Questions & Answers
Five Year Financial Plan

Eileen McGinn (December 15 Special meeting on Five-year financial plan)

In the past 30 years since TRUE Consulting has been maintaining and installing infrastructure, did they ever create or prepare an asset management plan before 2024?

TRUE Consulting has never been responsible for maintaining and installing the Town's infrastructure, as those are duties of the Town staff. TRUE Consulting has been hired by the Town to provide services on a task-by-task basis as approved by Council and/or requested by Town administration; this includes the development of Asset Management Plans for the Town's infrastructure.

If TRUE did not prepare an asset management plan, why did the Town sign an ongoing agreement to manage the new infrastructure and water treatment with consulting fees of $14,000,000?

The total estimated cost of the water treatment plant is currently estimated at approximately $62M for the initial construction, with an additional $18M to complete the full build-out in the future. Of the $62M estimate, only $45M is attributable to the Water Treatment Plant, with the remainder being required to upgrade the intake from the lake and the supply main from the intake to the future Water Treatment Plant site. These costs include engineering and contingency and were provided by Carollo Engineers (not by TRUE), the consulting firm the Town selected in 2024 to undertake this initial feasibility and pilot study.

Regarding the proposed modular building for Public Works, who determined that it was required and was it put out for tender?

When the Director of Operational Services proposed the modular building to Council in mid-2025, it was decided to purchase the modular *in lieu of* $1.5M worth of renovations planned for 2029, not *in addition to*. Alternative options aligned with Ms. McGinn's thoughts were weighed at the time. Town staff requested initial quotes from the known vendors and only one vendor replied. No purchases have been made to date as this project will require an electrical service upgrade from Fortis BC, which the Town is waiting for. The purchase of the modular building will be completed in accordance with the Town's purchasing policy.

Approximately 1100-1200 people use Lakeshore Drive and the walkways, but we have had little or no budget allocated to the east side for years. The budget proposes approximately $1,074,373 million 20 residents on Quail Place and other projects.

The Quail Place reconstruction was chosen to proceed in 2024 because four urgent water repairs had recently been necessary, likely due to aging services. When replacing a water main, it is most cost effective and minimizes repeat disruption to undertake the sanitary sewer replacement and road reconstruction at the same time.

The current five-year financial plan does include capital projects on the east side of the bridge, such as the work on Ponderosa, Harbour Key, and Maple. Projects are usually prioritized based on need, opportunity and repair cost avoidance. Town staff is currently working on a Transportation Master Plan with the assistance of Urban Systems, which will include the condition of roads and sidewalks as well as

identifying areas for improved traffic modifications. This information will further assist staff in prioritizing capital projects.

TRUE Consulting hired Neptune to install the Town's water meters. There is $800,000 in the 2026 budget to complete the water meter project. Meters have become so costly for properties that have to be installed in the front of the property.

The Town put out an RFP for water meters in which Neptune was selected. TRUE Consulting was not part of this process. When Operational Services lost a number of staff in early 2024, the Town requested that TRUE Consulting assist the Town with project management due to a lack of internal capacity.

The water metering project is largely funded from grants, with the balance of the project funded by the Town's reserves. The original estimate and costs included many more in-house installations; however, due to many residential irrigation lines being connected to the water service prior to entering the home, in-ground water meters were required to be installed at or near property line to ensure all water entering the property was metered.

The public input process for the budget doesn't allow for an answer at the meeting and late speakers are not allowed.

The Town's elicits public consultation on the budget process by listening to input at one meeting and providing verbal and written responses to the input at a subsequent meeting. This process is one of the most thorough and respectful forms of gathering public input.

Not unlike the use of a "talking stick" which ensures that only one person may speak at a time, the process of intently listening to resident's comments and questions, then gathering informed and factual responses ensures that:

- Council and staff have fully heard the feedback with 100% focus, and
- Staff have time to provide a full answer in the context of the issue, as many questions are based on misconceptions that first need to be corrected.

Holding a "Town Hall" or "open mic" type of meeting on matters of taxpayer dollars is prone to interruptions and participants speaking out of turn, which can take issues off-track and prevent speakers from making all their points, and likewise prevent Council from understanding all of the speaker's issues.

The current methodology does not inhibit residents from submitting their feedback. They may register to speak to Council in person and may submit as many written comments and questions as they wish. All input is considered by Council and questions are answered by staff.