration. I look forward to your reply.

Kind regards,

[REDACTED] s. 22(1)

[REDACTED]
West Vancouver, BC

From: [REDACTED] s. 22(1)
Sent: Tuesday, October 22, 2024 2:23 PM
To: correspondence
Cc: Mark Sager, Mayor; Christine Cassidy; Nora Gambioli; Scott Snider; Linda Watt; Peter Lambur; Sharon Thompson
Subject: Atmospheric Rivers; Bylaw Enforcement of our Creeks Bylaw and RAPR Obligations *With Attachment
Attachments: AEN124.pdf

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Good Morning Mayor and Council

(This is the same email sent an hour ago this time with the material attached per the request from a Correspondence email)

Further to my previous emails on this subject, I am not a hydrologist, but the following basic facts seem well supported and clear, and I trust well known to Mayor and Council. I repeat them here for context.

Experts, here is one example, say creeks flood when people pave with any non-impervious material e.g. gravel, after cutting down trees/vegetation etc. in the creek areas i.e. the 5 and 15m riparian areas. This aligns with our *WV Creeks Bylaw* which prohibits non-impervious materials being dumped in our riparian areas. In the case of *WV* in my experience this is often or always happens due to an owner's personal preferences and enjoyment, property values (e.g. lawn chairs on a now paved area in the 5m riparian area on public land in the area most recently reported, etc.)

Experts say the specific reason paving/gravelling over soil (after cutting trees/vegetation) causes flooding is because: when the rain falls there is no ground soil/vegetation/trees for the rainwater to soak into as would naturally occur. The non-impervious pavement/gravel/stones repel the rainwater rather than absorbing it. The rainwater then has to go somewhere and so it rolls off the e.g. pavement/gravel etc. and into the creeks. The creeks then overflow from excessive rainwater that would have otherwise soaked into the soil, flooding the surrounding areas.

But that's not all the damage that is done. The intense pressure on the creek banks from the torrents of water now rolling into and rushing down the creeks, erodes and destabilizes the creek banks and all of that bank creek matter then clogs the creeks causing flooding.

Setting aside the well-known damage to the creek habitats of tree cutting/paving, etc. e.g. killing fish, hopefully this recent atmospheric river will wake up the private property owners committing these violations and perhaps some people in planning department /land development that this is not just a matter of brushing off some "tree huggers"/nature lovers as nuisances with whom they disagree. It is, based on the above experts, putting our community at risk when the wisdom of our Bylaws specific to *WV* are "sold down the river".

I trust/hope there are discussions underway to address these issues given last week's flooding. I humbly offer my input that at the very least *we must* enforce the *Creeks Bylaw* (the protection for the environment flows from that) i.e. *require (on penalty of ongoing daily/weekly fines)* an engineering report

for District approval, a signed covenant by the owner that they are responsible for all damage, etc. if they want to pave. It is hopefully highly unlikely to ever get approved given the threat of atmospheric rivers, how likely it would be to recoup the losses in damage from such an owner, and the amount of paving for land development in other areas for housing development, etc.

Mayor and Council will undoubtedly arrive at better possibilities, but I offer these possibilities to the mix to redress (i.e. have removed with required replanting) of any recent paving, gravel dumping etc. in violation of our Bylaws. If the problem is that people are unpleasant/get upset with Bylaw Officers when they attend, why can't Bylaw at least take photos *from our public property along the creeks*, review them back at the office with a hydrologist expert(s), come to a conclusion, and send violation fines for every day/week the violation remains. Ultimately if the person doesn't care about fines and is a threat to the safety of our community can we not put a lien on their property until the fines are paid? This will be unpleasant, but not a fraction of the pain of having to deal with a tragedy. Or, what about the District and/or reporting the Bylaw violators to insurance companies who are knowingly creating these risk so that specific owner gets increased insurance premiums related to any flooding, rather than costing the entire community increased insurance premiums (which could be coming) and taxpayers having to pay for e.g. Staff overtime dealing with the aftermath. Can that be done?

Sincerely,

s. 22(1)

Streambank Erosion

Matthew C. Burnette and Carmen T. Agouridis, *Biosystems and Agricultural Engineering*

What is Streambank Erosion?

