

**District of North Vancouver
Community Monitoring & Advisory Committee
Seymour-Capilano Water Utility Projects**

Meeting Notes – July 22, 2015

Agenda

1. Capilano Water Main Project
 - a) Traffic management
 - b) Public engagement
2. Other Business
 - a) Next meeting

Attendance (Bolded names indicate attendance)

Community Advisory Committee Members:

- **Lorraine Jamieson** Capilano / Grouse Woods Residents Association
- Peter Thompson Edgemont Community Association
- **Corrie Peter Thompson Kost** Edgemont Community Association
- **Norm Daniels** **Lynnmour South Inter-River Community Association**
- Lee Gavel Lynn Valley Community Association
- Dan Ellis Lynn Valley Community Association
- Anne Cockle Blueridge Community Association

District of North Vancouver Representatives:

- Mayor Richard Walton DNV Council
- Councillor Doug MacKay-Dunn DNV Council
- Councillor Robin Hicks DNV Council
- Carol Walker Manager – By-law Enforcement
- **Steve Ono** Manager – Engineering Services
- Tegan Smith Project Manager - External Projects
- Sean Rooney Project Engineer - Engineering Services
- Carolyn Drugge Construction Traffic Management Program Coordinator
- Steve Bridger Section Manager, Engineering Planning and Design
- Erica Geddes Transportation Section Manager - Engineering Services
- Mairi Welman Strategic Communications & Community Relations

Metro Vancouver Representatives:

- Carol Mason Chief Administrative Officer, Metro Vancouver
- Tim Jervis General Manager - Water Services Department
- Frank Huber Director - Major Projects, Water Services Department
- Murray Gant Senior Engineer - Major Projects, Water Services Department
- **Goran Oljaca** Director - Engineering & Construction, Water Services Department
- **Hein Steunenberg** Division Manager - Engineering & Construction, Water Services Department
- **Vanessa Anthony** Program Manager – Public Involvement, Water Services Department

- Alicia Williams Consultation & Community Relations Coordinator - Public Involvement, Water Services Department
- Steve Billington Community Liaison Officer - Public Involvement, Water Services Department

Guests:

- **Scott Ellis** Grouse Mountain Resort
- **Bill Lloyd-Jones** Delbrook Community Association
- **Grig Cameron** Area resident
- **Stacy Chala** Capilano Suspension Bridge

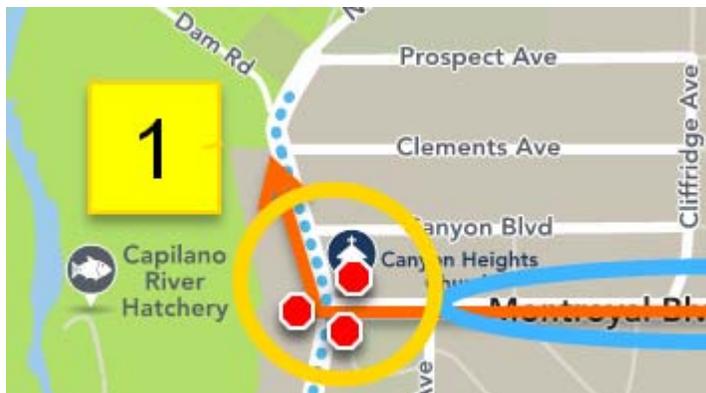
Facilitator:

- **Raymond Penner** the Strategic Action Group

1. Capilano Water Main Project

a. Traffic management

Intersection of Capilano Rd. and Montroyal Blvd.



- at the last CMAC meeting we said that MMM was looking into removing parking on this section of Montroyal; MMM recommended temporary removal of parking spaces on Montroyal immediately to the east of Capilano on the north side, adjacent to the church parking lot; this was discussed with DNV and was accepted; implementation will be structured based on DNV's standard practice
- the temporary removal will allow room for traffic turning northbound on Capilano Rd.

