

AGENDA
REGULAR COMMITTEE OF THE WHOLE MEETING
SHAW AUDITORIUM, 80 COMMERCIAL STREET, NANAIMO, BC
MONDAY, 2013-MAR-04, AT 4:30 P.M.

CHAIR: MAYOR RUTTAN

1. **CALL THE REGULAR COMMITTEE OF THE WHOLE MEETING TO ORDER:**

2. **INTRODUCTION OF LATE ITEMS:**

3. **ADOPTION OF AGENDA:**

4. **ADOPTION OF MINUTES:**

- (a) Minutes of the Regular Committee of the Whole Meeting held in the Shaw Auditorium, 80 Commercial Street, on Monday, 2013-FEB-25 at 4:30 p.m.

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5. **PRESENTATIONS:**

- (a) Mr. B. E. Clemens, Director of Finance, to provide a presentation regarding Property Tax Policy.

6. **ADMINISTRATION:**

(a) **Draft Communication Plan**

To be introduced by Mr. P. Cooper, Communications Manager.

Purpose: To introduce a corporate communication plan outlining the goals, objectives and actions that Council and Staff will introduce to assist the City of Nanaimo in connecting with citizens.

Staff Recommendation: That Council direct Staff to make the draft communication plan available on the City's Website for public input.

Pg. 8-24

7. **COMMUNITY SAFETY AND DEVELOPMENT:**

(a) **Provincial Liquor Licence Policy Changes**

Purpose: To inform Council of recent changes to Liquor Control and Licensing Branch Policies.

Staff Recommendation: That Council receive the Provincial Liquor Licence Policy Changes report.

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8. **CORPORATE SERVICES:**

- (a) Delegations pertaining to the 2013-2017 Financial Plan.

(b) **2012 Departmental Activities and Accomplishments**

Purpose: To provide Council with a compilation of departmental activities and accomplishments for 2012.

Staff Recommendation: That Council receive the compilation of activities and departmental accomplishments for the City of Nanaimo for 2012.

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9. **COMMUNITY SERVICES:**

(a) **2013 Temporary Outdoor Public Art Selections**

To be introduced by PRCC Chair, Councillor Johnstone.

Purpose: To have approvals in place to allow the artists to begin their art works and complete by early May (public art week).

Commission Recommendation: That Council approve the 2013 Temporary Outdoor Public Art selections, attached as schedule A to the report.

Pg. 73-79

(b) **Travel Assistance Grant – Nanaimo Eagles Hockey Team – Special Hockey International, Kitchener Ontario**

To be introduced by PRCC Chair, Councillor Johnstone.

Purpose: To request that Council approve the application for a Travel Assistance Grant to the Nanaimo Eagles hockey team.

Commission Recommendation: That Council approve the application for a Travel Assistance Grant to the Nanaimo Eagles hockey team in the amount of \$1,500 for 15 players to attend the Special Hockey International being held in Kitchener, Ontario. The application meets all of the travel grant criteria.

Pg. 80-81

(c) **Minutes of the Parks, Recreation and Culture Commission meeting held 2013-JAN-23**

To be introduced by PRCC Chair, Councillor Johnstone.

Commission Recommendation: That Council receive the minutes of the Parks, Recreation and Culture Commission meeting held 2013-JAN-23.

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10. **OTHER BUSINESS:**

11. **DELEGATIONS (not related to a Report to Council): (10 MINUTES)**

NONE

12. **QUESTION PERIOD: (*Agenda Items Only*)**

13. **PROCEDURAL MOTION:**

That the meeting be closed to the public in order to deal with agenda items under the *Community Charter* Section 90(1):

- (k) negotiations and related discussions respecting the proposed provision of a municipal service that are at their preliminary stages and that, in the view of the Council, could reasonably be expected to harm the interests of the municipality if they were held in public;

14. **ADJOURNMENT:**

MINUTES
REGULAR COMMITTEE OF THE WHOLE MEETING
SHAW AUDITORIUM, 80 COMMERCIAL STREET,
MONDAY, 2013-FEB-25, AT 4:30 P.M.

PRESENT: Mayor J. R. Ruttan, Chair

Members: Councillor G. Anderson
Councillor W. L. Bestwick
Councillor G. E. Greves
Councillor D. K. Johnstone
Councillor J. A. Kipp
Councillor W. B. McKay
Councillor J. F. K. Pattje

Absent: Councillor M. D. Brennan

Staff: A. C. Kenning, City Manager
D. W. Holmes, Assistant City Manager and General Manager of
Corporate Services
E. C. Swabey, General Manager of Community Safety and Development
T. M. Hickey, General Manager of Community Services
T. L. Hartley, Director of Human Resources and Organizational Planning
B. E. Clemens, Director of Finance
L. Coates, Manager Accounting Services
T. P. Seward, Director of Development
A. J. Tucker, Director of Planning
P. Cooper, Communications Manager
T. Samra, Manager of Legislative Services
S. Snelgrove, Recording Secretary

1. CALL THE OPEN MEETING TO ORDER:

The Regular Committee of the Whole Meeting was called to order at 4:30 p.m.

2. INTRODUCTION OF LATE ITEMS:

- (a) Add Agenda Item 8 (a) Delegations pertaining to the 2013-2017 Financial Plan.
- (b) Councillor McKay advised that he would be bringing forward an item under Agenda item 12 (a) Other Business regarding legal advice.

3. ADOPTION OF AGENDA:

It was moved and seconded that the Agenda, as amended, be adopted. The motion carried unanimously.

4. ADOPTION OF MINUTES:

It was moved and seconded that the Minutes of the Regular Committee of the Whole Meeting held in the Shaw Auditorium, 80 Commercial Street, Nanaimo, BC, on Monday, 2013-FEB-04 at 4:30 p.m. be adopted as circulated. The motion carried unanimously.

5. COMMUNITY SAFETY AND DEVELOPMENT:

(a) Advisory Committee on Environmental Sustainability 2013 Work Plan

It was moved and seconded that Council endorse the Advisory Committee on Environmental Sustainability's 2013 work plan. The motion carried unanimously.

(b) Appointment of Social Planning Advisory Committee Representative on the Grants Advisory Committee

It was moved and seconded that Council appoint Val Alcock-Carter as the Social Planning Advisory Committee representative on the Grants Advisory Committee. The motion carried unanimously.

6. CORPORATE SERVICES:

(a) Delegations pertaining to the 2013-2017 Financial Plan.

No one in attendance wished to speak regarding the 2013-2017 Financial Plan.

(b) Debt Policy

Mr. Brian Clemens, Director of Finance, provided a presentation regarding debt policy.

Councillor McKay vacated the Shaw Auditorium at 4:36 p.m.

Councillor McKay returned to the Shaw Auditorium at 4:37 p.m.

It was moved and seconded that Council direct Staff to prepare a report relative to population growth and Consumer Price Index for 10 years cumulatively in Nanaimo. The motion carried unanimously.

(c) Assessment Roll Adjustments

It was moved and seconded that Council receive the report regarding Assessment Roll Adjustments. The motion carried unanimously.

7. COMMUNITY SERVICES:

(a) City Painting Services Contract

It was moved and seconded that Council approve issuing a Request for Proposals to select a primary contractor and up to two secondary contractors to provide painting services for City civic facilities and parks on an "as needed" basis for small painting capital projects (under \$25,000) for a three year term with an option to renew for two additional one year terms. The motion carried unanimously.

8. CORRESPONDENCE (not related to a Report to Council):

- (a) Letter dated 2013-FEB-05, from Mr. Michael Fougere, Mayor, City of Regina, inviting the City of Nanaimo to participate in the 2013 Mayor's Poetry City Challenge by asking a local poet to read a poem at the start of a March or April Council meeting. The purpose of this event is to recognize UNESCO's World Poetry Day on 2013-MAR-21 and April as National Poetry Month.

It was moved and seconded that the City participate in the 2013 Mayor's Poetry City Challenge by inviting a local poet to read a poem at the beginning of a March or April Council meeting and that the poet receive \$100.00 in compensation. The motion carried.

Opposed: Councillors Bestwick, Greves, Kipp

9. OTHER BUSINESS:

- (a) Councillor McKay advised that he has sought legal advice regarding a conflict of interest relative to his employment.

10. DELEGATIONS (not related to a Report to Council):

- (a) Mr. Robert Fuller spoke regarding City watchdogs and their cost to the taxpayer.

11. QUESTION PERIOD:

- Mr. Fred Taylor, re: 2013-2017 Financial Plan.
- Mr. Gord Fuller, re: 2013 Mayor's Poetry City Challenge.
- Mr. Jim Taylor, re: 2013-2017 Financial Plan, Debt Policy.
- Mr. Ron Bolin, re: 2013-2017 Financial Plan, Debt Policy.

- Mr. Robert Fuller, re: Debt Policy.

12. PROCEDURAL MOTION:

It was moved and seconded that the meeting be closed to the public in order to deal with agenda items under the *Community Charter* Section 90(1):

- (g) litigation or potential litigation affecting the municipality; and,
- (k) negotiations and related discussions respecting the proposed provision of a municipal service that are at their preliminary stages and that, in the view of the Council, could reasonably be expected to harm the interests of the municipality if they were held in public.

The motion carried unanimously.

Council moved into "In Camera" at 6:08 p.m.

Council moved out of "In Camera" at 7:10 p.m.

13. ADJOURNMENT:

It was moved and seconded at 7:10 p.m. that the meeting terminate. The motion carried unanimously.

CHAIR

CERTIFIED CORRECT:

CORPORATE OFFICER

City of Nanaimo

REPORT TO COUNCIL

DATE OF MEETING: 2013-MAR-04

AUTHORED BY: P. COOPER, COMMUNICATIONS MANAGER

RE: DRAFT COMMUNICATION PLAN

STAFF RECOMMENDATION:

That Council receive this report and attached communication plan for information and, direct staff to make the communication plan available on the City's website for public input.

PURPOSE:

To introduce a corporate communication plan outlining the goals, objectives and actions that Council and staff will introduce to assist the City of Nanaimo in connecting with citizens.

DISCUSSION:

In the summer of 2012, Council adopted a Strategic Plan identifying six strategic priorities including, "Taking Responsibility to be an excellent municipal government". Contained within this priority was direction to develop a comprehensive communication plan that is "transparent, respectful and uses two-way communication to facilitate strong internal and external communication". A supporting schedule to implement the Strategic Plan, including those sections pertaining to the communication plan, was subsequently endorsed by Council at its regular meeting on September 10, 2012.

Work on the communication plan began in the fall of 2012 by examining suggestions provided by community members who attended the 2012 "Your Voice, Our Nanaimo" workshops. Feedback received through the 2012 Citizen Satisfaction Survey, combined with information from conversations with Council and fellow staff on past communication practices and future needs, was also reviewed.

A preliminary draft of the communication plan was prepared in December of 2012 and circulated to Council and staff for comment and feedback through January 2013, with revisions occurring in February. The completed full draft is attached to this report.

The communication plan is based on a foundation of four guiding principles and 60 individual actions that are intended to facilitate the creation of an organizational culture that values open communication in how it plans projects, undertakes tasks and shares information. Key goals divide the plan into four unique sections that emphasise external communication, internal

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☒ Committee COW
☐ Open Meeting
☐ In-Camera Meeting
Meeting Date: 2013-MAR-04

communication, public participation and relationship building. The plan is also positioned as a living document with updates to occur annually. And finally, the plan reflects the need to support the growing diversity of media channels – both traditional and social – through which individualized messages or mass information can be sent and received.

The City of Nanaimo's Communication Plan is the first of two documents that is expected to assist the organization in connecting with citizens. The second document – the report produced by the forthcoming 2013 Governance Review – is likely to provide recommendations on a range of processes, procedures and structures that typically influence both internal and external communications.

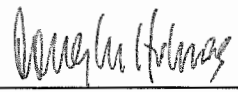
As part of the City's commitment to open communication and public engagement, a copy of the draft communication plan will be made available on the City's website through the month of March. Citizens wishing to provide comments or feedback are invited to forward them to: communicationplanning@nanaimo.ca

A finalized version of the plan is expected to be presented to Council in April.

Respectfully submitted,


P. Cooper
Communication Manager

Concurrence by:


D.W. Holmes
Assistant City Manager/General Manager
Corporate Services

CITY MANAGER COMMENT:

I concur with the staff recommendation.

Drafted: 2013-FEB-22

Spring | 2013

City of Nanaimo Communication Plan

The City of Nanaimo's Communication Plan outlines goals, objectives and specific actions that Council and staff will introduce to assist the organization in connecting with citizens. Care has been taken to recognize the growing demand for two-way communication, particularly as it pertains to public process and the expanding influence of technology in accessing information. The Plan is a living document and will be reviewed and updated annually as part of the City's commitment to open communications.



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Getting Started

Introduction

This document establishes the City of Nanaimo's coordinated approach to corporate communication. The goals, strategies and actions outlined over the following pages were drawn from feedback obtained through various sources, including:

- suggestions provided by community members who attended the 2012-2015 Corporate Strategic Planning, "Your Voice, Our Nanaimo" workshops,
- the results of the 2012 Citizen Satisfaction Survey, and
- discovery conversations with members of Council and staff identifying past communication practices and future needs.

Pulled together, these community suggestions, survey results and conversations provide the foundation for a *Communications Plan*; a plan that speaks not only to what our citizens, Council and staff have told us they wish to see, but a plan that also facilitates the creation of an organizational culture that values open communication in how it plans projects, undertakes tasks and shares information.

What we've heard

During the creation of the 2012-2015 Strategic Plan, community workshops and surveys were conducted for the purpose of defining the business the City is in, clarifying its strategic intent and establishing priorities for municipal investment.

Feedback was collected on a variety of popular topics and points of interest. In particular, comments specific to three topics that encourage open communication – public participation, transparency and meaningful consultation – identified a strong desire for:

- a) engaging citizens sooner
- b) boosting public participation
- c) creating new channels to distribute information
- d) having discussions with the public
- e) providing information that is clear
- f) keeping citizens informed

Attention to these six desires helped the City of Nanaimo align the goals, objectives and actions described throughout this plan with the following operating philosophy:

We intend to be known and earn respect
for positive relationships, community
engagement and participatory democracy
based on effective consultation and open
communications. *

* 2012-2015 Corporate Strategic Plan, page five

A Communication Culture

Our current state

The City of Nanaimo manages the corporate communication function using a distributed approach that places responsibility for implementing and budgeting communication activities directly in the hands of each department. The approach is successful in promoting accountability and openness by ensuring the people who make decisions are the same people who speak to them (subject matter experts). Likewise, regular communication duties are carried out in a coordinated manner using a variety of traditional and social media channels. The independence that accompanies this approach can, however, cause discrepancies across the organization including:

- inconsistent procedures,
- pockets of excellence that are not adopted corporately, and
- department focused messaging that overemphasizes the promotion of specific programs and services and underemphasizes organizational goals and objectives.

Additional irregularities may be attributed to the absence of corporately applied best practices in organizational communication and public engagement, including those endorsed by recognized professional groups and accrediting associations.

Our future state

By implementing this plan, the City of Nanaimo will work to create an organizational culture that values open communication in how it plans projects, undertakes tasks and shares information. Creating this culture will require a clear vision for staff that conveys how their roles – both individually and collectively – impact the City in communicating its message. Likewise, knowledge of how citizens wish to receive information, and with what frequency, must be recognized and supported.

But simply communicating and receiving information is not enough.

Building trust is a crucial element in creating the connections that lead to successful two-way communication, thus attention to how citizens relate to and understand the City's messages must be thoroughly considered. Similarly, as circumstances change, procedures and routines that once built understanding may now generate limited meaning, requiring the City to recognize emerging trends and introduce new ways to connect with citizens, and in doing so, ignite open dialogue, mutual understanding and genuine confidence.

Sending out our message

Guiding Principles

The City of Nanaimo's Communication Plan is based on an organizational culture that is guided by the following principles that support effective municipal communication.

Taking Responsibility

Every member of Council and staff has a role to play in assisting the City to communicate its message.

Informing Citizens

Make information available to citizens in a timely fashion, using the channels they prefer.

Active Listening

Citizens want to be heard – communicate information that acknowledges their input.

Measuring and Improving

Ensure City resources are used effectively and appropriately by regularly evaluating the information the City sends out.

Keeping pace with change

The environment into which the City of Nanaimo distributes its messages, along with the tools that it uses, is marked by change. With the creation of socially networked channels (social media) that allow citizens to easily share their ideas, personal experiences and feedback, the desire for online dialogue has never been greater.

Opportunities to expand the current use of popular social media channels like Facebook, Twitter and YouTube are identified in specific actions throughout this plan, but their use is not limited to those actions only. It is anticipated that additional applications will quickly emerge as adoption of social media increases and evolves.

Goal One

Recognize community interests and respond with information that connects citizens, Council and staff

Objective 1.1

Strengthen the City's ability to anticipate issues and prepare timely information

1.1.1 Create efficiencies for identifying and responding to community interests and public issues

ACTIONS

- Identify current and emerging resources for collecting citizen feedback and maintaining dialogue – including changing trends in social media – and provide training to staff
- Circulate important and timely issue updates to Council, staff and citizens

1.1.2 Create issue readiness behavior by ensuring staff members understand their roles in the issues management process

ACTIONS

- Establish procedures outlining best practices and desired outcomes
- Determine in advance who will be the spokesperson on particular issues and topics, and make this information available to Council and staff

1.1.3 Pay attention to annual issue and announcement cycles and prepare public information in advance to address questions and concerns from citizens

ACTIONS

- Create question and answers and tip resources and update annually
- Identify spokespeople in advance of a pending issue cycle
- Identify public safety issues and plan communication accordingly

Goal One continued

Objective 1.2

Continuously improve the process by which citizens can connect with Council and staff

1.2.1 Ensure City staff contact directories are up to date and easy to find

ACTIONS

- Promote seasonal interest and associated contact information using distribution methods that provide the best reception, including social media
- Create an easy-to spot "contact" icon for website and standardize these icons across all webpages

1.2.2 Provide front-line staff with information and updates on topics of strong public interest

ACTIONS

- Brief staff on current issues in advance of them engaging citizens during regular duties
- Create a resource for staff to log feedback on comments regarding what they're hearing or being asked by citizens
- Establish realistic guidelines for timely responses to citizen questions
- Prepare topical question and answers, including contact references

1.2.3 Increase Council's use of social media

ACTIONS

- Encourage best practices for elected officials

1.2.4 Introduce new opportunities for citizen feedback on the City's website

ACTIONS

- Invite website users to rate the value of posted content
- Increase the number of gateways for supplying comments

Goal Two

Increase capacity to communicate with citizens in meaningful ways

Objective 2.1

Improve dialogue with citizens by boosting Council and staff awareness about what is taking place across the organization

2.1.1 Raise awareness of department responsibilities and activities

ACTIONS

- Create issue focused fact sheets and updates and distribute these to Council and staff using methods that provide the best reception
- Profile individual or team contributions from different departments on the City Blog
- Distribute informative department-focused news articles to Council and staff

2.1.2 Communicate important Council and corporate decisions to staff

ACTIONS

- Distribute a monthly listing of news release links
- Host a regular "Meeting with the City Manager" and invite staff from across the organization for a casual update
- Prepare a bimonthly message from the City Manager and circulate to staff using methods that provide the best reception

2.1.3 Provide advance notice to staff highlighting the City's position or actions being taken on emerging developments

ACTIONS

- Create an employee "News and Information" page on the Intranet site and raise staff awareness of recent postings using methods that provide the best reception

Goal Two continued

Objective 2.2

Introduce planning, processes and training that supports open communication and builds quality customer service

2.2.1 Create annual department communication plans

ACTIONS

- Work with directors and managers to identify annual communication priorities for the coming year; build actions into yearly work plans for management staff
- Determine budget and resource requirements
- Identify key audiences and decide when to engage

2.2.2 Standardize common operational procedures for communicating the City's message

ACTIONS

- Create regular patterns of work across the organization for sending out messages, alerting the media, hosting events, updating the website, informing staff, etc.
- Identify best practices for communication processes in procedure documents and circulate these to staff using methods that provide the best reception
- Establish a process to periodically review information generated during "In Camera" meetings and release this information once that would not undermine the reason for including the information in "In Camera"
- Maintain efficient and cooperative relationships with members of the media

2.2.3 Provide training to identified staff for writing and delivering public information and preparing communication planning documents

ACTIONS

- Host communication product writing workshops
- Establish a standard fit-and-finish for common communication products, including graphic and layout standards
- Provide spokesperson training

Goal Three

Boost participation in local government and the public process

Objective 3.1

Improve the manner in which community engagement events are promoted and how feedback is obtained

3.1.1 Regularly request direction from citizens regarding which channels they use to receive information

ACTIONS

- Solicit public feedback on the effectiveness of all channels used to distribute the City's message – social media, print advertisements, news stories, website, direct mail, newsletters, utility bills, etc.