Streambank erosion refers to the removal of soil and other material, such as rock and vegetation, from the streambank (Figure 1). Streambank erosion is a naturally occurring process, but the rate at which it occurs is often increased by anthropogenic or human activities such as urbanization and agriculture. Changes in land use can cause streambanks to erode at rates much faster than those seen in natural, undisturbed systems.

What Causes Streambank Erosion?

Streambank erosion occurs when the driving forces of water (hydraulic) and gravity (geologic) are greater than the ability of the streambank to resist them, thus resulting in a failure. A hydraulic failure occurs when the flowing water from the stream directly hits the streambank (Figure 2). A geologic failure occurs when an overhanging bank collapses due to gravity (Figure 3).

Activities both at the watershed (large-scale) as well as the stream or reach scale (small-scale) can cause streambank erosion to occur. Urbanization is a large-scale activity that results in an increase in the amount of impervious surfaces such as parking lots, buildings and roads within a watershed. Impervious surfaces prevent water from infiltrating or soaking into the soil so more rainfall during storm events becomes runoff, which in turn flows to streams. Consequently, streams in urbanized watersheds transport a



Photo: Carmen Agouridis

Figure 1. Streambank erosion occurs when soil is removed from the banks.



Photo: David Collett, University of Kentucky, Robinson Center for Appalachian Resource Sustainability

Figure 2. Hydraulic failures occur when flowing water erodes streambanks.



Photo: Matthew Peake, University of Kentucky, Animal Research Center

Figure 3. The collapse of overhanging banks is an example of a geologic failure.

much larger volume of stormwater than streams in undeveloped watersheds. Larger volumes of stream flow mean that the waters in these streams are deeper. Deeper waters mean increased levels of stress on the bed and banks, which in turn means higher stream-bank erosion rates.

At the reach scale, streambank erosion is increased largely by activities that impact riparian vegetation, soil stability, and channel sinuosity. Riparian vegetation with dense roots that extend the full length of the stream bank offers the greatest protection against streambank erosion. Mowed grasses offer little protection as their roots are typically short. Livestock and vehicles entering and exiting streams can accelerate streambank erosion (Figure 4), so stream crossings should



Photo: Carmen Agouridis

Figure 4. Livestock trample streambanks, so their access to streams should be controlled.

be constructed. Changes in channel sinuosity or curviness can occur naturally or may be human induced. For example, the practice of straightening streams increases streambank erosion. Streams may be straightened to increase the accessibility of lands (such as moving a stream to the side of a hill or removing meanders or bends), but the practice often results in a shorter stream. Since the same drop in elevation must occur over a shorter distance, the stream becomes steeper, which in turn increases stress on the stream's banks and bed and thus streambank erosion.

Why Is Streambank Erosion Problematic?

Streambank erosion is problematic for a number of reasons. When streambanks erode, valuable land, such as crop or livestock fields, is lost. Critical infrastructure such as bridges, roads, and underground utilities may be damaged (Figure 5). Eroding streambanks are often a safety concern for humans, livestock and wildlife (Figure 6). Overhanging banks can collapse from the weight of a person or animal. Streambank erosion also negatively impacts water quality largely by increasing the amount of suspended sediment in the stream water. When suspended sediment levels in streams are high, aquatic life suffers as the amount of suitable habitat is reduced. Suspended sediments cause the water to become turbid or cloudy making it difficult for aquatic life such as fish to breathe and find food. When sediments begin to settle out, they can cover and fill in the spaces around rocks, reducing the places aquatic life can live and reproduce. Studies have shown that streambank erosion accounts for a large portion of the suspended sediment load in streams, in some cases as much as 90 percent.



Photo: Jim Hanssen, EcoGro

Figure 5. Streambank erosion threatens infrastructure.



Photo: Eric Dawalt, Ridgewater, LLC

Figure 6. Streambank erosion can pose a safety hazard.

How Are Streambanks Stabilized?

Streambanks are stabilized largely through one or a combination of the following methods: 1) providing floodplain access, 2) establishing a dense cover of deep-rooting riparian vegetation, and/or 3) redirecting stream flows away from the streambanks and towards the center of the channel.

Floodplain Access

One of the main reasons streambank erosion occurs is a lack of floodplain access. Streams with low levels of streambank erosion often have good access to their floodplains (Figure 7). This means that the waters in the channel regularly, typically once per year on average, spill out onto the adjacent lands or floodplain. Such streams have low bank heights, meaning that water depths and hence stress remains low. For streams with high banks, floodwaters rarely escape the confines of the channel. Such streams are considered incised (Figure 8). Because waters become deep with incised channels, stresses and erosion potential are high.

