

# DEEP BAY IMPROVEMENT DISTRICT

## 2011 ANNUAL REPORT

Presented at the  
Annual General Meeting  
April 26, 2012

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## **1 Message from the Chair**

Hello, I would like to welcome everyone tonight. Thanks for coming.

I've only been the chairman for a short time, so I won't be doing a big yearly review except to mention the planned infrastructure renewal project, the Shoreline water main replacement. This job was completed on time and on budget.

Also, a lot of inspection and repair was done both inside and outside our reservoir.

Meeting with our Planning Committee will allow your board to identify our next urgent infrastructure project.

Last year, our budget allowed us to not increase the parcel tax for these projects. When the budgets are set this year, we will determine if this can continue or if we have to ask for a small increase.

To stay abreast of the actions of the board during the year, I would invite you to come to our monthly meetings held the third Wednesday of each month at the fire hall.

Thank you,  
Thomas Plensky

## 2 About the District

### **Deep Bay Improvement District Board of Trustees:**

Candace Cowan	Pamela Smyth
Dianne Eddy	Arlene Veenhof
Don Milburn	1 Vacancy
Tom Plensky	

Tom Plensky is currently serving as chair, as elected by the board of trustees.

The following rate payers also served as trustees on the board in 2011:

Ken Carter – resigned February 2012 (personal reasons)

Claire Hilscher – sat as chair from April 2011, resigned January 2012 (work commitments)

Bill Veenhof - resigned December 2011 (elected Regional Director for Area “H”)

Helmut Meuser – resigned April 2011 (work commitments)

Monthly board meetings are held the 3<sup>rd</sup> Wednesday of each month at the Deep Bay Fire Hall at 7:00 pm. Public are welcome to attend. For upcoming dates, please check at the office or visit the website at: [www.dbid.ca](http://www.dbid.ca)

In addition to the monthly board meetings, there are a number of standing committees that meet throughout the year on an as-needed basis. Committees provide advice and recommendations to the board of trustees – it is up to the board to take action or make a decision. Current standing committees are:

- Bylaw Committee,
- Environment & Emergency Committee,
- Finance Committee,
- Fire Protection Committee,
- HR Committee,
- Operations & Maintenance, and
- Planning Committee

### **History:**

The Deep Bay Improvement District was incorporated in 1972 (originally as the Deep Bay Waterworks District). The object of the district at incorporation, as per the letters patent, was for the “acquisition, maintenance, and operation of works for waterworks purpose and all matters incidental thereto”.

In 1975 the objects were amended to include “the provision of fire protection, the acquisition, maintenance and operation of works, buildings and equipment for that purpose and all things incidental thereto”. In 1982, Bylaw No. 58 was passed, establishing the Deep Bay Volunteer Fire Department.

DBID currently has 641 parcels of land and 599 water connections.

### **3 Administration**

The Administrator is responsible for the overall administration of the District. The Administrator acts as both the Corporate Officer and Financial Officer as established by Bylaw No. 166 “Officer Position Establishment Bylaw”.

Corporate administration includes the following:

- preparing accurate meeting minutes of the board of trustees and its committees and ensuring the safe keeping of minutes, bylaws, and other improvement district records;
- providing access to all improvement districts records as required by law or authorized by the board of trustees;
- signing and certifying copies of bylaws and other documents as required or requested;
- accepting, on behalf of the improvement district or the board of trustees, notices and documents given or provided to the improvement district or the board of trustees; and
- keeping the improvement district seal and having it affixed to documents as required.

Financial administration includes the following:

- levying taxes, water tolls and other charges;
- receiving all monies paid to the improvement district;
- keeping all funds and securities of the improvement district;
- expending and disbursing money in the manner authorized by the board of trustees;
- investing funds in investments under section 745(4) of the *Local Government Act*;
- preparing, maintaining and keeping safe the accurate records and full accounts of the improvement district’s financial affairs;
- compiling and supplying information on the financial affairs of the improvement district required by the Inspector of Municipalities; and
- reviewing and preparing annual budgets with Finance Committee and fulfilling financial year end auditor’s requirements.

#### **3.1 Finance Committee**

The draft budgets for the 2012 fiscal year were presented at the November 2011 regular board meeting and ratepayers were encouraged to attend to ask any questions they had about the draft budgets. The budgets were finalized and approved later at this

same meeting. If you were unable to attend this meeting, copies of the budgets are available from the office and on the website.

The change in the Water Toll structure for 2011 allowed the majority of our rate-payers to save money on their quarterly water bills. The tiered structure better meets our goals of encouraging water conservation so that we can extend the life of our infrastructure.

As mentioned last year, DBID experienced an operational surplus for 2010 waterworks budget. This surplus of \$57,798 was transferred in 2011 to our Unrestricted Renewal Reserve Fund.

