

## INTRODUCTION

The Capital Regional District (CRD) was created in 1966 when the BC Provincial Government established the 'regional district' model province-wide during the 1960's. This governance model was designed to address service requirements that transcend municipal boundaries and where municipal collaboration is required to achieve economies of scale.

Since its inception, the CRD has evolved to serve thirteen municipalities and three electoral areas. It has played a key role in providing a range of regional, sub-regional, local and electoral area services which now total over 200 CRD-wide. These services are established as independent financial entities that operate under the authority of the BC Local Government Act (LGA).

Due diligence is required when considering requests for new service establishment to ensure the following key requirements are met:

- A purpose that aligns with the CRD's mandate;
- A service area that specifies who will benefit from and pay for the service;
- Demonstrated financial viability of the service's ability to cover all direct and overhead costs;
- Legislative authority for the service;
- Community support.

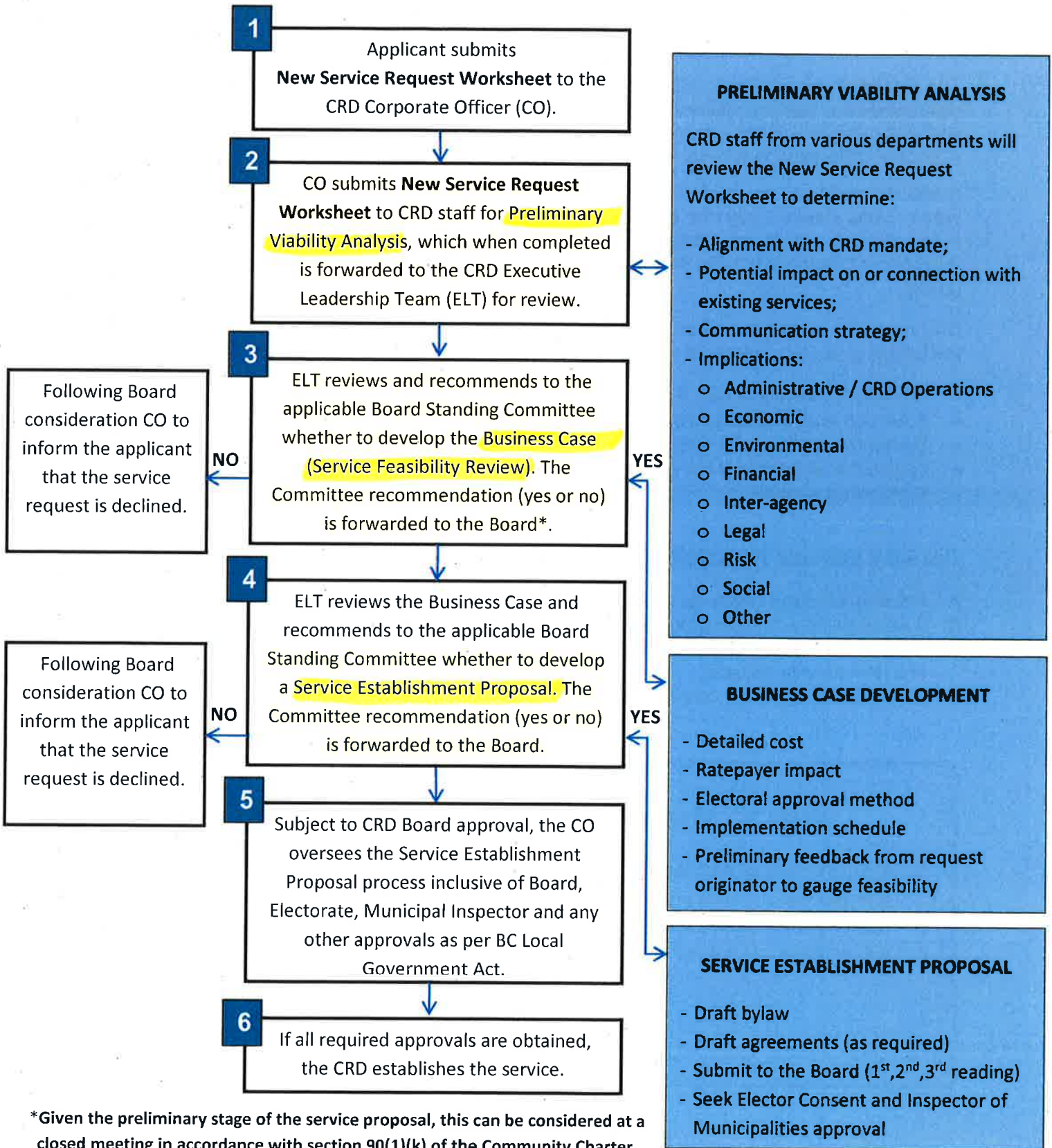
This **NEW SERVICE REQUEST TOOLKIT** provides you with:

- A. A flowchart of the CRD's process for receiving and analyzing New Service Requests;
- B. A list of sample questions/considerations used in analyzing new service viability;
- C. A list of criteria the CRD Executive Leadership Team (ELT) uses to determine the outcome of a new service request;
- D. A worksheet for you to complete in order to submit a New Service Request;

### HOW TO SUBMIT YOUR NEW SERVICE REQUEST

1. Acquaint yourself with the CRD mandate, strategy and services to help you describe how your new service proposal is a good fit. See [CRD Strategic Plan 2012-2014](#);
2. Apply by filling out the New Service Request Worksheet;
3. Submit the worksheet to the [CRD Corporate Officer](#).

