

PORT MANN/HIGHWAY 1 PROJECT

**SCHEDULE 9
COMMUNICATION AND CONSULTATION**

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PART 1A
CONSTRUCTOR'S COMMUNICATIONS REPRESENTATIVE

1.1A Communications Representative

The Constructor shall nominate a Communications Representative to fulfill the Constructor's communications obligations relating to traffic management, community relations and public consultation set out and described in this Schedule. The Communications Representative will work with other employees of the Constructor, including construction and traffic managers, to provide the Authority with concise, accurate and understandable information for distribution to Stakeholders, the public and traffic media.

PART 1
CATEGORIES OF COMMUNICATION

1.1 Categories

The following are the categories of communication and consultation for the DB Work:

- (a) traffic management communications: which is designed to keep the public and Stakeholders advised on a timely basis about all matters relating to traffic flow, and includes specifically traffic incident or emergency management communications and timely notice of construction related delays, closures and detours, so as to minimize traffic disruption and maximize traffic predictability;
- (b) community relations: which involves building relationships with and keeping the public and Stakeholders informed through on-going two-way communication and regular reporting concerning overall and specific DB Work information and developments. It includes attending public and Stakeholder meetings and dealing with enquiries from the public, DB Work updates and problem solving on issues as they arise. It is not public consultation;
- (c) public consultation: which involves gathering and receiving public and Stakeholder input on the scope and nature of the DB Work, including design features and options. Public consultation has three stages:
 - (i) pre-design stage (this phase has been completed); for a summary of results see the Gateway website at www.gatewayprogram.bc.ca,
 - (ii) preliminary design stage, and
 - (iii) detailed design; and
- (d) media relations: which involves providing the media with progress reports and updates on the DB Work and responding to issues raised by the media as they arise.
- (e) [Intentionally Deleted]

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**PART 2
GENERAL****2.1 Desired Outcome**

The Constructor acknowledges that the desired outcome of all the communication and consultation activities is to involve and inform the public and Stakeholders concerning the value, benefits and progress of the Project and the DB Work.

2.2 Plan Requirements

Table 2.2 sets out the plans which the Constructor is required to produce under this Schedule and the due dates for production of those plans. It also specifies whether the plans have to be submitted to the Authority's Representative under the Review Procedure or the Consent Procedure. In addition to the plans required, this Schedule sets out in Tables 2.2, 4.5, 4.7 and 5.4 inclusive, circumstances under which certain requirements must be submitted to the Authority's Representative under the Review Procedure or the Consent Procedure, as the case may be, and certain applicable performance measures.

Table 2.2

Plan	Performance Measure	Section of this Schedule	Due Date	Review ("RP") or Consent ("CP") Procedure
Traffic Management Communications Plan	PC 2.2.1a	4.3(a)	No later than 60 Business Days after Effective Date	CP
	PC 2.2.1b	4.8	Annual update no later than 30 Business Days after anniversary of the previous plan	RP
Supporting Role Community Relations Plan	PC 2.2.3a	5.2	No later than 60 Business Days after the Effective Date	RP
	PC 2.2.3b	5.5	Annual update no later than 30 Business Days after anniversary of the previous plan	RP
Supporting Role Public Consultation Plan	PC 2.2.5a	6.2	No later than 60 Business Days after the Effective Date	RP
	PC 2.2.5b	6.4	Annual update no later than 30 Business Days after anniversary of the previous plan	RP

2.3 Timing for Consent Procedure

For the purposes of Tables 4.5 and 5.4 of this Schedule and Schedule 2 [Representatives, Review Procedure and Consent Procedure], the period within which the Authority's Representative must respond to a submission by the Constructor under the Consent Procedure pursuant to Sections 2.2(a) and 2.2(e) of Schedule 2 will be reduced to 14 Business Days.

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2.4 Anniversary and Anniversary Date Definition

For the purposes of this Schedule, “**anniversary**” or “**anniversary date**” in respect of the Traffic Management Communications Plan, the Supporting Role Community Relations Plan and the Supporting Role Public Consultation Plan means:

- (a) for the first of each such plans, the date that is twelve months following the date (the “**Initial Date**”) that, under the Review Procedure or the Consent Procedure, as the case may be, the Constructor was entitled to proceed to implementation of the plan; and
- (b) thereafter, each subsequent anniversary of the Initial Date.

