

SOUTH FRASER PERIMETER ROAD PROJECT

**SCHEDULE 9
COMMUNICATION AND CONSULTATION**

PART 1 CATEGORIES OF COMMUNICATION..... 1

1.1 Categories 1

PART 2 GENERAL..... 1

2.1 Desired Outcome 1

2.2 Plan Requirements 1

2.3 Timing for Consent Procedure..... 2

2.4 Anniversary and Anniversary Date Definition 3

2.5 Technological Improvements..... 3

2.6 Federal Cost Contribution Agreement 3

PART 3 STRATEGIC COMMUNICATIONS AND CONSULTATION PLAN 4

3.1 Strategic Communications and Consultation Plan..... 4

PART 4 TRAFFIC MANAGEMENT COMMUNICATIONS..... 4

4.1 Construction Communication Period and Operating Communication Period – Lead 4

4.2 Multi-Stakeholder Advisory Group 4

4.3 Preparation of Traffic Management Communications Plan 5

4.4 Content of Traffic Management Communications Plan 5

4.5 Communication Methods and Minimum Requirements 6

4.6 Traffic Notification 7

4.7 Enquiry Responses..... 8

4.8 Updating Plan 8

4.9 Implementation 8

4.10 Preparation of Traffic Management Communications Plan - Operating
Communication Period 8

4.11 Content of Operating Communication Period Traffic Management Communications
Plan 8

4.12 Updating Plan 8

4.13 Implementation 9

PART 5 COMMUNITY RELATIONS..... 9

5.1 Construction Communication Period - Lead Role 9

5.2 Construction Communication Period - Supporting Role and Plan 9

5.3 Content of Supporting Role Community Relations Plan 9

5.4 Communication Methods and Minimum Requirements 10

5.5 Updating..... 10

5.6 Implementation 11

5.7 Operating Communication Period - Lead Role..... 11

5.8 Operating Communication Period - Plan 11

5.9 Content of Operating Communication Period Community Relations Plan 11

5.10 Communication Methods and Minimum Requirements 11

5.11 Updating..... 12

5.12 Implementation 13

PART 6 PUBLIC CONSULTATION 13

6.1 Construction Communication Period - Lead Role 13

6.2 Construction Communication Period - Supporting Role and Plan 13

6.3 Content of Supporting Role Public Consultation Plan..... 13

SOUTH FRASER PERIMETER ROAD PROJECT
SCHEDULE 9: COMMUNICATION AND CONSULTATION

- ii -

6.4	Updating.....	13
6.5	Implementation	14
6.6	Operating Communication Period	14
PART 7 MEDIA RELATIONS		14
7.1	Construction Communication Period and Operating Communication Period - Lead Role.....	14
7.2	Construction Communication Period and Operating Communication Period – Concessionaire Supporting Role.....	14
7.3	Construction Communication Period and Operating Communication Period – Concessionaire Lead Role	14
PART 8 PUBLIC INFORMATION.....		15
8.1	Public Information	15
8.2	Restrictions on Public Information	15
PART 9 GENERAL		15
9.1	Reporting Requirements in Addition to Schedule 5 Requirements	15

**SOUTH FRASER PERIMETER ROAD PROJECT
SCHEDULE 9: COMMUNICATION AND CONSULTATION**

**PART 1
CATEGORIES OF COMMUNICATION**

1.1 Categories

The following are the categories of communication and consultation for the Project:

- (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 Project information and developments. It includes attending public and Stakeholder meetings and dealing with enquiries from the public, Project 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 Project, 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 Project and responding to issues raised by the media as they arise.

**PART 2
GENERAL**

2.1 Desired Outcome

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.

2.2 Plan Requirements

Table 2.2 sets out the plans which the Concessionaire 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 Province'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, 5.4 and 5.10, inclusive, circumstances under which certain requirements must be submitted to the Province's Representative under the Review Procedure or the Consent Procedure, as the case may be, and certain applicable performance measures.

