



**REGIONAL DISTRICT OF CENTRAL OKANAGAN
GOVERNANCE AND SERVICES COMMITTEE MEETING
AGENDA**

Thursday, October 8, 2020

8:30 a.m.

Woodhaven Board Room
1450 K.L.O. Road, Kelowna, BC

Pages

1. CALL TO ORDER

Chair Given acknowledged that this meeting is being held on the traditional territory of the syilx/Okanagan peoples.

2. ADDITION OF LATE ITEMS

3. ADOPTION OF THE AGENDA

Recommended Motion:

THAT the agenda be adopted.

4. ADOPTION OF MINUTES

4.1 Governance & Services Committee Meeting Minutes - September 10, 2020

1 - 5

Recommended Motion:

THAT the Governance & Services Committee meeting minutes of September 10, 2020 be adopted.

5. DELEGATIONS

5.1 Okanagan Basin Water Board - Anna Warwick-Sears, Executive Director -
Okanagan Lake Monitoring

6 - 7

Recommended Motion:

THAT the Okanagan Basin Water Board presentation by Anna Warwick-Sears, Executive Director regarding Okanagan Lake Monitoring be received for information.

Recommended Motion:

THAT the presentation by David Lefebvre, Recycle BC, be received for information.

6. PARK SERVICES

6.1 Regional Parks Visitor Services Program Update

Recommended Motion:

THAT the Governance and Services Committee receive, for information, the 2020 Regional Parks Visitor Services Program update.

7. NEW BUSINESS

8. ADJOURN

Minutes of the **GOVERNANCE & SERVICES COMMITTEE** meeting of the Regional District of Central Okanagan held at Regional District Offices, 1450 KLO Road, Kelowna, BC on Thursday, September 10, 2020

Directors:

- J. Baker (District of Lake Country)
- M. Bartyik (Central Okanagan East Electoral Area)
- C. Basran (City of Kelowna)
- W. Carson (Central Okanagan West Electoral Area)
- M. Singh, alternate for M. DeHart (City of Kelowna)
- C. Fortin (District of Peachland) (*attended electronically*)
- G. Given (City of Kelowna)
- C. Hodge (City of Kelowna)
- S. Johnston (City of West Kelowna) (*attended electronically*)
- G. Milsom (City of West Kelowna)
- B. Sieben (City of Kelowna)
- L. Stack (City of Kelowna)
- L. Wooldridge (City of Kelowna)
- J. Coble (Westbank First Nation) (*attended electronically*)

Staff:

- B. Reardon, Chief Administrative Officer
- T. Cashin, Director of Community Services
- T. Kendel, Engineering Manager
- J. Foster, Director of Communication & Information Services
- M. Rilkoﬀ, Director of Financial Services (*attended electronically*)
- M. Drouin, Manager-Corporate Services (recording secretary)

1. CALL TO ORDER

Chair Given called the meeting to order at 8:30 a.m. and acknowledged the meeting is being held on the traditional territory of the syilx/Okanagan peoples.

Roll call was taken as some directors attended electronically.

2. ADDITION OF LATE ITEMS

There are no late items for the agenda

3. ADOPTION OF THE AGENDA

#GS31/20

BAKER/HODGE

THAT the agenda be adopted.

CARRIED unanimously

4. ADOPTION OF MINUTES

4.1 Governance & Services Committee Meeting Minutes – July 9, 2020

#GS32/20

MILSOM/WOOLDRIDGE

THAT the Governance & Services Committee meeting minutes of July 9, 2020 be adopted.

CARRIED unanimously

Director Stack arrived at 8:35 a.m. Director Sieben arrived at 8:37 a.m.

5. ENGINEERING SERVICES**5.1 Alternative Recycle Collection & Waste Reduction Program Update
(presenting: Travis Kendel, Manager-Engineering Services)**

Staff presented an update on the region's waste reduction program:

Alternative recycle collection

- No communities within BC have been identified that collect materials (glass, foam and flexible packaging) outside of the established Extended Producer Responsibility Program.
- Glass recycling – costs highlighted. London Drugs offer an alternative collection point for foam and flexible packaging.
- Current recycling practices align with the regional Solid Waste Management Plan which advocates for full cost compensation by producers.

Director Basran arrived at 8:45 a.m.

Waste Reduction Program Update

- Curbside recycling contamination audit and bin checks underway
- E360 contractor state there has been an increase this year in collection-a 20% increase
- COVID-19 impacts highlighted
 - Delayed cart delivery, accessibility challenges
 - Education and outreach events – events cancelled, tag-a-bag program restored August 29th, student ambassador program delayed until the fall
- Recycle BC will present to the Committee at its October meeting.

Question and answer session followed.

- Private collection was not investigated. It was noted that there were no other options for collection in the province.
- Recycle BC manages the collected items.
- Marketability of product is limited.
- Environmental concerns as items may be going into the landfill.
- Investigation into organics – two projects are on the workplan.
- What are the costs of alternative/additional pickup? The real costs need to be identified in order to make informed decisions.