2.5 [Intentionally Deleted]

PART 3
STRATEGIC COMMUNICATIONS AND CONSULTATION PLAN

3.1 Strategic Communications And Consultation Plan

The Authority has developed the Strategic Communications and Consultation Plan, which is available in the Data Room. The Authority intends to update the Strategic Communications and Consultation Plan annually during the DB Term and will make copies of any updated Strategic Communications and Consultation Plan available to the Constructor. The Strategic Communications and Consultation Plan will be used by the Authority as a guideline to aid in the review of the plans which must be prepared by the Constructor pursuant to this Schedule.

PART 4
TRAFFIC MANAGEMENT COMMUNICATIONS

4.1 Constructor Supporting Role

The Constructor will support the Authority in conducting and implementing a traffic management communications program for the DB Work.

4.2 Multi-Stakeholder Advisory Group

- (a) The Authority, at its cost, will organize and establish prior to the commencement of any Construction Activities on the Project Site, a group of representative Stakeholders to form a multi-Stakeholder advisory group (the “**Multi-Stakeholder Advisory Group**”) and will provide the names and contact details of representatives of the Multi-Stakeholder Advisory Group to the Constructor should the Constructor require it. The Authority will create the terms of reference for the Multi-Stakeholder Advisory Group. The terms of reference will address membership of the group, meeting frequency and format, and the meeting facilitation and chair.
- (b) [Intentionally Deleted]
- (c) The Constructor shall have a representative attend at each meeting with the Multi-Stakeholder Advisory Group and hear the concerns and issues raised by the Multi-Stakeholder Advisory Group on all matters relating to traffic management and traffic management communications during the Construction Period.

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- (d) The Constructor will assist the Authority to prepare a report within 15 Business Days of each meeting with the Multi-Stakeholder Advisory Group, as it may relate to the DB Work, a report for such meeting with the Multi-Stakeholder Advisory Group, which must:
 - (i) demonstrate in detail how the Authority and the Constructor considered the concerns, issues and matters raised by the Multi-Stakeholder Advisory Group and how the Authority and the Constructor propose to address and remedy each of the concerns, issues and matters raised by the Multi-Stakeholder Advisory Group, and
 - (ii) if the Authority and the Constructor propose not to address or remedy in whole or in part any concern, issue or matter raised by the Multi-Stakeholder Advisory Group, provide reasons why they propose not to address or remedy in whole or in part any concern, issue or matter raised by the Multi-Stakeholder Advisory Group.

4.3 Preparation of Traffic Management Communications Plan

- (a) No later than 60 Business Days after the Effective Date, the Constructor must prepare and submit to the Authority's Representative in accordance with the Consent Procedure a traffic management communications plan for the Construction Period (the "**Traffic Management Communications Plan**").
- (b) The Constructor must implement and comply with the Traffic Management Communications Plan in accordance with the Consent Procedure.

4.4 Content of Traffic Management Communications Plan

- (a) The Traffic Management Communications Plan must describe clearly how, during the Construction Period, the Constructor will assist and support the Authority in communicating to the public and Stakeholders about all matters relating to traffic flow, including, specifically, how it will provide timely notice of construction related delays, closures, detours, traffic incidents and emergencies.
- (b) The Traffic Management Communications Plan should reference and interface with the Traffic Management Plan prepared in accordance with Part 4 [Traffic Management] of Schedule 4.
- (c) For the purposes of this Schedule, references to "traffic incident" or "emergency" includes a law enforcement action, a Motor Vehicle crash, a fire, a medical emergency or any event causing a disruption of or substantial reduction in traffic flow and movement unrelated to traffic volume.
- (d) The Traffic Management Communications Plan must describe clearly how, during the Construction Period, the Constructor will:
 - (i) minimize traffic disruption and maximize traffic predictability;
 - (ii) generate clear, consistent and accessible construction and traffic information to the Authority to provide to Stakeholders, the public and the traffic media;

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- (iii) communicate general traffic information in a timely manner;
- (iv) support the Authority to proactively engage Stakeholders regarding traffic management communications; and
- (v) support the Authority's communications and media relations activities by supplying timely and accurate information to the Authority about the DB Work.

4.5 Communication Methods and Minimum Requirements

The Constructor must provide or make available during the Construction Period the communication methods in accordance with the requirements set out in Table 4.5 at a minimum. The Traffic Management Communications Plan must describe how the requirements in Table 4.5 will be implemented.

