

DISTRICT OF LANTZVILLE
BRITISH COLUMBIA, CANADA

2012 ANNUAL REPORT



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PURPOSE OF THIS REPORT

This report has two primary purposes. The first purpose is to provide information about the activities of the District of Lantzville (the "District") and its goals and objectives for the fiscal year ended December 31st, 2012. The second purpose is to inform readers about the District's 2013 projects, goals and objectives, and identify strategic priorities for the years remaining in Council's current term, 2013 - 2014.

LETTER FROM THE MAYOR

An open letter to the citizens of the District of Lantzville

It is with pleasure that I take this opportunity to write to the residents of Lantzville regarding municipal operations and services of the District for the year 2012.

Council believes that good governance begins with a mission statement, establishing values, identifying strategic priorities and developing an action plan to carry out those priorities. As a result, Council conducted its annual strategic planning session in January of this year. During this process Council adopted a new mission statement as follows:

"Provide environmentally and economically sustainable services and good governance while managing growth of the community and respecting Lantzville's diverse character and charm."

Along with this mission statement Council reaffirmed the following values:

"Act in a professional manner at all times, having respect for:

- each other,*
- the roles of Council & staff,*
- the decision making process,*
- opinions of all of our constituents,*

Carry out adequate research and thoughtfully consider the issues before us, while serving and representing all our community".

Council's priorities for the next two years are as follows:

- *Infrastructure – economically & environmentally sustainable infrastructure*
- *Finances – economically sustainable District finances*
- *Community Planning – managed community planning and growth*
- *Communications – respectful communications with all constituents*
- *Parks & Recreation – services that reflect our diverse character & charm*
- *Service Delivery – services that meet the needs and financial capacity of the community; and*
- *Corporate Maintenance – well managed and supported corporate fiscal & human resources*

The provision of water and sewer services is a top priority of Council. Discussions between the District and the City of Nanaimo with regards to a permanent supply of potable water are ongoing and we are encouraged by the recent City staff report which recommends that Nanaimo Council provide Lantzville, albeit limited for a period of time, access to their water supply.

While negotiations regarding this service have been held in-camera, I would like to take this opportunity to once again reassure the residents of this community that should we find ourselves in a position of being able to move forward and receive water from our neighbour, there will be extensive consultation and information sharing with you prior to the agreement is finalized.

I am also pleased to report on a positive outcome in the mediation process held between three neighbours in upper Lantzville. I wish to acknowledge all the parties involved in this process, specifically their ongoing cooperation, patience and willingness to compromise during this lengthy process. With the mediation process concluded Council has now directed staff to conduct a process that includes looking at urban agriculture in the context of the entire food system albeit, focusing mostly on OCP and zoning policy options.

2012 also marked the year that this Council elected to carry out a Citizen Satisfaction Survey. I wish to take this time to thank those residents who spent the time completing the survey and providing your feedback as to how we are doing. Survey results indicated that the majority of respondents describe the quality of life in Lantzville as being good with the top three 'most enjoyed' aspects of our community being our proximity to the ocean/beaches, the quiet, rural atmosphere and the friendliness of a small town. Topping the list of dislikes were the current state of water/sewer infrastructure, concerns regarding municipal governance/leadership and enforcement of bylaws (lack of or inconsistent). This Council looks forward to taking the feedback received and working towards making the improvements where needed.

In closing, I would like to encourage residents of the community to continue to provide input, either by attendance at meetings of Council, written submissions, or by scheduling a meeting with myself or any other member of Council and/or staff of the District. We, as a Council, wish to ensure that we continue to recognize the desires of the community, taking into account the diverse views of our residents. With every decision made by Council, please note that Council attempts to balance the sometimes competing interests and consider what is best for the entire community and ultimately make decisions that represent the needs of all Lantzville residents.

Sincerely

Jack de Jong
Mayor

STRATEGIC DIRECTION FOR 2012-2014

The District of Lantzville conducts a comprehensive annual planning process which begins with strategic direction from Council. This is followed by a joint review by both Council and senior staff which focuses on the nature and extent of the services that the District will provide to its residents. Based on this framework, a five year financial plan is developed. The five year financial plan includes the costs of ongoing operations, strategic projects and planned capital expenditure projects to provide the necessary infrastructure for the proposed services.