SOUTH FRASER PERIMETER ROAD PROJECT
SCHEDULE 9: COMMUNICATION AND CONSULTATION

- 2 -

Table 2.2

Plan	Performance Measure	Section of this Schedule	Due Date	Review (“RP”) or Consent (“CP”) Procedure
Traffic Management Communications Plan (Construction Communication Period)	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
Operating Communication Period Traffic Management Communications Plan	PC 2.2.2a	4.10	No later than 60 Business Days prior to commencement of Operating Communication Period	CP
	PC 2.2.2b	4.12	Annual update no later than 30 Business Days after anniversary of the previous plan	RP
Supporting Role Community Relations Plan (Construction Communication Period)	PC 2.2.3a	5.2	No later than 60 Business Days after the Effective Date	CP
	PC 2.2.3b	5.5	Annual update no later than 30 Business Days after anniversary of the previous plan	RP
Operating Communication Period Community Relations Plan	PC 2.2.4a	5.8	No later than 60 Business Days prior to commencement of Operating Communication Period	CP
	PC 2.2.4b	5.11	Annual update no later than 30 Business Days after anniversary of the previous plan	RP
Supporting Role Public Consultation Plan (Construction Communication Period)	PC 2.2.5a	6.2	No later than 60 Business Days after the Effective Date	CP
	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, 5.4 and 5.10 of this Schedule and Schedule 2 [Representatives, Review Procedure and Consent Procedure], the period within which the Province’s Representative must respond to a submission by the Concessionaire under the Consent Procedure pursuant to Sections 2.2(a) and 2.2(e) of Schedule 2 will be reduced to 14 Business Days.

**SOUTH FRASER PERIMETER ROAD PROJECT
SCHEDULE 9: COMMUNICATION AND CONSULTATION**

- 3 -

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 Operating Communication Period Traffic Management Communications Plan, the Supporting Role Community Relations Plan, the Operating Communication Period 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 Consent Procedure, the Concessionaire was entitled to proceed to implementation of the plan; and
- (b) thereafter, each subsequent anniversary of the Initial Date.

2.5 Technological Improvements

The Concessionaire shall monitor and keep up to-date on all technological developments and improvements which may have a beneficial effect on communication and consultation or improve the Concessionaire’s ability to give effect to the provisions of this Schedule. If there is any technological development or improvement which, taking into account the financial viability of implementing any such development or improvement, can improve the Concessionaire’s ability to provide communication and consultation under this Schedule and/or improve the Concessionaire’s ability to give effect to the provisions of this Schedule, the Concessionaire shall submit the proposed development or improvement to the Province’s Representative under the Consent Procedure.

2.6 Federal Cost Contribution Agreement

- (a) The Concessionaire shall comply with Section 14.0(b), and Section E.3.7 of Schedule E to, the Federal Cost Contribution Agreement.
- (b) The Concessionaire shall not make any public announcement for the Project except in compliance with Section E.3.3 of Schedule E to the Federal Cost Contribution Agreement.
- (c) The Concessionaire shall, as directed by the Province’s Representative:
 - (i) use any information kits, brochures, public reports and Web site material developed in accordance with Section E.3.1 of Schedule E to the Federal Cost Contribution Agreement;
 - (ii) assist the Province with any news release, press conference, announcement or official ceremony issued or organized in accordance with Sections E.3.2, E.3.3 and E.3.6 of Schedule E to the Federal Cost Contribution Agreement; and
 - (iii) participate in any press conference organized in accordance with Section E.3.4 of Schedule E to the Federal Cost Contribution Agreement.

**SOUTH FRASER PERIMETER ROAD PROJECT
SCHEDULE 9: COMMUNICATION AND CONSULTATION**

- 4 -

**PART 3
STRATEGIC COMMUNICATIONS AND CONSULTATION PLAN**

3.1 Strategic Communications and Consultation Plan

The Province has developed the Strategic Communications and Consultation Plan, which is available in the Data Room. The Province intends to update the Strategic Communications and Consultation Plan annually during the Construction Communication Period and the Operating Communication Period and will make copies of any updated Strategic Communications and Consultation Plan available to the Concessionaire. The Strategic Communications and Consultation Plan will be used by the Province in its consideration of plans submitted by the Concessionaire pursuant to the Review Procedure and the Consent Procedure in accordance with this Schedule.