Table 4.5

Communications Method	Minimum Requirements
Enquiry Response	<p>Participate in an enquiry response system whereby the Constructor will provide timely and accurate information to the Concessionaire in response to all public and Stakeholder enquiries relating to traffic.</p> <p>The Constructor must establish a communications register reporting system in accordance with guidelines set out by the Authority that maintains a record of all Stakeholder and public contact by telephone, facsimile, email, in person and written correspondence. At a minimum, this reporting system must include a description of the issue/complaint, response time to the Authority, time to meet on site if required and the time to complete the appropriate action. Where a complaint may not be justified or satisfaction is not possible, a record of the steps taken and advice given must be recorded. A communications register summarizing all records must be submitted to the Authority on a monthly basis within five Business Days from the first day of each calendar month and be continuously available to the Authority to enable the Authority to audit compliance. The Enquiry Response times as outlined in Section 4.7 are the sole responsibility of the Constructor.</p>
Call Centre Support	<p>A call centre providing 24/7 construction and traffic information to the public will be established by the Authority. The Constructor's communications representative must provide construction and traffic related information to the Authority in accordance with guidelines set out by the Authority that will facilitate accurate and timely traffic management and construction information.</p>
Public Notification	<p>The Authority will establish Public and Stakeholder notification programs to provide systems for advance traffic and construction activities. Programs will include direct mail, e-mail, newspaper advertising, and a project website, among others. The Constructor's traffic manager must provide the Authority with advance traffic notification as outlined in Section 4.6 of this Schedule and construction activity information as and when required and in such format and containing such information as prescribed by the Authority from time to time to facilitate the Authority's obligations to inform the public. Guidelines will be established by the Authority and communicated to the Constructor outlining information timelines.</p>

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Communications Method	Minimum Requirements
Traffic Media Updates	The Constructor must provide on request current traffic information to facilitate the Authority's work with traffic reporters at print and broadcast media outlets in the lower mainland. Incident or emergency traffic information, including unscheduled closures and stoppages must be reported immediately to the Authority. Reporting guidelines and protocols will be established by the Authority.
Media Releases	The Constructor will assist the Authority, by providing any information which is required by the Authority, to be included in Media Releases. The Constructor acknowledges that the Authority must prepare material for notices not less than 15 Business Days before distribution. The Authority will distribute. The Constructor will inform the Authority of the name of the person who will review and submit communication protocols for incident management which require immediate issuance of media release.

4.6 Traffic Notification

The Constructor shall notify the Authority, in such format and in such manner as the Authority may require from time to time, as follows:

- (a) 31 days in advance of any permitted Full Closure under Section 2.3 [Permitted Full Closures] or under Section 3.4 [Permitted Full Closures] of Part 4 of Schedule 4;
- (b) 17 days in advance of any scheduled Major Stoppage or any Lane Closure; and
- (c) immediately upon actual occurrence of the scheduled Lane Closure or Major Stoppage or permitted Full Closure and upon their termination.

4.7 Enquiry Responses

The Constructor shall develop and maintain a register which tracks all enquiries and responses and shall make such register available to the Authority upon request. The Constructor shall forward all enquiries received by the Constructor to the Authority within the Targeted Delivery Times and shall provide such assistance as requested by the Authority so that the Targeted Response Times for a response by the Authority can be met. The Constructor will be liable for all non-performance liabilities under Schedule 10 [Performance Mechanism] if the Constructor fails to meet the Targeted Delivery Times in Table 4.7.

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Table 4.7

Performance Measure	Type of Enquiry	Targeted Delivery Times	Targeted Response Time
PC 4.4a	Calls related to traffic safety, traffic incidents or emergencies	Immediately after receipt of enquiry	Within 5 minutes
PC 4.4b	Urgent enquiries related to traffic disruptions/ impacts	As soon as possible, but in no event later than 1 hour after receipt of the enquiry	As soon as possible, but in no event later than 4 hours after receipt of the enquiry
PC 4.4c	Other enquiries related to Construction Activities	98% in 1 day, 100% in 3 days	98% in 3 days; 100% in 5 days
PC 4.4d	General enquiries	98% in 1 day, 100% in 3 days	98% in 3 days; 100% in 5 days

4.8 Updating Plan

The Constructor must update and submit to the Authority's Representative in accordance with the Review Procedure the Traffic Management Communications Plan annually during the Construction Period no later than 30 Business Days after each anniversary date of the Traffic Management Communications Plan.