3.1.2 Secure larger turnouts during community consultations

ACTIONS

- Coordinate events in conjunction with popular public gatherings
- Plan events in advance to access prime advertising opportunities
- Identify barriers that may exist to public participation and how these barriers influence citizen turnout

3.1.3 Promote the use of online civic engagement tools and social media for contributing citizen feedback and suggestions to the City

ACTIONS

- Capitalize on existing apps or develop custom apps that make providing feedback simple and convenient
- Introduce internet software that augments and diversifies online civic engagement in ways that can increase citizen involvement and trust in the public process
- Identify groups within the local population who may be restricted in fully participating in the public process and explore alternative methods of reaching out to them

Goal Three continued

Objective 3.2

Boost awareness and understanding of local government process, policy and priorities

3.2.1 Improve how information concerning public process and decision making is communicated and presented

ACTIONS

- Reposition regularly sought out material to better reflect common interests and concerns
- Raise the profile of popular information on website to make it easier to notice
- On the City website, create an online library for reports and studies
- On the City website, create a newsroom for announcements
- Using methods that provide the best reception, effectively explain details surrounding the City's annual budget and how money is being spent
- Paint a bigger picture of what the City is doing by describing how individual projects and initiatives support the City's 2012-2015 Strategic Plan and its commitment to the four sustainability pillars of economic health, environmental responsibility, social equity and cultural vitality

3.2.2 Promote sources of information where members of the public can learn more about local government

ACTIONS

- Introduce annual campaign to raise awareness about local government and the opportunities and methods to participate in public processes
- Create short and informative videos outlining opportunities for participating in the public process; share these via YouTube
- Use social media to draw attention to timely aspects of upcoming municipal procedures and events

3.2.3 Build partnerships that supply information to new citizens and youth

ACTIONS

- Work with local agencies and public sector organizations to distribute information on public meetings, key contacts and important dates

Goal Four

Develop relationships that bridge differences and foster dialogue

Objective 4.1

Balance the use of formal communication with opportunities for informal dialogue

4.1.1 Establish an annual schedule of open house events that convey information on popular or annual topics

ACTIONS

- Host events at locations where foot traffic is high, such as malls and recreation centres.
- Plan events far enough in advance that they can be included on community calendars or upcoming event notices

4.1.2 Raise awareness of City programs and initiatives by encouraging readership of social media postings or bookmarking the City Blog.

ACTIONS

- Continue to promote the City's various social media accounts and work to attract a more diverse usership of this channel
- Follow emerging trends concerning social media usage and implement new platforms to widen the reach of the City's message

4.1.3 Encourage the public to submit questions to "Project Ambassadors"

ACTIONS

- Appoint City staff into generalist information roles to act as point people to take questions from the public and seek out answers concerning specific projects
- Promote these individuals as trustworthy and reliable sources of information

Goal Four continued

Objective 4.2

Ensure all corporate messaging is sensitive to the reception and cultural needs of a diverse population.

4.2.1 Whenever possible, use plain-language for all public messaging

ACTIONS

- Provide checklists and general standards for staff to review prior to distributing material to the public
- Ensure agendas prepared for public Council meetings contain straightforward descriptions of what is scheduled for discussion

4.2.2 Provide avenues to translate City information into other languages

ACTIONS

- Obtain knowledge of how many languages are spoken locally in Nanaimo and which ones are first languages spoken daily amongst family, friends and business acquaintances
- Identify citizens who may require alternatives to English and ensure provisions are made during the communication planning process
- Where opportunities exist, partner with local multicultural associations and immigrant welcome centres to help communicate the City's message to new Canadians

Notes

Acknowledgements:

The development of this Communication Plan was realized thanks to the assistance and valuable input of the following people:

- community members who attended the City of Nanaimo's 2012-2015 Corporate Strategic Planning, "Your Voice, Our Nanaimo" workshops,
- community members who participated in the 2012 Citizen Satisfaction Survey,
- members of Council and staff who took part in communication planning interviews and who provided feedback on the identified goals, objectives and actions, and
- community members who provided feedback during the March 2013 draft review process.

Questions:

What is the timeline for carrying out the actions identified in this plan?

The City of Nanaimo's Communication Plan is a deliverable of the City's guiding strategy document, the *2012-2015 Corporate Strategic Plan*. Carrying out specific actions identified throughout the Communication Plan will be realized during the same three-year period. It is anticipated that some actions will be completed quickly – likely within the first year of being adopted – while other actions will take longer. A listing of the action categories, along with proposed timelines, is attached as Appendix A.

Who is responsible for implementing this plan?

The City of Nanaimo's Communication Plan will facilitate the creation of an organizational culture that values open communication in how it plans projects, undertakes tasks and shares information. Implementing the actions identified in the Communication Plan is therefore a coordinated and joint responsibility for everyone who has a direct role to play in assisting the City of Nanaimo to communicate its message. Administration of the City's communication function is carried out by the Communication Manager and includes planning, research and measurement. A cross-departmental Communication Committee, chaired by the Communication Manager, provides additional feedback and buy-in.

What will be some of the tangible outcomes of this plan?

Tangible outcomes will vary depending on the circumstances through which communication actions are applied to specific situations. General examples include: improved communication planning for events, public engagement, city operations and departments; policies and procedures specific to communication functions and information transparency; enhanced public information products including the City website, education materials and social media usage; and increased sharing of information, both externally and internally.

What is the budget for this plan?

The City of Nanaimo manages the corporate communication function using a distributed approach that places responsibility for costing communication activities within the operational budgets of each department; accordingly, the City of Nanaimo's Communication Plan does not require an independent budget.

I have comments and suggestions concerning this communication plan; who can I send my feedback to?

Comments and suggestions can be forwarded to communicationplanning@nanaimo.ca

Appendix A

The following table lists the 24 actions categories identified in the Communication Plan, along with proposed timelines.

Action	Timeline
1.1.1 Create efficiencies for identifying and responding to community interests and public issues	A & B
1.1.2 Create issue readiness behavior by ensuring staff members understand their roles in the issues management process	A
1.1.3 Pay attention to annual issue cycles and prepare public information in advance to address questions and concerns from citizens	A & B
1.2.1 Ensure City staff contact directories are up to date and easy to find	A & B
1.2.2 Provide front-line staff with information and updates on topics of strong public interest	A
1.2.3 Increase Council's use of social media	A, B & C
1.2.4 Introduce new opportunities for citizen feedback on the City's website	A & B
2.1.1 Raise awareness of department responsibilities and activities	A
2.1.2 Communicate important Council and corporate decisions to staff	A & B
2.1.3 Provide advance notice to staff highlighting the City's position or actions being taken on emerging developments	B
2.2.1 Create annual department communication plans	A, B & C
2.2.2 Standardize common operational procedures for communicating the City's message	A & B

Action	Timeline
2.2.3 Provide training to identified staff for writing and delivering public information and preparing communication planning documents	A, B & C
3.1.1 Regularly request direction from citizens regarding which channels they use to receive information	A, B & C
3.2.2 Secure larger turnouts during community consultations	A, B & C
3.1.3 Promote the use of online/social media for contributing feedback and suggestions to the City	A & B
3.2.1 Improve how information concerning public process and decision making is communicated and presented	A, B & C
3.2.2 Promote sources of information where members of the public can learn more about local government	B & C
3.2.3 Build partnerships that supply information to new citizens and youth	B & C
4.1.1 Establish an annual schedule of open house events that convey information on popular or annual topics	A, B & C
4.1.2 Raise awareness of City programs and initiatives by encouraging readership of social media postings or bookmarking the City Blog	A, B & C
4.1.3 Encourage the public to submit questions to "Project Ambassadors"	B & C
4.2.1 Whenever possible, use plain-language for all public messaging	A, B & C
4.2.2 Provide avenues to translate City information into other languages	B & C

A 2013

B 2014

C 2015

City of Nanaimo

REPORT TO COUNCIL

DATE OF MEETING: 2013-MAR-04

AUTHORED BY: DAVE STEWART, PLANNER, PLANNING & DESIGN SECTION

RE: PROVINCIAL LIQUOR LICENSE POLICY CHANGES – INFORMATION REPORT

STAFF RECOMMENDATION:

That Council receive the report for information.

PURPOSE:

The purpose of this report is to inform Council of recent changes to Liquor Control and Licensing Branch (LCLB) policies.

BACKGROUND:

On 2013-FEB-08, the LCLB released five different policy directives regarding recent changes to the *Liquor Control and Licensing Act and Regulation*. All of five of these policy changes may impact liquor licensing in Nanaimo. The changes include:

1. The ability to allow greater serving opportunities at a brewery or distillery.
2. Changes to the regulations regarding 'tied houses', which are liquor primary venues tied exclusively to a single manufacturer.
3. A set of criteria to be used by the LCLB in evaluating circumstances where the LCLB may exempt a Licensed Retail Store (LRS) from the 1km required buffer between LRS's.
4. Repeal of the 'one time only' occupant load upgrade; all structural changes to a liquor license will now require local government approval.
5. The transfer of responsibility for the regulation of wine stores and on-site manufacturer stores from the Liquor Distribution Branch (LDB) to the LCLB.

All of the above changes take effect as of 2013-MAR-01.

1. Brewery and Distillery Endorsement Areas (Policy Directive 13-02)

Until recently, on-site patron consumption in breweries and distilleries was limited to a tasting room. Distillers were not able to charge for tastings, while breweries could charge but were limited to 375ml per patron per day. The recent changes to LCLB licensing criteria allows brewers and distillers to apply for endorsement areas where patrons may consume liquor manufactured on-site, similar to what has previously been permitted in wineries. Endorsement areas include a special event area, lounge, tour area or picnic area.

☐ Council
☒ Committee COW
☒ Open Meeting
☐ In-Camera Meeting
Meeting Date: 2013-MAR-04

A special event area is an indoor and / or outdoor area on the site where patrons may consume liquor manufactured by the licensee during special events, such as a concert or wedding reception. Minors are permitted within a special event area where accompanied by a parent or guardian. A lounge area is an indoor and / or patio area on the brewery or distillery site where patrons may consume the manufacturers' liquor. Applications for a lounge or special event area will require local government comment.

A picnicking area must be located outdoors and have a clearly defined boundary and line of sight for supervision purposes. The picnic area is intended to provide an outdoor space where patrons may consume liquor purchased on site. The size of the picnic area cannot exceed 1000m² and hours are limited from 9am to dusk. A brewery or distillery may also conduct tours where liquor may be consumed during the tour. Local government comment is not required for a picnic area or tour area endorsement.

A copy of the LCLB policy directive related to this change is included (Attachment A).

2. *Tied Houses (Policy Directive 13-03)*

A 'tied house' refers to a licensed establishment that is either owned or has a direct association, financial or otherwise, with a licensed liquor manufacturer located off-site. For example, a pub that exclusively serves a particular micro-brew manufactured off-site and is owned by that brewery would be considered a tied house.

Currently, a liquor manufacturer may own or have an association with up to three licensed establishments (liquor primary, food primary or licensed retail store) located away from the manufacturing site. The recent change now allows a distillery to have a tied house license and eligibility restrictions based on production have been removed. All manufacturers are now eligible to have any type and any number of off-site establishments where liquor may be sold.

All off-site licensed establishments where the manufacturer's liquor may be sold are required to sell a range of products from a variety of manufacturer's that are not connected or associated with each other.

A copy of the LCLB policy directive related to this change is included (Attachment B).

3. *Licensed Retail Store (LRS) Location Criteria (Policy Directive 13-04)*

The LCLB requires a 1km buffer between LRS's. While the LCLB general manager has in the past had the authority to approve exemptions to the 1km buffer requirement, until recently the criteria for an exemption was unclear and not specified in the regulations.

The circumstances in which the LCLB general manager may exempt an LRS from the 1km buffer are now specified in regulation and are as follows:

- where the address of the proposed location is the same legal address as the existing location;
- where the proposed location is not closer to an existing or proposed LRS than the current location;
- where the travelling distance between the proposed location and existing or other proposed LRS is 1km or more because of the existence of a natural barrier; or
- where the relocation is necessitated by a fire or natural disaster and the store has been substantially destroyed as a result.

A copy of the LCLB policy directive related to this change is included (Attachment C).

4. One Time Occupant Load Upgrade (Policy Directive 13-05)

Since the adoption of the existing liquor licensing model in 2002, existing liquor primary licenses established on or before December, 2002 were permitted to make a “one time only” application to increase the capacity of their establishment up to the existing occupant load if there had been no changes to the physical size of the establishment since that date. No local government comment was required for a “one time only” occupant load upgrade.

Effective immediately, new applications to increase the capacity of a liquor primary license up to the occupant load must be submitted as a structural change and will require consideration by local government, including Council comment.

A copy of the LCLB policy directive related to this change is included (Attachment D).

5. Regulation of Wine Stores and On-site Manufacturer Stores (Policy Directive 13-06)

In 2007, a transition began to shift the oversight of all private liquor retailing from the Liquor Distribution Branch (LDB), who is responsible for government liquor stores, to the LCLB. In order to complete this process, the *Liquor Control and Licensing Act and Regulation* has been amended to include regulations for private wine stores and manufacturers’ on-site stores and transfer responsibility from the LDB to the LCLB.

A copy of the LCLB policy directive related to this change is included (Attachment E).

DISCUSSION:

Of all the recent changes implemented by the LCLB, the change to no longer allow a “one time only” occupant load increase will arguably have the greatest impact on the City of Nanaimo. By no longer exempting one time occupant load upgrades, the LCLB has ensured that local government will now have the opportunity to comment on any proposed increase in the number of persons permitted within a liquor primary establishment. Council can now be assured that if a nightclub or neighbourhood pub wants to increase the number of patrons permitted within their establishment, Council and the general public will be given an opportunity to comment.

All Licensed Retail Stores (LRS’s) in Nanaimo require site specific zoning, and any relocation of an LRS will be evaluated based on the City’s LRS rezoning criteria. In order for Staff to consider any LRS rezoning application, the site must meet the LCLB’s 1km buffer, or have received an exemption on the buffer requirement through the LCLB general manager. By adopting a clear set of criteria for determining where an exemption will be granted, the LCLB has provided Staff and Council with information that can be passed on to future LRS applicants who are considering locating to a site that is within the 1km buffer and requires an exemption from the 1km buffer requirement.

Nanaimo currently has two local breweries (Longwood Brew Pub and Restaurant and the Wolf Brewing Company). Also, on 2013-JAN-03 the City issued a development permit for Nanaimo’s first craft distillery. The Longwood brewery currently operates as a brewpub only and therefore, is already permitted to serve on-site through their liquor primary license. Through the recent LCLB policy changes, these breweries and the proposed distillery can now apply for a special event or lounge area in order to serve their product on site and Council will be given an opportunity to comment. The breweries or distillery are also now permitted to serve their product during a tour and allow liquor consumption within a designated picnic area. Due to the limited number of breweries and distilleries within Nanaimo, it is unlikely this LCLB policy change will have any significant impact in Nanaimo.

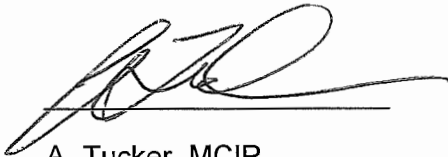
Nanaimo currently does not have any tied houses (although if Longwood Brewery does locate their brewery off-site, the current brewpub would become a tied house) and the LCLB policy changes are not anticipated to affect the City's Liquor Control Strategy. The change to the LCLB regulations regarding wine and manufacturers' stores is also not anticipated to have any effect on liquor licensing in Nanaimo.

Respectfully submitted,

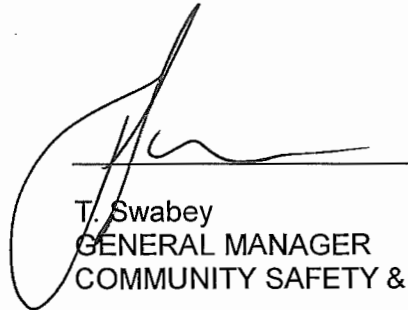


B. Anderson, MCIP
MANAGER
PLANNING & DESIGN

Concurrence by:



A. Tucker, MCIP
DIRECTOR
PLANNING



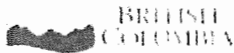
T. Swabey
GENERAL MANAGER
COMMUNITY SAFETY & DEVELOPMENT

CITY MANAGER COMMENT:

I concur with the staff recommendation.

*Drafted: 2013-FEB-21
G: Devplan/Files/Liquor/Reports/2013Mar04 FPCoW Rpt LCLB Policy Changes
DS/pm*

Attachment A



Liquor Control and Licensing Branch **POLICY DIRECTIVE** No: 13 - 02

Date: February 8, 2013

To: All LCLB Staff
All Brewers and Distillers (and applicants)
All Local Government
All Police
All Industry Associations

Re: Brewery and Distillery Endorsement Areas

The purpose of this policy directive is to announce recent amendments to the *Liquor Control and Licensing Act* regulation regarding endorsements on brewery and distillery licences. These amendments take effect March 1, 2013. These changes are designed to support the growing craft brewing and distilling industries by introducing another means for licensees to showcase their products.

Summary of Changes

Until this change, on-site patron consumption opportunities for breweries and distilleries were limited to the operation of a tasting room at the manufacturing site where product samples could be offered to the public at no charge (breweries can charge for samples but are limited to 375ml per patron per day while distilleries could not sell at all). The Liquor Control and Licensing Regulations (LCLR) are amended to permit brewers and distillers to apply for endorsement areas at their manufacturing site where patrons may consume liquor manufactured under the licence. These changes align regulations for brewers and distillers with wineries who have had these endorsements for several years. Endorsements are:

- special event area;
- lounge;
- tour area;
- picnic area.

Distilleries may now charge for samples in a sampling room but are limited to 45ml per person per day.

Endorsement Areas

Lounge endorsement:

Breweries and distilleries may apply for a lounge area. A lounge is an indoor and/or patio area on the licensed manufacturing site where patrons may purchase and consume the manufacturer's liquor. Applications are subject to local government/First Nation comment and public input, including consideration of hours of service and capacity.

Special Event Area (SEA):

Breweries and distilleries may apply for a special event endorsement to designate areas of the manufacturing site where special events can occur. A SEA is an indoor and/or outdoor area on the site where patrons may purchase and consume liquor during special events such as music events, special meals/dinners or wedding receptions. SEA's are intended to be event driven only - not an extension or alternative to a lounge. Applications are subject to local government/First Nation comment and public input.

In a SEA or lounge:

- minors are permitted if accompanied by a parent or guardian;
- liquor served and sold must be manufactured by the licensee under the manufacturer's licence;
- food and non-alcoholic beverages must be available at reasonable prices to customers.

Picnicking and Tour Areas

Breweries and distilleries may apply for a picnicking or tour endorsement. There is no local government or First Nation comment required due to the limited impact on the community.

The following terms and conditions apply to picnicking and tour areas:

- consumption of liquor is restricted to liquor served or sold from the on-site store, sampling area or other endorsement (if one is present);
- minors are permitted unless otherwise restricted by the General Manager.

Picnicking Area

A picnicking area must be located outdoors and be open to the elements, have a clearly defined boundary and clear line of sight for supervision purposes, and be no larger than 1000 square meters. Picnicking areas are intended to provide a place where patrons may consume samples or liquor purchased from the manufacturer-licensees may not serve or sell liquor within a picnicking area. Hours for the picnic area are 9:00 a.m. to dusk, unless otherwise authorized or limited.