**PART 4
TRAFFIC MANAGEMENT COMMUNICATIONS**

4.1 Construction Communication Period and Operating Communication Period – Lead

The Concessionaire during the Construction Communication Period and the Operating Communication Period will take the lead role in conducting and implementing a traffic management communications program for the Project.

4.2 Multi-Stakeholder Advisory Group

- (a) The Province, 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 Concessionaire. The Province 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) Commencing 60 Business Days in advance of the commencement of the Construction Activities on the Project Site and thereafter at least once every 90 days during the Construction Communication Period, the Concessionaire shall convene a meeting with the Multi-Stakeholder Advisory Group.
- (c) The Concessionaire at each meeting must consult 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 Communication Period.
- (d) The Concessionaire must consider all concerns, issues and matters raised by the Multi-Stakeholder Advisory Group at each meeting. Within 15 Business Days of each meeting with the Multi-Stakeholder Advisory Group, the Concessionaire must prepare and deliver to the Province and representatives of the Multi-Stakeholder Advisory Group a report for such meeting with the Multi-Stakeholder Advisory Group, which must:

**SOUTH FRASER PERIMETER ROAD PROJECT
SCHEDULE 9: COMMUNICATION AND CONSULTATION**

- 5 -

- (i) demonstrate in detail how the Concessionaire considered the concerns, issues and matters raised by the Multi-Stakeholder Advisory Group and how the Concessionaire proposes to address and remedy each of the concerns, issues and matters raised by the Multi-Stakeholder Advisory Group, and
- (ii) if the Concessionaire proposes 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 it proposes 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 Concessionaire must prepare and submit to the Province's Representative in accordance with the Consent Procedure a traffic management communications plan for the Construction Communication Period (the "**Traffic Management Communications Plan**").
- (b) The Concessionaire 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 Communication Period, the Concessionaire will communicate 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 must 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 Communication Period, the Concessionaire will:
 - (i) minimize traffic disruption and maximize traffic predictability;
 - (ii) generate clear, consistent and accessible construction and traffic information for Stakeholders, the public and the traffic media;
 - (iii) communicate general traffic information in a timely manner;
 - (iv) proactively engage Stakeholders regarding traffic management communications; and

SOUTH FRASER PERIMETER ROAD PROJECT
SCHEDULE 9: COMMUNICATION AND CONSULTATION

- 6 -

- (v) support the Province's communications and media relations activities by supplying timely and accurate information to the Province about the Project.

4.5 Communication Methods and Minimum Requirements

The Concessionaire must provide or make available during the Construction Communication 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	Establish an enquiry response system which will provide timely and accurate information to all public and Stakeholder enquiries relating to traffic. The Concessionaire must also establish a communications register reporting system 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 communications register must be continuously available to the Province to enable the Province to audit compliance.
Phone Line	A 24/7 public construction information phone line with a human operator at all times to give traffic/construction updates. One phone line will be sufficient to service both traffic management information and also construction information under Table 5.4.
E-mail Notification	Use an e-mail notification system to provide the public and Stakeholders with advance notice in accordance with Section 4.6 of this Schedule of the Traffic Management Plan and any changes to the traffic management regime.
Traffic Media Updates	Work with traffic reporters at print and broadcast media outlets in the lower mainland (" traffic media ") to provide current traffic information. In addition, a dedicated radio station for that purpose may be provided.
Newspaper Advertising	Planned traffic impacts must be advertised not less than 10 Business Days in advance. Material must be submitted to the Province's Representative in accordance with the Consent Procedure not less than 15 Business Days before intended publication.
Direct Mail	To describe project/construction/traffic activities and updates. Direct mail pieces must be submitted to the Province's Representative in accordance with the Consent Procedure not less than 15 Business Days before intended mailing.
Website	The Concessionaire must create and maintain the Website in accordance with Section 2.16(a) and will keep up-to-date a traffic communication section of the Website with current traffic information which has been submitted to the Province's Representative in accordance with the Review Procedure.
Cellphone	Text message update program to subscribers.