One way to reduce streambank erosion is to create floodplain access. For streambank stabilization projects, floodplain access is often created by excavating a small floodplain (Figure 9). In some instances, large-scale efforts such as stream restoration are needed. Stream restoration involves the re-establishment of the structure and function of a stream as closely as possible to pre-disturbance conditions (Figure 10).



Photo: Carmen Agouridis

Figure 7. Streams with good floodplain access have less potential for erosion.



Photo: Carmen Agouridis

Figure 8. Streams with poor floodplain access have a high potential for erosion.



Photo: Carmen Agouridis

Figure 9. Excavating a new floodplain is one way to create floodplain access along the stream.

Figure 10. A stream before (a) and after (b) restoration.



Photo: Eric Dawalt, Ridgewater, LLC

(a)



Photo: Carmen Agouridis

(b)

Riparian Vegetation

Riparian zones or buffers are sections of land that border water bodies such as streams, rivers and ponds. These zones serve as the transition from the aquatic environment to the uplands or terrestrial environment. While riparian buffers can consist of one vegetation community, often riparian buffers include a zone of fast-growing and water tolerant trees (Zone 1), a zone of shrubs (Zone 2), and a zone of grasses and forbs (Zone 3).

A common and cost-effective method for reducing streambank erosion is to plant vegetation with deep, thick root systems such as trees in riparian zones, especially along the streambanks. Some vegetation, such as dogwoods and willows, can be planted using live stakes. Live stakes are dormant, unrooted plant cuttings that can be driven into the streambank. Once planted, they will begin to develop roots. Due to their low cost and ease of implementation, live stakes are an attractive option for landowners seeking to reduce streambank erosion. Another option is to use containerized plants, though the cost is higher.

Live Stake Planting

A live stake is a piece of live hardwood material from a woody species of plant. Live stakes are cut to specific lengths depending on soil and site conditions but should be at least 0.5 in. (1.3 cm) in diameter and 18 in. (46 cm) in length. When harvested, the plant material is usually in a dormant state. When selecting live stake species, a quick growth rate and a dense root mat are essential. Commonly used species include black willow (*Salix nigra*) and silky dogwood (*Cornus amomum*). Live stakes are often planted on the outside of meander bends where shear stress is highest.



Photo: Christopher Barton, University of Kentucky, Department of Forestry

Streambank Soil Bioengineering

Streambank soil bioengineering is the practice of using plant material (living and nonliving) to stabilize streambanks (Figure 11). Both engineering practices and ecological principles are used as the plant material provides structural support as well as habitat benefits. Because of the use of plant material, streambank soil bioengineering is often referred to as “soft” engineering. The *National Engineering Handbook* contains detailed information on a variety of streambank soil bioengineering techniques. For additional information on streambank soil bioengineering, contact your local University of Kentucky Cooperative Extension Service office or Natural Resources Conservation Service (NRCS) office.

Hard Engineering

“Hard” engineering, often termed armoring, refers to the practice of stabilizing streambanks using hard structures made of rock, concrete or metal. Examples of hard engineering techniques include rip-rap and gabion baskets. Rip-rap is large rock that is placed on the streambanks to prevent bank erosion (Figure 12). Gabion baskets are wire baskets that are filled with rock (Figure 13). Because gabion baskets hold the rock in place, they are used when the available rock material is too small to withstand the erosive power of the stream. Because of the amount of rock, concrete and/or metal required, hard engineering techniques are often costly to install and maintain. Unlike soft engineering, hard engineer-

ing techniques offer little in the way of habitat improvement.

Instream Structures

Instream structures help reduce streambank erosion by redirecting the flowing water away from the streambanks and toward the center of the channel. Examples of instream structures include vanes such as cross-vanes, single vane arms, and J-hooks (Figure 14). Such structures are often constructed using large rock, although logs can be used. The *National Engineering Handbook* contains detailed information on instream structures. For additional information on instream structures, contact your local University of Kentucky Cooperative Extension Service office or Natural Resources Conservation Service (NRCS) office.

What Technical Expertise Is Needed?