Tour Area

A tour area may be located indoors or outdoors. A tour area endorsement permits patrons to consume liquor while on a tour of the manufacturing site.

Amendments to the Regulation

1. Definitions: New or amended definitions of the types of endorsements are added.
2. Application and local government/First Nation involvement: Section 18 which outlines requirements for application and operation of a lounge or SEA at a manufacturing site, is amended to add breweries and distilleries.

An application for a lounge or SEA requires local government /First Nation input as part of the licensing process. The application process includes submission of site

plans, floor plans, and occupant load calculation of the proposed area(s). The local government/First Nation is asked to gather public input and to provide a resolution commenting on:

- the location of the lounge or SEA;
- the proximity of the lounge or SEA to other social or recreational facilities and public buildings;
- in the case of a lounge, the person capacity and hours of liquor service;
- the impact of noise on the community in the immediate vicinity of the proposed lounge or SEA;
- the impact on the community if the application is approved.

Where a licensee has two different manufacturer licences (e.g. a winery and distillery) on the same site and currently has a lounge or SEA endorsement on one of the licences, the local government /First Nation comment process may be abbreviated if the proposed lounge or SEA is on the identical floor area with the same hours as a current lounge or SEA. The abbreviated process requires that the local government /First Nation comment on the impact on the community if the application is approved on the form provided by the Branch for that purpose.

3. Terms and conditions: Section 18.1, which outlines terms and conditions for application and operation of a tour or picnic area at a winery, is amended to add breweries and distilleries.

Fees

Annual and application fees for endorsements for brewers and distillers are the same as those in place for wineries. The lounge application and annual fee is \$330. The annual SEA fee is \$110. The SEA application fee is \$330 unless the applicant is applying for both lounge and SEA endorsements at the same time in which case it is \$110. The picnic and tour areas are free endorsements on the licence (but require an application).

The "Brewer, Distiller and Agent Licences: Terms and Conditions" guide found at <http://www.pssg.gov.bc.ca/lclb/docs-forms/guide-breweries.pdf> contains further information on the terms and conditions for operating a manufacturer's endorsement area.

Effective Date

Effective March 1, 2013, breweries and distilleries may apply for a lounge, SEA, picnic or tour area. Application forms will be posted on March 1, 2013 at http://www.pssg.gov.bc.ca/lclb/forms_fees/index.htm.

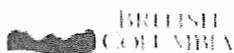
Further Information

Further information regarding liquor control and licensing in British Columbia is available on the Liquor Control and Licensing Branch website at www.pssg.gov.bc.ca/lclb. If you have any questions regarding these changes, please contact the Liquor Control and Licensing Branch toll free in Canada at 1-866-209-2111 or 250-952-5787 if calling from the Victoria area.

Original signed by:

Karen Ayers
General Manager and Assistant Deputy Minister

Attachment B



Liquor Control and Licensing Branch **POLICY DIRECTIVE** **No: 13 - 03**

Date: February 8, 2013

To: All LCLB staff
All Industry Associations
All Local Government, First Nations, and Police Agencies

Re: Amendments to tied house and trade practices requirements for licensed establishments and liquor manufacturers/agents

The purpose of this policy directive is to announce recent amendments to the Liquor Control and Licensing regulations.

Background

Since 2010, government has been reviewing the need to make changes to the tied house and trade practices requirements for liquor suppliers and licensees. Government has considered industry input, the need to protect government revenue, to protect consumer choice, and to provide some safeguards against market concentration.

Regulatory amendments and policy

The following changes are **effective March 1, 2013**.

Tied Houses

Small and medium volume liquor manufacturers licensed under section 57 (brewers and distillers) and section 58 (wineries) of the Liquor Control and Licensing Act may own or have an association, financial or otherwise, with up to three licensed establishments located away from the manufacturing site where that manufacturer's liquor may be sold. The associated off-site establishments may be any type of establishment licensed under section 12 of the Act (liquor primary, food primary, private liquor store, or the business location of a caterer).

To qualify for the off-site tied house establishments, manufacturer annual production volumes under a British Columbia manufacturer's licence must not exceed:

- 100,000L for a distillery;
- 750,000L for a winery; and
- 300,000 hectolitres for a brewery.

Manufacturers who qualify for off-site establishments under these limits but expand future production beyond these limits will no longer be eligible to apply for additional

new off-site tied house establishments but may keep any off-site tied house establishments that were previously approved.

Eligibility for on-site establishments is now expanded to include distilleries as well as breweries and wineries, and there are no eligibility restrictions based on production volumes. All manufacturers are now eligible to apply to have any type and any number of on-site establishments licensed under section 12, where their liquor may be sold. For example, this change removes the requirement for a brewery to have an on-site liquor primary licence before qualifying for any other type of licence issued under section 12.

All off-site licensed establishments where the manufacturer's liquor may be sold are required to sell a range of products from a variety of manufacturers that are not associated with or connected with each other, as is required for all other types of licensed establishments. Off-site winery stores will continue to be the one exception from the requirement to sell a range of competitors' products.

The changes affect all liquor licensees in British Columbia with the exception of UBrew/UVin establishments which continue to be prohibited from being owned by or having any other type of business relationship with a liquor manufacturer.

Licensed agents are not affected by the regulatory change and continue to be ineligible to own or be associated with a licensed establishment.

Trade Practices

Amendments to the trade practices regulations are as follows:

- The requirements to document promotional activities (the provision of goods and services) between liquor manufacturers/agents and licensees in a buy-sell agreement are removed;
- The reporting requirement for manufacturers' sponsorship activities worth more than \$1,500 is removed; and
- Sponsorship of events, activities and organizations by licensees is now permitted, bringing them into line with what is currently permitted for liquor manufacturers. Sponsorship of events aimed at minors will continue to be generally prohibited, however, the general manager may permit sponsorship of events/activities/organizations involving minors where appropriate (e.g. a restaurant sponsorship of a children's sports team).

Licensees must carry and make available to consumers a representative selection of brands of liquor products from a variety of manufacturers that are not associated with or connected with each other. An exception to this requirement is made for manufacturer on-site establishments.

There are no changes to the requirements for product promotions and the prohibition on inducements where no tied house relationship has been approved. Suppliers and licensees must continue to ensure that there is no opportunity for inducement activity (i.e. all promotional activity must continue to be for the benefit of customers rather than licensees, and promotional items must not include liquor).

These changes apply to all liquor licensees in British Columbia except UBrew/UVins.

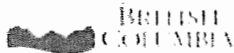
FURTHER INFORMATION

Further information regarding liquor control and licensing in British Columbia is available on the Liquor Control and Licensing Branch website at www.pssg.gov.bc.ca/lclb. If you have any questions regarding these changes, please contact the Liquor Control and Licensing Branch toll free in Canada at 1-866-209-2111 or 250-952-5787 if calling from the Victoria area.

Original signed by:

Karen Ayers
Assistant Deputy Minister and General Manager

Attachment C



Liquor Control and Licensing Branch **POLICY DIRECTIVE** No: 13 - 04

Date: February 08, 2013

To: All LCLB staff
All Industry Associations
All Local Government, First Nations, and Police Agencies

Re: Regulatory amendments respecting licensee retail stores (LRS) relocations

The purpose of this policy directive is to announce amendments to the regulations and policy respecting the regulatory criteria for approving exemptions to the 1 km rule for LRS relocations.

Background

The regulations previously specified that applications to relocate an LRS could not be approved by the general manager if the proposed site was within 1 km of an existing LRS or the site of an LRS application in progress, although the general manager had discretion to approve exceptions. However, the criteria for the exercise of discretion were unclear and were not specified in the regulations, causing confusion for applicants and requiring significant branch resources in reviewing these applications.

Regulations and Policy

The amendment to section 14 of the Liquor Control and Licensing Regulations takes effect immediately and applies to all licensee retail store relocation applications received on or after February 08, 2013, the date the regulation comes into effect.

The circumstances under which the general manager may exempt an LRS from the requirement to be at least 1 km from an existing LRS or LRS application in progress are now specified in regulation and are as follows:

- Where the address of the proposed location is the same legal address as the existing site;
- Where the proposed location is not closer to an existing or proposed LRS than the current location;
- Where the travelling distance between the proposed location and any existing or other proposed LRS is 1.0 km or more because of the existence of a natural barrier; or
- Where the relocation is necessitated by a fire or natural disaster and the store has been substantially destroyed as a result.

The general manager has no discretion or authority to make exceptions for LRS that do not meet these criteria.

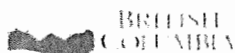
FURTHER INFORMATION

Further information regarding liquor control and licensing in British Columbia is available on the Liquor Control and Licensing Branch website at www.pssg.gov.bc.ca/lclb. If you have any questions regarding these changes, please contact the Liquor Control and Licensing Branch toll free in Canada at 1-866-209-2111 or 250-952-5787 if calling from the Victoria area.

Original signed by:

Karen Ayers
Assistant Deputy Minister and General Manager

Attachment D



Liquor Control and Licensing Branch **POLICY DIRECTIVE** No: 13 - 05

Date: February 08, 2013

To: All LCLB staff
All Industry Associations
All Local Government, First Nations, and Police Agencies

Re: Repeal of s. 54 of the Liquor Control and Licensing Regulations

The purpose of this policy directive is to announce the repeal of section 54 of the Liquor Control and Licensing Regulations.

Background

Previously, liquor primary (LP), liquor primary club (LP club) licences and winery lounge endorsements issued on or before December 2, 2002 were permitted to make a "one time only" application to increase the capacity of their establishment up to existing occupant load if there had been no changes to the physical size of the establishment since that date. This type of application did not require a local government/first nation council resolution commenting on the increase in capacity.

This provision was put in place at the time the current licensing model was developed in 2002, and was intended as a transitional provision to allow existing licensees to expedite the process of increasing their capacity up to occupant load, bringing them into line with what was being permitted for new licensees.

This provision was no longer required as a transitional provision, and some local governments/First Nations had expressed concerns that this provision was now being used to increase capacity in licensed establishments and licensed areas without the opportunity for local government consideration, as otherwise required by the regulations.

Policy

Effective immediately, new applications to increase the capacity of an LP, LP club, or winery lounge endorsement up to occupant load must be submitted as a structural change application, and will require consideration by local government.

FURTHER INFORMATION

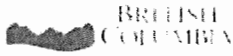
Further information regarding liquor control and licensing in British Columbia is available on the Liquor Control and Licensing Branch website at www.pssg.gov.bc.ca/lclb. If you have any questions regarding these changes, please contact the Liquor Control and

Licensing Branch toll free in Canada at 1-866-209-2111 or 250-952-5787 if calling from the Victoria area.

Original signed by:

Karen Ayers
Assistant Deputy Minister and General Manager

Attachment E



Liquor Control and Licensing Branch POLICY DIRECTIVE No: 13 - 06

Date: February 8, 2013

To: All LCLB staff
All Industry Associations
All Local Governments and Police
All wine store licensees
All manufacturer licensees and applicants for a manufacturer's licence

Re: Regulation of Wine Stores and On-site Manufacturer Stores

The purpose of this policy directive is to announce amendments to the *Liquor Control and Licensing Act* regulation affecting those who hold retail wine store appointments and manufacturers with an on-site store appointment.

Background

In 2007 a transition began to shift the oversight of all private liquor retailing from the Liquor Distribution Branch (LDB) to the Liquor Control and Licensing Branch (LCLB). Since then, all wine stores, except sacramental wine stores, have been administratively supervised by LCLB. This regulatory change completes this process by enshrining this responsibility within the *Liquor Control and Licensing Act* and regulations allowing for a more equitable compliance and enforcement system for all liquor retail outlets.

There are several different wine store models that are affected:

- VQA wine stores who sell only VQA certified wine
- Off site winery stores that sell only wine from their associated winery
- Independent wine stores that sell all types of wine
- Tourist wine stores that only sell 100% BC wine
- Sacramental wine stores that only sell wine for sacramental purposes to ministers of religion.

The first element of this change converts retail wine stores from appointments under section 18(5) of the *Liquor Distribution Act* to licensed establishments under section 12 of the *Liquor Control and Licensing Act*. Although all models are being converted to one licence type their general operating terms and conditions are not affected and they will continue to sell the same types of wine as they did under the LDB appointment structure. The long standing moratorium on new licences for off site wine retail stores has been enshrined in the regulation and no new applications will be accepted or licences granted. Also, to bring wine stores in line with other private retailers, they will now be subject to annual licensing fees based on sales volumes.

The second element of this change converts manufacturer (wineries, distiller's and brewer's) on-site store appointments under section 18(5) of the *Liquor Distribution Act* to endorsements on the manufacturer's licence. Operating terms and conditions and the

application process are not affected but on-site manufacturer stores are now subject to an application and annual licensing fee.

Amendments to the Regulation

The regulations have been amended to add a new section **14.1 "Wine stores"** that outlines the operating terms and conditions for off-site wine stores. The "Wine Store" licensee guide found at <http://www.pssg.gov.bc.ca/lclb/docs-forms/guide-winestore.pdf> also contains general terms and conditions for operating a licensed wine store - such as what type of wine may be sold and to whom. Individual specific terms and conditions may also appear on the face of the licence.

Another new section **18.2 "Endorsement for manufacturer on-site store"** has been added to outline the operating terms and conditions for those stores. The "Brewers and Distiller" licensee guide found at <http://www.pssg.gov.bc.ca/lclb/docs-forms/guide-breweries.pdf> and the "Winery" licensee guide at <http://www.pssg.gov.bc.ca/lclb/docs-forms/guide-winery.pdf> also contain general terms and conditions for manufacturers.

Schedule 1: Fees has been amended to include fees associated with the changes:

- Wine store licensees first year fee \$250 (waived for 2013/14). Thereafter, renewal fees mirror those of Licensee Retail Stores and are based on annual liquor purchases or sales.
- Wine store licensees are subject to fees for changes, as per the fee schedule.
- Application for a new on-site store is \$110 and the annual renewal fee is also \$110.

The full fee schedule (Schedule 1 of the Regulation) can be found at:
http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/244_2002

Effective Date

Effective February 1, 2013, all off-site wine store appointments are converted to wine store licences and all on-site manufacturer store appointments are converted to an endorsement on the manufacturer's licence. Wine store operators will not receive a new licence as a result of this change. Existing certificates expiring March 31, 2013 are considered 'converted licences' until they are renewed. Renewal forms are sent out in January each year.

Further Information

Further information regarding liquor control and licensing in British Columbia, including links to legislation and the LCLB licensing policy manual, is available on the Liquor Control and Licensing Branch website at www.pssg.gov.bc.ca/lclb. If you have any questions regarding these changes, please contact the Liquor Control and Licensing Branch toll free in Canada at 1-866-209-2111 or 250-952-5787 if calling from the Victoria area.

Original signed by:

Karen Ayers
Assistant Deputy Minister and General Manager

City of Nanaimo
REPORT TO COUNCIL

DATE OF MEETING: 2013-MAR-04

AUTHORED BY: D.W. HOLMES, ASSISTANT CITY MANAGER/
GENERAL MANAGER, CORPORATE SERVICES

RE: 2012 Departmental Activities and Accomplishments

STAFF RECOMMENDATION: That Council receive the compilation of activities and departmental accomplishments for the City of Nanaimo for 2012.

PURPOSE:

To provide Council with a compilation of departmental activities and accomplishments for 2012.

BACKGROUND:

At the 2012-DEC-17 Open meeting of Council the following resolution was passed:

- (g) Councillor Anderson – Motion regarding an Annual Report of Departmental Activities and Accomplishments

7721 It was moved and seconded that Council direct Staff to prepare an annual report providing a compilation of departmental activities and accomplishments that occurred throughout the year. The motion carried unanimously.

DISCUSSION:

Staff has assembled a compilation of Department Activities and Accomplishments that occurred throughout 2012. Council will see certain initiatives mentioned in more than one department. This is simply a reflection of the fact that most of what we do involves a coordinated effort amongst departments to be successful. What we have attempted to do is mention different aspects of the projects where they are material. Also, where an initiative shows up in only one department, it is often the case that the initiative has involved multiple departments but we decided it was unnecessary to replicate that line item in each of the departments involved in every initiative.

One item that does not categorize well by department is the "Building Trust" initiative. As planned at its inception, Building Trust was concluded during 2012. We concluded this initiative as we started it by attempting to speak to as many City employees as possible (approximately 400 employees in 25 meetings). Aspects of the Building Trust initiative are continuing to be undertaken through the Strategic Plan and others through our day to day operations.

The following information is a compilation of departmental activities and accomplishments, including works in progress, for 2012.

☐ Council
☒ Committee CCW
☒ Open Meeting
☐ In-Camera Meeting
Meeting Date: 2013-MAR-04

CORPORATE SERVICES

COMMUNICATIONS

- Hired Communications Manager (approved by Council in 2012).

Planning:

- Completed the draft Corporate Communication Plan as outlined as a deliverable of the City of Nanaimo's 2012-2015 Strategic Plan.
- Carried out the public safety awareness campaign surrounding the Colliery Dams and the identified need for their removal.
- Supported various departments in preparing communication programs and products.

Operations:

- Completed service review meetings with management and members of staff to explore past communication efforts and organizational/community needs for moving forward.
- Continued regular meetings of the established Communication Committee; identified opportunities for refining the roles of current members and identified new roles for future members.
- Established new processes for preparing news releases and distributing information to the media.

Networking and Relationship Building:

- Engaged and/or created opportunities to meet staff throughout the organization to learn about business areas and discuss communications.
- Engaged community advocates, residents and community partners.

Media Relations:

- Established working relationships and initial protocols with members of the local media.

Emergency Management:

- Established working relationship with Emergency Management staff.
- Participated in Emergency Management exercise opportunity.
- Assisted in the initiation of a newly created social media profile for the Fire Department.

Internal Communications:

- Completed a draft version of a Council/staff information sharing activity update reporting tool.

FINANCE DEPARTMENT

Finance involvement in the following two initiatives was extensive:

Asset Management

- Members of the corporate asset management committee
- Participated in NAMS (asset management) training
- Provided technical support for the asset management models
- Developed long term funding model
- Participated in Council presentation
- Responded to citizen and media questions

SARC

- Provided detailed project cost reporting for SARC construction and City Hall renovation
- Member of the project team

- Participated in selection of furniture contractor
- Provided input into design of own areas and common areas such as board room, lunch room and first floor lobby
- Worked on integration of Permit Centre and Finance front office staff on first floor
- Member of new building operations committee

Revenue Services:

- Sent out 78,042 user rate bills in 2012 (3 bills per customer).
- Implemented an electronic billing system for property taxes and utilities which can be accessed by residents through their "MyCity" accounts.
- Set up 2,595 new "MyCity" accounts in 2012, bringing the total to 7,101. A lot of the new accounts are due to the new e-billing functionality.
- Conducted a utility survey of comparable municipalities in anticipation of a water and sewer rate review.
- Sent 35,788 property tax notices.
- Successfully conducted the annual tax sale on September 24, 2012 with only 7 properties going to tax sale.
- Grants Advisory Committee - 107 organizations received a permissive tax exemption in 2012 (represents 145 properties).
- Approximately 7,790 dogs licensed in 2012.
- Conducted a municipal dog license survey and recommended fee changes for 2013 year.
- Successfully produced the 2011 Annual Municipal Report.

Financial Planning:

- Completed accounting and reporting requirements for annual grant funding for all departments (Casino Revenue Sharing, Strategic Community Investment Funds, Climate Action Revenue Incentive Program, Community Works Gas Tax Funding).
- Completed project accounting, grant claims, and financial reporting requirements for all projects receiving grant funding (Gas Tax funded projects and additional projects receiving funding from BC Hydro, Union of BC Municipalities, Island Coastal Economic Trust, and Human Resources and Skills Development Canada).
- Created a system to track and report greenhouse gas (GHG) emissions in accordance with the 'Methodology for Reporting B.C. Local Government Greenhouse Gas Emissions' for 2012.
- Implemented a system to track and record 'Contracted Emissions' to be included in the City's Corporate GHG Inventory effective June 1st, 2012.
- Installed the SAP Budget Planning & Consolidation module and implemented the budgeting section of the module. It was used City wide for preparation of the 2013 to 2017 Financial Plan.

