



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 more than 18,000 residents.

Located within the traditional unceded territories of Tseshah 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.

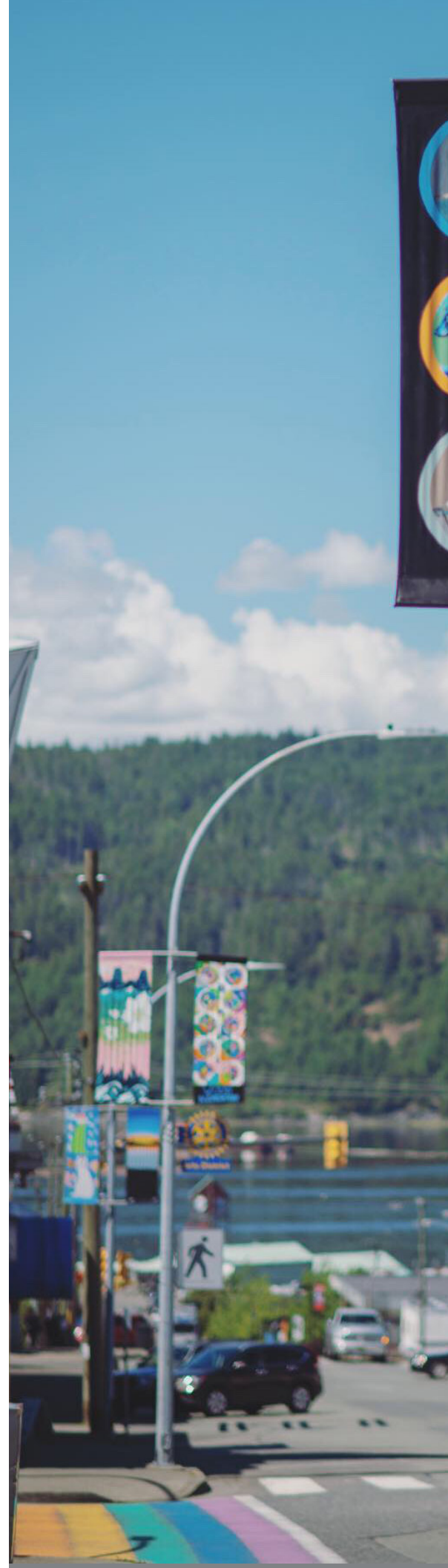


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YOUR LOCAL GOVERNMENT





A scenic autumn forest path with a wooden bench and a metal railing. The path is covered in fallen yellow and orange leaves. The background is a dense forest of trees with vibrant autumn foliage. The text is overlaid on the left side of the image.

**“YOUR CITY
PROVIDES
AND
FACILITATES
THE DELIVERY
OF HIGH-
QUALITY
CORE
MUNICIPAL
SERVICES AND
PROGRAMS.”**

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 auxiliary. 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.

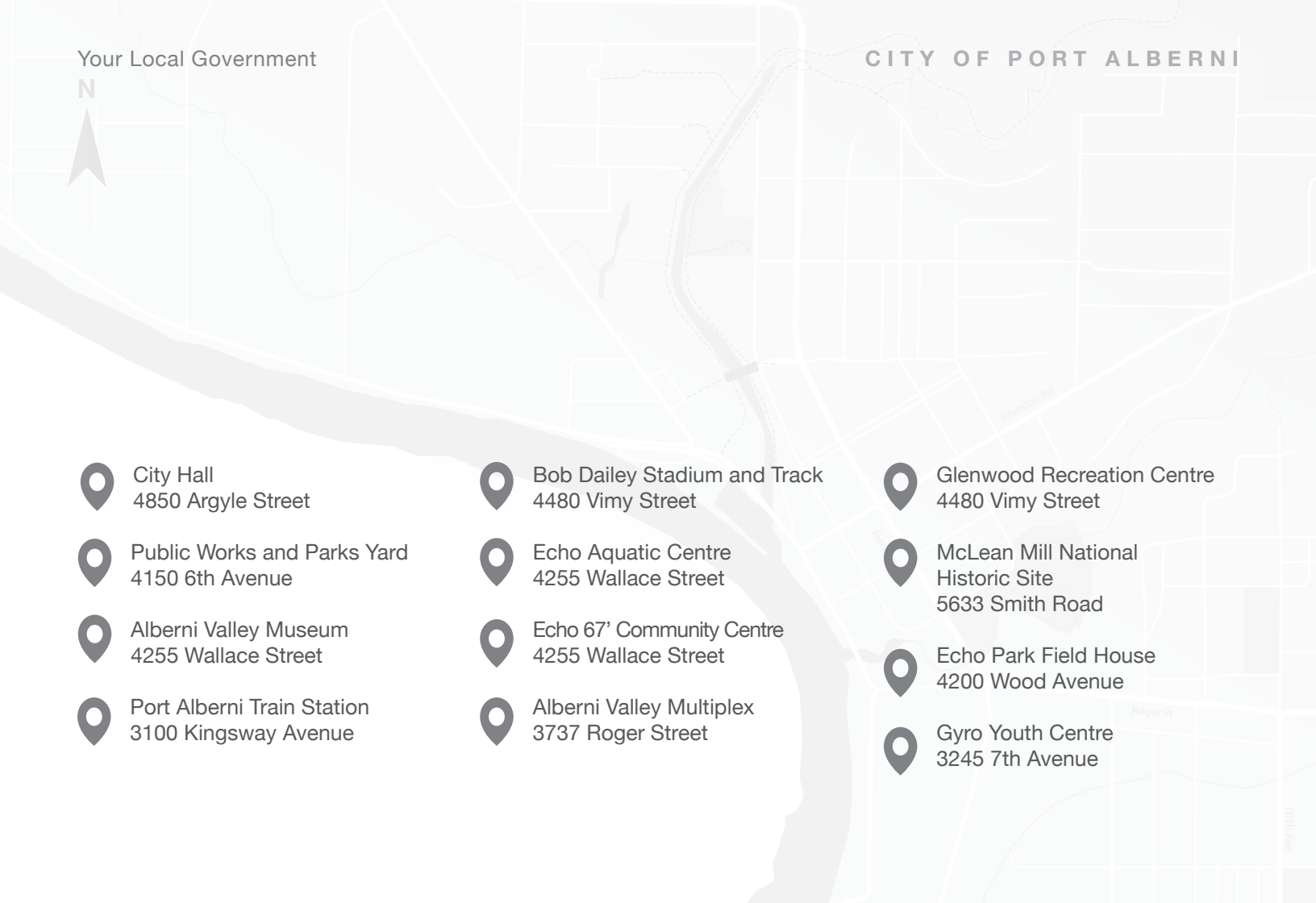
At the close of each year, departments conduct performance reviews to gain insight into the achievements of staff, analyze departmental spending in relation to the annual budget and forecast the allocation of staff resources based on the Five-Year Financial Plan. This information is then compiled into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



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- 
- City Hall
4850 Argyle Street
 - Public Works and Parks Yard
4150 6th Avenue
 - Alberni Valley Museum
4255 Wallace Street
 - Port Alberni Train Station
3100 Kingsway 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 Recreation 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





MESSAGE FROM YOUR MAYOR AND CAO



MESSAGE FROM YOUR CAO



On behalf of City staff, I am pleased to support Council in the presentation of the 2019 Annual Report.

If 2019 had been a novel, Port Alberni's would have been described as a "page-turner." To quote Charles Dickens, "It was the best of times, it was the worst of times."

The year 2019 ushered in a sense of optimism in Port Alberni as a new Mayor and Council forged an exciting path for the organization and the community. Interest from investors was high, unique small businesses were popping up and new residents were arriving in town. This fueled a feeling that Port Alberni was coming into its own as one of Vancouver Island's vibrant waterfront communities.

The success and optimism felt around town was somewhat countered by ongoing challenges. Like other communities across the country, Port Alberni continued to battle issues that were once considered 'Big City Problems.' Dedicated to addressing these challenges, City staff and Council set a strategic path that will see new partnerships formed and solutions implemented that will help foster a safe, healthy, complete community.

Council's Strategic Plan (the Plan), issued during the summer of 2019, is the City's roadmap to success. By fusing progressive thinking with innovative solutions, we look to inspire our citizens and enhance quality of life in the Alberni Valley. The Plan includes walkable, green streets, improved public access to the community's waterfront, growth in the small business sector, and deeper, more respectful relationships with Hupacasath and Tseshaht First Nations, among others.

In 2019, many significant projects were undertaken which aligned with the new Plan. These included the development of a new corporate structure for Bylaw Services, Community Policing and RCMP Support Services, public engagement on Zoning Bylaw amendments to permit cannabis retail vending, cultivation and processing within the City, replacement of the 19-year old chiller at the Alberni Valley Multiplex, restructuring of the McLean Mill governance model, improvements to underground water infrastructure, the continued separation of storm and sanitary sewer mains throughout the City and substantial progress made on constructing upgrades to the wastewater treatment plant.