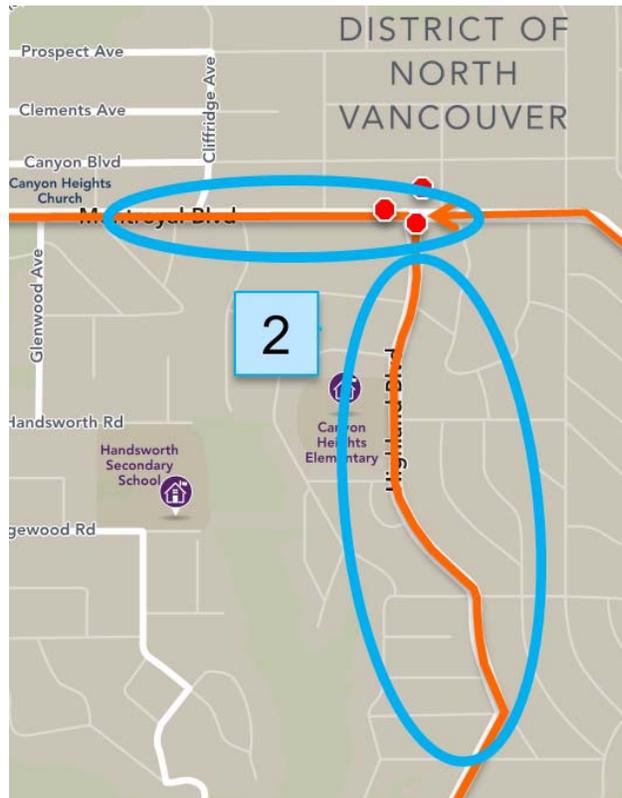
Discussion

Will these restrictions be only certain hours?

[MV] Since there is not too much demand for these parking spots, this will be for all hours and all days. Also, there will be no stopping in this zone.

[DNV] It is too confusing and harder to enforce if there were variable hours for the restricted parking.

Parking analysis Montroyal Blvd. and upper Highland Blvd.



- MMM conducting evening parking counts to provide further recs on parking removal; they also surveyed the road layout in the highlighted area to measure road width in relation to the centerline
- the road is currently substandard for transit vehicles along Highland and Montroyal; the recommendation by MMM is to remove parking on both sides of these roads (Montroyal and Highland) along the detour route; DNV recognizes and acknowledges that the road width is substandard and asked MMM to review and amend their recommendation for the added traffic volumes; MMM will consider removal of parking on one side only and amending the road centreline accordingly to facilitate required lane widths and safe traffic movements along Highland and Montroyal; at the request of DNV, MMM will be conducting a parking count to determine the number of spots which may be impacted based on the approach selected.
- MV will continue to work with the DNV and will report further on actions taken as information becomes available

Discussion

Is the parking analysis going to be typical of the period during which construction will be taking place? It wouldn't be accurate if this was done during summer holidays when people are away.

[MV] We are having this discussion with DNV right now to try to get this as accurate as possible. At this point, we don't know if parking will revert to what it is now after the construction but that will be a DNV decision.

Hopefully this analysis will also factor in that during the construction, this will be a truck route for Grouse Mountain – this will not be present in the current traffic observations but we have advised MMM in our earlier meetings.

In addition to the parking on Highlands, there are areas in both directions there where parents stop to pick up and drop off their children for school. What arrangements have been made to address this?

[MV] There are two spots that will be maintained on Highlands. We looked at other options but they were not feasible.

We will have flaggers there for at least the first few weeks of school to help with safety aspects and if needed, we have enough flaggers that we could have them there for the duration of the construction.

Are you requesting RCMP to be stationed there as you have previously said?

[MV] Yes, we have made this request. It is likely that they will be there at key times and then roving throughout the area at times other than school start and finish times.

CMAC has previously had discussions of the narrow lots in the areas you have mentioned and that these lots do not have driveways and rely on street parking. What thought has gone into this?

[DNV] We are aware of this and will be considering what to do after MMM provides there parking restriction recommendations. Our prime concern will be safety.

Intersection of Ranger Ave. and Montroyal Blvd.



- DNV has trimmed the cedar hedge on the northeast corner but sightlines still remain the same as before the vegetation removal so our approach at this time is to monitor this intersection during construction
- MV has been advised to proceed with developing a contingency plan for no left turns; this will only be implemented if required for safety reasons but the plans will be able to be put in place very quickly

Discussion

Would this contingency plan mean that people travelling west on Montroyal would have to turn right or go straight through?

[MV] Yes – this intersection would become restricted to “right-in, right-out” for all directions.

Other Traffic Management Issues

- we have purchased the specialized equipment for traffic control and they will be delivered in the next few weeks; we have issued a tender for installation and expect this contract to be issued very soon; we expect installation to be completed about the third week in August and then there will be a 72 hour period when the lights blink to alert drivers of a change to be coming



How intelligent and how flexible are these temporary signals?