S. Johnston left the meeting at 9:10 a.m. returned to the meeting at 9:12 a.m.

- Is it possible to accept organics at the Transfer stations? It would be a bear attractant. Organics go in the garbage and used as a biogas at the landfill.
- How is glass recycled? All material goes to Recycle BC and they do have end products for all product they receive. BC has a very different program than other areas in Canada.
- BC is one of the only provinces that collect foam and plastics.
- Are depots being used effectively/efficiently? More accessible, more locations?
- Consequence to contamination: carts not collected, contamination needs to be removed before pickup, cameras in trucks and if identified letters are sent to the household, focus on education.
- Condo and apartments recycling – needs to be improved. Dialogue has occurred with the multi-family haulers.

#GS33/20

BARTYIK/HODGE

THAT the Board receive the alternative recycle collection and waste reduction update as information.

CARRIED unanimously

6. PARK SERVICES

6.1 Regional Parks Service Review (presenting: Murray Kopp, Director of Parks Services)

Staff provided an overview of the 5-Year regional parks service review

- Service review goals and scope highlighted
- Delivering on the Board's Strategic Priorities
- Administration key findings were highlighted.
 - \$8.04m budgeted for the regional parks service
 - 48.2% of budget directed to parks operations, including maintenance, visitor programs, parks planning and administration
 - 24.2% directed to capital, equipment and facility reserves
 - 27.6% directed to debt servicing to previous park land acquisitions (debt servicing finished at the end of 2019)
- Program partners highlighted
 - First Nation communities
 - Member municipalities
 - 'Friends of' regional parks associations
 - Non-profit groups ie: Central Okanagan Land Trust
 - Provincial agencies
- Staff highlighted the funding currently provided to the Friend of Fintry and the background of the purchase of the Fintry provincial park.
- Administrative recommendations were reviewed ie:
 - policy development,
 - establish focused partnerships with organizations

- develop an updated regional parkland acquisition strategy and consider candidate properties for each type of park
- continue work with Okanagan First Nations
- continue to develop a database of information on regional park use and user satisfaction
- update IT systems and programs (maintenance and asset management)
- complete a comprehensive report on the status of current regional parks infrastructure
- update the official regional parks plan
- create a 10-year regional park land development capital plan
- review management practices and costs of contract services (ie: turf maintenance pilot project compare in-house versus contract services)
- review contracting out service for cleaning of washrooms

Question and answer sessions followed:

- What would the impacts of the Friends of Fintry withdrawal of funds? It is understand the funding supports a staff person. There are other funding sources the Society could investigate. This is a provincial park not a regional park. The Friends of Fintry work cooperatively with the Province to maintain the heritage of the park and its facilities.
- Transitional time may be required to end funding.
- No funding is provided to other 'Friends of provincial parks' (ie: Friends of South Slopes (Myra Canyon), Okanagan Mountain Park). There is inequity in funding 'Friends of' groups.
- No formally agreements with 'Friends of' groups. They operate normally as a volunteer group.
- The success of the regional parks program is appreciated by residents and visitors alike.
- Have we achieved enough from a development/accessibility standpoint to date?
- What is the process of the administrative recommendations? They are operational in nature and where required will be brought forward to the Board for consideration ie: policies.
- 5-year reviews are critical to bring issues to light and understanding of the service provided to residents.
- Grants provided to organizations should be identified within the budget documents and not buried within an operation budget.
- Both acquisition and development of parks continue to be important.
- Policy review should be considered, for example – who we provide grants to and what purpose to the regional parks service.

#GS34/20

HODGE/BARTYIK

THAT the Governance and Services Committee recommend that the Regional Board receive the 2019 Regional Parks Service Review report.

CARRIED unanimously

#GS35/20

SIEBEN/STACK

THAT it is recommended the Regional Board approves:

- Staff being directed to develop an updated Regional Parkland Acquisition Strategy in 2020 to present to the Board for consideration.

CARRIED unanimously

#GS36/20

SIEBEN/STACK

THAT it is recommended the Regional Board approves:

- Ending the annual funding of \$39,000 to the Friends of Fintry Provincial Park Society to be phased out ending in 2022.

CARRIED (opposed: Johnson, Fortin, Baker, Hodge, Carson)

It was confirmed that in 2021 the grant will be reduced by 1/3 from \$39,000 to \$26,000 and the final year of funding in 2022 will be \$13,000.

#GS37/20

STACK/WOOLDRIDGE

THAT it is recommended the Regional Board approves:

- Staff being directed to bring forward a regional parks grant funding policy for consideration.

CARRIED unanimously

#GS38/20

BASRAN/HODGE

THAT it is recommended the Regional Board approves:

- A letter be forwarded to the Province (BC Parks) notifying them that the Regional District's grant funding to the Friends of Fintry Provincial Park Society will end in 2022.

CARRIED unanimously

7. ADJOURN

There being no further business the meeting was adjourned at 11:45 a.m.

CERTIFIED TO BE TRUE AND CORRECT

G. Given (Chair)

B. Reardon (Chief Administrative Officer)

MEMORANDUM

To: RDCO Directors
From: Anna Warwick Sears
Date: October 8, 2020
Subject: **Okanagan Lake Level Management considerations**

The District of Peachland has asked for the OBWB's support, calling to the province to review the current lake level management operations for Okanagan Lake, including lake level targets, current flow management models and climate forecast methodology. This is a timely call to action, and echoes recommendations in recent technical reviews, including the Okanagan Mainstem Flood Mapping Final Report. I understand that a similar request has been brought to RDCO.