As we celebrate our progress in 2019 and move forward into 2020, the second full year of Mayor and Council's term, the City of Port Alberni continues to follow its strategic path with a focus on community growth, high-quality service delivery and fiscal responsibility.

The following pages highlight many of our services, major projects, capital investments and new policies that are moving Port Alberni forward.

Sincerely,

A handwritten signature in black ink, appearing to read 'Tim Pley', with a stylized, cursive script.

Tim Pley,
Chief Administrative Officer

MESSAGE FROM YOUR MAYOR



On behalf of Council I am happy to present the City of Port Alberni's 2019 Annual Report. As I write this, I feel strange celebrating 2019 when the 2020 pandemic has felt all-consuming. But, as the first year in this Council's term has come and gone, there is much to reflect on, and much to celebrate in the way of progress.

Early in 2019 and with great excitement, Council released the 2019 – 2023 Corporate Strategic Plan (the Plan). As a group, we didn't rush to create the Plan, recognizing the importance of building relationships with one another to help facilitate a shared vision for the future of Port Alberni. With a diverse group of people on Council, each bringing a unique perspective, building a shared vision was not an easy task. But our efforts to understand one another and respect each individual's opinion was foundational in creating a cohesive Council. Through our relationship-building process, we developed a Strategic Plan that we are proud to stand behind and one that will guide the City through its strategic initiative.

I'm happy to have made progress on several initiatives over the past year, but of course, the current year's challenges have now put a pause on many of our plans. While 2020 has not been the year many of us expected, I think it has offered us a unique opportunity to reflect on where we are, and more importantly, where we are going. In every challenge we believe there is opportunity, and the challenges of 2020 are no exception. In the coming year, you can expect Council to be refreshing the Strategic Plan to align more with "the new normal" and focusing on several key priorities that will enhance livability and create vibrancy in Port Alberni.

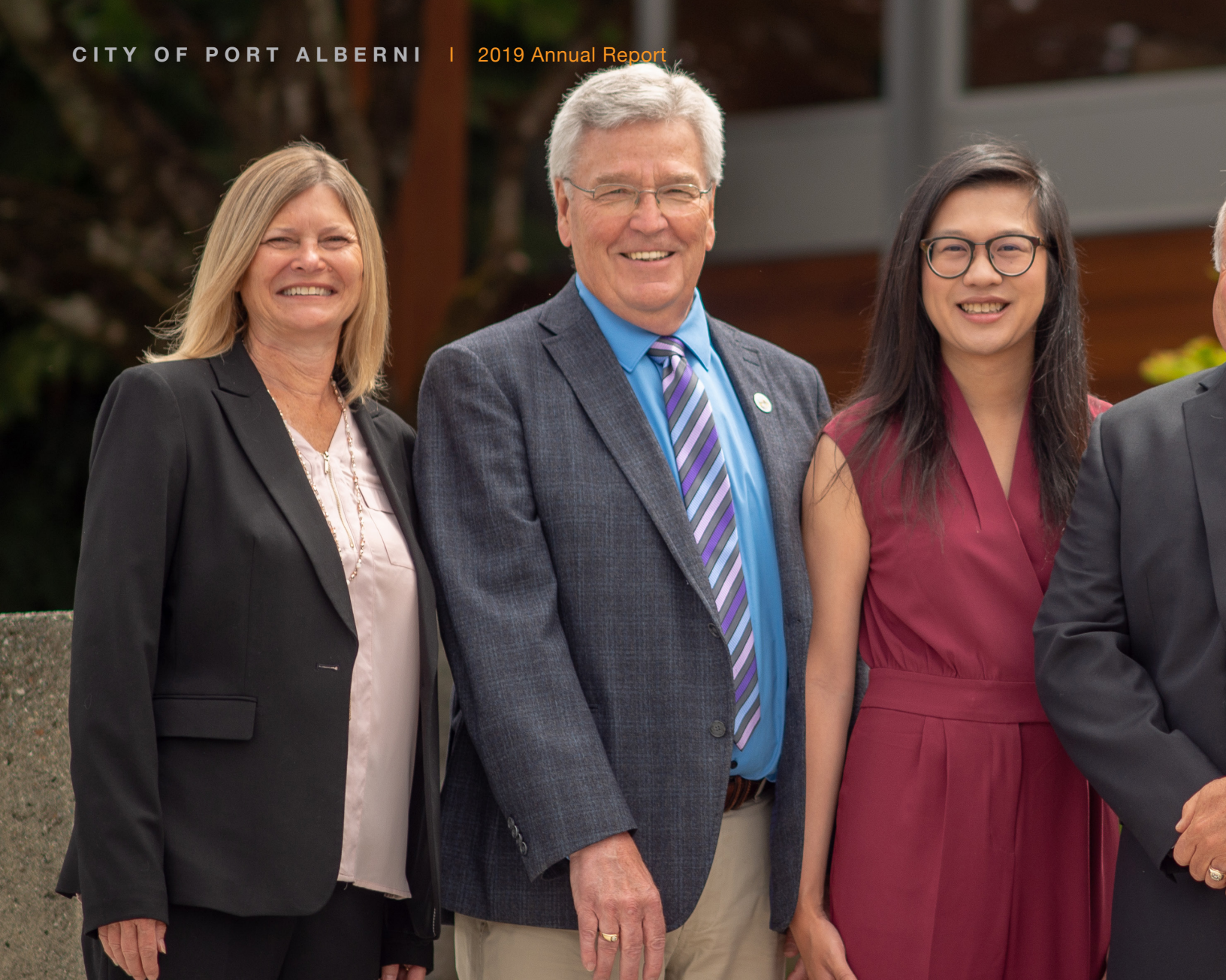
On behalf of Council, I want to thank our amazing staff at the City and at the Regional District for their tireless work and dedication. If these strange times have shown us anything, it's the incredible ability this community has to pull together and support each other in times of need. I feel very fortunate to have the opportunity to lead this Council and community on our strategic path forward, and I look forward to working with and engaging our citizens to create meaningful change in Port Alberni.

Your Council and City staff are dedicated to providing our citizens with high-quality service that is meaningful and responsive. Please don't hesitate to reach out to the City at any time with your thoughts and ideas. We continue to be available via email, telephone, social media or at one of our community events, whether in-person or virtually.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Sharie Minions', with a stylized flourish at the end.

Sharie Minions,
Mayor



YOUR CITY COUNCIL



ELECTED OFFICIALS 2018 - 2022

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

From left to right: Debbie Haggard - Councillor, Ron Paulson - Councillor, Helen Poon - Councillor, Ron Corbeil - Councillor, Dan Washington - Councillor, Sharie Minions - Mayor, Cindy Solda - Councillor

A photograph of a horse stable aisle. On the left, there are wooden stalls with several horses' heads visible. Colorful towels and blankets are hanging over the stall doors. In the center, a group of people, including a man in a green shirt and a woman in a red tank top, are walking away from the camera down the aisle. The aisle is covered with green grass. The text "OUR MISSION AND VISION" is overlaid in large, white, bold, sans-serif capital letters across the middle of the image.

OUR MISSION AND VISION



“
**TO ENHANCE
THE QUALITY
OF LIFE FOR
RESIDENTS
AND
TAXPAYERS
BY CREATING
A VIBRANT
WATERFRONT
COMMUNITY.**
”



OUR MISSION & 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 and maintains 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 which will be of benefit to the broader community.

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.

SAFE, CARING & HEALTHY

We are committed to creating a safe and healthy community that provides safe and accessible facilities, and high-quality municipal services and programs for the enjoyment and well-being of its citizens.

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.

FISCALLY RESPONSIBLE

The City is committed to being fiscally responsible and to creating a climate for investment and involvement by its citizens.

STRATEGIC PRIORITIES

The City's five strategic priorities 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 priorities with its municipal projects and spending. The priorities, coupled with the mission, 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 through a number of goals and strategies.



Strategic Plan Goals and Strategies include:

1 RESPOND TO DEMOGRAPHIC CHANGE/IMPROVE QUALITY OF LIFE

Be a community that is connected by safe, walkable, green streets and accessible multi-modal pathways.

The Uptown District is revitalized and flourishing.

The City adapts in response to ongoing demographic change and community development.

The public has access to and the use of the City's waterfront while marine-based industries thrive and contribute to a strong economy.