Accounting Services:

- Met all statutory reporting deadlines with a clean audit report.
- Processing and payment of over 23,000 accounts payable invoices.
- Began work on implementing a payee match system for cheques issued to reduce the risk of cheque fraud.
- Began work on attaching an image of invoices paid within the financial system to reduce the amount of paper storage.
- Worked on the asset management update and development of the long term funding plan.
- Provided cost reporting on the construction of the Service & Resource Centre building.

Purchasing and Stores:

- Created a contracts Database to manage expiring contracts.
- Added most commonly utilized contracts on Intranet to ensure all departments are aware of terms and conditions of major supplier contracts.
- Added a Stores surplus disposal site on Intranet to encourage redistribution of assets.
- Processed 1,846 Purchase Orders valued at \$39.8 million dollars.
- Issued 142 Tenders/RFPs.
- Reduced Central Stores inventory \$130,800 or 28% without affecting service levels.
- Active members of the City's Approved Products List committee.
- Put in place corporate contracts for Plumbing and Janitorial Supplies to reduce corporate costs and standardize supplies.
- Surplus disposal of City assets via BC Auction recovering \$193,000.
- SAP process improvement allowing Purchase Orders to be sent electronically.

Payroll:

- On average, issue 850 bi-weekly paycheques.
- Issue 1,250 T4 slips.
- Participated in the changeover to a new benefits provider.

General Finance:

- Participated on City OH&S committee.
- Supported COR review update.
- Creation of a 'Balanced Scorecard' initiative to measure the City's operational and service performance from six perspectives (customer, employee, environment, financial, social, and service).
- Provided advice/assistance to public works on water supply issues with Nanaimo Forest Products.
- Contracting out review - managed consultants to final report.
- Hotel Revitalization Tax Exemptions – did research and provided assistance to senior management.
- Strategic Planning – participated in consultant selection committee and workshop facilitation.
- Building Permit Fee review – provided support to Building Inspections on fee structure.
- Parking (Robbins) – provided advice and support on contracting-in discussion.
- Parking (employee) – headed committee to implement employee pay parking.
- DCC Review – set up steering committee, began review work.

HUMAN RESOURCES & ORGANIZATIONAL PLANNING

Organizational Planning/Strategic Planning:

- Provided oversight to the organizational planning initiative ("Building Trust") which included working with department heads to coordinate action plans and monitor progress.
- Retained consultant and worked with Council, Senior Management, community members and employees to develop comprehensive Corporate Strategic Plan (approved July 9, 2012). The development process took 5 months, and included the co-ordination of workshops, interviews, and surveys and reviewing various drafts of process summaries and versions of the Corporate Strategic Plan.
- Began implementation of the Corporate Strategic Plan (e.g. sponsors assigned to strategic priorities, department heads assigned to lead strategies and initiatives) and reported this to Council.

- Prepared presentation and participated in 25 meetings with approximately 400 employees to report on progress of “Building Trust” and to present new Corporate Strategic Plan.

Recruitment/Staffing:

- Completed framework for quarterly staffing reports to identify vacant positions and their status.
- Created on-line status of competitions document to provide information to external job applicants on the stage of the competition (e.g. screening, filled). Updated frequently asked questions about working for the City on the Internet.
- Completed preliminary work on recruitment management system for external competitions.
- Designed recruiting brand (in-house) and incorporated into new career fair banner and table top.
- Created checklists for hiring managers to use to identify “soft skill” competencies required by successful candidates for positions that are being recruited.
- Developed an inventory of behavioural descriptive interview questions that align with competency checklists for management positions.
- Posted 98 jobs resulting in 150 people being awarded positions (new hires and promotions).
- Implemented a new temporary/casual evaluation form.
- Provided internship to recent graduate of Vancouver Island University Business Degree program. Participated in Vancouver Island University Applied Business Technology work experience program. Each of these initiatives resulted in students competing successfully for permanent positions at the City.
- Developed a draft Approval Process for Position Conversions document to ensure consistency; distributed document after review and approval by Senior Leadership Team.
- Worked with CUPE to negotiate a Letter of Understanding to convert Parks, Recreation & Culture contractors (who met the legal definition of “employee”) to CUPE positions.
- Developed and implemented Re-employment of Retirees Policy.

Job Evaluation:

- Established CUPE-Management Job Evaluation Committee to evaluate CUPE positions. Successfully resolved ratings for 8 CUPE positions.
- Facilitated meetings with Joint Job Evaluation Committee to improve working relationships and establish shared understanding of processes and procedures.
- Created Joint Steering Committee to develop a new CUPE job evaluation plan. Worked with job evaluation consultant and Steering Committee to design framework for new plan (i.e. identified evaluation factors and levels within each factor).
- Conducted job evaluation of exempt positions in Pay Band 4 to ensure proper placement.

Benefits, Disability Management and Return to Work Planning:

- Implemented change to new benefits provider (Sun Life), resulting in savings of \$120,000 per year (for at least 2 years). Implementation involved review of benefit booklets for all employee groups, setting up electronic claims submissions, and resolving transitional issues with previous benefits provider.
- Developed Request for Proposal and selected new benefits consultant, resulting in savings of approximately \$30,000 per year.
- Facilitated approximately 14 successful Return to Work Plans for employees who would otherwise be off from work for an extended period of time due to illness or injury.
- Successfully accommodated 4 employees into permanent positions. These employees were medically restricted from returning to work into positions to which they had been appointed.
- Developed Request for Proposal and selected consultant to review and make recommendations for Disability Management and Return to Work program. Review is in process.

Attendance Management:

- Created new Attendance Management Policy and Program. Attendance reporting developed to support the program.
- Developed Attendance Management brochure and distributed to all employees.
- Created Supervisor's Handbook for Attendance Management and provided training to managers.
- Recognized 45 permanent employees who had perfect attendance records.
- Average number of short term sick leave hours per employee was 91.23, a reduction from 98.74 in 2011. Each of the three employee groups had a reduction in sick leave hours from 2011.

Health & Safety:

- Recruited internal Certificate of Recognition ("COR") Audit Team and successfully completed COR Maintenance Audit, for the purpose of ensuring a safe workplace for employees and to allow the City to continue to receive a WorkSafe rebate in the amount of approximately \$68,000 per year.
- Completed Phase 1 and 2 of Asbestos Inventory Program covering over 80% of City structures. All high priority structures were reviewed.
- 896 days lost due to injury; this is down from 1468 days in 2011.
- WorkSafe claims costs were \$160,624; this is down from \$224,809 in 2011.

Labour Relations:

- New CUPE Collective Agreement (2011-2013) ratified by Council and CUPE.
- Negotiated Letter of Understanding with CUPE to bring parking function in-house.
- Held session with CUPE and provincial mediation service to establish renewed terms of reference for Joint Labour-Management Committee. Re-established joint Labour-Management Committee.
- Developed guidelines with CUPE for application of language related to base pay rates for Permanent Auxiliaries on vacation.
- Initiated process to establish improved business processes related to scheduling and other human resource issues in aquatics (process included CUPE, Parks, Recreation and Culture and employee representatives).
- Established labour relations meetings with departmental managers in Parks, Recreation & Culture and in Engineering & Public Works to clarify Collective Agreement and policy provisions, improve consistency of Collective Agreement administration and to share experiences and information.
- Scheduled bi-weekly meeting with CUPE Executive to discuss priority Employer and Union issues for resolution.
- Worked to resolve IAFF Collective Agreement (2010-2011) through face-to-face bargaining and mediation. Implemented Council direction to make final offer. As the offer was not accepted, the dispute will proceed to interest arbitration for resolution.
- Re-established Joint Labour Management Committee with IAFF.
- Resolved dispute with IAFF related to Car Passenger Seat Program.
- Worked to resolve union issues without filing of grievances. 21 grievances filed (1 from IAFF and 20 from CUPE). The majority of the grievances involved job competitions and wages/allowances.

Training & Development:

- Surveyed exempt employees to gather feedback on pilot performance planning & development program. Incorporated feedback to improve the program.
- Researched best practices for training and development policies related to the provision of funding for employees to attend external programs.

- Joint Union-Management Training Committee held meetings and made recommendations for a revised training and development policy (related to the provision of funding for employees to attend external programs).
- Offered 47 training/development courses with a total of 423 attendees.
- Sponsored 8 employees for Local Government education opportunities
- Offered 28 safety courses with a total of 287 attendees.
- Co-ordinated online WHMIS training, completed by 224 employees.

Succession Planning:

- Retained consultant and established cross departmental Succession Planning Committee.
- Created position profile summaries and updated job descriptions for 18 senior management positions.
- Developed and implemented a process to identify candidates for succession to senior management positions. This included the incorporation of career interest questions into the employee development planning process.
- Established succession planning guidelines (e.g. knowledge transfer, development planning, recruitment).
- Held individual coaching sessions with managers who supervise exempt staff to ensure success of the succession planning initiative.

Employee Retention Activities:

- Updated and implemented Service & Retirement Recognition Policy and Program. Developed Request for Proposal and selected new provider for Service & Retirement program gifts.
- Implemented a “Wellness Blog” on the Intranet and hosted wellness activities including a Rewards Challenge, a Pedometer Challenge, and numerous Lunch and Learns. Secured over 50 participants to take part in the Corporate Recreation Pass program.
- Successfully held the following social events: Skating Party, Employee Picnic, Safety Barbecue, Children’s Christmas Party, Employee Christmas Lunch.
- Established cross-departmental committee to review Alternative Work Schedule program. Researched best practices and conducted internal survey on program.
- Restructured electronic management file system for department and implemented change.
- Permanent employee turnover rate was 5% (down from 6.8% in 2011).
- Conducted second employee engagement survey. Determined that employees continue to have a high level of engagement.

Other:

- Co-ordinated Access Control & ID Card Program, arranging for card access within the new Service & Resource Centre building.
- Provided support to City Manager’s office in establishing employee pay parking and taxable benefit for City owned parking lots downtown.

INFORMATION TECHNOLOGY

Supported the technology infrastructure, projects and systems which Council and City Departments require to complete their daily work including:

- the central computing system;
- support to all departmental use of computing technology;
- manages the overall City telephone services;
- the technical component of the Central Island 911 system
- supports approximately 140 computer applications, 450 workstations, 150 servers and 100km of fibre optic cabling at 10 major sites across the City.

Some of the key accomplishments in 2012 include:

GPS/AVL reporting for Sweepers/Mowers - Converted the realtime GPS tracks for curbside bushwackers nightly to colour-coded streets on internal MapGuide. Allows the supervisor to track progress, ensure all areas are mowed and visited.

What's Building in my Neighbourhood? (previously titled Planning Alerts) - Web-based application to improve methods of notifying the public regarding the status of development applications. Provides access to all public information for each development application, and email notifications for new/updated applications.

SAP BPC Implementation - Web-based Budgeting tool to replace old spreadsheet-based method. Automates budgeting processes, significantly reduces errors and provides tracking for expenditures, analytics and reporting.

SAP New PO Smartform/Email to vendors - Enables Purchasing staff to e-mail Purchase Orders directly to vendors from SAP, replacing the existing manual process of printing, fax or mailing, and filing paper copies. Also, the appearance of the purchase orders has been updated for a more modern look.

Mobile Internal Tempest Access - <https://em.nanaimo.ca> allows employees in public works to get important land and service connection information quickly on their mobile device.

Org Planning - As part of the Corporate Organizational Planning initiative begun in 2010, the IT Department lead the "Improve Community Relationship". The 2012 component was to "seek Broad Community Input" and a public survey was developed but was not distributed.

Committee Video Archiving - Committee video can now be viewed online in the same way that council video can be. This allows citizens to be more informed of what goes on in these public meetings without the need to be at the meeting.

Parks Application - Designed and implemented an external website application to search and browse through our large list of parks.

Org Planning - Extending Use of Social Networking - Created a social media training course for the City and completed 2 sessions of the course for employees from various departments.

SAP Civic Facilities Management - This project will enhance SAP's Plant Maintenance module to manage the City's capital assets and aid long term financial planning for replacement of capital assets.

Tempest Utility E-Bill Implementation - Replace E-post service with internal Tempest E-billing, to enable emailing of Utilities bills directly to registered customers.

Tempest - Tax E-Billing Implementation - Replace E-post service with internal Tempest E-billing, to enable emailing of Tax bills directly to registered customers.

Nanaimo Blog - Implemented the blog software to run our Nanaimo blog for Parks, Recreation & Culture. They will be posting interesting and relevant stories about people who use PRC services.

Visual Studio 2012 - dot net 4.5 Upgrade - We updated the software that runs our website. This allows Application Support to more quickly build advanced applications with improved security and reliability using the latest tools.

iPad deployment for Councillors and Directors - iPads have been issued to Councillors. This allows them easy access to an electronic agenda. By distributing the agenda electronically we can save on the paper use and make the agenda easier to search and archive.

Strategic Planning Blog - Installed and maintained the software for the Strategic Planning Blog. Regularly updated the content with new changes from the Strategic Planning process.

Council Proclamations - Created the new Council Proclamations page on the website.

2012 Help Desk Tasks - During 2012 a total of 4172 Help Desk Tasks were completed.

Station Access/Security Systems - Install Building access controls at Fire Station 1, 2, 4, and Fire Command.

Harbour Wireless - Provide free wireless service to the public in Maffeo Sutton Park, with limited access to the harbour and Newcastle Island.

Wireless to NIC and Bowen - Upgrade free Wireless Access points for public use in recreational facilities.

Automated Software Deployment - Utilize WUS technology for automatic critical updates to all City workstations on the network.

Summer Driving Videos with Shaw - Worked with Shaw Cable, the RCMP and ICBC to create 8 safe driving videos that were aired on Shaw Channel 4 and their YouTube channel. The videos were to promote good relations between the organizations and safe driving in Nanaimo.

SharePoint Council Reports, Agendas, Minutes (eScribe) - Implemented eScribe to allow Legislative Services to create electronic council agendas and minutes.

FireSmart Re-Implementation - Implemented the FireSmart inspection system. This allows Fire Department personnel to rapidly assess wildfire risk for individual properties, provide a report to property owners with risk mitigation strategies, and view the results on a web map.

Security Audit - A network security audit performed by external security contractor to identify network weakness and provide correction and prevention strategies.

Public Works Server Room Upgrade - Modernize rack utilization to handle IP based phone system and surveillance equipment.

Telephone System Upgrade City Hall/Annex/SARC - Replaced old telephone system in preparation for SARC move.

Telephone System Upgrade at Police Operations - Support the department in replacing obsolete telephone system with new CS1000 switch. Including re-configuration of 911 trunks.

Provisioning server for Training Room - Use Provisioning service from Netop to speed deployment of software to training workstations.

Commvault backup system - Replacement of tape based backup system to a hybrid system, disk based system for recent backups and monthly and annual backups to tape.

Fibre from Public Works to Fire Station #2 - Run fibre optic cable to replace wireless between two sites to improve network performance.

Adobe Creative Suite Upgrade - Update all users of Adobe Creative Suite to current version so that users have access to latest features and have compatible file format between each other.

VMware ESX server upgrade - Upgrade Virtual Server farm to accommodate increasing transfer of technology from Hardware to Virtualization.

Network Switch replacement - Ongoing replacement of network switches/upgrade to enable POE.

Retire Centre - Retired the old Centre server. Moved all applications to faster, up-to-date servers.

SAP BW Attendance Reporting - Create reports for HR staff on employee attendances and absences.

SAP Netweaver 7.3 Upgrade - Software upgrade needed to prepare for BPC implementation.

SAP 2012 Fall Support Packs - SAP 2012 Annual Fall Support Pack Installation.

FME Server 2012 Upgrade - Implemented FME Server 2012, which allows for rapid automated conversion of information between the City's various mapping applications. With this system in place, staff can make decisions confident of a complete and current view of location-based data.

AutoTurn 8.1 Upgrade - Upgraded the AutoTurn design software to version 8.1. This software allows road designers to ensure that new or modified roads are navigable by large vehicles such as garbage trucks and busses.

JTB FlexReport Implementation - Implemented JTB FlexReport, a networked license reporting application that allows the City to monitor usage of various applications and ensure that new licenses are only purchased when truly needed.

Password Database Replacement - Replaced an aging secure password storage system with a user-friendly industry standard 256bit AES encrypted password database. This allows staff to store credentials for various services behind a single complex password.

Migrate Dean Ford from MapInfo Mapbooks to ArcMap Data Driven Mapbooks - Updated the Fire Department's mapbooks to utilize industry standard mapping software; allowing for increased ease of maintainability, automated production, and ensuring the currency of the data contained in the mapbooks.

ArcGIS Server 10.1 / SQL Server 2012 Upgrade - Implemented the latest version of Esri ArcGIS database services and Microsoft SQL Server to ensure a stable and modern platform for upcoming GIS projects.

Balanced Scorecard - Web-based application to display a set of performance measures that provides information about the City of Nanaimo from a number of different perspectives.

OCP Development Permit Areas - MapGuide - Published the Official Community Plan Development Permit Areas information on the City's internal web map, allowing staff to easily access this information in context of other information such as property ownership and zoning.

Upgrade Bullseye Software - Upgraded the Bullseye software to a newer version of Access so that it would work on our new Citrix servers. Also fixed several bugs.

Computrol and Profuel Upgrade - Upgraded the fuel pumps at Public Works to the latest version of Computrol and upgrade Profuel to the latest compatible version. Allows for new technology to be used such as automatic reading of mileage from the vehicle without human interaction.

Upgrade Class to patch 7.01.0754 - Upgraded Class to the latest Patch level to get fix various issues along with other stability issues.

Making CityPortal available externally - Configured the firewall to allow the councillors and city staff to access Intranet documents including agendas externally.

FDM Workspacing - Enable Workspacing for FDM which allows other departments to Citrix in and enter and view their incident data in a separate FDM workspace.

IT Newsletter to SharePoint Blog - Created the internal IT Blog to replace our regular newsletter. The blog will be easier to read and search for employees.

Electronic Garbage Calendars - Garbage calendars are now generated by a software application. This ensures fewer errors in the printed calendars and allows user to receive email reminders or add the calendar to their outlook or mobile device.

BYOD Policy - Develop a Bring Your Own Device policy to allow employees to provide their own Smartphone. This allows the employees more personal choice and saves the city the cost of the device and makes it so employees don't have to carry two phones for personal use.

411 Dunsmuir St Camera - Provide a construction camera and time lapse so the public can watch the construction of 411 Dunsmuir Street.

Park Warden Issue reporting - Provide an online form for our park wardens to submit reports. By making it an electronic form we can ensure that they all come in the same format allowing us to more quickly act on the issues provided.

Fast page load on www.nanaimo.ca - Optimized the performance of the City's public website, ensuring that citizens can access municipal information as quickly as possible. Load time for the first page visited improved by 25% and additional pages by 60%.

Upgrade Telephone System at Public Works - Replace archaic telephone system with VOIP system for improved performance, redundancy.

Service & Resource Centre building - Provide consultation and project management for all IT related issues and deployment of hardware, software, and related equipment.

Central Island 9-1-1 Service Support - Ongoing support for the 9-1-1 Service includes the technical configuration plus interfacing with the telephone vendors. 2012 projects included the Wireless Call Answer Levy initiative and upgrade to 911 telephone trunks.

SARC:

Planning and design meetings:

- participated in a minimum weekly meeting for over 1 year (starting with concept of new annex) with contractors, steering committee and operations committees.

Technical design:

- developed specifications for computer and LAN rooms; HVAC; data communications; electrical; audio/visual; voice communications; wireless in-building and point-to-point services.

Audio Visual equipment:

- assessment of needs, selection and installation of equipment in meeting rooms, foyer and office areas.

In-building Communications Network:

- commissioned 20 network data switches; 350 live network ports;
- installation of wireless service for public and staff; commissioned 10 ceiling-mounted wireless access points;
- access interface for secure control of HVAC; lighting systems; building security/CCTV; building access control.