The Renewal Reserve Fund, as set out in Bylaw 205, 2009 Capital Works, Renewal Reserve Fund Establishment, is available for “upgrading, replacement or renewal of existing works”. Projects include” capital projects that serve existing customers” as identified in the engineer's 2007 Water System Evaluation, as well as any future infrastructure replacement. The full amount that DBID raises for Parcel Taxes is put in the Renewal Reserve Fund and has been set as an amount that must exceed our annual amortization. It should be made clear, however, that the amount being placed in Renewal Reserve is based upon historical costs and the amortization that accrued prior to 2009 has not been topped up. Therefore, because of rising costs through the years, by the time that renewal is required on many parts of the system, there will need to be substantial additional monies raised to afford the work. The amount deposited for 2011 was \$75,454 for Waterworks (in addition to the operating surplus).

A similar fund exists for Fire Protection (though not established by bylaw). In 2011, \$39,600 was put aside in the capital replacement fund for Fire Protection.

The Longview/Shoreline main replacement project was undertaken in 2011 and paid for through the Renewal Reserve Fund. This project was put out for tender and a total of 8 tenders were received ranging in cost from \$258,871.32 to \$356,527.74. The contract was awarded to Palladian Developments with a tender of \$258,871.32. Total costs for 2011 came in at \$275,786.53 which included \$237,058.05 for Palladian Development and \$38,728.48 for the district's engineering costs (not part of the tender price). The final cost for this project was \$291,001.53, (which included the design and drawings done in 2009) coming in under the estimated cost of \$310,771.00.

No major renewal projects are scheduled for 2012.

### **3.2 HR Committee**

Deep Bay Improvement District is an employer, and also a purchaser of contracted labour. In any such organization it is a necessity to have the basic HR documents and processes in order. These include, but are not limited to, definition of a reporting structure, current job descriptions, processes for salary review, and procedures for evaluation of the performance of employees and/or contractors.

WorksafeBC regulations were reviewed in 2011 with regards to office staff working alone and upgrades were made to the office and the security system to provide a safer working environment for the staff. Improvements were also made to the wells that

require a confined space entry procedure to reduce the number of times that our operator needs to enter these spaces.

The annual performance review system is up and running and evaluations were conducted for staff. There will be another round of evaluations to do in the spring of 2012. The contract for the DBID operator expires at the end of 2012 and the HR committee will be dealing with this later in the year.

### **3.3 Bylaw Committee**

Some bylaws are sent to the Ministry of Community, Sport and Cultural Development for registration prior to being in effect while others are effective immediately upon passing by the board. Bylaws regarding Agreement, Assessment, CEC Disbursement, Connection Charge, Renewal Reserve Establishment and Disbursement and Tolls are exempt from registration and in effect immediately upon passing by the Board of Trustees. Original copies of all bylaws are sent to the ministry for filing.

The following bylaws were enacted by the Deep Bay Improvement District in 2011:

Bylaw No.213 - 2011 Renewal Reserve Disbursement Bylaw – to authorize the disbursement of monies in the Capital Works Renewal Reserve Fund for the Longview & Shoreline Drive Water main Replacement project

Bylaw No. 214 – Tax Sale Charge Bylaw – for imposing upon lands subject to tax sale in order to recover the expense occurred by the Deep Bay Improvement District related to the tax sale

Bylaw No. 215 – Taxation Bylaw 2012 – for imposing upon lands in the District and to provide for imposing a percentage addition to encourage prompt payment thereof

Copies of these bylaws are posted on the website and are available for viewing at the office.

## **4 Waterworks**

Water supply for the DBID system is provided by seven drilled wells. Water from these wells is pumped directly into the distribution system. The DBID water distribution system serves an area of approximately 5 square kilometers. Water storage for the DBID system is provided by an above ground concrete reservoir that provides 545 cubic meters (120,000 Imperial Gallons) of storage.

The water for the DBID is of excellent quality and is not treated. Samples are sent regularly to the Vancouver Island Health Authority (VIHA) for testing (4 samples each month). In addition, the DBID sends samples to an independent laboratory for comprehensive testing each year. VIHA posts the results of the monthly water samples at: <http://www.healthspace.ca/viha>. Results from the comprehensive tests are available on the DBID website and at the office.

Additionally, VIHA conducts inspections on a routine basis. Inspection frequency is based on risk factors such as water source, treatments methods, population served and

system operation. DBID is currently inspected on an annual basis. Copies of the Drinking Water System Inspection Reports are available for viewing at the office.

#### **4.1 Operators Report**

Here we are in 2012 already. 2011 was both a busy and a productive year for our water works system.

We have done a great deal of upgrading on our reservoir, starting with the draining and cleaning of each 60,000 gallon chamber, one side at a time. While these chambers were empty, we took the opportunity to inspect and repair any visible flaws that we could locate. After cleaning and repairs, each chamber was flushed clean; the water samples were sent to the labs and upon the approval of the labs, the reservoir was put back into service, again, one side at a time.

Prior to cleaning and servicing the reservoir, we had a ladder cage and safety railings installed in order to comply with WorkSafe BC regulations and make sure that safety is also recognized in our operations.

We also ended up replacing the probes in our reservoir. These probes send the message to our pumps to start up as demand is required. During the cleaning process one of these probes actually broke off, most likely fatigued after 35 years of service. All in all we are just striving to maintain our assets in hopes of getting many more years of service out of them.