[MV] One of these will be activated by road sensors. We will have a consultant observing the traffic at these intersections, particularly for the first few weeks to ensure that these are working as planned as well as giving us the ability to make any required adjustment. Also we will be discussing these issues with our monitoring committee.

On the section of Montroyal between Highland and Shirley, there is a house that has been demolished and this has been approved for subdivision to two 33 feet lots. There is a fence up around this lot. I am wondering what the contractor's schedule is for moving forward on his project. Is there any way to make sure that this work doesn't happen during the detour period? Another house on Clements has just been sold to a developer; the surveyor has been on site and it looks like this could get started quite soon.

[DNV] If a permit has been granted, there is no way to stop this. We have very limited regulatory power on this. The only thing that we would do is to control road access for certain equipment. Generally, home construction has much quicker in-and-out deliveries; we are more concerned with the larger construction projects.

It was my understanding that there was only going to be one detour route – the Cliffbridge/Prospect route, not have two, also using Cliffbridge/Clements. This would mean that signage doesn't have to change and there will be less confusion.

b. Issues management

Monitoring Panel

Metro Vancouver:

- Mark MacConnell, Senior Project Engineer,
- Steve Billington,

Pedre Contracting:

- TBD, Project Manager

District of North Vancouver:

- Tegan Smith, Project Manager

City of North Vancouver:

- Carl Ungson, Traffic
- Daniel Watson, Traffic

Ministry of Transportation and Infrastructure:

- Jesse Morewood, Traffic

- our Community Liaison Officer and others will be monitoring the project area, including the Westview/Queens intersection; at this time, MV is looking at options to place a traffic camera at that intersection to assist with traffic monitoring

Discussion

Can you tell us about Pedre Contracting?

[MV] They have done a lot of work for MV, both small and larger projects. They have large equipment and have many years of experience doing this kind of work. They also have a record of doing this type of work fast which has been one of our objectives.

How will they supply the manpower for this work – their own employees or the union hall?

[MV] All the welding will be done by sub-contractors but these are companies that have worked for Pedre and MV for many years. Pedre will do most of the work themselves but they will also use subcontractors for some elements.

The mandate of the monitoring panel seems somewhat vague – is this proactive or reactive and who ultimately takes responsibility for actions? Is it that the need is inter-jurisdictional and no one party can take action?

[MV] We have done all the planning that we can think of to do and have made some predictions. However, we know in practice that people will drive where they need to drive. That is why there will be intensive monitoring at the beginning so that if we need to make changes, we can do so quite quickly. The key monitoring at the beginning will be done by 11 analysts from MMM stationed at key points to see what is happening with the traffic. There will also be others at peak areas. In addition, we have our Community Liaison Officer and the contractor's traffic representative who will be monitoring throughout the project. We will also receive calls. Initially the panel will meet every afternoon to discuss what was observed and what, if anything, needs to be done. That will follow into action items.

[MV] While the monitoring panel is essentially reactive, MV is managing the project and if we see that there is immediate need for action during the day, we will work with the appropriate authority to take appropriate action.

Will there be 100% x-rays on the welds?

[MV] They will do two welds on most joints as these are lap joints. There is a small hole left at the top that we use to pressurize the welds to check them. All the bends will be mitered and we will x-ray a sample number. If we find a flaw in these, then we double the number of x-rays – if we find another flaw, we again double then number.

[MV] We will have a number of inspectors on site – a general inspector, a welding inspector, a lining and coating inspector. These are full time inspectors, considering the scope of work and the costs.

[MV] Our Community Liaison Officer will also be categorizing issues, either as they arise using a green, amber and red coding to indicate the severity of the issue. Green and amber issues will make their way to the monitoring panel while red items will be referred to who is responsible for addressing as soon as they are reported and will be seen as immediate action items.

Who will be reporting back to CMAC and how will this be done?

[MV] Our Community Liaison Officer will be preparing a weekly summary and distributing this to CMAC via the facilitator. We want to ensure that there is transparency and will have to see how this unfolds to determine what this format will look like.

[Facilitator] Do Grouse Mountain and Capilano Suspension Bridge have a direct contact with the Community Liaison Officer since their traffic volumes are much more than either smaller businesses or residents?