Computer Room:

- implemented new primary and disaster ready computer room with 43 physical servers and over a 100 virtual servers.

New Telephone System:

- replacement of old telephone system with new IP phone service including unified communications.

Move-in to SARC building:

- relocated 200 workstations and peripherals (printers, plotters, photocopiers, scanners) from Annex and City Hall to SARC;
- relocated all Servers from City Hall computer room to SARC;
- re-terminated voice PRI and Internet services from City Hall to SARC;
- relocated wireless point-to-point service from old Annex to SARC;
- redirected fibre cable metropolitan network from City Hall to SARC.

City Hall renovation:

- participation in contractor/design/steering meetings;
- developed data communications and electrical technical specifications;
- removal and decommissioning of technology in the building prior to renovations.

Old Annex temporary use:

- relocation of staff from City Hall to temporary offices at 238 Franklyn.

LEGISLATIVE SERVICES:

General:

- Produced Agendas and Minutes for 21 Council Meetings, including In-Camera Meetings, when required;
- Produced Agendas and Minutes for 16 Finance/Policy Committee of the Whole or Committee of the Whole Meetings, including In-Camera Meetings, when required;
- Conducted 2 Alternative Approval Process for Lease Agreements at Piper Park;
- Conducted 2012 DNBI Board Election;
- Provided counter services to the public for general information on a daily basis;
- Acted as Commissioners of Oaths and Affidavits in the Province of British Columbia for the public on a weekly basis;
- Provide copies of Agendas, Minutes and Associated Documents to the public via the web and at front counter;
- Managed archives system and provided Records Management Services to City Departments on weekly basis;
- Oversaw transfer of paper records to electronic format and City Search;
- Hired two permanent Steno positions (due to one resignation and one reposting); and
- Hired one permanent Record Clerk position (Council approved position).
- Hired Manager of Legislative Services position (due to resignation).

Mayor & Council:

- Coordinated internal circulation of Council Correspondence including distributing for response or researching related background and meeting records management requirements;
- Assisted with organizing a Freedom of the City march exercising their rights to march for the Canadian Scottish (Princess Mary) Regiment recognizing their 100th Anniversary;
- Provide CityNews Document By-weekly.
- Provide support letters and greetings for groups and organizations for Mayor.
- Review and prepare all proclamation requests for Mayor and Council.

Claims Administration & FOI:

- Coordinated with the City of Nanaimo's liability insurer, the Municipal Insurance Association of BC:
 - 16 new liability claims in 2012
 - 5 settled
 - 11 closed/denied
- Coordinated potential liability claims received by the City, and in consultation with the responsible department, resolved 21 claims prior to legal action;
- Prepared Council Quarterly Claims Liability reports for claims administration (includes the reports and statistical reports regarding claims);
- Maintained and distributed the City's Certificate of Insurance. Added additional Insureds when necessary;
- Coordinated underwriters for the City's Special User Group Insurance Policy;
- Provided information to City departments as necessary, regarding contractor liability insurance and other policies affecting the City's liability insurance policy;
- Coordinated with outside legal and insurance adjusting firms and City departments, in respect to claims, insurance and FOI requests;
- Performed the coordination, compilation, review and severing of documents in response to 87 requests made under the *Freedom of Information and Protection and Privacy Act*, including for files under review with the Office of the Information and Privacy Commissioner:
 - 3 outstanding from 2012
 - 84 completed as at 2013-FEB-14
- Statistical highlights of requests made under FOIPPA:
 - 17% of requests were for contracts;
 - 8% from the media; and,
 - 32% for Fire Incident Reports
- Presented educational sessions on FOIPPA for City Staff for both the Act generally and for specific files.

COMMUNITY SAFETY & DEVELOPMENT

DEVELOPMENT

Building Inspections

- Permits:
 - Building Permits Issued: 927.
 - Total construction value: \$162,471,519.00.
 - Single Family Dwelling Permits reviewed and issued: 196.
 - Approved Permits for new residential units: 523 (including 206 secondary suites).
 - Permit-related fees collected: \$1,285,290.00.
 - Inspections completed: 8,100 +.
 - Average processing time achieved for a Single Family Permit: 2.5 weeks (target is 3 weeks).
- Other:
 - Acted as a resource, providing support and advice to the general public through the Service Centre.
 - Produced a Residential Construction Guide.
 - Completed a review and update of the building fees and charges bylaw.

Service Centre / Business Licences

- Applications:
 - Building Permits: 1,192.
 - Work in City Streets: 51.
 - Board of Variance: 26.
 - Development Variance Permits: 21.
 - Development Permits: 65.
 - Rezoning: 10.
 - Street Entertainers: 69.
 - Toilet Rebates: 735.
 - Sign Permits: 63.
- Inquiries: (estimated)
 - Counter: 6,500.
 - Telephone: 3,900.
 - Electronic: 2,600.
 - Switchboard: 71,000.
- Business Licences:
 - Business Licences issued: 6,057.
 - Issued enforcement files: 156.
- Other:
 - Established Business Licence Amendment Bylaw to ban the sale of shark fin soup.
 - Established Business Licence Amendment Bylaw to increase the penalty for bylaw offences.
 - Commenced with 2012 Toilet Rebate Program with \$50,000 in funding.
 - Security/bonding applications/releases: 780 yearly, currently managing \$4,500,000 in securities.

Engineering

- Design Stage Acceptance: 61.
- Work Within City Streets Permits: 103.
 - Bonding currently being held: \$281,998.63.
 - Bonding released for completed permits: \$210,334.99.
- Substantial Completion (SC): 44
 - Total value of works constructed: \$9,171,782.54.
- Certificates of Acceptance issued: 57.
- Security Reduction / Releases processed (ENG, SUB's & BP's): 199.
 - Total value of funds reduced/ released: \$7,023,062.88.
- DCC Credit Applications processed: 3.
 - Total value of credits: \$1,822,616.84.
- Civic Information Engineering (CIE) folders created in response to inquiries, referrals, pre-servicing cost recoveries, road network plans, etc.: 80.
- Engineering folders created in response to formal applications: 71.

Subdivision

- Value of DCCs collected: \$1,928,945.25.
- Cash-in-lieu of park fees collected: \$472,440.00.
- Fee simple lots created: 245.
- Strata lots created: 257.
- New parks dedicated through subdivision: 6.

PLANNING

Bylaw Services:

- Investigated 1,200 bylaw complaints, of which 35 came before Council as unsightly properties, and 3 as grow-ops.
- Issued 1,800 bylaw violation tickets (788 under the *Traffic & Highways Bylaw*, 634 under the *Nuisance & Disturbance Bylaw*, 192 under the *Parks Bylaw* and 122 under the *Animal Control Bylaw*).
- Established system for moving the parking enforcement function in-house, including the development of job descriptions, the hiring of a Parking Manager and the issuance of a "Request for Proposals" for a parking contractor to provide ancillary parking services such as parkade maintenance and coin collection.
- Established a bylaw adjudication process for bylaw violations in collaboration with the City of Parksville to begin in 2013, including the design of a new violation notice.
- Worked with the RCMP on Bar Watch initiatives.
- Provided staff support for the Safer Nanaimo Advisory Committee.
- Worked in conjunction with the RCMP and Provincial government agencies on monitoring and taking action on nuisance properties in the City.
- Assisted with Good Neighbour Agreements for social service agencies and housing projects.

Community Planning:

- Approved two Heritage Facade Improvement Grants totalling \$20,000. Both projects completed.
- Approved two Heritage Home Grants totalling \$5,000. Both projects completed.
- Hosted BC Heritage Commission Network Conference.
- Council adopted ten year tax exemption bylaw for the completed E&N Railway Station Rehabilitation project.
- Completed first two phases of the Harewood Neighbourhood Plan, including significant neighbourhood participation in two open houses, one workshop and one design Charette.
- Initiated the first phase of a Food Strategy for the City.
- Implemented Corporate Energy and Emissions Plan.
- Secured 13 ha of ecologically significant Garry Oak and associated ecosystems in the Harewood area.
- Completed Community Sustainability Action Plan.
- Completed supported housing project at 437 Wesley Street with 40 formerly homeless individuals now housed in the facility; initiated Good Neighbour Agreement process with nearby residents and businesses.
- Administered \$60,000 Social Development Grants.
- Administered \$25,000 Community Service Grants.
- Partnered with Nanaimo Addictions Foundation to offer \$60,000 in Healthy Community Grants addressing root causes of addictions.
- Provided \$40,000 in support of extended opening of Nanaimo's Extreme Weather Shelter during 2012/2013 winter season.
- Held first Nanaimo Social and Health Network meeting.
- Allocated \$196,000 in funding from VIHA via Regional District of Nanaimo to build capacity to end homelessness.

Planning & Design:

- *Zoning Bylaw 4500*, adopted on 2011-AUG-08, won the Planning Institute of BC Award of Excellence.

- Undertook a review of the *Zoning Bylaw* in collaboration with the Greater Nanaimo Chamber of Commerce to address “unintended consequences” of the new bylaw.
- Launched the *What’s Building In My Neighbourhood?* website with assistance of the staff from IT.
- Rezoned two properties to allow for fee-simple row housing, a new type of housing in the City.
- Improved the wording and layout of Public Hearing Notices including the use of QR codes
- Processed the following applications:
 - Rezoning applications: 21 received plus 9 carried forward from 2011; 18 applications approved. Year-over-year this represents two more applications than the 19 received in 2011 but less than the record 27 applications received in 2010. In addition, the department processed five general amendments to address specific issues, errors or omissions in the new bylaw.
 - Development Permit applications: 65 received plus 30 carried forward from prior years; 53 applications approved.
 - Development Variance Permit applications: 21 received; 17 applications approved.
 - Board of Variance applications: 26 received 17 approved, 6 denied, 3 cancelled.
 - Liquor License applications: 21 received, 19 approved, 1 denied, 1 cancelled.

Real Estate:

- Initiated the process to create a Land Acquisition and Property Management Strategy.
- Identified a purchaser of City owned lands at 1621 Dufferin Crescent through a request for offers process for a price of just over \$1 million.
- Worked in partnership with School District 68 to create a formal land exchange agreement that will see the City obtain 3 new parks and a development site in exchange for surplus City owned lands.
- Negotiated a purchase and sale agreement with CP Rail for the City to acquire 26.7 acres of prime downtown waterfront.
- Entered into an agreement to sell the former City Hall Annex to Tectonica Management Inc.
- Managed the acquisition of the western portion of the Buttertubs Marsh (175 Pryde Ave) in partnership with Ducks Unlimited Canada.
- Acquired 5775 Vanderneuk Road for a future water reservoir.
- Liaised with other City Departments to obtain 51 permanent rights of way and 47 temporary rights of way for various projects such as road widening, unprotected utilities and pedestrian trail ways.
- Worked on 9 road closures and land exchange agreements.
- Assisted with 14 leases, 9 licence agreements and 5 encroachment agreements.

FIRE RESCUE

Operations:

- Responded to 6,207 incidents.
- Establishment and implementation of station/crew Work Plans and Management by Objectives Program with an accountability meeting component to increase department productivity. Captains now accountable for a number of functions including facility maintenance and OH&S issues.
- Enhanced the functionality of the Department’s Occupational Health & Safety Program by integrating On-Call members into the Committee, as well as enhancing facility inspection process, safety talks, air monitoring equipment testing and recalibration program, hearing testing program and critical incident stress management program. Also enhanced accident investigation process with Captains and near-miss investigation process using Hammond

Bay Rd fire as a model with operational change recommendations. Cancer awareness presentation by Dr. Kunz to attending members.

- Researched and developed a 'Fire Dynamics' Program to shift firefighting strategies and tactics to the modern fire environment.
- Initiated a Wildland Advocate Group to provide input into CWPP, develop response procedures and design/deliver fire attack training.
- Initiated an Emergency Medical Service Program with the department's Medical Director to foster improved patient outcomes. Improved exposure of technical information for First Responder Instructors, provided 3 ride-a-longs with Medical Director, and established regular meetings with BCAS Superintendent for improved coordination.
- Establishment of an Operations Leadership Team with Captains and Chief Officers to collaborate on operational direction issues.

Training:

- 3,183 Hours of training conducted in 2012.
- Marine Fire and Rescue initiatives include working with Nanaimo Port Authority for familiarization and joint training on NPA Eagle fire systems, water rescue training refresher and marina fire incident training for all crews.
- Conducted Technical Rescue Team training sessions for high angle, slope and confined space rescue and delivered Trench Rescue Awareness Program to all members.
- Developed live fire training program to meet NFPA 1403 requirements and piloted on-call members.
- Compressed Air Foam System technology training attended by all officers.
- Re-accreditation assessment/site inspection process from National Board of Professional Firefighter Qualifications (Pro Board) for Vancouver Island Emergency Response Academy (VIERA).
- Delivery of 22 VIERA programs.
- Development of Emergency Vehicle Operator Program with Pro Board accreditation to reduce the emergency response risk. (to be marketed through VIERA)
- Certification of target members in Aerial Apparatus operations.
- Hazmat Awareness online course developed.
- Development of a High Rise incident response and management program.
- Established a Rapid Intervention Team Program (WorkSafe requirement) and delivered Parts 1 and 2 to all response members.
- Recertification of 28 members in medical First Responder Program.
- Certified 8 members for Emergency Scene Traffic Management training and delivered training to all career staff and 28 on-call members.
- 16 joint career/on-call training evolution sessions conducted.

Fire Prevention/Community Safety:

- Performed 2,380 Company fire safety inspections.
- Performed 662 Code Enforcement Fire Inspections.
- Performed 185 public building fire safety plan reviews.
- Performed 323 Fire Investigations – total property loss \$2,326,000., no deaths, 2 injuries.
- Delivered 18 fire safety education sessions.
- Media advertising and articles for Emergency Management Week, Fire Prevention and Seasonal Safety Campaigns.
- Conducted 9 Child Passenger Safety Program clinics and provided inspection/support for 96 residents.

Emergency Management:

- Community Assistance Program had 13 Requests for ESS assistance from 539 Residents – Opening of 1 Reception Centre for Evacuation of BC Ferries Incident.
- 2 appreciation events for volunteers, monthly meetings, Community Assistance Steering Committee meetings and training with volunteers.
- Established virtual ECC to plan for potential social disturbance with Occupy Nanaimo group.
- Developed Colliery Dam Emergency Action Plan and attended Colliery Dam Open Houses
- Developed, planned and delivered, 4 Emergency Coordination Centre Exercises for 75 City Staff.
- 25 Public Education Sessions making contact with 1,425 Residents
- 41 Public Education Workshops or Training Sessions to over 1500 residents for City, Corporations and Business.
- Developed and Finalized Agreement with St John's Ambulance to establish comfort Centre – Conducted 3 training exercises with volunteers and staff. (Note: Agreement and Centre is first of its kind in British Columbia)
- Conducted three interagency meetings – Red Cross, Amateur Radio, Search and Rescue, St. Johns Ambulance.
- Hazmat Consortium Group with private sector and public sector partners – Held quarterly meetings, established not for profit society and conducted exercise.
- Hazmat exercise hosted International Conference for Canexus on site at City of Nanaimo Water Facility. All affected city departments participated.
- Mapped and identified primary, secondary and tertiary buildings in community for Rapid Damage Assessment
- Led campaign for Great BC Shakeout Drill in community. Worked with other City departments to promote staff safety.
- Participated as a member of Regional Disaster Recovery Stakeholder Group.
- Developed a new 'Emergency Management Model' integrating with Fire Rescue. Met with senior staff of EMBC to discuss the model at their request.
- Chosen by Province to assist Federal Government with development of new hazard model by Canadian Research and Development Council, Department of National Defence using 2 hazards in our community. 2 year project and will look at two Nanaimo hazards from response to recovery in scientific detail. Involves several multi stakeholder meetings throughout the year for research.
- Assisted Province with New Elected Officials Workshop.
- Conducted 2 Emergency Management Committee Meetings to establish program oversight.
- Development of a Personal Preparedness booklet for educational support.

Infomatics & Communications:

- FireComm received 9,900 incident calls, dispatch/communication service for 26 Departments (Central Island 9-1-1 partnership).
- Purchase and background set-up of new Move-Up-Module software for computer-aided dispatch system.
- Completed a number of computer/technology upgrades in concert with the Information Technology Department.
- Negotiating reciprocal back-up agreement for FireComm backup with Prince George.
- Processed 2010 to 2012 data and generated department workload and performance reports.

Administration:

- Development of a Community Wildfire Protection Plan to assess fire risk and develop strategies for mitigation and response. This was partially funded with a UBCM provincial grant.
- Established an On-Call Task Force and collaborated with stakeholders for system revisions.
- Fleet replacement – new engine placed into operation.
- Purchase and installation of fire pump with compressed air foam system in Nanaimo Port Authority's vessel, NPA Eagle.
- Recruited 13 new on-call, and 4 career member replacements for retirees and the promotion of 8 officers.
- Facility upgrades to Fire Stations 2 and 3.
- Initiated the Fire Plan update project.

POLICE SERVICES

- Police Support Services participated in the Capital Asset Management review of the two police-related buildings owned and operated by the City. No major deficiencies were found as both buildings had undergone significant updating and renovation within the past ten years. The cell block in the City Gaol, while structurally sound, is being renovated to bring it up to current RCMP standards for safety and security.
- Participated in RCMP technical briefings sponsored by the UBCM regarding the new RCMP contracts.
- Implemented a Nanaimo Intelligence Unit (NIU) within the RCMP Detachment. The NIU mandate is to gather, collate and analyze information related to criminal activity in the Detachment area.
- Installed new computerized phone system in Detachment.
- Trained an additional 13 Auxiliary Constables (for a total of 37).
- Ratified and signed new 20 year RCMP contract (Municipal Police Unit Agreement).
- Created new Bar Watch visual identity program (consistent with the City of Victoria design).
- Participated in the BC Provincial Roundtable on Policing.
- Implemented seasonal RCMP Marine Patrols.
- Implemented a new Chauffeur permit system (including picture identification of permit holders).
- Implemented an improved police volunteer id system (to comply with RCMP policy).
- Developed architectural plans for cell block renovation.
- Nanaimo Detachment became a test site for new Criminal Records Check forms.
- Provided extra policing and bylaw services to Marine Festival.
- Created a pilot project with Operational Support to deal with the social side of policing (managing people who dominate a significant amount of police time for non-criminal issues.)
- Investigated the potential of "crime mapping" for public internet use.
- Updated and expanded our electronic fingerprinting systems (two in service now).
- Met with representatives of RCMP EDiv regarding a Memorandum of Understanding pertaining to Operational Communication Centre operations/costs (no agreement yet).
- RCMP EDiv conducted a comprehensive internal audit of the Detachment (referred to as a "Managerial Review").
- Took over operational support of Crime Stoppers Program for Nanaimo.
- Developed a Prisoner Management Plan to deal with prisoners during the cell block renovation period.
- Began working on a police strategic plan for Nanaimo Detachment.
- Continued working on space needs analysis of the Detachment.

- Federal government consolidated IT & telephony functions government-wide (including RCMP) to Shared Services Canada (did not affect local staff).
- Developed the “Lite Up The Night” program to promote pedestrians safety while walking in the dark.

COMMUNITY SERVICES

ENGINEERING & PUBLIC WORKS

Asset Management

- Created AM steering committee to foster a collaborative approach to educating, coordinating and developing asset management processes within the organization.
- Created inter-disciplinary teams, including engineers, accountants, technical and operational staff to conduct detailed inventory and condition reviews for all City owned infrastructure.
- Developed long term renewal plans for current infrastructure assets.
- Developed long term funding plans to support asset renewal.