It is not a simple task. Some of the questions that arise are, how far should the lake be drawn down each winter to prepare for high spring inflows? Under what scenarios would it help to change the full pool target? What is the relative risk of getting a very dry year, or several in a row as in the early 1930s, we may not be able to "refill" the lake? What are the implications of 'mining' the lake to prevent water shortages downstream, which could affect Okanagan Lake docks, lake water intakes, and other lake infrastructure? What operational plan would be necessary to reduce harm to shore-spawning kokanee salmon, and keep summer/fall flows high for sockeye salmon?

Although the process of changing the plan for lake level operations is complicated, it is essential that the province review and update their operations plan within the next few years.

During the course of preparing the Okanagan lakeshore flood maps, Northwest Hydraulic Consultants found that the frequency of flooding would be extremely high if the Okanagan Dam at Penticton continued to be operated in the same manner, given the expected increase in flows due to climate change. Working with the provincial dam operator, they modified the operational rules to be more protective against flooding.

*"The floodplain maps produced from this study are based on inflows projected to the middle of this century. Magnitudes of the design events are expected to exceed the capacity of the existing infrastructure if operational rules are not adjusted to account for the changing climate. Preliminary modifications to the OLSR Operating plan and guidelines were developed to mitigate projected future increases in floods. **If these modifications, or similar mitigations, are not implemented, the resulting flood flows and levels of the design events are expected to be more severe than mapped.**"*

This means that floods will be higher and more frequent than given on the new maps unless changes are implemented.

However, the modifications to the operating rules that were done for the flood mapping project were only done for the purpose of modeling. The old rules are still in place. In order to make changes to the rules, additional work will need to be done to evaluate the relative risk of drought and flooding

under climate change and how to manage for both ends of the weather spectrum while minimizing harm.

*“Prior to implementation, any changes to the operational plan is expected to require review initially with the Okanagan Nation Alliance and Canadian Okanagan Basin Technical Working Group (COBTWG) and then with a wider stakeholder group. Given the currently projected rate of change in floods due to climate change, **review and subsequent implementation of revised operating rules is recommended within the next five years.**”*

The Okanagan Basin Water Board is considering a research gap analysis, in partnership with the province, to evaluate all the work that has been done, and what additional work is needed. These are long-term, high-level modeling studies, and we would seek external funding to carry them out.

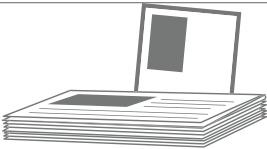
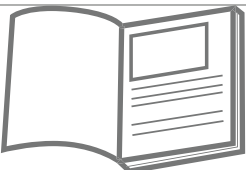
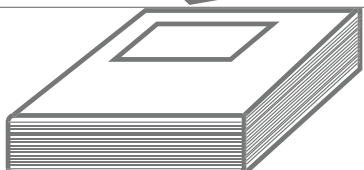

We are also assisting the province in other ways to reduce flood risk. In December, 2017 Associated Environmental wrote a report for the province titled, Review of 2017 Flood Response: Okanagan Lake Regulation System and Nicola Dam. This reviewed what was done with flow forecasting and lake level management, and made a series of recommendations for the future. One of the main recommendations for the report was to improve the in-season forecasting models by **increasing hydrometric monitoring in the mid and high elevations**, as well as snow surveys.

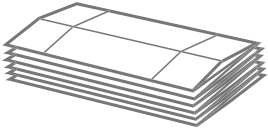
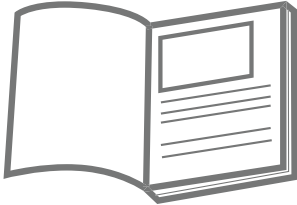
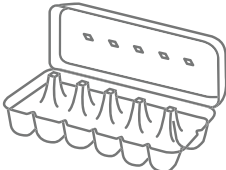

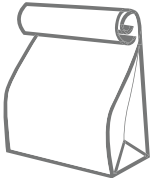
A significant long-term commitment is needed to achieve sufficient, high quality, and consistent data needed to drive the forecasting models, particularly recognizing that climate and hydrology have changed in B.C. in recent decades, and will continue to change.

The OBWB has recently approved a new program to support the expansion of the Okanagan’s hydrometric monitoring networks, over the course of the next few years.



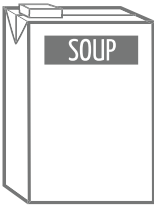
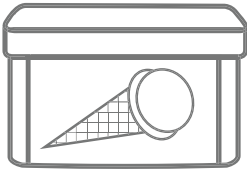
Shaun Reimer, Public Safety and Protection Ministry of Forests, Lands, Natural Resource Operations, and Rural Development, the operator of the Okanagan Lake dam in Penticton, will present to the OBWB at our meeting on October 6th. I will provide the RDCO board with any new insights updated information from that meeting.