As most are already aware, we installed a new water main from the corner of Kopina Dr. and Thompson Clarke Dr. West, down Kopina Dr. and then down Longview Dr. towards the water. Once we reached Seaview Dr., we veered left and carried on down Shoreline Dr. to the bottom of the hill. This is where the new service ended and tied into the existing service which carries on to the end of Shoreline Dr.

The installation of this new pipeline was done by Palladian Developments. I assisted in most aspects of the job but oversaw the entire installation. I must say, I was impressed with the thoroughness and professionalism displayed during this installation. I am very sure that this new service will see a great many years of use and I hope all future upgrades will meet these standards. I know I will do everything in my power to assure that these standards are carried on through all our upgrades.

On another note, I would like to remind the public that we are continuing to upgrade our fire hydrants so that eventually all hydrants will have a 4" port. This will ensure that our fire department will have sufficient water flow to give them the edge that they need to further protect our community, our homes and our families.

For those who have not seen our web site, the results of an extensive water test procedure that I performed on 6 wells this year are available there. The samples were sent to North Island Labs for testing and all came back, once again, assuring us that we are blessed with outstanding drinking water. Nobody could be happier with these results than me.



And just to wrap thing up, our annual inspection from VIHA also came back thumbs up. If there are any questions at all, please feel free to contact me directly at: 250-951-8757.

Thank you,

Don Buchner, Maintenance Contractor

#### **4.2 Operations & Maintenance Committee**

There have been a number of improvements and general repairs made to the DBID system over the past year. The biggest project was the main replacement that was undertaken down Longview and to the bottom of the hill on Shoreline. The existing 4" AC pipe was undersized and experiencing numerous breaks. The new 8" PVC pipe allows for increased fire flows and has an estimated useful life of 80 years. The work was completed by Palladian Developments and managed by McElhanney Consulting. Tie-ins to the existing system were overseen by the DBID operator. This job went very smoothly finishing on time and on budget. The board received good feedback from residents regarding the contractors. For those rate payers that were inconvenienced during the construction period, the board thanks you for your patience and understanding.

There were a number of electrical issues with the wells that were addressed. The board is looking at upgrading all of the electrical work for the wells due to the age and limitations of the existing system and the recurring problems each year. There are a number of options for upgrading that the board is still investigating and considering.

The second cell of the reservoir was emptied, cleaned, inspected and repaired. As a result of these repairs, a problem with the floats was discovered. All floats were replaced due to age and erosion.

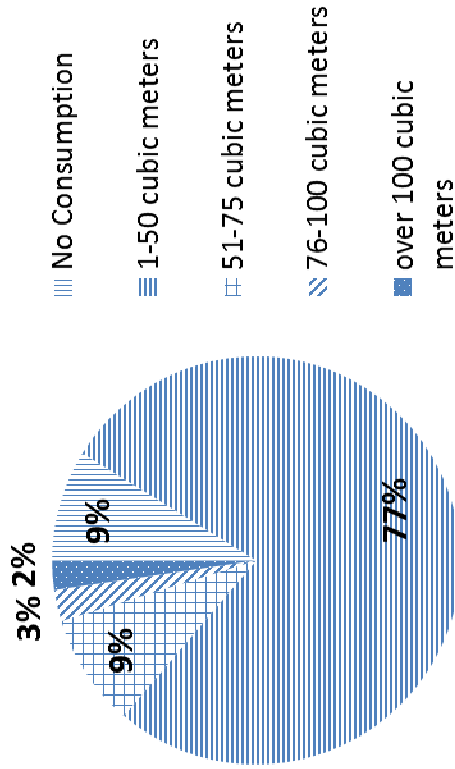
Several improvements were also made from a health and safety perspective. Access to the top of the reservoir was improved and is now fully caged and secured at the bottom to prevent unauthorized access to the reservoir. Touch read meters were installed in our wells that require confined space entry procedures, thereby reducing the number of times that these spaces need to be accessed. The DBID operator attended a Confined Space Entry Course offered by Vancouver Island University to ensure that the DBID Confined Space Entry Procedure meets regulatory standards.

Our operator and administrator worked on developing an Operations Manual that documents the operational details of the system. This will be cross referenced with our Emergency Response Plan to ensure that necessary information is accessible.

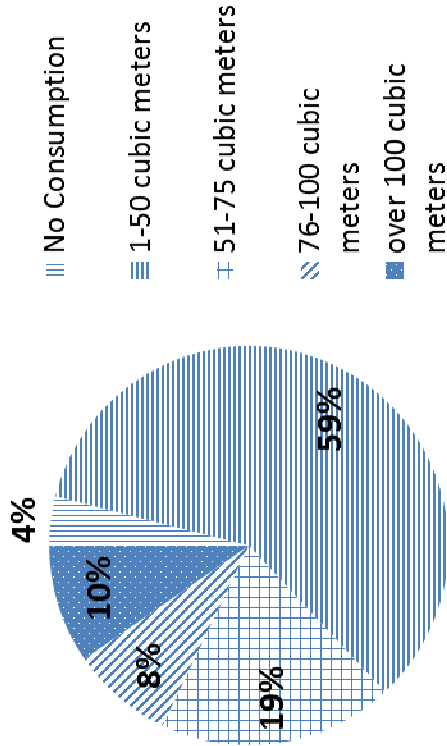
Projects for 2012 include repairs to the outside of the reservoir. Addressing these needed repairs in a timely manner will ensure that the reservoir is able to continue serving as a source of potable water and fire flows in the case of an emergency.