Reducing streambank erosion can be a complex process requiring an understanding of engineering, hydrology, hydraulics, soils, vegetation and construction management. Therefore, landowners should consult their local University of Kentucky Cooperative Extension Service office or Natural Resources Conservation Service (NRCS) office for assistance.

Are Permits Required?

Prior to grading streambanks or installing instream structures, it is important to determine if any federal, state or local permits are required. Contact the U.S. Army Corps of Engineers to inquire about any necessary federal permits. Contact the Kentucky Division of Water regarding state-level permits in Kentucky. Consult local agencies such as city and/or county governments regarding local permit requirements. Note that the permitting process can take several months to complete.



Photo: Jim Hanssen, EcoGro

Figure 11. Streambank soil bioengineering uses living and nonliving plant material to stabilize streambanks.



Photo: Carmen Agouridis

Figure 12. Rip-rap is a common form of “hard” engineering to reduce streambank erosion.



Photo: Matthew Burnette

Figure 13. Gabion baskets are wire mesh baskets filled with rock.



Photo: Carmen Agouridis

Figure 14. Instream structures such as this cross vane help reduce streambank erosion by redirecting flows to the center of the channel.

Further Reading

Stream Crossings for Cattle (AEN-101)

Restoring Streams (AEN-122)

Living Along a Kentucky Stream (IP-73)

Planting a Riparian Buffer (ID-185)

Planting Along Your Stream, Pond, or Lake (HENV-202)

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WEST VANCOUVER MEMORIAL LIBRARY BOARD

MINUTES

September 18, 2024, 7:00 p.m.

The Lab

Present: T. Wachmann [Chair], A. Krawczyk, B. Hafizi, E. He, W. Marais, P. Morris,
S. Sanajou, S. Thompson, L. Yu

Absent: A. Nimmons, H. Vanee

Staff: S. Hall, S. Barton-Bridges, S. Gill, T. Matsuzaki, S. Dale

1. Call to Order

The meeting was called to order at 7:11 p.m.

2. Approval of Agenda

The following amendments were made to the agenda:

- Remove August Monthly Operating Stats
- Add West Coast Modern Week Final Report 2024.

Moved by: B. Hafizi

Seconded by: L. Yu

THAT the Agenda be approved as amended.

CARRIED

3. Approval of Consent Agenda

Moved by: W. Marais

Seconded by: S. Sanajou

THAT the Consent Agenda be approved.

CARRIED

4. Business Arising from Minutes

None.

5. Director

a) Update

Please see report attached report from the Director.

6. Governance

a) Respectful Behaviour Policy

S. Hall advised that the Respectful Behaviour Policy is inspired by the District of West Vancouver's Respectful Behaviour Bylaw. Library staff have worked on developing a parallel policy as the library is not covered by the bylaw, being an independent entity.

S. Hall highlighted the main changes to the policy as follows:

- Change in the avenue for appeal.
- Clarifying the procedure for suspensions and appeals.
- Emphasis on the library's requirement as an employer to take all reasonable steps to maintain a safe and respectful working environment.

The Board's Policy Committee has reviewed the policy, and no concerns were noted.

Moved by: A. Krawczyk

Seconded by: W. Marais

To approve the attached policy and add to the Board's policy manual, replacing section 4.7 (see 'proposed policy' section).

CARRIED

Moved by: B. Hafizi

Seconded by: P. Morris

To amend the 'Code of Conduct on Library Premises' to be called the 'Library Code of Conduct'.

CARRIED

Moved by: B. Hafizi

Seconded by: E. He

[3]

To amend the 'Code of Conduct' in section 2.5 of the manual to be called 'Board Code of Conduct'.

CARRIED

Moved by: B. Hafizi
Seconded by: W. Marais

That an ad hoc Appeals Committee of three board members be appointed when a suspended patron wishes to appeal the suspension (see section 9).

CARRIED

Moved by: P. Morris
Seconded by: S. Sanajou

To Change the wording in the policy from "banned" to "suspension".

CARRIED

b) Director's Insurance

S. Gill provided an overview of Board Liability advising that a library board should operate lawfully and work carefully to comply with the *Library Act* (e.g. ensuring proper financial oversight, ensuring policies and procedures are current, measures in place to protect library patrons etc.)