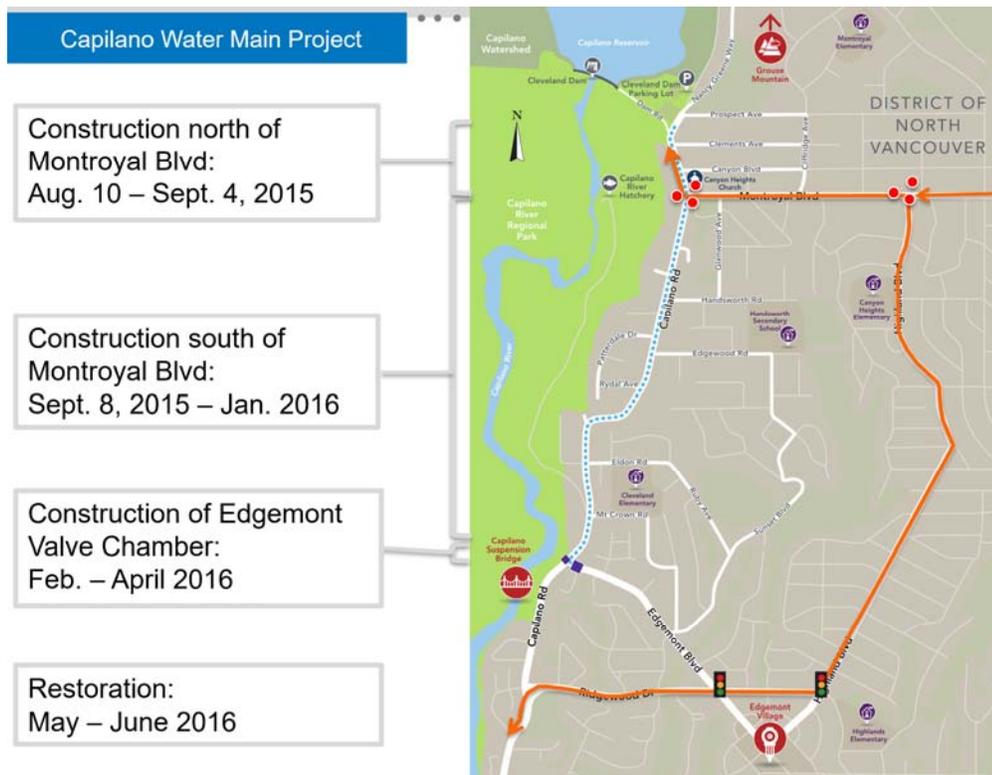
Yes, we do. Also, since we have continuous feedback from drivers arriving, we will have a good sense of where issues might be occurring.

Westview Road

- there a series of lights starting with the Highway overpass/on/off ramps (controlled by the Ministry), one at the Westview Shopping Centre and another at 28th Street (both controlled by the City) and one at Queens (controlled by the District); in order to ensure that we are addressing this traffic, all parties will be part of our monitoring panel.

Schedule

MILESTONE	2015								
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	
1 STAKEHOLDER MEETINGS	█	█	█	█					
2 COMMUNITY MEETINGS		█							
3 PUBLIC MEETING			31						
4 DNV REVIEW OF TMS				█	█				
5 TENDER & EVALUATION				█	█	█	█		
6 AWARD							█		
7 SUBMITTALS							█	█	
8 CONSTRUCTION								█	to Spring 2016 →