Communicated accomplishments and plans noted above to Council and the community through presentation and Asset Management Update document

Support Services:

GIS

- Continue to maintain core infrastructure data for sewer, water, storm, transportation.
- Continue to maintain the City's cadastral data.
- 305 land title plan digital data entered into the Corporate Land base.
- Infrastructure data extracted from 327 as-builts.
- Acquired new corporate 2012 orthophoto.
- Acquired Regional District of Nanaimo 2011 orthophoto.
- Updated the existing waterways data model to create an accurate model of the waterways.
- Create a Snow and Ice Control database to manage route priorities and truck assignments and generate map sheets for vehicles.
- Updated the sanitation collection routes GIS tools to allow crews to view and change their routes, then transfer data to Tempest.
- Piloted a project to use mobile field units to collect, inspect and assess the condition of storm water culverts in the Northfield catchment area.
- Created a roads viewer for road matrix updates.
- Created a sidewalk viewer for sidewalk updates.
- Updated the digital data download site on the City's web site.
- Created custom map products such as Colliery Dam emergency evacuation handout, street map, civic address, collection routes, water utilities, school catchments.
- Updated the map view and data reporting from the capital projects management system to 2012 data.
- Conducted a user needs assessment and reviewed the utilities model data collection requirements.
- Created a meta data editor that maintains the details and characteristics of the data the GIS manages and maintains.

Traffic Management:

- 90 public traffic complaints investigated.
- Collected data for 71 traffic and speed counts.
- Reviewed and conducted 12 traffic studies to address traffic calming requests.

- Reviewed and conducted 13 traffic studies to address crosswalk requests.
- Located speed reader trailer in 16 locations throughout the City.
- Created 53 traffic orders for signage installation or removal.
- Facilitated 3 Road Safety Meetings with road safety authorities

Infrastructure Planning:

- Completed the Millstone Trunk and Laterals Master Plan to determine the capacity of pipes in sewer system at existing, 2031 and 2041 population scenarios and to complete a risk assessment of each pipe in the catchment.
- Coordinated the completion of the 2013-2017 Engineering and PW Capital Plan.
- Completed the Condition Assessment Report for the Sanitary Sewer and Manhole Inspection Program to assess condition of 15km of sanitary sewer pipes throughout the City.
- Completed the 2012 Sanitary Sewer and Manhole Inspection Program of 11.5km of sanitary sewer piping and 219 Manholes located throughout the City.
- Completed the 2012 Storm Drainage and Manhole Inspection Program of 3.7km of Storm Drainage piping located throughout the City.
- Completed the Boxwood Area Sanitary Servicing Study to determine the future layout of sanitary sewer system in the Boxwood Area.
- Northfield Creek Storm Drainage Study to determine the capacity of pipes in storm drainage system at existing, 2031 and 2041 development scenarios.
- Completed the Wakesiah Woodstave Replacement Study to determine the 200 year return design flows, to size future culvert and prepare the conceptual design.
- Completed the Sanitary Sewer and Rainfall Monitoring Station Equipment Inspection and Maintenance Program.
- Completed the Townsite & Stewart PRV Station Assessment Study to determine the size of PRV station and upgrades needed.
- Completed the Design Fire Flows by Land Use Zone Study to determine the fire hydrant flows for the current land use zoning in new *Bylaw 4500*.
- Managed the Manual of Engineering Standards and Specifications (MoESS) Revision #10.
- Completed conceptual design for capital projects scheduled for construction in 2013 and 2014.
- Completed 17 reviews of condition and capacity of existing underground utilities for Land Referrals.
- Completed 50 reviews of condition and capacity of existing underground utilities for DSD subdivision referrals.

Transportation Planning:

Nanaimo Transportation Master Plan

- Collected traffic count and transit ridership data at 52 count stations throughout Nanaimo.
- Conducted two random encounter surveys on BC Ferries and RDN Transit routes to better understand where, why and how ferry and transit users are travelling around and through Nanaimo.
- Conducted a household travel survey of 1500 households/ across Nanaimo and adjacent communities to build a comprehensive profile of typical weekday travel patterns, choices and volumes across the City.
- Conducted a survey of 200+ students to better understand travel patterns to/from Vancouver Island University.
- Development of population, housing and employment estimates and projections for the City (2011-2041).
- Development of the City's first travel demand forecasting model to assist in understanding how travel patterns may change in the future.

- Initiated the Transportation Master Plan process, including selection of a lead consultant and completion of Phase 1 Consultation - Issues and Opportunities.

Capital Plan / Project Development

- Selection, budgeting and development of transportation projects (7 Sidewalk / 15 Pedestrian Facilities / 3 Street Upgrades / 3 DCC) concepts for the 5 Year Capital Plan (2015-18).
- In cooperation with the Ministry of Transportation and Infrastructure, initiated the design phase of signal upgrades at Haliburton St / Old Victoria Rd and Island Highway S.
- Provide technical support and review to design and construction groups of Capital Projects to be constructed in 2013-14.
- Review of 80+ development applications and provide technical support to Planning and Subdivision per transportation issues and development applications.

Design:

- During 2012 approximately 115 individual design projects were underway, of which about 30 were completed during the year.
- Example projects include:
 - Green Lake Sanitary and Water upgrades;
 - Cilaire utility and streetlight replacement Phase 2 and 3;
 - Departure Bay sidewalk from Rock City school to Newton;
 - Godfrey Road watermain upgrade;
 - Bruce Avenue sanitary sewer upgrades.
- Provided design support to projects that were under construction in 2012.
- Completed a significant update to MOESS CAD and Drafting standards.
- Held open house for Green Lake Sanitary sewer project.
- Worked with SFN and their agents to implement water servicing to IR#2.
- Undertook completion of record drawings for capital works.

Construction:

Civil

- Completed the four-laning of Bowen Road and the Quarterway Bridge.
- Installed new sidewalk on Departure Bay from Rock City School to Newton Street.
- Installed new pedestrian flashers and improved pedestrian safety at Pine/Wentworth, Metral/Doumont, Dover/McGirr and Fifth/Howard.
- Completed the second phase of the Cilaire utility replacement project which replaced both water and sanitary sewer mains.
- Started installation of a new low pressure sanitary sewer in the Green Lake area to address concerns with failing septic tanks. Expect to complete in February 2013.
- Replaced the sanitary sewer and water mains on Deering Street.
- Replaced storm sewers on Fleet Place and Wall Street.
- Replaced water mains on Milton Street, Lenwood Drive, Cranberry Street, Centenary Drive, Roberta Road, Farquhar Street, Godfrey Road, Panorama Drive, Dufferin Crescent, and Marlborough Drive.
 - Upgraded the pressure reducing stations at Western Acres and Townsite/Stewart.

Buildings and Facilities

- Provided project management services for the new Services and Resource Centre Building.
- Provided project management service for the Cliff McNabb Arena upgrade.
- Provided project management services for the City Hall renovations which will complete in 2013.
- Providing project management services for the RCMP Municipal Building Upgrade which will complete in 2013.

Other

- Negotiating new Fortis BC Operating Agreement.
- Processed work permits for Fortis BC, Telus, Shaw and BC Hydro.
- Ongoing construction inspection for private developments.

Water Resources:

Water Conservation

- Toilet rebate program 85.2% or \$42,600 of funding was disbursed.
- Engaged an engineering consultant and completed a Water Audit for the City.
- Partnered with the Regional District of Nanaimo (RDN) including providing technical assistance throughout 2012 to assist in the Team WaterSmart educational water conservation projects.
- Prepared a draft update of the Water Conservation Strategy.
- Sat on and provided input to the RDN's Drinking Water and Watershed Protection Technical Committee.
- Provided comments on planning referrals and subdivision applications on an ad hoc basis.

Water Treatment Plant (WTP)

- Completed second Value Engineering exercise.
- WTP site cleared and grubbed.
- Completed design of WTP supply pipelines.
- Awarded pipeline manufacturer and supply contract.
- GE membrane demonstration testing completed.
- Awarded pipeline installation contract and construction is 40% complete.
- Completed WTP detailed design and submitted for approval.
- WTP award contractors and sub-contractors pre-qualified.
- WTP construction tender issued, to close Feb 2013.

Reservoir #1, Energy Recover Facility & Pipelines

- Completed pipeline design.
- New Res #1 tank design 100% complete by engineering consultant.
- Completed design and approvals of reservoir Energy Recovery Facility.
- Pipeline construction contract tendered and awarded and 60% is constructed.
- Reservoir and Energy Recovery Facility construction contract tendered and awarded for \$5.4M.

Water Quality

- 2011 Water Quality Report data compiled and published.
- 2011 Water Report data compiled and completed for Water Comptroller for City Water Licences.

Water Source Development

- Engaged an engineering consultant and completed a feasibility study regarding the expansion of the existing surface water supply.
- Undertook water quality and quantity feasibility studies regarding the water sharing with Nanaimo Forest Products.

Financial Planning and Asset Management

- Prepared the 5 year Capital Plan for water supply projects.
- Provided costs, design life and plans for the replacement of all water supply infrastructure for the City's Asset Management Plan.

Dams

- Completed Formal Annual Dam Safety Inspections for nine City's dams.
- Advanced the preliminary design and feasibility study of a new dam in the watershed including archeological, ecological, geotechnical and environmental appraisals.
- Engaged an engineering consultant and completed the Chase River Dam Breach Inundation Study.
- Assisted Council in the decision to remove Middle and Lower Chase River Dams.
- Engaged an engineering consultant to provide costing for the Chase River Dams removal.
- Liaised with provincial BC Dam Safety Branch for the Chase River Dams removal.

Other Projects

- Completed the construction of the Emergency Water Supply pipeline connection project with Nanaimo Forest Products.
- Completed the design and undertook an electrical supply upgrade to Pryde Avenue pump station.

Sanitation/Recycling/Cemeteries:

Public Works Operations and Administration

Public Works Operations uses a work order system to assign work in response to complaints, issues concerns and general unscheduled repairs. In 2012 Public Works generated 7,586 work orders, up from 7,319 in 2011 and 6,024 in 2010. At year end approximately 614 of these work orders remained as unresolved/active or scheduled but not completed.

Street Sweeping and Streetside Sanitation

Sanitation of and along City streets per annual street sweeping programs had an estimated 97% completion in 2012. All residential streets were swept twice.

- Spring cleanup of snow and ice related material was completed as scheduled.
- Fall sweeping program for leaves, impacting drainage and curb and gutter drainage, completed – scheduled work took slightly longer than planned.
- Sweeping of high traffic corridors and downtown streets and sidewalks produced good results and received positive feedback.

Staff, weather and equipment issues resulted in minor shortfalls.

Solid Waste Programs and Services

Residential food waste collection was City wide throughout 2012.

- Monthly diversion from residential garbage of 10.7 kg/month/residence to composting or 45.7% of what was garbage prior to food waste service was sent for composting instead of the landfill.
- Total organics collected = 3256.3 tonnes, which is 29.5% of overall residential waste collected (food waste, recycling and garbage).
- Average Kg per residence, per month in 2012: 13.00kg garbage, 11.01kg recyclables & 10.96kg food waste.
- 2012 solid waste programs and services diverted 6,577 tonnes of recyclable waste and 3256.3 tonnes of food waste from the landfill.

The primary vehicle used to provide the community with solid waste related information is the City "Waste Line" newsletter. The two editions produced in 2012 resulted in 72,463 newsletters being distributed and mailed to Nanaimo residences and businesses.

Cemeteries

Cemetery grounds maintenance service is provided by a contractor. Service levels and required standards were consistently met. Reduced pesticide use was implemented in 2011 per City requirements, this change does impact aesthetics to some extent and there is an increased cost as more hand weeding is required.

Annual re-leveling program took place as planned. As cost increases the size of the area renovated each year decreases.

2012 services provided:

- 13 burials
- 42 cremation plots
- 3 disinterments
- 51 marker installations

Utilities:

Waterworks

- 1,730 raw water and treated (chlorine) water samples performed throughout the water supply and distribution systems. 100% of water samples met the Canadian Drinking Water Guidelines indicating zero bacteriological contamination.
- 3,490,605,580 imperial gallons - total water processed through Water Process Centre.
- 640 air valves checked and maintained.
- Maintained and flushed over 619.5kms of supply and distribution watermains.
- Responded to 11 emergency watermain breaks at a cost of \$74,987 or average of \$6,817 per break.
- Upgraded College Park Reservoir/Pump Station Programmable logic controller (PLC) and communications.
- Refining supervisory control and data acquisition (SCADA) screens for more accurate monitoring and user friendliness.
- Installed Chlorine Residual & Turbidity analysers at Tanya Reservoir & Lost Lake Reservoir.
- Had new electrical service and transformer installed at Pryde Ave. Pump Station which removed PCB Hazard.
- Rod Glen Pump Station transformer upgrade.
- Security monitoring upgrade to 12 out-stations.
- Planned and orchestrated two major supply line shutdowns without incident.
- Drained and cleaned three reservoirs.
- Yearly maintenance on 48 pressure reducing stations.
- Annual Air Valve maintenance in PRV and pump stations.
- Shut-down and drain Duke Point Supply main for the new Harmac Emergency water connection.
- Bowen Rd. supply main shutdown, Pryde Ave. Pump Station to supply North end water.
- Installed 6 HMI Panels in various Pump/Res. sites for real time system monitoring.
- Middle and Lower Chase Dam monitoring by SCADA.
- Wind Generation and Solar panel upgrade for Jump Creek Dam and Peacock repeater site to maintain battery voltage.
- Pumps removed from Wiltshire and Prince John pump stations, PRV's installed, stations now on demand pressure reducing stations, monitored by SCADA.
- Post Chlorination by Hypochlorite solution at Duke Point Res. installed to improve Chlorine residual in the Duke Point Industrial area.
- Chlorine Alarm upgrades at #1 Reservoir and WPC, signal to SCADA.

- Chlorine Response team policies and Procedures reviewed, upgrade to current equipment and manpower needs, procedures still under review.
- 16 Sewer Pump Station electrical control upgrades to a generic model.
- Duke Point Pressure Reducing Station and water-main signal/communication upgrades.
- All new fire hydrants have been given GPS coordinates.
- New laptop for on-call personnel – loaded with map-guide and drawing database.
- Cilaire subdivision - new plastic meter/radio read pilot study.
- Laptop for Watershed Inspectors - monthly dam inspections, piezometer readings, lake levels, dissolved oxygen profiles, entered and downloaded daily to database.
- Total Water delivered through water process centre (WPC).

Wastewater – Storm Sewer

- Cleaned and or maintained over 11,310 catchbasins.
- Maintained over 478 kms of storm sewer.
- Maintained over 350 kms of open ditches.
- Maintained over 3,641 storm sewer manholes and cleanouts.
- Flushed and cleaned 3.8 Kms of storm sewers and service connections.
- Video inspected 11.95 kms of storm sewers and storm service connections.
- GPS'd 458 storm sewer appurtenances.
- 1,285.4 mm of precipitation measured and recorded at 2020 Labieux Rd.
- Responded to 21 toxic spill concerns. Six were actual spills and 15 were false (decomposing organics).
- Performed semi-annual inspection and cleaning of all waterfront storm outlets.
- Cleaned and inspected underground storm detention tanks.
- Upgraded 48 corrugated steel pipes (CSP).
- Dealt with five animal related drainage blockages.
- Rescued two trapped cats in the storm system.

Wastewater – Sanitary Sewer

- Maintained 565 kms of gravity and pressure sanitary sewer mains.
- Maintained over 6500 Sanitary Sewer Manholes.
- Maintained 16 sanitary sewer pump stations.
- Flushed and cleaned 97.5 kms of sanitary sewer mains and service connections.
- Video Inspected 41.8 Kms of sanitary sewer mains and service connections.
- Vertically adjusted 23 manhole covers for residents related to backyard landscaping.
- Performed weekly inspections and maintenance at our 9 sewer flow monitoring stations.
- Performed root cutting within sanitary sewers at 7 different locations.
- Removed over 100 Harewood Wykes to reduce inflow and infiltration (I & I) within the sanitary sewer system.
- Maintained 15 sanitary sewer pump stations performing maintenance three times per week throughout the year and weekly maintenance on seven gen sets.
- Maintain two sewer tank effluent pumping (STEP) systems and one station.
- Performed sanitary sewer flushing on high risk mains; monthly - 10 locations, every three months - 30 locations, every six months - 70 locations and yearly - 60 locations.

Roads and Traffic

Signage / Lines

- 9,756 signs installed, removed, repaired, replaced or verified.
- 260 Kilometers of directional dividing line centre line repainting.
- 80 Kilometers of trim line.
- 327 Calls for service.
- 108 Decorations installed in the downtown area.

- 396 Banners installed.
- 160 Traffic markings tasks.

Roads

- 886 calls for service.
- 88 utility cuts.
- Replaced 157 sidewalks panels.
- Major road repairs – 3,162m².
- 20 mt asphalt minor road repairs.
- 83 walkways - brush and weed control twice a year.
- 10 km road shouldering.
- 148 alley ways - brush and weed control.
- 5.25km of road graded and profiled on Protection Island.
- Replaced 30 no posts.
- 15 traffic Islands - weed control.
- 1,800 Lkm of boulevard maintenance weedeated and bushwhacked.

Road Rehabilitation

- 2,667m of road rehabilitation projects completed.
- 75,105 lm of road works dustlayer completed.
- 21,142 lm of road works cracksealing completed.
- Check Road Matrix data against GIS - made 1800 corrections and added 600 sections.

Fleet

- Opened and completed 3,232 work orders.
- Services and repairs to 32 Fire fleet vehicles, 162 City fleet vehicles, 6 Zambonis, 31 pumping stations and gen sets and 431 pieces of small equipment.
- 61 annual motor vehicle inspections to government standards completed.
- Replaced 17 vehicles including two CNG powered trucks, one electric car, one electric Zamboni, two split packer garbage trucks, four mid size pickup trucks, two small vans, three diesel powered trucks and two full size pickup trucks.
- Converted a Ford Ranger to full electric including Fleet charging stations.
- Took over administration of City's GPS program.
- Completed our first annual fleet rate review and rate adjustments.
- Completed our third E3 Fleet review.
- Completed the small equipment review.
- Completed the bulk fuel tank sampling and analysis and initiated the fuel additive program.
- Completed the Computrol fuel management system upgrade.

Facilities

- Truck Barn roof replacement and insulation upgrade.
- City Shop and Truck Barn security system upgrade and main office enunciator.
- Multiple upgrades and renovations to the Public Works facility.
- Lost Lake radio tower gen set installation.
- Public Works facility exterior painting.

EV Charging stations

- Completed our own Public Charging Station project on City of Nanaimo properties.
- Worked with representatives from the Province and BC Hydro to establish a level 3 DC fast charging station on City of Nanaimo property.

- Worked with representatives from the Province, the Fraser Basin Council and local businesses and agencies to establish 12 level 2 Public Charging stations on private sites within the community of the City of Nanaimo.

PARKS, RECREATION & CULTURE

The City of Nanaimo Parks, Recreation, and Culture Department manages, facilitates and maintains a system of services, facilities, parks and open spaces and works to enhance the quality of life for the citizens of Nanaimo. Some of the key achievements in 2012 include:

- Achieved 34,704 program registrations;
- Established a new co-management agreement with the Port Theatre Society.
- Negotiated a long term lease with the Nanaimo Military Museum. In preparation for the museum opening extensive upgrades including a new roof and ventilation system were completed.
- Revised the Camping in Parks policy.
- White Rapids hosted the British Columbia Summer Swim Association provincials in Nanaimo in August. Over 1,000 athletes participate in speed swimming, diving, synchro and water polo over ten days.
- Over 40,000 arena admissions with over 9,300 hours of ice time rented to user groups.
- Over 490,000 aquatic admissions with 9,500 hours rented to user groups.
- 17,500 hours used by sports groups on community fields.
- Planted over 12,000 spring bulbs.
- 2012 marked the 30th year anniversary of the successful Leaders in Training youth program. Since its inception, we estimate 2,500 youth have participated, contributing over 225,000 volunteer hours to the community of Nanaimo.
- Processed over 2,800 LEAP applications, including 1,393 for children.
- 479 Grade 5 students took advantage of the Grade 5 Active Pass and 426 Grade 6 students participated in the Grade 6 Stay Active Pass.
- Formed a partnership with Lions Club of Nanaimo to host 26 free Sunday afternoon public skate sessions with an average attendance of 220 participants.
- In what was only its third season, Bowen Explorer's Camp registration reached full capacity for all seven weeklong camp sessions.
- Designated four 'Stay and Play' areas in facilities to encourage facility users to gather and use the common areas. Features of the areas vary but include books, games, stationary fitness equipment and puzzles. These were initiated on a trial basis but as they have proven successful will become permanent.
- Partnered with VIHA to offer the 'Take Heart Program', a supervised cardiac rehabilitation program.
- Provided free Wi-Fi service at all Parks, Recreation and Culture facilities.
- Completed renovations of the Cliff McNabb Arena.
- Purchased new fitness equipment and increased the number of weight room attendant hours in order to provide users with education and safety training.
- The 2012 Winter Wonderland Rideau Canal was visited by 5,000 participants. The five day event was fully sponsored by the community through business and sport group partnerships.
- Installed two public electric car charging stations at Beban Park.
- Completed the first phase of a new Community Culture Plan:
 - conducted four public sessions including design jam hosted by the Nanaimo Design Nerds;
 - almost 700 online surveys completed;
 - over a dozen stakeholder meetings planned and/or completed.