2 ENABLE THE NEW ECONOMY

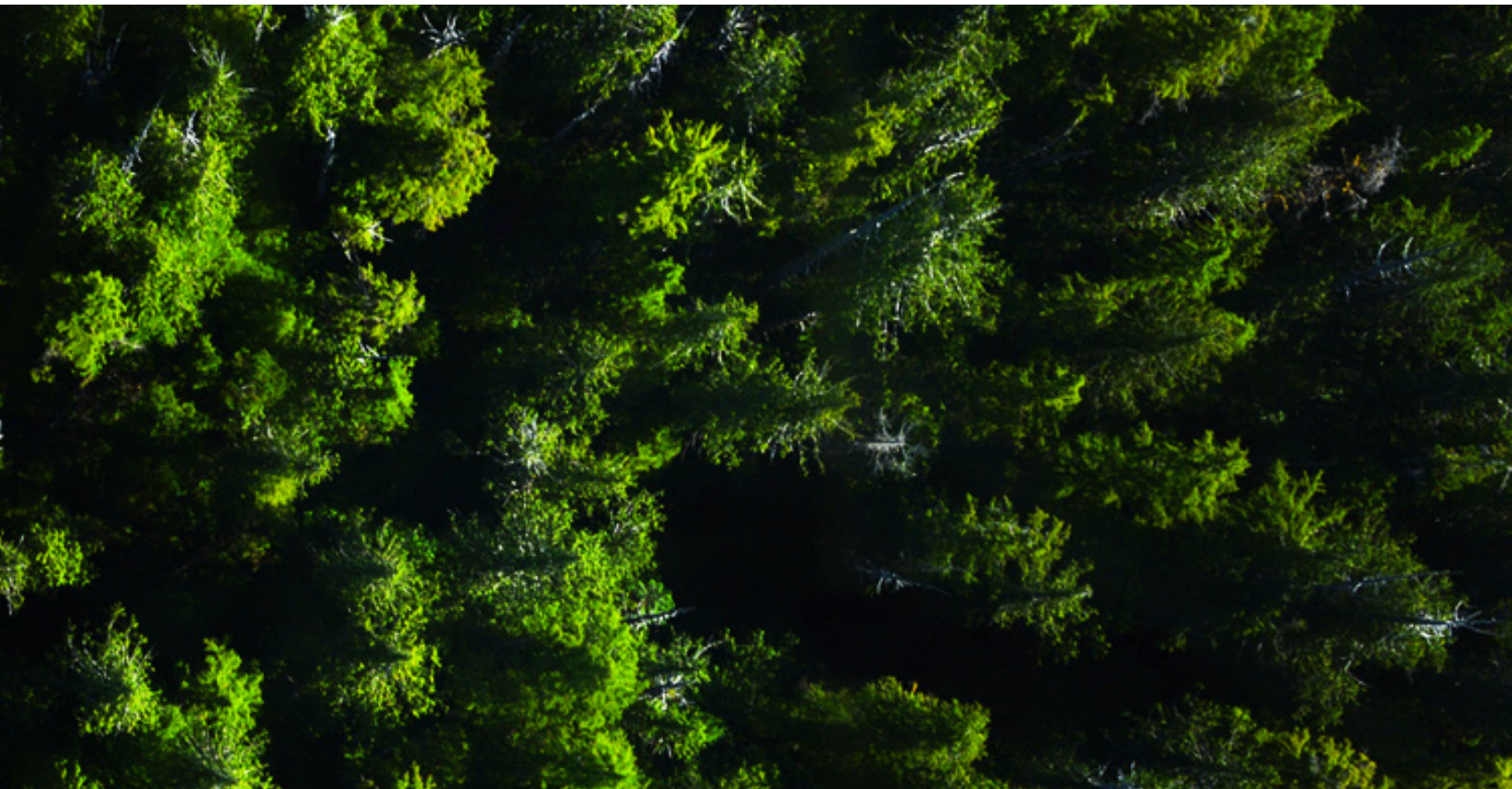
The tourism/visitor sector of the local economy flourishes.

Heavy truck traffic is moved off of 3rd Ave in Uptown District.

The economy grows with an emphasis on small business.

The community has a strategy that effectively encourages investment and sustainable growth.

The City takes an active and innovative role in the redevelopment of brownfield sites.





3 PROVIDE AND MAINTAIN QUALITY SERVICES

The highest and best use is made of City-owned assets.

The City provides quality local government services that are valued by users, without duplicating services that are available through other public or private providers, unless doing so is in the public's interest.

The City's Heritage Network, assets and stakeholders are aligned and provide services desired by the community. Heritage services are authentic and inclusive of all eras, cultures and perspectives.

The City's citizens receive the best value from its service providers.

4 CHAMPION ENVIRONMENTAL LEADERSHIP

Continuous improvements are made in terms of reducing the amount of solid waste generated within the City that is landfilled.

City infrastructure is renewed in a sustainable and environmentally conscious manner.

Brownfield sites in the community are remediated in a timely manner.



FOSTERING A COMPLETE COMMUNITY (SAFE, HEALTHY AND INCLUSIVE)

The community is tidy. Neighbourhoods are celebrated for their uniqueness. There are locally authentic public spaces. Citizens are proud of their community.

People are safe and feel safe.

The community is connected with safe pathways and trails that are multi-modal. Pedestrians and cyclists are safe and feel welcome.

People know where they are within the City through the use of effective and authentic wayfinding signage.

The City continues on a thoughtful and sustainable path of reconciliation with First Nations and First Nations citizens.

A photograph of a forest path with sunlight filtering through the trees. The path is covered in fallen leaves and surrounded by lush green foliage. The text "FINANCIAL STATEMENTS" is overlaid in large, white, bold letters.

FINANCIAL STATEMENTS



CONSOLIDATED STATEMENT OF FINANCIAL POSITION FOR THE YEAR ENDED DECEMBER 31, 2019

	2019	2018
FINANCIAL ASSETS		
Cash and cash equivalents	\$ 10,050,393	\$ 5,925,134
Investments	28,458,862	30,766,202
Accounts receivable	5,098,787	4,600,470
Inventory for resale	31,415	53,268
Investment in government business enterprise	3,136,187	1,721,135
	46,775,644	43,066,209
FINANCIAL LIABILITIES		
Accounts payable and accrued liabilities	6,460,585	6,488,610
Deferred revenue	6,823,723	4,754,537
Refundable deposits	460,725	351,227
Short term debt	4,450,000	-
Debtore debt	9,835,068	10,163,466
	28,030,101	21,757,840
NET FINANCIAL ASSETS	18,745,543	21,308,369
Commitments and Contingencies		
Subsequent Event		
NON-FINANCIAL ASSETS		
Inventory of supplies	490,306	488,077
Prepaid expenses	242,899	201,989
Tangible Capital Assets	122,477,625	107,991,379
	123,210,830	108,681,445
ACCUMULATED SURPLUS	\$ 141,956,373	\$ 129,989,814

CONSOLIDATED STATEMENT OF OPERATIONS FOR THE YEAR ENDED DECEMBER 31, 2019

	2019 BUDGET	2019 ACTUAL	2018 ACTUAL
REVENUES			
Taxation	\$ 23,379,646	\$ 23,439,470	\$ 22,723,923
Sale of services	10,256,190	10,463,191	9,870,774
Other revenue from own sources	737,940	942,393	966,169
Investment income	263,000	716,073	571,705
Grants	1,349,857	11,172,799	2,905,256
Gain (loss) on disposal of assets	-	(49,853)	(23,830)
Income (loss) from investment in government business enterprise	-	1,565,052	(371,888)
Other	456,400	4,629	117,139
	36,443,033	48,253,754	36,759,248

Continue on next page.



CONTINUED - CONSOLIDATED STATEMENT OF OPERATIONS FOR THE YEAR ENDED DECEMBER 31, 2019

	2019 BUDGET	2019 ACTUAL	2018 ACTUAL
EXPENSES			
General government services	\$ 3,591,534	\$ 4,408,643	\$ 3,666,911
Protective services	11,617,524	11,606,813	10,549,188
Transportation services	4,198,108	6,078,785	5,863,040
Environmental health services	804,211	1,000,776	1,010,444
Environmental and economic development	1,374,447	1,321,252	1,052,644
Recreation and cultural services	6,199,683	7,505,019	7,042,514
Water utility	1,473,672	2,369,605	2,376,259
Sewer utility	1,496,154	1,969,552	1,932,066
Other	-	26,750	130,000
ANNUAL SURPLUS	5,687,700	11,966,559	3,136,182
Accumulated surplus, beginning of year	129,989,814	129,989,814	126,853,632
ACCUMULATED SURPLUS - END OF YEAR	\$ 135,677,514	\$ 141,956,373	\$ 129,989,814

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 2019 - 2023 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 2019 fiscal year with an increase of \$11,966,599 to its accumulated surplus. A summary of the accumulated surplus balance is as follows:

	2018	2019
Operating Funds	(\$ 19,553,344)	(\$ 19,218,423)
Capital Funds	\$ 125,520,751	\$ 135,879,264
Reserve Funds - statutory	\$ 1,135,749	\$ 1,133,737
Reserve Accounts - internally restricted	\$ 33,583,786	\$ 24,161,795
TOTAL	\$ 129,989,814	\$ 141,956,373

CAPITAL ASSET ADDITIONS

» Facilities:	\$ 436,830
» Sewer:	\$ 480,862
» Storm Drains	\$ 381,337
» Transportation	\$ 639,738
» Water	\$ 1,402,511

WORK IN PROGRESS

- » At the end of 2019 there was \$20,234,738 in active capital projects.
- » A large portion of Work in Progress is related to the sewage lagoon upgrades.

FUNDING

- » In 2019, the City received grants and donations totalling \$11,172,799.
- » The sewer lagoon project accounted for a significant portion of senior government funding.
- » The investment income from our reserve accounts realized \$716,073 revenue.

