

ANNUAL REPORT 2020



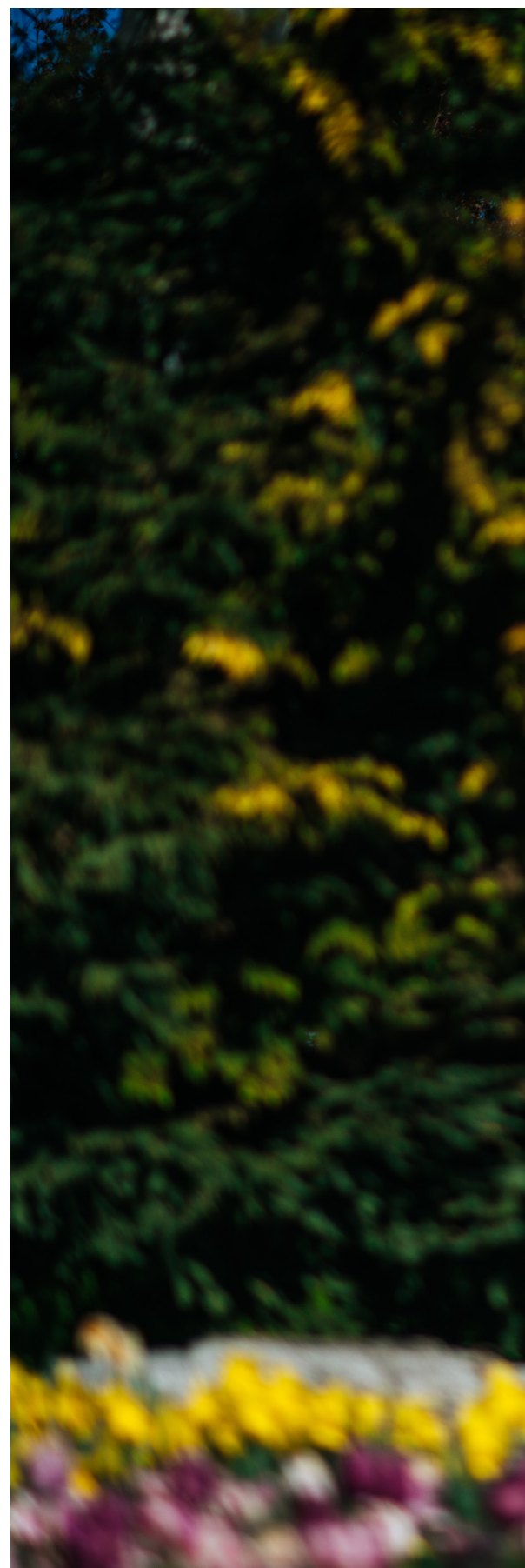
FOR THE FISCAL YEAR ENDED DECEMBER 31, 2020.

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PHOTO CREDITS: Tyler Cave, Lyndon Cassel, ECN Photography,
Explore Port Alberni, Christopher Pouget, West Coast Pictures





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 19,060 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.

*Source: Statistics Canada, Demographic Analysis Section, BC Stats, Ministry of Citizens' Services; Feb 2021





YOUR LOCAL GOVERNMENT



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

PORT ALBERNI



PORT ALBERNI

ISLAND WILD BIRDS



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

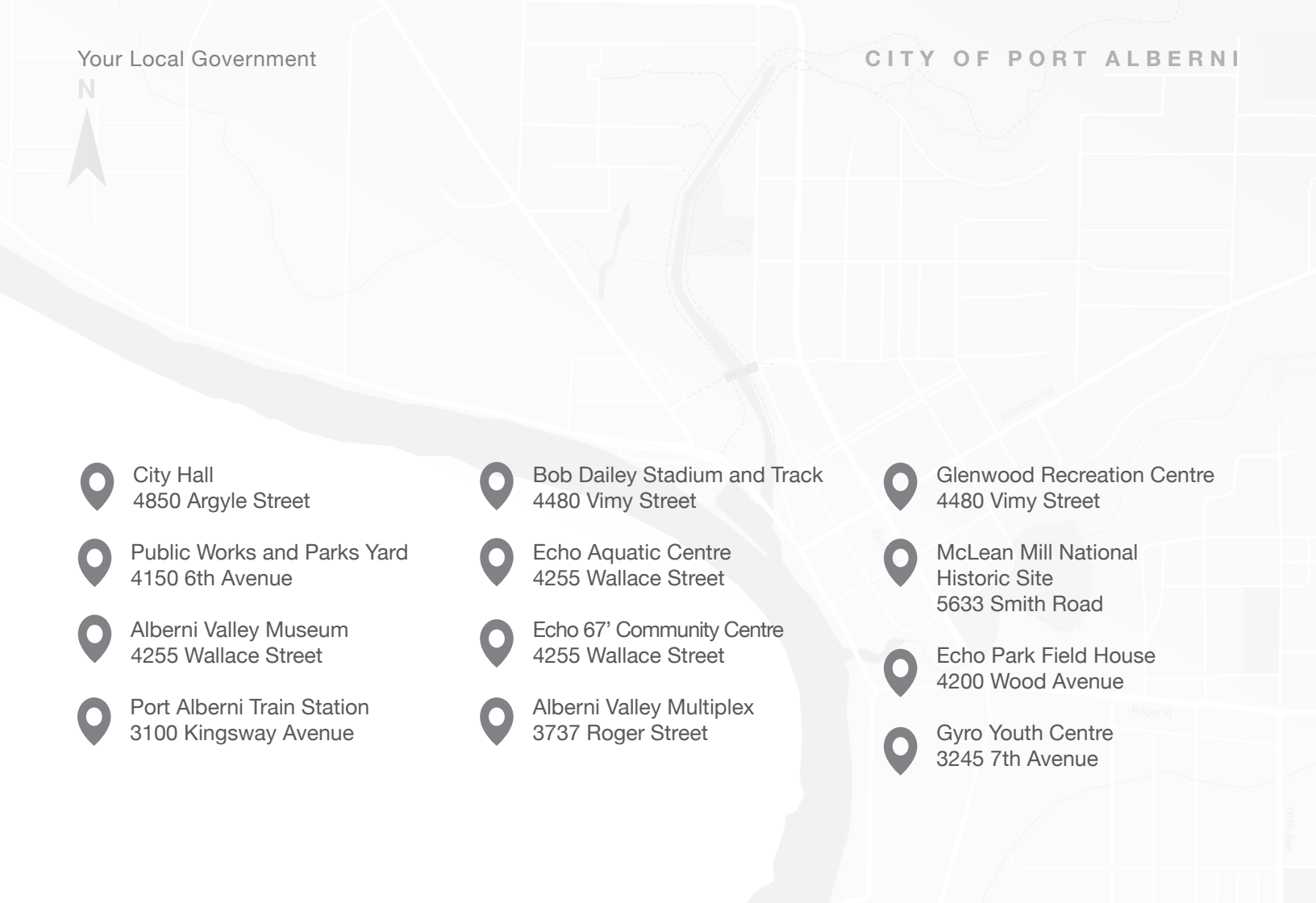
The City of Port Alberni maintains a complete program of essential services and manages a number of public facilities that bring life and energy to the community. These facilities are:



Your Local Government

N

CITY OF PORT ALBERNI

- 
- A map of Port Alberni, British Columbia, showing the locations of various city facilities. The map includes the Alberni River and surrounding streets. Facilities are marked with location pins and labeled with their names and addresses.
- 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 the City staff team, I am pleased to support Council in presenting the 2020 Annual Report.

2020 was the year of the COVID-19 pandemic, which influenced and altered all aspects of life in our community and around the planet. Some of those alterations will be permanent. The pandemic and the measures required to respond to it exacerbated existing challenges, reset our priorities and values, and created a need for leadership into which many willingly stepped.