PAPER

MATERIAL & DESCRIPTION	DO NOT INCLUDE
	<p>Newspaper and Flyers</p> <p>Daily and community newspapers and advertising flyers</p>
	<p>Magazines and Catalogues</p> <p>All types</p>
	<p>Telephone Books</p> <p>Phone books, directories</p>
	<p>Writing home/office paper and correspondence</p> <p>Note pads; loose leaf paper; white or coloured computer copier and printer paper; printed paper; plain and window envelopes; shredded paper</p> <p>If you live in a community or multi-family building that has separate bins or bags for paper and containers recycling, you may place shredded paper securely inside a paper bag or box (to prevent litter) and include with your paper recycling.</p> <p>If you live in a community or multi-family building that utilizes one bin or bag for all of your recycling, please place shredded paper inside a securely-tied, see-through, plastic bag (no opaque, coloured or black bags).</p>


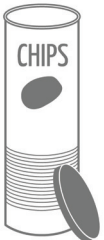
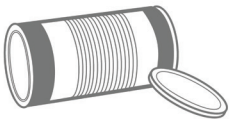

MATERIAL & DESCRIPTION	DO NOT INCLUDE
	<p>Corrugated Cardboard Boxes</p> <p>Shipping boxes, grocery and liquor store boxes, pizza boxes</p> <p>Empty Boxes: Flatten large corrugated boxes and cut down to no larger than 30" wide (78 cm) X 30" tall (78 cm), staples and tape OK</p>
	<p>Cardboard/boxboard</p> <p>Boxes for cereal, shoes, tissues, pizza, frozen entrees, desserts, detergent, etc. Carrier trays for bulk bottled water, soft drinks, cans, food, etc.</p> <p>Cores for paper towel and toilet tissue Flatten and place boxboard directly into the collection container, not inside another box</p> <p>Remove liner bags and food residue</p>
	<p>Moulded boxboard packaging</p> <p>Egg cartons, take-out beverage trays, empty paper-based garden pots, etc</p>
	<p>Paper Bags (kraft paper)</p> <p>Any colour, including brown grocery sacks, white prescription bags, brown envelopes</p>
	<p>Multi-layer paper bags</p> <p>Multi-layered paper bags for flour, sugar, etc.</p>

CONTAINERS


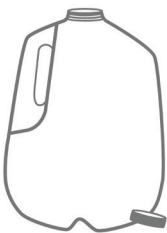

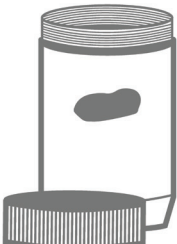
MATERIAL & DESCRIPTION	DO NOT INCLUDE
	<p>Paper Cups</p> <p>For hot and cold beverages</p> <ul style="list-style-type: none"> • Empty and rinse cups • Remove lids and place loose with container recycling • Recycle paper sleeves separately
	<p>Gable-top cartons</p> <p>For milk, milk-type beverages, cream, substitute eggs, sugar, molasses, etc.</p> <ul style="list-style-type: none"> • Empty and rinse cartons • If carton includes plastic screw cap, remove cap and place loose in recycling container
	<p>Aseptic boxes or cartons</p> <p>For milk, milk-type beverages, cream, soup, broth, sauces, etc.</p> <ul style="list-style-type: none"> • Add loose to recycling container
	<p>Frozen dessert boxes</p> <p>For ice cream, frozen yogurt, etc.</p> <ul style="list-style-type: none"> • Empty and rinse cartons

CONTAINERS


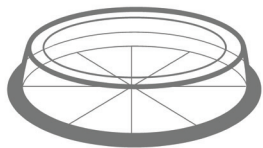



MATERIAL & DESCRIPTION	DO NOT INCLUDE
	<p>Empty Aerosol Containers</p> <p>For food, air fresheners, shaving cream, deodorant, hairspray, etc.</p> <ul style="list-style-type: none"> • Empty cans • Remove caps and place loose in recycling container
	<p>Spiral Wound Cans and Metal Lids</p> <p>For frozen juice concentrate, potato chips, cookie dough, coffee, nuts, baby formula, etc.</p> <ul style="list-style-type: none"> • Remove lids and place loose in recycling container
	<p>Steel Cans and Lids</p> <p>For food including pet food; tins for cookies, tea, chocolates, etc.; include metal lid</p> <ul style="list-style-type: none"> • Empty and rinse cans • Labels OK • Put metal lid inside can and squeeze slightly
	<p>Aluminum Cans and Lids</p> <p>For food, e.g. seafood, cat food, etc.</p> <ul style="list-style-type: none"> • Empty and rinse cans • Labels OK • Put metal lid inside can and squeeze slightly

CONTAINERS




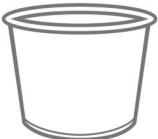
MATERIAL & DESCRIPTION	DO NOT INCLUDE
 <p>Aluminum Foil and Foil Take-Out Containers</p> <p>Foil wrap and take-out containers including pie plates, food trays, etc.</p> <ul style="list-style-type: none"> • Empty and rinse containers 	<p>Chip or foil bags, foil wrap with paper backing for butter, cigarettes, etc., foil-lined cardboard take-out containers or lids</p>
 <p>Plastic Jugs with Screw Tops</p> <p>For milk, cooking oil, laundry detergent, fabric softener, cleaning solutions, cleaning products, body care products, windshield washer fluid, etc.</p> <ul style="list-style-type: none"> • Empty and rinse jugs • Labels OK 	<p>Jugs for flavoured tea, juice, other beverages (return for deposit refund)</p>
 <p>Plastic Clamshells</p> <p>For baked goods, fruit, produce, eggs, etc. Containers are clear with hinged or click-closed tops.</p> <ul style="list-style-type: none"> • Empty and rinse containers • Labels OK 	<p>Packaging labelled biodegradable or compostable, liquid-absorbing pads</p>
 <p>Plastic Jars and Lids</p> <p>For peanut butter, jam, nuts, condiments, vitamins and supplements, personal care products and cosmetics, pharmaceuticals, etc.</p> <ul style="list-style-type: none"> • Plastic jars have wide mouths with screw-top lids • Empty and rinse jars • Labels OK • Remove lids and place loose in recycling container 	<p>Beverage bottles (return for deposit refund), stand-up pouches, containers for motor oil, vehicle lubricant, or antifreeze products</p>