COMMITTEES, COMMISSIONS & BOARDS

CITY OF PORT ALBERNI COUNCIL APPOINTMENTS

Regional District of Alberni Clayoquot Representatives Mayor Minions, Councillor Solda. Alternates (in order):	Councillors Haggard, Paulson, Corbeil, Poon, Washington
Personnel Committee	Sharie Minions (Chair), Councillors Haggard and Paulson
Audit Committee	Councillors Corbeil, Solda, Washington
Community Investment Program/ Permissive Tax Exemptions	Councillor Poon (Alternate: Councillor Paulson), Frances Ketteringham, Craig Summers, Diane Mayba, Teresa Ludvigson
Court of Revision	Mayor Minions, Councillors Poon and Washington
Board of Variance	Boris Lehner, Gerry Hickey, Danese McDonald (3-year term to December 2021)
Advisory Planning Commission	Chris Washington, Staff Sgt. Terry Smith, Rick Newberry, Jim Tatoosh (Hupacasath), TBC (Tseshah), Councillor Haggard, Amy Anaka, Ken McRae, John Douglas, Jeanette Nichols, Don Ferster, Sandy McRuer
Alberni Valley Heritage Commission	Gareth Flostrand, Judy Carlson, Bert Simpson, Ken Watson, Pam Craig, Jay Manson, Nancy Blair, Bill Collette, Sheena Falconer, Councillor Washington
Advisory Traffic Committee	Planner, Wilf Taekema, Wes Patterson, Sgt. Dave Boyce, Brian Mousley, Larry Ransom, Caroline Robinson, Cameron McKinnon/Phil Atkinson, Councillor Paulson
Port Alberni Port Authority	Ken McRae (July 1, 2018 - June 30, 2021)
Air Quality Council	Councillor Ron Corbeil; Fire Chief
Reconciliation Committee	Mayor Minions, Sheena Falconer, Ian Benoit, Wally Samuel, Jim Tatoosh, Brandy Lauder (Hupacasath); Cynthia Dick, Ann Robinson (Tseshah)
Permissive Tax Exemption Committee	Mayor Minions, Councillors Haggard and Poon

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 2019, Property Taxes foregone through Permissive Tax Exemptions equaled \$259,290.95.

REGISTERED OWNER	EXEMPTION
666082 BC Ltd	897.49
Alberni Athletic Association	18,351.96
Alberni Community and Women's Service Society (4 Properties)	5,394.58
Alberni District Fall Fair (2 Properties)	13,582.92
Alberni Valley Curling Club	5,809.24
Alberni Valley Hospice Society	2,714.60
Alberni Valley Junior Baseball Association	96.89
Alberni Valley Minor Hockey Association	247.18
Alberni Valley Rescue Squad	7,087.39
Alberni Valley Senior Citizens Home Society - Fir Park	1,242.17
Alberni Valley Senior Citizens Home Society - Pioneer Towers	925.45
Alberni Valley Softball Association	456.46
Alberni Valley Youth Soccer Association	2,469.19
BC Society for The Prevention of Cruelty To Animals	9,334.68

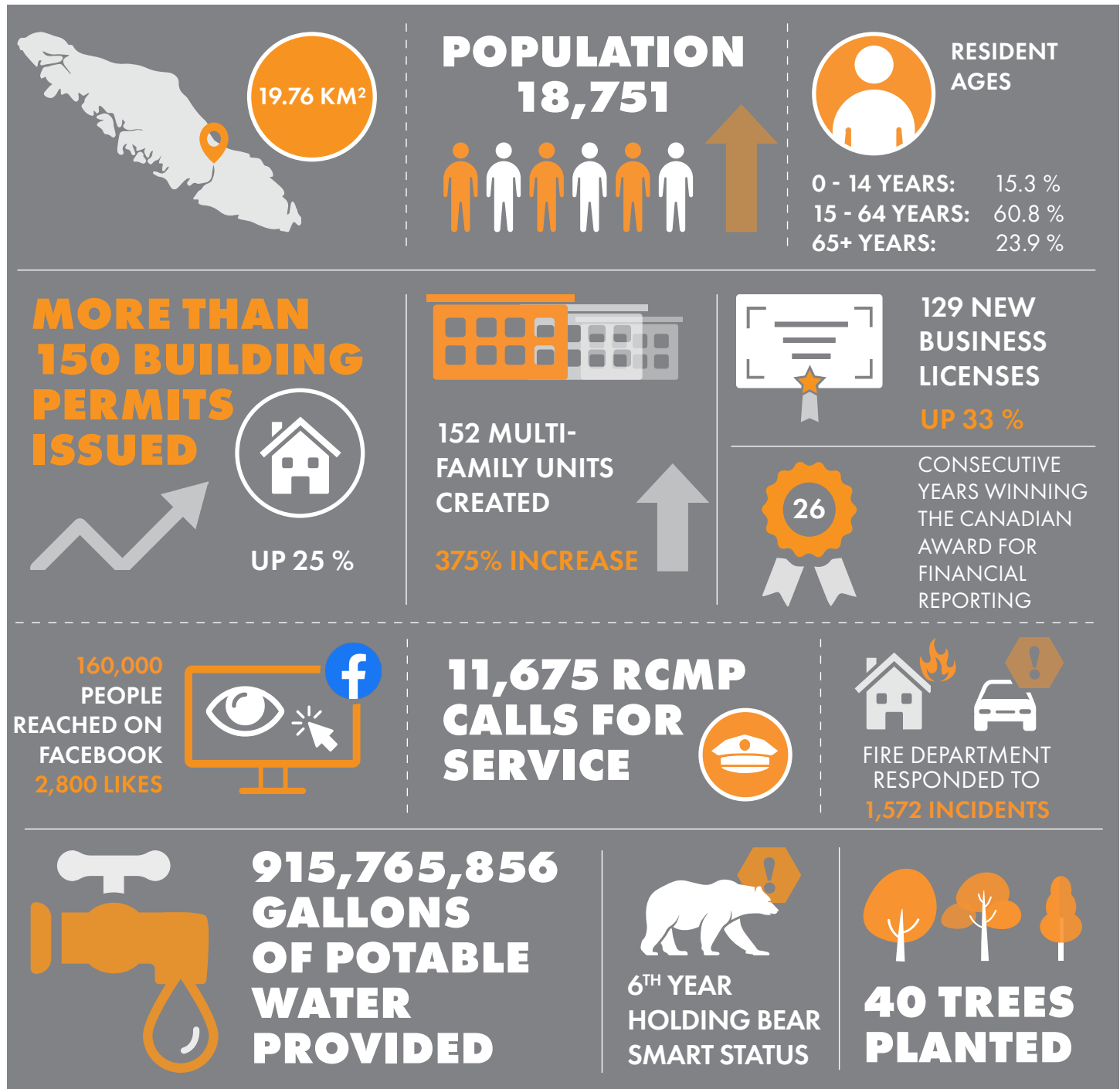
REGISTERED OWNER	EXEMPTION
Bishop of Victoria	8,323.40
Bread of Life Centre Inc.	1,681.23
C T H Management Association (3 Properties)	25,347.27
Canadian Mental Health Association (2 Properties)	10,378.85
Community Arts Council (3 Properties)	3,941.12
Echo Sunshine Club	92.68
Island Corridor Foundation (5 Properties)	10,142.30
McLean Mill Society	3,849.87
Mount Arrowsmith Skating Club	359.54
Ocean Canal Clubhouse Inc	1,177.00
Ooh-Ah-Tluk-Kuu-Wil Society	9,629.64
Port Alberni Association for Community Living (5 Properties)	15,059.49
Port Alberni Black Sheep Rugby	10,410.42
Port Alberni Gymnasium Association	13,857.36
Port Alberni Lawn Bowling (2 Properties)	3,790.63
Port Alberni Men's Slow-pitch League	8,031.23
Port Alberni Shelter Society	8,259.24
Portal Players Dramatic Society	4,306.36
Somass Ware Memorial Building Society	1,325.73
Stepping Stones Daycare	4,585.86
Pot Luck Ceramics	1,939.67
The Falls Road Eagles Hall Society	1,459.31

REGISTERED OWNER	EXEMPTION
Tsunami Swim Club	200.83
Western Vancouver Island Industrial Heritage Society	9,489.18
Anglican Synod Diocese Of BC	1,359.43
Alberni Valley Gurdawara Society	339.85
Grace Lutheran Church (2 Properties)	782.80
Bishop of Victoria	1,354.71
Gateway Community Church	1,100.66
First Christian Reformed Church	3,088.60
Glenwood Gospel Hall	959.14
The Khalsa Diwan Society (2 Properties)	2,237.03
Sri Sanatan Dharam Society of BC	2,691.01
Bethel Christian Fellowship Society	1,323.04
Trustees of The Congregation of Lathom Rd Gospel Hall	531.90
Arrowsmith Baptist Church	3,620.97
Jericho Road Church	649.16
BC Association of the Seventh-Day Adventist	817.63
Pentecostal Assemblies of Canada	2,589.93
Church of The Nazarene	5,541.53
Trustees of The Congregation of the First United Church (2 Properties)	4,055.16

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TO FOSTER
A COMPLETE
COMMUNITY
- SAFE,
HEALTHY
AND
INCLUSIVE.”