I must comment on the stoicism with which so many met the early challenges and unknowns of the pandemic. I recall commuting to work on a Monday and thinking, “we might have to close some City facilities this week.” By midday I was thinking, “We may not be able to keep City facilities open until the end of today!”. City staff stayed at their work in that rapidly developing situation, and City Council demonstrated calm and confidence. When traditional supply chains and service provision methods were severed, community members rallied to support one another. As an organization and community, we really did rise to the challenge, and I remain proud of that response to this day.

We learned some things as a result of the pandemic. People have developed a greater appreciation for smaller communities and outdoor recreation. Since the onset of the pandemic, the City’s Development Services department has received steadily increasing interest in developing and building in Port Alberni. While construction is booming, prices for existing housing continue to rise. While this is good news for some, the critical gap between the need for safe and affordable housing and the demand has not diminished.

The pandemic taught us that there are different ways to provide municipal services, and we learned how critical those services are in supporting our community and community members. Lastly, we learned that people are social beings, and coming together is a vital part of life.

As we move into 2021, the third full year of Mayor and Council's term, the City of Port Alberni continues on our strategic path despite some unexpected diversions. Council's vision includes walkable, green streets, improved public access to the community's waterfront, growth in the small business sector, and deeper relationships with Hupacasath and Tseshah First Nations that are respectful, honest and friendly. Our future continues to be positive and bright.

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 pleased to present the City of Port Alberni's 2020 Annual Report. What a year 2020 has been. While not the events any of us anticipated when we put our names forward for these positions, I feel privileged to have been in a position to lead the community during these difficult times.

In 2019 Council released the *2019 – 2023 Corporate Strategic Plan*. With great excitement and collaboration as a group, we worked together to create this document that would guide our term on Council and our community into the future. With the plan finalized in 2019, 2020 was intended to be the year of action. Our budget began an ambitious process to accomplish some significant initiatives but was quickly derailed with the onset of the pandemic and a global uncertainty that forced us to press pause, take a step back and reevaluate our timelines.

Council quickly amended the budget, cutting close to \$1M of spending to ease the financial burden for anyone struggling with sudden job loss or other financial difficulties related to the pandemic. While the decision was difficult, as this meant the delay of many major initiatives, it was a unanimous decision among Council to make these changes amid an ever-evolving pandemic.

While much of the year did focus on pandemic response, there is much to celebrate from 2020. In the latter part of the year, Council directed staff to begin work on several grant applications, all with the common goal of creating a 'Complete Community.'

We were thrilled to receive \$390,000 to revitalize our historic train station. The guiding principles of this project are to honour the heritage of this building and area while ensuring we are creating a space that is ready to welcome people into this amazing asset. Our historic train station will be retrofitted and prepared for an exciting new commercial entity upon completing this work.

Following the 2019 Childcare Needs Assessment which demonstrated a significant lack of child care in our community, we began work on the Day Care Spaces Creation project. We are thrilled to share that we have received 100% funding from the provincial government to construct a \$2.9M multi-use, purpose-built Child Care Centre.

The Connect the Quays pathway and Linking Roger Creek Trails project were two other focus areas this past year, both with significant grant applications having been made to support their work. Council looks forward to hearing about these grant opportunities in 2021.

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

I look forward to working with and engaging our citizens to create meaningful change in Port Alberni.

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

OUR MISSION AND VISION

A full-page background image showing a family walking a large brown dog on a wooden pier. The pier has a green metal railing and extends over a calm blue lake. In the background, there are green trees and distant mountains under a bright blue sky with wispy white clouds. A young girl in a pink shirt and striped skirt is walking the dog, with an adult's hand visible holding the leash. The scene is peaceful and scenic.





**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.

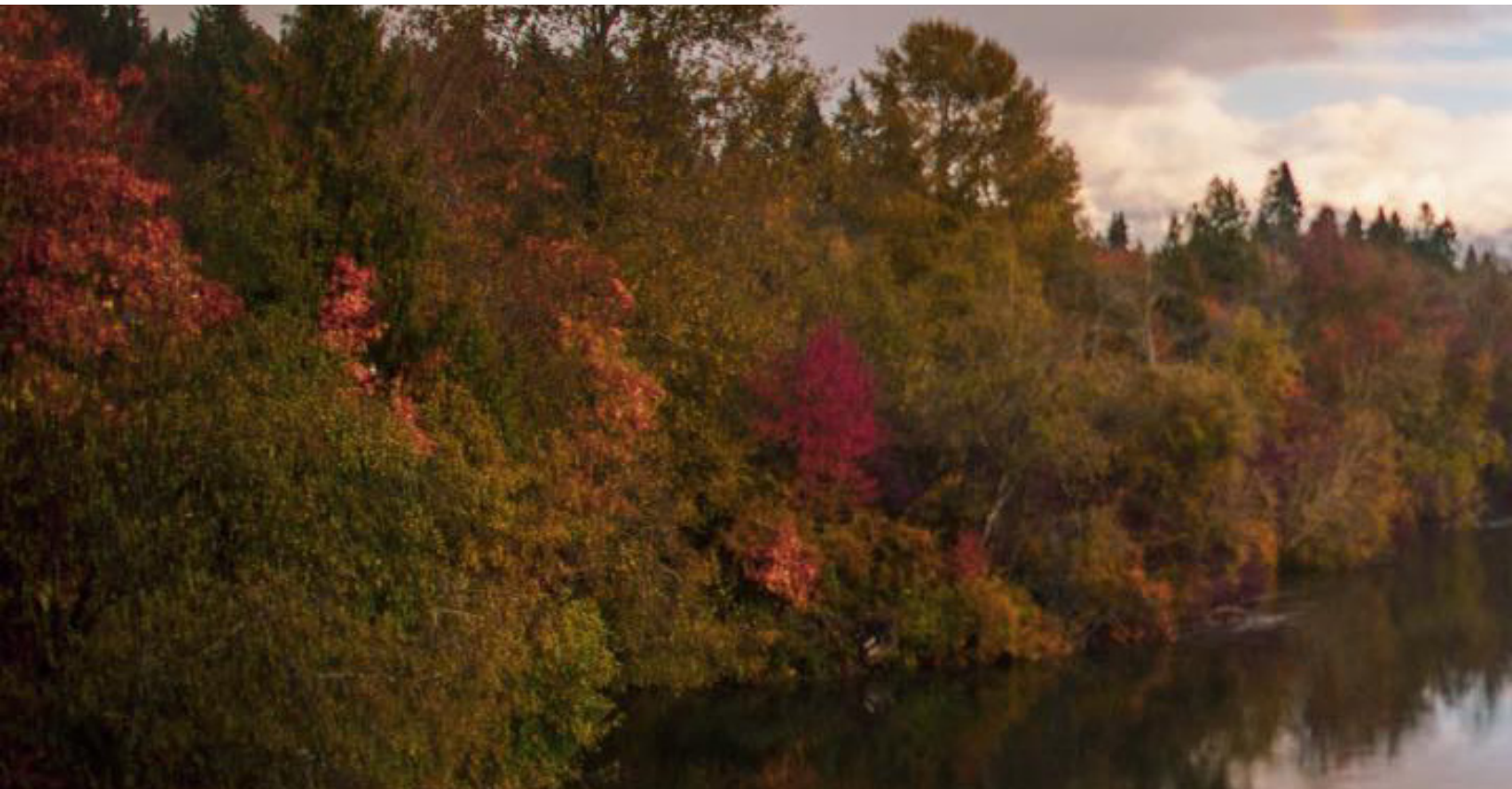
The City is business friendly and ensures policies and bylaws support a diversified economy including entrepreneurial activity, industry, small business, agriculture and tourism.

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.