CONTAINERS

MATERIAL & DESCRIPTION	DO NOT INCLUDE
	<p>Plastic Bottles and Caps</p> <p>For food, dish soap, mouthwash, shampoos, conditioners and other personal care products, pills and vitamins, laundry products, household cleaners, automotive cleaners, e.g., glass cleaner, windshield washer fluid, etc.</p> <ul style="list-style-type: none"> • Plastic bottles have screw caps, spray pump or pull-up tops • Empty and rinse bottles • Labels OK • Remove caps, spray pump and pull-up tops, and place loose in recycling container
	<p>Plastic Trays and Tops</p> <p>For deli chicken, single serve meals, prepared foods, baked goods, housewares and hardware, e.g. screws, picture hangers, etc.</p> <ul style="list-style-type: none"> • Containers are clear or have black bottom trays with clear domes • Empty and rinse trays
	<p>Plastic Tubs and Lids</p> <p>For margarine, spreads, yogurt, cottage cheese, sour cream, ice cream, etc.</p> <ul style="list-style-type: none"> • Empty and rinse tubs • Remove lids and place loose in recycling container • For single-use coffee and tea pods: Empty and rinse pods. Remove lids and do not include lids with recycling. Grounds can be composted.

CONTAINERS



MATERIAL & DESCRIPTION	DO NOT INCLUDE
	<p>Plastic Cold Drink Cups with Lids</p> <p>Beverage take out cups</p> <ul style="list-style-type: none"> • Empty and rinse cups • Remove lids and place loose in recycling container.
	<p>Plastic Garden Pots and Trays</p> <p>For bedding plants, seedlings, vegetable plants, etc.</p> <ul style="list-style-type: none"> • Remove remaining soil from garden pots and trays.
	<p>Plastic Pails</p> <p>For laundry detergent, ice cream, pet food, etc.</p> <ul style="list-style-type: none"> • Recycle BC accepts pails that are less than 25L; larger pails should be disposed of via a commercial hauler.
	<p>Microwavable Bowls and Cups</p> <p>For soups and entrees</p> <ul style="list-style-type: none"> • Remove lids and place loose in recycling container

GLASS




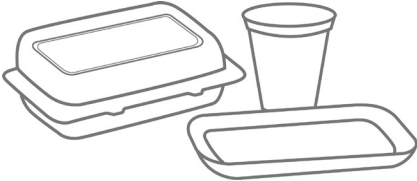
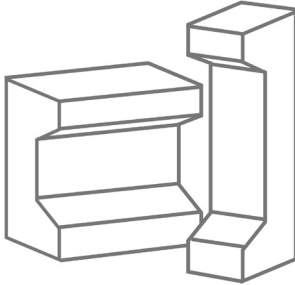
MATERIAL & DESCRIPTION		DO NOT INCLUDE
	<p>Non-Deposit Glass Bottles and Jars</p> <p>Clear or coloured. Check with your recycling collector for instructions</p> <ul style="list-style-type: none">• Empty and rinse bottles and jars. Labels OK• Include lids with container recycling	<p>Drinking glasses, dishes, cookware, whole or broken window glass or mirrors, ceramic mugs or other ceramic products, deposit glass bottles (return for deposit refund), light bulbs and light fixtures</p>

May be collected separately from curbside or multi-family buildings.

Check with your collector.

DROP-OFF ONLY



MATERIAL & DESCRIPTION	DO NOT INCLUDE
	<p>Plastic Bags and Overwrap</p> <p>Plastic bags for groceries, dry cleaning, bread, newspapers and flyers; bags for produce, dry bulk foods, and most frozen vegetables; outer bags and wrap for diapers, feminine hygiene products, paper towels, tissues, soft drink can flats; bags for water softener salt, wood pellets and garden products; overwrap on mattresses, furniture and electronic equipment</p> <ul style="list-style-type: none"> • Empty bags of food <p>Crinkly cellophane wrap, for tea, floral arrangements, etc., stand-up pouches, bags for pre-washed salad, kitchen stretch wrap or plastic wrap for meat, poultry, fish or cheese, chip or snack bags, zipper-lock sandwich and freezer bags, plastic shipping envelopes, packaging labelled biodegradable or compostable, soft packaging for perishable foods, e.g. bacon, deli meats, cheese slices, fish, etc., lumber or construction wrap, garbage bags or any bag sold as a product</p>
	<p>Foam Food Containers and Trays</p> <p>Meat trays, foam egg cartons, foam clamshells, foam cups and bowls for take-out food; etc.</p> <ul style="list-style-type: none"> • Remove food residue and liquid-absorbing pads • Sort white and coloured foam into appropriate collection container at depot <p>Liquid-absorbing pads, shrink wrap for meat, poultry, fish, cheese, etc., napkins (include with green waste, if applicable)</p>
	<p>Foam Cushion Packaging</p> <p>Foam cushion packaging used to protect electronics, small appliances, etc.</p> <ul style="list-style-type: none"> • Remove labels, tape paper, cardboard • Sort white and coloured foam into appropriate collection container at depot <p>Labels, tape, paper and cardboard (recycle separately), foam peanuts, packing chips or noodles, blue or pink foam board insulation, squishy or flexible foam, foam furniture (e.g. sofa cushions)</p>