4.9 Implementation

The Constructor must implement and comply with the provisions of the Traffic Management Communications Plan as updated annually in accordance with the Review Procedure.

4.10 [Intentionally Deleted]

4.11 [Intentionally Deleted]

4.12 [Intentionally Deleted]

4.13 [Intentionally Deleted]

PART 5 COMMUNITY RELATIONS

5.1 Authority and Constructor Lead Roles

- (a) The Authority, at its cost, will take the lead role in conducting and implementing a community relations program for the Project, including the DB Work, which will include the matters referred to in Section 1.1(b) and 5.3(a) to (e) inclusive of this Schedule.
- (b) The Constructor will take the limited lead role in conducting and implementing the requirements set out in Section 5.3(f) of this Schedule.

5.2 Constructor Supporting Role and Plan

The Constructor will take the supporting role in conducting and implementing a community relations program for the DB Work. No later than 60 Business Days after the Effective Date, the

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Constructor must prepare and submit to the Authority's Representative in accordance with the Review Procedure a supporting role community relations plan for the Construction Period (the "**Supporting Role Community Relations Plan**").

5.3 Content of Supporting Role Community Relations Plan

The Supporting Role Community Relations Plan must clearly describe how, during the Construction Period, the Constructor will provide the supporting role for the community relations program which will include:

- (a) supporting the Authority in managing a proactive community relations program to provide Stakeholders and the public with regular information on Construction Activities, including public information bulletins, public displays, advertising, website, construction notices, milestone announcements and celebrations, news releases and media tours, that the Authority considers necessary or desirable in order to conduct and implement the community relations program;
- (b) supporting the Authority by attending Stakeholder meetings, responding to enquiries from the public, providing information on updates on Construction Activities and problem solving on Construction Activity issues as they arise;
- (c) supporting the Authority by generating clear, consistent and accessible Construction Activities information for Stakeholders, the public and traffic media in a timely manner;
- (d) supporting the Authority in proactively engaging Stakeholders and supporting reasonable Stakeholder initiatives relating to Construction Activities;
- (e) supporting the Authority's communications and media relations activities by supplying timely and accurate information to the Authority about the DB Work; and
- (f) taking the limited lead role in proactively managing in a lead capacity regular contact with Stakeholders and local residents regarding Construction Activities to identify and minimize impacts arising from Construction Activities and proactively managing and responding to day-to-day enquiries and complaints from Stakeholders and local residents on issues and concerns arising out of Construction Activities, including notification and timing of Construction Activities, noise, hours of work and construction updates.

5.4 Communication Methods and Minimum Requirements

In order to effect its limited lead role as described in Section 5.3(f) of this Schedule, the Constructor must provide or make available during the Construction Period the communication methods in accordance with the requirements set out in Table 5.4 at a minimum. The Supporting Role Community Relations Plan must describe how the requirements in Table 5.4 will be implemented.

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Table 5.4

Communications Method	Minimum Requirements
Phone Line	A call centre providing 24/7 construction and traffic information to the public will be established by the Authority. The Constructor's communications representative must provide construction and traffic related information to the Authority in accordance with guidelines set out by the Authority that will facilitate accurate and timely traffic management and construction information.
Public Notification	The Authority will establish Public and Stakeholder notification programs to provide systems for advance traffic and construction activities. Programs will include direct mail, e-mail, newspaper advertising, and a project website, among others. The Constructor's representative must provide the Authority with construction activity information to facilitate the Authority's obligations to inform the public. Guidelines will be established by the Authority and communicated to the Constructor outlining information timelines.
Enquiry Response	<p>Participate in an enquiry/complaint response system which will provide timely and accurate information to all public and Stakeholder enquiries or complaints relating to construction activities.</p> <p>The Constructor must establish a communications register reporting system in accordance with guidelines set out by the Authority that maintains a record of all Stakeholder and public contact by telephone, facsimile, email, in person and written correspondence. At a minimum, this reporting system must include a description of the issue/complaint, response time, time to meet on site if required and the time to complete the appropriate action. Where a complaint may not be justified or satisfaction is not possible, a record of the steps taken and advice given must be recorded. The Authority must be advised immediately of all complaints received relating to construction activities. A communications register summarizing all records must be submitted to the Authority on a monthly basis within 5 Business Days from the first day of each calendar month and be continuously available to the Authority to enable the Authority to audit compliance. The Enquiry Response performance measures as outlined in PC 4.4c and PC 4.4d are the sole responsibility of the Constructor.</p>
Stakeholder Meetings	The Constructor must attend meetings with Stakeholders and local residents with a representative of the Authority to present current Construction Activity information and identify and review methods to minimize Construction Activity impacts.