ABOUT PORT ALBERNI



CORPORATE STRUCTURE

THE COMMUNITY

MAYOR & COUNCIL

CHIEF ADMINISTRATIVE OFFICER

DEPARTMENTS & OPERATIONS

ENGINEERING &
PUBLIC WORKS DIRECTOR
DIRECTOR

OPERATIONS
DIRECTOR

► STREETS & CONSTRUCTION
SUPERINTENDENT

► UTILITIES
SUPERINTENDENT

► MECHANICAL
SERVICES
SUPERINTENDENT

CLERKS
CITY CLERK

► DEPUTY
CITY CLERK

COMMUNITY SAFETY
MANAGER

► POLICE SUPPORT SERVICES
MANAGER

FIRE CHIEF

► DEPUTY
FIRE CHIEF

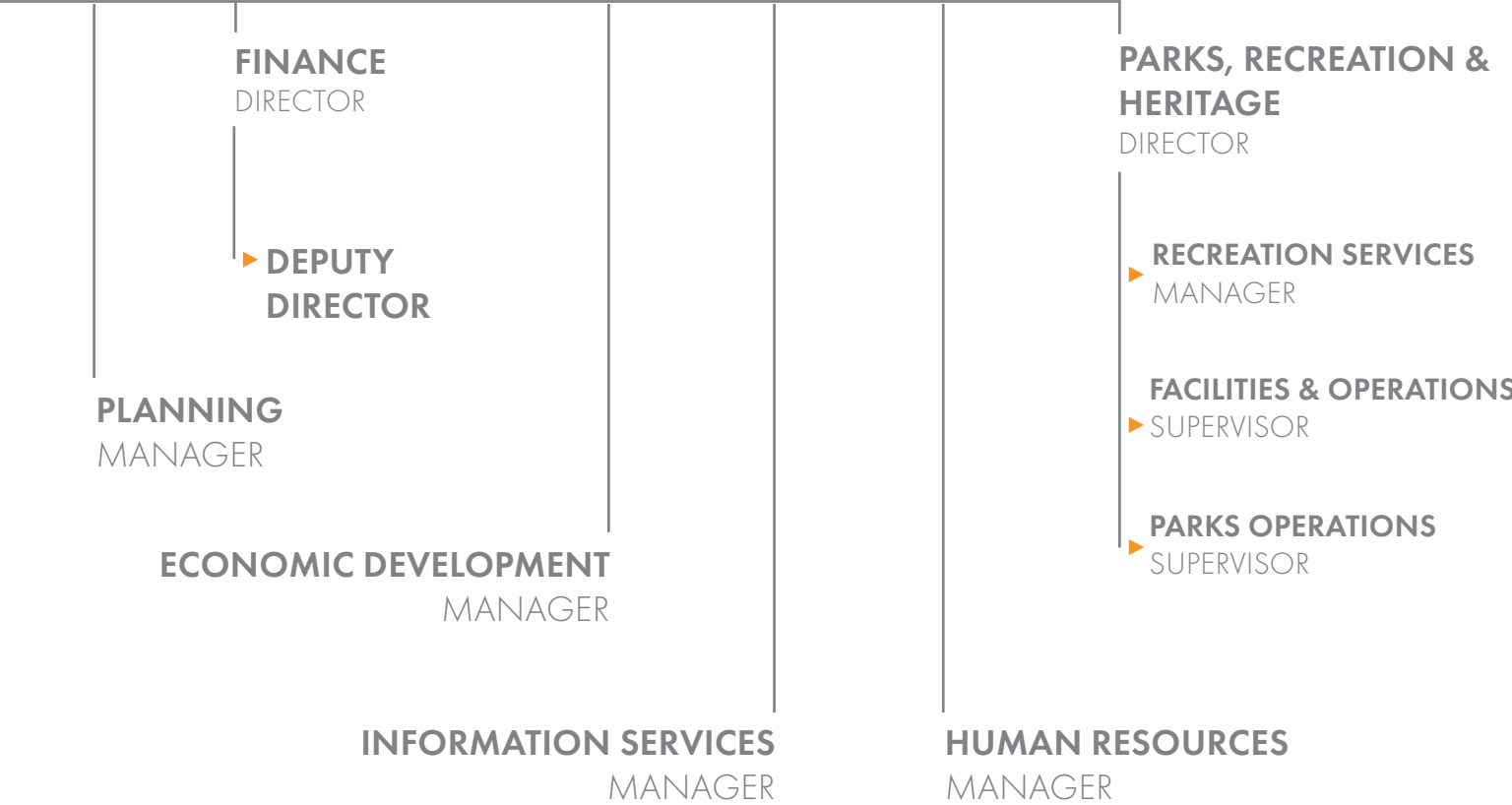
COMMUNICATIONS
MANAGER



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.

.....▶ **RCMP OFFICER IN CHARGE**
INSPECTOR





DEPARTMENT REPORTS





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.

WE DELIVER FOR YOU

CALLS FOR SERVICE

The Port Alberni Detachment saw an increase in total calls for service in the City for 2019 compared to 2018. Total calls for service increased to 11,675 compared to 10,393 the previous year, for an increase of 12 percent.

The detachment employs 20 municipal employees in support of police operations. There are 15 fulltime employee positions and several auxiliary municipal employees who are being led by the detachment's Manager of Police Support Services.

YOUTH LIAISON OFFICER POSITION

2019 saw the re-instatement of the Youth Liaison Officer position to bolster the RCMP presence within the schools and foster positive relationships with youth.

CRIME REDUCTION STRATEGY

Port Alberni Detachment continues to deliver an enhanced Crime Reduction Strategy in the community. Two officers are assigned to the Crime Reduction Unit where their mandate is to focus their policing efforts on the community's chronic offenders. Chronic offenders are defined as the small percentage of criminals, responsible for a large percentage of crime in the community.

PROACTIVE ACTIVITIES IN THE COMMUNITY

Detachment members continue to engage in proactive activities in the community including attendance at countless community events, proactive foot patrols, bike patrols and boat patrols.

LET'S TALK PROGRESS

INDIGENOUS SAFETY TEAM

2019 saw the creation of the Indigenous Safety Team also known as IST. The Indigenous Safety team is a joint engagement of healthcare, social services, culture and justice seeking to improve the lives of the Indigenous community. Port Alberni's Indigenous Policing Section launched the pilot program, which is a unique and locally focused Harm Reduction/Crime Prevention initiative. It is a street level outreach program comprised of Police, Mental Health, Substance Abuse and Indigenous representatives.

CRIME PREVENTION ACTIVITIES

Port Alberni RCMP Community Policing initiatives target crime prevention as well as traffic safety. In response to Council's 2019-2023 Corporate Strategic Plan, the structure of Community Policing has shifted. It is now led by the City of Port Alberni with support from the RCMP. In response to these changes, a Manager of Community Policing position was created and plans to open a new Public Safety Building in the Uptown District where Community Policing and Bylaw Services will be co-located is underway. This new structure will bolster the City and RCMP approach to community safety and help address current and emerging public safety challenges.



11,675 CALLS FOR SERVICE

UP 12% FROM 2018

VOLUNTEERS

There are currently 20 active volunteers participating in various initiatives. The decline from last year's 30+ volunteers is attributed to volunteer retirements and transfers out.

INTO THE FUTURE

The 2020/2021 Port Alberni RCMP policing priorities are to improve traffic and overall road safety. Another priority is crime reduction with a particular focus on property crimes and drug offences. There will be additional education, awareness and enforcement in the area of family violence. Also, priorities are centred around Indigenous policing focused on excellence, drugs, traffic, youth and visibility. Finally, the RCMP will continue to focus on the wellness of all employees.



YOUR PLANNING DEPARTMENT

The City's Planning and Building Department works proactively with stakeholders and the community to develop 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.

WE DELIVER FOR YOU

Your Planning Department works proactively with stakeholders and citizens to create a complete, balanced, and vibrant Port Alberni. 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.

LET'S TALK PROGRESS

Just as buildings require thorough, detailed plans to ensure proper construction, so do municipalities to ensure smart development and sustainable growth. In 2019 your Planning Department worked to amend Zoning Bylaws so as to permit cannabis cultivation and processing in Port Alberni. They also enabled new affordable housing and multi-family housing projects and set the course for revitalizing the Official Community Plan (OCP).

Supporting a new sector of the economy, the department led a three-month engagement process on cannabis cultivation and processing Zoning Bylaw amendments. The amendments received preliminary support from the City's Advisory Planning Commission and Council, and are awaiting a 2020 Public Hearing before further review.

Affordable housing has always been a hot topic in the Alberni Valley and in 2019 the City approved an OCP and Zoning Bylaw amendment for 4550 Maitland Street. This amendment allowed for the development of a new high-quality and energy-efficient affordable housing unit called the "Maitland Family Housing Project." The department also issued development and building permits for Phase 2 of the Anderson Hill development at 4000 Burde Street, which will see the construction of two 4-storey multi-family buildings on the former high school lands.