S. Gill advised that S. 54(1) of the *Library Act* provides some protection to individual Board members; however, there are exceptions in S. 54(3). Furthermore, Library Boards may be liable under S.54(4) for action of Board Directors, officers, employees or persons acting under direction of the Board

Additional Insurance includes:

- Since the Board is appointed by Council, liability coverage from the District of West Vancouver (DWV) is in place and provides additional protection to Board directors.
- Coverage amounts are in line with the DWV's member's coverage.
- Liability protection agreement is under Municipal Insurance Association of BC.

7. Strategy

No report.

8. Finance

a) Annual Budget & Financial Reporting Cycle

The Annual Budget & Financial Reporting Cycle Report is provided to the Library Board for information.

b) 2024 Q2 Report

L. Yu advised that the operating revenues are below target for Q2 2024. This is due to the late receipt of the Provincial operating grant of \$105k, which was issued by cheque and recorded in Q3 2024. With the grant included, operating revenues would exceed the target for Q2 2024, mainly due to greater than anticipated facility and other revenue.

L. Yu mentioned that expenditures for Salary are over budget for the quarter due primarily to increased sick usage, maternity leave top-up, limited staff vacancies despite having to achieve a vacancy adjustment, and less staff vacation usage in Q2 2024. There has been a slight increase in sick usage since the Pandemic, and this is being monitored.

L. Yu noted that a large amount of carry-over funds from the 2023 capital budgets have been carried over to 2024 which will largely be used to fund the Mezzanine renovations and heating upgrades. S. Gill will work with the District Facilities department as these funds will be committed in 2024.

Moved by: P. Morris

Seconded by: L. Yu

To accept the 2024 Q2 operating and capital results as presented.

CARRIED

c) Proposed 2025 Operating and Capital Budget Submission

L. Yu advised that it is a conservative budget and where possible, efforts were made to consider cost-saving measures and offsetting incremental requests through increased revenues. Also, given District funding constraints, the library is not requesting any one-time initiatives in 2025.

Moved by: L. Yu

Seconded by: W. Marais

To approve the proposed 2025 Operating Budget in principle, 2025 One-Time Initiatives, 2025 Capital Budget along with rankings, and the 2026-2035 Capital Forecast for submission to the District.

CARRIED

9. Infrastructure Committee

B. Hafizi reported on the following projects:

- District Facilities and the Library have agreed to proceed with a solution of using our existing heat pumps supplemented with electric boilers for the heating system upgrade. We are awaiting detailed drawings from the contractor, Modern Niagara, and then will work on construction negotiations and mobilization. Most of the work will begin next year during the late spring/summer when it becomes warmer, and less heating is required.
- The roof seismic upgrade is substantially complete. A final inspection was completed in August and the contractor is in the process of dealing with any deficiencies, after which we will receive close out documents. The rooftop parking and community garden was re-opened a few weeks ago.
- We are still working with a contractor to provide us a non-commitment budget for the elevator to the rooftop parking project. The budget estimate was delayed as we needed some clarity from the engineers on structural details. We expect to receive this budget soon and will then determine next steps. We are hoping we can engage this contractor and complete the work this fall.
- Materials continue to be moved in preparation for the Mezzanine renovation. The permit and tender packages are ready, and we are working with the District's Purchasing department on next steps in selecting a contractor. We anticipate commencing the renovation work in early fall.

S. Gill reviewed the renderings for the mezzanine level renovations highlighting the following:

- More open space
- Lower shelving
- Improved lighting
- New carpet
- Both collaborative and individual working spaces.

10. Engagement Committee

T. Wachmann acknowledged that it is important the whole Board be involved at a strategic level in the 2024-2025 engagement planning process. T. Wachmann and C. Garton (former Chair of the Engagement Committee) will facilitate a workshop in October before the Board meeting. The Engagement Committee can then meet in October/December to finalize the details of a 2024-2025 plan.

11. Council Update

S. Thompson reported on the following:

- Her attendance at UBCM (Union of BC Municipalities) 2024 convention (September 16-20).
- The final adoption of the Area Development Plan for Cypress Village and Eagleridge has been delayed.
- Hilary Letwin's former administrator/curator, to the West Vancouver Art Museum has taken a new position with the City of Coquitlam and wished her well in her future role.
- Congratulated Sue Ketler in her new role as the Deputy Municipal Manager position.
- The Coho festival and salmon barbecue returned to Ambleside after a brief hiatus in 2023.
- Council voted in favour of closing the public beach access to a waterfront beach next to 3000 Park Lane in West Vancouver which has received media attention.
- Spoke to the 2025 budget process.