5.5 Updating

The Constructor must update and submit to the Authority's Representative in accordance with the Review Procedure the Supporting Role Community Relations Plan annually during the Construction Period no later than 30 Business Days after each anniversary date of the Supporting Role Community Relations Plan.

5.6 Implementation

The Constructor must implement and comply with the Supporting Role Community Relations Plan as updated annually in accordance with the Review Procedure.

5.7 [Intentionally Deleted]

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- 5.8 [Intentionally Deleted]
- 5.9 [Intentionally Deleted]
- 5.10 [Intentionally Deleted]
- 5.11 [Intentionally Deleted]
- 5.12 [Intentionally Deleted]

PART 6
PUBLIC CONSULTATION

6.1 Authority Lead Role

The Authority, at its cost, will take the lead role in conducting and implementing a public consultation program for the Project, including the DB Work.

6.2 Constructor Supporting Role and Plan

No later than 60 Business Days after the Effective Date, the Constructor must prepare and submit to the Authority's Representative in accordance with the Review Procedure a supporting role public consultation plan for the Construction Period (the "**Supporting Role Public Consultation Plan**").

6.3 Content of Supporting Role Public Consultation Plan

The Supporting Role Public Consultation Plan must describe clearly how, during the Construction Period, the Constructor will:

- (a) provide information and materials for public and Stakeholder displays, consultation discussion guides and the website regarding preliminary and detailed designs for the DB Work;
- (b) attend with representatives of the Authority at public, community and Stakeholder meetings, other small or large group meetings, municipal council and local government presentations, and such other meetings as the Authority deems necessary or desirable;
- (c) provide personnel experienced in making public consultation presentations in a support role;
- (d) demonstrate how the Constructor will consider accommodating public and Stakeholder input in preliminary and detailed designs; and
- (e) demonstrate the Constructor's experience in public consultation in a support role.

6.4 Updating

The Constructor must update and submit to the Authority's Representative in accordance with the Review Procedure the Supporting Role Public Consultation Plan annually during the Construction Period no later than 30 Business Days after the anniversary date of the previous Supporting Role Public Consultation Plan.

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6.5 Implementation

The Constructor must implement and comply with the provisions of the Supporting Role Public Consultation Plan as updated annually in accordance with the Review Procedure.

6.6 [Intentionally Deleted]

PART 7
MEDIA RELATIONS

7.1 Authority Lead Role

The Authority, at its cost, will take the lead role in all activities relating to media relations for the Project, including the DB Work.

7.2 Constructor Supporting Role

The Constructor must during the Construction Period provide the supporting role for the following activities relating to media relations:

- (a) providing all information and data regarding the status of the DB Work, any traffic incidents, emergencies or other occurrences on the Concession Bridge(s) or the Concession Highway and any other information and data the Authority may need to appropriately respond to media enquiries; and
- (b) supporting and assisting the Authority in interacting with the traffic media providing up-to-date traffic reports and traffic information for the public.

7.3 [Intentionally Deleted]

PART 8
[INTENTIONALLY DELETED]

PART 9
PUBLIC INFORMATION

9.1 Public Information

The Constructor's public information programs for the DB Work must identify the Concession Highway and the Concession Bridge(s) in such a manner as to ensure that it is clear in the public's perception that the Concession Highway and the Concession Bridge(s) are part of Provincial Highway No. 1, the TransCanada Highway. The location, content and format of all permanent signs and notices installed or erected on the Concession Highway and the Concession Bridge(s) must be submitted to the Authority's Representative under the Consent Procedure prior to installation or erection.

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9.2 Restrictions on Public Information

Public information material required to be produced and distributed by the Constructor under this Schedule must not:

- (a) change the branding of the Provincial Highway No. 1, TransCanada Highway, the Concession Highway, the Concession Bridge(s) or any other Province or Authority initiatives or projects; or
- (b) disseminate information other than Concession Highway and Concession Bridge(s) information as provided in this Schedule.

PART 10
[INTENTIONALLY DELETED]