
AGENDA - COMMITTEE OF THE WHOLE
Monday, June 17, 2024 @ 6:00 PM
In the City Hall Council Chambers & Via Video-Conference
4850 Argyle Street, Port Alberni, BC

The following pages list all agenda items received by the deadline [12:00 noon on the Wednesday before the scheduled meeting]. A sample resolution is provided for most items in italics for the consideration of Council. For a complete copy of the agenda including all correspondence and reports please refer to the City's website portalberni.ca or contact Corporate Services at 250.723.2146 or by email corp_serv@portalberni.ca

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A. CALL TO ORDER & APPROVAL OF THE AGENDA

1. Council would like to acknowledge and recognize that we work, live and play in the City of Port Alberni which is situated on the unceded territories of the Tseshaht [čišaaʔath] and Hupačasath First Nations.
2. Late items identified by Committee members.
3. Late items identified by the Corporate Officer.
4. Notice of Video Recording (live-streaming and recorded/broadcast on YouTube).

That the agenda be approved as circulated.

B. ADOPTION OF MINUTES - Page 4

1. Minutes of the meeting held at 6:00 pm on May 21, 2024, as presented.

C. PUBLIC INPUT PERIOD

An opportunity for the public to address the Committee. A maximum of six [6] speakers for no more than five [5] minutes each will be accommodated. For those participating electronically, please use the 'Raise your Hand' feature and you will be called upon to speak in the order of which it appears.

D. DELEGATIONS

1. **BC Transit** - Page 6
S. Wright in attendance to present an overview of BC Transit Future Service Plan data collection and engagement feedback, presenting recommendations to Council to receive input before proceeding with the creation of the plan.

E. UNFINISHED BUSINESS

F. STAFF REPORTS

1. Quarterly Departmental Reports - Page 19

Quarterly report from Corporate Services.

THAT the Committee of the Whole receive the Quarterly Report from Corporate Services for the period April 1 – June 30, 2024.

G. CORRESPONDENCE

H. NEW BUSINESS

1. City of Port Alberni Accessibility Plan - Page 28

Report dated June 10, 2024 from the Deputy Director of Corporate Services providing a draft City of Port Alberni Accessibility Plan.

THAT the Committee of the Whole recommend Council approve the City of Port Alberni Accessibility Plan dated June 2024.

2. Parks, Recreation and Culture Fees and Charges Bylaw - Page 43

Report dated June 9, 2024 from the Director of Parks, Recreation and Culture providing details of the City's proposed updated recreation fees and charges bylaw.

1. THAT the Committee of the Whole recommend Council introduce and complete three readings of "Parks, Recreation and Culture Facilities Fees and Charges 2024 Bylaw No. 5106".

2. The Committee of the Whole recommends Council direct administration to waive sports field rental fees for all sanctioned Alberni Valley minor sport association practices, games, tournaments and events for all participants under the age of 19 years.

3. The Committee of the Whole recommends Council direct administration to waive sports field rental fees for any charitable event that ensures 75% or more of the proceeds generated by the event remain in the Alberni Valley.

4. The Committee of the Whole recommends Council direct administration to offer City residents [including Tseshaht and Hupačasath First Nations] the opportunity to enrol in any Parks, Recreation and Culture registered program seven (7) calendar days prior to non-City residents, should a viable option be available through the City's registration software.

3. Levels of Service | Parks, Recreation and Culture Department - Page 65

Report dated June 7, 2024 from the Director of Parks, Recreation and Culture providing information on the current levels of service across the Parks, Recreation and Culture department.

THAT the Committee of the Whole receive the report "Levels of Service | Parks, Recreation and Culture Department" dated June 7, 2024.

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4. **Finance and Information Technology Services – Level of Service Review** - Page 74
Report dated June 10, 2024 from the Director of Finance providing a review of levels of service for the Finance and Information Technology Services.
THAT the Committee of the Whole receive the report “Finance and Information Technology Services Department – Level of Service Review” dated June 10, 2024.
 5. **Leasing Policy for City-Owned Properties** - Page 80
Report dated June 10, 2024 from the Economic Development Manager providing a comprehensive leasing policy for City owned properties, including hiring a third party to manage the lease agreements at the Harbour Quay.
THAT Committee of the Whole recommend that Council for the City of Port Alberni approve a comprehensive leasing Policy for City-Owned Properties, and further
THAT Committee of the Whole recommend that Council for the City of Port Alberni issue a Request for Proposal for a third-party to manage the lease agreements at Harbour Quay with costs to come out of Harbour Quay lease revenue.
 6. **Options for Façade Improvement Project Allocation** - Page 98
Report dated May 30, 2024 from the Economic Development Manager providing options for investing the prior allocation to the Façade Improvement Program in 2024.
THAT Committee of the Whole recommend to Council for the City of Port Alberni that the current \$50,000 allocation for the Façade Improvement Program be invested in a placemaking initiative.

I. QUESTION PERIOD

An opportunity for the public to ask questions of the Committee. For those participating electronically, please use the ‘Raise your Hand’ feature and you will be called upon to speak in the order of which it appears.

J. ADJOURNMENT

That the meeting adjourn at pm.

MINUTES OF THE COMMITTEE OF THE WHOLE
Tuesday, May 21, 2024 @ 6:00 PM
In the City Hall Council Chambers & Via Video-Conference
4850 Argyle Street, Port Alberni, BC

Present: Councillor D. Dame
Councillor D. Haggard
Councillor C. Mealey [Chair]
Councillor T. Patola
Councillor C. Solda

Absent: Mayor S. Minions
Councillor J. Douglas

Staff: M. Fox, Chief Administrative Officer
S. Smith, Director of Development Services / Deputy CAO
D. Leurebourg, Director of Corporate Services
A. McGifford, Director of Finance
J. MacDonald, Director of Infrastructure Services
K. Bodin, Director of Human Resources
R. Kraneveldt, Manager of Facilities
W. Mihalicz, Manager of Parks
S. Bourgoin, Manager of Recreation Services
J. Pelech, IT Support
S. Darling, Deputy Director of Corporate Services /Recording Secretary

Gallery: 5 & 1 Electronically

A. CALL TO ORDER & APPROVAL OF THE AGENDA

The meeting was called to order at 6:00 PM.

MOVED AND SECONDED, THAT the agenda be adopted, as circulated.

CARRIED

B. ADOPTION OF MINUTES

MOVED AND SECONDED, THAT the minutes of the meeting held at 6:00 pm on April 15, 2024 be adopted, as presented.

CARRIED

C. PUBLIC INPUT PERIOD

Charlaine

Commented on climate action, Bill 44, GIS Mapping and housing for seniors.

K. Grieve

Commented on the Parks, Recreation and Culture Pride Week Program, Drag Queen Story Time.

Mathew

Commented on short term rentals and Air B&B's.

Sylvain

Commented on the desire for collaboration amongst Farmers' Markets in the community.

D. DELEGATIONS

1. **Community Futures Alberni-Clayoquot | Adventure Sport Park**
R. Miller presented an overview of the community survey results and provided an update of activities for the proposed Adventure Sport Park.
2. **HCMA Architecture + Design | Alberni Valley Aquatics Centre Feasibility Study**
Associate Principal, Darin Harding and Architect, John Buttery along with Alberni-Clayoquot Regional District CAO, Daniel Sailland and Communications Coordinator, Heather Thomson presented an overview of the Alberni Valley Aquatics Centre project.

E. UNFINISHED BUSINESS

1. **Adventure Sport Park**
MOVED AND SECONDED, THAT the Committee of the Whole receive the report 'Adventure Sport Park' dated May 1, 2024.
CARRIED

Councillor Haggard left the meeting at 7:35 pm and returned at 7:37 pm.

F. STAFF REPORTS

1. **Quarterly Departmental Reports**
MOVED AND SECONDED, THAT the Committee of the Whole receive the Quarterly Reports from the Development Services, Engineering, Public Works, Finance & IT, Human Resources and Parks, Recreation & Culture Departments for the period January 1 – March 31, 2024.
CARRIED

G. CORRESPONDENCE

H. NEW BUSINESS

I. QUESTION PERIOD

R. Fraser

Inquired regarding continued improvements to the Kitsuksis Dyke pathway and requested clarification on Capital Projects.

J. ADJOURNMENT

MOVED and SECONDED, THAT the meeting adjourn at 8:53 pm.
CARRIED

CERTIFIED CORRECT

Mayor

Corporate Officer



CONTACT INFORMATION: (please print)

Full Name: V Copetti

Organization (if applicable): BC Transit

Street Address: 520 Gorge Rd E

Phone: 250-213-5904

Mailing Address: 520 Gorge Rd E

Email: vcopetti@bctransit.com

No. of Additional Participants:

[Name/Contact Information] 1 - S Wright (swright@bctransit.com)

MEETING DATE REQUESTED: Monday, June 17th at 6pm

PURPOSE OF PRESENTATION: (please be specific)

Provide an overview of your presentation below, or attach a one-page (maximum) outline of your presentation:

Overview of Transit Future Service Plan data collection and engagement feedback, presenting recommendations to council to receive input before proceeding with the creation of the plan.

Requested Action by Council (if applicable): Ranking level of interest/importance of transit priorities by council, as well as noting any other areas of interest to investigate before writing the final report.

Supporting Materials/PowerPoint Presentation: ☐ No ☒ Yes

Note: If yes, must be submitted by 5:00 pm on the Monday before the scheduled meeting date.

SIGNATURE(S):

I/We acknowledge that only the above listed matter will be discussed during the delegation and that all communications/comments will be respectful in nature.

V Copetti

May 6, 2024

Signature:

Date:

OFFICE USE ONLY:

Scheduled Meeting Date: Jun 17/24 Cow

Date Approved: May 7/24

Applicant Advised: May 7/24

Approved: (Deputy Director of Corporate Services)

[Signature]

☒ Council ☐ Economic Development
☒ Mayor ☐ Engineering/PW
☒ CAO ☐ Parks, Rec. & Heritage
☒ Finance ☐ Development Services
☒ Corporate Services ☐ Community Safety
☒ Agenda ☐ Other
File # 0550-30 June 17/24 Cow

Personal information you provide on this form is collected pursuant to Section 26 of the *Freedom of Information and Protection of Privacy Act [FOIPPA]* and will only be used for the purpose of processing this application.

Your personal information will not be released except in accordance with the *Freedom of Information and Protection of Privacy Act*.



Port Alberni 2024 Transit Future Service Plan

COUNCIL UPDATE ON PUBLIC ENGAGEMENT
JUNE 17, 2024

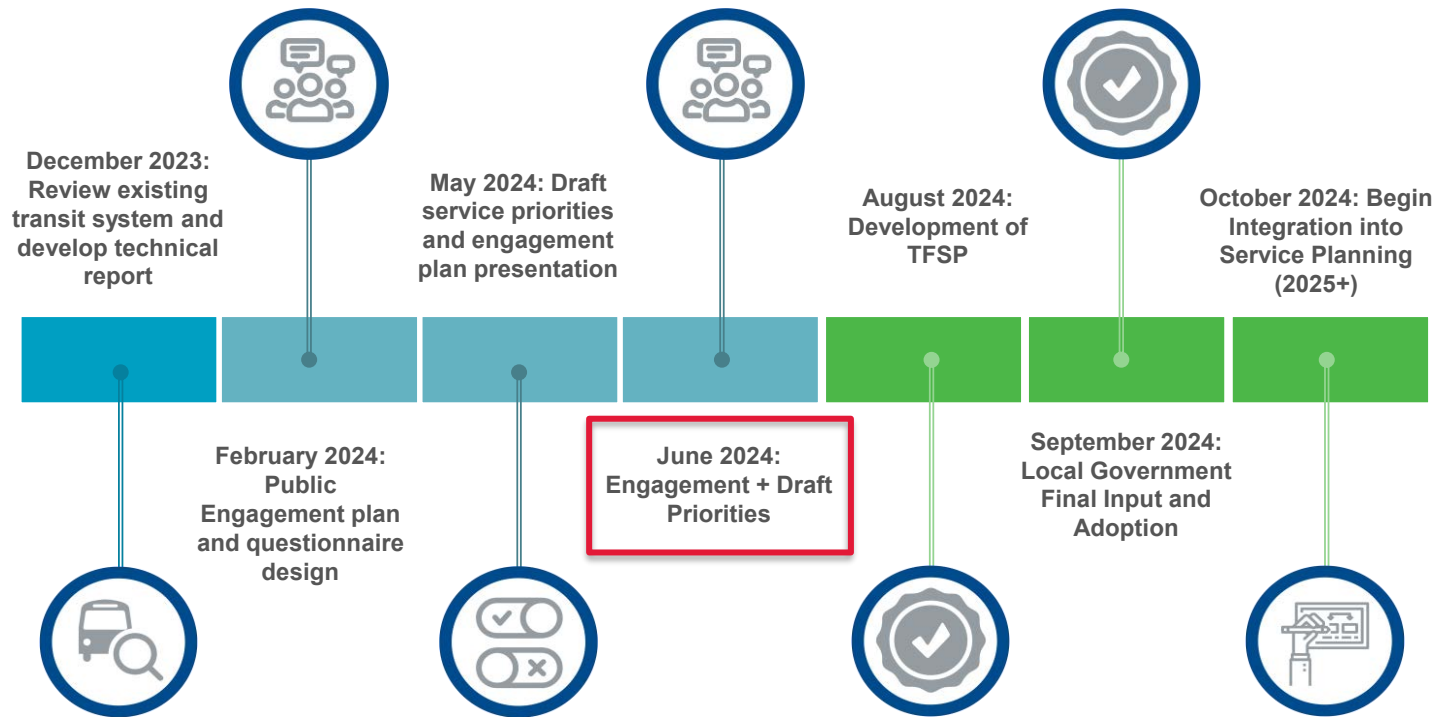
COMMITTEE OF THE WHOLE AGENDA - JUNE 17, 2024



Transit Future Service Plan

The TFSP will provide a guiding document for conventional transit service in Port Alberni for the next 5-7 years. The document Updates The Port Alberni/Clayoquot Transit System Service Review, developed in 2012 by BC Transit in collaboration with local government partners.

Project Status - Milestones:



Winter
2023

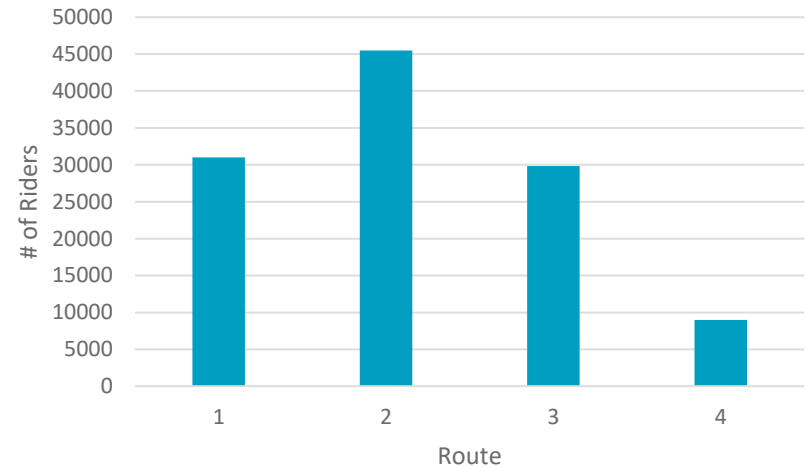
COMMITTEE OF THE WHOLE AGENDA - JUNE 17, 2024

Fall 2024

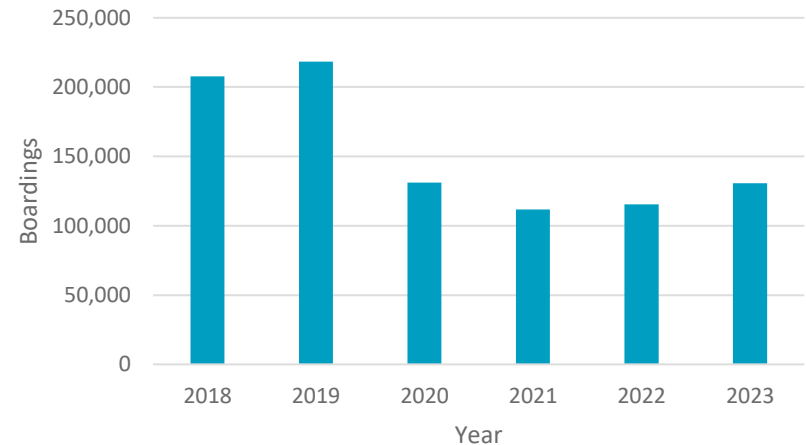
Data

- Route 2 has the highest ridership, followed closely by Routes 1 and 3 (with approximately the same amount).
- Ridership has not yet reached pre-covid levels but is climbing steadily every year and is strong compared to other Tier-3 systems.

Port Alberni Annual Ridership By Route
(2022)



GFI Annual Boardings



Engagement

Key Public Survey Facts:

- 499 Responses – Strong for a community of this size.
- Less than 30% of respondents were transit riders (30/70 split).
- 38% of respondents from Beaver Creek, 32% from Port Alberni.

From Transit Riders/Operators:

- Service is extremely reliable, and bus is never full apart from some afternoon school trips.
- Most transit riders felt safe, but parents expressed safety concerns.

Engagement – Transit Expansion

Would You Support...	All Responses	Port Alberni Residents	Transit Riders
Inter-regional connection to RDN	65% Yes 14% No 21% Non-User	90% Yes 5% No 5% Non-User	95% Yes 5% No
Sproat Lake Service	36% Yes 33% No 31% Non-User	69% Yes 14% No 17% Non-User	85% Yes 15% No
Beaver Creek Service	29% Yes 32% No 39% Non-User	46% Yes 53% No 1% Non-User	68% Yes 32% No

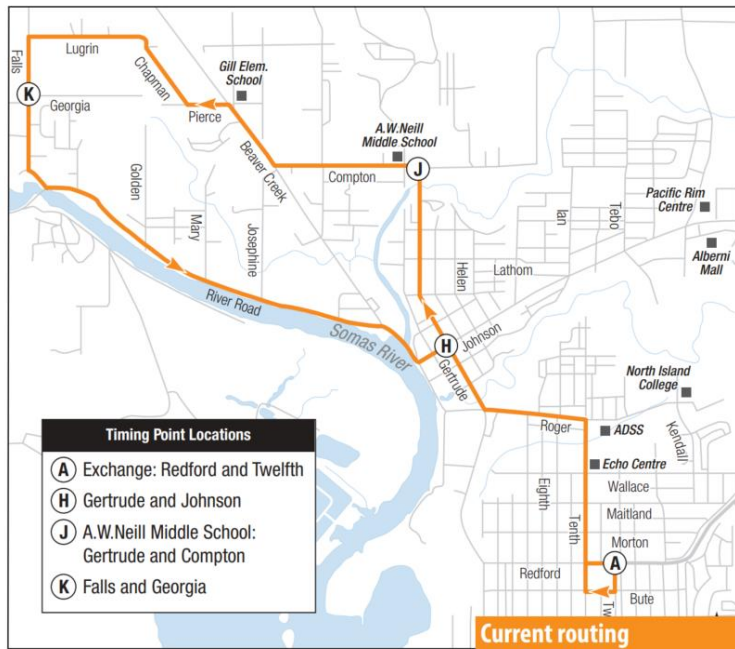
- Service to Beaver Creek was considered but has ultimately been removed from this iteration of the plan due to low support.

Goals and Objectives – City of Port Alberni

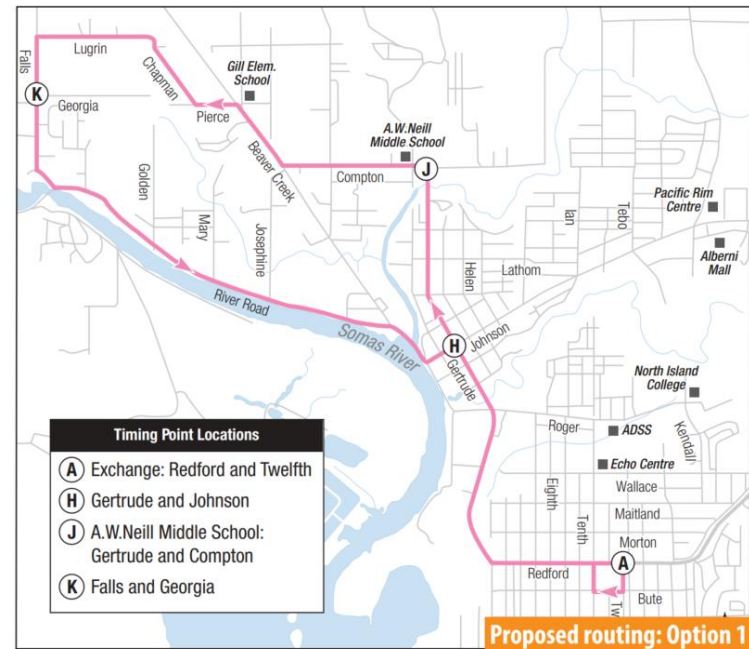
Short-Term:

- Improve Evening Service.
- Provide service along Stamp Ave.

Current Route 3 River Road



Option 1: via Stamp Avenue and 3rd Avenue



Goals and Objectives – City of Port Alberni

Long-Term:

- Improve On-Time Performance (if necessary - once data is collected).
- Increase frequency along Route 2.
- Investigate a more direct north/south route between major locations of ridership.

Goals and Objectives - ACRD

- Create an Inter-Regional Service between Port Alberni and Nanaimo Transit (minimum – complete feasibility study).
- Provide service to Sproat Lake.
- Provide Service to the Tseshaht First Nations Centre at River Rd and Tsuma-as Dr via the Route 3.

These expansions will require additional discussion to modify the governance and funding structure of the transit system.

Goals and Objectives – Infrastructure + Other

Infrastructure:

- Explore options for a larger operations and maintenance facility.
- Improve Transit Accessibility, both in terms of pedestrian infrastructure, and improved/accessible bus stops.

Other:

- Continue improving marketing and communications of the transit system.
- Improve transit safety.
- Fare improvements (simplify, barriers, experience) – UMO.

Key Takeaways

1. Service levels, on-time performance, and service coverage appear to be strong!
2. The local system has the capacity to increase ridership before extensive expansion is required. However, major expansion will require more buses and more space.
3. There is a large amount of interest in regional connectivity, especially to the Nanaimo transit system.

Discussion

1. Have BC Transit and local government staff correctly identified the future goals and objectives for Port Alberni Transit?
2. How would you prioritize these goals and objectives in the plan?
3. What would you like the system to look like in 5-10 years?

Thank You!

Contact:

Seth Wright

Senior Manager, Government Relations

swright@bctransit.com

CORPORATE SERVICES DEPARTMENT

PURPOSE

To provide Council with an overview of departmental operations for the quarter ending June 30, 2024. Corporate Services is responsible for:

- Legislative Services
- Communications
- Public Engagement Support
- Access to Records and Information
- Community Safety & Social Development - Bylaw, Community Policing, and Social Development
- Elections

Administration

Overview

Corporate Services has facilitated in the preparation of six regular meetings of Council, one special meeting of Council, and 3 Committee of the Whole meetings.

The 2024 Summary of Council resolutions captures 75 new directives of Council during the second quarterly period of April 1st - June 10th. Overall, 25 resolutions are in progress or remain outstanding. Staff have provided additional comment in the status column speaking to new dates and/or steps to be taken to complete the directives.

Key Activities

- Seven Bylaws were adopted.
- One new policy was approved, and one policy was rescinded
- Eleven agreements were executed.