**Percentage of Users per Quarter that met the Specified Consumption Figures**

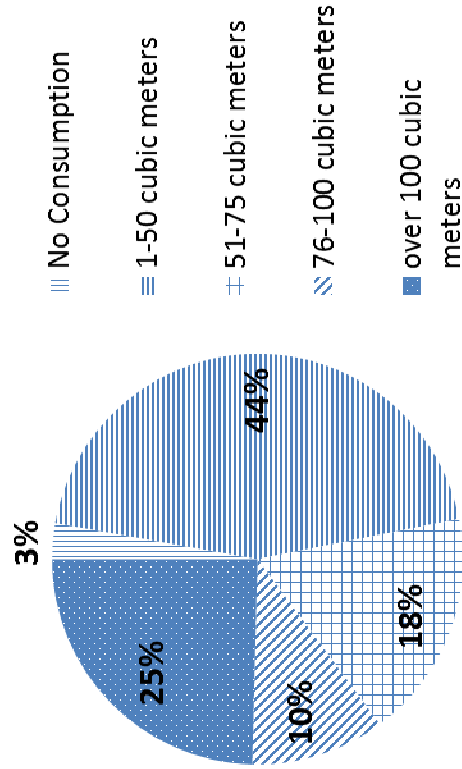
**Consumption for Jan - Mar 2011**



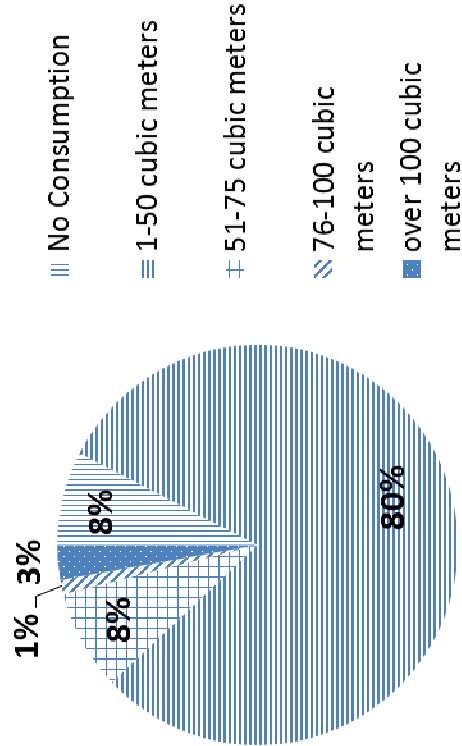
**Consumption for Apr - Jun 2011**



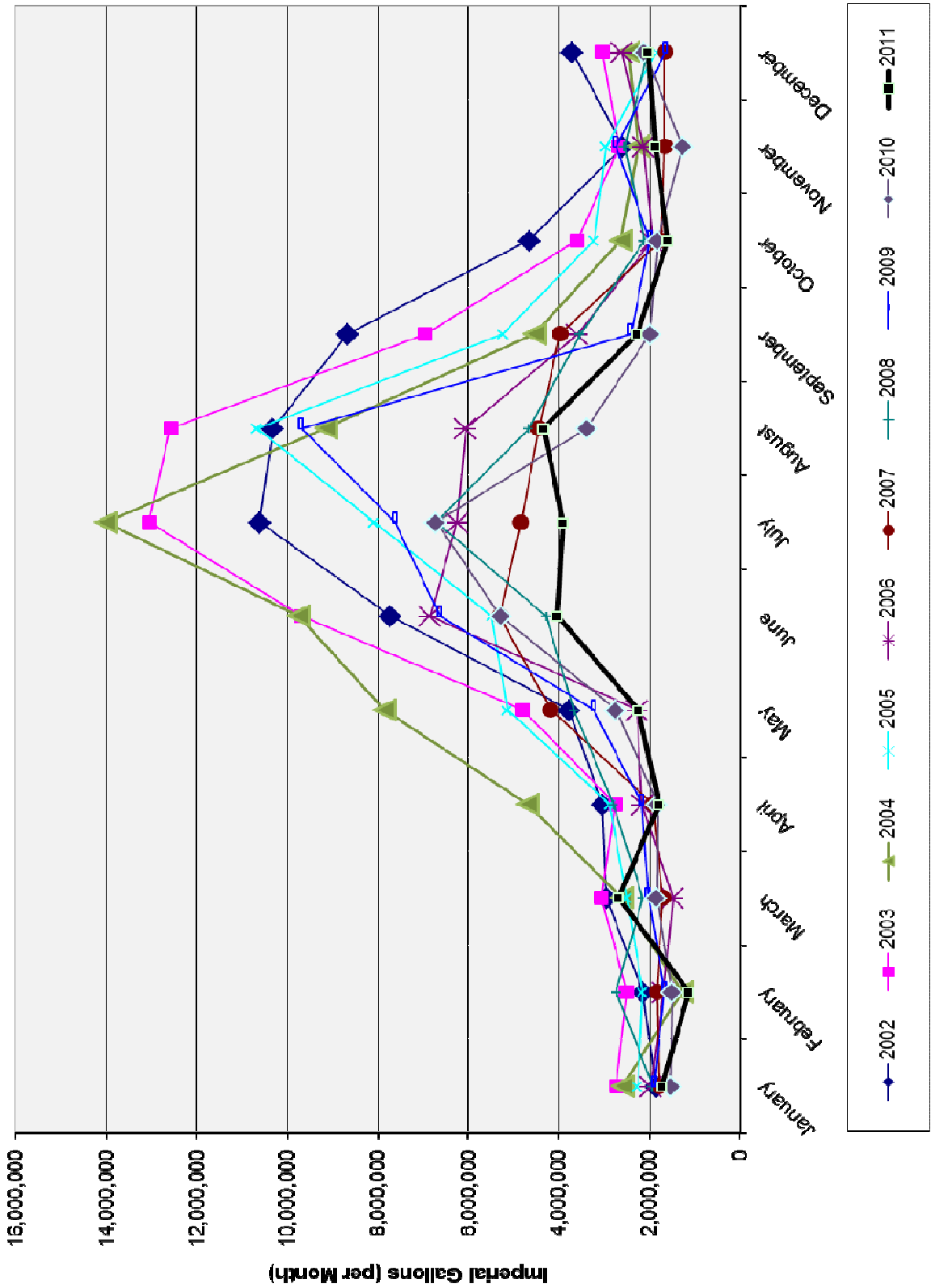
**Consumption for Jul - Sept 2011**



**Consumption for Oct - Dec 2011**



Deep Bay Improvement District  
 Water Delivery History 2002 - 2011 (Service Metered as of 2006)



### **4.3 Environment & Emergency Committee**

The DBID has an Emergency Response Plan that emphasizes the sustainability of our water sources. The plan is continuously updated and a summary of this plan is available to all users. The plan includes:

1. Emergency phone contact lists
2. Emergency procedures for various scenarios (e.g. Unsafe water, loss of source, pump failure)