- Development of culture assets inventory and culture map to form basis on Nanaimo Online Culture Portal.
- Jointly purchased 63 acres of wetlands west of Buttertubs Marsh with Ducks Unlimited Canada.
- Supported the successful reestablishment of Departure Bay Creek as a salmon spawning waterway in partnership with Department of Fisheries and local volunteer group Harbour City River Stewards.
- Developed a programming agreement with DNBIA to operate the Live Site and program Diana Krall Plaza.
- Began planning for the 2014 BC Summer Games; sport venue selection, nominees for Board of Directors.
- Secured two new corporate pass program partners; School District 68 and Coastal Community Credit Union.
- Installed bleachers to the pool deck at the Nanaimo Aquatic Centre to accommodate aquatic events.
- Revival of the Junior B Buccaneers franchise to the Nanaimo Ice Centre.
- Added an electronic Zamboni to the ice resurfacing fleet.
- Provided project management for the Northfield Tourism and the opening of the Northfield Tourism Kiosk which includes a new dog off-leash park and additional trails.
- Completed a Field User guidelines document, currently out for public review.
- Rebuilt Bowen West Sports field to industry standards.
- Seven new pieces of temporary public art were installed in May 2012 to animate our outdoor parks and facilities.
- Three artistic gateways were installed at the Oliver Woods tree house village to demarcate playground entrances and reinforce the forested setting.
- Dedication of Sherry Fields at Harewood Centennial Park.
- Developed a Wildfire Management plan in partnership with Nanaimo Fire Services.
- Tested three pilot dog-off leash parks; Wardropper, Gallows Point, and the land adjacent to May Richards Bennett Pioneer Park. This brings the total off leash options to 11. A one km. trail system was developed on the now parkland adjacent to May Richards Bennett Park.
- Community gardens were further established and expanded at Pawson Park and BUGS (at Beban).
- New neighbourhood playgrounds were installed through the Volunteers in Parks program (VIP) at Norasea Park and Forest Drive Gyro Park.
- Approximately 20 Park Ambassadors and Caretakers provided oversight and assistance in our parks and a handful of casual park ambassadors helped out with invasive species removal work parties.
- This past year we hosted a VIP thank you luncheon held at Rotary Field House with approximately 30 in attendance from park ambassadors, caretakers and VIP playground installers.
- Concerts in the Park had an awesome season at both locations - July at Bowen Park Amphitheater and August at Maffeo Sutton Park. Each week got busier and better. Crowds ranged from 150-350 over the course of the evening. Entertainers loved both facilities for a variety of reasons.
- Neighbourhoods carried out restoration planting under the VIP Program at Monashee Park and Stephenson Point.
- Community-based public art was installed at Robins Park and Forest Drive Gyro Park.
- The third annual street banner design competition was held, featuring banners that depict the concept "Nanaimo, It's a Lifestyle".
- An update to the Maffeo Sutton improvement plan began with extensive user survey (connecting with over 1000 people) and renovated washroom facilities. The update process will be complete in 2013.

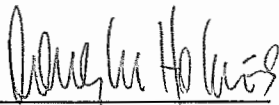
- Improvement plans were adopted for Harewood Centennial Park and will be implemented beginning in 2013. Implementation of the first two phases in 2013.
- Several planning processes are currently underway and continuing into 2013: Colliery Dam Park; Harewood Neighbourhood Plan; Caledonia Field improvements; Maffeo Sutton Park Improvement plan update; Loudon Park Improvements; Oliver Woods circulation; Mansfield Park Improvement Plan; and improvements to the Italian Fountain.
- The landscape standards in the Engineering Standards manual were updated and are being reviewed by Council in 2013. This will improve the trails, irrigation systems and street trees that developers hand over to Parks through development processes.
- Interpretive trail systems were developed at Northfield info kiosk and Richard's Marsh.
- New trails were established at Linley Point (accessed off Rutherford Road), in Bowen Park and in the Dufferin area at Westhill Estates. The E and N trail was expanded adjacent to the restored train station and trails were also developed adjacent to May Richards Bennett Park.
- Introduced Zero Tolerance Alcohol Policy in City arenas.
- Received Parks, Recreation and Culture Commission support to undergo public process for the development of a family science centre in Bowen Park.
- Completed feasibility study for Beban Park barn replacement.
- Launched the online Parks Search Feature within the www.nanaimo.ca.

STRATEGIC RELATIONSHIPS

- Ongoing oversight of the Vancouver Island Conference Centre.
- Participated in technical information and feasibility discussions with Nanaimo Forest Products.
- Snuneymuxw relations.
- Attended meetings with Provincial Ministers and their staff.
- Worked with our Engineering Department and CUPE on a Snuneymuxw waterworks training program.
- Worked on the development of the Snuneymuxw IR# 2 and #4 Water Servicing agreements.
- Introduced key City staff to the Snaw'Naw'As First Nation Band Administrator to discuss the Transportation Plan.
- Participation on the DNBIA Board as a non-voting member, representing the City.
- Assisted the DNBIA's Planning Development and Design Committee on planning the Terminal Trench Brownfield Project.
- Participation on the Nanaimo Economic Development Corp (NEDC) Board as a voting member, representing the City.
- Assisted the NEDC through a challenging transitional period.
- Participation on the Successful Cities Committee of the Chamber of Commerce.
- Commenced a dialogue with the Chamber of Commerce and Vancouver Island University regarding the merging of the Chamber's Successful Cities Committee and the City's Progress Nanaimo Committee.
- Facilitated various interactions, interventions, and interpretations to or for the business community and the City.
- Initiated the "Unintended Consequences" review of the Zoning Bylaw.
- Liaised with the Chamber of Commerce on a variety of issues and opportunities as they arose.
- Hotel attraction and negotiations with eight different parties during the year.
- Participated in multi-modal transit opportunities.
- Consultation with the Nanaimo Hospitality Association on a variety of topics that concern their industry.
- Initiated the siting, design and funding of the New Tourism Information Centre at Northfield.
- Ongoing liaison with Nanaimo Port Authority.

- Liaised with a variety of Chinese investment groups and Chinese delegations to Nanaimo, including the Chinese Consul General.
- Liaised with Provincial staff from China regarding Chinese investors coming to Nanaimo.
- Worked with the RDN on the inclusion of the southern communities in the NEDC.
- Worked with City staff, Nanaimo Port Authority and RDN on Wellcox Purchase and the Regional Transit Exchange.
- Led the legal services selection process.
- Provided staff support for Progress Nanaimo committee meetings.
- Provided advice and support to staff for the Cultural Planning process.

Respectfully submitted,



D.W. Holmes,
Assistant City Manager/
General Manager, Corporate Services

CITY MANAGER COMMENT:

I concur with the staff recommendation.

Drafted: 2013-FEB-25
G:2013 files/Administration/CLRpt Dept Accomplishments
DWH*mjl

City of Nanaimo

REPORT TO COUNCIL

DATE OF MEETING: 2013-MAR-04

AUTHORED BY: DIANA JOHNSTONE, CHAIR,
PARKS, RECREATION AND CULTURE COMMISSION

RE: 2013 TEMPORARY OUTDOOR PUBLIC ART SELECTIONS

RECOMMENDATION:

That Council approve the 2013 Temporary Outdoor Public Art selections.

PURPOSE:

To have approvals in place to allow the artists to begin their art works and complete by early May (public art week).

BACKGROUND:

At their meeting held on 2013-JAN-22, the Public Art Selection Panel reviewed the outdoor art submissions and chose four pieces for public display.

DISCUSSION:

Temporary public art displays are becoming a common method for municipalities to animate outdoor spaces and parks. Viewing of the changing art pieces provides people a reason to attend the parks and "check out" new pieces of art. Because the art pieces are not permanent, they can also be conservative or controversial, yet advance public art programs at a low cost to the municipality.

We are now in our fourth year of displaying temporary outdoor public art in conjunction with the Nanaimo Art Gallery. In an effort to continually improve programs, at their meeting on 2012-OCT-03, the Cultural Committee considered and approved several revisions to the Outdoor Art Program. These improvements included more advertising and a clearer submission and selection process; a transfer of responsibility of the artwork during the display period to the artist; cancellation of the online auction; and increased education and marketing of outdoor art.

In November 2012, the City of Nanaimo Purchasing Department issued a joint Call to Artists requesting submissions for outdoor art. This call closed in mid-January 2013 with 12 artists/teams submitting concepts for consideration. Outdoor venues with a special emphasis on downtown

parks and the Harbourfront Walkway are available to the artists and pieces are to be installed in May 2013 during public art week.

On 2013-JAN-25 the nine-member selection panel, comprised of representatives from the Parks Recreation and Culture Commission, the Cultural Committee, and the Nanaimo Art Gallery, met. They evaluated the submissions based upon the following selection criteria:

1. Quality of the proposal;
2. Quality of the submitted work;
3. Suitability and durability of the work (i.e. its ability to withstand a year of external installation);
4. Ability of the proposal to meet public safety and vandalism consideration; and,
5. Addition of vitality to the public space.

Four pieces recommended will be going on display in City outdoor parks for the one-year period. Honoraria for these four pieces will total up to \$16,000. A summary of the pieces and their suggested locations is attached (Schedule A). The chosen pieces are made of various materials and themes. Staff will contact both successful and unsuccessful artists with feedback in early February.

If approved, the temporary outdoor public art pieces will be installed jointly in May by the City of Nanaimo and the artists. Unlike previous years, the artists will retain ownership of their works and will be required to remove their works at the end of the installation period.

The Nanaimo Art Gallery, the City of Nanaimo, and the artists will then partner together to create interpretive and didactic materials for the works and to educate the public on outdoor art and temporary art programs. These materials will include the preparation of interviews with the artists and marketing of the outdoor art online, in the media and at the Gallery with an overall goal to introduce more people to art and ideas and the role art can play in a community. In addition, plaques recognizing the artists and describing their pieces will be on display with each piece and available in a brochure format.

Respectfully submitted,



Diana Johnstone
CHAIR
PARKS, RECREATION AND CULTURE COMMISSION

Schedule A

Proposed 2013 Outdoor Art Selections

Joel Good—A local, emerging Snuneymuxw' artist

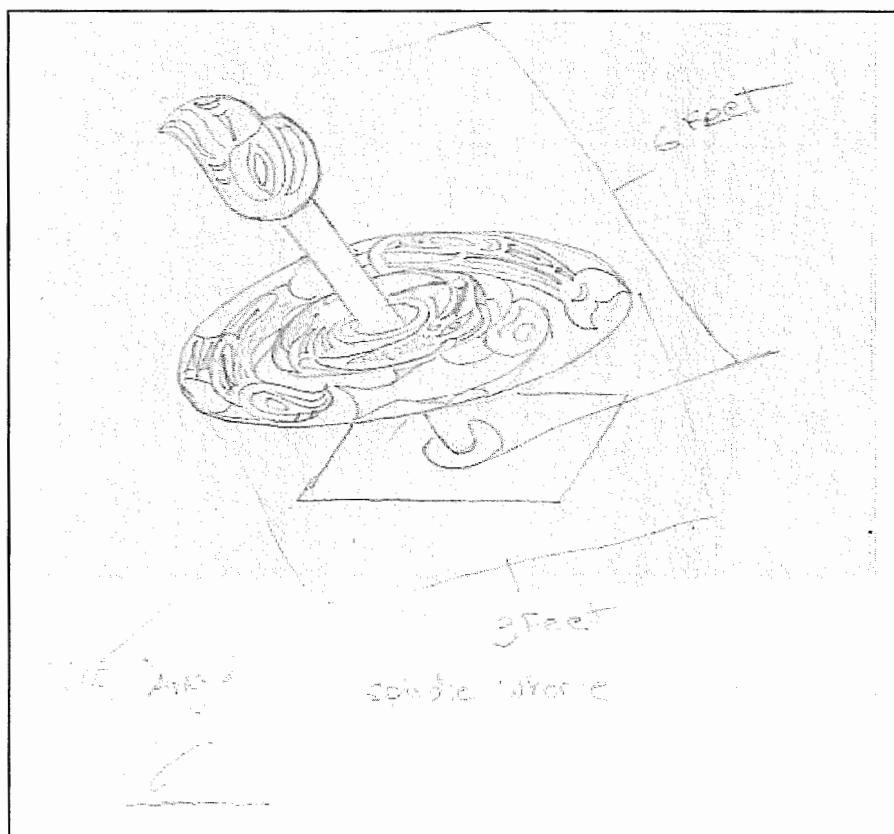
Explanation of the piece:

Joel proposes to carve a Coast Salish spindle whorl for installation in Maffeo Sutton Park. The Coast Salish spindle was used mainly by the Coast Salish of Vancouver Island (e.g. Snuneymuxw, Quwutsun, Tsartlip) and the mainland Coast Salish (e.g. Musqueam, Yale, Spuzzum).

The Salish spindle was used for spinning goat wool mixed with dog hair from the Salish Wool Dog. The yarn created was a thick yarn used for blankets. Wool Dog remains were an exciting find during the Foundry and Civic demolition and proved that Salish people living at the mouth of the Millstone River housed Wool Dogs in their settlement.

Many Salish spindle whorls have sophisticated and powerful carved designs; human, animal and geometric. The whorl was placed on a wooden spindle to add the weight needed to maintain the spinning motion, and to prevent the wool from falling off the rod as it was being spun. As the whorl turned, the designs would blur together, mesmerizing the spinner. This trance state was considered vital because it gave the spinner the ability to create textiles imbued with special powers

Cost	Title	Location	Size	Materials
\$4000	First Nations Spindle Whorl	TBA Maffeo in Sutton Park	6 by 3 feet	Carved yellow cedar and black paint

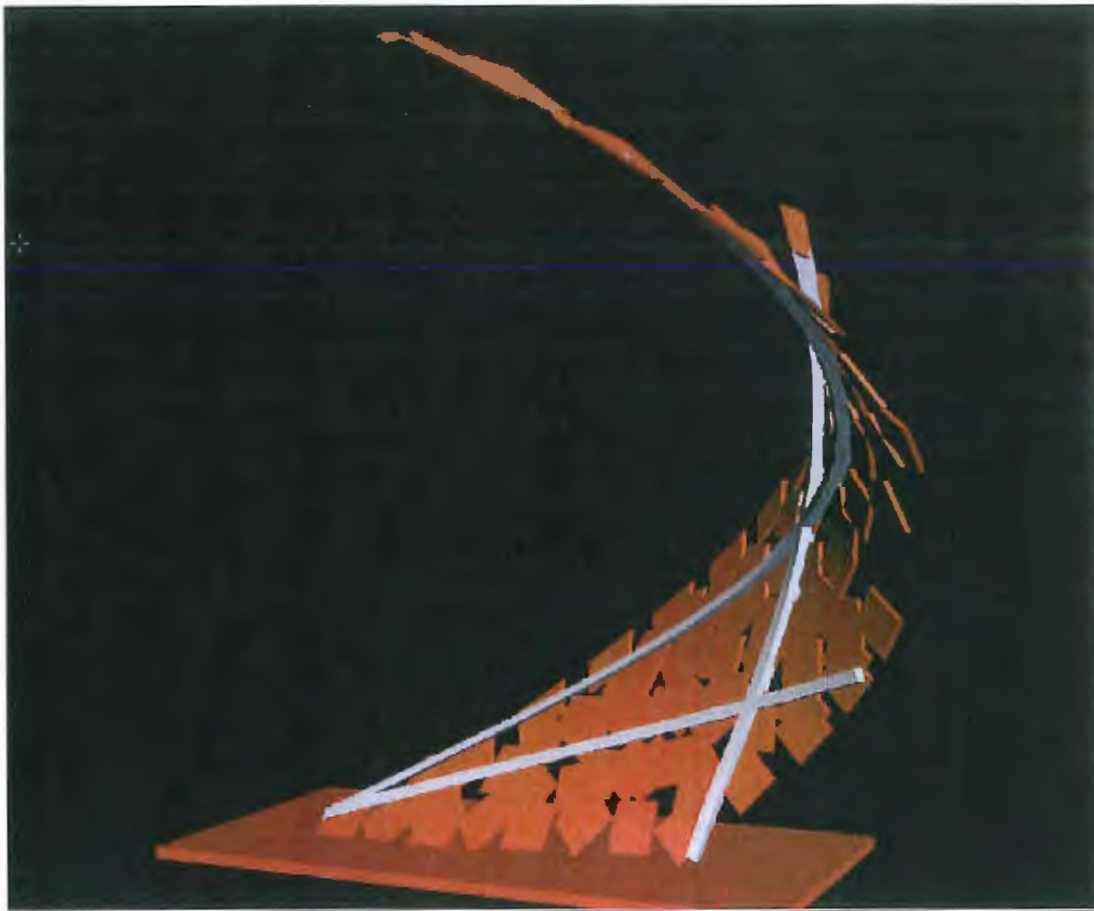


Samuel Houston—an emerging fabricator and artist out of Victoria.

In the words of the artist:

"The idea is to offer something graceful along the Harbourfront Walkway and provide interesting shadows and photo opportunities. The sweeping structure will change shape as the viewer approaches from different directions. The natural stainless steel structure will require low maintenance and stand up to the outdoor elements, as well as withstand incidental vandalism. A heavy, stainless steel base flange, will ensure easy fastening to the ground with bolts. Structure will have minimal spaces near the base in order to discourage climbing."

Cost	Title	Location	Size	Materials
\$4000	Borrowed Light	McGregor Park	14 feet tall	Stainless steel sheet and beams



Dan Richie—A local chainsaw carver and muralist

Explanation of the piece:

This piece will add intrigue and delight along the Harbour front walkway. A supersized, shiny sea creature nestled along the Nanaimo shoreline.

Cost	Title	Location	Size	Materials
\$4000	Dungeness Crab	TBA along Harbour Front walkway	8 by 8 feet	Carved cedar crab; airbrushed in white paint; attached to rip rap via steel rods



David Jacob Parker—an emerging artist from the interior of BC.

In the words of the artist:

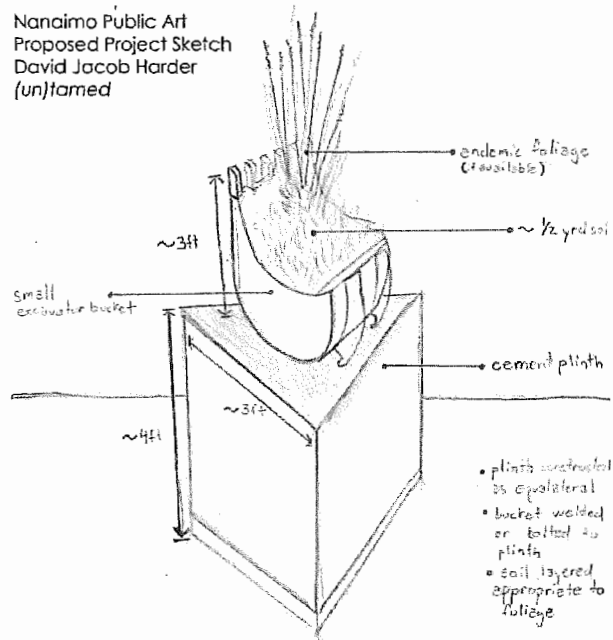
“Attainment and ownership of land is an interesting construction of civilization. Often the means of ownership is a precarious battle between multiple sources of interest. Soil is continually in appraisal and worth is relative to many factors. Many areas are preserved and remain true to their terrestrial origins and exist among our edifices. But often our love for the natural world is compromised by the desire to expand and progress. Excavators and other such devices are often the initial contact between humans and the raw earth.