As part of the next phase of the Rainbow Gardens Care Facility, a height variance was approved for 6141 Russell Place to allow for the construction of a 39 unit five-storey seniors' housing building on the remaining developable area of the site.

Recognizing the need for a refreshed approach to community planning, the City's new Development Planner, hired in the spring of 2020, set the course for developing a new OCP. A new OCP will help the City in identifying and describing the long-term vision of the community and provide objectives and policies that will guide decisions on municipal planning and land use management.

FAST FACTS & AWARDS/GRANTS

- » A total of 152 multi-family units were created in 2019, up 375% from 2018 (152 units in 2019 compared to 32 units in 2018).
- » Over 150 Building Permits were issued in 2019.
- » The City continues to grow up from 2018, there was a 25% increase in the number of development applications processed in 2019. A total of 36 development applications were received by the department.
- » The City was granted \$30,000 by UBCM to complete a Housing Needs Assessment.



INTO THE FUTURE

In alignment with Council's 2019-2023 Corporate Strategic Plan, the Planning Department aims to improve quality of life in Port Alberni by helping foster a complete community that is safe, healthy and inclusive.

In 2020 Planning will begin to develop the City's new Official Community Plan and will engage with citizens on a new vision. The department will also lead the development and completion of an Uptown District Revitalization Strategy to understand better the needs of the area and identify priorities that relate to social and economic revitalization. A Housing Needs Assessment and report will also be completed in 2020 to help identify the specific housing needs of Port Alberni.

As part of the City's approach to building adequate housing stock and accommodation options, the department will also explore and present new regulations to permit short term rentals as well as laneway and carriage homes in Port Alberni.

The department will also work to develop concepts and plans to help enhance public space and pedestrian connectivity at Harbour Quay and will work closely with other City departments on the 'Connect the Quays' waterfront multi-modal pathway project.

Planning also intends on launching a Request for Proposals to identify potential partners interested in rehabilitating the Train Station building and will develop a five-year operations plan to ensure good service delivery to keep up with the growing demand.

Together, these projects and initiatives will help shape the future of Port Alberni and transform the City into the vibrant waterfront community it strives to be.



MORE THAN 150 BUILDING PERMITS ISSUED IN 2019

UP 25% FROM 2018



152 MULTI-
FAMILY UNITS
CREATED -
375% INCREASE

25% INCREASE
IN DEVELOPMENT
APPLICATIONS





YOUR **BYLAW** **DEPARTMENT**

Bylaw Services is a public safety enforcement team. The Public Safety Office will house Bylaw Services, Community Policing and have space for RCMP, and other agencies to serve the community in a safe, healthy and inclusive environment in an effort to reduce crime and improve the quality of life for all citizens.

WE DELIVER FOR YOU

Your Bylaw Services Department is a public safety enforcement team that works in conjunction with Community Policing, the RCMP and other agencies in an effort to reduce crime and improve the quality of life for all of Port Alberni's citizens. Municipal bylaws, policies and regulations are enforced through a variety of processes including public education, voluntary compliance, dispute resolution, mediation and enforcement-related activities.

LET'S TALK PROGRESS

Your Bylaw team is committed to maintaining and improving the aesthetic look of Port Alberni and enhancing safety and security within the community. This includes creating initiatives that allow citizens to participate in revitalization efforts, helping foster pride in the community. One successful initiative launched in 2019 was the Graffiti Removal Program.

The Graffiti Removal Program assists property owners affected by vandalism by allowing multiple partners to recognize, report and remove graffiti. In its first year, this program provided numerous applicants with vouchers for paint and supplies to remove graffiti, helping to ensure Port Alberni's neighbourhoods are vibrant and clean.

An emphasis on utilizing crime prevention and non-policing strategies to reduce crime prompted the formation of the Enhanced Security Program. Thus far, the program has granted 32 businesses funding towards security improvements and has recently opened to include residential properties.

Coupled with a continued focus on providing public education, these and other bylaw initiatives will help to ensure that Port Alberni continues toward its vision of being a safe and welcoming community.

FAST FACTS

- » 1,087 calls for service (a 200% increase from 2018). Of the 1,087 calls for service 962 were resolved.
- » 27 Bylaws were either introduced or amended by City Council.
- » Port Alberni is proud to be one of only eight communities in BC to receive Bear Smart status.

INTO THE FUTURE

In alignment with Council's 2019-2023 Corporate Strategic Plan to foster a complete community that is safe, healthy and inclusive, the City developed a new organizational structure that will bolster the City's approach to community safety and help address current and emerging public safety challenges. This shift will involve a new Public Safety Building located in the Uptown District, where Bylaw Services and RCMP Community Policing will be co-located. This approach will build stronger partnerships with key agencies and provide enhanced safety and security to the citizens of Port Alberni.

The City recognizes the value of a tidy community where people are safe and feel safe. Bylaw will continue to focus on property maintenance and the infilling of vacant lots and buildings to enable those sites to contribute to the vibrancy of our community and the creation of locally authentic public spaces.



**1,087 CALLS
FOR SERVICE**

**27 BYLAWS
INTRODUCED
OR AMENDED**



**6TH YEAR
HOLDING
BEAR SMART
STATUS**



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.

WE DELIVER FOR YOU

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.

LET'S TALK PROGRESS

PAFD responded to 1,572 incidents in 2019 making it the second busiest year ever; only eclipsed by the previous year. Of these calls, 44 were structure fires accounting for an increase of 29 percent from the previous year and 173 were motor vehicle incidents up 9 percent from 2018. In addition to serving the City, PAFD provides road rescue under contract to the Province of BC which resulted in the response to 73 motor vehicle incidents outside the City in 2019.

Responding to this volume of calls demands continued and varied training. The nature of these calls has the potential to cause post-traumatic stress injuries. In 2019, as a prevention and mitigation strategy, PAFD created a Mental Health Committee comprised of existing firefighters. This committee orchestrates training sessions for PAFD personnel to make individuals more resilient when exposed to traumatic events. Additionally, committee members have undergone training to act as peer-to-peer supporters.

In March PAFD, in partnership with the BC Professional Firefighters Association, hosted Fireground Survival Training for all personnel and extended that training to the three Automatic Aid Agreement partners: Beaver Creek, Cherry Creek and Sproat Lake. This training provided participants with critical skills that can be used by firefighters to save their own lives and those of their colleagues.

Dedicated to serving and educating the community, the PAFD joined Sproat Lake Volunteer Fire Department to provide Fire Smart BC information for citizens of the Alberni Valley, hosted an in-house training session for Gathering Our Voices, an Indigenous youth leadership conference, hosted two Grade 3 students as 'Chief for a Day' and joined RCMP and Emergency Health Services in a demonstration for the high school graduating class depicting the dangers of drinking and driving.

FAST FACTS

- » The only outdoor fires permitted within the City are campfires that are no greater than .5m x .5m in size, only clean/dry firewood is to be burned and you need to have a means of extinguishing the fire on hand.
- » The City is incredibly proud of our firefighters and considers them our personal heroes. On October 22nd, the rest of the world also got to see them in action when Hellfire Heroes Season 2 premiered. The season featured PAFD alongside three other Canadian Fire Departments.



**RESPONDED
TO 1,572
INCIDENTS**



**CALLS FOR STRUCTURE
FIRES UP 29%**

**MOTOR
VEHICLE
INCIDENTS
UP 9%**



INTO THE FUTURE

Looking ahead to 2020, the PAFD will continue to improve communication efforts on both a public and professional level. A new radio frequency will be added which will allow PAFD to stay on a dispatch monitored frequency. This will enhance firefighter safety on scene and reduce the amount of radio traffic on the congested Alberni Valley fire departments' frequency.

In an effort to further connect with those they serve, in 2019 the department revived their social media accounts. The number of followers on the PAFD Facebook account more than doubled in excess of 2,000 followers. The PAFD is committed to growing its following to 3000 in 2020.

The PAFD is always looking to further build and strengthen their relationships with external partners. One such opportunity includes the City of Port Alberni, Alberni-Clayoquot Regional District, Tseshaht First Nation and Hupacasath First Nation obtaining a FireSmart BC Grant in the amount of \$157,000 from the Union of BC Municipalities. In 2020, the money will go towards educating the public about FireSmart BC, offering free yard waste disposal for homeowners and providing property assessments and recommendations for best FireSmart practices.







YOUR PARKS, RECREATION AND HERITAGE DEPARTMENT

To enrich the lives of those we serve by ensuring full and equitable access to a wide range of leisure opportunities, and promoting an appreciation for the environment and local heritage.

WE DELIVER FOR YOU

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

LET'S TALK PROGRESS

In 2019, Parks, Recreation and Heritage worked diligently to support Council's goals to provide and maintain quality services for our residents and foster a complete community that is safe, healthy and inclusive.