3. Maps of System
4. Electrical Schematics
5. General Procedures (cross referenced to the Operations & Maintenance Manual)
6. Boil Water Advisory Toolkit

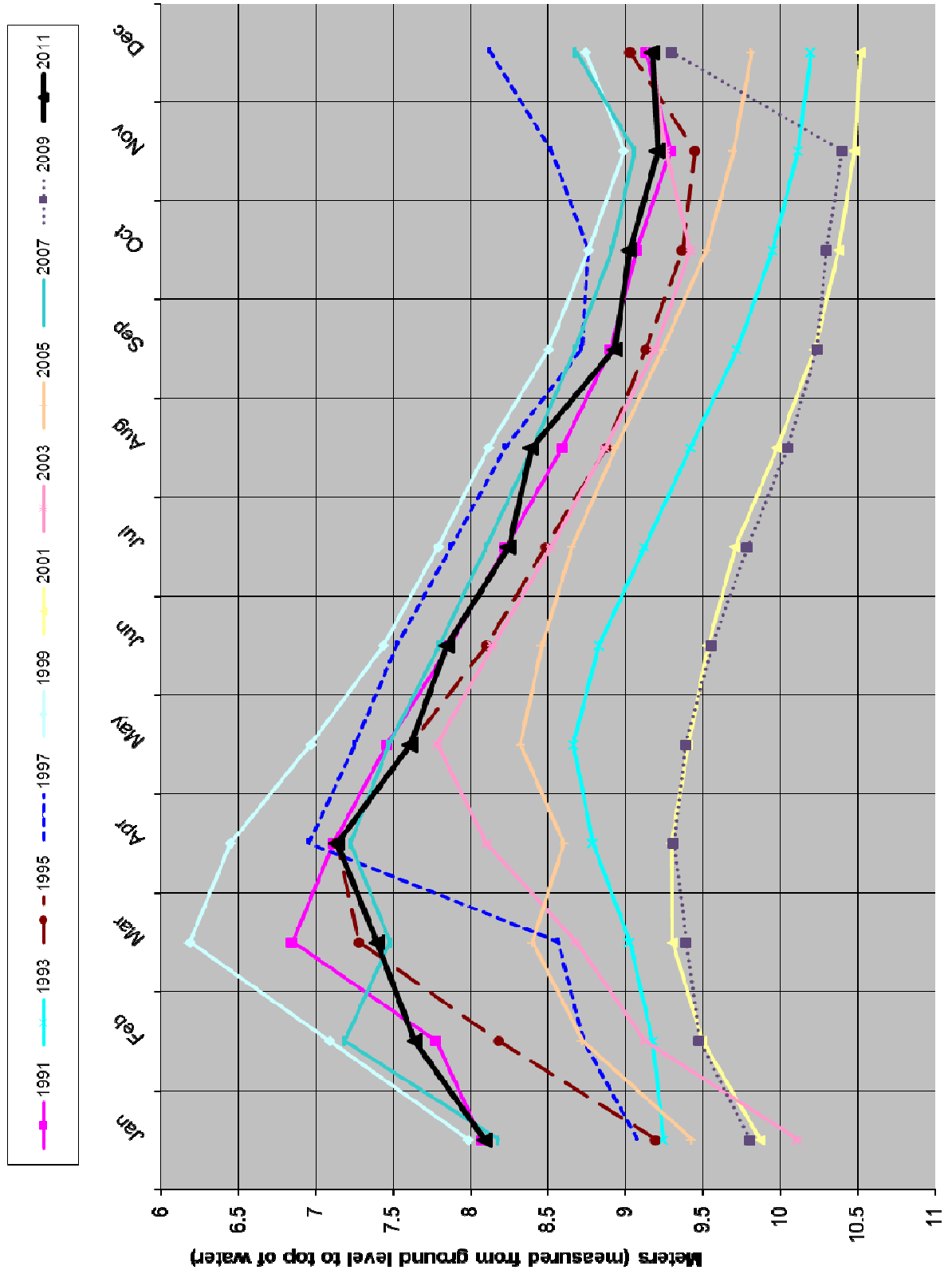
The DBID receives annual Water Testing System Inspection Report from the Vancouver Island Health Authority (VIHA) conducted by the area's Environment Health Officer. This inspection and report was completed August 23, 2011 and is available for viewing at the office. Water samples are sent regularly (4 per month) to VIHA for testing for E. Coli and Choliform. These test results are posted on the VIHA site at: [http://www.healthspace.ca/Clients/VIHA/VIHA\\_Website.nsf/Water-Samples-Frameset?OpenPage](http://www.healthspace.ca/Clients/VIHA/VIHA_Website.nsf/Water-Samples-Frameset?OpenPage)