Looking forward, legislative services will continue to strive for excellence in all aspects of municipal management/governance and will continue to improve processes and ensure transparency through the establishment and renewal of bylaws and policies and the continued updating of [Now, Next, Later Action Plan](#). Developed in alignment with [Council's 2023-2027 Corporate Strategic Plan](#), the Now, Next, Later Action Plan is a strategic road map of the City of Port Alberni's projects and initiatives.

Communications

The Communications department has been actively engaged in various activities to enhance public outreach and engagement. Five bi-weekly City Connect advertisements largely promoting the property tax deadline reminder, broombusters annual event, graffiti removal program, illegal dumping and a water meter readings reminder. A City Connect newsletter was distributed in April along side utility bills. This newsletter highlighted various initiatives including the dumping of yard waste and use of organics bins and highlights of upcoming master planning projects. A second news letter accompanied tax notices and provided information on homeowner grants, property tax deferment, instructions for paying property taxes, and a 2024 budget overview.

The team conducted 8 media interviews with prominent outlets such as The Scoop, AV News, Peak FM, CTV, and CFX Radio, covering a range of topics including the updates on the Financial Plan/2024 Budget, Argyle Street, the Anniversary of Highway 4 closure, the City of Port Alberni welcome sign, Tsunami preparedness week, 5170 Argyle Street, Quay to Quay pathway update, and Master Planning.

The department also issued five news releases on important initiatives such as the launching of the master planning process, the adoption of the 2024-2028 Financial Plan, announcement of short track train service, hazardous materials at 5170 Argyle Street, and recognition of social service providers following the evacuation at 5170 Argyle Street.

The Bylaw section media focus has been on promoting dog licensing, off-leash dog parks, and graffiti removal. Social Development promoted the Continuum of Care – Gap Analysis workshop through a video interview on the Scoop on Port Alberni, and through social media channels. Community Policing conducted a monthly awareness ad through 93.3 The Peak, sponsored by the Coulson Group, focussing on the Block Watch program.

With the creation of the [Community Policing website](#), there is now a centralized location for the community to visit and learn about the program and services offered. Additionally, several videos have been recorded as safety concerns arise including pedestrian and cross walk safety, traffic controls and other areas. These videos have been promoted and amplified by the City and RCMP's social media platforms. Additional segments have also been filmed with Shaw Spotlight and The Scoop. Safety messages air monthly on 93.3 The Peak Radio.

Furthermore, social media analytics have been closely monitored, with metrics indicating trends of increasing reach on facebook with a total reach of 101K people. There were 835 link clicks, with 3900 content interactions. On average, 1600 minutes were spent viewing each post, which is an increase of 241%. The team continues to strive for effective communication strategies and engagement with the community.

Budget

For Q2, Corporate services is largely on track. There is notably higher contract services due to a late 2022 invoice that was processed at the beginning of this year, which reflects a significant overage. Memberships also appear over because memberships renew earlier in the year, when compared to usage at 50% of the year, it looks over; however, it is within the overall budget. Advertising is also over when looking at usage at 50% of the allocated budget, but there is a significant uptick in advertising costs that we typically front load at the beginning of the year and are able to stay within budget through Q3 and Q4.

Corporate Services Budget line item	Use/estimate Q2	Budget 50% of year	Variance for Q2
Software Licensing	9,904	10,295	391
Contract Services	20,894	5000	(15,894)
Memberships	618	363	(255)
Advertising	2,992	2,678	(314)

Community Safety & Social Development

Overview

Our community continues to face ongoing issues such as unaffordable housing, homelessness, mental health and substance use and social disorder. Our department addresses safety and social issues, promotes inclusivity, and implements programs and policies that contribute to the community's overall social progress.

Bylaw Services

[The Bylaw Department](#) has been operating with one Bylaw Officer since February 1, 2024. The number of calls that were successfully responded to was significant, given the reduction in staff. The total number of calls for Q2 is: 196, compared to 233 for Q2 in 2023. The priorities for enforcement are at a level one as we do not currently have capacity for level(s) 2 & 3. The priorities are set out as per below:

- Priority 1: Violations affecting public health and safety- identified by Valid Complaint or Proactive Enforcement.
- Priority 2: Proactive enforcement of bylaws identified as Council priorities within this policy.
- Priority 3: Level ii and iii Valid Complaints as staff resources allow.

Key Activities

- Continuation of the Nuisance Abatement Working Group to assemble stakeholders and information regarding properties that have become a significant and persistent nuisance to make well informed, practical, and socially responsible enforcement response recommendations to Bylaw Enforcement Services and City Council, and thereafter to evaluate the effectiveness of the response.
- Assisted Development Services with enforcement of business licenses.
- Assisted the SPCA with enforcement of dog licenses, resulting in 496 licenses being issued in Q1-Q2 2024, this surpasses the number of licences sold in all of 2023.
- Managed 40 calls for abandoned/unlawfully stored vehicles, including trailers and recreational vehicles. For Q2 we have not incurred any additional towing/storage/disposal fees because of the proactive work by the Bylaw Officer to get vehicles removed, including assisting the RCMP with finding the registered owner of an abandoned vehicle, and successfully gained compliance for disposal of a vehicle on a popular City walking trail. Both resulted in a significant cost savings to the City.
- Managed 16 calls for encampments on private and public property. The emphasis continues to be working well with the outreach workers from CMHA, KUUSUS, Island Health – Intensive Outreach Responses team, and the Friendship Centre. These types of calls often involve unhoused or people with substance use issues and mental illnesses and can take 1-3 weeks to resolve.

Bylaw Complaint Files	Q2 2023	Q2 2024	Total 2024
# of Complaint Calls Received	233	196	413
Active/Open Files	70	57	112
Completed Files	153	118	280
# of Tickets Issued	104	158	473
Fine amounts:	\$12,398	\$27,932	\$30,852.00
Outstanding fines:	\$7,775	\$29,370	\$30,480.00
Dog Licenses	65	27	496

Community Policing

Overview

The Community Policing Manager reports to the Manager of Community Safety & Social Development and manages the [Community Policing Program](#). In 2023, a complete review of the program's activities resulted in new initiatives developed in order to bring the program in alignment with both Council's *2023-2027 Corporate Strategic Plan* and provincial standards.

Key Activities in Q2:

Completion of an environmental scan of Community Policing programs throughout fifteen (15) communities to identify gaps and opportunities for the program. The environmental scan informed us the following:

- 73.3% of funding comes from municipal tax dollars, and/or partnerships, the remainder of funding are through grants, fund raising, and no additional information provided.
- The City of Port Alberni Community Policing program delivers 13/19 core activities.
- Three (3) communities (Richmond, Burnaby and Port Alberni) conduct foot patrols, with strict safety protocols and procedures. The others did not offer such an activity due to lack of resourcing and safety concerns.
- Two (2) communities reported having "walk teams". Nanaimo - Bylaw and Community Safety Officer(s); Revelstoke – Bylaw Officer(s). Port Alberni accesses outreach teams through KUU-US, CMHA and IH-IORT.
- Two (2) reported having Community Safety Officers, and two (2) others are considering that option.
- Six (6) reported having "Clean Teams". Some of the teams were volunteer based, municipal works employees, business improvement associations and community clean up events. Port Alberni has the CMHA "clean team".
- Three (3) communities appreciated the survey and asked to share the results with their governing bodies.

Implementation of the enhanced crime watch model as a core Community Policing program activity. This activity involves a vehicle patrol to assess risk and leads directly to a foot patrol of the uptown business district by a team of volunteers.

Current volunteer numbers are at 25 with recruitment ongoing. From January to June 2024 1 new volunteer was recruited and trained. Promotions for the Community Policing program are through online advertisements, the City Healthy Living Activity Guide, 93.3 The Peak, focused community events and the use of signage at Community Policing deployment areas.

From March 1st to May 31st, of 2024, volunteers contributed 1210 hours performing the following activities:

- Visibly inspected 10,700 vehicles for auto crime awareness through the Stolen Auto Recovery (SAR) Program
- Conducted 31 enhanced crime watch foot patrols and conducted 264 business check-ins
- Tracked 17,373 for distracted driving reporting 10 to the RCMP to issue warning letters to registered owners
- Tracked 15,727 for speeding drivers reporting 60 to the RCMP to issue warning letters to registered owners
- Delivered 290 property crime awareness letters to various City of Port Alberni neighbourhoods
- Registered 80 bicycles through the Project 529 bike registry
- Patrolled communities for crime watch via vehicle patrol for 629 hours three evenings a week (7pm to midnight)
- Attended 9 community events

Social Development

Overview

In September 2023, the Social Development area was created to focus on an administrative role of convening, facilitating, and coordinating community social services.

Key activities for Q2 2024:

Collaborate and engage with community partners through the:

- Community of Care – Gap Analysis workshop
- Island Health - Addiction Medicine and Substance Use on community stabilization services
- Port Alberni Community Action Team
- ACRD Emergency Management network

Promote health & well-being through the:

- Continuum of Care – Gap Analysis - a partnership with the Alberni Clayoquot Health Network and Island Health – Mental health and substance use. The outcomes from the May 24, 2024, workshop was to create a coalition table, scheduled for June 26, 2024, and develop an action plan.
- Situation Table – Community Mobilization - a risk-based, collaborative, rapid triage model. The focus is to provide upstream interventions to connect individuals/families facing situations of acutely elevated levels of risk (AER) – as seen across multiple agency lenses – to the services they need, immediately. The next step from May 22, 2024, orientation is to train community mentors trained over the summer. The table will be launched in September 2024.

Social inclusion/housing & homelessness through the:

- Discussions with BC Housing on homelessness in the City of Port Alberni.

Monitor and evaluate through the:

- Development of the short, medium, and long-term action plan resulting from the gap analysis workshop. These key performance indicators (KPI) will be used to measure the success and effectiveness of the Continuum of Care Coalition table.

BUDGET OVERVIEW

- The Bylaw Services budget for 2024 is \$334,791 for Bylaw Services, Enforcement Vehicles (x2) and the Public Safety Building. To date, the expenditures are \$360, 768. This includes contract security services for the Port Pub.
- The Community Policing budget for 2024 is \$154,738 with \$58,453 expenditures to date.

LINKAGE TO CORPORATE STRATEGIC PLAN

All passed and pending resolutions have linkages to the [Corporate Strategic Plan](#), including Priority #1: Responding to Demographic Change, Priority #2, Enabling the New Economy, Priority #3: Provision and Maintenance of Quality Services, Priority #4: Environmental Leadership and Priority #5: Fostering a complete Community. Community Safety & Social Development programs and activities related to Strategic Priority #5 - Fostering a Complete Community.

SUMMARY

The second quarter of 2024 demonstrated the Corporate Services Department's commitment to excellence in serving the residents of Port Alberni. The department remains dedicated to continuous improvement and innovation in the delivery of essential city services and carrying out the strategic objectives of Council.

This department continues to grow and evolve to meet the converging issues in the City and respond to Council's direction. In addition to the core activities already delivered, the Community Policing area will continue to respond to Block Watch and Crime Prevention Through Environmental Design (CPTED) to businesses and residents to prevent crime and increase safety. Social Development was not successful with the Island Health grant application, the focus will be on the Continuum of Care Coalition table, the development of the community mentors for the Situation Table and working with the Provincial agencies on housing for unhoused people.

ATTACHMENTS (3)

- [Community Policing – Environmental Scan](#)
- [Continuum of Care – Gap Analysis](#)
- *Summary of Council Resolutions | April 1, 2024 – May 27, 2024*

OUTSTANDING RESOLUTIONS AS OF May 27, 2024						
F	MEETING DATE	RESOLUTION	ASSIGNED [Dept.]	Action	Target Date	Status
R22-2	January 17, 2022	THAT Council direct staff to bring forward a report for Council's consideration of potential amendments to the City of Port Alberni Nuisance Abatement Bylaw that may enable the City to regulate cannabis related odour complaints.	Community Safety/Corporate Services	Report highlighting proposed amendments to Bylaw in addition to addressing odour for Council's review prior to preparing amending bylaw.	Spring 2023	In progress for 2024
R22-283	December 12, 2022	THAT Council direct staff to prepare a report outlining the City's ability to regulate and respond to panhandling.	Corp Services/Comm Safety	Corporate Services to prepare Council report	January/February 2023	In progress for 2024
R23-50	February 27, 2023	THAT Council direct staff to prepare a policy regarding the structure of staff reports for Council consideration.	Corporate Services	Corporate Services to prepare policy	May/June 2023	Bring forward staff report once staff report guide is completed
R23-67	March 13, 2023	THAT Council direct staff to prepare a report outlining costs and implications related to the potential name change of Neill Street, which commemorates Alan Webster Neill.	Corp/Dev Services	Development Services and Corp. Services to prepare report	June/July 2023	In progress for 2024
R23-69	March 13, 2023	THAT Council direct staff to prepare a report addressing the Tseshah First Nation 26 Calls for Truth and Justice.	Corporate Services	Corporate Services to prepare report	RCM April/May	In progress for 2024
R23-97	March 27, 2023	THAT Council authorize a fee of \$300 dollars for the patio use of City owned lands for the Temporary Expanded Service Areas (TESA's).	Corp Services/Dev Services	Corporate Servcies to work with Finance to implement and update any reference materials	December 31, 2024	To be impemented 2024
R23-98	March 27, 2023	THAT Council direct staff to prepare a Bylaw to permit encroachment on City streets and sidewalks for the purpose of operating a patio.	Corp Services/Dev Services	Development Services and other associated departments to prepare bylaw	December 31, 2024	In progress for 2024
R23-221	June 26, 2023	THAT Council direct staff to prepare a report exploring the community implications of decriminalization, and options to keep City public spaces safe for use of all community members.	Corporate Services [Bylaw]		August/September 2023	Waiting on legislation update
R23-241	July 10, 2023	THAT Council direct staff to prepare a report outlining the formulation of water and sewer user consumption rates.	Finance	Finance to prepare report	CoW October 16, 2023	In progress
R23-356	November 27,2023	THAT Council direct staff to coordinate a meeting with the Ministry of Transportation to discuss pedestrian safety as it relates to roadways within the municipality under the Ministry's jurisdiction.	Engineering	Corporate Services	Tuesday, November 28, 2023	Email x 3 sent to MOTI requesting meeting
R24-11	January 8, 2024	BE IT FURTHER RESOLVED, THAT Council direct staff to review the current policy entitled "Electronic Device Use" and provide recommendations for updating of the policy to correspond with current technologies, delineating the permitted and prohibited uses, and any such further issues of importance, with respect to electronic devices issued to City Councillors by the City.	Corp. Services	Corporate Services to review policy	CoW February 5, 2024	
R24-23	January 22, 2024	THAT Council direct administration to negotiate a formal agreement with the Western Vancouver Island Industrial Heritage Society regarding activities at the Roundhouse and McLean Mill and return the agreement to Council for approval.	PRC/Finance/Corp. Services	PRC to work with Society	FP 2024 & Ongoing	In Progress

City of Port Alberni
Summary of Council Resolutions

F	MEETING DATE	RESOLUTION	ASSIGNED [Dept.]	Action	Target Date	Status
R24-27	January 22, 2024	THAT Council direct staff to obtain a quote from the Municipal Insurance Association of BC to add the Western Vancouver Island Heritage Society as an Associate Member to the City's current insurance policy.	PRC/Finance/Corp. Services	Finance to obtain quote	FP 2024 & Ongoing	In Progress
R24-28	January 22, 2024	THAT Council direct staff to confirm with the Western Vancouver Island Industrial Heritage Society [WVIIHS] any outstanding items from the third-party contractor's safety plan requirements and for the WVIIHS to provide the City with a quote for infrastructure replacement at the Old Time Logging Show for Council consideration during the 2024 – 2028 Financial Plan review.	PRC/Finance/Corp. Services	PRC to work with Society	FP 2024 & Ongoing	Waiting for IHS to provide the details
R24-29	January 22, 2024	THAT Council direct staff to obtain a quote from Municipal Insurance Association of BC for insurance coverage for the Old Time Logging Show, and for the City to explore entering into a formal agreement with Mosaic for the purpose of accessing Mosaic's land for the Old Time Logging Show.	PRC/Finance/Corp. Services	Finance to obtain quote. PRC to investigate formal agreement	FP 2024 & Ongoing	In Progress
R24-50	January 22, 2024	THAT Council, pursuant to Section 17 of the Community Charter, authorizes City staff to carry out any requirement set out in Paragraph 3 of this Resolution which the Owner fails to complete within the time permitted by this Resolution, and to recover the cost of carrying out such requirement from the Owner as a debt.	Corp. Services	Corporate Services to work with various departments to bring the property into compliance	February 23, 2024	In Progress
R24-69	February 12, 2024	THAT Council begin the process of engaging with Dontay's family to find a space dedicated to celebrating Dontay Lucas' life.	PRC/Corp. Services	PRC to coordinate	February 13, 2024	Dir. PRC conversed with Family April 24th.
R24-131	March 11, 2024	THAT Council direct staff to contact 'cišaaʔath and Hupačasath First Nations to confirm what involvement or contribution would be most meaningful for the City of Port Alberni to provide each Nation for National Day for Truth and Reconciliation.	PRC/Corp. Services	CAO to communicate with Nations	March 12, 2024	In Progress
R24-136	March 11, 2024	THAT Council direct staff to prepare a report outlining options that would permit City residents [including Tseshah and Hupacasath First Nations] priority status for Parks, Recreation and Culture services.	PRC/Finance	PRC to prepare report	CoW - TBD	
R24-137	March 11, 2024	THAT Council direct administration to increase fees for utility service connections to bring them in alignment with comparable sized municipalities on Vancouver Island as outlined in the report 'Fees and Charges Engineering and Public Works' dated February 26, 2024; AND FURTHER THAT staff review "Fees and Charges Bylaw, 2007, Bylaw No. 4665" and where required, make the necessary rate amendments to ensure full cost recovery.	Corp. Services/Eng. & PW/Finance	Finance to increase fees for utility service connections and review Bylaw to make the necessary rate amendments	March 12, 2024 Cow - TBD	In Progress

City of Port Alberni
Summary of Council Resolutions

F	MEETING DATE	RESOLUTION	ASSIGNED [Dept.]	Action	Target Date	Status
R24-138	March 11, 2024	THAT Council direct administration to review the overall utility service connection application process, and to investigate requirements to include estimates and actual costs of construction for the fees charged.	Corp. Services/Eng. & PW/Finance	Engineering/PW to review and prepare report	CoW - TBD	
R24-139	March 11, 2024	THAT Council direct administration to update the Development Cost Charges Bylaw and further, establish a Community Amenity Charges Bylaw in alignment and as informed by the Official Community Plan update and Master Plan process.	Dev. Services/Finance	Dev. Services/Finance to prepare for Council consideration	CoW - TBD	
R24-140	March 11, 2024	THAT Council direct staff to bring forward a report to a Committee of the Whole meeting considering the repeal of bylaws related to Revitalization Tax Exemption Programs.	Finance/Ec. Dev./Corp. Services	Corporate Services to prepare a report	CoW - TBD	
R24-155	March 25, 2024	THAT Council direct staff to coordinate a 2024 Canada Day family event in conjunction with local groups/organizations and further, that staff seek grant funding opportunities.	PRC/Corp. Services	PRC to coordinate event	March 26, 2024	In Progress
R24-171	April 22, 2024	THAT Council direct staff to enter into a one-year agreement with the Western Vancouver Island Industrial Heritage Society to operate the Alberni Pacific Railway and amend the City's 2024 - 2028 Five Year Financial Plan to include \$113,935 in the capital budget and \$60,000 in the operating budget.	PRC/Finance/Corp. Services	PRC to prepare agreement. Corp. Serv. to apply signatures and distribute	May 2024	In Progress

Date: June 10, 2024
File No: 0360-20-AC
To: Committee of the Whole
From: M. Fox, CAO
Subject: City of Port Alberni Accessibility Plan

Prepared by: <i>S. DARLING</i> DEPUTY DIRECTOR OF CORPORATE SERVICES	Supervisor: <i>D. LEUREBOURG</i> DIRECTOR OF CORPORATE SERVICES	CAO Concurrence:  M. Fox, CAO
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RECOMMENDATION[S]

THAT the Committee of the Whole recommend Council approve the City of Port Alberni Accessibility Plan dated June 2024.

PURPOSE

To provide the Committee with the draft City of Port Alberni Accessibility Plan.

BACKGROUND

The *Accessible BC Act* was passed into law in June 2021. Its goal is to remove barriers to accessibility for British Columbians with disabilities. The *Accessible BC Act* applies to public sector organizations including municipalities and regional districts. Organizations must establish an accessibility committee, write an accessibility plan, and develop a process for receiving feedback on accessibility. The *Accessible BC Act* complements other legislation in BC such as the *BC Building Code*, the *Employment Standards Act*, the *Workers Compensation Act*, *Human Rights Code*, and the *Community Charter* (regarding municipalities).

The *Accessible BC Act* directs us to consider the following principles when crafting our Accessibility Plan: Self-determination, Universal Design, Inclusion, Adaptability, Diversity and Collaboration.

The Accessibility Committee was established in 2024 in Accordance with the *Accessible Canada Act* and to support the Alberni-Clayoquot Regional District and the City of Port Alberni in developing an Accessibility Plan and to outline actions and strategies to identify, remove, and prevent barriers faced by people with disabilities. It is a standing ACRD Committee that will work cooperatively to advance accessibility options throughout the region. The committee is made up of nine voting members who have lived experience of disabilities, individuals who identify as Indigenous, one Council member for the City of Port Alberni, and one ACRD director appointed by the Board. The committee members will serve for a three-year term.

The Committee met three times through March, April and May to inform the Plan. The Plan was developed with the advice of the City's Accessibility Advisory Committee and incorporates feedback from the community. The accessibility plan will serve as a guide to reduce or eliminate barriers and to advance inclusion in the City over the next three years.

ALTERNATIVES/OPTIONS

1. That the Committee of the Whole recommend that Council approve the City of Port Alberni Accessibility Plan dated June 2024.
2. That the Committee of the Whole request additional information be provided/amendments made prior to recommending approval by Council.

ANALYSIS

This Accessibility Plan outlines how the City of Port Alberni will improve its efforts to remove barriers and increase awareness of disability and accessibility within the City. This Plan contains 42 recommendations covering improvements to accessibility in the following areas at the City: emergency services, information and communications, employment, buildings, infrastructure, and public spaces, transportation, public education and awareness, and procurement. The accessibility plan is intended to be a living document which will evolve over time.

The City of Port Alberni understands that people with disabilities are the experts on their own experiences with accessibility. The City is committed to working collaboratively with people with disabilities to remove barriers. In the process of developing this Accessibility Plan, the City consulted with people with disabilities in the community and through the Alberni-Clayoquot Regional District Accessibility Advisory committee. To consult with members of the public, the City engaged them through an accessible online survey that asked questions about their experiences of barriers in day-to-day living in Port Alberni. The City received a total of 108 responses to this survey, 59 respondents identified as having a disability or being close to someone with a disability. Much of the feedback received was related to barriers in the built environment such as sidewalks, intersections, and parking spaces. Other community members spoke of barriers to accessibility in public transit such as BC Transit and BC handyDART service levels.

The City of Port Alberni will review and update this Accessibility Plan every three years. The City will be monitoring the progress of the Plan and providing quarterly updates to the ACRDAAC when the committee meets. These updates will also be published on the City website.

IMPLICATIONS

Financial implications of the recommendations captured in the Accessibility Plan will be considered within the overarching Master Plans and/or other capital and operational plans as related.