FINANCIAL STATEMENTS



CONSOLIDATED STATEMENT OF FINANCIAL POSITION FOR THE YEAR ENDED DECEMBER 31, 2020

| | 2020 | 2019 |
|--|-----------------------|-----------------------|
| FINANCIAL ASSETS | | |
| Cash and cash equivalents | \$ 10,980,337 | \$ 10,050,393 |
| Investments | 26,487,148 | 28,458,862 |
| Accounts receivable | 6,556,170 | 5,061,586 |
| Inventory for resale | 52,859 | 31,415 |
| Investment in government business enterprise | 1,512,323 | 3,136,187 |
| | 45,588,837 | 46,738,443 |
| FINANCIAL LIABILITIES | | |
| Accounts payable and accrued liabilities | 6,135,519 | 6,484,864 |
| Deferred revenue | 7,145,763 | 6,776,757 |
| Refundable deposits | 314,332 | 446,211 |
| Short-term debt | - | 4,450,000 |
| Long-term debt | 13,943,928 | 9,835,068 |
| | 27,539,542 | 27,992,900 |
| NET FINANCIAL ASSETS | 18,049,295 | 18,745,543 |
| NON-FINANCIAL ASSETS | | |
| Inventory of supplies | 475,837 | 490,306 |
| Prepaid expenses | 273,226 | 242,899 |
| Tangible Capital Assets | 132,151,528 | 122,477,625 |
| | 132,900,591 | 123,210,830 |
| ACCUMULATED SURPLUS | \$ 150,949,886 | \$ 141,956,373 |

CONSOLIDATED STATEMENT OF OPERATIONS FOR THE YEAR ENDED DECEMBER 31, 2020

| | 2020 BUDGET | 2020 ACTUAL | 2019 ACTUAL |
|--|-------------------|-------------------|-------------------|
| REVENUES | | | |
| Taxation | \$ 23,739,850 | \$ 23,730,348 | \$ 23,439,470 |
| Sale of services | 10,463,865 | 10,541,469 | 10,463,191 |
| Other revenue from own sources | 668,715 | 785,252 | 942,393 |
| Investment income | 268,000 | 440,146 | 716,073 |
| Grants and transfers | 2,124,260 | 9,121,805 | 11,172,799 |
| Gain (loss) on disposal of tangible capital assets | - | 684,376 | (\$49,853) |
| Income from investment in government business enterprise | - | 376,136 | 1,565,052 |
| Other | 395,000 | - | 4,629 |
| | 37,659,690 | 45,679,531 | 48,253,754 |

Continue on next page.



CONTINUED - CONSOLIDATED STATEMENT OF OPERATIONS FOR THE YEAR ENDED DECEMBER 31, 2020

| | 2020 BUDGET | 2020 ACTUAL | 2019 ACTUAL |
|--|-----------------------|-----------------------|-----------------------|
| EXPENSES | | | |
| General government services | \$ 3,804,937 | \$ 4,526,974 | \$ 4,408,643 |
| Protective services | 11,891,415 | 11,593,909 | 11,606,813 |
| Transportation services | 4,134,868 | 5,698,081 | 6,078,785 |
| Environmental health services | 991,353 | 1,023,172 | 1,000,776 |
| Environmental and economic development | 1,678,193 | 1,835,748 | 1,321,252 |
| Recreation and cultural services | 5,913,479 | 7,579,114 | 7,505,019 |
| Water utility | 1,714,544 | 2,489,889 | 2,369,605 |
| Sewer utility | 1,707,289 | 1,933,765 | 1,969,552 |
| Other | - | 5,365 | 26,750 |
| | \$ 31,836,078 | \$ 36,686,018 | \$ 36,287,195 |
| ANNUAL SURPLUS | \$ 5,823,612 | \$ 8,993,513 | \$ 11,966,559 |
| Accumulated surplus, beginning of year | 141,956,373 | 141,956,373 | 129,989,814 |
| ACCUMULATED SURPLUS - END OF YEAR | \$ 147,779,985 | \$ 150,949,886 | \$ 141,956,373 |

FINANCIAL STATEMENTS

Service levels in Port Alberni were generally maintained, and residential taxes continued as projected with a 1.9 per cent increase to cover the rising costs associated with providing core municipal services.

The 2020 - 2024 Five-Year Financial Plan adopted by Council reflects a balanced approach to service delivery and strategic priorities, adjusting to react to COVID-19 and supporting the community, while making future provisions for necessary infrastructure improvements projects.

The City completed the 2020 fiscal year with an increase of \$8,993,513 to its accumulated surplus. A summary of the accumulated surplus balance is as follows:

| | 2020 | 2019 |
|--|-----------------------|-----------------------|
| Operating Funds | (\$ 23,317,983) | (\$ 19,218,423) |
| Capital Funds | 140,508,757 | 135,879,264 |
| Reserve Funds - statutory | 2,090,773 | 1,133,737 |
| Reserve Accounts - internally restricted | 31,668,339 | 24,161,795 |
| TOTAL | \$ 150,949,886 | \$ 141,956,373 |

NET CAPITAL ASSET ADDITIONS

| | |
|--------------------------|------------|
| Land Improvements | 107,073 |
| Machinery & Equipment | 447,714 |
| Engineering Structures | 183,515 |
| Storm Drains | 182,522 |
| Transportation | 334,239 |
| Water | 819,073 |
| Sewer | 352,778 |
| Work in Progress & Other | 11,570,752 |

NET CAPITAL ASSET ADDITIONS TOTAL **\$ 13,644,888**

FUNDING

- » In 2020, the City received grants and donations totalling \$9,121,805, including the COVID-19 Local Governments Restart Grant.
- » The Restart Grant provided \$3.5 million of Federal funding to support operating costs incurred during the pandemic.
- » The investment income from our reserve accounts realized \$440,146 of revenue.

PERMISSIVE TAX EXEMPTIONS

Financial Statements

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 2020, Property Taxes foregone through Permissive Tax Exemptions equaled \$228,229.38.

| REGISTERED OWNER | EXEMPTION |
|---|-------------|
| CHARITABLE OR NOT FOR PROFIT | |
| Alberni Community & Women's Services Society | \$4,133.91 |
| Alberni Valley Alano Club | \$558.27 |
| Alberni Valley Childcare Society (Stepping Stones Too) | \$4,723.44 |
| Alberni Valley Rescue Squad | \$7,300.01 |
| Bread of Life Centre | \$1,731.67 |
| Canadian Mental Health Association, Port Alberni Branch (2 properties) | \$25,691.60 |
| CTH Management Association (Kiwanis Hilton Children's Centre; 2 properties) | \$29,310.01 |
| Hupacasath First Nation (Ooh-Ah-Tluk-Kuu-Wil Society) | \$9,918.53 |
| Port Alberni Association for Community Living (5 properties) | \$15,752.98 |

| REGISTERED OWNER | EXEMPTION |
|---|-------------|
| Port Alberni Maritime Heritage Society | \$7,838.15 |
| Portal Players Dramatic Society | \$4,170.80 |
| Potluck Ceramics/PA Fundraising Coop | \$1,997.86 |
| Somass War Memorial Building Society (Royal Canadian Legion Branch 293) | \$1,365.50 |
| ATHLETIC OR RECREATIONAL PROGRAMS YOUTH/SENIORS | |
| Alberni Athletic Association | \$18,902.52 |
| Port Alberni Black Sheep Rugby Club | \$1,132.44 |
| Port Alberni Gymnastics Association | \$14,273.09 |
| Port Alberni Lawn Bowling Club | \$2,887.74 |
| MUNICIPAL PROPERTY | |
| The Alberni Valley Bulldogs | \$924.41 |
| Alberni District Fall Fair (2 properties) | \$10,191.41 |
| Alberni Valley Curling Club | \$5,983.51 |
| Alberni Valley Junior Baseball Association | \$99.80 |
| Alberni Valley Minor Hockey Association | \$254.59 |
| Alberni Valley Minor Softball | \$470.15 |