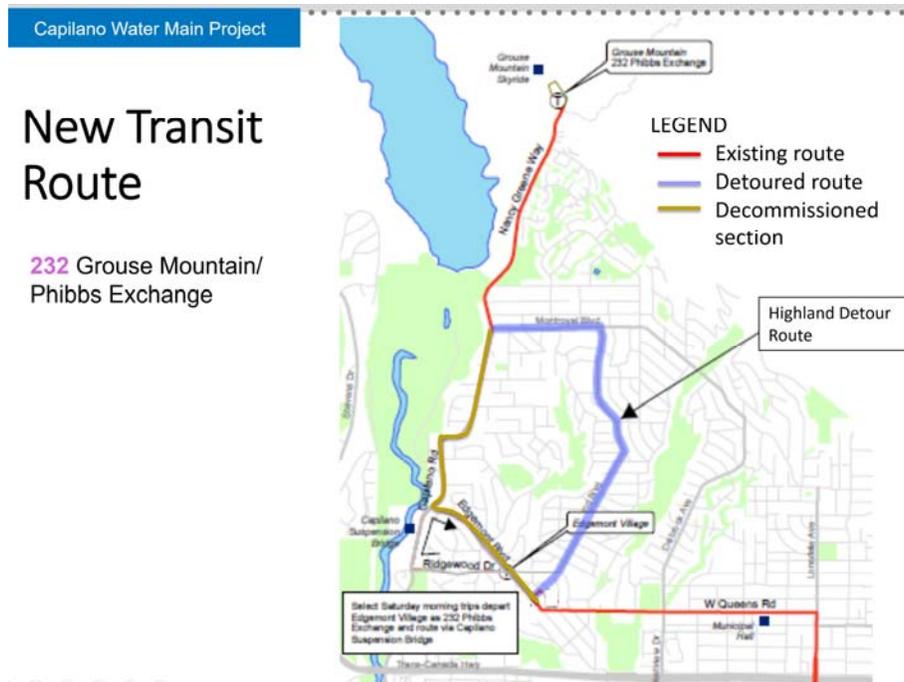
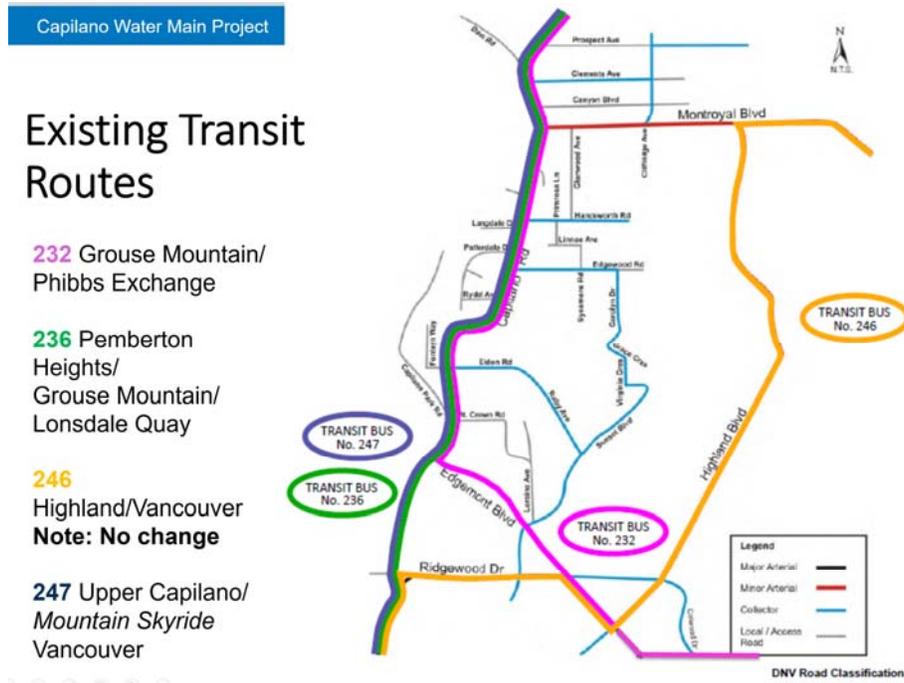


Discussion

When does the Capilano Road closure begin?

[MV] When the construction moves south of Montroyal, approximately September 8 and this will end when we finish pipe installation at Edgemont and complete the basic restoration of Capilano Road