Each day, the appropriation of hundreds of thousands of tons of ground per day fuels our economy, leaving behind the mark of industry. Within my artwork I explore the themes of excavation and appropriation through the illustration of the relationship between industrial instruments and the very soil in contention.

With this particular project I propose to call to mind this unique relationship by appropriating an excavator bucket, free from its boom, and fill it with plant species native to Vancouver Island. The plants will spew from the vessel as if it were a flowerpot. In the past I have made use of the abundance of excavator buckets available in scrap metal yards to make the project cost effective. Often the yard owner or manager will loan the bucket for the duration of the exhibition.

By using an older bucket the piece conjures up the question whether the bucket is overtaking the animate tissue or vice versa. The bucket will be placed atop of a triangular cement plinth. The triangle shape of the plinth acts as an underlying subtext to the piece by denoting the land dispute of the Nanoose Indian band. In 2011, the Nanoose band proclaimed that there was a triangular piece of land along the eastern edge of the reserve that was left out by surveying mistake in 1888 when the boundaries were first set. The plinth will be equipped with a secure metal plate and the bucket will be bonded to it in order to brand it safe from any vandalism or accidents. The use of a hoist, or forklift, will be needed in order to lift the bucket onto the plinth. Once the bucket is fixed to the plinth it will be filled with drain crush rock, humus rich soil, and topped with a variety of native plants. To ensure that the foliage within the vessel is appropriate, I will consult a local horticulturist and find an assortment of species that best fits the piece.”

Cost	Title	Location	Size	Materials
\$1000-\$4000	(un) tamed	TBA Maffeo Sutton Park	7 by 3 feet (but may be asked to scale up his piece for increased public impact)	Concrete, metal, soil, plantings



City of Nanaimo

REPORT TO COUNCIL

DATE OF MEETING: 2013-MAR-04

AUTHORED BY: DIANA JOHNSTONE, CHAIR,
PARKS, RECREATION AND CULTURE COMMISSION

RE: TRAVEL ASSISTANCE GRANT – NANAIMO EAGLES HOCKEY TEAM
SPECIAL HOCKEY INTERNATIONAL
KITCHENER, ON

RECOMMENDATION:

That Council approve the application for a Travel Assistance Grant to the NANAIMO EAGLES HOCKEY TEAM in the amount of \$1,500 for 15 players to attend the SPECIAL HOCKEY INTERNATIONAL being held in KITCHENER, ON. The application meets all of the travel grant criteria.

BACKGROUND:

At their meeting of 2013-FEB-27, the Parks, Recreation and Culture Commission passed a motion supporting the recommendation that Council approve the application for a Travel Assistance Grant to the NANAIMO EAGLES HOCKEY TEAM in the amount of \$1,500 for 15 players to attend the SPECIAL HOCKEY INTERNATIONAL being held in KITCHENER, ON.

The City of Nanaimo provides a contingency account for amateur sports and cultural groups and individuals to travel within BC (excluding travel on Vancouver Island) and out of province to a Regional, National or International Championship. These funds are available to sports and cultural groups winning Provincial or Regional competitions and the current policy provides \$50 per person to a maximum of \$1,000 per application for travel within BC or \$100 per person to a maximum of \$2,000 per application for travel outside of BC. Requests are considered on a first-come, first-served, basis as funds remain available.

Staff review all Travel Assistance Grant applications and forward the recommendation to the Parks, Recreation and Culture Commission for approval. On 2012-01-18, Staff reviewed a Travel Assistance Grant application submitted by the NANAIMO EAGLES HOCKEY requesting financial assistance for 15 players to represent British Columbia at the SPECIAL HOCKEY INTERNATIONAL being held in KITCHENER, ON. Staff determined that the application did meet all of the grant criteria and recommend that Council approve the application in the amount of \$1,500.

☐ Council
☒ Committee COU
☒ Open Meeting
☐ In-Camera Meeting
Meeting Date: 2013-MAR-04

Respectfully submitted,



Diana Johnstone
CHAIR
PARKS, RECREATION AND CULTURE COMMISSION

Drafted: 2013-FEB-25

File: A4-1-2 / A2-4 / A2-6 / B3-5-12

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**MINUTES OF THE REGULAR MEETING OF THE
PARKS, RECREATION AND CULTURE COMMISSION
HELD IN THE BOWEN PARK COMPLEX CONFERENCE ROOM
ON WEDNESDAY, 2013-JAN-23, COMMENCING AT 7:00 P.M.**

PRESENT: Commissioner D. Johnstone, Chair

Members: Commissioner T. Greves
Commissioner F. Pattje
Commissioner K. Alden
Commissioner L. Avis
Commissioner M. Beaudoin-Lobb
Commissioner H. Houle
Commissioner A. McPherson
Commissioner D. Rinald
Commissioner G. Savage
Commissioner I. Thorpe
Commissioner M. Young

Staff:	R. Harding	J. Ritchie
	S. Samborski	B. Kuhn
		C. Kuziw, recording

1. CALL THE OPEN MEETING TO ORDER:

The Regular Meeting was called to order at 7:00 p.m.

2. INTRODUCTION OF LATE ITEMS: None.

3. ADOPTION OF AGENDA:

It was moved and seconded that the Agenda be adopted. The motion carried unanimously.

4. ADOPTION OF MINUTES:

- (a) Minutes of the Regular Parks, Recreation and Culture Commission Meeting held Wednesday, 2012-NOV-28 at 7:00 p.m. in the Bowen Park Complex Conference Room.

It was moved and seconded that the Minutes be adopted as circulated. The motion carried unanimously.

5. DELEGATIONS:

It was moved and seconded to bring forward the delegations on the Agenda due to the Gabriola ferry schedule. The motion carried unanimously.

✓ Council
✓ Committee COW
✓ Open Meeting
✓ General Meeting
2013-MAR-04

- (a) Ms. Sue Boulton, 2585 North Road, Gabriola, BC, V0R 1X7, regarding her concern over the Community Programs Development Grant awarded to the Cedar 4-H Senior Advisory Council for the Beban Park 4-H Barnyard.

Ms. Boulton gave a brief history of the Cedar 4-H. This year 4-H will be celebrating 100 years in Canada and in 2014 will mark 100 years in BC. Ms. Boulton emphasized the hands-on and beneficial experience 4-H offers youth.

Ms. Boulton explained that although she did not have specific statistics, there are many livestock clubs involved in 4-H outside the other youth interest areas (such as photography). There are approximately 65 members within the district this year. Numbers are down due to the lack of leaders.

Donations last year were approximately \$1,200 and those donations largely came from family and visitor donations.

- (b) Ms. Joanne McLeod, President, Nanaimo-Cedar Farmers' Institute, c/o 2760 Ritten Road, Nanaimo, BC, V9X 1W4, regarding their concern over the Community Programs Development Grant awarded to the Cedar 4-H Senior Advisory Council for the Beban Park 4-H Barnyard.

Ms. McLeod discussed the impact of the grant reduction to the Beban Park 4-H Barnyard. With less funding the barnyard will likely not happen.

The adjustment to the minimum wage in 2012 caused a \$2,500 increase in expenditures.

Ms. McLeod expressed that Federal Government grant funding has been applied for without success.

The Cedar 4-H Senior Advisory Council is not in favour of placing a recommended donation upon entry as it would require more staffing to collect the donations.

It was moved and seconded to receive the delegations. The motion carried unanimously.

5. PRESENTATIONS:

- (a) Ms. Julie Bevan, Nanaimo Art Gallery – Future Planning.

Ms. Bevan discussed:

- NAG rebranding with the new website, signage and print material.
- Program Highlights including: art education; corporate participants; holiday ornament program; Festival of Banners; and exhibition highlights.
- Issues including two locations, the curator's position and brand identity that are affecting NAG's capacity and sustainability.
- Facility Plan to renovate and upgrade 150 Commercial Street. This will be featured at the NAG Expansion Proposal Event on 2013-FEB-07 at 5:00 p.m.

- (b) Mr. Bob Kuhn, Cultural Plan Update and Emerging Cultural Issues.

Mr. Kuhn discussed:

- The definition of culture.
- Municipal Cultural Planning and how it can positively impact a city.
- Reviewed Nanaimo's Cultural Planning process and current phase of Plan Preparation and Adoption.
- The Draft Vision for Culture in Nanaimo:
"Nanaimo will be a city that recognizes the importance of creativity and cultural vitality for quality of life and place, towards a healthy vibrant community."

R. Harding informed Commission that there will be many cultural decisions coming to Commission in the next year involving the Nanaimo Art Gallery expansion, Port Theatre and Nanaimo Centre Stage.

6. CHAIR'S REPORT:

The Chair distributed a plaque that was given to the City by the VIEx in appreciation of sponsorship in 2012.

The BCRPA Symposium will be held May 1 – 3, 2013 in Whistler, BC. Commission encourages attendance by Commissioners if they wish to attend. A BCRPA membership is required in order to attend and can be obtained through the Commission secretary. Early bird registration ends 2013-MAR-08. This year's Symposium is "Building Healthy, Creative and Green Communities". Registration information will be forwarded to Commission.

It was moved and seconded to receive the Chair's report. The motion carried unanimously.

7. REPORTS OF ADVISORY BODIES:

- (a) **Parks Committee.** Commissioner Thorpe reported on the Parks Committee meeting held 2013-JAN-10.

It was moved and seconded that the Commission move "In Camera". The motion carried unanimously.

Commission moved into 'In Camera' at 8:15 p.m.

Commission moved out of "In Camera" and resumed the Regular meeting at 8:17 p.m.

- (b) **Recreation Committee.** Commissioner Greves reported on the Recreation Committee meeting held 2013-JAN-09.

i. **Parks, Recreation and Culture Definition of Family**

Discussion was had on the details of the different options offered for deliberation and on the delegation that requested the modification to the definition of 'family'.

Delegations: None.

Correspondence: None.

Recreation Committee's Recommendation: That the Parks, Recreation and Culture Commission recommend that Council approve changing the definition of family in Bylaw 7073 Fees and Charges Drop-in and RecPass rate Category from a maximum of five members to allowing each additional family member over five members, residing in the same home, paying 10% of the corresponding drop-in or RecPass rate.

It was moved and seconded that the recommendation be adopted. The motion carried unanimously.

- (c) **Cultural Committee.** Commissioner Pattje reported on the Cultural Committee meetings held on 2012-NOV-29, 2012-DEC-04 and 2013-JAN-09.

Commissioner Pattje reported that Art in Public Places has been selected and will come forward next Commission meeting.

i. Arts Cultural and Festival Events Grants.

Discussion into the understanding of the funding process of the Canada Day celebration was had. The original group who began the celebration were unable to sustain it so the City adopted the event. It is driven by City staff. One year, the funding was denied by Commission but was reinstated by Council at that time. The funding for the celebration will be available whether handled as a grant or as a budgeted line item.

Delegations: None.

Correspondence: None.

Cultural Committee's Recommendation: That the Parks, Recreation and Culture Commission recommend that Council approve the Arts, Culture and Festival Events Grant recommendations in the total of \$27,573, as follows:

2013 ARTS CULTURAL AND FESTIVAL EVENTS GRANTS	\$\$\$ REQUESTED	\$\$\$ RECOMMENDED
African Heritage Society	2,500	800
Art Gallery Festival of Banners	5,000	2,000
Arts Council	1,500	1,378
Ballroom Dance Society	6,000	1,505
Blues Festival	1,500	1,270
BC Drama Association/Theatre BC	750	580
Child Development Centre	1,000	879
Canada Day	2,200	1,470
Crimson Coast Dance Festival	4,500	2,097
Empire Days Society	10,500	885
Friends of Nanaimo Jazz Society	3,800	1,840
Global Film Festival	1,500	645
Harbour City Jazz	5,000	855

In Other Words (combined applications)	6,000	1000
Francophone Maple Sugar Festival	7,500	2,662
Conservatory-Chamber Music Festival	10,000	1,280
Nanaimo Sings Choral Festival	2,000	1,370
Pacific Coast Stage Co. "Fringtastic"	10,000	1,882
VIEx Community Festival	5,050	1,070
Vancouver Island Symphony	4,000	2,105
TOTALS	93,800	27,573

It was moved and seconded that the recommendation be adopted. The motion carried unanimously.

ii. Cultural Operating Grants.

Delegations: None.

Correspondence: None.

Cultural Committee's Recommendation: That the Parks, Recreation and Culture Commission recommend that Council approve the Cultural Operating Grant recommendations in the total of \$205,303 as follows:

2013 CULTURAL OPERATING GRANTS	\$\$\$ REQUESTED	\$\$\$ RECOMMENDED
A Capella Plus Choir Society	2,000	1,500
African Heritage Society	5,000	1,000
Arts Alive	2,900	2,506
Arts Council	14,000	10,300
Ballroom Dance Society	5,000	1,000
Blues Society	12,500	6,300
BC Boys Choir	2,500	2,000
Chamber Orchestra	4,000	3,100
Concert Band	14,000	5,500
Conservatory of Music	10,000	9,250
Crimson Coast Dance Society	15,000	15,000
Centre for the Arts	14,500	6,600
Empire Days	10,500	3,547
Island Consort Chamber Choir	500	350
Francophone Association	7,500	6,200
Malaspina Choir	2,600	2,500
Pacific Coast Stage Co.	10,000	4,750
Pacific Institute of Bagpiping	4,000	2,300
Tidesmen Barbershop Chorus	3,000	1,800
Western Edge Theatre	14,500	6,800
TheatreOne	28,000	28,000
Vancouver Island Symphony	85,000	85,000
TOTALS	256,500	205,303

It was moved and seconded that the recommendation be adopted. The motion carried unanimously.

- (d) Grants Advisory Committee. No meetings have been held since 2012-NOV-28.
- (e) Port Theatre. Monthly report for November and December, 2012.
- (f) Nanaimo Art Gallery. Monthly report for November and December, 2012.
- (g) Nanaimo District Museum. Monthly report for November and December, 2012.

It was moved and seconded that the Advisory Body reports be received. The motion carried unanimously.

8. STAFF REPORTS:

(a) **Cultural Plan Update and Emerging Cultural Issues.**

Delegations: None.

Correspondence: None.

Staff's Recommendation: That the Parks, Recreation and Culture Commission recommend that Council include emerging cultural issues as part of Council's Integrated Cultural Planning Workshop discussion on 2013-FEB-12.

It was moved and seconded that the recommendation be adopted. The motion carried unanimously.

(b) **Senior Manager of Parks & Civic Facilities.** Monthly report for November and December, 2012.

J. Ritchie reviewed:

- Centennial Park – Staff soon to remove the building.
- Public Art – Selections have been made.
- Caledonia Park – Planning and meeting with the user group. Will be coming to PRCC later this spring.
- VIPs Lagoon Park and Scout Canada Group for their building at Comox.
- Invermere steps, made more accessible and railings installed.
- McGregor Park Clock Progress – the clock is at Public Works. Contractors are volunteers so hopefully installed for summer.
- Ticketing process for dog off leash parks will change and hopefully free up time for more enforcement.

It was moved and seconded that the report be received. The motion carried unanimously.

(c) **Senior Manager of Recreation & Culture Services.** Monthly report for November and December, 2012.

S. Samborski briefly discussed:

- Most of the upcoming cultural topics have been well covered. Nothing further to add.

It was moved and seconded that the report be received. The motion carried unanimously.

9. CORRESPONDENCE: (not related to a Report to Commission)

- a) A letter dated 2012-NOV-28, from Suzanne Durnin, President, Nanaimo Science and Sustainability Society, 2313 Edbe Road, Nanaimo, BC, V9R 6V9 regarding science centre at Bowen Park.
- b) A letter dated 2012-NOV-28, from Brenda McIntyre, Pacific Salmon Foundation, 300 – 1682 West 7th Ave. Vancouver, BC, V6J 4S6, thanking Commission for their contribution to the Pacific Salmon Foundation dinner and auction.
- c) Copy of a letter dated 2012-DEC-17, to Mayor and Council from Ms. Joanne McLeod, President, Nanaimo-Cedar Farmers' Institute, c/o 2760 Ritten Road, Nanaimo, BC, V9X 1W4 regarding their concern over the amount of the Community Programs Development Grant that the Cedar 4-H Senior Advisory Council received for the 2013 season.
- d) Minutes of the Nanaimo Harbour City Seniors Board of Directors Meetings held 2012-DEC-07 and 2013-JAN-04.
- e) Media Release dated 2012-NOV-29, regarding the Whitecaps Football club launching their Island Academy Centre.
- f) Notification dated 2013-JAN-08 from BC Recreation & Parks Association regarding the BCRPA 2013 Provincial Award Nominations for individuals and/or organizations for their achievement and commitment to the field of parks, recreation, culture and health promotion as well as a call for Board Nominations for BCRPA members for three vacancies on the Board of Directors.

It was moved and seconded that the Correspondence be received. The motion carried unanimously.

10. NOTICE OF MOTION:

11. OTHER BUSINESS:

(a) BCRPA Memberships

There are two vacant BCRPA memberships available under the City Membership for any Commission members who might wish to register with BCRPA.

12. BUSINESS ARISING FROM DELEGATIONS: (not related to a Report to Commission)

R. Harding gave a brief history of how the 4-H came to run the Beban Barnyard. In the 1980s it was run by Lions Club, then the City took on the barnyard (at that time located at Bowen Park). It was then passed to the 4-H as they had the background in animal husbandry and 4-H have been caring for the barnyard to date. It was relocated to Beban Park, moving it to the same facility grounds as the VIE in hopes the program would evolve from that point. It would be beneficial if the two organizations could work more closely together.

S. Samborski explained the criteria for the Community Programs Development Grant. This grant is a 'seed program' to assist organizations in moving forward. There will be other organizations coming forward this year to apply for this same grant.

Discussion was had by the Commission on the ramifications of re-evaluating grants after they have been awarded and how this would affect all grants recommended by the Commission.

It was moved and seconded that the Parks, Recreation and Culture Commission revisit the Community Programs Development Grant awarded to the Cedar 4-H Senior Advisory Council for the Beban Park 4-H Barnyard. The motion was defeated.
Opposed: Commissioners Johnstone; Greves; Pattje; Alden; Avis; Beaudoin-Lobb; Rinald and Savage.

13. UNFINISHED BUSINESS:

- (a) Vancouver Island Military Museum – Veteran's Wall of Honour. *(Referred to Staff on 2012-JUL-25 for a Report to Commission and a Draft Memorandum of Agreement for review and consideration.)*

14. QUESTION PERIOD: *(Agenda Items Only)*

- (a) Commissioner McPherson requested clarification on the rules of order of the Commission meeting in reference to a member abstaining from voting and how it is counted.

R. Harding will clarify the correct process with Legislative Services.

- (b) The next meeting of the Parks, Recreation and Culture Commission will take place at the SARC building board room.

15. ADJOURNMENT:

It was moved and seconded at 9:33 p.m. that the meeting adjourn, with the next regular meetings as follows:

COMMISSION

Wednesday, 2013-FEB-27; 7:00 p.m.
Services And Resource Centre Board Room

Cultural Committee	Wednesday, 2013-FEB-06; 4:00 p.m., if required Bowen Park Complex Conference Room
Recreation Committee	Wednesday, 2013-FEB-13; 3:00 p.m., if required Bowen Park Complex Conference Room
Parks Committee	Thursday, 2013-FEB-14; 5:00 p.m., if required Bowen Park Complex Conference Room

The motion carried unanimously.

CERTIFIED CORRECT:



D. Johnstone, Chair
Parks, Recreation and Culture Commission

R. Harding, Director
Parks, Recreation and Culture

2013-FEB-04
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