| REGISTERED OWNER | EXEMPTION |
|--|------------|
| Alberni Valley Youth Soccer Association | \$2,543.27 |
| Community Arts Council of the Alberni Valley | \$3,237.86 |
| Echo Sunshine Club | \$151.88 |
| Mount Arrowsmith Skating Club | \$243.02 |
| Tsunami Swim Club | \$206.85 |
| Port Alberni Men's Slowpitch League | \$36.40 |
| Western Vancouver Island Industrial Heritage Society | \$9,773.86 |
| PARTNERING AGREEMENTS | |
| BC SPCA | \$9,614.72 |
| Central Park - 'Gaiga Square' | \$1,212.31 |
| Uchucklesaht Capital Assets Inc. | \$1,549.91 |
| HOSPITAL/COMMUNITY CARE FACILITY/SENIORS | |
| Alberni-Clayoquot Continuing Care Society | \$2,135.40 |
| Alberni-Clayoquot Continuing Care Society (Echo Village) | \$2,612.93 |
| Alberni Valley Senior Citizens' Homes (Pioneer Towers) | \$953.10 |
| Alberni-Clayoquot Continuing Care Society (Fir Park Village) | \$1,278.60 |
| Alberni Valley Hospice Society | \$2,796.04 |

| REGISTERED OWNER | EXEMPTION |
|--|------------|
| PLACES OF PUBLIC WORSHIP | |
| Trinity Anglican Lutheran Church | \$1,400.21 |
| Alberni Valley Gurdwara Society | \$350.04 |
| Bishop of Victoria - Notre Dame Church | \$717.22 |
| Gateway Community Church | \$1,133.68 |
| Alberni Valley Christian Reformed Church | \$2,259.17 |
| Glenwood Gospel Hall | \$987.92 |
| Khalsa Diwan Society - Guru Nanak Sikh Temple | \$771.43 |
| Sri Sanatan Dharam Society | \$622.76 |
| Horn of Oil Ministries | \$1,339.04 |
| Lathom Road Gospel Hall | \$547.86 |
| Arrowsmith Baptist Church | \$2,287.25 |
| Jericho Road Church | \$479.84 |
| BC Association of Seventh Day Adventist Church | \$842.16 |
| Pentecostal Assemblies of Canada (Elim Tabernacle) | \$859.79 |
| Alberni Valley United Church | \$1,585.30 |
| Grace Lutheran Church | \$597.83 |
| Church of the Nazarene (Canada Pacific District) Southside Community Church | \$445.35 |
| The Khalsa Diwan Society | \$361.84 |

COMMITTEES, COMMISSIONS & BOARDS

CITY OF PORT ALBERNI COUNCIL APPOINTMENTS

**Regional District of Alberni Clayoquot
Representatives Mayor Minions,
Councillor Haggard. Alternates (in order):**

Councillors Paulson, Corbeil, Solda, Poon & Washington

Personnel Committee

Councillors Corbeil, Poon & Washington

Audit Committee

Councillors Corbeil, Solda & Washington

Community Investment Program

Councillor Corbeil, Diane Mayba, Callan Noye,
Colin Schult

Court of Revision

Mayor Minions, Councillors Poon & Solda

Board of Variance

Boris Lehner, Gerry Hickey, Danese McDonald

Air Quality Council

Councillor Poon & Fire Chief



CITY OF PORT ALBERNI COUNCIL APPOINTMENTS

Advisory Planning Commission

Chris Washington, Sgt. Clive Seabrook, Rick Newberry, Jim Tatoosh (Hupacasath), TBC (Tseshaht), Councillor Haggard, Amy Anaka, Ken McRae, John Douglas, Callan Noye, Ed Francoeur, *Stefanie Weber

Alberni Valley Heritage Commission

Judy Carlson, Bert Simpson, Ken Watson, Pam Craig, Nancy Blair, Colin Schult, Bill Collette, Sheena Falconer, Councillor Washington

Advisory Traffic Committee

Planner, Wilf Taekema, Wes Patterson, Sgt. Peter Dionne, Brian Mousley, Larry Ransom, Caroline Robinson, Cameron McKinnon/Phil Atkinson, Councillor Paulson

Port Alberni Port Authority

Ken McRae

Reconciliation Committee

Mayor Minions, Sheena Falconer, Ian Benoit, Wally Samuel, Jim Tatoosh, Brandy Lauder (Hupacasath); Cynthia Dick, Ann Robinson (Tseshaht)