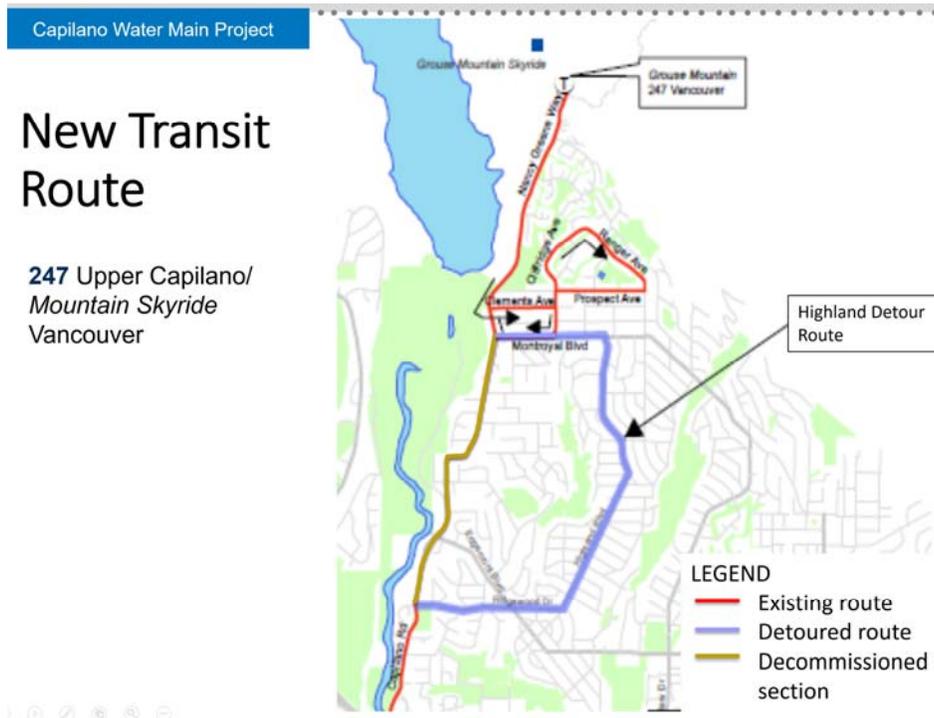
Transit Routes



- this detour will take 232 Grouse mountain/Phibbs Exchange to the Highland Detour Route; the purple line shows the diversion



- this detour will take the 236 Pemberton Heights/Grouse Mountain/Lonsdale Quay to the Highland Detour Route; the purple line shows the diversion
- Route 246 Highland/Vancouver is unaffected and will continue to use Highland Blvd.



- this detour will take 247 Upper Capilano/Mountain Skyride/Vancouver to the Highland Detour Route; the purple line shows the diversion

Discussion

It seems confusing to have the bus route using Clements for one week and then changing to Prospect.

[MV] We will pass this perspective on to Coast Mountain Bus Company. They have some issues with flexibility as they have union considerations of how much in advance changes can be made. We don't know what their response will be.

One of their considerations may be that their regular route is on Clements already.

Transit Outreach

- Coast Mountain Bus Company will undertake a series of outreach activities one to two weeks prior to detours coming into effect:
 - week of August 4th for Prospect/Clements Detour Route
 - week of August 24th for Highland Detour Route
- CMBC outreach will include:
 - bus stop signs
 - rack cards on buses
 - street teams
 - Facebook updates
 - web page updates
 - North Shore News advertisement
- Metro Vancouver will include the website and phone number for transit inquiries on all communication materials

Discussion

For both Grouse Mountain, a lot of our business comes from the North Shore but also from the Lower Mainland. Perhaps there is an opportunity for Coast Mountain to broaden their advertising efforts beyond the North Shore News. At this time of year, the cruise ships are still an important source of visitors for us.

[MV] I think that is the intent of their street teams to reach people coming from the downtown core and other areas coming to the North Shore. I will ask them about this.

It would be good to know as soon as possible where the new bus stops and transfer points are known.

[MV] We have asked about this but we don't have that information yet; this will be determined by their Operations group. We will try to have that information for the next CMAC meeting or, if sooner, could e-mail this out.

That would be helpful and if we get it earlier, we can communicate that to our community association membership.

Could you please convey to CMBC that from a community perspective, the planned one-week detour of the bus routes using Clements doesn't make sense and will be confusing. The detour route should just be Prospect for the period of time that the northern part of the pipeline is being constructed.

We also would like to see an update of the schedule and routing of the shuttles that will be running on Capilano Road.

Metro communications update

- all communication products are also emailed to the growing database
- DNV’s new web page is live and MV project is listed under the “News” section

Tactic	Topic	Schedule
Fact Sheet No. 3	managing construction impacts	early August
rack card	detour route between Grouse Mountain and Capilano Suspension Bridge	mid-August
Working Group	notification for first meeting – Sept. 15	early September
Local Access Passes	access to Capilano Road	ongoing
newsletters	construction updates, traffic pattern changes, notice of restricted access, etc. during the construction period	ongoing
door hangers	driveway blockage and water service interruptions	ongoing
Twitter (MV and DNV)	construction updates, traffic pattern changes and engagement opportunities	ongoing
webpage (MV and DNV)	construction updates, traffic pattern changes and engagement opportunities	ongoing

Metro media relations update

- a summary of Metro Vancouver’s media relations activities is:

Tactic	Topic	Schedule
North Shore News Media briefing	project overview, traffic impacts and community engagement	July 29, 2015
North Shore News	project overview, traffic impacts and Working Group	August 9, 2015

advertorial	notification (August 9)	
North Shore News advertisements	traffic pattern changes: Highland Detour	September 6, 2015
	traffic pattern changes: Capilano Road open to all traffic	Early 2016
	project completion	June 2016
radio traffic advisory	traffic pattern changes: Highland Detour	September 8, 2015
	traffic pattern changes: Capilano Road open to all traffic	Early 2016
	project completion	June 2016

- as noted above, the proactive media strategy includes a media briefing with the North Shore News and radio stations; attendees will include:
 - Director Mussatto (chair of MV’s Utilities Committee)
 - MV staff: Goran Oljaca and Steve Billington
 - DNV staff: Mairi Welman (to respond to questions within DNV jurisdiction)
- a North Shore News story anticipated to run early August in advance of construction

Discussion

Will you be on Radio 730?