COMMUNICATIONS

The City website has a page dedicated to accessibility [Accessibility in the City of Port Alberni & Alberni-Clayoquot Regional District | City of Port Alberni](#) where the public can find information or share feedback on this plan and on any barriers to accessibility experienced in the City of Port Alberni. The plan, once approved, will be added to the City website.

BYLAWS/PLANS/POLICIES

Council's *2023 – 2027 Corporate Strategic Plan* and the goals of 'provision and maintenance of quality services' and 'fostering a complete community (safe, healthy and inclusive)'.

SUMMARY

The Accessibility Committee was established in 2024 in Accordance with the *Accessible Canada Act* to support the Alberni-Clayoquot Regional District and the City of Port Alberni in developing an Accessibility Plan and to outline actions and strategies to identify, remove, and prevent barriers faced by people with disabilities.

The Plan was developed with the advice of the City's Accessibility Advisory Committee and incorporates feedback from the community. This Plan contains 42 recommendations covering improvements to accessibility in the following areas at the City: emergency services, information and communications, employment, buildings, infrastructure, and public spaces, transportation, public education and awareness, and procurement. The accessibility plan is intended to be a living document which will evolve over time.

The City of Port Alberni will review and update this Accessibility Plan every three years. The City will be monitoring the progress of the Plan and providing quarterly updates to the ACRDAAC when the committee meets. These updates will also be published on the City website.

ATTACHMENTS/REFERENCE MATERIALS

- *Accessibility Committee Terms of Reference*
- *Draft City of Port Alberni Accessibility Plan*

C: S. Smith, Director of Development Services | Deputy CAO



City of Port Alberni

Accessibility Plan

June 12, 2024

City of Port Alberni

Introduction

1 About the City of Port Alberni

The City of Port Alberni is part of the Alberni-Clayoquot Regional District, a large and diverse area of over 6,600 square kilometres centrally located on the west side of Vancouver Island. It is bordered by the Beaufort Mountain Range to the east and the Pacific Ocean to the west. A waterfront community with over 20,000 residents, Port Alberni is located within the traditional unceded territories of Tseshaht and Hupačasath First Nations. Port Alberni has a deep seaport, hospital, well-developed recreational facilities, a state-of-the-art secondary school, and an upgraded airport. Port Alberni also maintains a wide program of public services and manages several public facilities. With nine internal departments and one external department (the RCMP) the City of Port Alberni employs over 200 people.

2 Feedback

Share your feedback on this plan and on any barriers to accessibility that you or someone you know has experienced in the City of Port Alberni. To provide your feedback you can contact the City via email at corp_serv@portalberni.ca, via telephone at 250.723.2146, or through our social media channels.

3 About the Accessibility Advisory Committee

The Accessibility Committee was established in 2024 in Accordance with the *Accessible Canada Act* and to support the Alberni-Clayoquot Regional District and the City of Port Alberni in developing an Accessibility Plan and to outline actions and strategies to identify, remove, and prevent barriers faced by people with disabilities. The committee is a standing ACRD board that will work cooperatively to advance accessibility options throughout the region. The committee is made up of nine voting members who have lived experience of disabilities, individuals who identify as Indigenous, one Council member for the City of Port Alberni, and one ACRD director appointed by the Board. The committee members will serve for a three-year term.

To learn more about the Committee, please see the [ACRD Accessibility Advisory Committee's webpage](#) or visit the City's website page [Accessibility in the City of Port Alberni & Alberni-Clayoquot Regional District | City of Port Alberni](#)

4 About the Accessible British Columbia Act

The *Accessible BC Act* was passed into law in June 2021. Its goal is to remove barriers to accessibility for British Columbians with disabilities. The *Accessible BC Act* applies to public sector organizations including municipalities and regional district municipalities. Organizations must establish an accessibility committee, write an accessibility plan, and develop a process for receiving feedback on accessibility. Accessibility standards will be developed by the provincial accessibility committee with more specific requirements affecting employment, transportation, the built environment, health, education, and procurement.

The *Accessible BC Act* complements other legislation in BC such as the *BC Building Code*, the *Employment Standards Act*, the *Workers Compensation Act*, *Human Rights Code*, and the *Community Charter* (regarding municipalities).

The *Accessible BC Act* directs us to consider the following principles when crafting our Accessibility Plan:

Self-determination: the recognition that people with disabilities are in charge of their own lives and determining their own needs and priorities. All accessibility work must stem from this.

Universal Design: A design principle which holds that spaces, processes, or tools should be welcoming and usable to anyone who accesses them. Rather than retrofitted for accessibility or requiring accommodations, these things should be designed in such a way that there are no barriers to usability for anyone.

Inclusion: Ensuring that all people, including those with disabilities, can access and are included in the operations of a regulated entity.

Adaptability: Ensuring that published Accessibility Plans and the goals contained therein are adaptable to the needs and priorities of people with disabilities. These may be subject to change based on evolving priorities of people with disabilities, the emergence of new technologies, or a change in operations of the regulated entity.

Diversity: The measurable representation or presence of differences in lived experience (e.g., race, sexuality, age, gender, ability) within a group. In the context of the *Accessible BC Act* we understand diversity in reference to the range of disabilities in a community and the various intersecting identities that those communities have.

Collaboration: The recognition that people with disabilities are the experts on their own needs and experiences and that any work being done to support accessibility must be done in collaboration with them. People with disabilities are the most knowledgeable about accessibility and the most impacted by barriers to accessibility. Collaboration is key.

5 Definitions

The following words and definitions are good to keep in mind when reading this Accessibility Plan.

Barrier: A barrier is anything that hinders the full and equal participation in society of a person with a disability.

Disability: An inability to participate fully and equally in society because of the interaction of an impairment and a barrier.

Impairment: An impairment can be a physical, sensory, mental, intellectual, or cognitive impairment-whether permanent, temporary, or episodic.

Accommodation: The employer's responsibility under the Human Rights Code to adapt the workplace to meet the needs of the individual employee.

Accessibility: Accessibility involves developing laws, standards, and practices that remove barriers and support persons with disabilities to live with dignity and to meaningfully participate in their own communities.

6 Port Alberni’s Commitment to Accessibility

The City of Port Alberni is strongly committed to creating a Port Alberni that is free from barriers to accessibility for people with disabilities. Changing demographics and community needs mean that the City is working hard to understand and meet the needs of both current and future residents. Improving accessibility for people with disabilities improves the experience of all members of our community and the City looks forward to collaborating with the disability community, the ACRD Accessibility Committee, and the wider community to improve access, remove barriers, and create a better, more welcoming, and more equitable City.

7 Accessibility Plan

This Accessibility Plan outlines how the City of Port Alberni will improve its efforts to remove barriers and increase awareness of disability and accessibility within the City. This Plan covers improvements to accessibility in the following areas at the City: emergency services, information and communications, employment, buildings, infrastructure, and public spaces, transportation, public education and awareness, and procurement.

Services
Accommodations Policies, External: Develop an accessibility policy and process for municipal events that are open to the public, e.g. council and committee meetings, open houses, community meetings, etc. Ensure that the process includes a description of all regularly exercised accessibility practices (e.g. the ability to join a session virtually; auto captions enabled for virtual sessions), and make clear if/what accommodations are available to the public outside of regularly implemented accessibility features. Include clear instructions for seeking accommodations, as well as timelines to fulfill accommodations.
Events and Activities: Develop and implement an accessible events checklist or guidance document for both municipal staff involved in public event planning, as well as for use by local community groups, non-profit, and for-profit businesses and organizations who host events in the community. Ensure this resource is free to use, well-advertised, and easy to find or access by relevant user groups (e.g. a dedicated tab or page on the municipal website.)
Resources: Investigate the cost for increasing accessibility of public events and meetings (specifically, better live streaming equipment that facilitates accessibility; hearing induction loops; high quality microphones). Consider allocating future budget for the procurement and implementation of these resources.

<p>Community Feedback: Develop and implement a system for the public to provide feedback on accessibility in the municipality. Ensure that the mechanism itself is accessible (e.g. written in plain language; compatible with screen readers). Ensure there is a method for tracking, responding to, and actioning feedback.</p>
<p>Budgets: Include budget line item that will allow the municipality to support the Accessibility Committee, as well as to budget for accessibility initiatives that have been prioritized on an annual basis. Review and apply for grant opportunities for high-cost initiatives as well as for staff training.</p>
<p>Recreational Services: Review current recreational services and programs, including how to apply for them, their structure, the physical spaces in which they are offered, and staff training and preparedness around accessibility and program adaptations. Make a plan to address gaps in service through things like the procurement of adaptive equipment, the renovation of old spaces or acquisition of new spaces, and through staff training around customer service and adaptive recreation and leisure programming.</p>
<p>Leveraging existing plans: Leverage the municipality's existing Active Transportation Plan, Corporate Strategic Plan, Uptown Revitalization Strategy, and other relevant plans and their contents related to accessibility to make improvements to municipal spaces. For example, the Corporate Strategy and Uptown Revitalization Plans make recommendations for affordable housing, which may make housing more accessible for people with disabilities who have a low or fixed-income.</p>
<p>Actions: Employment</p>
<p>Accommodations Policies, Internal: Develop a comprehensive accessibility accommodations policy and process for municipal employees. Ensure that the policy and process:</p> <ul style="list-style-type: none"> • Reflect best practices and legal requirements • Have clear guidance on timelines for fulfillment of accommodations (if any) • Outline expectations for both employee and employer • Include clearly designated process owners for the accommodations process.
<p>Training and Awareness: Source and deliver practical training on accessibility to all employees. In addition, identify learning needs and deliver training specific to job requirements. For example, accessible customer service training for people interacting with the public, accessible engineering standards for planners and others involved in infrastructure development; etc. This training will reduce attitudinal barriers across the municipality broadly, as well as better equip staff to incorporate accessibility into their specific job functions.</p>
<p>Recruitment and Hiring: Conduct an accessibility review of recruitment, hiring, and onboarding processes for City jobs.</p>
<p>Consulting: Develop and implement a mechanism to gather the perspectives and experiences of employees with disabilities about accessibility across the municipality's operations. This should be a mechanism that protects their confidentiality but also allows for meaningful</p>

discussion. Make sure there is a method for recording, responding to, and/or actioning this feedback.

Emergency Services

Dispatcher and First Responder Training: Source and implement training for emergency dispatch and first responders that accounts for disability. For example, train dispatchers to ask things like, “Do you need to be notified in a specific way when emergency response arrives (e.g. via text, or flashing lights in your window,” or “Do you have specific evacuation needs?”) during emergency calls. Train first responders to respond to accessibility needs accordingly, including communicating with people with disabilities in ways that are accessible and respectful of their dignity.

Emergency Plans: Review and update (or develop if not already available) emergency evacuation plans for municipal buildings and include provisions for supporting people with disabilities in an emergency.

Information and Communications

Guidance: Include accessibility as part of municipal communications and engagement policies. Include guidance on:

- Accessibility best practices for social media communications (e.g. alternative text, camel case hashtags, plain language, video captions)
- Website accessibility (e.g. Let’s Connect page)
- Creating accessible documents shared internally with employees (e.g. presentations and meeting agendas), and public facing documents such as Official Community Plans, and online resources.
- Newsletters and forms
- Language and tone used to speak to/ about people with disabilities (e.g. speaking TO people, not just ABOUT them).

Ensure that when updating or developing these policies that consideration is given to both accessible formats and accessible and inclusive channels of dissemination.

Language: Continue efforts revising some public communications (e.g. public website) into plainer language. Begin drafting all new communications, both public and internal in plainer language. Support these efforts with guidance on plain language best practices, as well as with training for relevant staff on how to write in plain language effectively.

Public-facing website: Incorporate accessibility as a high priority item in the municipality’s budgeted 2025 website redesign. Consider working with a digital accessibility specialist and engaging in user-testing to ensure the newly designed website both meets current WCAG standards and is user-friendly for people with disabilities.

<p>Intranet: Conduct a digital accessibility audit of internal web systems. Incorporate feedback from these audits when making updates and improvements to intranet. Considering working with a digital accessibility specialist when updating or creating digital tools and engaging in user-testing of these systems to validate their accessibility.</p>
<p>Training: Source training on accessible communications best practices and have relevant staff complete training. Training may be related to social media best practices (e.g. alternative text, closed captions, camel case hashtags); writing in plain language; sourcing and providing alternative format documents upon request; creating digitally accessible documents and resources, etc.</p>
<p>Meetings: Develop guidelines for meeting accessibility, both for in-person and virtual meetings. Consider all-staff training on meeting accessibility, including how to use virtual meeting platforms in accessible ways, how to provide accommodations in meetings, and how to prepare and circulate accessible meeting materials.</p>
<p>Dissemination: Develop relationships with service provider and stakeholder organizations and leverage the existing relationship with the accessibility advisory committee to help disseminate relevant communications to ensure that important and relevant information is reaching residents with disabilities including through the use of video messaging. Ensure that the methods of communication are accessible and inclusive (e.g. older populations with lower tech literacy may prefer in-person or print communications).</p>
<p>Formatting: Ensure that publicly available documents are available in multiple formats (e.g. braille, large print, ASL) upon request. Source vendors to fulfill these services. Prioritize disability organizations who offer these services.</p>
<p>Prioritizing accessibility: When planning transportation projects, ensure accessibility is a key consideration. This can be captured through works in progress where accessibility has already been included, such as Active Transportation Plans, and in upcoming work such as the new Transportation Master Plans. Prioritize plans that address known accessibility barriers or provide significant upgrades to accessibility and increased safety for vulnerable road users.</p>
<p>Transportation Master Plan: Prioritize accessibility in the municipality's upcoming Transportation Master Plan. Include accessibility as a core component of the RFP when procuring services for the development of the plan. Consult people with disabilities in the development of the plan.</p>
<p>Involving People with Disabilities: Involve people with disabilities in the planning and design of transportation-related projects.</p>
<p>Sourcing Expertise: Source vendors with expertise and experience designing and building accessible spaces by including accessibility as a project parameter in RFPs.</p>

<p>Knowledge Building: Source and implement training for relevant transportation staff (e.g. accessible customer service for transportation service providers; accessible transportation and road design for planners and engineers) about integrating accessibility into their work.</p>
<p>Expanding Service: Continue to liaise with BC Transit to determine ways to fill gaps and expand service for people with disabilities.</p>
<p>Implement plans: Implement the plans in the Active Transportation Plan to update “street design standards in the City’s service bylaw” to improve lighting, sidewalk widths, and benches. Further implement the plan to adopt a sidewalk maintenance plan that includes inspection, defects, obstacles, and prioritizing repairs.</p>
<p>Buildings Infrastructure, and Public Spaces</p>
<p>Assessing for Accessibility: Review all public sites for accessibility barriers. Note their status of accessibility and establish a priority list for addressing barriers. Review an accessibility report supplied by accessibility professionals. See on-site report and determine which locations need a closer technical inspection based on priority and determine what low-cost changes can be made more rapid prior to larger budget discussions.</p>
<p>Planning for accessibility: When making plans for renovations, updates, or construction of municipal buildings and facilities, prioritize accessibility from the earliest stages of planning. Consult people with disabilities in the planning and design of these spaces. Investigate and pursue grant opportunities for infrastructure works.</p>
<p>Engineering specifications: When updating municipal engineering specifications integrate accessibility requirements within those specifications.</p>
<p>Planning framework: Develop a standard process for staff involved with designing new ACRD buildings, facilities, and public spaces, including when and how to integrate accessibility in planning and projects.</p>
<p>Parks and Recreation: Develop a Parks Master Plan that includes accessibility as part of the core plan. Ensure that accessibility is included in planned park improvements, and that it is considered from the outset in the development of any new parks and playgrounds. Consult people with disabilities in the development of the plan, as well as in the design and implementation of any parks projects taking place.</p>
<p>Public Engagement and Consultation: Develop and implement a framework for engagement and consultation with people with disabilities for all infrastructure-related projects. Ensure that consultations occur early in the process, and that they are inclusive and accessible. This will help to determine the priority of upgrades and accessibility features in high-use spaces like the hockey arena and community pool.</p>

<p>Public seating: Increase the availability of public seating (e.g. accessible benches). Ensure that the design and construction of public seating accommodates a range of body types and disabilities, and that the location of seating does not create new barriers. Where practical, clearly identify accessible seating locations on public information kiosks and other wayfinding elements such as point of interest markers and park information kiosks.</p>
<p>Signage: When updating or replacing non-regulatory municipal signage (e.g. recreational signage; information about public bathrooms), integrate accessibility features into new designs. Accessibility features include things like plain language, easy-to-read font, visual cues, and tactile signage. Include information that describes the level of accessibility and types of accessibility features present in the space.</p>
<p>Closing Gaps: For spaces that are known to be inaccessible and are important spaces in the community (e.g. tennis courts; playgrounds), make plans to reduce gaps and maximize the accessibility of that space. For example, paving pathways, removing the barriers at the entrances, adding accessible seating. Apply for funding or allocate budget to support these improvements.</p>
<p>Planned and future improvements: Consider which public spaces are due for maintenance, renovation, or replacement. Make plans to incorporate accessibility improvements into those changes. Start with no/low-cost changes being explored like signage and consider what changes can be made during routine maintenance of public spaces (e.g. switching pathway materials from wood chips to quarter down).</p>
<p>Accessible playground: Seek funding to install an accessible playground within the City.</p>
<p>Procurement</p>
<p>Policies: Update procurement policies to incorporate accessibility considerations where applicable, for example when are where accessibility considerations should be applicable, and to what extent. Consider including accessibility statements into the social procurement section of Request for Proposals.</p>
<p>Guidance: Develop guidelines for procuring items related to accommodation needs, for example ergonomic office furniture, adaptive devices, or assistive software. Develop this in concert with the accommodations policy under the Employment section of these recommendations. Make clear who is involved with the process, how an accommodations request for procurable items is made, approved, and fulfilled, how items are chosen, and the timelines for fulfillment in procuring those items.</p>
<p>Increasing Awareness and Reducing Attitudinal Barriers</p>

Public education and awareness: Develop and launch a public education campaign on accessibility in the municipality aimed at both residents and the business community, including things like:

- Why it is a priority for Port Alberni,
- How Port Alberni is taking action towards accessibility (e.g. through its Accessibility Plan; the formation of the accessibility advisory committee),
- And how community members can engage with the municipality on accessibility (i.e. through the feedback mechanisms established in accordance with Accessible BC Act requirements).

This can include social media messaging, dedicated webpages to accessibility, columns in community newsletters, and posterage. The purpose of this is to raise awareness around accessibility, reduce attitudinal barriers to disability, and give a forum for engagement around accessibility.

8 Consultations

The City of Port Alberni understand that people with disabilities are the experts on their own experiences with accessibility. The City is committed to working collaboratively with people with disabilities to remove barriers. In the process of developing this Accessibility Plan the City consulted with people with disabilities in the community and through the Alberni-Clayoquot Regional District Accessibility Advisory committee. To consult with members of the public the City engaged them through an accessible online survey that asked questions about their experiences of barriers in day to day living in Port Alberni. The City received a total of 108 responses to this survey, 59 respondents identified as having a disability or being closed to someone with a disability. Much of the feedback received was related to barriers in the built environment such as sidewalks, intersections, and parking spaces. Other community members spoke of barriers to accessibility in public transit such as BC Transit and BC handyDART service levels.



Thanks to all the community members and the members of the ACRDAAC who shared their wisdom, insight, and expertise with us throughout this process.

9 Monitoring & Evaluation

The City of Port Alberni will review and update this Accessibility Plan every three years. The City will be monitoring the progress of the Plan and providing quarterly updates to the ACRDAAC when the committee meets. These updates will also be published on the City website.

DRAFT

Date: June 9, 2024
File No: 3900-20 – Bylaw No. 5106
To: Committee of the Whole
From: M. Fox, CAO
Subject: Parks, Recreation and Culture Fees and Charges Bylaw

Prepared by:  W. Thorpe Director of Parks, Recreation and Culture	Supervisor: M. Fox M. Fox, Chief Administrative Officer	CAO Concurrence:  M. Fox, CAO
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RECOMMENDATIONS

1. *THAT the Committee of the Whole recommend Council introduce and complete three readings of "Parks, Recreation and Culture Facilities Fees and Charges 2024 Bylaw No. 5106".*
2. *The Committee of the Whole recommends Council direct administration to waive sports field rental fees for all sanctioned Alberni Valley minor sport association practices, games, tournaments and events for all participants under the age of 19 years.*
3. *The Committee of the Whole recommends Council direct administration to waive sports field rental fees for any charitable event that ensures 75% or more of the proceeds generated by the event remain in the Alberni Valley.*
4. *The Committee of the Whole recommends Council direct administration to offer City residents [including Tseshaht and Hupačasath First Nations] the opportunity to enrol in any Parks, Recreation and Culture registered program seven (7) calendar days prior to non-City residents, should a viable option be available through the City's registration software.*

PURPOSE

To provide the Committee of the Whole with the details of the City's proposed updated recreation fees and charges bylaw prior to Council's consideration of same on June 24, 2024.

BACKGROUND

The current cost for admission to or use of the City's recreation facilities is outlined in *Recreation Facilities Fees and Charges 2015, Bylaw No. 4872*, which was last updated in 2015. At the March 11, 2024 Regular Meeting, Council passed three motions regarding recreation fees and charges and access to recreation programs:

1. THAT Council direct administration to update recreation fees and charges as of September 1, 2024 to reflect the 2024 median of the following communities: Campbell River, Courtenay, Comox, Esquimalt, Oak Bay, Powell River. (Res. No. 24-133)

-
2. THAT Council direct administration to implement a fee for sports field use starting September 1, 2025 based on the median of the six comparator communities: Campbell River, Courtenay, Comox, Esquimalt, Oak Bay, Powell River; AND FURTHER, THAT staff prepare a report outlining options permitting exemptions for sports field fees associated with children/youth sports and charitable events. (Res. No. 24-135)
 3. THAT Council direct staff to prepare a report outlining options that would permit City residents [including Tseshaht and Hupačasath First Nations] priority status for Parks, Recreation and Culture services. (Res. No. 24-136)

Facility Admission Fees and Rental Fees

It is not possible to obtain an exact comparison between the rates in Port Alberni and the six comparator communities, as each of the seven communities have different assets and price structures, resulting in many variances and anomalies when comparing the rates of the seven communities.

The rates as outlined in Parks, Recreation and Culture Facilities Fees and Charges 2024, Bylaw No. 5106 include a number of considerations:

- Detailed rates for the seven communities (Port Alberni and six comparator communities) are outlined in the document “Recreation Fees and Charges 2024 - Comparator Communities”.
- Some of the comparator rates are significantly higher than the rates from the existing bylaw. Council may wish to consider increasing rates by smaller percentages over a period of multiple years, rather than implementing the entire corresponding increase in a single year.
- In the case of median rates calculating below the rates in the 2015 bylaw, the 2015 rates were suggested for 2024.
- Rates that were removed from the 2024 bylaw are outlined in the document “Schedule A to Bylaw No. 4872 - Updates for 2024”.

Sports Fields

Similar to the variances as described above regarding facility admission and rental fees, an aspect that complicated calculating sports field rental rates of Port Alberni and the six comparator communities was that the field infrastructure differs between fields and communities. For example, current condition, size, type of turf (synthetic or grass), base (sand or soil), drainage systems and irrigation infrastructure may differ per field in each comparator community.

Priority Status

Currently, when participants provide their address information while purchasing admissions passes, renting facilities or registering for programs, the information is provided either online or in-person without address verification by City staff. Recreation software programs typically determine an individual’s status as a resident through the postal code of their residence (also without verification). In addition, it is quite common for residents and non-residents of the Alberni Valley to share matching postal codes. Staff are currently working with the City’s recreation software provider to identify options to verify participants’ addresses and prioritize the registration for participants from specific geographic areas.