SOUTH FRASER PERIMETER ROAD PROJECT
SCHEDULE 9: COMMUNICATION AND CONSULTATION

- 7 -

Communications Method	Minimum Requirements
Media Releases	Concessionaire must prepare material for notices which must be submitted to the Province's Representative in accordance with the Consent Procedure not less than 15 Business Days before intended distribution. The Province will distribute. The Concessionaire must recommend to the Province's Representative in accordance with the Consent Procedure communication protocols for incident management which require immediate issuance of media release.
Project Signs / Changeable Message Signs	Text, timing and location information for all messages including scheduled construction and lane closures must be submitted to the Province's Representative in accordance with the Consent Procedure not less than 15 Business Days before intended deployment subject to the Concessionaire recommending to the Province's Representative in accordance with the Consent Procedure a protocol for managing the text, timing and locations for messages concerning unforeseen events or traffic incidents. Temporary changeable message signs shall provide advance notification of planned traffic pattern changes a minimum of 5 calendar days prior to the date of implementation.
Stakeholder Meetings	The Concessionaire must attend Stakeholder meetings with the Province to determine traffic management communications requirements.
Provincial Highways Condition Centre/ Drive BC	The Concessionaire must provide to the Province's traveller information system, Drive BC, all applicable traffic information in accordance with a procedure approved by the Province.
Emergency Services	The Concessionaire must provide to emergency responders, including but not limited to Police, fire, ambulance, search and rescue, regional health authority, area hospitals and municipal and regional emergency service providers, all applicable traffic information, including without limitation 24/7 site contact information and specific provisions for priority access in the event of a Code-3 response or public emergency as warranted by the emergency response agencies.
Traffic Advisories	The Concessionaire must prepare and submit to the Province's Representative in accordance with the Review Procedure all traffic advisories for proposed highway or lane closures no later than 15 Business Days before intended notice of the proposed closures.

4.6 Traffic Notification

The Concessionaire shall notify the public, Stakeholders, media, emergency services and the Provincial Highways Condition Centre as follows:

- (a) four weeks in advance of any permitted Full Closure;
- (b) two weeks in advance of any scheduled Stoppage or any Lane Closure; and
- (c) immediately upon actual occurrence of the scheduled Lane Closure, Stoppage or permitted Full Closure and upon its termination.

SOUTH FRASER PERIMETER ROAD PROJECT
SCHEDULE 9: COMMUNICATION AND CONSULTATION

- 8 -

4.7 Enquiry Responses

The Concessionaire shall respond to enquiries by telephone, facsimile transmission, e-mail or other written correspondence (where appropriate) within the targeted response times set out in Table 4.7. These responses must explain how the subject matter of the enquiry will be addressed.

Table 4.7

Performance Measure	Type of Enquiry	Targeted Response Time
PC 4.4a	Calls related to traffic safety, traffic incidents or emergencies	Within 5 minutes
PC 4.4b	Urgent enquiries related to traffic disruptions/ impacts	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 3 days; 100% in 5 days
PC 4.4d	General enquiries	98% in 3 days; 100% in 5 days

4.8 Updating Plan

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

4.9 Implementation

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

4.10 Preparation of Traffic Management Communications Plan - Operating Communication Period

No later than 60 Business Days prior to the commencement of the Operating Communication Period the Concessionaire must prepare and submit to the Province's Representative in accordance with the Consent Procedure a traffic management communications plan for the Operating Communication Period (the "**Operating Communication Period Traffic Management Communications Plan**").

4.11 Content of Operating Communication Period Traffic Management Communications Plan

The Operating Communication Period Traffic Management Communications Plan must conform to the requirements for the Traffic Management Communications Plan set out in Sections 4.4, 4.5 and 4.7 of this Schedule, except that references in those sections to "construction" shall be deemed to be references to Maintenance.