[MV] Yes and all the other local stations as well.

Are you doing anything on TV?

[MV] We can’t force the TV stations to cover this project unless they want to. What typically happens, when the North Shore News covers something of interest, the Vancouver Sun will often also run this and Global TV will sometime also cover this. We will have our own film crew filming some of the work and if there is an interest from any of the TV stations, we will be able to supply some footage.

More people look at the 6 p.m. TV than listen to the radio. Maybe you could get Global TV interested in coming out ahead of time to show what is there now and then during the project to do a follow-up. There are still a lot of people who don’t know what is about to happen. It might be useful to be proactive – there will be no problem getting coverage if there are problems.

[MV] We are counting on the North Shore News and local signage to get the word out to a lot of the people in the area.

There will likely be opportunities during the project when there are news-worthy opportunities, similar to the twin tunnel project and that may be when you can get the interest of mass media and be able to share the story of the overall purpose of the project.

With the current focus on water supply with the watering restrictions, there may be more public awareness and receptivity to the focus of this project on adding security to our the water supply.

For Grouse Mountain and Capilano Suspension Bridge, it would be nice to see a change in your projected schedule to indicate that Capilano Road will be open to all traffic for traffic. This might seem like semantics but the Christmas / New Year’s window is extremely important for both of our businesses. Ideally that would be the target that will be set.

[MV] We have had some internal discussion that while the project might not be completed by then, there is the possibility of us shutting down during that period.

Will Grouse Mountain be sending out this information to your seasons pass holders?

We are working with our Marketing and PR staff to determine best how to communicate the message. We need to balance getting information out while not scaring people away.

Project signage update

- Metro Vancouver is developing a signage strategy to help keep people informed; this plan has been provided to the DNV, GRM and CSB for review

Sign Type	Target Audience	Installation Schedule
information	pedestrians	early August
construction	motorists	early August
Businesses Are Open	Grouse Woods Plaza customers	September 8
destination way-finding	Grouse Mountain Resort and Capilano Suspension Bridge customers	September 8
electronic message boards	motorists	early August and September 8

- **Information signs** – geared toward pedestrians; will be placed along the alignment in high traffic areas - north and south end of the project area at bus stops, Cleveland Dam area, Grouse Woods Plaza, Edgemont Village (TBD)
- **Construction signage** – geared toward motorists; will move with the construction zone as work progresses - north and south end of construction zone and project area
- **Businesses Are Open signage** –geared toward motorists; will be placed at north and south end of project area and Grouse Woods Plaza; the location will move as work progresses and the local detour routes change
- **Destination wayfinding signage** (Grouse Mt. and Capilano Suspension Bridge); geared toward those travelling to the two tourism destinations - Hwy 1, lower Capilano Road, and on designated detour routes

➤ **Electronic Message Boards**

- **Expect Detours and Delays** - will be placed at north and south end of project area advising that construction is coming and traffic patterns will be changing
- **Westview Detour** - will be placed near the off-ramps of the two North Shore bridges and at Westview Dr. and Hwy. 1 east exit at Capilano Road

Discussion

I don't see cyclists mentioned in your signage.

[MV] The information for pedestrians is geared towards someone who will stop and read this and cyclists likely won't do that. The construction signs should be effective for both motorists and cyclists. This signage will be in addition to the construction signage the contractor will be utilizing.

It is important that the message gets out that cyclists will be able to go through the construction zone in the same manner as pedestrians. That needs to be made clear in the signage.

[MV] The contractor's signage will be conveying that message at the construction zone.

Information at the bus shelters would be useful.

I would appreciate knowing when you have the information on the placement of the electronic message boards.