In addition to the sampling required by VIHA, six DBID production wells were sent for testing to North Island Laboratories for the Canadian Drinking Water standards and ammonia. Wells 1, 2 & 4 were tested in the spring and wells 5, 6 & 8 were tested in the fall. All tests results were within the Canadian Drinking Water standards and consistent with previous test results. These test results are available for viewing in the office and on the website at [www.dbid.ca](http://www.dbid.ca).

The DBID has a provincial observation well in our area, referred to as Well. No. 310. The BC Ministry of Environment, Water Stewardship Division, installed this well to monitor the aquifer in this area. The data logger takes hourly readings of the water level (measured from ground level to the top of the water). These readings are downloaded several times per year. The DBID operator takes monthly readings as part of the Operator's Monthly Report. The aquifer level changes over the year with the highest water level recorded in early spring and the lowest water level occurring in the fall. The observation well readings provide information as to the recharge rate of the aquifer in any given year.

The following graph shows historical levels for Well No. 310. As seen on the graph, in summer 2009 the aquifer was at near historical low levels due to the previous year's drought conditions, but the aquifer recovered sharply over the winter. Levels in 2011 were similar to those seen in 1991, prior to the droughts in 2001 and 2009.

Observation Well No. 310 Historical Data



## 5 Fire Protection

The Deep Bay Volunteer Fire Department (DBVFD) is manned entirely by volunteers. The DBVFD provides fire suppression and prevention, First Responder services and public education to the DBID area as well as vehicle extrication services for the Provincial Emergency Program for the area between Kinkadee Creek and Tsable River.

DBVFD currently has a roster of 20 members of which 10 members are certified First Responders. Additionally, 7 members have recently completed their First Responder training and will receive their certificates shortly.

DBVFD has mutual aid agreements with Comox Valley Regional District (representing the Fanny Bay Volunteer Fire Department), Ships Point Improvement District, City of Parksville, Town of Qualicum Beach, District of Lantzville, and Regional District of Nanaimo (on behalf of Bow Horn Bay, Coombs-Hilliers, Dashwood, Errington and Nanoose Bay Volunteer Fire Departments).

### **Current apparatus for the department includes:**

#### Truck 8-1

- 1998 Freightliner FL80 – Pumper; crew capacity: 6
- Truck 8-1 is scheduled to be replaced in 2018. Reserve funds are being put aside for this purpose.

#### Truck 8-2

- 2007 Ford F-550 XL 4 x 4 – Rapid Intervention (foam fire suppression); Rescue; First Responder; crew capacity: 5
- Truck 8-2 was purchased in 2007 and financed through a capital advance from the Ministry of Small Business and Revenue. This truck will be fully paid for in 2022 and should remain in service until 2033.

#### Truck 8-3

- 1997 GMC Savana Van – First Responder/Crew Transport; crew capacity: 8
- Truck 8-3 was purchased as a used vehicle in 2005. It is scheduled to be replaced in 2013 through renewal funds put aside for this purpose.