ALTERNATIVES/OPTIONS

1. The Committee of the Whole recommends Council direct administration to introduce and complete three readings of Bylaw No. 5106.
2. The Committee of the Whole recommends Council direct administration to waive sports field rental fees for all sanctioned Alberni Valley minor sport association practices, games, tournaments and events for all participants under the age of 19 years.
3. The Committee of the Whole recommends Council direct administration to waive sports field rental fees for any charitable event that ensures 75% or more of the proceeds generated by the event remain in the Alberni Valley.
4. The Committee of the Whole recommends Council direct administration to offer City residents [including Tseshah and Hupačasath First Nations] the opportunity to enrol in any Parks, Recreation and Culture registered program seven (7) calendar days prior to non-City residents, should a viable option be available through the City's registration software.
5. The Committee of the Whole recommends Council obtain additional information prior to introducing Bylaw No. 5106.
6. The Committee of the Whole recommends Council direct administration to charge sports field participants of all ages and all events the rates as outlined in Bylaw No. 5106.
7. The Committee of the Whole recommends Council direct administration to continue to offer a singular registration start date for all participants enrolling in any Parks, Recreation and Culture registered program.

ANALYSIS

Option 1	Introducing Bylaw No. 5106 enables the City to align recreation fees and charges with six communities of similar size to Port Alberni.
Option 2	Waiving sports field rental fees for children and youth will result in financial savings for City, Tseshah and Hupačasath residents with young families.
Option 3	Waiving sports field rental fees for charitable events enables events to continue to retain all revenues generated from such events.
Option 4	Offering City, Tseshah and Hupačasath First Nations residents the opportunity to enrol before non-City residents increases the opportunity for local residents to participate in registered programs.
Option 5	Conducting additional research before introducing Bylaw No. 5106 will slow the process of updating recreation fees and charges.
Option 6	Charging all user groups and events for field use maximizes revenue generation opportunities for the City.
Option 7	Continuing to offer one registration start date for all participants is the simplest registration process for City staff to follow.

IMPLICATIONS

Facility Admission Fees and Rental Fees

Updating City recreation fees and charges to reflect the median of the six comparator communities will result in an overall increase in revenue generation opportunities for the City.

Sports Fields

Continuing to offer sports field use to children, youth and charitable events without cost would result in an undetermined amount of unrealized revenue for the City. Should the City elect to continue to provide cost-free access to these user groups, it is possible that youth leagues and charitable events may continue to provide financial donations to the City.

Priority Status

The impact on City staffing resources to ensure City, Tseshaht and Hupačasath First Nations residents have the first opportunity to register for programs is unclear until our recreation software provider can confirm if there is a viable process for verifying participants' addresses and prioritizing the registration for participants from specific geographic areas.

COMMUNICATIONS

Staff will relay Committee and Council direction to the public and all affected user groups.

BYLAWS/PLANS/POLICIES

Maintaining fees and charges at rates similar to those in communities of a comparable size to Port Alberni aligns with Council's 2023 – 2027 Corporate Strategic Plan:

- 3.1 The highest and best use is made of City-owned assets.
- 3.3 The City provides quality services to residents.

Prioritizing access to parks and recreation services to residents of the City and Tseshaht and Hupačasath First Nations aligns with strategy 3.2.1:

Review services provided by the City taxpayers and ensure full value. Ensure that City citizens are receiving the best value from the most appropriate service provider, and that city residents are not subsidizing services provided to non-City residents."

SUMMARY

The current cost for admission to or use of the City's recreation facilities is outlined in *Recreation Facilities Fees and Charges 2015, Bylaw No. 4872*, which was last updated in 2015. Staff recommend that the Committee of the Whole recommend Council introduce "Parks, Recreation and Culture Facilities Fees and Charges 2024 Bylaw No. 5106" and waive sports field rental fees for children, youth, and charitable events if the majority of the proceeds generated by the events remain in the Alberni Valley. In addition, staff recommend that the Committee of the Whole recommend Council to direct administration to offer residents of the City and Tseshaht and Hupačasath First Nations an opportunity to enrol in any Parks, Recreation and Culture registered programs prior to non-City residents, if a viable option is available.

ATTACHMENTS/REFERENCE MATERIAL

- Parks, Recreation and Culture Facilities Fees and Charges 2024, Bylaw No. 5106
- Recreation Fees and Charges 2024 - Comparator Communities
- Schedule A to Bylaw No. 4872 - Updates for 2024
- [March 11, 2024 Regular Meeting of Council Agenda | Recreation Fees and Charges Bylaw | Recommendations from the March 4th Committee of the Whole](#)

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- [March 4, 2024 Committee of the Whole | Staff Report | Recreation Fees and Charges Bylaw](#)
 - [City of Port Alberni, Bylaw No. 4872 \(Recreation Facilities Fees and Charges\)](#)
 - [Town of Comox, Bylaw No. 1924 \(Parks and Recreation Fees\)](#)
 - [Comox Valley Regional District, Bylaw No. 12 \(Fees and Charges at Recreation Complexes\)](#)
 - [District of Oak Bay, Bylaw No. 4777 \(Fees and Charges for Parks, Recreation and Culture\)](#)
 - [Township of Esquimalt, Bylaw No. 2665 \(Parks and Recreation Services and Facilities\)](#)
 - [City of Campbell River, Bylaw No. 3271 \(User Fees and Charges\)](#)
 - [City of Courtenay, Bylaw No. 2947, 2018 \(Fees and Charges\)](#)
 - [Comox Valley Regional District, Bylaw No. 244 \(Exhibition Grounds Fees and Charges\)](#)
 - [City of Powell River, Bylaw No. 2721 \(Fees and Charges for the use of City Facilities\)](#)
 - [City of Campbell River, Parks User Administration Fees](#)
 - [City of Campbell River, Facility Rental Information](#)

CITY OF PORT ALBERNI

BYLAW NO. 5106

**A BYLAW TO FIX AND CHARGE FEES AND ADMISSION TO OR FOR THE USE OF
COMMUNITY PARKS, RECREATION AND CULTURE FACILITIES**

WHEREAS the Council of the City of Port Alberni has the authority by bylaw pursuant to Section 194 of the *Community Charter, RSBC, 2003* to impose fees payable in respect of all or part of a service of the municipality and the use of municipal property;

AND WHEREAS the Council of the City of Port Alberni has the authority by bylaw pursuant to Section 12 of the *Community Charter* to make different provisions for different areas, times, conditions or circumstances as described by bylaw; to establish different classes of persons, places, activities, property or things; and to make different provisions, including exceptions, for different classes established as above;

NOW THEREFORE the Council of the City of Port Alberni, in open meeting assembled, enacts as follows:

1. Title

This Bylaw may be known and cited for all purposes as the "Parks, Recreation and Culture Facilities Fees and Charges 2024, Bylaw No. 5106".

2. Fees and Charges

The fees and charges for admission to and the use of community parks, recreation and culture facilities shall be as fixed in Schedule "A" attached hereto and forming part of this Bylaw.

3. Effective Date

Parks, Recreation and Culture Facilities Fees and Charges 2024 shall become effective September 1, 2024. Sports fields as outlined in section "Rentals – Sports Fields" of Schedule "A" shall become effective September 1, 2025.

4. Repeal

"Recreation Facilities Fees and Charges 2015, Bylaw No. 4872" is hereby repealed.

READ A FIRST TIME this day of , 2024.

READ A SECOND TIME this day of , 2024.

READ A THIRD TIME this day of , 2024.

FINALLY ADOPTED this day of , 2024.

Mayor

Director of Corporate Services

SCHEDULE “A” TO BYLAW NO. 5106

City of Port Alberni – Parks, Recreation and Culture Schedule of Facilities Fees and Charges

1. GENERAL

1.1. Implementation of Fees:

Parks, Recreation and Culture Facilities Fees and Charges 2024 shall become effective September 1, 2024.

Sports fields as outlined in section “Rentals – Sports Fields” of Schedule “A” shall become effective September 1, 2025.

1.2. Age Classifications:

Tot	0-4 years
Child	5-12 years
Youth	13-18 years
Adult	19-54 years
Senior	55-74
Golden Age	75+ years
Family	Max. 6 persons min. 1 adult or senior max. 2 adults

1.3. Definitions:

1.3.1. Duration

Half Day	Up to 6 hours
Full Day	1 calendar day

1.3.2. Get Active, Stay Active Pass

Youth receive unlimited access to drop-in sessions and 20% off all registered programs.

Valid January – December (no prorated fee if pass is purchased throughout the year).

1.3.3. Primary/Secondary Ice Surfaces (Multiplex Only)

Primary Sheet (Weyerhaeuser)
Secondary Sheet (Coulson)

1.3.4. Prime Time/Non-Prime Time (Multiplex Only)

Prime Time	Monday – Friday, 3pm – 9am Saturday – Sunday: All open hours
Non-Prime Time	Monday – Friday, 9am – 3pm

1.3.5. Staff Costs

Current wages (inclusive of employer deductions) as paid to City of Port Alberni employees.

1.3.6. Tax Implications

Taxes will be added to all fees as required by legislation.

1.3.7. User Group Types

Commercial

Groups or organizations with a primary purpose of generating profit through providing goods or services for sale.

Fees and charges for commercial groups/organizations will be negotiated on behalf of the City by the Director of Parks, Recreation and Culture or designate.

Public

Individuals or groups not affiliated with a particular organization.

Local non-profit organizations

Registered non-profit or charitable organizations located in the Alberni Valley.

Religious

Organizations or groups affiliated with a particular religion, faith, or spiritual belief system.

Political

Organizations or groups affiliated with a particular political party.

Non-local organizations

Organizations located outside the Alberni Valley.

2. Fees and Charges

ADMISSIONS AND FACILITY RENTAL RATES: EFFECTIVE SEPTEMBER 1, 2024 (PLUS APPLICABLE TAXES)

ADMISSIONS - SWIMMING, SKATING, FITNESS STUDIO, GLENWOOD CENTRE

Drop-in Admission	Port Alberni (2015)	Port Alberni (2024)
Child/Youth (5-18 years)	\$3.00	\$3.35
Adult (19-54 years)	\$5.00	\$6.25
Senior (55-74 years)	\$3.00	\$5.30
Family (max. 6 persons, min. 1 adult or senior, max. 2 adults)	\$12.00	\$13.40
Shower Only	\$3.25	\$3.63
1 Month Membership	Port Alberni (2015)	Port Alberni (2024)
Child/Youth	\$28.80	\$35.05
Adult	\$56.00	\$66.00
Senior	\$28.80	\$50.00
Family	\$120.00	\$154.60
3 Month Membership	Port Alberni (2015)	Port Alberni (2024)
Child/Youth	\$57.60	\$89.83
Adult	\$112.00	\$174.25
Senior	\$57.60	\$126.65
Family	\$240.00	\$365.40
Annual Membership	Port Alberni (2015)	Port Alberni (2024)
Child/Youth	\$172.80	\$265.30
Adult	\$336.00	\$447.50
Senior	\$172.80	\$409.88
Family	\$720.00	\$975.65
Get Active, Stay Active Pass	Port Alberni (2015)	Port Alberni (2024)
Youth (unlimited drop-in & 20% off all registered programs, Jan. - Dec.)	N/A	\$196.70

RENTALS - ALBERNI VALLEY MULTIPLEX

Ice (per hour)	Port Alberni (2015)	Port Alberni (2024)
Youth Non-Prime & Hockey Academy	\$45.00	\$72.28
Youth Prime	\$90.00	\$103.16
Adult Non-Prime	N/A	\$149.99
Adult Prime	\$185.00	\$224.43
Dry Floor (per hour)	Port Alberni (2015)	Port Alberni (2024)
Youth	\$51.00	\$54.11
Adult	\$77.00	\$76.69
Events (full day) + staff	Port Alberni (2015)	Port Alberni (2024)
Primary Sheet - surface only	\$1,317.00	\$1,018.75
Primary Sheet - surface & arena seating	\$1,975.00	\$2,017.00
Primary Sheet - surface only (non-profit)	\$593.00	\$1,943.20
Secondary Sheet - surface & bleacher seating	N/A	\$1,317.00
Upper Lounge	\$500.00	\$500.00
Skates (per pair)	Port Alberni (2015)	Port Alberni (2024)
Rental	\$2.00	\$3.63
Sharpening	\$5.00	\$5.73

RENTALS - ECHO AQUATIC CENTRE

Youth Groups and Swim Meets (per hour) + staff	Port Alberni (2015)	Port Alberni (2024)
Per Lane	\$13.00	\$21.75
Shallow Tank	\$28.00	\$122.39
Main Pool (6 lanes x 25 m)	\$78.00	\$123.70
Full Facility - hourly up to 4 hours	N/A	\$170.10
Full Facility - full day, incl. 2 Aquatic staff	N/A	\$769.70

Adult Groups (per hour) + staff	Port Alberni (2015)	Port Alberni (2024)
Per Lane	N/A	\$26.80
Full Facility - hourly up to 4 hours	\$206.00	\$211.92
Full Facility - full day, incl. 2 Aquatic staff	N/A	\$957.88

RENTALS - ECHO '67 COMMUNITY CENTRE

Room Rental (per hour)	Port Alberni (2015)	Port Alberni (2024)
Dogwood Room - public and local non-profit org. fundraisers	\$17.85	\$34.23
Dogwood Room - religious, political and non-local org.	\$33.65	\$47.88
Hemlock Room - public and local non-profit org. fundraisers	\$13.25	\$24.78
Hemlock Room - religious, political and non-local org.	\$19.90	\$36.93
Fir Room - public and local non-profit org. fundraisers	\$13.25	\$24.78
Fir Room - religious, political and non-local org.	\$19.90	\$36.93
Cedar Room (Front w/stage) - public and local non-profit org. fundraisers	\$13.25	\$43.30
Cedar Room (Front w/stage) - religious, political and non-local org.	\$19.90	\$67.60
Cedar Room (Centre) - public and local non-profit org. fundraisers	\$17.85	\$39.40
Cedar Room (Centre) - religious, political and non-local org.	\$33.65	\$66.30
Cedar Room (Back) - public and local non-profit org. fundraisers	\$17.85	\$43.30
Cedar Room (Back) - religious, political and non-local org.	\$33.65	\$67.60
Cedar Room (Full) - public and local non-profit org. fundraisers	\$40.80	\$74.96
Cedar Room (Full) - religious, political and non-local org.	\$103.00	\$104.00
Small Kitchen - public and local non-profit org. fundraisers	\$0.00	\$27.25
Small Kitchen - religious, political and non-local org.	\$100.00	\$100.00
Large Kitchen - public and local non-profit org. fundraisers	\$0.00	\$50.00
Large Kitchen - religious, political and non-local org.	\$100.00	\$100.00
Craft Room A - public and local non-profit org. fundraisers	\$13.25	\$30.00
Craft Room A - religious, political and non-local org.	\$19.90	\$35.25
Full Facility - public and local non-profit org. fundraisers (full day)	\$425.00	\$909.95
Full Facility - religious, political and non-local org. (full day)	\$750.00	\$909.95

RENTALS - ECHO PARK FIELDHOUSE		
Room Rental	Port Alberni (2015)	Port Alberni (2024)
Fieldhouse (per hour)	\$26.00	\$44.88
Fieldhouse (full day)	\$198.00	\$198.00
Concession (full day)	\$107.00	\$250.00
Showers (full day)	\$27.00	\$32.50
Officials' Room (full day)	\$50.00	\$50.00

RENTALS - GLENWOOD CENTRE		
Rental (per hour)	Port Alberni (2015)	Port Alberni (2024)
Youth Floor Rental + staff	\$34.00	\$47.05
Adult Floor Rental + staff	\$52.00	\$80.00
Floor Rental with Inflatable + staff	N/A	\$150.00
Tennis Court (per court)	\$15.00	\$15.00
Youth Batting Cage	\$34.00	\$35.70
Adult Batting Cage	\$55.00	\$57.75
Skating - Floor Rental (2 hours, incl. skate shop attendant)	\$162.00	\$293.60
Full Facility (full day) - public and local non-profit org. fundraisers	\$478.00	\$570.70
Full Facility (full day) - religious, political and non-local org.	\$753.00	\$2,143.20
Skate Rentals (pair)	\$2.50	\$3.83

RENTALS - GYRO YOUTH CENTRE		
Room Rental (per hour)	Port Alberni (2015)	Port Alberni (2024)
Activity Room	\$22.00	\$42.20
Full Upstairs (incl. Activity Room, Kitchen and Media Room)	N/A	\$99.25
Birch Room	N/A	\$36.25

RENTALS - RECREATION PARK STADIUM		
Rental (per day)	Port Alberni (2015)	Port Alberni (2024)
Local recreation groups	\$300.00	\$300.00
Religious, political and non-local org.	\$600.00	\$600.00
Concession	\$31.00	\$250.00

RENTALS - BOB DAILEY STADIUM		
Rental	Port Alberni (2015)	Port Alberni (2024)
Local Recreation Group (per hour)	\$60.00	\$60.00
Local Recreation Group (per 1/2 day)	\$179.00	\$179.00
Local Recreation Group (full day)	\$300.00	\$300.00
Religious, political and non-local org. (full day)	\$597.00	\$597.00
Lighting - youth (per hour)	\$92.00	\$92.00
Lighting - adult (per hour)	\$92.00	\$92.00

MISCELLANEOUS		
Rental	Port Alberni (2015)	Port Alberni (2024)
Park, Playground, spray park (4 hours)	\$30.00	\$30.00
Marquee tent (per tent, full day, incl. set up and take down)	\$300.00	\$300.00
Tables (per table, full day)	\$10.00	\$10.00
Chairs (per chair, full day)	\$2.00	\$2.00
Barricades (per barricade, full day)	\$2.00	\$2.00
Construction fencing (per panel, full day)	\$15.00	\$15.00
Ticket sales for external events (of gross ticket sales)	5%	10%

SPORTS FIELD RENTAL RATES: EFFECTIVE SEPTEMBER 1, 2025 (PLUS APPLICABLE TAXES)

RENTALS - SPORTS FIELDS		
Fields (per field, diamond, or pitch)	Port Alberni (2015)	Port Alberni (2025)
Youth - Practice/Game (per hour)	\$0.00	\$6.60
Youth - Tournament (per day)	\$0.00	\$40.00
Adult - Practice/Game (per hour)	\$0.00	\$18.75
Adult - Tournament (per day)	\$0.00	\$80.00



Recreation Fees and Charges 2024

Comparator Communities

ADMISSIONS - SWIMMING, SKATING, FITNESS STUDIO, GLENWOOD CENTRE									
Drop-in Admission	Port Alberni (2015)	Campbell River	Comox Valley RD	Esquimalt	Oak Bay	Powell River	Median	Variance (\$)	Variance (%)
Child	\$3.00	\$3.10	\$3.35	\$3.25	\$3.50	\$3.70	\$3.35	\$0.35	12%
Youth	\$3.00	\$4.10	\$3.95	\$3.50	\$5.50	\$5.00	\$4.10	\$1.10	37%
Adult	\$5.00	\$5.95	\$6.25	\$6.25	\$7.00	\$6.85	\$6.25	\$1.25	25%
Senior	\$3.00	\$4.35	\$5.30	\$4.75	\$5.50	\$5.70	\$5.30	\$2.30	77%
Family	\$12.00	\$12.00	\$13.40	\$12.50	\$14.00	\$14.05	\$13.40	\$1.40	12%
Shower Only	\$3.25	\$4.00	N/A	\$3.25	N/A	N/A	\$3.63	\$0.38	12%
1 Month Membership	Port Alberni (2015)	Campbell River	Comox Valley RD	Esquimalt	Oak Bay	Powell River	Median	Variance (\$)	Variance (%)
Child	\$28.80	\$28.60	\$40.20	\$30.00	N/A	\$40.10	\$35.05	\$6.25	22%
Youth	\$28.80	\$39.50	\$47.40	\$46.00	N/A	\$54.65	\$46.70	\$17.90	62%
Adult	\$56.00	\$58.25	\$75.00	\$63.00	\$66.00	\$74.20	\$66.00	\$10.00	18%
Senior	\$28.80	\$42.90	\$63.60	\$49.00	\$50.00	\$62.85	\$50.00	\$21.20	74%
Family	\$120.00	N/A	\$160.80	\$127.00	N/A	\$154.60	\$154.60	\$34.60	29%
3 Month Membership	Port Alberni (2015)	Campbell River	Comox Valley RD	Esquimalt	Oak Bay	Powell River	Median	Variance (\$)	Variance (%)
Child	\$57.60	\$81.65	\$102.50	\$55.00	N/A	\$98.00	\$89.83	\$32.23	56%
Youth	\$57.60	\$118.85	\$120.90	\$91.00	N/A	\$129.15	\$119.88	\$62.28	108%
Adult	\$112.00	\$174.25	\$191.25	\$120.00	\$154.00	\$175.25	\$174.25	\$62.25	56%
Senior	\$57.60	\$126.65	\$162.20	\$95.00	\$120.00	\$148.50	\$126.65	\$69.05	120%
Family	\$240.00	N/A	\$410.05	\$245.00	N/A	\$365.40	\$365.40	\$125.40	52%
Annual Membership	Port Alberni (2015)	Campbell River	Comox Valley RD	Esquimalt	Oak Bay	Powell River	Median	Variance (\$)	Variance (%)
Child	\$172.80	N/A	\$265.30	\$160.00	N/A	\$316.90	\$265.30	\$92.50	54%
Youth	\$172.80	N/A	\$312.85	\$200.00	\$175.00	\$432.10	\$256.43	\$83.63	48%
Adult	\$336.00	N/A	\$495.00	\$385.00	\$400.00	\$586.40	\$447.50	\$111.50	33%
Senior	\$172.80	N/A	\$419.75	\$293.00	\$400.00	\$497.00	\$409.88	\$237.08	137%
Family	\$720.00	N/A	\$1,061.30	\$750.00	\$890.00	\$1,222.50	\$975.65	\$255.65	36%
Get Active, Stay Active Pass	Port Alberni (2015)	Campbell River	Comox Valley RD	Esquimalt	Oak Bay	Powell River	Median	Variance (\$)	Variance (%)
Youth (unlimited drop-in & 20% off all registered programs, Jan. - Dec.)	\$86.40	\$264.00	\$265.30 \$312.85	\$200.00	\$175.00	\$432.10	\$264.65	\$178.25	206%



Recreation Fees and Charges 2024

Comparator Communities

RENTALS - ALBERNI VALLEY MULTIPLEX											
Ice (per hour)	Port Alberni (2015)	Campbell River	Courtenay	Comox	Esquimalt	Oak Bay	Powell River	Median	Variance (\$)	Variance (%)	
Youth Non-Prime & Hockey Academy	\$45.00	\$62.95	N/A	\$87.26	\$56.96	N/A	\$81.60	\$72.28	\$27.28	61%	
Youth Prime	\$90.00	\$73.67	N/A	\$104.42	\$113.92	N/A	\$101.90	\$103.16	\$13.16	15%	
Adult Non-Prime	N/A	\$121.36	N/A	\$149.99	\$112.08	\$183.00	\$157.65	\$149.99	\$149.99	#VALUE!	
Adult Prime	\$185.00	\$159.40	N/A	\$206.00	\$224.43	\$278.00	\$230.70	\$224.43	\$39.43	21%	
Dry Floor (per hour)	Port Alberni (2015)	Campbell River	Courtenay	Comox	Esquimalt	Oak Bay	Powell River	Median	Variance (\$)	Variance (%)	
Youth	\$51.00	N/A	N/A	\$60.90	\$54.11	N/A	\$47.05	\$54.11	\$3.11	6%	
Adult	\$77.00	N/A	N/A	\$69.70	\$76.69	N/A	\$80.80	\$76.69	-\$0.31	0%	
Events (full day) + staff	Port Alberni (2015)	Campbell River	Courtenay	Comox	Esquimalt	Oak Bay	Powell River	Median	Variance (\$)	Variance (%)	
Primary Sheet - surface only	\$1,317.00	N/A	N/A	\$1,391.10	N/A	N/A	\$646.40	\$1,018.75	-\$298.25	-23%	
Primary Sheet - surface & arena seating	\$1,975.00	N/A	N/A	\$2,017.00	N/A	N/A	N/A	\$2,017.00	\$42.00	2%	
Primary Sheet - surface only (non-profit)	\$593.00	N/A	N/A	\$900.00	N/A	N/A	\$2,986.40	\$1,943.20	\$1,350.20	228%	
Secondary Sheet - surface & bleacher seating	N/A	N/A	N/A	N/A	N/A	N/A	N/A	\$1,317.00	#VALUE!	#VALUE!	
Upper Lounge	\$500.00	N/A	\$203.00	N/A	N/A	N/A	N/A	\$203.00	-\$297.00	-59%	
Skates (per pair)	Port Alberni (2015)	Campbell River	Courtenay	Comox	Esquimalt	Oak Bay	Powell River	Median	Variance (\$)	Variance (%)	
Rentals	\$2.00	\$2.85	\$3.90	\$3.90	\$3.25	\$3.75	\$3.50	\$3.63	\$1.63	81%	
Sharpening	\$5.00	\$5.20	\$5.95	\$5.95	\$5.41	\$8.25	\$5.50	\$5.73	\$0.73	15%	
RENTALS - ECHO AQUATIC CENTRE											
Youth Groups and Swim Meets (per hour) + staff	Port Alberni (2015)	Campbell River	Courtenay	Comox	Esquimalt	Oak Bay	Powell River	Median	Variance (\$)	Variance (%)	
Per Lane	\$13.00	\$10.40	N/A	\$31.15	\$21.75	\$16.80	\$25.55	\$21.75	\$8.75	67%	
Shallow Tank	\$28.00	N/A	N/A	\$221.40	\$122.39	N/A	\$56.70	\$122.39	\$94.39	337%	
Main Pool (6 lanes x 25 m)	\$78.00	\$80.00	\$125.00	\$217.90	\$122.39	N/A	N/A	\$123.70	\$45.70	59%	
Full Facility - hourly up to 4 hours	N/A	\$160.20	\$176.00	\$384.65	\$170.00	N/A	\$170.10	\$170.10	#VALUE!	#VALUE!	
Full Facility - full day, incl. 2 Aquatic staff	N/A	N/A	N/A	N/A	\$178.60	N/A	\$1,360.80	\$769.70	#VALUE!	#VALUE!	
Adult Groups (per hour) + staff	Port Alberni (2015)	Campbell River	Courtenay	Comox	Esquimalt	Oak Bay	Powell River	Median	Variance (\$)	Variance (%)	
Per Lane	N/A	\$26.80	N/A	\$31.76	\$21.75	\$16.00	\$26.90	\$26.80	\$26.80	#VALUE!	
Full Facility - hourly up to 4 hours	\$206.00	\$160.20	N/A	\$253.84	\$170.00	N/A	\$256.90	\$211.92	\$211.92	3%	
Full Facility - full day, incl. 2 Aquatic staff	N/A	N/A	N/A	N/A	N/A	N/A	N/A	\$957.88	\$957.88	#VALUE!	