12. New Business

None.

13. Date of Next Meeting

Wednesday, October 16, 2024, 7 p.m.

14. Adjournment

The meeting was adjourned at 8:25 p.m.

All documents distributed at the meeting are available for perusal upon request.

s. 22(1)

Tracy Wachmann
Chair, West Vancouver Memorial Library Board

**THE CORPORATION OF THE DISTRICT OF WEST VANCOUVER
BOARD OF VARIANCE HEARING MINUTES
VIA ELECTRONIC COMMUNICATION FACILITIES
WEDNESDAY, SEPTEMBER 18, 2024**

BOARD MEMBERS: Chair L. Radage and Members J. Elwick, D. Simmons, and R. Yaworsky attended the hearing via electronic communication facilities.
Absent: Member S. Abri.

STAFF: P. Cuk, Board Secretary; N. Karimabadi, Supervisor, Residential Plans Examiners; and M. Beattie, Legislative Services Clerk, attended the hearing via electronic communication facilities.

1. Call to Order

The hearing was called to order at 5:01 p.m.

2. Introduction

Staff introduced the Board Members and described the hearing procedure.

3. Confirmation of the Agenda

It was Moved and Seconded:

THAT the September 18, 2024 Board of Variance hearing agenda be approved as circulated.

CARRIED

Member Elwick absent at the vote

4. Adoption of the July 17, 2024 Minutes

Chair Radage referred to the minutes of the Board of Variance hearing held on July 17, 2024.

It was Moved and Seconded:

THAT the July 17, 2024 Board of Variance hearing minutes be adopted as circulated.

CARRIED

Member Elwick absent at the vote

5. Time Limit of Board of Variance Orders

Chair Radage read out the following statement regarding Time Limit of Order Approving a Variance and noted that the time limit applied to each application approved by the Board:

Pursuant to section 542(3) of the *Local Government Act*, if a Board of Variance orders that a minor variance be permitted from the requirements of the bylaw, and the Order sets a time limit within which the construction of the building or structure must be completed, and the construction is not completed within that time, the permission of the Board terminates and the bylaw applies. Further, if that construction is not substantially started within 2 years after the Order was made, or within a longer or shorter time period established by the Order, the permission of the Board terminates and the bylaw applies.

6. Application 24-033 (1142 Gordon Avenue)

Staff confirmed the following requested variances regarding a power pole (accessory structure):

- a) 2.6 m to Front Yard Setback
- b) 2.4 m to Accessory Structure Height.

Staff informed that no written submissions were received for this application prior to the Board of Variance hearing.

Written submissions received:

SUBMISSION AUTHOR	SUBMISSION DATED	#
None.		

Staff provided permit history of the subject property and responded to a Board member’s question.

Member Elwick entered the hearing at 5:09 p.m. via electronic communication facilities.

B. Krag-Hansen (Delbrook Electrical, representing the owner of 1142 Gordon Avenue) described the variance application for a power pole (accessory structure) and responded to a Board member’s question.

Chair Radage queried whether anyone else had signed up to address the Board regarding the subject application. Staff informed that no one else had signed up to address the Board regarding the subject application.

Members of the Board considered:

- All of the submissions;
- Whether the application was for a minor variance that did not
 - result in inappropriate development of the site
 - adversely affect the natural environment
 - substantially affect the use and enjoyment of adjacent land
 - vary permitted uses and densities under the applicable bylaw; or
 - defeat the intent of the bylaw; and

- Whether compliance with the bylaw would cause the applicant undue hardship.

Having read the application dated August 14, 2024, including the applicant's letter, plans and all other related documents, and having read the statutory Notice of Hearing for the subject application, and having inspected and/or viewed images of the subject site, and having heard the submission of B. Krag-Hansen:

It was Moved and Seconded:

THAT the Board finds that undue hardship would be caused to the applicant by compliance with Zoning Bylaw No. 4662, 2010 (as amended) and orders that Application 24-033 regarding a power pole (accessory structure) at 1142 Gordon Avenue with variances of:

- 2.6 m to Front Yard Setback
- 2.4 m to Accessory Structure Height

BE ALLOWED pursuant to the plans dated July 10, 2024 submitted with the application; AND THAT if construction is not substantially started within 2 years of the issuance of the Order, the permission terminates and the Zoning Bylaw applies.