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

ABOUT PORT ALBERNI



*SOURCE: STATISTICS CANADA, DEMOGRAPHIC ANALYSIS SECTION, BC STATS, MINISTRY OF CITIZENS' SERVICES; FEB 2021

CORPORATE STRUCTURE

THE COMMUNITY

MAYOR & COUNCIL

CHIEF ADMINISTRATIVE OFFICER

DEPARTMENTS & OPERATIONS

ENGINEERING &
PUBLIC WORKS
DIRECTOR

OPERATIONS
MANAGER

- ▶ STREETS & CONSTRUCTION
SUPERINTENDENT
- ▶ UTILITIES
SUPERINTENDENT
- ▶ MECHANICAL
SERVICES
SUPERINTENDENT

CORPORATE
SERVICES*
DIRECTOR

- ▶ DEPUTY
CITY CLERK
 - ▶ COMMUNICATIONS
MANAGER

COMMUNITY SAFETY
MANAGER

- ▶ POLICE SUPPORT SERVICES
MANAGER
- ▶ COMMUNITY POLICING
MANAGER

FIRE CHIEF

- ▶ DEPUTY
FIRE CHIEF

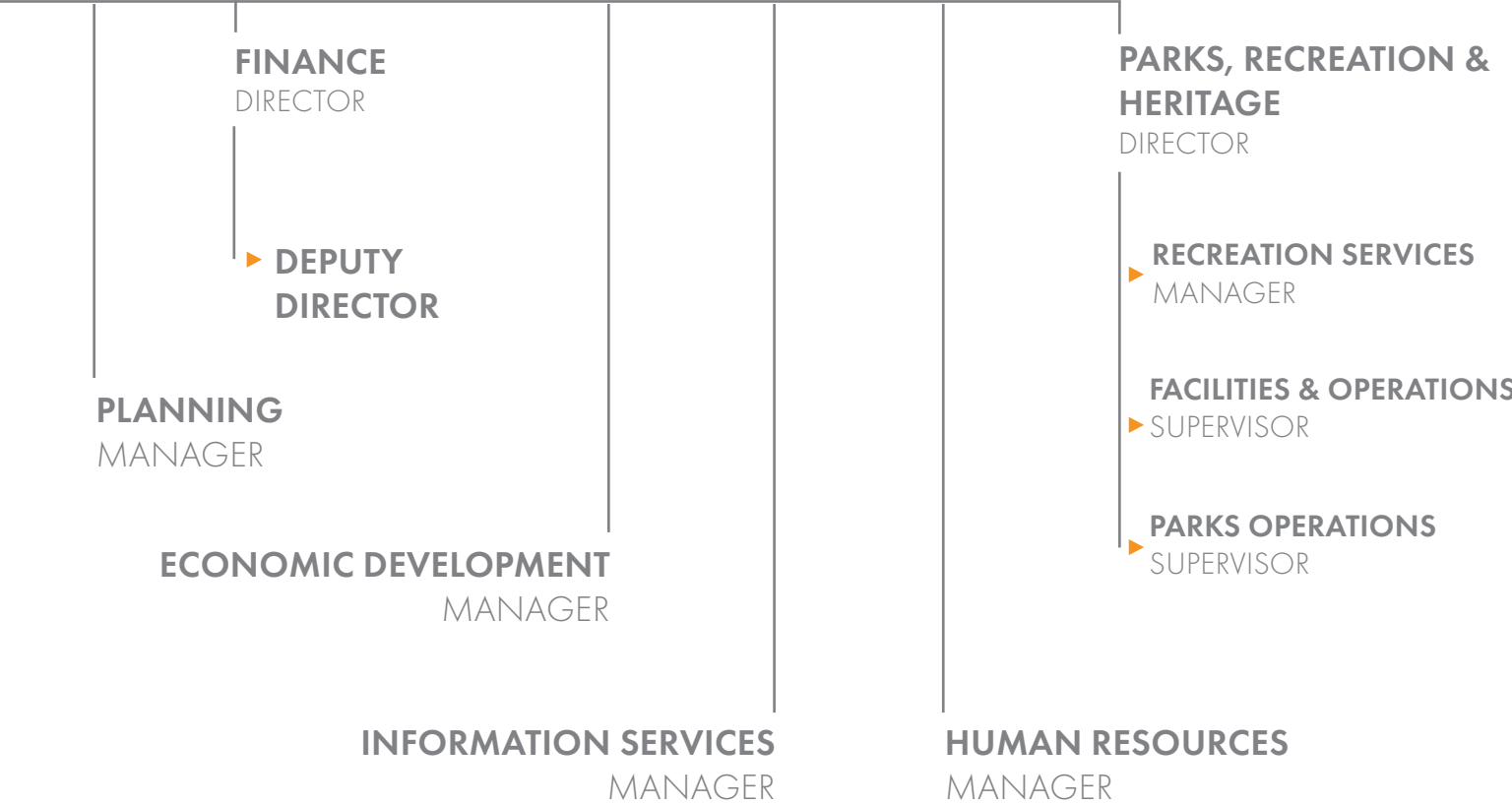
*IN EFFECT SINCE OCT 2020



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



A scenic photograph of a park path lined with large, leafless trees, with a bench and a body of water in the background. The path is paved and leads towards a body of water on the right. A wooden bench is positioned on the left side of the path. The trees are tall and have many bare branches, suggesting a late autumn or winter setting. The sky is blue with some light clouds. The overall mood is peaceful and natural.

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 a decrease in total calls for service within the City for 2020 compared to 2019. Total calls for service decreased from 11,675 to 11,088 for a decrease of 5 per cent. Total crime decreased by 6 per cent.

The detachment employs 20 municipal employees in support of police operations. There are 15.5 full-time positions and several auxillary municipal employees who are being led by the detachment's Manager of Police Support Services.

CRIME REDUCTION STRATEGY

The Port Alberni Detachment continues to deliver an enhanced Crime Reduction Strategy in the community. Three 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.

LET'S TALK PROGRESS

INTEGRATED SOCIAL NAVIGATION PROGRAM

In 2020, the Indigenous Safety Team also known as IST became the Integrated Social Navigation Program (ISNP). The ISNP is a joint engagement of healthcare, social services, culture and justice seeking to improve the lives of Port Alberni's Indigenous community. The program is led by the Port Alberni Indigenous Policing Section. 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.

PROACTIVE ACTIVITIES IN THE COMMUNITY

In 2020, COVID-19 had a huge impact on proactive activities in the community. Detachment members did continue, when feasible and safe, to engage in proactive activities in the community including proactive foot and boat patrols.

INTO THE FUTURE

- » The 2021/2022 Port Alberni RCMP policing priorities are:
- » Traffic – Overall road safety
- » Crime Reduction – Focus on prolific offenders
- » Family Violence – Education, awareness and enforcement
- » Aboriginal Policing – Excellence in Aboriginal Policing focusing on Drugs, Traffic, Youth and Visibility.
- » Employee Wellness – Focus on the wellness of all RCMP employees.
- » Additional priorities include crime reduction with a particular focus on property crimes and drug offences. Efforts will be focused on additional education, awareness and enforcement in the area of family violence. Also, priorities will be centred around Indigenous policing with a focus on excellence, drugs, traffic, youth and visibility. Finally, the RCMP will continue to focus on the wellness of all employees.



**11,088 CALLS
FOR SERVICE**

**DOWN 5%
FROM 2019**





YOUR DEVELOPMENT SERVICES

The City's Development Services department works proactively with stakeholders and the community to develop a complete, balanced, and liveable 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 Development Services 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.

LET'S TALK PROGRESS

Providing access to a range of housing, including affordable and accessible housing, is a challenging issue in the City of Port Alberni and throughout the Province. During 2020, the City completed its first Housing Needs Report with funding from the Union of BC Municipalities (UBCM). Council formally adopted the Report in early 2021. The Housing Needs Report will assist in better understanding current and future housing needs, and identify existing and projected gaps in the housing supply to be able to better address and prioritize future housing needs for all residents.

Several housing projects are proceeding in the City of Port Alberni, including the beginning of construction for a 46-unit, energy efficient housing project at 4550 Maitland Street. PortView Landing, consisting of two 4-storey multi-family buildings with a total of 141 units has completed construction and the next phase of the Westcoast Native Housing Society [Rainbow Gardens] was approved to allow for a 47-unit five-storey senior housing project with construction set to begin in 2021.

Corporate developments included a new re-manufacturing mill on Stamp Avenue by the San Group of Companies as well as a new build on Johnston Road for the relocation of the Bank of Montreal.

FAST FACTS

- » The City of Port Alberni continues to grow and the number of development projects are increasing. Over 160 Building Permits were issued in 2020, including 93 new residential units.
- » The value of construction increased from just over \$31 million in 2019 to over \$35 million in 2020.

AWARDS/GRANTS

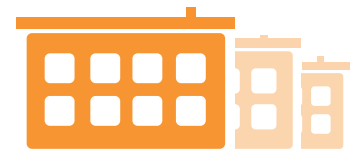
- » The City of Port Alberni received a grant in 2020 for \$21,950.00 to undertake an Uptown District Revitalization Strategy. The Development Services department has partnered with Vancouver Island University's Master of Community Planning team to work on developing this strategy.



**MORE
THAN 160
BUILDING
PERMITS
ISSUED IN
2020**

**UP 7%
FROM
2019**

93 PERMITS ISSUED FOR RESIDENTIAL UNITS



**13% INCREASE
IN VALUE OF
CONSTRUCTION**

**PORT ALBERNI
RECEIVED
CLEMENTS
AWARD FOR
OUTSTANDING
MUNICIPALITY**







INTO THE FUTURE

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

In 2021, the City of Port Alberni will begin to carry out a full review of its Official Community Plan [OCP] and will engage with citizens on a new community vision. The updated OCP will assist the City of Port Alberni in identifying and directing the long-term vision of the community as well as provide objectives and policies that will help guide decisions on a variety of municipal priorities.

In alignment with the City's Strategic Plan, Council has refocused efforts on the Uptown District. The Development Services department has partnered with Vancouver Island University's Master of Community Planning team to work on developing the Uptown District Revitalization Strategy [UDRS]. This strategy, set to be completed in 2021, is being developed to understand the needs of the area and to identify priorities that relate to social and economic revitalization. The outcomes and initiatives developed as part of the UDRS will also help inform the City's review and update of the Official Community Plan.

As part of the City of Port Alberni's approach to improving housing stock and a variety of housing options, the Department will investigate and present new regulations for secondary suites, laneway/carriage homes and short-term rentals.

Through these projects and City Council's Strategic Plan, the Development Services department will help shape the future of Port Alberni and continue the transformation of the City into the vibrant waterfront community it strives to be.



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

In mid-March, as we all struggled to understand the potential impacts of the pandemic we took measures to protect the delivery of core services. During this time, we closed the Fire Hall itself, paused conducting fire inspections and were mandated to restrict our medical responses.