Recreation Fees and Charges 2024

Comparator Communities

RENTALS - ECHO '67 COMMUNITY CENTRE										
Room Rental (per hour)	Port Alberni (2015)	Campbell River	Courtenay	Comox	Esquimalt	Oak Bay	Powell River	Median	Variance (\$)	Variance (%)
Dogwood Room - public and local non-profit org. fundraisers	\$17.85	\$35.00	\$37.50	\$27.00	\$14.71	\$44.25	\$33.45	\$34.23	\$16.38	92%
Dogwood Room - religious, political and non-local org.	\$33.65	\$60.00	\$51.50	\$39.00	\$14.71	\$44.25	\$52.30	\$47.88	\$14.23	42%
Hemlock Room - public and local non-profit org. fundraisers	\$13.25	\$25.00	\$25.00	\$23.00	\$14.71	\$44.25	\$24.55	\$24.78	\$11.53	87%
Hemlock Room - religious, political and non-local org.	\$19.90	\$40.00	\$35.50	\$32.00	\$14.71	\$44.25	\$38.35	\$36.93	\$17.03	86%
Fir Room - public and local non-profit org. fundraisers	\$13.25	\$25.00	\$25.00	\$23.00	\$14.71	\$44.25	\$24.55	\$24.78	\$11.53	87%
Fir Room - religious, political and non-local org.	\$19.90	\$40.00	\$35.50	\$32.00	\$14.71	\$44.25	\$38.35	\$36.93	\$17.03	86%
Cedar Room (Front w/stage) - public and local non-profit org. fundraisers	\$13.25	N/A	\$35.50	N/A	\$252.14	N/A	\$43.30	\$43.30	\$30.05	227%
Cedar Room (Front w/stage) - religious, political and non-local org.	\$19.90	N/A	\$51.00	N/A	\$252.14	N/A	\$67.60	\$67.60	\$47.70	240%
Cedar Room (Centre) - public and local non-profit org. fundraisers	\$17.85	\$35.00	\$35.50	\$53.00	N/A	N/A	\$43.30	\$39.40	\$21.55	121%
Cedar Room (Centre) - religious, political and non-local org.	\$33.65	\$65.00	\$51.50	\$82.00	N/A	N/A	\$67.60	\$66.30	\$32.65	97%
Cedar Room (Back) - public and local non-profit org. fundraisers	\$17.85	N/A	\$35.50	\$53.00	N/A	N/A	\$43.30	\$43.30	\$25.45	143%
Cedar Room (Back) - religious, political and non-local org.	\$33.65	N/A	\$51.50	\$82.00	N/A	N/A	\$67.60	\$67.60	\$33.95	101%
Cedar Room (Full) - public and local non-profit org. fundraisers	\$40.80	\$50.00	\$67.50	\$79.00	\$70.92	\$126.25	\$80.00	\$74.96	\$34.16	84%
Cedar Room (Full) - religious, political and non-local org.	\$103.00	\$95.00	\$99.00	\$109.00	\$70.92	\$126.25	\$125.05	\$104.00	\$1.00	1%
Small Kitchen - public and local non-profit org. fundraisers	\$0.00	\$35.00	\$28.00	\$26.50	\$9.46	N/A	N/A	\$27.25	\$27.25	#DIV/0!
Small Kitchen - religious, political and non-local org.	\$100.00	\$65.00	\$36.50	\$29.00	\$9.46	N/A	N/A	\$32.75	-\$67.25	-67%
Large Kitchen - public and local non-profit org. fundraisers	\$0.00	\$50.00	\$52.00	\$53.00	\$9.46	N/A	\$35.95	\$50.00	\$50.00	#DIV/0!
Large Kitchen - religious, political and non-local org.	\$100.00	\$150.00	\$52.00	\$59.00	\$9.46	N/A	\$56.15	\$56.15	-\$43.85	-44%
Craft Room A - public and local non-profit org. fundraisers	\$13.25	\$35.00	\$25.00	N/A	N/A	N/A	N/A	\$30.00	\$16.75	126%
Craft Room A - religious, political and non-local org.	\$19.90	\$35.00	\$35.50	N/A	N/A	N/A	N/A	\$35.25	\$15.35	77%
Full Facility - public and local non-profit org. fundraisers (full day)	\$425.00	\$650.00	\$702.25	N/A	\$3,996.00	N/A	\$1,117.65	\$909.95	\$484.95	114%
Full Facility - religious, political and non-local org. (full day)	\$750.00	\$650.00	\$702.25	N/A	\$6,960.00	N/A	\$1,117.65	\$909.95	\$159.95	21%

RENTALS - ECHO PARK FIELDHOUSE										
Room Rental	Port Alberni (2015)	Campbell River	Courtenay	Comox	Esquimalt	Oak Bay	Powell River	Median	Variance (\$)	Variance (%)
Fieldhouse (per hour)	\$26.00	\$50.00	\$44.00	\$27.10	N/A	\$45.75	N/A	\$44.88	\$18.88	73%
Fieldhouse (full day)	\$198.00	\$200.00	\$176.00	\$81.30	N/A	N/A	N/A	\$176.00	-\$22.00	-11%
Concession (full day)	\$107.00	N/A	N/A	N/A	N/A	N/A	N/A	\$250.00	\$143.00	134%
Showers (full day)	\$27.00	\$16.00	\$32.50	\$88.19	N/A	N/A	N/A	\$32.50	\$5.50	20%
Officials' Room (full day)	\$50.00	\$50.00	\$48.00	N/A	N/A	N/A	N/A	\$49.00	-\$1.00	-2%

RENTALS - GLENWOOD CENTRE										
Rental (per hour)	Port Alberni (2015)	Campbell River	Courtenay	Comox	Esquimalt	Oak Bay	Powell River	Median	Variance (\$)	Variance (%)
Youth Floor Rental + staff	\$34.00	N/A	N/A	N/A	N/A	N/A	\$47.05	\$47.05	\$13.05	38%
Adult Floor Rental + staff	\$52.00	N/A	N/A	N/A	N/A	N/A	\$80.00	\$80.00	\$28.00	54%
Floor Rental with Inflatable + staff	N/A	N/A	N/A	N/A	N/A	N/A	N/A	\$150.00	\$150.00	#VALUE!
Tennis Court (per court)	\$15.00	N/A	N/A	N/A	\$9.50	\$10.00	N/A	\$9.75	-\$5.25	-35%
Youth Batting Cage	\$34.00	N/A	N/A	N/A	N/A	N/A	N/A	\$35.70	\$1.70	5%
Adult Batting Cage	\$55.00	N/A	N/A	N/A	N/A	N/A	N/A	\$57.75	\$2.75	5%
Skating - Floor Rental (2 hours, incl. skate shop attendant)	\$162.00	N/A	N/A	N/A	N/A	\$264.00	\$323.20	\$293.60	\$131.60	81%
Full Facility (full day) - public and local non-profit org. fundraisers	\$478.00	\$765.00	N/A	N/A	N/A	N/A	\$376.40	\$570.70	\$92.70	19%
Full Facility (full day) - religious, political and non-local org.	\$753.00	\$1,300.00	N/A	N/A	N/A	N/A	\$2,986.40	\$2,143.20	\$1,390.20	185%
Skate Rentals (pair)	\$2.50	N/A	N/A	\$3.90	\$3,025.00	\$3.75	\$3.50	\$3.83	\$1.33	53%



Recreation Fees and Charges 2024

Comparator Communities

RENTALS - GYRO YOUTH CENTRE										
Room Rental (per hour)	Port Alberni (2015)	Campbell River	Courtenay	Comox	Esquimalt	Oak Bay	Powell River	Median	Variance (\$)	Variance (%)
Activity Room	\$22.00	\$47.50	\$34.75	N/A	\$55.75	N/A	\$36.90	\$42.20	\$20.20	92%
Full Upstairs (incl. Activity Room, Kitchen and Media Room)	N/A	\$120.00	\$78.50	N/A	N/A	N/A	N/A	\$99.25	#VALUE!	#VALUE!
Birch Room	N/A	\$40.00	\$25.00	N/A	\$45.75	N/A	\$32.50	\$36.25	#VALUE!	#VALUE!

RENTALS - RECREATION PARK STADIUM										
Rental (per day)	Port Alberni (2015)	Campbell River	Courtenay	Comox	Esquimalt	Oak Bay	Powell River	Median	Variance (\$)	Variance (%)
Local recreation groups	\$300.00	\$200.00	\$53.00	\$63.35	N/A	\$140.00	\$0.00	\$63.35	-\$236.65	-79%
Religious, political and non-local org.	\$600.00	\$320.00	\$398.00	\$158.30	N/A	\$130.25	\$218.53	\$218.53	-\$381.47	-64%
Concession	\$31.00	N/A	N/A	N/A	N/A	N/A	N/A	\$250.00	\$219.00	706%

RENTALS - BOB DAILEY STADIUM										
Rental	Port Alberni (2015)	Campbell River	Courtenay	Comox	Esquimalt	Oak Bay	Powell River	Median	Variance (\$)	Variance (%)
Local Recreation Group (per hour)	\$60.00	\$25.00	N/A	N/A	N/A	\$17.50	\$25.30	\$25.00	-\$35.00	-58%
Local Recreation Group (per 1/2 day)	\$179.00	\$100.00	N/A	N/A	N/A	\$70.00	\$101.20	\$100.00	-\$79.00	-44%
Local Recreation Group (full day)	\$300.00	\$196.00	\$42.50	N/A	N/A	\$140.00	\$202.40	\$168.00	-\$132.00	-44%
Religious, political and non-local org. (full day)	\$597.00	\$200.00	\$398.00	N/A	N/A	N/A	N/A	\$299.00	-\$298.00	-50%
Lighting - youth (per hour)	\$92.00	\$24.00	\$21.50	N/A	N/A	\$17.50	\$11.95	\$19.50	-\$72.50	-79%
Lighting - adult (per hour)	\$92.00	\$40.00	\$44.50	N/A	N/A	\$26.25	\$25.30	\$33.13	-\$58.88	-64%

MISCELLANEOUS										
Rental	Port Alberni (2015)	Campbell River	Courtenay	Comox	Esquimalt	Oak Bay	Powell River	Median	Variance (\$)	Variance (%)
Park, Playground, spray park (4 hours)	\$30.00	\$39.00	\$15.75	N/A	N/A	\$17.50	N/A	\$17.50	-\$12.50	-42%
Marquee tent (per tent, full day, incl. set up and take down)	\$300.00	N/A	N/A	N/A	N/A	N/A	N/A	\$300.00	\$0.00	0%
Tables (per table, full day)	\$10.00	\$1.60	N/A	N/A	\$9.20	N/A	N/A	\$5.40	-\$4.60	-46%
Chairs (per chair, full day)	\$2.00	\$1.00	N/A	N/A	\$1.08	N/A	N/A	\$1.04	-\$0.96	-48%
Barricades (per barricade, full day)	\$2.00	N/A	N/A	N/A	N/A	N/A	N/A	\$2.00	\$0.00	0%
Construction fencing (per panel, full day)	\$15.00	N/A	N/A	N/A	N/A	N/A	N/A	\$15.00	\$0.00	0%
Ticket sales for external events (of gross ticket sales)	5%	N/A	N/A	N/A	N/A	N/A	N/A	10%	5%	100%

RENTALS - SPORTS FIELDS										
Fields (per field, diamond, or pitch)	Port Alberni (2015)	Campbell River	Courtenay	Comox	Esquimalt	Oak Bay	Powell River	Median (per hour)	Variance (\$)	Variance (%)
Youth - Practice/Game (per hour)	\$0.00	\$5.00	N/A	\$0.00	\$8.19	\$8.75	\$11.95/person	\$6.60	\$6.60	#DIV/0!
Youth - Tournament (per day)	\$0.00	\$40.00	N/A	\$16.00	N/A	\$80.00	N/A	\$40.00	\$40.00	#DIV/0!
Adult - Practice/Game (per hour)	\$0.00	\$20.00	N/A	\$21.80	\$17.20	\$17.50	\$25.30/person	\$18.75	\$18.75	#DIV/0!
Adult - Tournament (per day)	\$0.00	\$160.00	N/A	\$42.00	N/A	\$80.00	N/A	\$80.00	\$80.00	#DIV/0!



SCHEDULE "A" to BYLAW NO. 4872 (2015)

Updates for 2024

Effective September 1, 2015 Unless Noted											
1	Admissions										
	2015	Base Rate Individual Admission	City Res Discount 35%	Economy Ten Pack NCR	City Res Discount 45%	Monthly Pass NCR	City Res Discount 45%	3 Month Pass NCR	City Res Discount 45%	Annual Pass NCR	City Res Discount 45%
	Children Under 18, Students & Seniors Over 55 Current	4.75	3.00	43.00	24.00	53.00	29.00	107.00	59.00	0.00	0.00
	0% Increase										
	Base Rate CR @ 35% discount of NCR & rounded	4.75	3.00	42.75	23.51	53.44	29.39	106.88	58.78	384.75	211.61
	Proposed 2013 CR Fees = 35% discount of NCR rate	4.75							59.00	385.00	212.00
	VI Average 2015 Children										
	VI Average 2015 Teens										
	VI Average 2015 Seniors										
	Adults (Current)	8.25							111.00	0.00	0.00
	Proposed 2015 CR Fees = 35% discount of NCR rate	8.25							112.00	673.00	370.00
	VI Average 2015 Adults										
	Family Pass 2 Adults & 4 Children (Current)	18.00							243.00	0.00	0.00
	Proposed 2015 CR Fees = 35% discount of NCR rate	18.00	12.00	162.00	97.00	203.00	122.00	405.00	243.00	1,458.00	802.00
	VI Average 2015 Families		12.30								
	Staff Fitness Pass (Current)							30.00			
	NIC Student Pass per term (4 months)							59.00			
	Corporate Pass					Three Month	5-10	112.00	20%	90	90
							20-40	112.00	30%	78	75
							40+	112.00	40%	67	60
2	Non City Resident Fees										
	Registered Program surcharge for non-City residents									50%	50%
	City Resident Pass - Valley Resident									100.00	175.00
	Family Pass Beaufort and Non-Valley Residents									160.00	n/a
	Note: Family members must present their Resident Card to receive the City Resident rates										
	Sports Pass Youth Single Sport									20.00	20.00
	Sports Pass Youth Multi-sport									40.00	40.00
	Sports Pass Adult Single Sport									40.00	40.00
	Sports Pass Adult Multi-sport									60.00	60.00
	POSSESSION OF PASSES - REQUIRED BEAUFORT RESIDENTS ONLY										

- Removed City Resident and Non-City Resident Rates
- Removed Staff Fitness Pass, NIC Pass, Corporate Pass

- Removed Non-City Resident Fees



COMMITTEE OF THE WHOLE AGENDA - JUNE 17, 2024 **61**



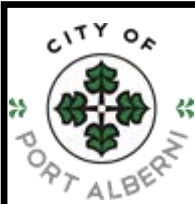
SCHEDULE "A" to BYLAW NO. 4872 (2015)

Updates for 2024

								2% Inc.	Current	2015
	Floor Rentals									
	Full facility for roller skating, including a skate shop attendant							80.58	79.00	81.00
	Adult floor rentals							52.02	51.00	52.00
	Youth floor rentals							33.66	33.00	34.00
	Tennis rentals (per court)							15.30	15.00	15.00
	Adult batting cage rentals							46.92	46.00	47.00
	Youth Batting cage rentals							33.66	33.00	34.00
	Sports groups batting cage rentals							33.66	33.00	34.00
	Roller skate or roller blade rentals								2.50	2.50
5	Echo Aquatic Centre Hourly Rates (Tax Extra)									
5a	Youth Groups/Swim Meets (does not include staffing)							2% Inc.	Current	2015
	Per Lane							13.26	13.00	13.00
	Shallow Pool							27.54	27.00	28.00
	Shared Use of Fitness Centre							40.80	40.00	41.00
5b	Adult Groups									
	Full facility including one staff person							206.04	202.00	206.00
	25 metre pool including one staff person							156.04	152.00	155.00
	Shared 25 metre pool including one staff person							76.50	75.00	77.00
5c	Miscellaneous Pool Fees									
	Shower								3.25	3.25
	Birthday Party rental without cake									140.00
	Birthday Party Rental with cake							163.20	160.00	160.00
	Best Rate Pool Rental							91.80	90.00	90.00
6	Echo Park Fieldhouse (Tax Extra)									
6a	Lounge, Kitchen, Terrace and Officials Room							2% Inc.	Current	2014
	Two hours							52.02	51.00	52.00
	Four Hours							72.42	71.00	72.00
	Eight Hours							158.10	155.00	158.00
	Day and Evening							197.88	194.00	196.00
	Concession rental only							107.10	105.00	107.00
	Concession rental only - Day Use Concession Operator							30.60	30.00	31.00
	Concession rental only - Evening Use Concession Operator							14.42	14.00	14.00
	Changeroom Showers							26.52	26.00	27.00
6b	Officials Meeting Room									
	Two Hours							25.50	25.00	25.00
	All Day							51.00	50.00	50.00
7	Echo '67 Centre (Tax Extra)									

- Removed Birthday Parties
- Removed Best Rate
- Removed Shared Use

- Updated rental duration
- Updated Concession only duration



SCHEDULE "A" to BYLAW NO. 4872 (2015)

Updates for 2024

Note: All rates are for two hour periods daily except for the daily rates.			
Category of Use	I	II	III
Cedar Front (2hrs) Current	NC	26.00	39.00
2% Increase		26.52	39.78
Proposed		26.50	39.80
Cedar Centre, Cedar East & Dogwood (2hrs) Current	NC	35.00	66.00
2% Increase		35.70	67.32
Proposed		35.70	67.30
Cedar Frt, East, & Centre, Dog Rm Daily (each) Current	NC	80.00	202.00
2% Increase		81.60	206.04
Proposed		81.60	206.00
Hemlock, Pine & Fir (two hours) Current	NC	26.00	39.00
2% Increase		26.52	39.78
Proposed		26.50	39.80
Craftrooms A or B Current	NC	26.00	39.00
2% Increase		26.52	39.78
Proposed		26.50	39.80
Full Facility Daily Current	NC	425.00	750.00
Weekend Non-Prime Discount (weddings etc)		350.00	550.00
Kitchen Only (current)			100.00
I Public events approved by Council & Dept events are free			
II Public leisure or fundraising event - Local recreational, cultural, service or support group hosting events of interest to the public, excluding socials			
III Commercial, Religious, Political, Labour and Out of Town organizations & socials			
8 Gyro Youth Centre (Tax Extra)			
		2% Inc.	Current 2015
8a Upper Lounge & Kitchen - 2hrs		63.86	62.00 64.00
Upper Lounge & Kitchen - 4hrs		93.73	91.00 94.00
Upper Lounge & Kitchen - Day or Evening		157.58	153.00 158.00
Upper Lounge & Kitchen - Day and Evening		185.40	180.00 185.00
8c Pool Room		21.63	21.00 22.00
9 Recreation Park (Tax Extra)			
		2% Inc.	Current 2015
Local Recreation Groups		618.00	600.00 300.00
Commercial, Religious, Political, Labour, Out-of-Town Groups		618.00	600.00 600.00
10 Bob Dailey Stadium (Tax Extra)			
		2% Inc.	Current 2015

- Updated event classifications
- Removed Pine Room, Craft Room B and Weekend Non-Prime



SCHEDULE "A" to BYLAW NO. 4872 (2015)


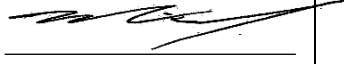
Updates for 2024

	Local Recreation Groups per hour									60.18	59.00	60.00
	Local Recreation Groups 1/2 day									178.50	175.00	179.00
	Local Recreation Groups full day									299.88	294.00	300.00
	Commercial, Religious, Political, Labour, Out-of-Town Groups									596.70	585.00	597.00
	Youth Sports Groups Lighting (per hour)									91.80	90.00	92.00
	Adult Sports Groups Lighting (per hour)									91.80	90.00	92.00
	Special Events - to be negotiated depending upon lighting levels and duration											
11	Regional Grant-In-Aid Fees - Effective January 1, 2015											
			2006 POP	Current	Ave PC Rate	20% Inc	2011	2012	2013(2%)	2014(2%)	2015(2%)	
	Beaufort	Beaufort							6,971	7,110	7,252	
	Beaver Creek	Beaver Cr							31,722	32,356	33,004	
	Cherry Creek	Cherry Cr							22,959	23,418	23,887	
	Sproat Lake	Sproat L	2021	26,300	9.97	11.95	24,243	24,243	24,728	25,222	25,727	
	Tseshahit	Tseshahit	450			11.95	7,010	5,382	5,490	5,599	5,711	
	Hupacasath	Hupacasath	130			11.95		1,555	1,586	1,618	1,650	
12	Field User Fees - GST Included											
	Hourly User Fee All Softball, Baseball and Soccer Fields											
13	Miscellaneous											
	Ticket sales surcharge	Ticket sales surcharge				5.0%						
	Read-O-Graph sign advertising - non-City events					30.00						
	Park, playgrounds & spraypark bookings					30.00						
	Table Rentals - restricted use from Glenwood only					10.00						
	Chairs restricted use from Glenwood only					2.00						
	Tents -community events and major fundraisers includes set-up & takedowns					300.00						
	Security fencing rate per panel					10.00						

- Removed Commercial

- Removed Grant-in-Aid Fees

Date: June 7, 2024
File No: 5810-01
To: Committee of the Whole
From: M. Fox, CAO
Subject: Levels of Service | Parks, Recreation and Culture Department

Prepared by:  W. Thorpe Director of Parks, Recreation and Culture	Supervisor: M. Fox M. Fox, Chief Administrative Officer	CAO Concurrence:  M. Fox, CAO
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RECOMMENDATION

THAT the Committee of the Whole receive the report “Levels of Service | Parks, Recreation and Culture Department” dated June 7, 2024.