4.12 Updating Plan

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

**SOUTH FRASER PERIMETER ROAD PROJECT
SCHEDULE 9: COMMUNICATION AND CONSULTATION**

- 9 -

4.13 Implementation

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

**PART 5
COMMUNITY RELATIONS**

5.1 Construction Communication Period - Lead Role

The Province, at its cost, during the Construction Communication Period will take the lead role in conducting and implementing a community relations program for the Project which will include the matters referred to in Section 1.1(b) and 5.3(a) to (e) inclusive of this Schedule. The Concessionaire during the Construction Communication Period will take the lead role in conducting and implementing the requirements set out in Section 5.3(f) of this Schedule.

5.2 Construction Communication Period - Supporting Role and Plan

The Concessionaire will take the supporting role during the Construction Communication Period in conducting and implementing a community relations program for the Project. No later than 60 Business Days after the Effective Date, the Concessionaire must prepare and submit to the Province's Representative in accordance with the Consent Procedure a supporting role community relations plan for the Construction Communication 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 Communication Period, the Concessionaire will provide the supporting role for the community relations program which will include:

- (a) supporting the Province 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 Province considers necessary or desirable in order to conduct and implement the community relations program;
- (b) supporting the Province 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 Province by generating clear, consistent and accessible Construction Activities information for Stakeholders, the public and traffic media in a timely manner;
- (d) supporting the Province in proactively engaging Stakeholders and supporting reasonable Stakeholder initiatives relating to Construction Activities;
- (e) supporting the Province's communications and media relations activities by supplying timely and accurate information to the Province about the Project; and

SOUTH FRASER PERIMETER ROAD PROJECT
SCHEDULE 9: COMMUNICATION AND CONSULTATION

- 10 -

- (f) taking the 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 lead role as described in Section 5.3(f) of this Schedule, the Concessionaire must provide or make available during the Construction Communication 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.

Table 5.4

Communications Method	Minimum Requirements
Phone Line	A 24/7 public construction information phone line with a human operator at all times to give construction updates. One phone line will be sufficient to service construction information and also traffic management information under Table 4.5.
E-mail Notification	Use an e-mail notification system to provide the public and Stakeholders with Construction Activities information. E-mail notification must be submitted to the Province's Representative in accordance with the Consent Procedure not less than 15 Business Days before intended e-mailing.
Direct Mail	To describe project/Construction Activities and updates. Direct mail pieces must be submitted to the Province's Representative in accordance with the Consent Procedure not less than 15 Business Days before intended mailing.
Website	The Concessionaire must create and maintain the Website in accordance with Section 2.16(a) and will keep up-to-date a Construction Activities section of the Website with current Construction Activities information which has been submitted to the Province's Representative in accordance with the Consent Procedure.
Media Releases	The Concessionaire must prepare material for notices and submit notices to the Province's Representative in accordance with the Consent Procedure not less than 15 Business Days before intended distribution. The Province will distribute. The Concessionaire must recommend to the Province communication protocols for incident management which require immediate issuance of media release.
Stakeholder Meetings	The Concessionaire must attend meetings with Stakeholders and local residents with a representative of the Province to present current Construction Activity information and identify and minimize Construction Activity impacts.

5.5 Updating

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

**SOUTH FRASER PERIMETER ROAD PROJECT
SCHEDULE 9: COMMUNICATION AND CONSULTATION**

- 11 -

5.6 Implementation

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

5.7 Operating Communication Period - Lead Role

The Concessionaire during the Operating Communication Period shall take the lead role in conducting and implementing a community relations program for the Project.

5.8 Operating Communication Period - Plan

No later than 60 Business Days prior to the commencement of the Operating Communication Period, the Concessionaire must prepare and submit to the Province's Representative in accordance with the Consent Procedure a community relations plan for the Operating Communication Period (the "Operating Communication Period Community Relations Plan").