As time went on, our understanding of the pandemic grew and the personal protective equipment supply chain was restored. By the end of summer, the department was able to resume full services albeit in a far more cautious manner.

LET'S TALK PROGRESS

During 2020 Port Alberni Fire Department responded to 1,281 incidents. The reduction in call volume from the previous year can almost entirely be attributed to dispatch protocols restricting our medical responses between March and September. The community saw a significant decrease of structure fires to 29; equalling the number last seen in 2017. With less tourism due to the pandemic there were also less vehicles on the road which resulted in a decrease of motor vehicle incidents to 137 compared to 173 in 2019.

Despite an overall reduction in call volumes, the nature of calls remained at times high-risk and stress inducing. Faced with strong evidence linking the profession of firefighting to on-duty cardiac events, Port Alberni Fire Department embraced the opportunity to partner with Sports Cardiology BC who were able to provide PAFD personnel the opportunity to undergo cardiac screening. This screening assisted individual Firefighters in understanding their personal risk profile with advice given to lessen individual risk.

Aggregate data will be collected from across the province to better understand cardiac risk in BC Firefighters in order to implement further controls to promote heart health.

In an effort to further connect with those they serve, the department revived their social media accounts reaching 2,000 followers with the goal of reaching 3,000 in 2020. Far exceeding their goal, the number of followers on the PAFD Facebook account more than doubled in excess of 4,000 followers.

FAST FACTS

- » Port Alberni Firefighters are trained to assist you with the installation of car seats for your children. Call our non-emergency number at (250) 724-1351 to book a free appointment today!
- » There is a new mass notification system in the Alberni Valley that will be used in the event of a significant incident. Don't delay, download it today! Find instructions at: <https://www.acrd.bc.ca/voyentalert>

INTO THE FUTURE

Looking ahead to 2021 PAFD looks forward to resuming fulsome training with the three Automatic Aid Agreement partner Fire Departments, Beaver Creek, Cherry Creek and Sproat Lake.

PAFD recognizes the importance of building and strengthening their relationships with community partners and the opportunities these partnerships can generate.



One such opportunity includes the continued support of the Alberni Clayoquot Regional District 'Alberni Valley Emergency Program' in making our community more resistant to the threat of wildfires using FireSmart principles. This joint program between the ACRD, Hupacasath and Tseshah First Nation and the City of Port Alberni is grant funded through the Union of BC Municipalities and encourages residents to improve their wildfire resiliency by removing excess debris from their yard. A free pick up service for those that have mobility challenges or lack of transportation is available or alternatively there is the option of free residential yardwaste drop off locations.

We also will see the Alberni Valley Emergency Program take over the Emergency Social Services program from the Canadian Red Cross. This program provides short term emergency shelter and assistance following a personal, or more widespread, disaster.



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 and 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 2020, 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.

PARKS

The Parks department was busy adding planter boxes along Johnston Road, continuing to beautify a main corridor in Port Alberni. Installation of push button controls for the spray parks located at Blair Park and 16th Avenue Park will ensure residents can independently operate the spray parks at their convenience. A roof was installed over the gazebo at Victoria Quay, enabling residents and guests to enjoy the Alberni Inlet year-round.

FACILITIES

City facilities saw some upgrades including replacement of the Multiplex's 19-year-old condenser with a new state of the art condensing system. The new condenser, an integral component of the Multiplex refrigeration plant, will ensure consistently made, quality ice for our community to skate and play hockey on.

At the Fire Hall, the existing 25kw generator has been replaced with a new 40kw generator. This upgrade will ensure that all systems are functioning at full capacity in the event of an extended power outage.

PROGRAMMING

When recreation programs and services were shut down due to COVID-19, the Spirit Squad (Online Recreation) was born! The innovative Squad provided daily and weekly at-home projects for children and youth to participate in from the safety of their home. To keep our residents active, the department created some free online fitness videos for adults that included stretching, yoga and a bootcamp-style class.

As Summer approached and restrictions decreased the Recreation department was thrilled to be able to offer Summer Youth Camps for children ages 6-12 years. These camps were especially helpful for families who were seeking childcare when businesses started to re-open over the summer.

Despite financial challenges faced by local businesses related to the Pandemic, they still showed up for the community sponsoring 2 nights of movies for the community to enjoy for free at the Summer Movie Drive-In.

HERITAGE

The show must go on! The historic annual Heritage Fair was held virtually with 30 students successfully participating. The Museum also created an at-home video series, including 14 videos on various local history topics with more to come in the future. In-house projects included hosting the Heart/Speaking to Memory Residential School exhibit and Chief Dan George-Actor and Activist exhibit.

Ever innovative, the museum launched an Adopt an Artefact program that enables individuals to symbolically adopt a unique museum artefact.

FAST FACTS

- » Twin City Brewing now features local heritage photos from the Museum on their products.
- » A virtual tour of the AV Museum launched online.
- » An army camp was built in Port Alberni, where Glenwood Centre is located now, as part of the broader home defence forces. The Sixth Division of the Infantry had brigades assigned to Port Alberni, and 1,500 men were posted to the military here. Glenwood Sports Centre was formerly the Army Drill Hall and was decommissioned as such, sometime after the Second World War. It was renovated after the Twin Cities amalgamated in 1967 to become what we now know as our roller skating rink.
- » Even with the Aquatic Centre being closed from March until October due to COVID-19, the department welcomed nearly 21,000 guests at the pool.
- » The City's Museum Collections Curator attended a United Nations Experts Seminar and presented on the repatriation of ceremonial objects and human remains.



AWARDS/GRANTS

- » BC Arts Council Arts and Culture Resilience Supplements (Upgrading lighting, implementing digital catalogues, touch-screen exhibits and incorporating components of Nuu-chah-nulth language, music and storytelling at the Museum: \$73,400)
- » BC Hydro Power Smart Incentive (Re-lamping Multiplex: \$28,000)
- » UBCM Community Emergency Preparedness Fund (Purchase an Emergency Support Services Mobile Reception Centre Trailer: \$25,000)
- » Canada Summer Jobs 2021 (Summer program and camp staff: \$22,002)
- » BC Hydro Community ReGreening Grant (Planting trees in the Melrose Street neighbourhood: \$4,750)

INTO THE FUTURE

Heading into 2021, Parks, Recreation and Heritage will continue to focus on education, service delivery and safety as we continue to adapt to our ever-changing world. The Department is looking forward to bringing back our beloved West Coast Winter Wonderland in 2021 and has even partnered with Alberni District Secondary School to have wood shop and metal shop students design and build new decorations!

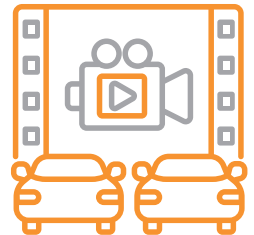
Projects on the horizon include a major upgrade to the existing metal halide and fluorescent induction lighting at the Multiplex to state-of-the-art LED lighting. In addition to projected energy savings of 142,609kW, the lighting upgrade will also provide programmable light scenes, dimming controls, and meet television broadcast standards. Once you have enjoyed skating around the rink, it will be time to take a spin around the new playground at Uplands I and II sub-divisions projected to be ready to enjoy in mid-2021.

The City was fortunate to be the successful recipient of a variety of grants that will help enable completion of a variety of projects.



**NEARLY 21,000
POOL GUESTS**

**2 FREE SUMMER
MOVIE NIGHTS
SPONSORED BY
LOCAL BUSINESSES**



**RECIPIENT OF
MULTIPLE AWARDS
AND GRANTS OF
MORE THAN
\$150,000 TO
AID FUTURE
PROJECTS**



**MULTIPLEX
RECEIVED NEW
CONDENSER
UNIT FOR
ICE RINK**



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 the Finance Department has been focusing on asset management, social procurement, permissive tax bylaw reform and investment policy updates.