CARRIED

7. Application 24-034 (6170 Eastmont Drive)

Staff informed that Application 24-034 (6170 Eastmont Drive) was withdrawn on September 5, 2024.

8. Application 24-035 (6174 Eastmont Drive)

Staff informed that Application 24-035 (6174 Eastmont Drive) was withdrawn on September 5, 2024.

9. Application 24-036 (1266 Haywood Avenue)

Staff confirmed the following requested variance regarding floor area below the roof deck:

- a) 76.23 m² to Floor Area Ratio.

Staff informed of written submissions received for this application prior to the Board of Variance hearing.

Written submissions received:

SUBMISSION AUTHOR	SUBMISSION DATED	#
Redacted	September 16, 2024	1
Redacted	Undated	2

Staff provided permit history of the subject property.

F. Reid (1266 Haywood Avenue), M. Peck (Marwynn Construction, representing the owner of 1266 Haywood Avenue), and A. Parker (representing the owner of 1266 Haywood Avenue) described the variance application for floor area below the roof deck. M. Peck, A. Parker, and staff responded to Board members' questions.

Chair Radage queried whether anyone else had signed up to address the Board regarding the subject application. Staff informed that no one else had signed up to address the Board regarding the subject application.

Members of the Board considered:

- All of the submissions;
- Whether the application was for a minor variance that did not
 - result in inappropriate development of the site
 - adversely affect the natural environment
 - substantially affect the use and enjoyment of adjacent land
 - vary permitted uses and densities under the applicable bylaw; or
 - defeat the intent of the bylaw; and
- Whether compliance with the bylaw would cause the applicant undue hardship.

Having read the application dated August 20, 2024, including the applicant's letter, plans and all other related documents, and having read the statutory Notice of Hearing for the subject application, and having inspected and/or viewed images of the subject site, and having heard the submissions of F. Reid, M. Peck, and A. Parker:

It was Moved and Seconded:

THAT the Board finds that undue hardship would be caused to the applicant by compliance with Zoning Bylaw No. 4662, 2010 (as amended) and orders that Application 24-036 regarding floor area below the roof deck at 1266 Haywood Avenue with a variance of:

- 76.23 m² to Floor Area Ratio

BE ALLOWED pursuant to the plans dated July 18 and August 14, 2024 submitted with the application; AND THAT if construction is not substantially started within 2 years of the issuance of the Order, the permission terminates and the Zoning Bylaw applies.

CARRIED

10. Application 24-037 (4650 Rutland Road)

Staff confirmed the following requested variances regarding a shed (accessory building):

- a) 2.5 m to Front Yard Setback
- b) 2.42 m to Distance Between Principal and Accessory Buildings.

Staff informed of written submissions received for this application prior to the Board of Variance hearing.

Written submissions received:

SUBMISSION AUTHOR	SUBMISSION DATED	#
Jessica Bremner Design	September 16, 2024	1

Staff provided permit history of the subject property.

J. Hanley (Jessica Bremner Design, representing the owner of 4650 Rutland Road) described the variance application for a shed (accessory building).

Chair Radage queried whether anyone else had signed up to address the Board regarding the subject application. Staff informed that no one else had signed up to address the Board regarding the subject application.

Members of the Board considered:

- All of the submissions;
- Whether the application was for a minor variance that did not
 - result in inappropriate development of the site
 - adversely affect the natural environment
 - substantially affect the use and enjoyment of adjacent land
 - vary permitted uses and densities under the applicable bylaw; or
 - defeat the intent of the bylaw; and
- Whether compliance with the bylaw would cause the applicant undue hardship.

Having read the application dated August 21, 2024, including the applicant’s letter, plans and all other related documents, and having read the statutory Notice of Hearing for the subject application, and having inspected and/or viewed images of the subject site, and having heard the submission of J. Hanley:

It was Moved and Seconded:

THAT the Board finds that undue hardship would be caused to the applicant by compliance with Zoning Bylaw No. 4662, 2010 (as amended) and orders that Application 24-037 regarding a shed (accessory building) at 4650 Rutland Road with variances of:

- 2.5 m to Front Yard Setback
 - 2.42 m to Distance Between Principal and Accessory Buildings
- BE ALLOWED pursuant to the plans dated August 9, 2024 submitted with the application; AND THAT if construction is not substantially started within 2 years of the issuance of the Order, the permission terminates and the Zoning Bylaw applies.