Additional upgrades to the Gyro Youth Centre improved accessibility, inclusivity and program delivery. The 19-year old chiller at the Multiplex was replaced with a new chiller system offering a 20-year life span. Emphasis on improved service delivery prompted the installation of push buttons that activate spray parks at both Blair Park and 16th Avenue Park. Continually evaluating the highest and best use of City-owned assets led to the addition of a firepit at Canal Beach for families to relax around and enjoy views of the Alberni Inlet. Our Parks Department planted 40 new trees throughout the community as part of Council's goal to green existing streets.

The Heritage Department is focused on providing heritage services that are authentic and inclusive of all eras, cultures and perspectives. Dedicated to enriching the lives of those they serve and expanding our understanding of Canadian History, the museum hosted its 17th Annual Alberni Valley Museum Regional Heritage Fair from which three of our local students were selected to attend the Provincial Heritage Fair. In 2019, the Alberni Valley Museum was one of only two museums to host "Echoes in the Ice: Finding Franklin's Ship" and was the first venue to host an exhibit from the Royal BC Museum "Our Living Languages." Championing heritage initiatives is paramount and 2019 saw the restoration of four integral assets for the National Historic Site, McLean Mill including the Arnold McLean Garage, and roof replacement on the Worker House, Cookhouse and Main Garage.



**40 TREES
PLANTED**



**RECIPIENT
OF MULTIPLE
AWARDS AND
GRANTS OF
MORE THAN
\$211,000 TO
AID FUTURE
PROJECTS**



FAST FACTS:

- » Constructed in 1966 as part of BC's 1967 Centennial celebrations, the Echo Aquatic Centre is now 53 years old. In 1974, the facility was expanded to include a fitness studio, whirlpool, sauna and a tot's pool. Family changerooms were later added to the facility in 2000 and include accessibility lifts.
- » The City of Port Alberni has 45 parks, 8 playgrounds and 4 spray parks.
- » The museum has more than 24,000 photographs in its collection and they are all available to view online.
- » The museum has two original Emily Carr paintings in their collection.
- » The museum collection includes trucks, trains and tractors.
- » The average age of City owned facilities operated by Parks, Recreation & Heritage is 51 years old. Oldest: E&N Train Station (108 years); Newest: RCMP Detachment (15 years old).

INTO THE FUTURE

Heading into 2020, Parks, Recreation and Heritage will continue to focus on education, service delivery and safety. The City aims to ensure that all citizens have access to recreation services, and that those services are delivered by the most appropriate service provider. The City will continue to improve alignment between the people paying for services with the people receiving those services

To ensure the City provides uninterrupted service to its customers plans will include the replacement of the 20-year-old Multiplex condenser, and generator replacement at both City Hall and the Fire Hall. Replacement of the Penny Lane Walking Bridge and planter installation on lower Argyle Street will enhance our scenic scapes. Additional plans include further restorations at McLean Mill and continued heritage exhibits such as the Chief Dan George – Actor and Activist exhibit, installation of First Nations language throughout the museum and introduction of the Adopt an Artefact Program.



INTO THE FUTURE (CONTINUED)

The City was fortunate to be the successful recipient of various awards and grants that will assist in the realization of these projects and initiatives. Some of these funding opportunities include the Parks Canada Cost-Sharing Grant: \$120,000 (\$60,000: Parks Canada, \$30,000: City of Port Alberni, \$30,000: Alberni-Clayoquot Regional District), BC Arts Council Museum Operations Grant: \$65,000 + \$11,000 supplement and Museum Assistance Program (for Echoes in the Ice exhibit): \$15, 000.



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.

WE DELIVER FOR YOU

Your Finance Department is responsible for providing citizens, elected officials, staff, and vendors with professional service through the collection and disbursement of funds, financial reporting, and management of City assets.

LET'S TALK PROGRESS

Responsible fiscal management is critical to the effective operation of the City. To improve overall service delivery your Finance Department has been focusing on asset management, social procurement, permissive tax bylaw reform and investment policy updates.

Since being awarded a \$550,000 grant from the General Strategic Priorities Gas Tax Fund in 2018, the department has completed an asset management business case which will aid in the decision-making processes and compare capital asset investment needs when City-owned facilities and infrastructure require upgrades/replacement. To further support development of the plan, a request for proposal was issued and awarded for asset management software. This new software, once implemented, will support staff in planning for, maintaining and replacing City assets in a financially sustainable manner.

Always striving to improve financial policies and practices, the department continues to participate in a social procurement initiative with Coastal Communities. The social procurement approach has been adopted in communities across the region and, if approved by Council, will offer further community incentives/benefits to local contractors, vendors and suppliers.

In 2019 a complete revision to the Permissive Tax Exemption Bylaw was also conducted. The revisions brought on changes to participation requirements and bolstered financial benefits/breaks offered to youth, seniors, and mental health programs in Port Alberni. The department also completed updates on the City's Investment Policy to reflect the best investment practices for local government.

INTO THE FUTURE

In alignment with Council's 2019-2023 Corporate Strategic Plan to provide and maintain quality services, the City's Finance Department will continue to work on streamlining its internal processes, improving the paperless billing processes and updating internal systems to better support the needs of staff and residents.

The department will work to introduce new budgeting software so staff can better plan, track and report out on expenditures, implement the awarded asset management software and continue to improve transparency in the annual budgeting process.

Through these and many other initiatives and projects, Port Alberni's Finance Department looks to maintain a high standard of financial management to enhance a good quality of life for our Port Alberni taxpayers.



**\$ 11,172.799
GRANTS
RECEIVED IN
TOTAL**



**CONSECUTIVE
YEARS
WINNING THE
CANADIAN
AWARD FOR
FINANCIAL
REPORTING**



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.

WE DELIVER FOR YOU

Your City's Economic Development Department is tasked with identifying, building and promoting initiatives aimed at increasing the City's tax base and non-tax revenue sources, retaining existing businesses, attracting new investors/businesses and diversifying Port Alberni's economic landscape.

LET'S TALK PROGRESS

Economic development is a key pillar of any community's growth and success. In 2019, the City of Port Alberni became part of TechIsland, a joint initiative launched by eight coastal communities. Through TechIsland, Port Alberni offers investors a wide-range of technology investment opportunities, unique quality of life amenities, technology-related infrastructure and support, as well as investment-ready prospects.

The department also joined forces with the Port Alberni Port Authority (PAPA), the Alberni Valley Chamber of Commerce and Alberni Valley Tourism in hosting three Holland America cruise ship visits to Port Alberni. These visits welcomed over 3000 visitors into the community and contributed approximately \$115,000 to the local economy.

Another major feat for the City in 2019 was the funding application for a full-scale food innovation and processing hub. The City of Port Alberni, in partnership with PAPA, was the highest-ranking applicant through two rounds of a provincial competition. The end result was an award of \$750,000 towards the transformation of the former Port Fish plant into a community hub that helps clients research and develop innovative food products and grow their local businesses.

The City's EcDev team also partnered with Community Futures Alberni-Clayoquot to run the 4th year of the Façade Improvement Program. In 2019 the program approved 10 applications and provided \$87,329 in funding which leveraged more than \$222,597 in commercial storefront investments.

FAST FACTS & AWARDS/GRANTS

- » 129 new business licences in 2019; an increase of 33 percent over 2018.
- » \$855,018 in grants secured: \$750,000 for the Port Alberni Full-Scale Food Innovation and Processing Hub and \$93,166 for the Community Workforce Response Grant Cruise Line Worker Skills Training (with North Island College).
- » \$11,852 for the Destination BC Co-operative Marketing Partnership Program.
- » 3 Port Alberni businesses won awards at the Vancouver Island Business Excellence Awards: the San Group in the Manufactured Wood Products category; Cascadia Seaweed in the Ocean Products category and R. Anderson & Associates in the Professional category.



**\$855,018 IN
ECONOMIC
GRANTS
SECURED**



**129 NEW
BUSINESS
LICENSES**



**33%
INCREASE**



**\$93,166 for
Community
Workforce
Response Grant
(with NI college)**

**\$11,852 for
Destination BC
Co-operative
Marketing
Partnership
Program**



**3 PORT
ALBERNI
BUSINESSES
WIN AWARDS
AT VAN ISLE
BUSINESS
EXCELLENCE
AWARDS**





INTO THE FUTURE

In alignment with Council's 2019-2023 Corporate Strategic Plan to enable a new economy, the City's Economic Development Department is working to encourage tourism-related developments and infrastructure in Port Alberni. One such project includes the 'Connect the Quays' project, a multi-modal waterfront pathway that connects Victoria Quay and Kitsuksis Dyke with Harbour Quay.

For 2020 the department will also pursue the adoption of the Municipal and Regional District Tax and complete an investment attraction website/digital marketing hub to attract more residents and businesses to the Alberni Valley. The team will also continue its participation in TechIsland to increase employment in the tech sector either by assisting existing tech companies in growing their business or by attracting new tech companies to the Alberni Valley.

Through these and many other efforts and initiatives, Port Alberni's Economic Development Department looks to foster genuine and meaningful change as we collectively work toward making improvements to the well-being and vibrancy of our bustling waterfront community.