Development of the City's Asset Management System is nearing completion. Asset management software secured in 2020 has been implemented and training has commenced for the asset management team. The project, supported through the receipt of \$550,000 in funding from the General Strategic Priorities Gas Tax Fund, will aid in the decision-making processes and compare capital asset investment needs when City-owned facilities and infrastructure require upgrades/replacement.

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.

Challenges related to the pandemic impacted service delivery in 2020. Remote working, tax collection and electronic processes were all implemented on the run. Council sought measures to support City residents, including a pause on utility rate increases, no interest on outstanding balances, ceasing amounts sent to collections, and shifting the 2020 Financial Plan overall tax increase to 1.9%.

FAST FACTS

- » The City received grant funding totaling \$9,121,805 in 2020, including \$4,176,017 in Capital infrastructure grant funding.
- » 27 Consecutive years winning the Canadian Award for Financial Reporting from the Government Finance Officers Association of the United States and Canada (GFOA) for our annual comprehensive financial report.

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 processes and updating internal systems to better support the needs of staff and residents.

- » Policy review – in 2021 the department will begin reviewing the policies that fall under the Finance's scope of the influence.
- » Electronic access – the pandemic increased the shift to electronic methods to conduct City business and this will continue to allow ease of use for the public.



**\$9,121,805
GRANTS
RECEIVED IN
TOTAL**



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

- » Online property information - provide better online access to allow property owners to retrieve utility and property tax information and notices.

The Department implemented a new budgeting software. The software will enable budget managers the ability to better plan, track and report on expenditures, and support the asset management software, as well as continue to improve transparency in the annual budgeting process.

Through these and many other initiatives and projects, the Port Alberni Finance department looks to maintain a high standard of financial management and ease of access to enhance quality of life and service delivery for residents.



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

The two-person Economic Development department works with City staff and other agencies in the community to provide business retention and business attraction services. We also work to diversify the economy, write grant applications and attend to business licencing matters.

LET'S TALK PROGRESS

2020 was largely focused on ensuring businesses in Port Alberni were able to survive the COVID-19 pandemic. Staff from the City, Alberni-Clayoquot Regional District, Community Futures Alberni-Clayoquot, Alberni Valley Chamber of Commerce, Port Alberni Port Authority and Alberni Valley Employment Centre formed a business support team and implemented a number of initiatives designed to assist the businesses pivot to new ways of providing goods and services. Every business in the community was phoned at least once and surveyed twice to gather the information needed to assist their operations and advocate for changes to federal and provincial funding support programs for businesses.

FAST FACTS & AWARDS/GRANTS

- » More than \$4 million in grant applications made in 2020
- » Approximately \$900,000 worth of projects completed or nearly finished in 2020
- » 139 new businesses in 2020 - 10 more than in 2019; an absolutely remarkable feat during the pandemic
- » Port Alberni's Food Hub wins the BC Economic Development Association Community Project Award

The pandemic resulted in an unprecedented number of provincial and federal funding opportunities. We submitted applications for over \$4 million worth of projects that aligned with Council's Strategic Plan including the Connect the Quays multi-modal pathway. Although most of the applications have not yet been adjudicated, we have already been approved for ~ \$500,000 worth of those projects. Projects that were funded in whole or part from other sources and completed or nearly finished in 2020 included the Dock + (our new Food Hub); an Industrial Land Inventory & Strategy; an Investment Attraction website; and a Housing Needs Assessment.

INTO THE FUTURE

Given the ongoing complications with the pandemic, 2021 will see us continuing to provide support to our business community.

We will also redeploy staff time to assist the Development Services department which is dealing with an unprecedented volume of applications. A pre-feasibility study for a Canadian Centre for Seaweed Research will be complete by mid-summer.



**SUBMITTED
GRANT
APPLICATIONS
WORTH MORE
THAN \$4M**



**139 NEW
BUSINESS
LICENSES**



**8%
INCREASE**



**PORT ALBERNI
FOOD HUB
WINS THE BC
ECONOMIC
DEVELOPMENT
ASSOCIATION
COMMUNITY
PROJECT AWARD**



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

Your Engineering and Public Works Department is dedicated to providing high quality services to enable the growth, health and quality of life in Port Alberni. Services provided are directly linked to the City's *2019-2023 Corporate Strategic Plan* by advancing the following objectives:

- » Provide and sustain needed municipal infrastructure for now and future generations.
- » Provide sustainable transportation corridors.
- » Promote sustainable environmental practices.

WE DELIVER FOR YOU

Your Engineering and Public Works department designs, operates and manages work on municipal infrastructure including streets, bridges, sewer and storm drains, and the potable water system. The Department also manages solid waste and provides administration and operation of Greenwood Cemetery.

LET'S TALK PROGRESS

STREETS

The City streets crew maintains over 150 kilometres of paved roads and 135 kilometres of sidewalks, performing surface repairs and resurfacing, sweeping, snow removal, and ice controls as well as the maintenance of streetlights, signs, and traffic lights.

To address aging infrastructure, accommodate future growth, improve water quality, sanitary sewer and stormwater collection services, the 2600 and 2700 Blocks of 4th Avenue received an underground infrastructure upgrade.

Following completion of Phase 1 of the Gertrude Street Bridge project in 2019 which included bridge deck repairs and joint replacement, the City turned to Phase 2, Embankment Protection Works representing the completion of important maintenance work at this location.

WATER

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

In 2020 crews replaced 450 metres of water supply and distribution mains along 16th Avenue, part of an ongoing program to replace the supply main from Burde Street to the Cowichan Water Reservoirs located near the south end of Anderson Avenue. Additionally, the department replaced over 500 metres of water main on Burde Street from Anderson Avenue to Estevan Drive to service ongoing development of the old ADSS site.

WASTEWATER

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

During 2020, the City focussed on preventative maintenance of the sanitary sewer system and completed installation of new sanitary and storm mains at the 2600 and 2700 blocks of 4th Avenue.

Continued construction of the City's wastewater treatment facility including collaboration on the location and design of the 800-meter-long discharge outfall was completed and constructed during 2020. The upgraded facility will provide enhanced environmental protection and increased operational capacity.

SOLID WASTE

In 2020 the City collected 3,359 tonnes of residential solid waste. Utilizing two trucks, our solid waste crew empties approximately 6,700 garbage cans weekly.

ENGINEERING

The Engineering crew provides support to public works, residents, and developers involved in improving our City. In 2020 Engineering was responsible for providing designs associated with the upgrades completed at the 2600 and 2700 blocks of 4th Avenue.

FAST FACTS

- » The City used more than 4M cubic metres of potable water, which is about 620 liters per person per day or the equivalent of each person having 4.5 baths per day. Of all the water supplied, 88% came from China Creek, with the remaining 12% coming from Bainbridge Lake.
- » In 2020 the average weight of garbage collected per household per week was 9.5 kilograms.
- » Responded to 751 requests for service.
- » Public Works used 66 (1000ml) bags of hand sanitizer for dispensers and; 127 hand sanitizer carry bottles (118ml)

AWARDS/GRANTS

- » In 2020 the City received more than \$4.1M in Capital Infrastructure funding.

INTO THE FUTURE

In alignment with Council's *2019-2023 Corporate Strategic Plan* priorities, a number of key initiatives are scheduled for 2021:

- » Focus on the City's Asset Management Plan will enable crews to plan the appropriate investment on the right infrastructure at the right time.
- » The final phase of the Coal Creek Combined Sewer Separation Project will occur with the tendering and construction of new sanitary and storm mains and connections on Melrose Street from 6th Avenue to 11th Avenue.
- » The next phase of the Burde Street to Cowichan Reservoirs Water Supply Main Replacement project will be tendered and constructed (15th Avenue, Montrose Street to Fowlie Crescent).