Practices are held Monday evenings and persons interesting in volunteering are welcome to attend or you can call 250-757-2030 for more information.

### **5.1 Fire Chief's Report**

First and foremost I would like to thank the Fire Department members for their dedication and support through this last year. I would also like to thank the loved ones who support those same members as they run out the door at some of the unforgiving hours of the day/night. And giving thanks where thanks are due I also would like to thank the many supporters of the fire department.

This past year has brought much into the learning curve for many of our members. We have recruited a handful of new members this year and have started to get them trained. I am hoping that this next year brings this group together as a unit as time has always done in the past. Welcome to those new members

Of course with good news come bad in that there are once again a couple of valued members who have left the area and resigned from the department for that reason. To them I say thank you for the time put in and let them know their presence will be missed.

Our first responders under the guidance of Linda Jordan have welcomed some newly trained recruits to that team. They continue to train with our neighbouring departments to better service our community.

For the past few years the department has been allocating funds for a Thermal Imaging Camera (TIC). Through many donations over the years the purchase was completed this year and the TIC has been installed into our rescue unit (8-2). This is a welcome addition to the equipment list and has many different uses.

Once again we have to thank the members that through inclement weather were able to help with the annual food hamper drive that helped raise food for over 80 hampers and over \$1400.00 for gift certificates. These Christmas hampers stayed in the community for families in need of a little charity during these economically tough times. One must also thank those who generously donated to this worthy cause.

I would also like to remind everyone to change their batteries in their smoke and carbon monoxide detectors as an annual precautionary measure. **They do save lives.** As well it is a good idea to clean those chimneys at least once a year. It does make our job a little easier, thank you.

During this past year there has been a lot of good judgment used about not sparking up those back yard fires during the fire season and a reminder that permits are required for all exterior fires from April 15th till October 15th. We may have some dry spells that do not allow any open fires. For permits or other information call 250-757-2030 and for burn or smoke complaints call 911.

Once again the numbers of calls were down on the year with our 911 calls at:

First responder: 28  
Fire calls: 7  
Motor Vehicle incident: 19  
Complaint calls: 6

Total calls: 60

This does not include Duty Officer calls or non-emergency calls.

At December's monthly meeting we had our annual elections and the positions for the next year are as follows

Fire Chief	George Lenz
Deputy Chief	Dave Nixon
Assistant Chief	Lloyd Rae
Secretary	Margaret Furnell
Treasurer	Liz Champagne

With  
Ed Pater appointed as Captain  
Linda Jordan appointed as first responder leader

In closing I would like to thank all and wish everyone health and prosperity in the coming year.