5.9 Content of Operating Communication Period Community Relations Plan

- (a) The Operating Communication Period Community Relations Plan must describe clearly how, during the Operating Communication Period, the Concessionaire will manage a proactive community relations program to provide the public and Stakeholders with regular information and respond to enquiries from the public.
- (b) The Operating Communication Period Community Relations Plan must describe clearly how, during the Operating Communication Period, the Concessionaire will:
 - (i) generate clear, consistent and accessible Project information for Stakeholders, the public and the media;
 - (ii) distribute Project information and respond to enquiries from the public in a timely manner; and
 - (iii) proactively engage Stakeholders and support reasonable Stakeholder initiatives.

5.10 Communication Methods and Minimum Requirements

The Concessionaire must provide or make available during the Operating Communication Period the communication methods in accordance with the requirements set out in Table 5.10 at a minimum. The Operating Communication Period Community Relations Plan must describe how the requirements in Table 5.10 will be implemented.

SOUTH FRASER PERIMETER ROAD PROJECT
SCHEDULE 9: COMMUNICATION AND CONSULTATION

- 12 -

Table 5.10

Communications Method	Minimum Requirements
Enquiry Response	<p>Establish an enquiry response system which will provide timely, accurate information to all public and Stakeholder enquiries.</p> <p>The Concessionaire must also establish a communications register reporting system that maintains a record of all Stakeholder and public contact by telephone, facsimile, email, in person communication and written correspondence. As 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.</p> <p>Where a complaint may not be justified or satisfaction is not possible, a record of the steps taken and advice given must be recorded.</p>
Stakeholder Meetings	<p>Meetings must be held in accordance with the Operating Communication Period Community Relations Plan to provide Stakeholders with regular information and to handle enquiries and concerns.</p>
E-mail Notification	<p>Use an e-mail notification system to provide the public and Stakeholders with regular information and responses to enquiries during the Operating Communication Period.</p>
Media Releases	<p>The Concessionaire must prepare material for notices and submit notices to the Province's Representative in accordance with the Consent Procedure not less than 15 Business Days before intended distribution. The Province will distribute the material.</p>
Newspaper Advertising	<p>The Concessionaire must prepare advertising material and submit that material to the Province's Representative in accordance with the Consent Procedure not less than 15 Business Days before intended publication.</p>
Website	<p>The Concessionaire must manage and keep the Website up-to-date with current maintenance, construction and traffic information which has been submitted to the Province's Representative in accordance with the Consent Procedure. Website to comply with customer service requirements in the Project Requirements.</p>
Direct Mail	<p>Material must be submitted to the Province's Representative in accordance with the Consent Procedure not less than 15 Business Days before intended mailing. The material may include notices about public information meetings, or other community relations activities.</p>
Traffic Advisories	<p>The Concessionaire must prepare and submit to the Province's Representative in accordance with the Review Procedure all traffic advisories for proposed highway or lane closures no later than 15 Business Days before the intended notice of proposed closures.</p>

5.11 Updating

The Concessionaire must update and submit to the Province's Representative in accordance with the Review Procedure the Operating Communication Period Community Relations Plan annually during the Operating Communication Period no later than 30 Business Days after each anniversary date of the Operating Communication Period Community Relations Plan.

**SOUTH FRASER PERIMETER ROAD PROJECT
SCHEDULE 9: COMMUNICATION AND CONSULTATION**

- 13 -

5.12 Implementation

The Concessionaire must implement and comply with the Operating Communication Period Community Relations Plan as updated annually in accordance with the Review Procedure.

**PART 6
PUBLIC CONSULTATION**

6.1 Construction Communication Period - Lead Role

The Province, at its cost, during the Construction Communication Period will take the lead role in conducting and implementing a public consultation program for the Project.