YOUR **ENGINEERING AND PUBLIC WORKS DEPARTMENT**

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.

ENGINEERING & PUBLIC WORKS

The City's Engineering and Public Works Department designs, undertakes and manages work on our municipal infrastructure including streets, bridges, sewer and storm drains, and the water system. The department also collects solid waste and provides administration and operation of Greenwood Cemetery.

LET'S TALK PROGRESS

STREETS

The department's streets crew undertakes maintenance and repair on over 150 kilometres of asphalt road surface and 135 kilometres of sidewalks. Maintenance includes asphalt surface repair and replacement, snow and ice removal, street sweeping, sidewalk repair and replacement, street lighting repair and re-lamping, traffic control signal maintenance, signage installation and maintenance and road construction. They also provide weekly residential solid waste collection.

In 2020 a generator was installed at City Hall to ensure continuous operation in case of a power failure, 385 metres of new paved sidewalk was installed on Grandview Road to improve pedestrian safety, repairs were completed to the Gertrude Street bridge deck at Roger Street, and 16th Avenue, south of Burde Street, was rebuilt.

FAST FACT

- » The solid waste team averages over 700 pick-ups per day.

WATER

The department's water crew looks after the water system including the three supply dams, five reservoirs, the water treatment plant, four pump stations, and the distribution system with over 170 kilometres of pipe, 740 hydrants and 6,800 water meters.

In 2019 crews installed 286 metres of new water main, and replaced 1500 metres of old water main.

This included the Argyle Water Supply Main Project which saw the replacement of an existing water main, installation of new service connections and the connection of the new main to the existing water distribution system. Crews also completed the Dry Creek Crossing, which saw the replacement of 800 metres of water supply main that connects the City's Cowichan Reservoir to the water distribution system that services North Port.

FAST FACT

- » In 2019 our water system delivered 4.1 billion litres of high-quality drinking water to our customers. This equals the volume of water in about 1,650 Olympic sized swimming pools.

WASTEWATER

The wastewater crew operates the wastewater collection system comprised of over 260 kilometres of sanitary and storm sewers, 3,600 manholes, 2,350 catchbasins, six pumping stations, 110 storm outlets, four combined sewer overflows, and the wastewater treatment facility.



**4.1 BILLION
LITRES OF
HIGH-QUALITY
DRINKING
WATER
PROVIDED**



**EQUALS 1,650
OLYMPIC-SIZED
SWIMMING
POOLS**

WASTEWATER MANAGEMENT

In 2019, crews installed 638 metres of new sanitary sewer and 1,333 metres of new storm sewer main. In 2019, the City advanced with its largest ever infrastructure project comprised of upgrades to the wastewater treatment system. The project will be completed in the fall of 2020 and will improve the quality of treated wastewater discharge by providing an increased capacity with the addition of screening, UV disinfection and an 800 metre discharge outfall with diffusers.

When complete, the upgraded plant will improve effluent quality, provide enhanced environmental protection, increase operational capacity and ensure the City meets the current Canadian wastewater treatment standards.

FAST FACT

- » The five deepwater diffuser ports on the City's new wastewater outfall are equipped with specially designed grills to ensure that ropes and nets will not be entangled.

INTO THE FUTURE

In alignment with Council's 2019-2023 Corporate Strategic Plan to provide and maintain quality services, the City will be working with the Alberni Clayoquot Regional District to begin providing collection of compostable material from City residents.

The new City wastewater treatment facility will be completed in 2020, and the City will be finalizing plans to decommission the old City lagoon facility and returning that area to wetland habitat. The City will also be completing its Liquid Waste Management Plan (LWMP) and continuing with an ongoing program to separate municipal storm and sanitary sewer mains.





**5.8 BILLION
LITRES OF
WATER TREATED**



**RESPONDED TO
368 REQUESTS
FOR SERVICE**



**ELIMINATED 3
DEAD END MAINS
TO IMPROVE
WATER QUALITY**

**INSTALLED 286
METRES OF NEW
WATER MAIN AND
REPLACED 1500
METRES OF WATER
MAIN AT END OF
ITS LIFE CYCLE**





YOUR ADMINISTRATION DEPARTMENT

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

WE DELIVER FOR YOU

Your City Administration Department is comprised of the Chief Administrative Officer, Clerk's Department, Communications, Human Resources and support staff working collaboratively to facilitate and deliver high-quality services to our citizens.

LET'S TALK PROGRESS

The Administration Department provides support for Council, Committees of Council and departmental operations assisting with the development and ensuring a coordinated and balanced implementation of Council's 2019-2023 Corporate Strategic Plan. Some key projects brought before Council included an agreement for the Alberni Valley Chamber of Commerce to operate and manage the 'nonhistorical' portion of McLean Mill, the decision to move forward with issuing a request for proposal on the sale or lease of the Train Station and adoption of the Reconciliation Committee's 27 recommendations for advancing reconciliation in Port Alberni.

The City desires to be transparent and accessible. The Communications Department is responsible for providing information in a clear, accurate and timely format. Using the City's website, social media channels and traditional and online media, the department promotes the municipality's vision and services, informs citizens on active and upcoming projects and engages with the community on topics such as planning, financial management, and capital works/infrastructure renewal, to name a few.

In 2019, Communications helped increase the profile of Council meetings through home page streaming and online promotions, reached its goal of 3000 followers on the City's Facebook page, and 1000 followers on its recreational @playinpa Instagram channel and continued to increase the profile and presence of #ExplorePortAlberni across all social channels and in print media. This department also distributed 18 communications pieces on nine Public Works projects involving infrastructure upgrades around town and supported a successful consultation program lead by the City's Planning Department on future uses of the Harbourview Lands, a key piece of real estate owned by the City of Port Alberni.

Always looking to build partnerships, the City collaborated with 93.3 The Peak on a successful summer and winter #ExplorePortAlberni radio campaign, and joined forces with the Alberni Valley Chamber of Commerce in the development and launch of 'Don't Buy From Strangers,' a new take on the Chamber's annual shop local initiative. This 2019 initiative saw 64 local businesses participate and generated over 20,000 entries in a one-month period.

Meanwhile, Human Resources was busy navigating the organization through staff and leadership changes that would align with Council's Strategic Plan. This saw the re-assignment of a current employee to the role of Manager of Community Safety, overseeing Police Support Services, Community Policing and Bylaw Services. A number of other key positions were filled as well, including the Deputy City Clerk and Manager of Recreation Services. In addition, successful negotiation of a long-term collective bargaining agreement with CUPE Local 118, which represents the City's unionized employees was completed.

FAST FACTS

- » The Clerk's Department supported 22 Regular meetings of Council, 26 Special meetings of Council, eight Public Hearings and nine Committee of the Whole meetings.
- » The City plans to launch an #ExplorePortAlberni apparel line and secure point-of-sale locations throughout the community, achieve 10,000 hashtag uses on Instagram and reach 4,000 Facebook followers.



INTO THE FUTURE

Looking forward to 2020, the CAO will continue to encourage City staff to achieve excellence and support Council's Strategic Plan by ensuring the organization's priorities align while remaining fiscally responsible.

Some of these priorities include issuance of the request for proposal on sale or lease of the Train Station, identifying and securing a Public Safety Building in the Uptown District where City Bylaw Services and Community Policing Services will be co-located and the hiring of key roles including Manager of Community Policing; Manager of Police Support Services; Development Planner and Director of Engineering and Public Works.

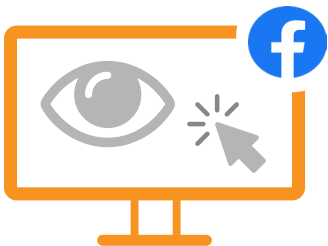
Communications will continue to support all City departments in their public engagement programs and initiatives including the Enhanced Security Initiative Program, Graffiti Removal Program, completion of the wastewater treatment plant upgrades and implementation of the recommendations put forward in the reconciliation report.

Additionally, they will continue to increase the City's social media profile, setting a goal of reaching 4000 followers on Facebook and 2000 on Instagram before 2021, as well as further improve the branding of Port Alberni by updating outreach products, creating internal corporate standards and aligning all work with the Corporate Strategic Plan.

The team continues to strive for excellence in all aspects of municipal management/governance and will look for ways to improve processes and ensure transparency so as to build trust and understanding within the community.



**PRODUCED 24
MEDIA RELEASES**



**REACHED 160,000
PEOPLE ON
FACEBOOK AND
RECEIVED 2,800
LIKES**



**1000 NEW FOLLOWERS
@PLAYINPA; CONTINUED
GROWTH #EXPLOREPORTALBERNI**



**SUPPORTED 22 COUNCIL
MEETINGS, 26 SPECIAL
COUNCIL MEETINGS,
8 PUBLIC HEARINGS,
9 COMMITTEE OF THE
WHOLE MEETINGS**



**'DON'T BUY FROM
STRANGERS' COLLABORATION
SAW 64 LOCAL BUSINESSES
PARTICIPATE, WITH OVER
20,000 ENTRIES IN 1 MONTH**



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