DROP-OFF ONLY




MATERIAL & DESCRIPTION	DO NOT INCLUDE
	<p>Other Flexible Plastic Packaging: Stand-up and Zipper Lock Pouches</p> <p>Zipper lock pouches for frozen foods like berries, seafood, prepared foods; zipper lock bags for fresh foods like grapes, deli meats; stand-up pouches for baby food, hand soap refills; stand-up and zipper lock pouches for dried fruits, granola, sugar, oatmeal, grated cheese, etc.</p> <p>Plastic-lined paper, 6-pack rings, paper-lined plastic, biodegradable and/or compostable plastic, vinyl, plastic squeeze tubes</p>
	<p>Other Flexible Plastic Packaging: Crinkly Wrappers and Bags</p> <p>Bags for potato chips, candy, dried pasta, cereal, etc.; wrappers for cheese slices, snack bars, instant noodles, etc.</p> <p>Plastic-lined paper, 6-pack rings, paper-lined plastic, biodegradable and/or compostable plastic, vinyl, plastic squeeze tubes</p>
	<p>Other Flexible Plastic Packaging: Flexible Packaging with Plastic Seal</p> <p>Packaging for fresh pasta, pre-packaged deli meats, pre-packaged cheese, etc.</p> <p>Plastic-lined paper, 6-pack rings, paper-lined plastic, biodegradable and/or compostable plastic, vinyl, plastic squeeze tubes</p>

Note: The Other Flexible Plastic Packaging category was introduced in June 2018. All material listed above is collected together under this category at Recycle BC depots and London Drugs locations.

DROP-OFF ONLY



MATERIAL & DESCRIPTION	DO NOT INCLUDE
 <p>Other Flexible Plastic Packaging: Woven and Net Plastic Bags</p> <p>Net bags for avocados, onions, oranges, lemons, limes, etc.; woven plastic bags for rice, etc.</p>	<p>Plastic-lined paper, 6-pack rings, paper-lined plastic, biodegradable and/or compostable plastic, vinyl, plastic squeeze tubes</p>
 <p>Other Flexible Plastic Packaging: Non-food Protective Packaging</p> <p>Padded protective plastic like plastic shipping envelopes, plastic air packets, bubble wrap</p>	<p>Plastic-lined paper, 6-pack rings, paper-lined plastic, biodegradable and/or compostable plastic, vinyl, plastic squeeze tubes</p>

Note: The Other Flexible Plastic Packaging category was introduced in June 2018. All material listed above is collected together under this category at Recycle BC depots and London Drugs locations.



Governance & Services Committee

TO: Governance and Services Committee

FROM: Murray Kopp
Director – Parks Services Department

DATE: September 29, 2020

SUBJECT: 2020 Regional Parks Visitor Services Program Update

Purpose: To provide an update on the programs and events provided by Visitor Services in Regional Parks in 2020.

Executive Summary:

The Visitor Services division of the Regional Parks Service Program seeks to engage the public to encourage recreating in our parks and connecting to nature. Specific programming, events, and volunteer opportunities are developed to reach these objectives.

In 2020, despite the ongoing COVID-19 pandemic, 19,500 people and 54 volunteers have taken part in a park interpretive program or event in a Regional Park this year.

RECOMMENDATION:

THAT the Governance and Services Committee receive, for information, the 2020 Regional Parks Visitor Services Program update.

Respectfully Submitted:

A handwritten signature in black ink, appearing to read "Murray Kopp".

Murray Kopp,
Director – Parks Services

Approved for Committee Consideration

Marilyn Rilkoff, Deputy CAO

Prepared by: Isabella Hodson – Supervisor, Community Relations & Visitor Services

Implications of Recommendation:

Strategic Plan:	The delivery of Visitor Services programming and events is part of the overall parks services being delivered to our residents and meets the strategic priorities of the board, particularly through the sustainable communities and environment identified priorities. In addition, Regional Parks and the services provided support the other two priorities of transportation and mobility and economic development by making our region more liveable and attractive to outside business and through the provision of park amenities to support these priorities.
General:	The provision of Visitor Services programming provides an avenue for engaging citizens to be more active and connect to nature.
Financial:	There are no further financial implications. The delivery of the Visitor Services portion of Regional Parks is accounted for within the RDCO 5 Year Financial Plans approved by the Regional Board each spring.
Legal/Statutory Authority:	The delivery of the Regional Parks service and associated programming and services follows the Letters Patent for the Regional District.