6.2 Construction Communication Period - Supporting Role and Plan

No later than 60 Business Days after the Effective Date, the Concessionaire must prepare and submit to the Province's Representative in accordance with the Consent Procedure a supporting role public consultation plan for the Construction Communication 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 Communication Period, the Concessionaire will:

- (a) provide information and materials for public and Stakeholder displays, consultation discussion guides and the website regarding preliminary and detailed designs for the Project;
- (b) attend with representatives of the Province at public, community and Stakeholder meetings, other small or large group meetings, municipal council and local government presentations, and such other meetings as the Province deems necessary or desirable;
- (c) provide personnel experienced in making public consultation presentations in a support role;
- (d) demonstrate how the Concessionaire will consider accommodating public and Stakeholder input in preliminary and detailed designs, including the types of input that will be considered in accordance with the Table of Commitments and Assurances and consistent with the Strategic Communications and Consultation Plan; and
- (e) demonstrate the Concessionaire's experience in public consultation in a support role.

6.4 Updating

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

**SOUTH FRASER PERIMETER ROAD PROJECT
SCHEDULE 9: COMMUNICATION AND CONSULTATION**

- 14 -

6.5 Implementation

The Concessionaire 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 Operating Communication Period

- (a) The Concessionaire must during the Operating Communication Period take the lead role for public consultation (subject to Section 6.6(b) of this Schedule) which will include implementing as the lead during the Operating Communication Period the functions set out in Sections 6.3(a) to 6.3(c) of this Schedule. The Concessionaire must consider accommodating public and Stakeholder input on public consultation topics and must demonstrate how it proposes to consider such input.
- (b) If there are material changes (determined in the discretion of the Province) in the capacity or use of the Concession Highway, the Province, at its cost, will resume the lead role in public consultation and the Concessionaire must then provide the supporting role in respect thereof by implementing during the Operating Communication Period the functions set out in Sections 6.3(a) to 6.3(c) of this Schedule.

**PART 7
MEDIA RELATIONS**

7.1 Construction Communication Period and Operating Communication Period - Lead Role

The Province, at its cost, will during the Construction Communication Period and the Operating Communication Period take the lead role in all activities relating to media relations.

7.2 Construction Communication Period and Operating Communication Period – Concessionaire Supporting Role

The Concessionaire must during the Construction Communication Period and the Operating Communication Period provide the supporting role for the following activities relating to media relations:

- (a) providing all information and data regarding the status of the Project, any traffic incidents, emergencies or other occurrences on the Concession Highway and any other information and data the Province may need to appropriately respond to media enquiries; and
- (b) providing a media spokesperson as necessary and as requested by the Province.

7.3 Construction Communication Period and Operating Communication Period – Concessionaire Lead Role

The Concessionaire must during the Construction Communication Period and the Operating Communication Period take the lead role for the following activities relating to media relations:

- (a) during the Construction Communication Period, interacting with traffic media providing up-to-date traffic reports and traffic information for the public; and

**SOUTH FRASER PERIMETER ROAD PROJECT
SCHEDULE 9: COMMUNICATION AND CONSULTATION**

- 15 -

- (b) during the Operating Communication Period, interacting with traffic media to provide information about lane closures and unplanned traffic incidents.

**PART 8
PUBLIC INFORMATION**

8.1 Public Information

The Concessionaire's public information programs for the Project must identify the Concession Highway in such a manner as to ensure that it is clear in the public's perception that the Concession Highway is part of Provincial Highway System and, in accordance with the Federal Cost Contribution Agreement, information on all static signs must be in both official languages, in accordance with the *Official Languages Act* (Canada). The location, content and format of all permanent signs and notices installed or erected on the Concession Highway, and any signs proposed to be removed, must be submitted to the Province's Representative under the Consent Procedure prior to installation, erection or removal, as the case may be.

8.2 Restrictions on Public Information

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

- (a) change the branding of the Concession Highway or any other Province initiatives or projects; or
- (b) disseminate information other than the Project information as provided in this Schedule.

**PART 9
GENERAL**

9.1 Reporting Requirements in Addition to Schedule 5 Requirements

Any reporting requirements in this Schedule, including the requirements in Part 4 and Part 5 of this Schedule, are separate and distinct from and in addition to and do not limit the Concessionaire's obligation to report to the Province under this Agreement including Schedule 5 [OMR and End of Term].