PURPOSE

To provide the Committee of the Whole with the current levels of service across the Parks, Recreation and Culture department.

BACKGROUND

At Regular Meetings of Council during recent months, staff have referenced levels of service in various reports. This report serves as a cursory introduction of how levels of service are generally defined and established, and what the existing levels of service are in the City’s Parks, Recreation and Culture department, based on the current allocation of resources from Council.

Defining Levels of Service

Levels of service are qualitative and quantitative measures to outline what extent of a service or activity a municipality aims to deliver to its residents and guests. Services can be separated into two categories, mandatory and optional:

- Mandatory services are regulated and must meet legislated requirements. Examples of these services include drinking water standards, administration of the municipality’s finances, and enforcing City bylaws. Local Governments cannot adjust standards of mandatory services.
- Optional services are provided at the discretion of Council and include policing, fire protection, garbage collection, transit, road maintenance, sanitary sewer, park maintenance and recreation programs. Council may wish to provide additional or fewer resources or offer a higher or lower level of service, depending on availability of resources and the community’s goals.

Considerations When Establishing Levels of Service

Four aspects are routinely examined when municipalities endeavour to establish levels of service:

- Historic levels of service provided by the municipality
- Expectations from the local community
- Current levels of service in adjacent communities
- Requests by community members for increased levels of existing services

In addition, a variety of measures may be utilized when establishing levels of service:

- Operations and maintenance data (logbooks, work orders, test results)
- Program data (utilization rates of facilities and equipment, range of services)
- Complaints (volume and types of feedback received from taxpayers)
- Expertise (analysis by internal staff or external consultants)
- Contracts (terms of an agreement with a third-party who is providing a service on behalf of the municipality)
- Occupational health and safety records (workplace inspections, accident, lost time and near miss records)

A target level of service is established based on the recognized standard for the particular activity and is often a compromise between the available resources to enable a service level in that municipality and the expected level of service.

Challenges in meeting target levels of service can include:

- Community growth (resulting in increased requirements for facilities, parks, utilities)
- Asset management (aging infrastructure, conditions of assets)
- Rising costs (materials, utilities, fuel)
- Balancing environmental concerns (evolving legislation)
- Balancing operations with customer service (completing projects while meeting community expectations)

Levels of Service in Parks, Recreation and Culture in Port Alberni

Overarching levels of service in the City's Parks, Recreation and Culture department can be categorized into three areas (gold, silver, bronze) with specific criteria in each:

	Gold	Silver	Bronze
Culture – Art	<ul style="list-style-type: none"> • Established partnerships with multiple local and remote organizations to promote Port Alberni's art opportunities. 	<ul style="list-style-type: none"> • Established partnerships with one or more local art organizations. • Limited support of local artists. 	<ul style="list-style-type: none"> • Limited collaboration with local art organizations. • No formal support of local artists.

	<ul style="list-style-type: none"> Integrating work between galleries and our museum. Enabling local indoor and outdoor artists of all types of media to thrive. 		
Culture – Events	<ul style="list-style-type: none"> Complete integration of Tseshaht and Hupačasath First Nations' protocols at all public events. City involvement with all local events is clearly defined. Seamless delivery of all City-run events. Collaborating with event promoters to host multiple events typically hosted by communities outside the Alberni Valley. Establish agreements with provincial and national sport organizations to regularly host sanctioned events. 	<ul style="list-style-type: none"> Incorporating Tseshaht and Hupačasath First Nations' protocols in some public events. City involvement with most local events is clearly defined. Contact external event promoters to explore opportunities to host events new to Port Alberni. 	<ul style="list-style-type: none"> Some discussion with Tseshaht and Hupačasath First Nations on public events. City involvement with all local events is not clearly defined. No established connection with external promoters or sport governing bodies to host new events.
Culture – Museum	<ul style="list-style-type: none"> The museum is fully accessible (meets all of the physical, cultural, communication, gender and age-based needs of all guests and participants). All artefacts in the collection are assessed, accessioned, catalogued or divested within one year. 	<ul style="list-style-type: none"> The museum meets 50%-75% of the access needs of all guests and participants. All artefacts in the collection are assessed, accessioned, catalogued or divested within five years. Some progress on reconciliation efforts. 	<ul style="list-style-type: none"> The museum meets less than 50% of the access needs of all guests and participants. 10 years or longer is required to assess, accession, catalogue or divest artefacts. Minimal progress on reconciliation efforts. Some programs include interactive elements.

	<ul style="list-style-type: none"> • Meaningful progress on reconciliation efforts. • All programs are interactive and tactile. • Seamless integration of outreach programs in community. • The local heritage network is thriving and the City provides supplemental support to the network. • Three or more temporary exhibitions are hosted each year, planned at least three years in advance. • Multiple in-house exhibits and outreach exhibits are displayed each year. • Sanctioned volunteer and work experience programs are flourishing. 	<ul style="list-style-type: none"> • Most programs include interactive elements. • Exploring some integration of outreach programs in community. • Up to three temporary exhibits are hosted each year, planned multiple years in advance. • At least one in-house and one outreach exhibit are displayed each year. • Some engagement with volunteers and work experience programs. 	<ul style="list-style-type: none"> • Community outreach is not formally established. • More than one temporary exhibit is hosted each year, planned one year in advance. • One in-house or outreach exhibit is displayed each year. • Minimal engagement with volunteer or work experience programs.
Culture – Music	<ul style="list-style-type: none"> • Participating as a strong advocate for local artists and performers throughout and beyond the Alberni Valley. • Fulsome collaboration with organizations and establishments within the Alberni Valley. • Collaborating with organizations 	<ul style="list-style-type: none"> • Some advocacy of local artists is evident, based strictly in the Alberni Valley. • Meaningful collaboration with organizations within the Alberni Valley. • Exploring opportunities to host travelling shows. 	<ul style="list-style-type: none"> • Minimal support of local artists and performers. • Discussions of potential collaboration with local organizations.

	<p>beyond the Alberni Valley.</p> <ul style="list-style-type: none"> Actively hosting travelling shows and tours. 		
Culture – Placemaking	<ul style="list-style-type: none"> Consideration of placemaking spaces in all future public development. Integration of placemaking principles in all existing indoor and outdoor City venues. Local residents fully engage with placemaking efforts in the Alberni Valley. 	<ul style="list-style-type: none"> Consideration of integrating placemaking principles in all existing City venues. Local residents clearly understand the value of placemaking in their community. 	<ul style="list-style-type: none"> Placemaking concepts for the Alberni Valley are defined and established. Local residents have a cursory knowledge of placemaking concepts.
Facility Maintenance/Cleanliness /Safety	<ul style="list-style-type: none"> Maintenance staff are present at the facility throughout and after operating hours. Routine janitorial tasks are performed daily and are complemented by weekly, monthly, seasonal, and annual maintenance projects. Daily maintenance activities at the facility are monitored in-person. 	<ul style="list-style-type: none"> Facilities are cleaned a maximum of once per day. In addition to the routine daily tasks, limited weekly, monthly, and seasonal cleaning routines are completed. Maintenance functions are monitored remotely. Special events or after-hours bookings may result in increased maintenance costs or decreased facility cleanliness. 	<ul style="list-style-type: none"> Facilities receive minimal routine janitorial work each day. Supplemental cleaning is request-driven and facilities are monitored remotely. Special events or after-hours bookings result in increased costs or decreased facility cleanliness.
Parks	<ul style="list-style-type: none"> Parks are maintained to a first-class appearance. Maintenance and monitoring is performed multiple times each week. 	<ul style="list-style-type: none"> Parks are maintained in good order. Tolerance for wear and tear, moderate traffic and a natural look. Locations are maintained and 	<ul style="list-style-type: none"> General natural space. Maintenance performed monthly or bimonthly. Limited infrastructure maintenance occurs;

	<ul style="list-style-type: none"> • Vegetation (trees, shrubs, turf) is manicured to high level. • Infrastructure is inspected regularly to ensure public safety and high functionality are maintained. • No litter accumulates. 	<p>monitored biweekly or monthly.</p> <ul style="list-style-type: none"> • Infrastructure is maintained to safely accommodate use and is routinely inspected to ensure public safety. • Some litter accumulates. 	<p>the area is designed for limited use.</p> <ul style="list-style-type: none"> • Vegetation is pruned and maintained only to address safety concerns.
Recreation Admissions and Programs	<ul style="list-style-type: none"> • All offerings meet the majority of physical, cultural, communication, gender and age-based needs of all participants. • Registered programs achieve at least 95% capacity and some programs have waitlists. • Participants and guests see the value in the program they registered for or are participating in. • Adequate staffing levels are consistently achieved. • New programs are offered each season in each type of City facility and throughout the community. • The Aquatic Centre operates seven days each week. • Swimming lessons are offered numerous times per week and include 	<ul style="list-style-type: none"> • Most offerings meet the primary physical, cultural, communication, gender and age-based needs of all participants. • Registered programs achieve 75% capacity. • Limited capacity to create new registered and drop-in programs. • Intermittent facility closures and cancelled programs. • Adequate staffing levels are achieved intermittently. • Some engagement with volunteers and work experience programs. 	<ul style="list-style-type: none"> • Some offerings meet the primary physical, cultural, communication, gender and age-based needs of all participants. • Registered programs are unable to achieve more than 50% capacity. • Programs are cancelled and hours of operation are reduced. • Adequate staffing levels are rarely achieved. • Repeat complaints about core programs and services. • Minimal engagement with volunteer or work experience programs.

	<p>morning and evening options.</p> <ul style="list-style-type: none"> • School swimming lessons and Aquafit programs run regularly. • Sanctioned volunteer and work experience programs are flourishing. 		
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In addition to the three categories noted above, some areas in the Parks, Recreation and Culture department are driven by requests or complaints rather than included on a specific schedule.

Based on the current resources allocated by Council, the City's existing level of service in each area of the Parks, Recreation and Culture department is ranked in one of the five categories (gold, silver, bronze, request, N/A) (N/A = not applicable; this service area does not yet exist):

Service Area	Current Performance
Aquatics – advanced leadership courses	Bronze
Aquatics – fitness studio	Bronze
Aquatics – public swimming	Bronze
Aquatics – swimming lessons	Bronze
Culture – art	Bronze
Culture – events	Bronze
Culture – museum collection/permanent gallery	Bronze
Culture – museum facility access	Bronze
Culture – museum programs	Bronze
Culture – museum temporary gallery/travelling exhibitions	Bronze
Culture – music	N/A
Culture – placemaking	N/A
Facilities – Aquatic Centre, Echo Centre, Library, Multiplex, Museum	Gold
Facilities – City Hall, Harbour Quay, Klitsa, Parks Yard, RCMP, Works Yard	Silver
Facilities – Echo Park Fieldhouse, Gyro, Glenwood, Public Safety, Planning and Engineering	Bronze
Parks and Greenspaces – City Hall, Echo Centre, Harbour Quay, RCMP, Victoria Quay	Gold
Parks and Greenspaces – Blair, Gyro, Millstone, Multiplex, Penny Lane, Roger Creek, Weaver	Silver
Parks and Greenspaces – 11 th Ave., Cameron Heights, Cedarwood, Cemetery, Dunbar, Griffin, Kitsuksis Dyke, Legion, Papermill Dam, River Road, Sea Cadet, Seaton, Skate Park, Somass, SPCA, Spencer, Stirling, Tidebrook, Two Spot, Westporte, Williamson	Bronze
Parks and Greenspaces – Canal Beach, Dry Creek, Echo Disc Golf, Echo Park Fieldhouse, Esso Beach, Glenwood, Grieve, Italian Hall, Log Train Trail, Maquinna Trails, Strathern, Train Station	Request
Parks and Greenspaces – sports fields and stadiums	Gold
Recreation Programs – adult group fitness and yoga	Silver
Recreation Programs – children and youth camps	Gold

Recreation Programs – children and youth registered programs	Silver
Recreation Programs – creative classes	Silver

ALTERNATIVES/OPTIONS

The Committee of the Whole receive the report “Levels of Service | Parks, Recreation and Culture Department” dated June 7, 2024.

ANALYSIS

As the City is formally establishing and documenting levels of service in Port Alberni for the first time, this process is iterative. The update to the Official Community Plan and results from the department master plan will educate Council and staff on the community’s priorities and help shape future levels of service.

As levels of service are determined, Council and staff need to be cognizant of how to address possible gaps in levels of service by examining how services are delivered (existing staff vs. contractors), comparing target service levels with actual service levels (is the City doing enough to meet a level of service, or does the investment need to be adjusted?), and be open to new and unique ways of doing business (explore user pay models for some City services).

IMPLICATIONS

With the shift of the Parks, Recreation and Heritage department to Parks, Recreation and Culture and the subsequent addition of art, events, music and placemaking aspects to the existing heritage components of the department, the Manager of Culture staff resource will be spread across multiple line items in future financial plans, whereas this role had traditionally been allocated solely to the Museum operating budget.

Levels of service will change if Council wishes to re-distribute or adjust the complement of resources for a particular service area. When examining adjusting a level of service, Council should consider how multiple departments collaborate in the delivery of that service. If funding is diverted from one service to another, or service levels in one area are decreased to facilitate the increase in services to another, the implications of the prospective change should be carefully reviewed before moving forward with changes. In addition, the introduction of new services or assets should not negatively impact the renewal and maintenance of existing services, facilities or infrastructure. Allocating more resources to proactive initiatives such as preventative maintenance and equipment upgrades will prevent future challenges. However, this improvement typically brings increased costs, requiring financial plan adjustments for staffing, training, and equipment. Conversely, if Council wishes to save money, Council may consider reducing levels of service. This could involve decreasing or limiting maintenance or reducing staffing levels. While these changes may lower immediate costs, the City is then exposed to risks to the durability of assets or compromising the experiences of residents. Balancing these factors is crucial for effective provision of services in the future.

COMMUNICATIONS

Staff will relay Committee and Council direction to the public.

BYLAWS/PLANS/POLICIES

Establishing and maintaining levels of service across City departments the goals and strategies within aligns with Council’s 2023 – 2027 Corporate Strategic Plan:

- 3.1 The highest and best use is made of City-owned assets.
- 3.3 The City provides quality services to residents.

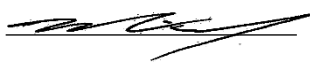
SUMMARY

At Regular Meetings of Council during recent months, levels of service have been discussed in various reports. This report serves as a cursory introduction of how levels of service are generally defined and established, and what the existing levels of service are in the City's Parks, Recreation and Culture department, based on the current allocation of resources from Council.

ATTACHMENTS/REFERENCE MATERIAL

- [City of Parksville – Levels of Service \(2012\)](#)
- [Asset Management BC Conference – Community Levels of Service \(2019\)](#)
- [Township of Hamilton – Levels of Service Report \(2023\)](#)

Date: June 10, 2024
File No: 1310-01
To: Committee of the Whole
From: M. Fox, CAO
Subject: Finance and Information Technology Services - Level of Service Review

Prepared by: <i>A. MCGIFFORD</i> Director of Finance	Supervisor: <i>M. FOX</i> MIKE FOX, CHIEF ADMINISTRATIVE OFFICER	CAO Concurrence:  Mike Fox, CAO
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RECOMMENDATION

THAT the Committee of the Whole receive the report "Finance and Information Technology Services Department - Level of Service Review" dated June 10, 2024.

PURPOSE

To provide the Committee of the Whole with the an internally sourced review of levels of service for the Finance and Information Technology Services.

BACKGROUND

Level of service has been a topic of discussion over the past few years and often referred to during the financial planning processes to support services that are currently provided by the City. Unless direction otherwise, Administration prepares a financial plan with no changes to levels of service, that then reflects the resources required for the services, and then for review and approval by Council.

The service level review for Finance and Information Technology Services is intended to assist Council to better understand what services are currently provided by the department and to ensure existing services are being delivered appropriately, effectively and efficiently based on the governance and budget authority from Council.

Each department will provide its current functions, regulatory requirements, objectives, policy requirements, operation/capital resource needs, and budget implications. This review would focus to provide an overview of the operating and capital work plans, which Council may utilize to assess where service levels should be increased, decreased, discontinued or request a service that we the City may provide if there is a need. This review has been conducted internally.

ALTERNATIVES/OPTIONS

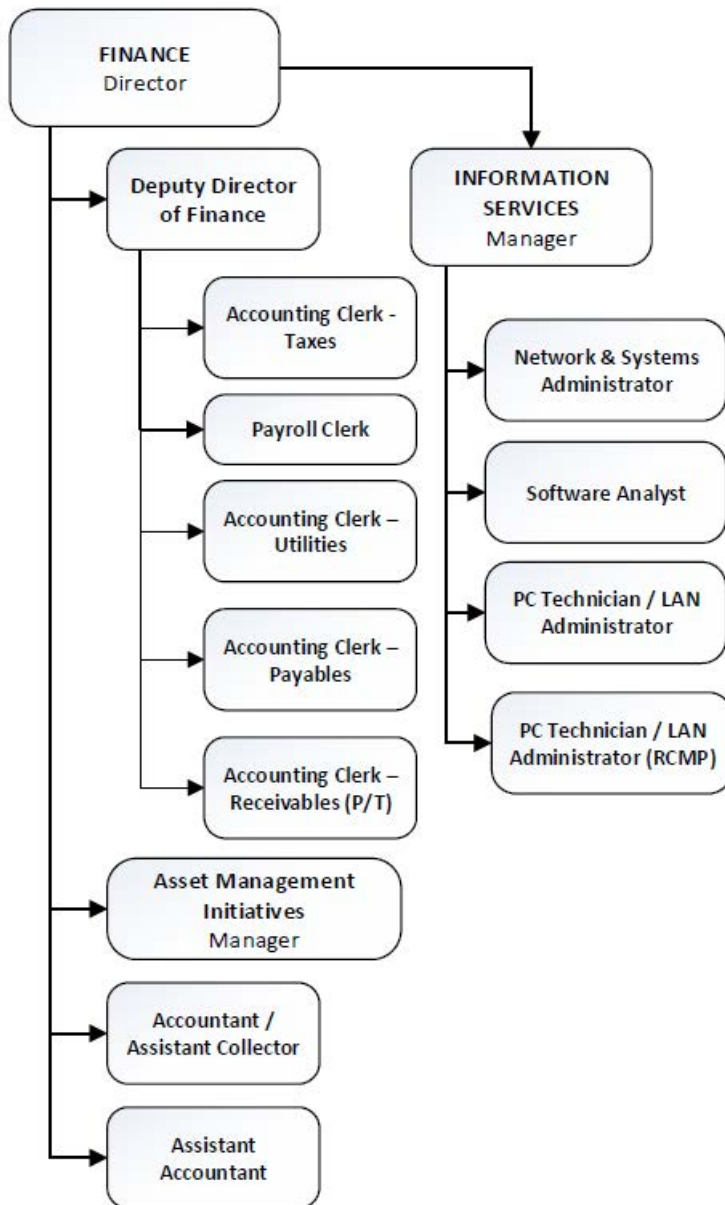
Option 1 – The Committee of the Whole receive the report "Finance and Information Technology Services Department - Level of Service Review" dated June 10, 2024.

Option 2 – Council may seek further information from Finance and Information Technology Services to support understanding of the level of service provided.

ANALYSIS

The Finance and Information Technology Services department is largely an internal services department with some public facing service delivery. Supporting the service delivery across the organization ensuring processes and procedures are followed as it relates to the controls and requirements of a local municipality in our regulatory environment.

Figure1. Finance Department Organizational Chart



Finance Department

Currently has two exempt, six full time, one part time and casual resource allocation. The two exempt roles are the Director of Finance and Deputy Director of Finance, supported by the Accountant, Assistant Accountant, Tax Clerk, Utility Clerk, Payroll Clerk, Accounts Payable Clerk, Accounts Receivable (PT) and Cashier as required.

The Tax and Utility Clerk have a higher time allocation to customer service due to the nature of the roles, versus the remaining roles that are largely internal service providers. The departments resource allocations have been consistent over the past ten years.

Over the last ten years staffing in the department has remained at a similar level. The workload is very cyclical in nature, starting with:

- Renewal of the five-year financial plan;
- Completion of the audit and financial statements,
- Setting tax rates based on adopted financial plan;
- Year end reporting;
- Tax notices and collection;
- Grant reporting and associated audits, when required;
- Permissive tax exemptions;
- Project work & process improvements;
- Preparing for upcoming financial plan.

Throughout the year the weekly, bi-weekly and monthly regular process for:

- Accounts payable;
- Accounts receivable;
- Utility accounts processing every four months (external customer service provider);
- Property tax account maintenance, including tax sale;
- Procurement support;
- Monthly & quarterly reconciliations;
- Payroll activities.

Further, on an ongoing basis:

- Insurance issues as it relates to property and liability;
- Research and investigation for Administration and Council as required;

Administration has been reviewing and assessing each role's tasks and since March of this year some staff have been tracking their workflows to support this report. The attached "*Financial and Information Technology Services – Level of Service & Resourcing breakdown*" provides the details for the committee's review and consideration.

Information Technology (IT)

Currently has one exempt, four full time roles. The exempt role is the Manager of Information Technology, Systems Analyst, Software Analyst, PC Support & Lan Technician, RCMP – PC Support / Lan Technician. IT is integrated within all City services; every department relies on the services from this resource. Over the past two years the resource allocation increased by one and a half full time equivalent roles.

The IT department manages virtually all technology in the service delivery throughout the City, including:

- Electronic equipment and software;
- Evergreening of the assets and plans for upgrades;
- All system and network upgrades,

- RCMP technology needs – increasing to include body cameras;
- Software licensing;
- IT help desk for operations, applications, updates and training.
- Water and Wastewater Communications (SCADA).