George Lenz  
Deep Bay Fire Chief

## **5.2 Fire Protection Committee**

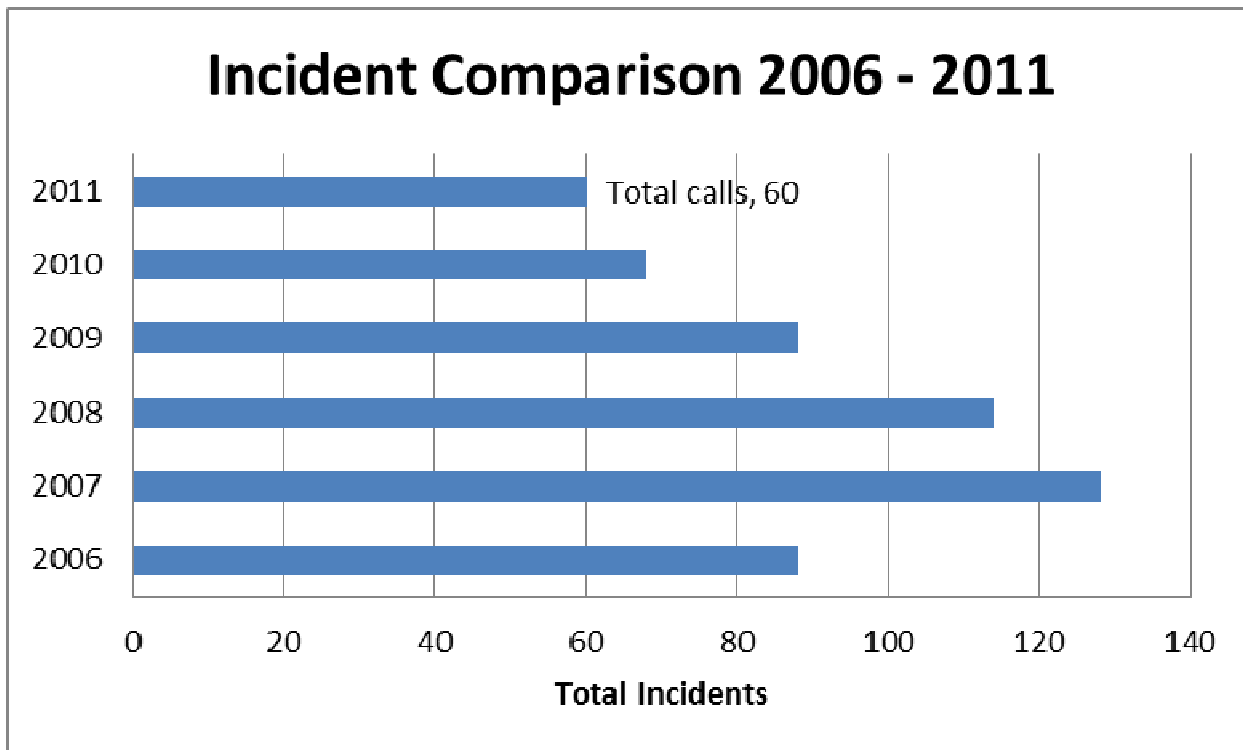
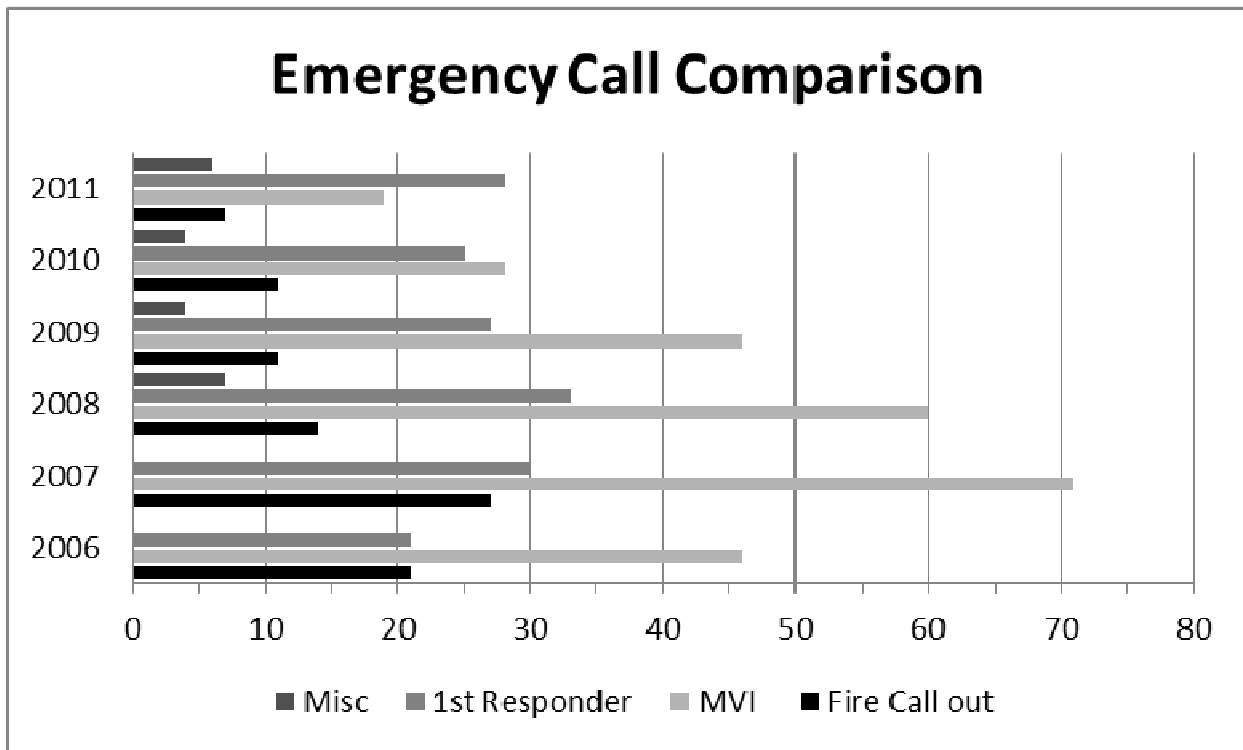
The Fire Protection Committee met a number of times in 2011, primarily to discuss capital and operational budgets. The capital budget was revised to include several items that have previously been included in the operating budget. This change, while not affecting the bottom line, will allow better tracking of capital purchases and ensure that replacement of capital items is anticipated and properly funded.

Members attended a total of 60 calls in 2011, down from 68 in 2010. Over the last several years, the department has experienced a decline in calls. This can be attributed, almost exclusively, to a reduction in the number of motor vehicle incidents (MVI) call outs. MVI calls typically involve cases where vehicle extrication may be needed. DBVFD is called out to these incidents by the Provincial Emergency Program (PEP). PEP has been tightening up their call out procedure which has resulted in a decrease in callouts to departments across the province. DBVFD is reimbursed for costs associated with these calls by PEP and this revenue is used to help cover the costs of the ongoing training with, and maintenance of, the vehicle extrication equipment.

The DBVFD held a very successful open house on September 10, 2011. The event was organized entirely by our volunteer members and was well attended by the public. The day featured lots of activities and demonstrations and hot dogs! The kids especially enjoyed manning the hoses and exploring the trucks.

A huge thank you to all of our volunteers for organizing such a great community event and for the countless hours put in for training, practices and responding to emergency calls.





## **6 2011 Audited Financials**