Background:

The Visitor Services component of Parks Services has operated for 26 years and is staged from the Environmental Education Centre for the Okanagan (EECO). Visitor Services programming in the community is inclusive of all ages and abilities and provides opportunities for the public to get into parks and learn about the importance of nature in our shared landscape.

Although the continuing COVID-19 pandemic presented challenges to the Visitor Services division, after an initial pause on programs and facility bookings, parks staff modified programming with new protocols and procedures, and offered the most diverse array of online and in-person interpretive programming in a regional district in British Columbia in 2020.

From January 2nd to September 10th, 2020, Parks Visitor Services programs, events, and volunteering attracted a total of 19,500 participants. This number represents a significant decline from previous years, which average 43,000 program and event contacts, but the COVID-19 pandemic and the ensuing shutdown of schools, public centres, and large gatherings accounts for this sharp decrease in numbers. We expect to reach an additional 3,000 contacts through virtual and in-person programs in fall and winter 2020.

Beginning in late March, visitor services staff shifted to using online programs such as Instagram and Zoom to connect with people who would usually have come to public programs, school interpretation programs, guided hikes, and events. We had a great response from the community. Visitor Services staff will be including regular online content to continue to build this method of keeping in touch with our park users and the public.

Events in Regional Parks were affected by COVID-19 protocols, primarily due to group size limitations. Instead of our usual large events, we hosted a handful of virtual events and in-person, registration-only events. Our new online registration software was a great help in this process.

This year was the first full year where we saw our vision of the EECO as a central hub for the community and our staff come to fruition. We renovated the building last fall to decrease the size of the public exhibit space and instead showcase our beautiful regional parks system to inspire residents and visitors to explore all of our 30 regional parks, as well as to house our full staff contingent. We reopened the EECO in January but closed it from March to June due to COVID. We have been open in a limited capacity since June with strict protocols in place. Due to the closures and continuing pandemic, as well as the change in focus at the EECO, we've seen a 90% decrease in visitation in 2020, and expect a limited number of visitors through the end of the year. We expect our visitor numbers to increase in 2021 but not to pre-pandemic/pre-renovation levels.

In terms of environmental education, from January to mid-March we successfully delivered a full range of school programs. Come March and pandemic challenges, we pulled together to turn three of our most popular spring environmental programs into virtual field trips. These were offered at no charge to SD23 over the Zoom platform. This fall, with ever-changing guidelines, we expect to reach students primarily through virtual programs, outdoor presentations at schools, and modified in-person field trips offered in our parks.

We recruited 4 Student Park Interpreter positions in 2020 for a reduced summer term, and are approved to receive a generous funding package from the Canada Summer Jobs initiative that will cover almost all of the costs associated with these positions. We were able to harness the collective power of our increased staff numbers during peak season to offer a large and varied roster of pandemic-modified point duties, family programs, roves, and pop-up programs which took place in the busiest parks at peak visitation times. Distancing protocols were in place as were increased sanitation measures, and many programs did not allow for drop-in participation and instead required registration, health checks, and waivers. Despite all of the mental, physical, and other challenges brought about by the current situation in British Columbia, the 2020 Parks Visitor Services program season has been a resounding success. Our staff continue to receive feedback from community members who are appreciative of the increased staff presence and programming options throughout our regional park system.

Our volunteer program also continued to engage local residents who have a desire to give back to the community. Although no new volunteers were trained this year due to COVID-19, existing volunteers continued to report. Stewardship activities, where volunteers could get outside and complete tasks while being physically distant, were a priority this year. Partner projects of note include trail construction and improvement projects in Glen Canyon Regional Park in March, July, August, and September and a rock picking trail project and a bluebird nesting box monitoring project in Black Mountain sntsk'il'ntən Regional Park. Our VIP program offered regular weeding events along Mission Creek. Our program continues to grow, with a focus this autumn on the VIP - Stewardship Team which is for people looking for regular opportunities to complete a variety of stewardship activities in the parks.

In total, from January through September 10, 2020, 19,500 park users were engaged in a park program or event in Regional Parks. We will continue offering both staff-led programs and self-guided opportunities for connecting with the natural world, and will continue adapting to change and inspiring residents and visitors alike to explore the beauty, wonder, and year-round recreation opportunities of our glorious regional park system. In the attached report, a summary of Visitor Services events, programming, and volunteer accomplishments is provided and covers the period from January through early September 2020.

External Implications:

Parks Services staff are continually seeking out partnerships to assist with the delivery of Visitor Services programming in an efficient and respectful manner which assists to engage not only residents but our local, provincial, indigenous, and non-profit partners.

Alternative Recommendation:

None.

Considerations not applicable to this report:

- *Policy*
- *Organizational*

Attachment(s):

1. 2020 Regional Parks Visitor Services and Volunteers by the Numbers Summary Report

Naturally Yours



Bat-themed Guided Hike.



Virtual Pond Study



Regional Park Interpreter.