IT has begun to improve time allocation and tracking through our project accounting module, starting in late March of this year. Tracking will enable Administration to refine and improve the service level discussion for IT. In the meantime, Administration has used the limited data and assessed through review and interviews what are the usual activities within the department. The attached *“Financial and Information Technology Services – Level of Service & Resourcing breakdown”* provides the details for the committee’s review and consideration.

Asset Management

Currently a single exempt role for asset management has been resourced, the role was filled in April of 2024. This new resource will support all asset management initiatives across the organization. The *Strategic Asset Management Plan* and best practices will guide the organization and support the long-term planning for the City as it relates to all of our assets and the overall level of service. This role is currently reviewing the asset management and systems data, restarting the asset management working group, among other activities. Updates will be provided in the quarterly reports and future level of service reporting as the role is further defined.

IMPLICATIONS

Levels of service should be considered if there is a desire to increase or decrease resources in the Financial Plan. Any adjustments should be carefully considered and understood in order to have the desired outcomes intended by Council. The impacts of resource changes need to consider the short term and long-term impacts, as the intended impact may not align with the outcomes of resource changes.

COMMUNICATIONS

Administration will provide information related to level of service where and when it is required.

BYLAWS/PLANS/POLICIES

Establishing and maintaining levels of service across City departments ensures alignment with the goals and strategies set out in Council’s 2023-2027 Corporate Strategic Plan:

- 3.1 The highest and best use is made of City-owned assets.
- 3.2 The City citizens receive the best value from its service providers.
- 3.3 The City provides quality services to residents.

SUMMARY

Level of service is a method that quantifies resources and the ability to deliver services that the public requires or desires in the community. Since the City was incorporated Councils have been setting the current levels of service that we enjoy as a community today, in turn, the resources required to perform that activity. This internal review of service levels will be presented by all departments and Administration will seek to provide regular updates and changes as resourcing needs are considered by Council.

ATTACHMENTS/REFERENCE MATERIAL

- *Financial and Information Technology Services – Level of Service & Resourcing breakdown*

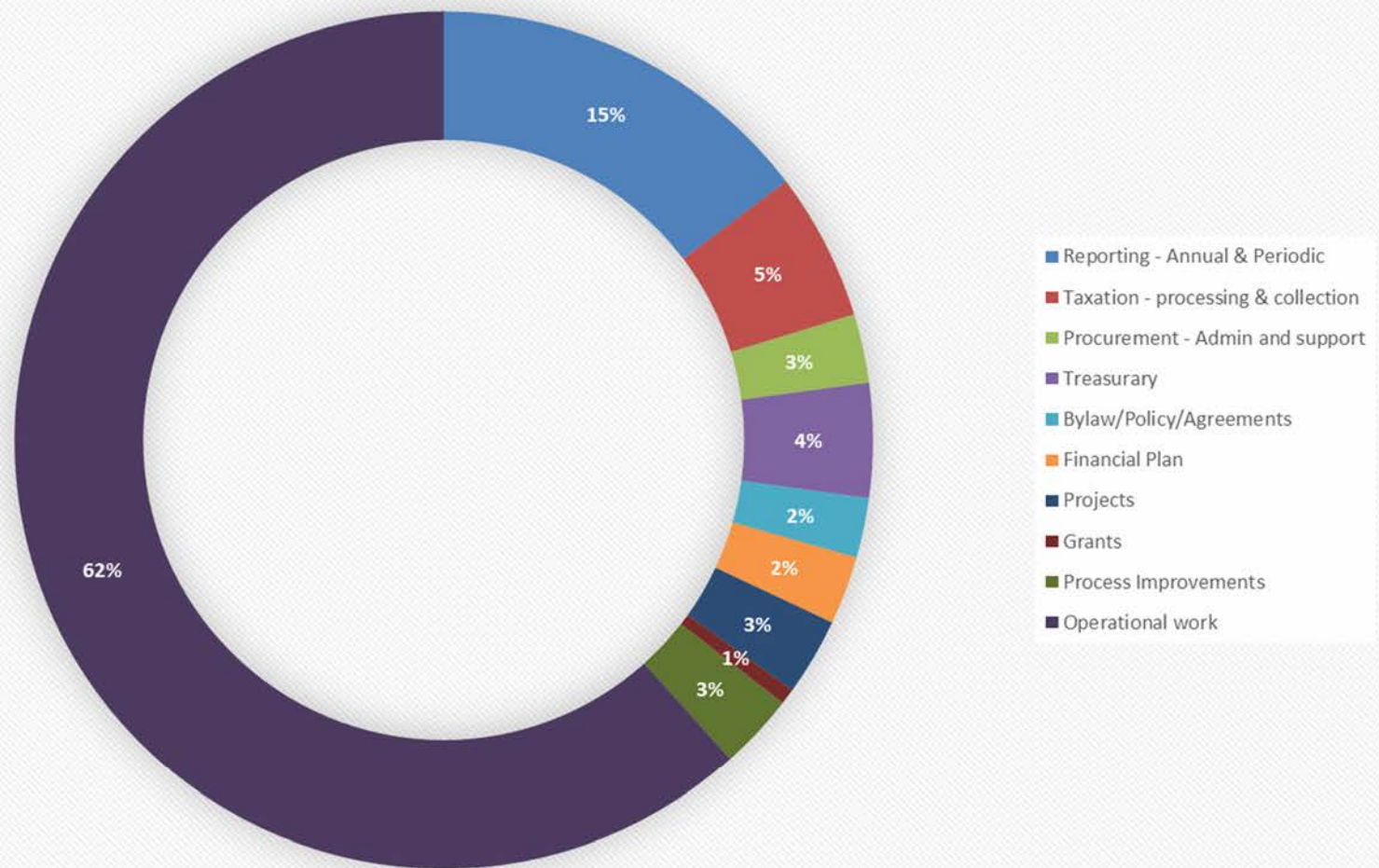
Finance & Information Service Department - Level of Service

Finance Department - 2024	%	\$
Reporting - Annual & Periodic	14.69%	137,640
Taxation - processing & collection	5.58%	52,229
Procurement - Admin and support	2.59%	24,275
Treasury	4.31%	40,353
Bylaw/Policy/Agreements	2.25%	21,092
Financial Plan	2.58%	24,158
Projects	2.91%	27,285
Grants	0.60%	5,637
Process Improvements	2.85%	26,721
Operational work	61.63%	577,294
Totals	100.00%	936,684


Asset Management - 2024	%	\$
Leading asset management initiative	100.00%	97,500

Information Technology - 2024 (includes RCMP IT staff)	%	\$
IT Support Services	100.00%	545,967

Finance Department - Level of Service Task allocation



Date: June 10, 2024
File No: 3950-20
To: Committee of the Whole
From: M. Fox, CAO
Subject: Leasing Policy for City-Owned Properties

Prepared by: PAT DEAKIN <hr/> P. DEAKIN Economic Development Mgr.	Supervisor: M. FOX <hr/> M. Fox, Chief Administrative Officer	CAO Concurrence:  <hr/> M. Fox, CAO
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RECOMMENDATIONS

THAT Committee of the Whole recommend Council approve a comprehensive Leasing Policy for City-Owned Properties, and further

THAT Committee of the Whole recommend that Council for the City of Port Alberni issue a Request for Proposal for a third-party to manage the lease agreements at Harbour Quay with costs to come out of Harbour Quay lease revenue.

PURPOSE

The purpose of this report is to present a comprehensive Leasing Policy for City-Owned Properties and to recommend that Council consider utilizing a third party to manage these lease agreements.

BACKGROUND

Each year, administration for the City prepares and Council executes leases for a variety of City-Owned Properties. Most of these leases utilize a template though the City does not currently have a comprehensive lease policy. A policy provides clarity to staff and the public of the requirements of leasing City property and allows Council to establish key considerations to include in lease negotiations.

The proposed policy identifies high level items to be considered in all of the leases of City property. These include, but are not limited to:

- Property will be leased for fair market value.
- capital improvements to leased property will be paid for by the tenant either as an upfront capital contribution or to be recovered by the Municipality as additional rent in the terms of the lease.
- 50% of revenue from the lease will be allocated to the asset management reserve for the improvement to the City's assets.
- The City will require all tenants to carry their own insurance as determined by the Municipality but not limited to property and liability coverage in amounts deemed appropriate for the property, the business and the tenant. All tenants will be required to name the Municipality as an additional insured.

The policy establishes a priority list for the allocation of City property, unless otherwise directed by Council:

- Municipal purposes including administration, program and service delivery;
- Municipality funded agencies, boards and committees;
- Agencies with fee for service agreements with the City; and
- Not-for-profit organizations, other levels of government and the general public.
- For profit businesses at fair market value.

Harbour Quay has been identified by Council as a space designated for entrepreneurial activity and as such falls under specific direction from Council for the space to be used by businesses at fair market value.

An appendix specifically for leases at Harbour Quay has been included in the policy because of the frequency for which these are issued. Given the amount of staff time devoted to merchant concerns at Harbour Quay, a recommendation that a third party manage those leases is also being made.

ALTERNATIVES/OPTIONS

1. That Committee of the Whole recommend Council approve a comprehensive Leasing Policy for City-Owned Properties, and further
2. That Committee of the Whole recommend that Council for the City of Port Alberni issue a Request for Proposal for a third-party to manage the lease agreements at Harbour Quay with costs to come out of Harbour Quay lease revenue. The Committee may provide additional recommendations to be included in the policy prior to it being brought to Council for consideration.

ANALYSIS

An overarching lease policy provides transparency of the leasing process to the public. It also provides clear direction from Council for the preparation, execution and administration of leases. Ensuring that 50% of the revenues from leases are allocated to asset management ensure that there is funding for when assets need to be maintained or replaced by the City. Leasing City property at fair market value ensures the highest and best use of City assets, compensation for staff time and resources, and that there is no benefit provided to private business to comply with the *Community Charter*.

Utilizing a third party to manage the lease agreements down at Harbour Quay would reduce the demand on staff time in administering the Harbour Quay leases.

IMPLICATIONS

Approval of the policy aligns with several goals in Council's 2023-2027 Corporate Strategic Plan, assures the community that Fair Market Value is a pre-eminent consideration in issuing a lease and provides a platform for greater recovery of staff time in administration of the leases. 50% of revenues will be allocated for asset management.

COMMUNICATIONS

The Policy will be incorporated in the Policy Manual available online. Leasing opportunities for City-Owned Properties would reference the Policy.

BYLAWS/PLANS/POLICIES

The following goals in Council's 2023-2027 Corporate Strategic Plan are met with this initiative:

- 3.1 The highest and best use is made of City owned assets
- 3.2 The City's citizens receive the best value from its service providers
- 3.3 City provides quality services to residents
- 4.2 City infrastructure is renewed in a sustainable and environmentally conscious manner
- 5.1 The community is aesthetically appealing and there are locally authentic public spaces, Citizens are proud of their community

SUMMARY

Committee of the Whole is being asked to recommend that Council for the City of Port Alberni approve a comprehensive Leasing Policy for City-Owned Properties and recommend that a request for proposal be issued for a third party to manage the Harbour Quay lease agreements.

ATTACHMENTS/REFERENCE MATERIALS

Proposed Comprehensive Leasing Policy with Appendix

Copies:

Danielle Leurebourg, Director of Corporate Services

Sara Darling, Deputy Director of Corporate Services

POLICY No. 4005-1 | Municipal Lease Policy

Approved:

Resolution No.:

Date of Last Review:

CITY OF
PORT ALBERNI



1) PURPOSE

The Purpose of this policy is to establish guidelines for leasing property owned by the City of Port Alberni. The terms Municipality, City and CPA are used interchangeably throughout this document.

2) POLICY STATEMENT

This policy applies to all new agreements and existing agreements upon renewal, for occupancy of City property defined as Revenue Leases.

3) DEFINITIONS

Appraisal: An estimate or opinion of the rental value of lands and/or buildings. Usually, it is a written statement setting forth an opinion of the value of property as of a specified date supported by presentation and analysis of relevant data.

Community Lease: An agreement to the lease of property at rates below market value to community organizations that deliver services and programs in alignment with Municipal services and programs.

Fair Market Value: The rate that a property would most likely command on the open market, as evidenced by current rentals/fees being paid for comparable property and for similar uses.

Gross Lease: An agreement in which the tenant pays a fixed rate of rent, and the landlord pays all maintenance, utilities, taxes and capital costs without further adjustment from the tenant.

Lease: An agreement between a landlord and a tenant for exclusive occupancy including grant of rights for a specified period of time and for a specified consideration (rent).

Net Lease: An agreement in which the tenant pays a base rent plus its proportionate share of maintenance, insurance, utilities, property taxes and other operating costs related to the tenant's occupancy of the property. Allowance for capital costs are included in the base rent paid to the Municipality.

Not-for-profit: Corporation without share capital incorporated under the Societies Act of BC for the purpose of carrying on, without pecuniary gain to its members, including, without limitation, agricultural, artistic, benevolent, charitable, educational, environmental, patriotic, philanthropic, political, professional, recreational, religious, scientific, social or sporting purposes, or the like objects.

Property: For the purpose of this policy, property is intended to include all real property defined as land, buildings, and structures.

Revenue Lease: The lease of Municipal owned property to a third party, group or individual.



4) GOALS

- 4.1 Provide a framework for managing leases that is fair, transparent, and accountable.
- 4.2 Ensure returns to the Municipality that are fair, reasonable and are in the best interests of the taxpayers of the City.
- 4.3 Abide by the requirements of the Community Charter, the Local Government Act, the (BC) Assessment Act, other applicable statutes and any other Municipal policies that pertain to or impact the leasing of property.

5) ROLES AND RESPONSIBILITIES

- 5.1 Council – Council or its delegated authority will approve all individual leases.
- 5.2 CAO – The CAO will review policies related to leasing and make recommendations to Council.
- 5.3 Director of Finance – Maintain financial accounting systems necessary to track the payment of rents, issue invoices as necessary and assist staff with annual reconciliation of rents.
- 5.4 Director of Corporate Services – The Director of Corporate Services may develop a lease and may also consult a lawyer to provide advice to Corporate Services and other staff in the development of leases including form of lease, terms and conditions. At the request of the Director of Corporate Services, a lawyer may review and confirm satisfaction of leasing documents including execution of documents by the Municipality. A lawyer may assist staff with legal responses to leasing matters as they arise.

6) POLICY DETAILS

6.1 Compliance with Policy:

This policy is to be administered in accordance with the Municipality's policies and strategies related to real property including acquisition, facility management, asset rationalization, asset management and disposal.

6.2 Allocation of Property

6.2.1 Use of municipally owned property shall be subject to the following order of priority, unless directed differently by Council:

- Municipal purposes including administration, program and service delivery;
- Municipality funded agencies, boards and committees;
- Agencies with fee for service agreements with the City; and
- Not-for-profit organizations, other levels of government and the general public.
- For profit businesses at fair market value.

6.2.2 The Municipality will invite lease offers through open advertisement.

6.2.3 Nothing shall fetter the absolute discretion of Council to lease property on such terms and conditions as may be fixed by Council for purposes which it deems to be in the best interest of the municipality whether or not the lease is to the party who has presented the best offer.

6.3 Fair Market Value

The lease of Municipal property will be at fair market value based on an appraisal of similar properties and the rate that the market will pay for said property. It may also include consideration of the potential for growth and the cost to replace the property. Lease rates may vary depending on type of use.

6.4 Appraisal

Council may or may not require a commercial appraisal of the subject property prior to leasing. In instances where a review of comparable properties and uses can be done by City staff or a realtor contracted by the City instead of a commercial appraiser, the value determined that way may be considered fair market value. If a prospective tenant wishes to dispute the appraisal, they will contract an appraiser and pay for those services themselves. The appraisals will then be considered by Council.



6.5 **Written Leases**

All leases will be in a written form satisfactory to the CAO.

6.6 **Approval of Leases**

Occupancy of any and all property will require terms and conditions to be approved by Council or their delegate.

7) ALLOCATION OF COSTS

- 7.1 Unless there is a compelling business case to do otherwise, all leases will be written as net leases with the tenant responsible for payment of their share of all operating costs included but not limited to taxes, property taxes, utilities, maintenance, insurance and other costs related to the tenant's occupancy of the property. If a gross lease format is required, it will include an allocation for all operating costs as described.
- 7.2 Unless there is a compelling business case to suggest otherwise, all capital improvements to leased property will be paid for by the tenant either as an upfront capital contribution or to be recovered by the Municipality as additional rent in the terms of the lease.
- 7.3 In the instance where the leasing party wishes to perform capital improvements themselves, all City regulations, processes, permits and bylaws will be adhered to and paid for by the lease holder.
- 7.4 Capital improvements made by a tenant will become, without compensation, a City asset unless otherwise agreed to in writing at the time the investment was made.
- 7.5 50% of revenue from the lease will be allocated to the asset management reserve for the improvement to the City's assets.

8) ENVIRONMENTAL DUE DILIGENCE

- 8.1 Prospective tenants will be required to complete a pre-screening survey to identify in detail, all materials, pollutants, including but not limited to, chemicals and related items that may be used and/or stored on the leased property. Municipal staff will seek assistance from the Port Alberni Fire Department to assist in determining suitability of the tenant for occupancy and/or terms and conditions regarding any materials of concern.
- 8.2 An inspection of the environmental conditions in and on the property will take place at the end of the lease. If the condition of the property has been negatively impacted by its tenancy, the lessee will be responsible for returning the property to its pre-lease condition within 14 days. If the tenant fails to do this themselves, the City will attend to it and deduct the cost of doing so from the damage deposit. In the event that the cost of cleanup is more than the damage deposit, the City will invoice for the outstanding costs.
- 8.3 All leases will have a provision that the tenant must agree that any decision made by the Municipality with respect to the operation of the leased property during the term of the lease will be considered to have been made by the Municipality acting reasonably and will cooperate with the Municipality in implementing these changes.

9) UNSOLICITED PROPOSALS

Unsolicited requests to lease Municipality property will normally result in a Request for Proposal (RFP) for that asset. If an RFP is issued, the party making the original inquiry may alter their original unsolicited proposal in response to it if they so desire. Council at any time may direct administration to implement a different process leading to tenancy.



10) RENT INCREASES

Leases will be negotiated with appropriate terms that will allow the Municipality to increase rents annually.

As a minimum standard, rent increases will be negotiated as an annual increase in line with the Consumer Price Index for British Columbia.

For leases with terms of 5 years or more, the Municipality will include provisions in the lease which permit rents to be reviewed at market rates of no more than 5-year intervals. In an instance where the lease is being extended beyond 5 years, public notice will be issued declaring the extension, the change in lease rate and the rationale for the change in lease rate.

11) INSURANCE

The Municipality will not extend its insurance coverage to tenants unless directed by Council.

The City will require all tenants to carry their own insurance as determined by the Municipality but not limited to property and liability coverage in amounts deemed appropriate for the property, the business and the tenant.

All tenants will be required to name the Municipality as an additional insured.

12) COMMUNITY LEASES

The Municipality may consider community leases subject to the provisions of this subsection of the policy and the availability of funding. Otherwise, all other sections of this policy will apply including requirements for written agreements, insurance, environmental and financial due diligence and compliance with environmental sustainability objectives as may be determined by the Municipality.

Tenants must meet the following minimum eligibility requirements to be considered for a community lease:

- Must be incorporated as a not-for-profit organization in good standing with provincial or federal authorities to be considered for a lease;
- Non-incorporated organizations may be considered for license agreements provided acceptable insurance can be provided.
- Programs and services must be in alignment with or complement programs and services of the Municipality.

The CAO will further evaluate the request for a community lease subject to the following general criteria:

- Degree of alignment with Municipal programs and services
- Demonstrated need/demand/gap in community that is not being met by the Municipality or the private sector.
- Degree to which the group is the main provider of its particular activity for the Municipality.
- Assessment of suitability for proposed space
- Assessment of the benefits to be provided in return for community lease
- Sustainability of the organization
- Appropriate controls in place to ensure financial accountability and governance
- CAO must support the grant (the decrease in FMV)
- Assessment of ability to pay based on financial strength of the applicant

The Municipality may consider a grant for a portion of or all of the rent for a community lease within Municipal buildings including base rent, operating costs and taxes. The Municipality will contribute 50% of market value from taxation to the asset management reserve if all rent is covered.

Tenants may be required to submit reports at the discretion of the Municipality to maintain eligibility for a community lease. Such reports may include request for information on the group's activities, membership, revenues and expenses.



The Municipality reserves the right to terminate community leases.

13) TRANSPARENCY

All municipal assets that may be leased shall be listed as an Appendix to this policy and updated every five years. For clarity, this is simply a listing of assets owned by the City where a lease may be contemplated. The Appendix will include assets that are already leased and some that are not.

A member of the public may submit a formal request for a copy of a lease agreement under the [Freedom of Information and Protection of Privacy Act..](#) ⁱ

Information about submitting a request is provided on the City's website and may be accessed by typing 'Freedom of Information' in the search bar.

14) RIGHT TO ASSIGN LEASING RESPONSIBILITIES

Where it can be shown it is in the best interests of taxpayers, the City has the right to assign lease responsibilities for an asset or an entire group of assets to a third party, subject to provisions in the Collective Agreement. For clarity, an example of 'an entire group of assets' is the City-owned properties in Harbour Quay.

15) FREE MARKET

The City will exercise judgement as to whether a business or non-profit looking to lease a municipal asset is in the community's best interest. However, the City will allow the market to determine the composition of businesses in municipal assets and will not restrict competition in those assets.

16) SUPPORT FOR CITY'S GUIDING DOCUMENTS

Leases will support the goals and strategies of Council's Corporate Strategic Plan, statements in Departmental Master Plans and provisions of the Official Community Plan.

17) DAMAGE DEPOSIT

All leases shall require a damage deposit equal to half of the first month's rent at the outset of the tenancy. Also at the outset of the tenancy, the lessee will be required to give written consent to have the City keep all or a portion of the damage deposit in the event where damages occur to the property while in possession of the tenant, and the tenant does not repair the damage or reimburse the City. In the event of unpaid rent, that shall also be deducted from the damage deposit. Where unpaid rent or damages exceed the damage deposit, the tenant shall be invoiced for that.

18) CONDITION OF PROPERTY BEING LEASED

Prior to taking on a lease, the leasing party will conduct an examination of the municipal premises with two City staff members and complete a condition assessment which shall form part of the lease. The condition assessment will be reviewed at the termination of the lease in another examination of the premises. Any damage to the premises not noted in the first assessment shall be deducted from the damage deposit before it is returned to the leasing party. In the event that the damages exceed the deposit, the former tenant shall be invoiced for the additional amount.

19) TIME IS OF THE ESSENCE

Once agreed upon, the City shall deliver the lease and renewal leases in a timely manner. Where a tenant believes the lease or lease renewal has been unduly delayed, they may appeal the matter to the CAO and failing resolution, may then appeal to Council.

20) KEYS

Every tenant shall be provided with one key. Additional keys may be purchased at a cost of twenty-five dollars (\$25.00). All keys will be returned to the City at the termination of the lease. If a bare land lease it would be the lessee responsibility to secure the property.



21) PERMITTED USES

The lease shall set out the permitted uses of the premises as well as any restrictions or exclusions on the tenant's use or intent of lease. These could include restrictions on subleasing, noise levels, smells and hours of operation. As stated in the FREE MARKET clause above, competition among lessees will not be restricted even in adjacent premises.

22) UTILITIES

The tenant shall be responsible for hydro, water, natural gas, garbage collection, recycling, leaf and snow clearance. In the event that a tenant is engaging in food preparation, all provisions of the BC Plumbing Code will be adhered to.

The City will endeavor to ensure that all premises are metered separately for hydro, water and natural gas.

In the instance where a property being leased is not serviced by natural gas, the tenant may utilize propane subject to all building code provisions.

Regardless of form (natural gas or propane) all fittings and devices must be installed by a certified supplier.

23) LEASE TEMPLATE

Templates shall be appended to this policy so that individuals contemplating a lease of municipal assets may get a sense of the conditions of lease. The attached lease types are,

1. Harbour Quay premises

24) SHARED WASHROOM FACILITIES

Where the premises being leased do not have their own washrooms, and these are shared with other tenants and are used by the customers of all tenants, the City will maintain the facilities.

25) PARKING

The City is not responsible for providing parking for the lease holder or public. The lease holder accepts the parking currently in the location and understands that as the City continues to change, parking may change too.

26) PEST CONTROL

The tenant is responsible for pest control in their premises and must adhere to actions designed to ensure their operations do not attract rodents, birds or insects.

27) GOOD CONDUCT WITH NEIGHBOURS

The City expects that tenants adjacent to or in close proximity of one another will endeavor to be on good terms with their neighbours and will work to resolve disputes amicably without involving the City staff or Council. Some leases with the City may require good neighbor agreements with surrounding lessees.

28) COMMUNICATION

The city will endeavor to provide a single point of contact for lessees to communicate with. Lessees are expected to provide a single point of contact for the lessor (City or its delegate).

29) LEASE TEMPLATE

All additional clauses in the lease template(s) shall apply. In instances where there are contradictions between the template and the lease policy, the Director of Corporate Services and the CAO will determine which clause(s) apply.



APPENDIX A.1
LEASE TEMPLATE FOR HARBOUR QUAY PREMISES

Sharie Minions
Mayor

Danielle Leurebourg
Corporate Officer



**LEASE AGREEMENT
ALBERNI HARBOUR QUAY – UNIT #XX**

THIS AGREEMENT made the [day] day of [Month], [Year]

BETWEEN:

CITY OF PORT ALBERNI
4850 Argyle Street
Port Alberni, BC V9Y 1V8

(the “City”)

AND:

Name | Business
Address
Port Alberni, BC XXX XXX

(the “Tenant”)

WHEREAS:

A. The City of Port Alberni has agreed to grant to the Tenant a lease for property legally described as:

Land District 01 UNIT ## AT ALBERNI HARBOUR QUAY – LEASE FROM CITY OF PORT ALBERNI FOR BUSINESS NAME. Licence #HQ##

B. The City and the Tenant wish to enter into a Lease for Unit #XX – 5440 Argyle Street;

C. The City and the Tenant wish to enter into a Lease on the terms and conditions as set out in this Agreement;

D. In accordance with section 26 of the *Community Charter*, the City has published notice in a newspaper of its intention to lease the premises to the Tenant;

NOW THEREFORE THIS AGREEMENT WITNESSES that the Parties covenant and agree as follows:

1.0 GRANT:

1.1 The City leases to the tenant the following property, (“the premises”):

Unit #XX - 5440 Argyle Street
Port Alberni, BC

2.0 TERM:

2.1 This Agreement shall commence on [Month, Date, Year] and shall terminate on the [Day] of [Month], [Year] unless terminated on an earlier date by the City or by the Tenant pursuant to section 10 herein.

2.2 If the Tenant is not in default, the tenant may renew this lease for a further ## years, provided that this option to renew must not be exercised prior to six [6] months before the end of the term, and if exercised must be exercised at least two [2] months before the end of the term by notice in writing to the Landlord. Renewal is subject to the tenant's performance in meeting the terms of the Agreement to the satisfaction of the City of Port Alberni.

3.0 RENT:

3.1 The rent is \$XXX.XX [Dollar value written out] per month, plus applicable taxes, payable in advance on the first day of each and every month of the term.

3.2 The rent shall increase on January 1st of each year at a rate equal to the percentage increase in the B.C. Consumer Price Index for all items for the twelve (12) month period running to October 1st of the preceding year.

4.0 PERMITTED USES:

4.1 The Tenant may only use the premises for the purpose of providing _____ and retail the sale of same.

5.0 TENANT'S COVENANTS:

The Tenant covenants as follows:

5.1 To pay rent as outlined in paragraph 3.1.

5.2 To use the premises only for the purposes set forth in paragraph 4.1.

5.3 To maintain hours of operation and be open to the public generally as follows:

i. 10:00 AM to 9:00 PM seven [7] days/week during the months of May, June, July, August & September; and

ii. 11:00 AM to 7:00 PM four [4] days/week during the months of October, November, December, January, February, March and April.

5.4 To be open during special events on dates and during prescribed hours as determined by the City who will endeavor to provide 30 days' notice of such events by email.

5.5 The tenant acknowledges that during special events, the Alberni Harbour Quay may only allow for pedestrian-only access with access for vehicle loading/unloading being scheduled at specific times as determined by the City.

- 5.6 To pay all water, electrical, gas, garbage collection, security alarm, telephone and other rates and charges imposed for services and utilities in respect of the premises.
- 5.7 To observe and comply at all times during the term of this Agreement with all statutes, laws, regulations and orders of any authority having jurisdiction and, without limiting the generality of the foregoing, all federal, provincial, or local government laws or statutes or bylaws relating to environmental matters, including all the rules, regulations, policies, guidelines, criteria or the like made under or pursuant to any such laws.
- 5.8 To indemnify and save harmless the City, its officers, directors, elected officials, employees and agents from and against any and all losses, claims, costs, expenses, damages and liabilities, causes of action, suits and judgments including all costs of defending or denying the same, and all costs of investigation, monitoring, remedial response, removal, restoration or permit acquisition and including all solicitor's fees and disbursements in connection therewith which at any time may be paid or incurred by or claimed against the City, its officers, directors, elected officials, employees, agents and invitees arising, directly or indirectly, out of:
- (i) a breach by the Tenant of any of the covenants contained in this Agreement;
 - (ii) any wrongful act or neglect of the Tenant on or about the premises;
 - (iii) any damage to property related to the Tenant's use and occupancy of the premises;
 - (iv) the death of or injury to any person arising out of or in any way connected with, directly or indirectly, the Tenant's use and occupancy of the premises.

This section does not apply to liabilities, damages, costs, claims, suits or actions arising out of the gross negligence or willful misconduct of the City, its agents, servants, employees or contractors.

- 5.9 The Tenant shall obtain and keep in force throughout the existence of the Agreement insurance naming the City as an additional insured and protecting the City and the Tenant (without any rights of cross-claim or subrogation against the City) against claims by any person, including any member of the public using the premises, for personal injury, death, property loss or damage, and third party liability or public liability claims arising from any accident or occurrence on the premises or other loss relating to the Tenant's use of the premises to an amount of not less than

Five Million (\$5,000,000.00) Dollars per occurrence (the “Insurance Policy”).

Each insurance policy shall:

- (a) name the City as an additional insured;
 - (b) be issued by an insurance company entitled under provincial law to carry on business in British Columbia;
 - (c) state that the policy;
 - (i) applies to each insured in the same manner and to the same extent as if a separate policy of insurance had been issued to each insured; and,
 - (ii) cannot be cancelled, lapsed or materially changed without thirty (30) days written notice to the City;
 - (d) be maintained for a period ending twelve months after this Agreement is terminated;
 - (e) not include any deductible amount greater than \$10,000.00 per occurrence; and
 - (f) be on other terms acceptable to the City, acting reasonably.
- 5.10 Will not construct, install, affix, place or store or permit the construction, installation, affixing, placing or storage of any buildings, structures, works, lease hold improvements, fencing, material or chattels or anything of any nature, without limitation, without the prior written consent of the City.
- 5.11 To leave the premises in good repair.
- 5.12 Not to assign, sublet or part with possession of the premises, or any part thereof, without leave.
- 5.13 Not to register this lease in the Land Title Office.
- 5.14 Not to carry on any activity, that may be deemed a nuisance, on the premises.
- 5.15 Not to allow any liens to be filed against the premises. If any improvement as defined in the *Builders Lien Act* is made to the premises, the Tenant shall post and maintain notices in accordance with that Act.

- 5.16 To lawfully dispose of all waste and debris created by the Tenant on the premises in a manner satisfactory to the City; to keep the premises free of flammable and/or explosive material; to have on the premises at all times fire extinguisher[s] as advised are necessary by the City; and to immediately notify the City of any fire damage or other damage or hazards in the vicinity of the premises.
- 5.17 The tenant understands that the structures in Spirit Square were built originally to seasonal use standards and as business incubators and were not intended to be used for year-round operations.

6.0 OTHER TENANT COVENANTS:

The Tenant covenants:

- 6.1 To conduct, on an annual basis, a 3rd party inspection of fire extinguishers and fire suppression testing of kitchen equipment [if applicable] and to provide the City with confirmation of same;
- 6.2 To conduct, on a monthly basis, fire extinguisher checks and emergency light testing. Monthly testing may be carried out by the Tenant.
- 6.3 If carrying out interior lease improvements that proper permitting is in place [if required] and acknowledge that all interior improvements are at the sole expense of the tenant;
- 6.4 To repair, replace and/or maintain the following:
- kitchen equipment
 - hot water tank
 - heating/air-conditioning
 - interior lighting, plumbing and electrical
 - Grease traps. Operators shall permit regular inspection by the City to determine the grease traps are being properly operated and cleaned.
- 6.5 Installation and/or maintenance of surveillance system and security alarm if desired by the tenant;
- 6.6 That should extermination services be required; these services are at the sole cost of the tenant.
- 6.7 All improvements made to the interior or exterior of the building shall become the property of the City once the tenant vacates the premises;

7.0 CITY'S COVENANTS:

The City covenants:

7.1 For quiet enjoyment.

7.2 To conduct the following annual inspections:

- fire, fire alarm testing [panel | heat/smoke detectors];

7.3 To repair and keep in proper working order roof/gutter systems;

7.4 To repair damages to the exterior of the building caused by vandalism including window breakage and/or damage to doors;

7.5 To repair/replace exterior building and/or walkway lighting; and

7.6 To carry out electrical repairs related to the main panel or service.

8.0 RE-ENTRY:

8.1 Proviso for re-entry by the City on non-payment of rent or non-performance of covenants.

9.0 TENANT'S BANKRUPTCY:

9.1 If the Tenant becomes bankrupt, this lease shall be terminated immediately.

10.0 TERMINATION:

10.1 Despite the term of this lease, it may be terminated by either party upon sixty (60) days written notice to the other party of its intention to terminate.

10.2 On the termination of this lease, the Tenant shall, at its own expense and if the City requires, remove all fixtures and improvements installed by the Tenant on the premises.

10.3 In case the premises, or any part thereof, is damaged by fire or tempest so as to render it unfit for the Tenant's use, the lease shall immediately come to an end.

11.0 HOLDING OVER:

11.1 If the Tenant continues to occupy the premises after the end date of the term and the City accepts rent, then the tenancy created shall be deemed to be on a month-to-month basis and the Tenant shall continue to comply with all other terms and conditions of this agreement.

12.0 NOTICES:

- 12.1 Any notice or other writing required or permitted to be given to any party shall be sufficiently given if delivered by hand, or if sent by prepaid courier or if transmitted by facsimile to such party:

in the case of a notice to the Tenant, at:

NAME

Address | Port Alberni, BC XXX XXX

Email:

in the case of a notice to the City, at:

CITY OF PORT ALBERNI

4850 Argyle Street | Port Alberni, BC V9Y 1V8

Attention: Corporate Officer

Email: corp_serv@portalberni.ca

or at such other address or addresses as the party to whom such notice or other writing is to be given shall have last notified the party giving the notice in the manner provided in this section. Any notice or other writing sent in compliance with this section shall be deemed to have been given and received on the day it is so delivered unless that day is not a business day, in which case the notice shall be deemed to have been given and received on the next day that is a business day.

13.0 ENUREMENT:

- 13.1 This lease enures to the benefit of and is binding on the respective successors and permitted assignees of the parties.

14.0 INTERPRETATION:

- 14.1 The singular includes the plural and vice versa; the masculine includes the feminine and vice versa. The headings are inserted for convenience of reference only and do not affect the construction or interpretation of this lease.

15.0 INTEREST CHARGES:

- 15.1 The Tenant shall pay the City interest at a rate of 2% monthly on any overdue rent or amounts payable under this lease.

16.0 **OTHER TERMS:**

- 16.1 The Tenant and its employees shall park only in areas approved or designated by the City.
- 16.2 The tenant understands that the City is not obligated to create parking spaces for their customers.

IN WITNESS WHEREOF the parties have executed this Lease Agreement on the date written below.

CITY OF PORT ALBERNI

By its authorized signatories:

Mayor

Corporate Officer

Date: _____

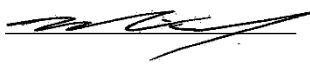
TENANT – Unit #XX | Alberni Harbour Quay

By its authorized signatories:

Name:

Date: _____

Date: May 30, 2024
File No: 6750-20
To: Committee of the Whole
Subject: Options for Façade Improvement Project Allocation

Prepared by: P. DEAKIN <i>Manager of Economic Development</i>	Supervisor: M. FOX <i>M. FOX, Chief Administrative Officer</i>	CAO Concurrence: 
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RECOMMENDATION

THAT Committee of the Whole recommend to Council that the current \$50,000 allocation for the Façade Improvement Program be invested in a placemaking initiative.

PURPOSE

This report provides the Committee of the Whole with options for investing the prior allocation to the Façade Improvement Program in Fiscal 2024.

BACKGROUND

The *Community Charter* generally prohibits local governments from assisting businesses; however, local governments are able to implement programs, policies and services that support economic development in their communities. Municipalities may also enable business promotion through business improvement areas and specified tax exemptions.

In 2015, City Council was considering a Commercial Revitalization Tax Exemption Bylaw (CRTEB) so business owners throughout the community were surveyed and asked three questions:

1. Are you contemplating an investment in your building?
2. If so, how much do you anticipate spending?
3. What incentive could we provide that would ensure your investment?

The majority of those business owners who were thinking of an investment were talking \$20K or less. As such, Council ended up adopting a Façade Improvement Program (FIP) rather than a CRTEB and allocated \$50,000 annually to the Program.

The Program provided matching funds of up to \$5,000 per premise with an additional \$1,000 for buildings with two visible facades and another \$1,000 for buildings located in Council's priority commercial districts/neighbourhoods. The priority districts were uptown (South Port), lower 3rd and 4th Avenue and lower Johnston Road. Commercial and multi-family buildings were eligible; City buildings leased for commercial spaces were not eligible.

Community Futures Alberni-Clayoquot subsequently offered to administer this program for us. They, did up a compelling document deigned to encourage applications, designed a fast approval process, doubled the funding available and brought an architect to the process. A couple of years later, the allocation available returned to the \$50,000 provided by Council and the architect's services were incorporated into each individual approval.

The Façade Improvement Program has facilitated improvements to more than 50 facades and leveraged the amount being invested in buildings to an estimated \$1 million. The approach used for the program has been adopted by the municipalities of Trail, Powell River and Esquimalt after their respective searches throughout the province for a program that is impactful.

Through the 'pandemic years', business owners told us they had a hard time securing a contractor to do the improvements given that the City's month of May budget approval timeline coincided with the start of the summer building season just as contractors are getting busy. As such, in 2022 Council approved early funding for the Program to try and alleviate that issue.

However, rising costs of renovation meant that most Façade Improvement Projects ended up with an estimated cost of more than \$25,000 and consequently needing to apply for a Development Permit. This added time and a small additional cost to the process. The Program was paused in 2023 and staff were asked to identify other options that might also assist the small business community.

\$56,000 in funding for the Program is in the current five-year financial plan. That includes \$50,000 for the FIP. An additional \$6,000 is paid to Community Futures for administration of the Façade Improvement Program, the Provincial Nominee Program and the 'Choose Port Alberni' investment attraction website on the City's behalf.

Before listing some alternatives, it is important to point out that a number of programs already provide direct support to the small business community. For example, and locally, the City secured \$70,000 in funding for a Community-Based Advisor position. This work was contracted out to Community Futures Alberni-Clayoquot (CFA-C) who leveraged that with funding from several other programs then contacted more than 500 businesses about support opportunities. More than 50 of those businesses accessed assistance in the form of loans, help in writing loan and grant applications, one-on-one business expertise, training, e-commerce solutions and marketing.

ALTERNATIVES/OPTIONS

A number of options are provided; it is to be noted that this list is not exhaustive.

1. Invest in a 'placemaking' program
2. Address the empty storefronts throughout the community
3. Reinstate the Façade Improvement Program
4. Invest in a Business Improvement Area (BIA) program
5. Implement a 'shop local' campaign with an incentive
6. Make the funding available for a business security initiative

ANALYSIS

Option 1: A Commercial District Placemaking Program

Wikipedia defines placemaking as “...a multi-faceted approach to the planning, design and management of public spaces. Placemaking capitalizes on a local community's assets, inspiration, and potential, with the intention of creating public spaces that improve urban vitality and promote people's health, happiness, and well-being.”

An article on Placemaking and its Impact on the Commercial Real Estate Industry describes its significance for creating safe and accessible spaces, driving economic development, improving quality of life, promoting sustainability and resilience, as well as fostering innovation. Its benefits are touted as increased property values, attraction of commercial tenants, provision of a foundation for long term investment and mitigation of the risk of economic recessions.

<https://www.linkedin.com/pulse/placemaking-its-impact-commercial-real/>

Programs such as these have shown their value in other communities. Locally, Gaiga Square is a privately funded placemaking initiative in the uptown. The banners in the Rotary Arts District are also a placemaking initiative. Arranging for ‘pop-up’ shops in empty commercial buildings, sponsoring art installations, murals, tree planting, pathways and street festivals are also examples of placemaking. This initiative would add vibrancy to the areas invested in. The Island Coastal Economic Trust and 4VI have partnered in a Community Placemaking Program that could be applied to in order to leverage funding.

Neither the City nor the merchants have had any recent experience with a Placemaking Program implying a learning curve. Placemaking initiatives will also require maintenance and asset management responsibilities. There are, arguably six separate business districts in Port Alberni (upper Johnston Road, lower Johnstone Road, 10th and Roger, 10th and Redford; uptown and lower 3rd & 4th) so deciding how to allocate the funds is likely to be problematic. Small business owners are likely to suggest the benefit to the businesses is intangible.

Option 2: Address the empty storefronts in the community.

Although the number of empty storefronts is slowly diminishing, many remain without evidence of efforts to lease or sell them. A few attempts have been made in the past decade to try and populate those buildings. These include Commercial Revitalization Tax Exemption Bylaws, a proposal to have art galleries on the bottom floor and accommodation above, papering the windows of the buildings with large posters describing permitted uses, a Building Standards Bylaw, a Property Maintenance Bylaw, a proposed pilot to buy and renovate selected buildings and research into the commercial composition of thriving communities. Major impediments to taking on any of the empty buildings include the cost of bringing the buildings up to current code, difficulty in getting landlord buy-in, changes in shopping habits and increased entrepreneur interest in home-based businesses.

This might accelerate the take-up of empty commercial spaces thus increasing vibrancy. A focus on resolving the issue might inspire solutions. There is no ‘sure-fire way’ of resolving the issue exists within current City resources. Any (attempted) resolution will place extra demands on a few City departments.

Option 3: Reinstate the Façade Improvement Program

The Program has proven its value. The \$50,000 allocation has leveraged many times that amount in improvements to buildings and, anecdotally, improved business for the owners. There are invariably inquiries about the Program in advance of its implementation.

The Program has become increasingly time consuming to administer and has become the source of complaints about the need for Development Permits. There has also been some concern that the potential impact of the Program is diminished because it is not focused in one area of the City so the visibility is not as great as could be. The Program benefits a limited number of businesses each year.

Option 4: BIA

To quote provincial documents: 'A business improvement area is a local service area established by a municipal council where business and light industry property owners finance activities to promote business. Removing graffiti, holding events and conserving heritage property can improve the local economy and advance the social well-being of the community.'

<https://www2.gov.bc.ca/gov/content/governments/local-governments/governance-powers/economic-development/municipal-business-promotion/business-improvement-areas>

A BIA may engage business owners in improving their area and support the businesses which desire to take additional responsibility for their success. There are, as mentioned above, arguably six separate business districts in Port Alberni (upper Johnston Road, lower Johnstone Road, 10th and Roger, 10th and Redford; uptown and lower 3rd & 4th) so deciding how to allocate the funds is likely to be problematic. Neither the City nor the merchants have had any recent experience with a BIA program implying a learning curve. Conversations with many of the merchants suggest they do not have the time to invest in this type of initiative nor the funds to leverage what might be available from Council.

Option 5: Implement a 'Shop Local' Campaign

The City, Alberni Valley Chamber of Commerce and Community Futures Alberni-Clayoquot have implemented a number of Shop Local campaigns in the past, some of which generated attention beyond the community and garnered requests of the 'how did we do it?' nature. Alberni Valley Tourism and the City have also promoted Shop Local campaigns through video featuring, for example, a small selection of women-owned shops. Most of these campaigns have taken place prior to Christmas.

During Small Business Month (October) in 2023, the Canadian Federation of Independent Business initiated a 'Small Business Big Thank You' contest that, each week during the month gave \$1,000 to an individual (drawn from amongst those who entered) and \$1,000 to the business they gave a 'shout-out'/thank you to.

A variation of the Shop Local campaign, a Local Passport Program would require people to get their 'passport' stamped by a number of merchants then it could be submitted for a weekly draw of a cash prize. If the prizes were set at \$1,000 each the program could run for a full year. As with the Shop Local campaign, this would generate positive publicity.

The initiative would generate positive publicity for some locally owned businesses and would increase spending locally if stipulations were put on the amounts given away. If the amounts were reduced to \$500 for each of the advocate and business and drawn once per week, this kind of program could run for a full year. There is no guarantee that a shop local campaign would induce any new spending locally.

Option 6: A Business Security Initiative

In 2019, the City initiated an Enhanced Security Initiative pilot project for commercial properties. One year later, it was expanded to include residential properties with a total allocation of \$50,000. It was also a matching contribution program of up to \$1,000 approved for business surveillance cameras, exterior lighting, reinforced doors, etc.

A variation of this would be an anti-theft/anti-shoplifting program. Many if not most merchants tell us that shoplifting is an epidemic, their losses from this activity are increasing every year and that the people doing it are increasingly bold in their efforts.

In discussions with some merchants, we hear that many of them may value a Business Security Initiative or an anti-theft program more highly than other options intended to support the small business community. The provincial government has a 'Securing Small Business Rebate Program' which offers rebates of up to \$2,000 to repair vandalism and up to \$1,000 for prevention measures. The program is retroactive to January 1, 2023 and runs until December 31st 2024 or until funds are fully subscribed. Our Community-based Advisor has made businesses aware of this program and others.

IMPLICATIONS

The implications will depend on the option chosen.

COMMUNICATIONS

Council could direct that a survey of the business community be taken to assist in the decision.

BYLAWS/PLANS/POLICIES

Most of the options align with the following goals in Council's 2023-2027 Corporate Strategic Plan:

- 2.2 The economy grows with an emphasis on small business
- 2.3 The Community has a strategy that effectively encourages investment and sustainable growth
- 5.1 The community is aesthetically pleasing and there are locally authentic public spaces

SUMMARY

Council is being asked to adopt a recommendation to replace the Façade Improvement Program with a placemaking initiative.

OTHER CONSIDERATIONS

None

ATTACHMENTS/REFERENCE MATERIALS

2023-2027 Corporate Strategic Plan

Copies:

- *CAO Mike Fox;*
- *Director of Finance Andrew McGifford;*
- *Director of Development Services/Deputy CAO Scott Smith*
- *Director of Corporate Services Danielle Leurebourg*