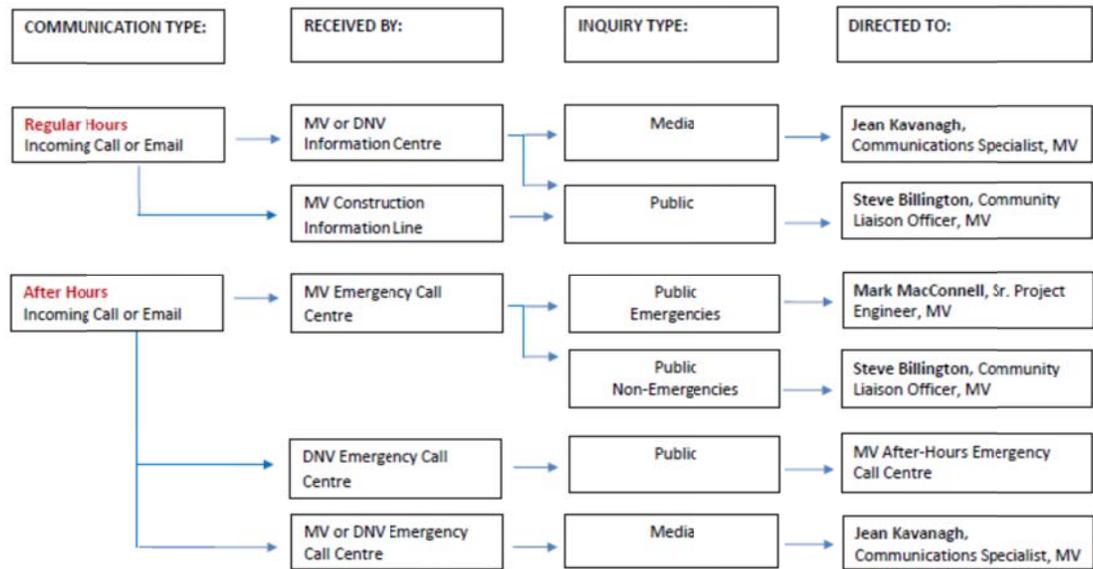
[MV] These will be in various locations depending on the stage of the project.

Community Events

- Metro Vancouver is looking for additional opportunities to discuss the project with those impacted; upcoming events include:
 - Edgemont Village movie night (Sept. 5, 2015)
 - Metro Vancouver's Music In The Park (Sept. 7, 2015)
 - Metro Vancouver's Coho Walk (Sept. 13, 2015)

Communication Protocol for public and media inquiries

- This protocol describes the process for directing public and media questions/comments received by Metro Vancouver and the District of North Vancouver about the Capilano Water Main Project.
- Protocol handed out to DNV and MV info centres, emergency call centres, technical and communications staff
- Regular hours and After hours protocol
- Includes key contact list for MV and DNV staff



Discussion

Do you have a robust communication connection with BC Hydro? For instance, they are currently replacing hydro poles on Capilano Road which is very close to this projects construction window.

[MV] We have communicated our construction plans with all of the utility companies. BC Hydro in particular has many layers and we are aware that they use many subcontractors who may or may not know about our plans. We cannot control the communication they have with those parties. We have asked DNV to communicate any information they might have on such activities but often they are not informed ahead of time either. This will have to be dealt with as things might arise during the construction.

If there is an emergency requirement, such as a power outage, it is important that BC Hydro will be able to get access to the area to address it.

[MV] The contractor will be able to ensure that type of access similar to other emergency situations.

Capilano Water Main Project Working Group

- we regularly form working groups on projects with very high impacts to localized communities; the main difference between a Working Group and an Advisory Committee is membership; with a Working Group membership is open to the public; any CMAC member or elected official would be welcome to attend
- open membership enables the project team to reach the most impacted audience directly and provides impacted residents/businesses a venue to express concerns directly to the key project staff, municipal staff as well as the contractor
- the objectives of the Working Group are to provide an opportunity for impacted residents to:
 - meet directly with the project team in a timely manner
 - communicate concerns regarding construction activities and effectiveness of mitigation measures
 - receive timely information regarding upcoming work
 - provide advice regarding communications with the community
- chaired by MV staff and attended by DNV staff and contractor as required

- meetings will commence after the Labour Day long weekend and will be held every two weeks so concerns are addressed in a timely manner
- following each meeting an Issues/Response Table will be developed by staff and distributed to those that attended any of the Working Group meetings; we will also provide updates at CMAC meetings as to the issues raised and how they have been rectified
- following pipe installation on Capilano Road, MV will assess if the meetings should continue during valve chamber installation on Edgemont Blvd.; once construction is completed, the Working Group will be disbanded

NEXT MEETING

The next CMAC meeting will be Wednesday, August 26, 2015 from 5:00-7:00 at the DNV Hall, Committee Room.