



Redford at Night - Ed Francoeur

YOUR CITY'S RESPONSE TO COVID-19

With the threat of COVID-19, our City, our region, and our country are facing challenges unlike any we have experienced. This is a time of uncertainty and anxiety and we want to assure you that the City of Port Alberni, along with our community partners, is working hard within our abilities to meet each challenge.

The City is working jointly with the Alberni Clayoquot Regional District through the Emergency Operations Centre (EOC) in preparing for and responding to COVID-19. Together we are continuously crafting response strategies that will help lessen the impact in our community. And while strategic coordination is essential to a successful recovery, the foundation of our well-being starts with each one of us taking the time to practice good hygiene, including thorough and frequent hand-washing.

We have already seen the cancellation of many significant events, including many City programs, in response to the health officer's orders. While this is undoubtedly disappointing for the community and event organizers, the need to minimize the spread of the virus simply cannot be ignored.

Beyond closing City facilities to the public and cancelling seasonal programming, the City has introduced several additional measures to protect public safety, help those in need, and reduce the financial burden on taxpayers affected by the pandemic. These include:

- Conducting regular Bylaw patrols of public spaces;
- Assigning City staff to assist the EOC;
- Closing City playgrounds;
- Limiting the 2020 tax rate increase to a modest 1.1%;

- Reversing interest charges on utility account overdue payments;
- Effectively extending 2020 utility payment deadlines by removing late penalties;
- Deferring scheduled 2020 water and sewer rate increases to 2021;
- Waiving interest provisions on overdue City lease agreement payments for four months;
- Not referring overdue accounts to collection agencies for the remainder of 2020;
- Waiving bus fees and maintaining levels of service for Port Alberni public transit until at least May 31;
- Forming a small business action team to assist the Port Alberni business community;
- Supporting local food banks with a \$5,000 donation;
- Opening shower facilities at Echo Park Field House for those in need; and
- Maintaining access to public washrooms with rigorous cleaning practices/schedules in place.

Many other measures have been put in place by the provincial and federal levels of government with new support programs being announced or fine-tuned almost daily. We encourage the citizens of Port Alberni to access the support programs for which they qualify. For more info, visit www2.gov.bc.ca.

This is certainly not the 2020 we all envisioned, but it is our new reality for the time being. As we look beyond our COVID-19 response to Port Alberni's social and economic recovery, we see opportunities. Opportunities to redefine who we are. Opportunities to find new, innovative ways to support our local businesses and care for our valley citizens. Opportunities to work together for a better future.



MyCity
PORT ALBERNI

Receiving and paying your bills online is easy and convenient

PAY YOUR BILLS ONLINE

With physical distancing measures in place, we are encouraging everyone to sign up for the City's "MyCity" online billing service. This secure and convenient platform allows homeowners and businesses to access information about their City of Port Alberni property taxes and utility accounts 24 hours a day, seven days a week.

Getting started is easy! You will need access to the City of Port Alberni website; an email address; and the account information on your property tax and utility notices.

Visit portalberni.ca/online-services to sign up today.



BEARS CAN'T CHANGE THEIR BEHAVIOUR BUT YOU CAN SECURE ATTRACTANTS PROTECT YOUR HOME AND NEIGHBOURHOOD



Enhanced Security Initiative Program

APPLICATIONS OPEN MAY 30, 2020

A 50/50 matching grant program open to commercial & residential building owners within city limits.

Visit: portalberni.ca/ESIP



FOR MORE INFORMATION VISIT:
letsconnectpa.ca/covid-19

PHYSICAL DISTANCING



AT ALL TIMES



@cityportalberni • @playinpa • @cityofportalberni