## A. NEW SERVICE REQUEST REVIEW AND ANALYSIS PROCESS



## B. PRELIMINARY VIABILITY ANALYSIS

The following questions provide examples of the types of questions CRD staff will consider when examining the viability of a new service request.

### Administrative Implications

- Does the proposed service align with the CRD's mandate?
- What would be the service area?
- Does the proposed service have an impact on any other CRD services and bylaws? (e.g.: serves the same area, affects other bylaws)
- Could an existing service be amended to meet the identified need?
- Have all service delivery models been considered?
- What support is needed from the various CRD departments?
- Who will own, manage, and maintain the assets of the service?
- Who will operate the service?
- Will a local organization/committee be involved; if so, what will be its role?
- How will the public be informed of the service's structure and operation?

### Economic Implications

- What is the total cost of the service? (Capital, operating, debt servicing, etc.)
- Is a feasibility study required?
- How will the service be funded?
- Who will be involved in paying for the service?
- If more than one jurisdiction is involved in the service, what method of cost-sharing will be used?

### Legal Implications

- Does establishment of the proposed service comply with Section 796 of the Local Government Act (LGA)?
- What method of electorate approval is required to establish the service?
- If the proposed service involves regulation, does the CRD have the authority to regulate? If not, what is required to obtain that authority?
- Will any agreements with third parties be required? (e.g.: capital lease, service agreement, license of use)?
- What are the risks of the offering the service and how can they be managed?
- Are there any other legal issues to consider?

### Environmental, Social, and Inter-governmental Implications

- Is an environmental assessment required?
- Are there social implications?
- Are there inter-governmental implications?

### Other implications

- Communications strategy?
- Other relevant issues?

## C. EVALUATION CRITERIA

The CRD Executive Leadership Team will use the following criteria to determine provide examples of the types of questions CRD staff will consider when examining the viability of a new service request.

CRITERIA	INQUIRY
<b>Mandate</b>	Does the proposed service fit CRD's mandate and strategic plan?
<b>Authority</b>	Does the CRD have the authority to establish the service?
<b>Sustainability</b>	Can the proposed service be provided in a cost effective and sustainable manner over the long term?
<b>Responsiveness</b>	Are there good indicators of broad support for the proposed service?
<b>Transparency</b>	Is there a process for ensuring the public will be informed of the service's structure and operation?
<b>Flexibility</b>	Will the structure and service delivery mechanisms be flexible enough to allow for growth or change in the future?
<b>Risk</b>	Can the risks be effectively managed?

## D. NEW SERVICE REQUEST WORKSHEET

Please provide as much information as possible concerning the proposed new service by answering the questions below.

### New Service Description and Rationale

1. What is the purpose of the service?
  
  
  
  
  
  
  
  
  
  
2. How does the service relate to the CRD's mandate?
  
  
  
  
  
  
  
  
  
  
3. Which description below best describes the type of service proposed?  
 A contribution service by which CRD provides operating funding  
 A service owned and operated by the CRD  
 A service owned by the CRD and operated by a third party on contract  
 Other: please describe:
  
  
  
  
  
  
  
  
  
  
4. Who will benefit from the service? Identify the municipalities and/or electoral areas(s) that would be contributing to funding the service. If the proposed service area is the same as for an existing CRD service, please identify that service.
  
  
  
  
  
  
  
  
  
  
5. Explain why the proposed service will be effective if responding to the identified need?
  
  
  
  
  
  
  
  
  
  
6. What evidence is there to demonstrate community need and support for the service? (E.g.: Petition for Electoral Area services as per Section 797.4 of the LGA).



7. How would you characterize the community's current understanding/expectations concerning the implications of the service in terms of cost, service level, and service management?

**Service Cost and Operation**

8. Does the new service involve capital expenditures?  YES  NO  
If YES, specify the expenditures and their approximate costs.
9. What is the estimated annual operating cost of the service?
10. Please provide as much information as possible concerning ownership, operation and management of the service:

QUESTION	Please select one or both as applicable. Space for additional comments is provided below.	
	CRD	OTHER: Please describe.
Who will own the assets of the service?	<input type="checkbox"/>	<input type="checkbox"/>
Who will maintain the assets of the service?	<input type="checkbox"/>	<input type="checkbox"/>
Who will manage the service?	<input type="checkbox"/>	<input type="checkbox"/>

Additional comments:

11. Will a local organization be involved in the service?  YES  NO  
If YES, what role would it have?
12. Describe how the service would be able to respond to the changing needs of a growing community.
13. By when is the service required? (DD/MM/YY)
14. Who is the primary contact for this service request?

NAME:	TEL.:
ORGANIZATION:	E-MAIL: