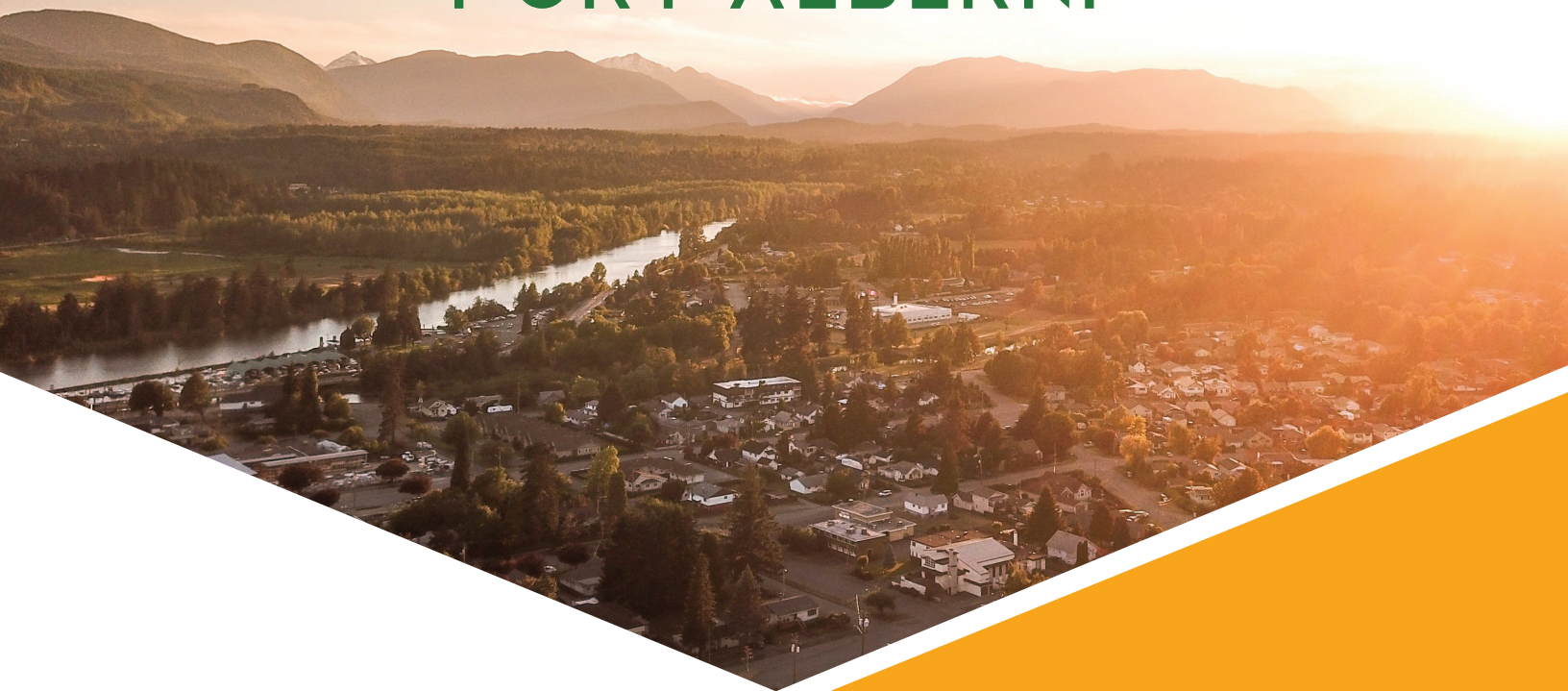
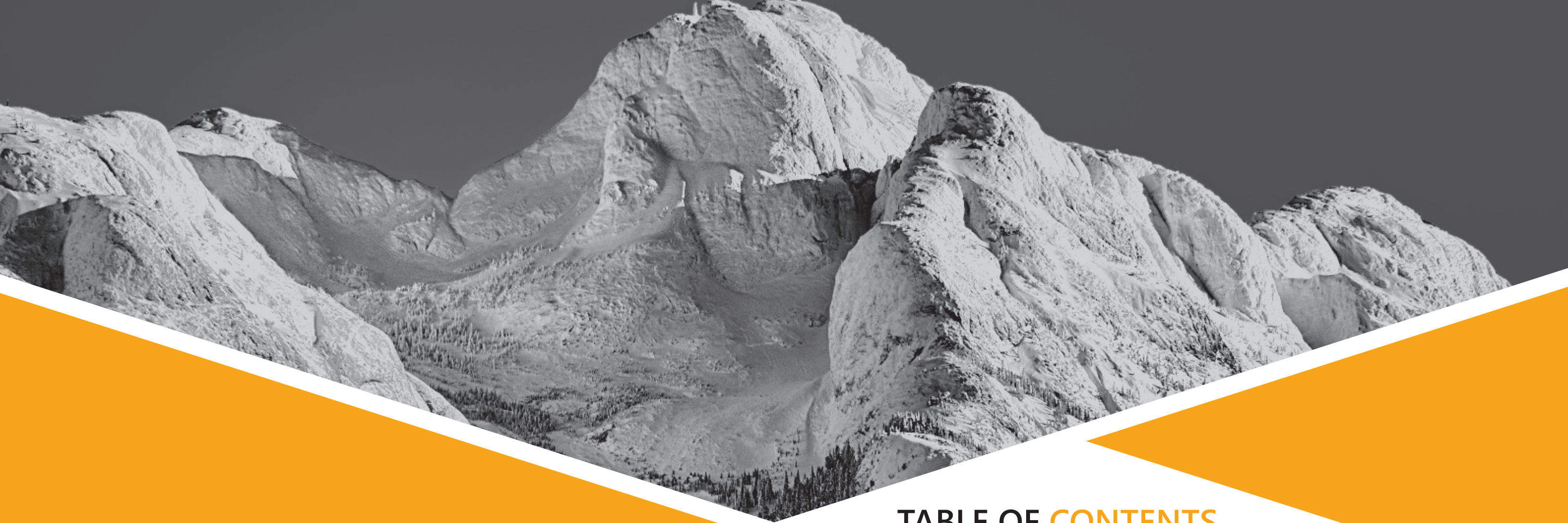




CITY OF
PORT ALBERNI



ANNUAL REPORT
2018



PORT ALBERNI AT A GLANCE

In the heart of Vancouver Island, connected by the sea, wrapped in a blanket of emerald moss and cloaked in ancient history sits Port Alberni, a vibrant waterfront community with over 17,000 residents. Located within the traditional unceded territories of Tseshaht and Hupacasath First Nations, Port Alberni provides stunning nature views featuring the majestic Beaufort Mountain Range, the 48-kilometer long Alberni Inlet and the protected wetlands of the Somass River Estuary. It boasts terrific outdoor recreational opportunities and provides an excellent quality of life for residents and visitors alike.

Port Alberni has a deep sea port, state-of-the-art secondary school, hospital, a well-developed array of recreational facilities, significant tourism attractions and an upgraded airport, not to mention it has some of the lowest property costs in British Columbia. While forestry and related manufacturing have long been the mainstay of the Port Alberni economy, diversification efforts are being directed into tourism, marine industry, aerospace, the arts and clean technologies.

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ABOUT YOUR LOCAL GOVERNMENT

The City of Port Alberni local government is committed to providing local services, facilities, safety and infrastructure for the community. Through a sensible approach to municipal government, the City recognizes the need to balance social, environmental, economic and cultural perspectives in all aspects of its operations and services. The City also places special emphasis on 'sustainability,' ensuring that the needs of today's citizens are met while also planning strategically for the needs of future generations.

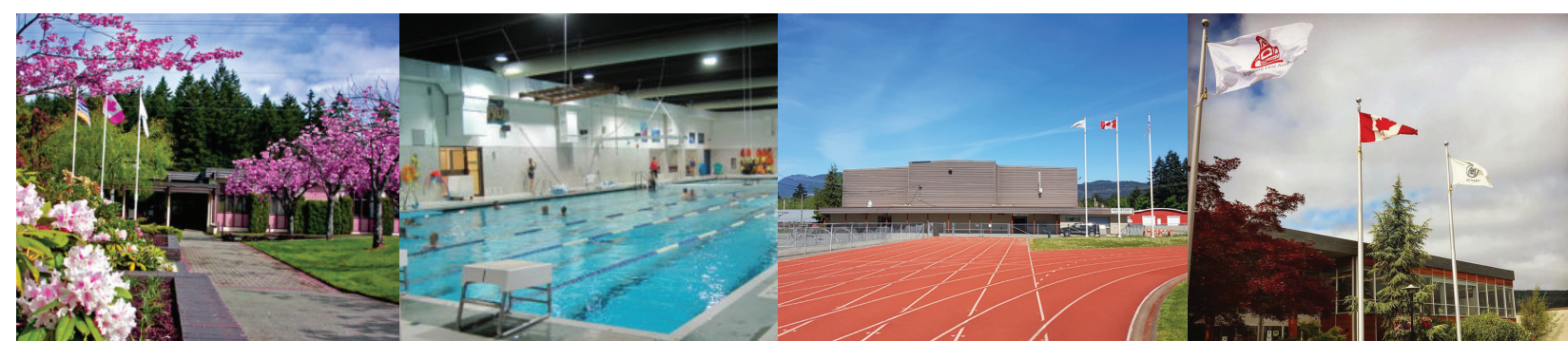
The City of Port Alberni is made up of nine internal departments and one external department, the RCMP, and employs over 200 people. Of that, approximately 140 are full-time positions with the remainder being either part-time or casual. These employees are dedicated to serving the public by helping manage City-led programs and operating City-owned facilities. Each department reports to the Chief Administrative Officer (CAO) who undertakes the management and administration of City operations.

At the close of each year, departments conduct performance reviews to gain insight into the achievements of staff, analyze departmental spending in relation to the annual budget and forecast the allocation of staff resources based on the Five-Year Financial Plan. This information is then compiled into an annual report for the public's consideration.

PUBLIC CITY FACILITIES

The City of Port Alberni maintains a complete program of essential services and manages a number of public facilities that bring life and energy to the community. These facilities are:

- ✓ City Hall
4850 Argyle Street
- ✓ Public Works and Parks Yard
4150 6th Avenue
- ✓ Alberni Valley Museum
4255 Wallace Street
- ✓ Alberni Pacific Railway, Train Station
3100 Kinsway Avenue
- ✓ Bob Dailey Stadium and Track
4480 Vimy Street
- ✓ Echo Aquatic Centre
4255 Wallace Street
- ✓ Echo 67' Community Centre
4255 Wallace Street
- ✓ Alberni Valley Multiplex
3737 Roger Street
- ✓ Glenwood Centre
4480 Vimy Street
- ✓ McLean Mill National Historic Site
5633 Smith Road
- ✓ Echo Park Field House
4200 Wood Avenue
- ✓ Gyro Youth Centre
3245 7th Avenue



YOUR CITY CAO



On behalf of City staff I am pleased to support Council in the presentation of the 2018 Annual Report.

2018 was a year of transition for the City of Port Alberni. In the early part of the year Council for the City of Port Alberni acted on input received from the public regarding emerging “Big City Problems” particularly in the Uptown District. Council allocated funding for a significant expansion of the City’s Bylaw Services Department, established a building security incentive grant program, and renovated City Hall to accommodate the expanded department. By the third quarter of 2018 the Bylaw Services Department was fully staffed and the City had embarked on a proactive bylaw enforcement program. Coupled with the already well-functioning Nuisance Abatement Working Group, the newly formed Bylaw Services Department led in making noticeable improvements in the City’s Uptown District. The tide had begun to turn.

A significant transition event occurred in the fall of 2018. A civic election resulted in some new faces at the Council table, most notably in the Mayor’s chair. Former Councillor Sharie Minions was elected to the position of Mayor.

As we begin the term of current City Council I express my gratitude to the members of the most recent Council. They demonstrated courage leading the City in responding to challenges and in adjusting to changes faced during their term. I wish all the best to those who are no longer on Council.

As we enter 2019, City Council has already formed into a team, which has resulted in a soon-to-be-released Strategic Plan. That Strategic Plan forms a road map that City staff will follow with vigor. The path forward for Port Alberni is exciting as we continue to grow into the most livable city in the region.

Sincerely,

A handwritten signature in blue ink that reads "Tim Pley".

Tim Pley
Chief Administrative Officer

YOUR CITY MAYOR



On behalf of Council, I am thrilled to present the 2018 annual report. It has been a busy first six months, but I say with confidence that each member of council has enjoyed every minute.

Shortly after our new council was elected we began work on the 2019-2023 financial plan and budget. It was a great learning experience for our new councillors, and it gave us a chance to determine several high-level priorities as we became comfortable in our new roles. Having not yet created our strategic plan, we set public safety and infrastructure renewal as our year one priorities.

I am pleased that the 2019 Financial Plan reflects only a 2.2 per cent taxation increase to the average homeowner, much lower than many other communities in BC. We would not have been able to accomplish this without the hard work of City staff, so we would like to take this opportunity to extend our appreciation to every member of the team. We are proud to represent an organization in which people take such pride in their work every single day.

Council will continue its work on a strategic plan that will guide good decision-making and provide clear direction over the next three and a half years. In the plan, people can expect to see a high focus on beautification, improved walkability and vibrancy in our commercial areas, improvements to the waterfront, and an emphasis on finding the highest and best use for City assets.

The City is a continuous body. This report celebrates the good work completed by the City in 2018, the bulk of which was completed under the guidance of the previous City Council. We would like to extend our most sincere appreciation and thanks to Mayor Ruttan and previous council for their hard work and dedication serving this community over the past four years.

We look forward to working with you and engaging with you over the coming years.

Sincerely,

A handwritten signature in blue ink that reads "Sharie Minions".

Sharie Minions
Mayor

YOUR CITY COUNCIL

The City is governed by a council of seven who are responsible for municipal leadership and decision making. Council establishes policies and set priorities to ensure their decisions consider the interests and well-being of the public and that of the land we live on.

The year 2018 was a transitional one for the City of Port Alberni. With an October 2018 election, the City gave thanks to its current Council for their service from 2014 - 2018, and welcomed a new Council with three returning faces.



In accordance with Section 98(2)(e) of the Community Charter, there were no declarations of disqualification made under Section III of the Community Charter in the year 2018.

ELECTED OFFICIALS 2014 - 2018

- BACK ROW (L-R) COUNCILLOR JACK MCLEMAN, MAYOR MIKE RUTTAN, COUNCILLORS DAN WASHINGTON AND RON PAULSON
- FRONT ROW (L-R): COUNCILLORS CHRIS ALEMANY, SHARIE MINIONS AND DENIS SAUVÉ



ELECTED OFFICIALS 2018 - 2022

- BACK ROW (L-R) COUNCILLOR CINDY N. SOLDA, MAYOR SHARIE MINIONS, COUNCILLORS HELLEN POON AND DEBBIE HAGGARD
- FRONT ROW (L-R): COUNCILLORS RON CORBEIL, DAN WASHINGTON AND RON PAULSON



Sharie Minions
Mayor



Debbie Haggard
Councillor



Cindy N. Solda
Councillor



Dan Washington
Councillor



Helen Poon
Councillor



Ron Corbeil
Councillor



Ron Paulson
Councillor



OUR VISION

Port Alberni is a vibrant waterfront community at the heart of Vancouver Island that recognizes the waterfront as its greatest natural asset and works to ensure it integrates residents, tourists, arts, culture, industry and innovation.

SUSTAINABLE & ENVIRONMENTALLY RESPONSIBLE

We are committed to principles of economic, social and environmental sustainability.

The City provides environmentally responsible services and infrastructure that meet our current and future needs.

WELCOMING, ACCESSIBLE & ATTRACTIVE

We are an attractive and livable city that embraces and celebrates its natural, historical and cultural resources.

Residents and visitors are welcomed and included in all aspects of service delivery. We are recognized for service excellence through staff consistently delivering high-quality services and meeting the needs of the public.

ACTIVELY CREATING OUR FUTURE

Mayor and Council provide strong leadership based on a long-term vision and ensure public participation in setting priorities.

Citizens have access to all public information and participate in decisions that affect their well-being. The City includes economic, social and environmental factors in their decision-making processes.

The City is fiscally responsible and creates a climate for investment and involvement by its citizens.

SAFE, CARING & HEALTHY

We are committed to creating a safe and healthy community that provides safe and accessible facilities, parks and open spaces for the enjoyment and well-being of its citizens.

We are proud of our innovative and inclusive parks, recreation and cultural services. Our greatest asset is the "social capital" created by the active involvement of staff and volunteers in all aspects of service delivery.

ECONOMICALLY ROBUST & DIVERSE

The City encourages and supports economic development and the creation of a diversified economy, through active promotion of the City and partnering with a wide range of stakeholders.

The City is business friendly and ensures policies and bylaws support a diversified economy including entrepreneurial activity, industry, small business, agriculture and tourism.

OUR MISSION

To enhance the quality of life for residents and taxpayers by creating a vibrant waterfront community.

OUR GOALS

The City's five strategic goals represent the framework for achieving its vision of being a vibrant waterfront community. Each year the City undergoes a budget process that helps align the City's goals with its municipal projects and spending. The goals, coupled with the mission and vision, bridge where the City has been and where it wants to go - it sets out a clear sense of purpose for its staff and citizens.



LIVING WITHIN OUR MEANS

The City of Port Alberni is dedicated to minimizing tax increases, utilizing tax dollars wisely and increasing non-tax revenue sources.



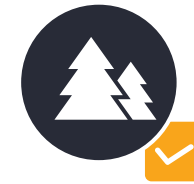
A CONNECTED COMMUNITY

The City of Port Alberni is committed to maintaining and renewing its infrastructure and developing active transportation networks.



REVITALIZATION

Revitalizing the economy and ensuring the city is a vibrant livable location is essential to Port Alberni's growth and development.



PROTECTING THE ENVIRONMENT

The City of Port Alberni has a rich natural environment, including an ocean inlet, rivers, wildlife corridors and significant wetlands. Investing in the protection of our land, air and water quality is vital to the City's success.



BEING RESPONSIVE

The City of Port Alberni greatly values being responsive to the needs and desires of those it serves, and is committed to being open and transparent.



FINANCIAL STATEMENTS

CONSOLIDATED STATEMENT OF FINANCIAL POSITION FOR THE YEAR ENDED DECEMBER 31, 2018

	2018	2017
FINANCIAL ASSETS		
Cash	\$36,691,336	\$33,830,155
Accounts receivable	\$4,600,470	\$4,352,361
Inventory for resale	\$53,268	\$61,746
Long-term Investments	\$2,171,135	\$2,543,023
	\$43,516,209	\$40,787,285
LIABILITIES		
Accounts payable and accrued liabilities	\$6,488,610	\$5,038,870
Deferred revenue	\$3,830,068	\$3,574,387
Refundable deposits	\$351,227	\$357,402
Debenture debt	\$10,163,466	\$10,479,600
	\$20,833,371	\$19,450,259
NET FINANCIAL ASSETS	\$22,682,838	\$21,337,026
NON-FINANCIAL ASSETS		
Inventory of supplies	\$488,077	\$442,651
Prepaid expenses	\$201,989	\$154,938
Tangible Capital Assets	\$107,905,268	\$105,513,395
Intangible assets	\$86,111	\$103,333
	\$108,681,445	\$106,214,317
ACCUMULATED SURPLUS	\$131,364,283	\$127,551,343

CONSOLIDATED STATEMENT OF OPERATIONS FOR THE YEAR ENDED DECEMBER 31, 2018

	2018 Budget	2018 Actual	2017 Actual
REVENUES			
Taxes	\$23,315,874	\$23,450,919	\$22,772,563
Sale of services	\$9,971,594	\$9,870,774	\$9,784,198
Other revenue from own sources	\$831,040	\$858,339	\$227,518
Investment income	\$282,350	\$577,082	\$415,873
Grants	\$1,249,670	\$2,905,256	\$5,562,709
Developer contributions	-	\$671,379	\$55,938
Sale of property and equipment	-	\$117,139	\$386,325
Gain (loss) on disposal of assets	-	(\$23,830)	\$274,563
	\$35,650,528	\$38,427,058	\$39,479,687
EXPENSES			
General government	\$3,659,331	\$3,914,038	\$3,786,648
Protective services	\$11,006,417	\$10,460,475	\$11,232,258
Transportation services	\$4,261,679	\$5,863,040	\$6,257,913
Environmental health services	\$793,647	\$1,010,443	\$938,582
Environmental development	\$1,031,450	\$1,052,644	\$1,156,764
Recreation and cultural services	\$6,936,817	\$7,769,510	\$7,613,040
Interest	\$743,271	\$193,024	\$186,283
Debt reserve	\$20,300	\$3,114	\$2,738
Water utility	\$1,483,330	\$2,331,793	\$2,108,088
Sewer utility	\$1,212,850	\$1,886,037	\$1,798,156
Cost of sales and service	-	\$130,000	\$17,367
	\$31,149,092	\$34,614,118	\$35,097,837
ANNUAL SURPLUS	\$4,501,436	\$3,812,940	\$4,381,850
Accumulated surplus - beginning of year	\$127,551,343	\$127,551,343	\$123,169,493
ACCUMULATED SURPLUS - END OF YEAR	\$132,052,779	\$131,364,283	\$127,551,343

FINANCIAL STATEMENTS

Service levels in Port Alberni were generally maintained, and residential taxes continued as projected with a three per cent increase to cover the rising costs associated with providing core municipal services.

The 2018 - 2022 Five-Year Financial Plan adopted by Council reflects increases in revenues and expenses with some reductions in services, making future provisions for necessary infrastructure improvements possible.

The City completed the 2018 fiscal year with an increase of \$3,812,939 to its accumulated surplus. A summary of the accumulated surplus balance is as follows:

Operating funds	(\$19,103,345)
Capital funds	\$125,520,751
Reserve funds - statutory	\$3,082,967
Reserve accounts - internally restricted	<u>\$21,863,910</u>
Total:	\$131,364,283

The City's capital program included street and drainage upgrades of \$105,873; facility upgrades of \$1,279,005; water upgrades of \$247,594; sewer upgrades of \$906,638 and equipment replacement of \$1,199,771.

Funding of the capital program was comprised of government grants and donations of \$1,811,073 transfers from reserve funds of \$1,208,900; and operating revenues of \$1,581,535.

COMMITTEES, COMMISSIONS & BOARDS

Committees, Commissions & Boards	Appointments
Advisory Planning Commission	Larry Ransom, Staff Sgt. Terry Smith, Rick Newberry, Jim Tatoosh (Hupacasath), TBC (Tseshaht), Councillor Sauvé, Amy Anaka, Ken McRae, John Douglas, Jeanette Nichols, Don Ferster, Sandy McRuer
Advisory Traffic Committee	Scott Smith, Wilf Taekema, Wes Patterson, Staff Sgt. Terry Smith, Pat Dahlquist, Caroline Robinson, Cameron McKinnon/Phil Atkinson, Councillor Alemany
Air Quality Council	Councillor Chris Alemany; Kelly Gilday, Fire Chief
Alberni Valley Heritage Commission	Gareth Flostrand, Judy Carlson, Bert Simpson, John Douglas, Pam Craig, Jolleen Dick, Libby Manson, Penny Cote, Nancy Blair, Bill Collette, Deanna Beaudoin, Councillor Washington
Audit Committee	Councillors Dan Washington, Ron Paulson, Denis Sauvé
AV Community Forest Legacy Committee	Councillor McLeman, Councillor Paulson, TBC (ACRD Members) Chris Duncan, Gary Swann (AVCF); Ken McRae
Board of Variance	Boris Lehner, Gerry Hickey, Danese McDonald (3 year term to December 2018)
Community Investment Program/Permissive Tax Exemptions	Councillor Paulson, Frances Ketteringham, Ron Jorgenson, Diane Mayba, Teresa Ludvigson
Court of Revision	Mayor Ruttan, Councillor Minions, Councillor Sauvé
Food Security & Climate Disruption Committee	Councillor Alemany, Sam Brownlee (AV Transition Town), Gary Swann, John Mayba, Guy Langlois, Sandra Gentleman, Branden Chase, Rosalind Chapman
Personnel Committee	Mike Ruttan (Chair), Councillors McLeman, Sauvé
Port Alberni Port Authority	Ken McRae (July 1, 2015 - June 30, 2018)
Reconciliation Committee	Councillor Minions, Sheena Falconer, Ian Benoit, Wally Samuel, Jim Tatoosh, Brandy Lauder (Hupacasath), Cynthia Dick, Ann Robinson (Tseshaht)
Regional District of Alberni Clayoquot Representatives	Mayor Ruttan, Councillor McLeman Alternates (in order): Councillors Paulson, Minions, Alemany, Sauvé, and Washington
Seniors Advisory Committee	Councillor Sauvé, TBC (Sunshine Club), Jan Cole, Ian Staton, Margaret Vatamaniuck

PERMISSIVE TAX EXEMPTIONS

Under the provisions of Section 224 of the Community Charter, Council may, on or before October 31, exempt land and/or improvements from municipal property taxes for the next calendar year, subject to meeting certain requirements which in general, restrict exemption to non-profit organizations using the lands for specific non-profit purposes.

The Community Charter also provides for statutory (automatic) tax exemptions for a range of properties held or used by governments and public agencies, including places for public worship. These exemptions do not require Council authorization.

In 2018, Property Taxes foregone through Permissive Tax Exemptions equaled \$232,375.64.

Registered Owner	Exemption
666082 Bc Ltd	\$1,012.66
Alberni Athletic Association	\$17,790.13
Alberni Clayoquot Continuing Care Society	\$632.28
Alberni Community and Women's Service Society	\$2,288.00
Alberni Community and Women's Service Society	\$2,411.35
Alberni District Fall Fair	\$128.25
Alberni District Fall Fair	\$4,133.60
Alberni District Fall Fair	\$4,564.40
Alberni District Fall Fair	\$156.55
Alberni District Fall Fair	\$506.97
Alberni Valley Curling Club	\$5,724.96
Alberni Valley Gurdwara Society	\$270.54
Alberni Valley Hospice Society	\$2,463.24
Alberni Valley Junior Baseball Association	\$157.29
Alberni Valley Minor Hockey Association	\$379.21
Alberni Valley Senior Citizens Home	\$878.49
Alberni Valley Softball Association	\$588.49

Registered Owner	Exemption
Alberni Valley Rescue Squad	\$6,694.11
Alberni Valley Youth Soccer Association	\$2,651.78
Anglican Synod Diocese of BC	\$1,220.67
Arrowsmith Baptist Church	\$2,671.56
Bc Assn Of The Seventh-Day Adventists	\$720.71
BC Society for the Prevention of Cruelty to Animals	\$9,081.86
Bethel Christian Fellowship Society	\$742.22
Bishop of Victoria	\$5,345.73
Bishop of Victoria	\$1,564.47
Bread of Life Centre Inc. (No S36591)	\$1,702.30
CTH Management Association	\$738.77
CTH Management Association	\$2,742.90
CTH Management Association	\$19,461.56
Canadian Mental Health Association	\$2,025.22
Canadian Mental Health Association	\$7,637.29
Church Of The Nazarene (Canada)	\$1,707.26
Church Of The Nazarene (Canada)	\$3,257.97

Registered Owner	Exemption
Community Arts Council	\$1,188.23
Community Arts Council	\$601.13
Community Arts Council	\$601.13
Echo Sunshine Club	\$132.00
First Christian Reformed Church	\$1,862.06
Glenwood Gospel Assembly	\$541.44
Grace Lutheran Church	\$245.84
Grace Lutheran Church	\$326.31
Island Corridor Foundation	\$4,396.13
Island Corridor Foundation	\$2,073.12
Island Corridor Foundation	\$888.47
Island Corridor Foundation	\$33.34
Island Corridor Foundation	\$2,664.09
Jericho Road Church	\$460.15
Jericho Road Church	\$998.38
Khalsa Diwan Society	\$307.19
Khalsa Diwan Society	\$3,183.48
Mclean Mill Society	\$3,774.03
Mennonite Brethren Church	\$569.32
Mount Arrowsmith Skating Club	\$351.12
Ocean Canal Clubhouse Inc.	\$599.72
Ooh-Ah-Tluk-Kuu-Wil Society	\$8,267.22
Pentecostal Assemblies Of Canada	\$1,636.18
Port Alberni Association for Community Living	\$5,491.81
Port Alberni Association for CommunityLiving	\$325.02

Registered Owner	Exemption
Port Alberni Association for Community Living	\$2,671.45
Port Alberni Association for Community Living	\$4,109.72
Port Alberni Association for Community Living	\$1,929.53
Port Alberni Black Sheep RUFC	\$9,264.45
Port Alberni Black Sheep RUFC	\$1,255.65
Port Alberni Gymnasium Association	\$12,916.31
Port Alberni Lawn Bowling	\$3,000.12
Port Alberni Lawn Bowling	\$979.36
Port Alberni Maritime Heritage Society	\$7,670.28
Port Alberni Men's Slowpitch League	\$72.47
Port Alberni Shelter Society	\$1,014.40
Port Alberni Shelter Society	\$1,401.21
Port Alberni Shelter Society	\$1,843.95
Port Alberni Shelter Society	\$2,888.46
Portal Players Dramatic Society	\$4,439.79
Pot Luck Ceramics	\$2,045.02
Somass Ware Memorial Building (Societyrc#293)	\$1,325.73
Sri Sanatan Dharam Society of BC	\$932.24
Stepping Stones Daycare	\$3,040.85
The Falls Road Eagles Hall Society	\$1,532.35
Trustees of the Congregation of Lathom Road Gospel Hall	\$402.00
Trustees of the Congregation of the First United Church	\$90.87
Trustees of the Congregation of the First United Church	\$2,397.88
Tsunami Swim Club	\$219.09
Western Vancouver Island Industrial Heritage Society	\$9,362.77

ABOUT PORT ALBERNI



DID YOU KNOW?

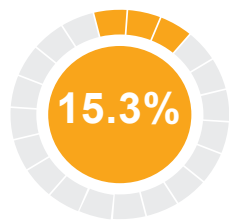
The name "Alberni" was derived from Captain Don Pedro de Alberni, a Spanish officer who commanded Fort San Miguel at Nootka Sound on the west coast of Vancouver Island between 1790 and 1792.



DID YOU KNOW?

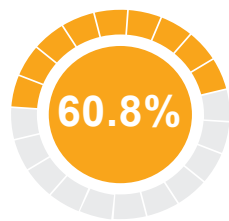
Port Alberni is located within the traditional unceded territories of Tseshaht and Hupačasath First Nations. Both nations are members of the Nuuchah-nulth Tribal Council, which consists of 14 nations located on western Vancouver Island.

Population: 17,678 • Land area: 19.76 km²



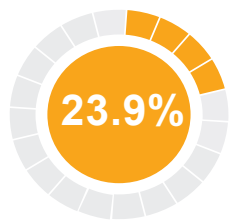
RESIDENTS AGES 0 - 14

An increase of 11.7 per cent from the 2011 Census



RESIDENTS AGES 15 - 64

An increase 2.2 per cent from the 2011 Census



RESIDENTS 65+

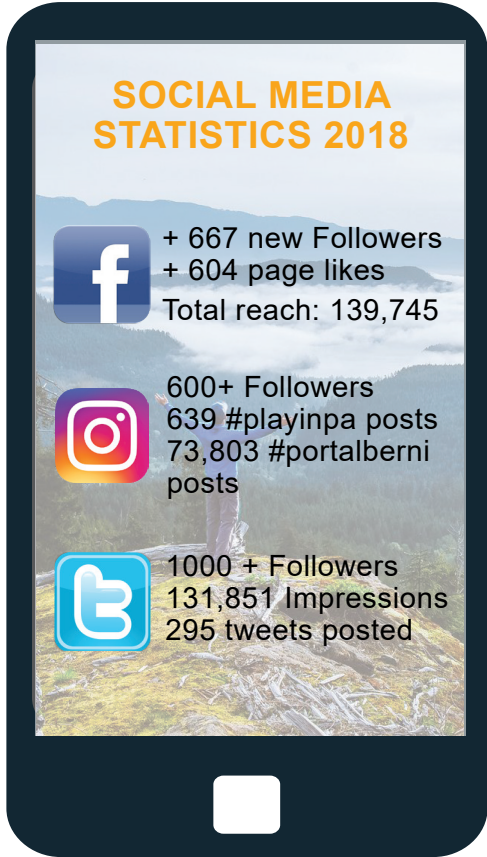
An increase of 34.8 per cent from the 2011 Census

This is How We #PlayinPA

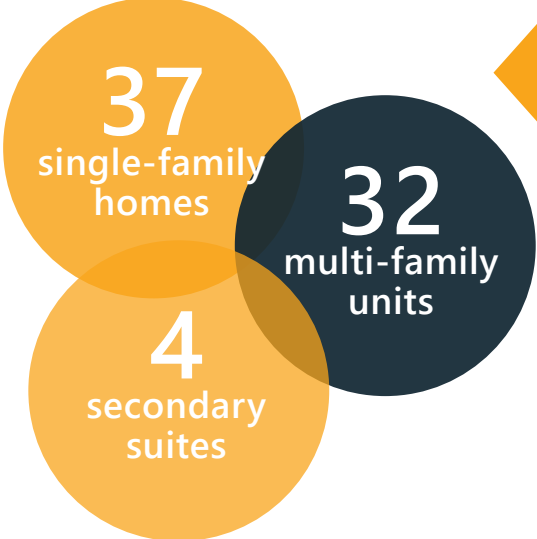


\$2.9 million awarded in grants

1000+ business licences issued in 2018



2018 New Construction



154 building permits issued in 2018

Median Household Income (after tax): \$49,609
 Median Age: 49.6
 Average detached home value: \$355,816

Residential and Commercial taxes increased by three per cent in 2018. That's an additional \$4.25 per month for the average residential property.

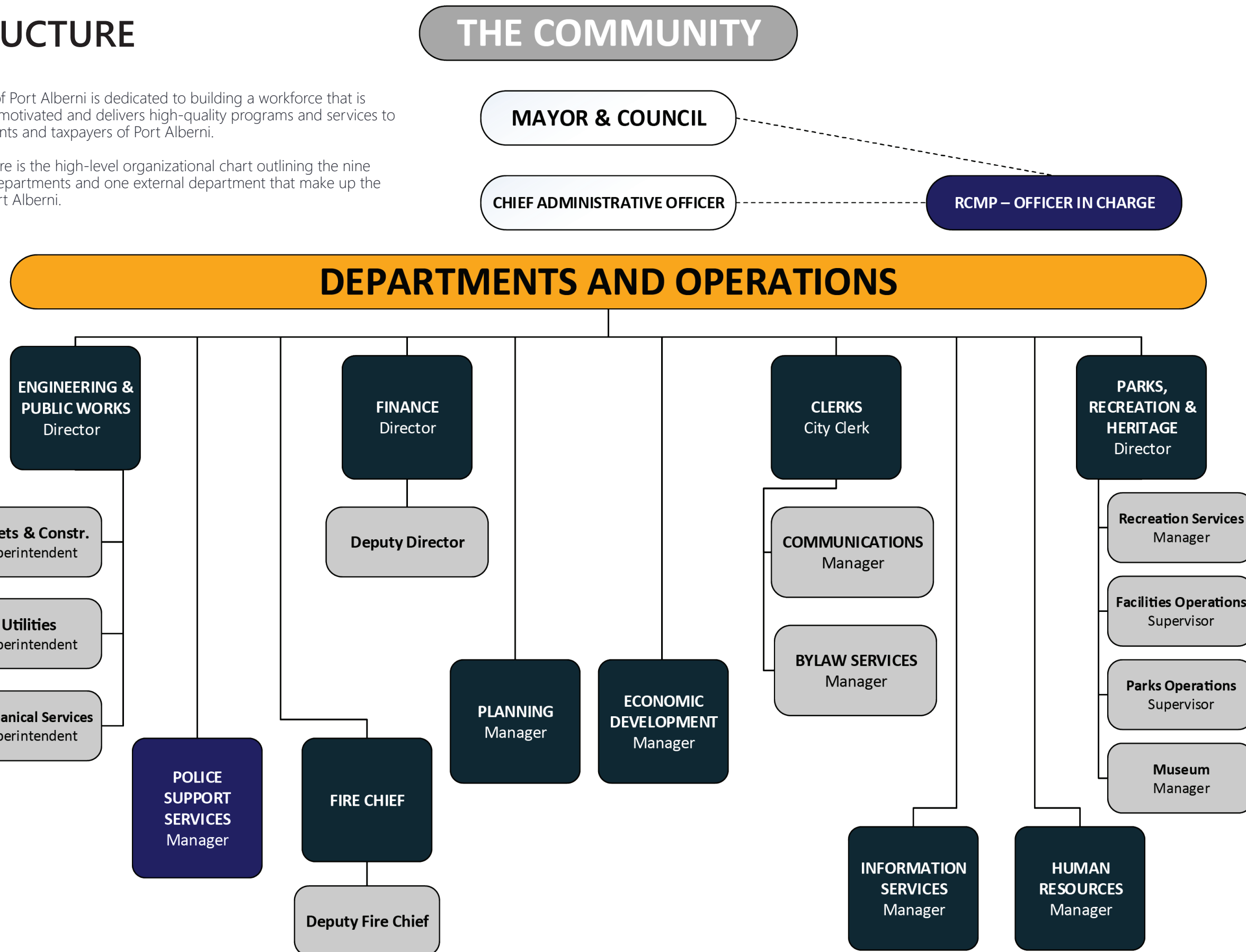
Port Alberni is the largest city and commercial hub of the region. Situated in the Alberni-Clayoquot Regional District, an area of approximately 6,600 square kilometers, the city is surrounded by forest, trails, lakes and rivers, and offers all the amenities of a big city-centre.

#EXPLORE PORTALBERNI

CORPORATE STRUCTURE

The City of Port Alberni is dedicated to building a workforce that is qualified, motivated and delivers high-quality programs and services to the residents and taxpayers of Port Alberni.

Shown here is the high-level organizational chart outlining the nine internal departments and one external department that make up the City of Port Alberni.



YOUR RCMP

The RCMP is Canada's national police service and is contracted by the City to provide policing in Port Alberni. Proud of their traditions and confident in meeting future challenges, they are committed to preserving the peace, upholding the law and providing a quality of service in partnership with the community.



CRIME REDUCTION UNIT

Port Alberni detachment continues to deliver an enhanced Crime Reduction Strategy that looks to apprehend serious prolific offenders, guide special operations and gather criminal intelligence. Two officers are assigned to the Crime Reduction Unit where their mandate is to focus their policing efforts on the community's chronic offenders.

WATCH CLERKS

2018 saw the implementation of "Watch Clerks" at the detachment. The municipal employee's responsibilities were reorganized, whereby the detachment now has one municipal employee embedded with each of the four watches. This new structure allows a civilian employee to take on some non-emergent police duties.



COMMUNITY POLICING

Port Alberni RCMP Community Policing initiatives target crime prevention as well as traffic safety and now includes the addition of two new crime prevention programs: Project 529 and Safe Place, which is in the development stage with planned implementation for summer 2019.



SAFETY IN NUMBERS

Committed to creating a safe and healthy community, the Port Alberni RCMP detachment employs 20 municipal employees in support of police operations. There are 15.5 full-time employee positions and several casual municipal employees. In addition, the RCMP work with 31 active volunteers who participated in various community policing initiatives.

For 2019, the primary goal of the detachment is to build and foster stronger relationships with local partners and island agencies. To support this goal, the RCMP will partner with Central Island Traffic Services and the Integrated Road Safety Unit to deliver enhanced traffic enforcement and road safety, work with Mental Health, the Alberni Community Woman's Services Society and Victim Services to deliver education programs on family violence, and partner with Indigenous Policing Services to provide protective services that align with community needs.

The detachment is also dedicated to the well-being of staff and will form a Wellness Committee to plan and deliver wellness activities and education programs for all employees, helping ensure a strong and resilient workforce that supports the City's vision of being a safe, caring and healthy community.

INTERESTING FACT.

Total calls for service increased by 11 per cent in 2018. Total crime increased by 17 per cent.

DID YOU KNOW?

Port Alberni RCMP service 3,957 square kilometers of west central Vancouver Island.

YOUR PLANNING DEPARTMENT

The City's Planning Department works proactively with stakeholders and the community to create a complete, balanced, and livable community. This is achieved by developing regulatory strategies for city-wide planning, facilitating zoning and subdivision applications, administering building permits and inspections, and completing other projects that involve land use and community development.



BUILDING UP

The maximum height and number of storeys permitted was increased for a commercial development at 10th Avenue. The approved height increase sets a new standard for commercial developments in Port Alberni and will attract more interest among potential investors and developers looking to build in the community.

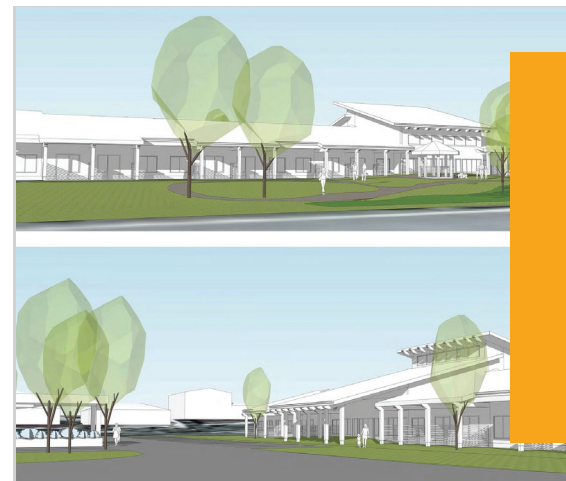
BUILDING OUT

The Official Community Plan and Zoning Amendments for the former high school site (4000 Burde Street) were completed and approved, allowing for construction to proceed on Anderson Hill, Port Alberni's first master planned community consisting of a four-storey apartment building and 15 single-family home lots.



BUILDING A BRIGHTER FUTURE

In 2018, construction began on the Rainbow Gardens care facility which offers 13 beds and 20 units of seniors supportive housing. In addition, the Port Alberni Shelter Society's modular housing complex was completed. This new supportive housing shelter consists of 30 self-contained housing units and five shelter spaces.



PLANNING FOR TOMORROW

In 2018, the City welcomed its new Planner, Katelyn McDougall (right). Along with Planning Technician, Cara Foden (left), and Building Inspector, Kevin Peters, the Planning Department works tirelessly to support the revitalization and redevelopment of Port Alberni.

Goals for 2019 include the development of new affordable housing construction, increasing the total number of units available in the community, collaborating around the development of a Public Space Improvement Program for Harbour Quay and initiating a review and update of the Official Community Plan (OCP) in order to provide a new vision for Port Alberni.

Planning also aims to complete an internal department review to determine how to enhance service delivery and implement new regulatory strategies and tools to encourage builders to achieve high energy efficiency with new construction.

We look forward to celebrating many successes with Port Alberni's new Planning Department as they continue to build on the City's vision of actively creating our future.

INTERESTING FACT.

The total value of permits issued for building in Port Alberni in 2018 was \$31,152,726.00.

DID YOU KNOW?

The City's OCP was last adopted in 2005. A new OCP will be developed in 2020.

YOUR BYLAW DEPARTMENT

Bylaw Services strives to serve the community by providing public education and maintaining community relations to achieve compliance. Municipal bylaws, policies and regulations are enforced through several means including dispute resolution, mediation and enforcement-related activities. Bylaw Services also researches and develops new bylaws and policies for Council's consideration.

Complaint Process
Bylaw Services

Looking to submit a bylaw complaint? The City of Port Alberni has developed an eight-step Bylaw Complaint process to serve you.

STEP 01	STEP 02	STEP 03	STEP 04	STEP 05
SUBMISSION	REVIEW	ASSIGNMENT	CONTACT	REVIEW
Submit complaint via an online form, in-person at City Hall or by phone at 250.720.2831.	Bylaw admin inputs complaint and forwards to the Manager of Bylaw Services.	Manager of Bylaw Services assigns the file to the appropriate Bylaw Officer.	Assigned Bylaw Officer contacts complainant to discuss the complaint.	If valid, an investigation will be conducted. If invalid, the complaint will be re-directed.

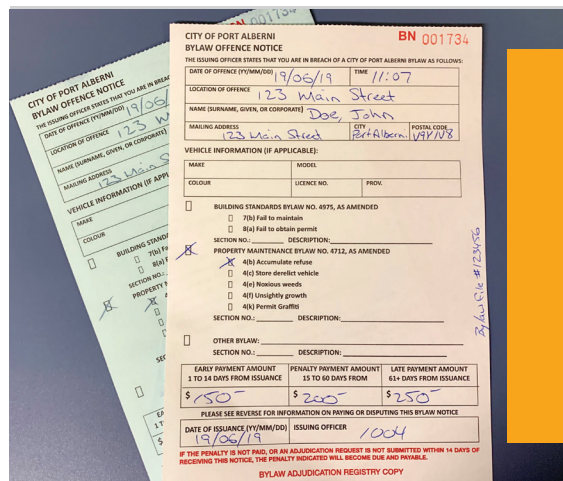
NEW BYLAW COMPLAINT PROCESS

To improve customer service and streamline the complaints process, Bylaw Services introduced new policies and procedures for bylaw complaints and ticket disputes. This process allows for customers to submit complaints online 24/7, in-person at City Hall or over the phone.



NUISANCE ABATEMENT

In 2018, the City of Port Alberni formed a working group to identify nuisance properties around town. The group, consisting of the City's bylaw department, fire department and building inspector, as well as a representative from the RCMP, bring non-compliant properties to Council for consideration under the Nuisance Abatement Bylaw.



BUILDING UP BYLAW

The City's Bylaw Department grew in 2018 with the creation of the new Bylaw Services Manager position and the addition of a second Bylaw Officer. With the help of their part-time administration clerk, the department processed 664 complaints, resolved 433 of those complaints and issued 538 fines which equates to over \$31,000 in projected revenue.

RAISING THE BAR IN BYLAW

Together, Bylaw Services is raising the bar for 2019. Focusing on education and voluntary compliance, Bylaw Services' goals for 2019 are to improve the aesthetic look of Port Alberni and enhance safety and security within the community.

Tools to achieve their departmental goals include: the implementation of the Graffiti Removal Program, an initiative that assists property owners affected by vandalism; the introduction of the Enhanced Security Program, an initiative that financially supports security improvements for commercial buildings; and building strong partnerships with the RCMP and other key agencies to foster the continued development of a safe, welcoming and inclusive community.

Bylaw will also focus on remedial action requirements by pursuing compliance on building demolitions/orders to further improve the look and feel of the community.

Coupled with proactive education on the street and online, these and other bylaw initiatives will help ensure that Port Alberni continues toward its vision of being a safe, caring and healthy community.

INTERESTING FACT.

Council declared four properties as "nuisance properties" under the Nuisance Abatement Bylaw in 2018.

DID YOU KNOW?

In 2018, a total of 26 bylaws were either introduced or amended by City Council.

YOUR FIRE DEPARTMENT

The Port Alberni Fire Department (PAFD) is committed to the health and well-being of its staff and the community, and aims to enhance awareness through education and public participation while providing premier fire and rescue services. In addition to fire suppression and prevention services, the PAFD also provides medical, vehicle rescue, technical rescue, hazardous material response and fire investigation.



24/7, 365

The PAFD is staffed with a four person crew and one Captain 24/7, 365 days a year. In 2018, the department responded to 1605 incidents, up 7.6 per cent from last year. These calls ranged from structural fires (34) to public assistance requests.

Medical calls were up by 12.6 per cent from the previous year.

CONNECTING WITH THE COMMUNITY

Dedicated to serving the community, the PAFD educated its citizens on how to protect their homes from wildfire through the FireSmart Program, taught elementary school students about fire prevention during Fire Prevention Week, hosted two Grade 3 students as Chief for a Day and offered hall tours and infant and child car seat installation upon request.



TRAINING FOR DISASTERS

The PAFD participated in over 2,220 hours of training including daily skills maintenance, officer development and exercises in support of partner agencies such as the Ministry of Forest and BC Ambulance. Training with the valley's Automatic Mutual Aid Partners continued with courses on Incident Command, Asbestos Awareness and a large scale practice on relay water pumping.



PROTECTING PORT

In 2018, Fire Chief Kelly Gilday left PAFD to join the Alberni-Clayoquot Regional District (ACRD) as the Protective Services Manager. In late 2018 the City announced the appointment of Mike Owens as Fire Chief.

Looking ahead to 2019, the PAFD is renewing their focus on its employees. A new Mental Health Committee will be struck and will work to enhance resiliency in firefighters by providing training to help identify signs and symptoms of operational stress injuries. The goal is to arm each firefighter with the tools they need to identify signs and symptoms in themselves and their colleagues. The PAFD is also looking to further build relationships with external partners such as Tseshaht First Nation, Hupacasath First Nation and the ACRD.

The department will also continue to strengthen their relationships with the three Automatic Aid Agreement partners: Beaver Creek, Cherry Creek and Sproat Lake; helping ensure the collective delivery of outstanding service to the residents of the Alberni Valley.

INTERESTING FACT.

PAFD firefighters train as a crew every shift to meet quarterly objectives as set out by their training department.

DID YOU KNOW?

Every shift firefighters perform routine inspection and maintenance of equipment to ensure operational readiness and reliability.

YOUR PARKS, RECREATION & HERITAGE

The City's Parks, Recreation & Heritage Department is responsible for developing, maintaining and operating Port Alberni's parks and recreational facilities, ensuring full and equitable access to a wide range of leisure opportunities, and promoting an appreciation for the environment and local heritage.



A CITY HALL FOR ALL

To ensure individuals have barrier-free access to City resources and services, an elevator with Braille and new electronic sliding doors were installed at City Hall in 2018. The City received \$50,000 from the Government of Canada's Enabling Accessibility Fund for the project with the remaining \$100,000 coming from the City's Land Sale Reserve Fund.

HISTORY ON DISPLAY

A popular in-house exhibit called "Dressing Alberni – Clothes for work, sport and special occasions" was on display in 2018 showing locally significant items from the museum's textile collection. The exhibit displayed apparel that Port Alberni residents wore over the last 200 years and was changed out part way through to show visitors more of the collection.



RECREATING RECREATION

In 2018, Gyro Recreation Park received a number of upgrades under the Canada 150 Infrastructure Grant. The existing youth centre, lacrosse box, basketball court and grandstand underwent extensive renovations to improve safety, and create inclusivity. Much needed external washrooms were also added and an accessibility ramp was installed.



PLAYING IN PA

2018 was a banner year for Parks, Recreation and Heritage with increased participation in multiple programs, implementation of the PerfectMind online registration service and upgrades to many of the City's key facilities including the tots pool and a number of neighbourhood parks.

For 2019, Parks, Recreation and Heritage will focus on education, service delivery and safety. Expanding our understanding of Canadian history, the Alberni Valley Museum will host the blockbuster exhibit "Echoes in the Ice: Finding Franklin's Ship" and "Our Living Languages" a display that celebrates Indigenous languages.

In recreation, the department will replace the 19 year old ice chiller at the Multiplex with a new Titanium Plate Chiller, making Port Alberni home to the safest ammonia system on Vancouver Island, proceed with additional upgrades at Gyro Recreation Park and Canal Waterfront Park and continue to improve programming for the public.

To ensure the City provides uninterrupted service to its customers, City Hall will receive a new permanently stationed generator that will add full backup power for City facilities.

INTERESTING FACT.

A new ice skating lesson format was introduced which increased participation by over 60 per cent.

DID YOU KNOW?

In 2018, two World Junior exhibition hockey games were played at the Multiplex in front of sold out crowds.

YOUR FINANCE DEPARTMENT

The Finance Department maintains the City's high standard of financial management by providing citizens, elected officials, staff, and vendors with professional service through the collection and disbursement of funds, financial reporting, and management of assets. The department also oversees the City's expenditures through the annual budget process and expenditure policies.

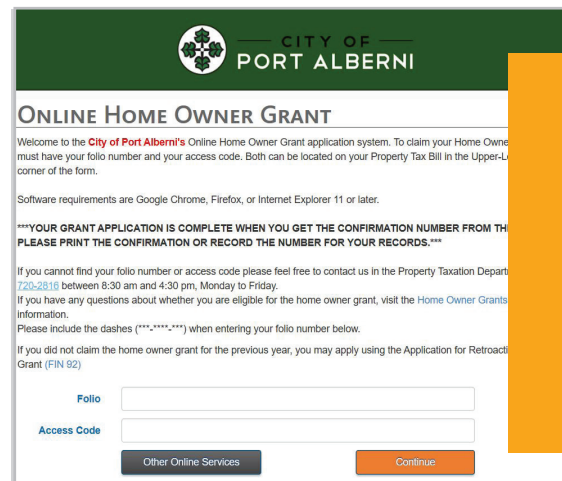


FUNDING THE FUTURE

In 2018, a \$550,000 grant was awarded from the General Strategic Priorities Fund for the design and implementation of a Strategic Asset Management Plan. The 'Plan' will outline why new assets, or upgrades to existing assets, are required, provide detail on how the City intends on continuing to deliver services by relying on safe and reliable assets, and outline how the required investments will be funded so as to remain financially sustainable.

SMART, SECURE INVESTMENTS

In 2018, the department revised its Investment Policy to expand reserve fund investments so as to include fully insured credit unions. This approach allows the City to take advantage of attractive rates of return without increasing risk to capital. Revenue gained through this smart investment strategy will be rolled back into the Reserve Fund, which houses 11 key reserves, and held for future projects and initiatives.



BRINGING THE CITY HOME

The Finance Department, in coordination with the City's IT Department, continues to enhance customer service with upgrades to the City's online services. Providing customers with the ability to claim home owner grants, apply for business licences, pay for tickets, sign-up for electronic billing or review their accounts from the comfort of their own home.



NURTURING OUR ASSETS

2018 was a year of change for the Finance Department. There were two key retirements, Deputy Director of Finance and the Purchasing Clerk, followed by the hiring of a new Deputy Director of Finance and shuffling of positions within the department. These and other changes have helped create efficiency within the City and improved customer service delivery for the citizens of Port Alberni.

In 2019, the department will look to continue its work revising and enhancing the Five-Year Financial Plan reporting process to further encourage transparency and build understanding among citizens. They will also work to improve and promote the City's online service software making financial exchanges between the City and its citizens less cumbersome and continue with the sustainability billing model for water and sewer.

The department will also lead implementation of the new Strategic Asset Management Plan. The 'Plan' will align with the organizational objectives set in the Strategic Plan and be consistent with the condition, performance and capability of both the asset portfolio (the city-owned infrastructure) and the systems by which the City manages the portfolio.

INTERESTING FACT.

The City's Finance Department has won the Canadian Award for Financial Reporting for 25 consecutive years!

DID YOU KNOW?

The City is required by the Province to collect taxes on behalf of other taxing authorities.

YOUR ECONOMIC DEVELOPMENT DEPARTMENT

The primary function of the Economic Development Department is to identify and promote measures that will increase the City's tax base and non-tax revenue sources, retain existing businesses and attract new business ventures to stimulate and diversify the local economy.



GRANTS TO GUIDE GROWTH

In 2018, the Economic Development Department secured funding for five key projects:

- \$30,000 for an Industrial Land Inventory & Action Plan
- \$22,500 for an Investment Attraction website
- \$28,800 to implement a 'Volunteer Engagement Initiative'
- \$25,000 for an 'Age-Friendly Needs Assessment'
- \$12,100 for a cooperative marketing program

#EXPLOREPORTALBERNI

Promoting the weird, the wonderful, the active and the adventurous, #ExplorePortAlberni united Destination BC, Alberni Valley Tourism, Alberni Valley Chamber of Commerce, Bamfield and the City in showcasing the Alberni Valley and its surrounding areas through digital, print and video campaigns that entice visitors and locals alike.



BETTER BUSINESS

Dedicated to improving the customer service experience, the department continued streamlining its business licencing process by assigning a dedicated staff person to process requests, creating educational pamphlets to help guide businesses through the steps, strengthening enforcement to improve the annual renewal process and adding an online business directory that is updated monthly.



GROWING WITH GRACE

In 2018, the department saw an increase in interest among investors and developers. Looking to capitalize on the momentum, the department set its sights on resident and worker attraction initiatives and continuing its work in the beautification of the community and diversification of the economy.

In 2019, the City became part of the Provincial Nominee Program for the Entrepreneur Immigration Regional Pilot project, a provincial initiative that invites entrepreneurs from around the world to establish businesses in regional communities. The project launched in mid-March and the City has since received an average of one application per day, with many more expected over the two-year pilot period.

The department is of course dedicated to local efforts and once again partnered with Community Futures Alberni-Clayoquot in 2019 on the Façade Improvement Program. The program looks to make significant improvements to the appearance of Port Alberni's streetscapes by providing monetary assistance and design services as an incentive to building/business owners.

These and the many other initiatives being brought forward by the Economic Development Department support the City's vision of being economically robust and diverse.

INTERESTING FACT.

In 2019, Port Alberni will host three Holland America cruise ships bringing over 5000 visitors to the community.

DID YOU KNOW?

The Façade Improvement Program leveraged more than \$2 million in commercial storefront investments.

YOUR ENGINEERING & PUBLIC WORKS

The City's Engineering and Public Works Department designs and manages work on municipal infrastructure including streets, bridges, sewer systems, storm drainage, water works and solid waste/garbage collection. The department also manages cemetery administration and oversees streets maintenance including snow and ice removal, street sweeping, sidewalk maintenance, street lighting, traffic control signals, signage and road construction.



WASTEWATER MANAGEMENT

In 2018, the City awarded its largest ever infrastructure contract for upgrades to the existing wastewater treatment plant. The project will be carried out over three years and when complete will improve effluent quality (treated wastewater for discharge), enhance environmental protection, increase operational capacity and meet the current federal and provincial wastewater treatment standards.

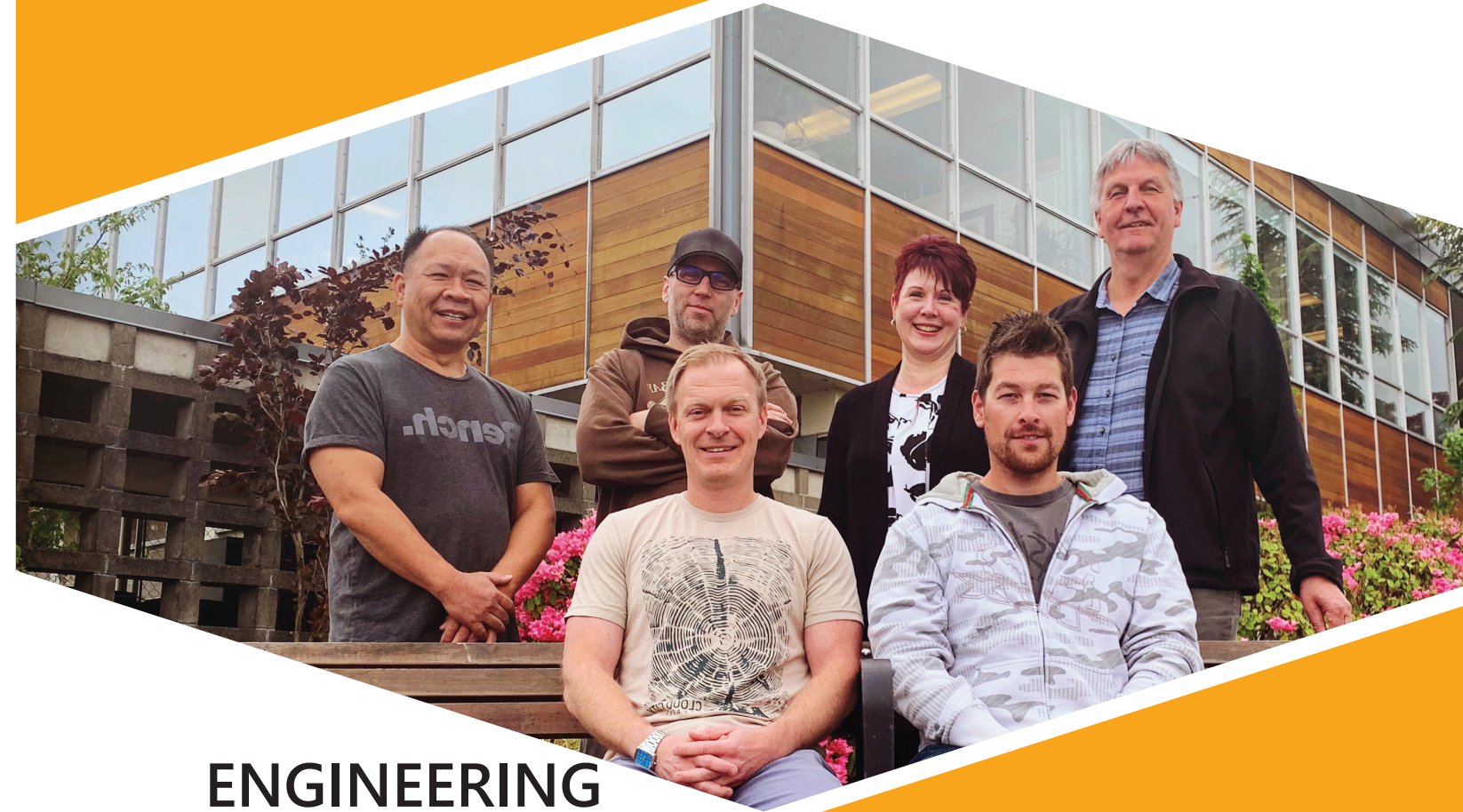
SYSTEM IMPROVEMENTS

To address aging infrastructure and improve sewer and stormwater collection services, the City of Port Alberni upgraded sanitary sewer infrastructure on Melrose Street, Montrose Street, North Park Drive and a number of connected side streets. These upgrades help protect the environment from unnecessary combined sewer overflows and create much needed redundancies in the collection system.



UPGRADING THE FLEET

In 2018, the City received three new split-body automated garbage trucks in preparation for dual stream pickup - meaning the City can collect garbage as well as kitchen waste with one vehicle. Each truck is equipped with a mechanical arm for collection which protects workers from harm/injury, is more efficient than manual pickup and helps create a cleaner community.



ENGINEERING THE FUTURE

In 2018, Engineering and Public Works continued to focus on infrastructure renewal, improving pedestrian safety and protecting the environment through storm and sewer infrastructure upgrades. Looking forward to 2019, the department will see a 20 per cent increase in the annual budget to continue making progress on these areas of focus.

For environmental protect and reliable service delivery, sewer, water and storm drain improvements are planned in the Coal Creek catchment along Montrose Street from 6th Avenue to 9th Avenue and on 6th Avenue from Montrose Street to Angus Street, as well as in the 3500 Block of Burde Street on 16th Avenue.

Major water projects planned for 2019 include the replacement of a water supply main on Argyle Street and main upgrades on 21st Avenue. The City will also look to upgrade its water supply intake on China Creek.

For safety improvements, the City is planning to construct a paved shoulder along Grandview Road from Otter Place to Compton Road.

These and other projects will help the City provide environmentally responsible services and infrastructure to meet the community's current and future needs.

INTERESTING FACT.

The City manages two electric vehicle charging station in town that you can use for free.

DID YOU KNOW?

You can get schedule reminders for garbage day through the City's online service.

YOUR ADMINISTRATION TEAM

The City's Administration team consists of the Chief Administrative Officer, City Clerk, Communications, Human Resources, and support staff. The department provides services to Council, staff and the public that support an informed, responsive, transparent and effective government body.



A CHANGE IN OFFICE

The municipal election was the main focus for the City Clerk's office in 2018. Six people ran for Mayor and 20 for Council. A total of 6,240 ballots were cast (out of an eligible 13,678 voters) resulting in a 45.6 per cent voter turnout.

Former City Councillor Sharie Minions was elected Mayor and Councillors Dan Washington and Ron Paulson held their seats in office.

ADVANCING RECONCILIATION

Committed to the journey of reconciliation with local First Nations, the City formed a Reconciliation Committee in 2017. Tasked with investigating practical actions to help foster reconciliation the Committee held a community forum in 2018 that focused on furthering reconciliation efforts and cultivating cross-cultural awareness in Port Alberni. The event attracted over 100 people and helped inform the Committee on how to proceed.



BUILDING A STRONG WORKFORCE

Human Resources had a busy year with recruiting. In 2018, several key leadership roles were filled including Manager of Bylaw Services, Deputy Director of Finance and Facility Operations Supervisor. In total, the department filled the above-mentioned exempt positions as well as welcomed 30 new employees into full-time, part-time and casual unionized positions.



SUCCESS IN THE CITY

Dedicated to supporting the basic functions of local government, the City's Administration team was busy ushering the organization through staff and leadership changes. In 2018, the team helped bolster staff resources, guide Council in good decision-making and encourage bold new approaches to standard City practices. Now in 2019, the Administration team is working hard to keep the momentum going in order to better serve Port Alberni.

Key projects in 2019 include negotiating a new Collective Agreement, enhancing the New Employee Orientation process, implementing Council's strategic plan, advancing 27 reconciliation recommendations, and introducing new corporate standards.

Staff will also work to increase Council viewership by 20 per cent, boost online registration for MyCity and PerfectMind by 30 per cent and surpass 3000 Followers on Facebook.

Supporting these and all other staff efforts is the CAO. For 2019, the CAO will continue to encourage his team to achieve excellence, support Council in the roll-out of the new strategic plan and ensure the organization's strategic priorities align with Council's vision while staying within the City's annual budget.

INTERESTING FACT.

The City achieved a rating of 94 per cent in the WorkSafe BC Certificate of Recognition Audit, recognizing the City's Occupational Health and Safety Management system as exceeding regulatory requirements.

DID YOU KNOW?

In 2018, the Clerks Department planned 20 Regular meetings of Council, 23 Special Meetings of Council, six Public Hearings and three Committee of the Whole meetings.

2018 HEADLINES & HIGHLIGHTS

CITY AWARDS LARGEST CONSTRUCTION CONTRACT IN MUNICIPAL HISTORY

SEPT. 5, 2018

Tsunami WARNING PROMPTS EVACUATIONS IN PORT ALBERNI

JAN 23, 2018

CITY HIRES NEW MANAGER OF PLANNING

NOV. 22, 2018

CITY OF PORT ALBERNI PUTS MONEY INTO PARK IMPROVEMENTS

APR. 21, 2018

CITY OF PORT ALBERNI STICKS TO THREE PERCENT TAX INCREASE

FEB 20, 2018

PORT ALBERNI MOVES A STEP FORWARD TO ACCEPTING RETAIL CANNABIS STORES

NOV 27, 2018

PORT ALBERNI CITY COUNCIL SHUTS DOWN NUISANCE BUILDING

MAY 27, 2018

CITY OF PORT ALBERNI ACCEPTS SMART CITIES CHALLENGE

APR. 3, 2018

CITY HIRES MANAGER OF BYLAW SERVICES

MAY 28, 2018

CITY OF PORT ALBERNI UNVEILS NEW ELEVATOR AT CITY HALL

SEPT. 7, 2018

SHARIE MINIONS NAMED PORT ALBERNI MAYOR

OCT. 20, 2018

CITY TO IMPLEMENT STAGE ONE WATER RESTRICTIONS

JUNE 26, 2018

CITY OF PORT ALBERNI TO PROCEED WITH ARROWVIEW HOTEL DEMOLITION

AUG. 14, 2018

MUNICIPAL ELECTION KICKS

OFF IN PORT ALBERNI

SEPT. 15, 2018

PORT ALBERNI ISSUES BUILDING PERMIT FOR MARINE FABRICATION CENTRE

MAY 8, 2018

NEW CHIEF HIRED FOR CITY OF PORT ALBERNI FIRE DEPARTMENT

DEC. 21, 2018

ELECTION SHIFTS COUNCIL GENDER BALANCE IN PORT ALBERNI

OCT 29, 2018

CITY HIRES NEW DEPUTY DIRECTOR OF FINANCE

APR 18, 2018

HARBOUR QUAY CLOCK TOWER POISED TO RECEIVE A FACELIFT

AUG. 9, 2018

CITY OF PORT ALBERNI AGREES TO DEMOLISH NUISANCE HOUSE ON SECOND AVENUE

NOV 29, 2018

WILF TAEKEMA TO DIRECTOR OF ENGINEERING AND PUBLIC WORKS

APR. 11, 2018

PORT ALBERNI'S RECONCILIATION COMMITTEE HOSTS COMMUNITY FORUM

MAR 23, 2018

CITY OF PORT ALBERNI TAKES OVER MCLEAN MILL POND PROJECT

SEPT. 25, 2018

FIRES CONTINUE TO BURN IN THE ALBERNI VALLEY

AUG 11, 2018

CITY OF PORT ALBERNI FORMS NUISANCE PROPERTY WORKING GROUP

JAN 31, 2018

UNIVERSITY OF BRITISH COLUMBIA RELEASES PRELIMINARY FINDINGS FROM 2018 TSUNAMI SURVEY

JUNE 6, 2018



**HERE IS TO A FUTURE
WITHOUT LIMITS**

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