CARRIED

11. Receipt of Written and Oral Submissions

It was Moved and Seconded:

THAT all written and oral submissions regarding the following Board of Variance Applications:

- Application 24-033 (1142 Gordon Avenue);
- Application 24-034 (6170 Eastmont Drive);
- Application 24-035 (6174 Eastmont Drive);
- Application 24-036 (1266 Haywood Avenue);
- Application 24-037 (4650 Rutland Road);

up to and including September 18, 2024, be received.

CARRIED

12. Public Question Period

There were no questions.

13. Next Hearing

Staff confirmed that the next hearing of the Board of Variance is scheduled for October 16, 2024 at 5 p.m.

14. Adjournment

It was Moved and Seconded:

THAT the September 18, 2024 Board of Variance hearing be adjourned.

CARRIED

The Board of Variance hearing adjourned at 5:36 p.m.

Certified Correct:

s. 22(1)

L. Radage, Chair

s. 22(1)

P. Cuk, Secretary

From: Weiler, Patrick - M.P. <Patrick.Weiler@parl.gc.ca>
Sent: Thursday, October 17, 2024 2:19 PM
To: Weiler, Patrick - M.P.
Subject: [Possible Scam Fraud]Letter from MP Patrick Weiler - Government announces significant new support to help small business owners
Attachments: Letter from MP Patrick Weiler - Government announces new support to help small business owners.pdf

CAUTION: This email originated from outside the organization from email address Patrick.Weiler@parl.gc.ca. Do not click links or open attachments unless you validate the sender and know the content is safe. If you believe this e-mail is suspicious, please report it to IT by marking it as SPAM.

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Good afternoon,
Please see the attached letter from MP Patrick Weiler regarding an announcement from the Government of Canada of reduced credit card transaction fees for small businesses and a revised Code of Conduct for the Payment Card Industry in Canada taking effect this month.

Sincerely,

Kevin Hemmat
Director of Communications
Office of Patrick Weiler MP
West Vancouver-Sunshine Coast-Sea to Sky Country
Office: 604-913-2660
Cell: 604-353-2550
Kevin.Hemmat.842@parl.gc.ca



HOUSE OF COMMONS
CHAMBRES DES COMMUNES
CANADA

Patrick Weiler

Member of Parliament
West Vancouver-Sunshine Coast-Sea to Sky Country

October 17, 2024

Dear Friends & Neighbours,

This month, the Government of Canada announced that a revised **Code of Conduct for the Payment Card Industry in Canada** will take effect on October 30, which will protect over 1 million businesses that accept credit card and debit card payments from customers. The revised Code will help businesses compare prices and offers from different payment processors, and shorten the complaint handling response time by nearly 80 per cent to just 20 business days. All major payment card network operators in Canada have agreed to the terms of the revised Code. Certain obligations requiring complex or technical system changes will come into effect by April 30, 2025.

The federal government also announced that new, **reduced credit card transaction fees for small businesses** will take effect on October 19, 2024. More than 90 per cent of small- and medium-sized businesses that accept credit cards will receive lower rates and see interchange fees reduced by up to 27 per cent. These fee reductions are expected to save eligible small businesses about \$1 billion over five years. The federal government expects all members of the credit card industry, including payment processors, to pass these savings on directly to small businesses. [The federal government negotiated and finalized new agreements with Visa and Mastercard](#), which also protect reward points offered to Canadian consumers.

Reduced credit card transaction fees will save small businesses thousands of dollars every year. For example, if a store processes \$300,000 in credit card payments, they currently pay nearly \$4,000 in annual fees. With these new agreements, the store could save \$1,080 in fees every year.

The government is taking action to help businesses start-up, grow, and thrive by reducing the costs of running a business. These supports for business owners build on the [tax cut for small businesses announced in Budget 2022](#), which is saving businesses \$660 million in taxes over 2022-23 to 2026-27, by making the 9 per cent federal small business tax rate available to more businesses as they grow.

If you have any questions or concerns, please do not hesitate to reach out to our office.

Sincerely,

Patrick Weiler, MP
West Vancouver-Sunshine Coast-Sea to Sky Country

Constituency

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