- » The City's Liquid Waste Management Plan will also be completed and used as a guiding tool for other wastewater related projects.
- » The City, in conjunction with ICBC, will undertake an engineering analysis of a number of key road intersections with the goal of identifying improvements needed to improve safety for drivers, cyclists, and pedestrians.
- » The City will continue to work with the Alberni Clayoquot Regional District to provide collection of compostable materials from City residents by City crews, scheduled to begin in September 2021.





**MORE THAN 4M
CUBIC METERS OF
HIGH-QUALITY
DRINKING WATER
PROVIDED**



**COLLECTED 3,359 TONNES
OF RESIDENTIAL SOLID
WASTE & PICKED UP 6,700
GARBAGE CANS PER WEEK**

**REPLACED 950 METRES
OF WATER SUPPLY
AND DISTRIBUTION
MAINS**



**RESPONDED TO
751 REQUESTS
FOR SERVICE -
104% INCREASE**



**660 LITRES OF
HANDSANITIZER DISPENSED
AND 127 HAND SANITIZER
BOTTLES PROVIDED**





YOUR ADMINISTRATION DEPARTMENT

The City's Administration team consists of the Chief Administrative Officer, Corporate Services department, Human Resources, Information Technology 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 team is comprised of the Chief Administrative Officer, Corporate Services Department, Human Resources, Information Technology and support staff working collaboratively to facilitate and deliver high-quality services to our citizens.

LET'S TALK PROGRESS

The COVID-19 pandemic presented challenges for everyone, and municipal governments were certainly no exception. The City experienced the shut down of typically busy social and economic activities and the unprecedented requirement for staff to work remotely which introduced additional challenges for communications amongst staff, as well as between the municipality and the community. Advancements in technology became critical to facilitate real-time communication amongst employees and with our citizens as well as to allow for the rapid shift to increased online services essential for City business to continue.

2020 changed everything — the way we live, the way we work, the way we interact with friends and family. “Virtual, remote, and digital” became the new normal for users and businesses globally. Everyone, everywhere, was forced into the online world.

Though the last year presented a number of challenges, it also compelled the organization to come up with creative solutions that would allow us to continue serving citizens and opened more opportunities to increase engagement through online communication platforms.

Here in the Alberni Valley, the City and Alberni Clayoquot Regional District use a combined approach to preparing for and responding to emergencies. With the onset of the COVID-19 pandemic, the Communications department in conjunction with the joint Emergency Operations Centre were committed to keeping the community up to date with the everchanging information stream through the City's Facebook page and our Let's Connect Port Alberni platform as well as a number of informational and interactive videos and radio interviews performed with the Mayor and front-line workers.

Corporate Services is largely responsible for internal activities such as legislative services, communication, and information services. Corporate Services is also responsible for public services like bylaw & parking compliance, community policing, and RCMP support services.

The Department provides support for Council, Committees of Council and departmental operations ensuring a coordinated and balanced implementation of Councils *2019-2023 Corporate Strategic Plan*. With the exception of one cancelled Council meeting at the onset of COVID-19, a quick shift to electronically conducted Council meetings was made and Corporate Services succeeded in preparing 21 Regular meetings of Council, 32 Special meetings of Council, four Public Hearings and three Committee of the Whole meetings.

Some key projects brought before Council included the Connect the Quays Project, a multi-modal pathway between the Victoria Quay and Harbour Quay, the Day Care Spaces Creation project, a multi-use Child Care Centre inspired by the Reggio Emilia approach to child care offering 88 new licensed child care spaces, a three-stream solid waste collection service to include recycling, organics and garbage in conjunction with the Alberni Clayoquot Regional District, and receipt of a \$390,000 grant from the Community Economic Recovery Infrastructure Program (CERIP) to support the Train Station Rehabilitation project.

Following the corporate restructure completed in 2019 in an effort to bolster the City's approach to community safety and help address current and emerging public safety challenges, the Community Policing program has undertaken a complete review with a number of programs updated and new initiatives developed.

Through these Community Safety initiatives, Community Policing endeavours to strengthen community and police partnerships by educating, engaging and empowering volunteers to support and assist the Port Alberni RCMP in the safe and effective delivery of authorized crime reduction and prevention activities.

Despite significant changes and the added complications related to the COVID-19 pandemic, the volunteers dedicated 1,111 hours to the program and community. While many programs around the province suspended participation, Port Alberni remained on-line and dedicated to community safety.

LET'S TALK PROGRESS (CONTINUED)

In conjunction with Community Policing, the RCMP and other agencies, the City's Bylaw team was busy responding to a variety of files aimed at reducing crime and improving the quality of life for all of Port Alberni's citizens. 2020 saw 1,044 calls for service with 1,011 of those calls resolved and 24 Bylaws either introduced or amended by City Council.

In an effort to improve the security of Port Alberni's commercial businesses and residential dwellings, the bylaw and community safety team was pleased to once again offer the Enhanced Security Initiative Program (ESIP). The program, a matching grant opportunity, offers a 50% reimbursement up to a maximum of \$1,000 for a new safety or security project.

The Human Resource department is responsible for hiring, developing, and promoting a competent workforce, creating the backbone for excellence in our service to the public and the implementation of Council's strategic objectives.

2020 was another year of transition within staff and the City's leadership team. A number of key positions were filled including the Director of Finance, Director of Corporate Services, Utilities Superintendent, Deputy City Clerk, Manager of Community Policing, and Manager of Police Support Services.

A main focus of Human Resources this year was assisting and supporting City staff in navigating the COVID-19 pandemic, ensuring the safety of employees and the public while continuing to provide services to City residents. This included the swift implementation of required safety protocols in all workplaces, and the development of COVID-19 safety plans for each department and facility. This continues to be a key focus into 2021.

FAST FACTS

- » Port Alberni is proud to be one of only eight communities to receive Bear Smart status.
- » To assist local businesses in finding innovative and creative ways of servicing the community, the City established a set of guidelines that allowed for businesses to expand their operations onto sidewalk areas and other City-owned properties by way of a Temporary Licence of Occupation. The City was successful in providing 6 of these agreements.
- » In response to a world-wide increase in cyber security attacks, in 2021 the Information Technology department will be performing a comprehensive core audit of the City's cyber infrastructure, to better identify gaps and how to strengthen them.

INTO THE FUTURE

Looking forward to 2021, the CAO will continue to encourage his team 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 moving forward on both the Clock Tower Restoration project and Train Station Rehabilitation project. 2021 will see the City's newly acquired facility in the Uptown District that will serve as the Public Safety Building undergo renovations to create work spaces for Bylaw Services and Community Policing staff as well as office space for partnering agencies.

The Administration department will continue to strive for excellence in all aspects of municipal management/governance and will continue to improve processes and ensure transparency so as to build trust and understanding within the community. Through meaningful and purposeful projects, the Department will support Council in building a complete and vibrant community.



**97% OF 1,044
BYLAW SERVICE
CALLS & FILES
WERE RESOLVED**



**1,111 VOLUNTEER
HOURS SPENT
ON COMMUNITY
SAFETY INITIATIVES**

**7TH YEAR
HOLDING
BEAR SMART
STATUS**



**6 LICENSES GRANTED FOR
FOR BUSINESSES TO EXPAND
OPERATIONS ONTO SIDEWALK**



**\$390,000
GRANT RECEIVED**

**FROM COMMUNITY ECONOMIC RECOVERY
INFRASTRUCTURE PROGRAM (CERIP)
TO SUPPORT THE TRAIN STATION
REHABILITATION PROJECT**



ANNUAL REPORT 2020



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