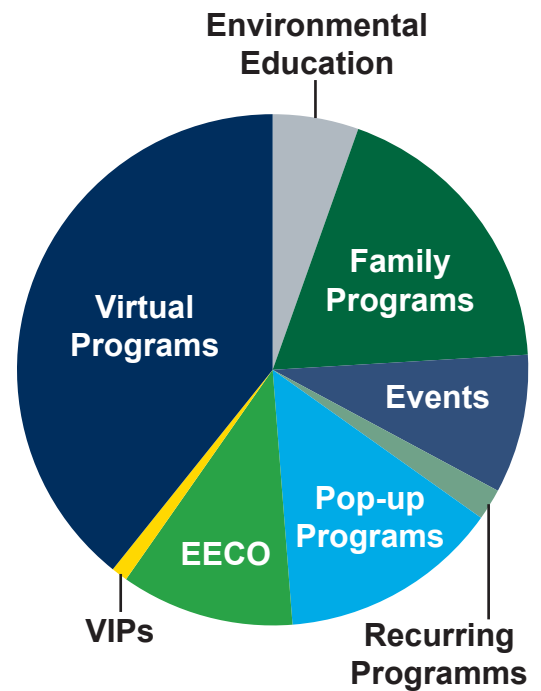
REGIONAL PARKS

Visitor Services and Volunteers by the Numbers Summary Report 2020

Over 19,500 points of contact (to date) in 2020!

Environmental Education	1,054
Family Programs	3,610
Events	1,704
Recurring Programs	385
Pop-up Programs	2,701
EECO	2,323
Volunteers in Parks (VIP)	200
Virtual Programs	7,610

Total: 19,587



Forest Fairy Gathering



Marvels of the Magnified World.

In-Person Programs

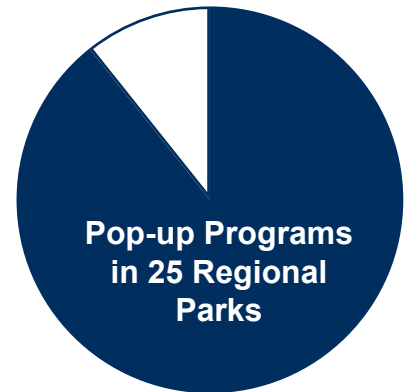
Visitor Services continue to offer ever-evolving programs:

- Marvels of the Magnified World
- Winter Fun Day
- Meet Your Wild Neighbours
- Art in the Park
- Story Time at the EECO (and moved to virtual)

Park Interpreters hosted programs and events with physical distancing, offered more dates and times, and required registration to prevent crowding, for example:

- Perseid Meteor Shower (2 evenings, max. 40 people)
- Forest Fairy Gathering (5 events, max. 40 people, split into groups)

Newly released online registration was key to making these changes for the safety of public and staff.



Filming a Virtual Program

Virtual Programs

As COVID restrictions rolled out, our team quickly learned to be “virtual” experts, using Instagram, YouTube, and Zoom.

Staff were broadcasting live on Instagram three times per week. Those videos are then uploaded to the RDCO YouTube channel on the “Regional Parks Live” playlist.

Park Interpreters developed virtual field trips for our most popular spring programs to reach students: Pollinators, Pond Study, and Owls.

Virtual events through Instagram Live, provided substitutes for events planned before COVID:

- Earth Day Trivia (54 people on 18 teams)
- Teddy Bear Picnic (169 views)

Total views for all platforms:
7,610



Instagram
@regionalparks

before: 900 followers
currently: 1300 followers



YouTube
youtube.com/regionaldistrict

before: 35 subscribers
currently: 133 subscribers



Public Stewardship Weed Pulling Event

Volunteer in Parks

While larger group programs have been postponed, over 500 hours of volunteer time have been logged:

- GBAPS: trail construction and improvement projects (216 hours)
- FOBM: rock clearing for mower maintenance and bluebird boxes (160 hours)
- Food Forest: maintenance (24 hours)
- Glenn Canyon: clearing forest fuels and tree pruning (54 hours)
- Public Stewardship, four events: pulling weeds along Mission Creek Greenway (70 hours)

Public Stewardship events were created this year to offer low commitment VIP opportunities.

To celebrate National Volunteer Week, April 19-25, we challenged our volunteers to send us their selfies and their reasons for volunteering. We used those images and responses to highlight these diverse individuals on our Instagram (@regionalparks). Those posts are now on the Volunteer tab on Instagram.



Tanger volunteered in Black Mountain/ rock trail Regional Park because I love spending time in it, and clearing and having about the soil level of a mountain and gravelly hills. I also love hiking with the mountain and working together to try and save Mother Nature who is getting a boost.



Jasmine has been a volunteer Nature Assistant and Trail Ambassador since 2015.



Inside the EECO

The EECO

After being closed for renovations, the EECO re-opened January 25. The new space has been reduced in size and moves away from providing a children's playspace and towards being a community resource centre for Regional Parks. **Inspiration for Outdoor Exploration.**

The EECO re-opened with COVID modifications:

- Limit of 5 people at a time.
- One-way traffic; one entry door and one exit door.
- Bear pawprint floor stickers to help with physical distancing.
- Removed hands-on activities.
- Daily surface sanitation.

While we expect visitor numbers to increase in 2021, we do not anticipate meeting pre-pandemic and pre-renovation levels.

January (renos, closed 1-24)	186
February	698
March (closed 16-31)	379
April (closed)	n/a
May (closed)	n/a
June (closed 1 - 22)	115
July	401
August	358
September (to date)	186
Total:	2,323