Strategic Priorities

Council recognizes the importance of planning for the future and continues to conduct annual strategic planning sessions as a means of identifying and establishing priorities, goals and objectives in response to issues identified by both residents of the community and Council. Council's priorities, as identified at its strategic planning sessions held in February 2012 and January 2013, are as follows:

- Infrastructure: *economically and environmentally sustainable infrastructure*
- Finances: *economically sustainable District finances*
- Community Planning: *managed community planning and growth*
- Communications: *respectful communications with all constituents*
- Parks & Recreation: *services that reflect our diverse character and charm*
- Service Delivery: *services that meet the needs and financial capacity of the community*
- Corporate Maintenance – *well managed and supported corporate fiscal and human resources*

Priority Actions (2013-2014)

A. Infrastructure

- (i) Water Supply – While Council is unanimous that increasing the District's water capacity is a high priority, Council also notes that a significant amount of Council's strategic direction is somewhat dependent on securing an additional/ supplemental supply. As a result, Council has identified four possible options with respect to water supply as follows, with negotiations with the City of Nanaimo given the highest priority:

Plan A – Increase capacity with the City of Nanaimo as the source.

Plan B – Explore other potential sources of water including Arrowsmith Water Service, private property, boundary extension, and desalinization.

Plan C – Conservation programs encouraging rain water retention, grey water reuse, summer/winter water user rates.

Plan D – do nothing.

Plan 'A' and 'B' have the most significant cost implications to the District; however, options exist to generate the necessary funds, including by way of future development and as a result of an MOU executed between the District of Lantzville and Lantzville Projects. Plan 'C' requires further research by staff regarding various conservation initiatives not currently in place in the District.

- (ii) Civic Buildings & Facilities: Costin Hall / Heritage Church – Given the certainty surrounding the use of these facilities resulting from the negotiation of a new lease with the Seaside Community Society in 2012, Council would like to ensure the safety of these structures in addition to contemplating additional uses that may be captured within these buildings. A seismic assessment of the Heritage Church will be undertaken in 2013, and the four remaining upgrades recommended in the Costin Hall seismic assessment from 2011 will also be completed in 2013.
- (ii) Village Core Improvements – Council continues to demonstrate an interest in moving forward with improvements in the downtown (Village Core) area of Lantzville. Council is interested in developing a plan that will encompass form and character, scale, approaches to the downtown area, and most important, safe travel of pedestrians and cyclists through the Village Core. A number of other initiatives completed in early 2013 facilitate this planning process, including the completion of the Road Network Plan, reestablishment of the Lantzville’s Business Association, and the hiring of a Community Planner available in the municipal office for 3 days per week.
- (iii) Water Advisory Committee – Council would like to establish a Water Advisory Committee that would advise Council regarding water conservation, public engagement and storm water management measures. Council has directed staff to prepare a report outlining suggestions for the Committee’s terms of reference, qualifications of Committee members, and its expected scope of work.
- (iv) DCC Bylaw – Council has given staff direction to update the District’s Development Cost Charge Bylaw to ensure the municipality is charging appropriate fees to those who choose to develop properties and impact infrastructure within the District. The District’s consulting engineers will work with staff to complete this update.

B. Finances:

With completion of a Capital Reserve Plan for major infrastructure completed in 2012, Council did not identify any additional projects related to finances. Staff will, however, continue to update and enhance the long range capital asset replacement and capital reserve plans annually to assist the District in planning for its long term financial sustainability. Council will continue to plan for the community’s financial future through its annual financial planning process.

C. Community Planning:

- (i) OCP Update – The District of Lantzville adopted its first Official Community Plan as an incorporated municipality in October of 2005. While the current bylaw indicates that the OCP should undergo a review every 5 – 7 years, it is not a legislated requirement to do so. Council has directed staff to prepare amendments to the bylaw to reflect legislative changes and the inclusion of a revised Regional Context Statement given the recently adopted Regional Growth Strategy. These amendments are currently before Council.

- (ii) Secondary Suites – The 2012 Citizen Satisfaction Survey indicated considerable public interest in legalization of secondary suites. Therefore, Council supports initiating a public conversation on this topic. Council has directed the Community Planner to bring forward recommendations with respect to this process, possibly including inviting a speaker from a similar sized community that has already gone through the process of legalizing secondary suites to a town hall type meeting on this topic.

D. Communications:

With the completion of the District's first citizen satisfaction survey in 2012 and feedback from this indicating general support from the community with respect to District communications, Council did not identify any specific objectives in the communications area. However, it continues to be a priority of Council to engage the public in regular, constructive and respectful dialogue. Further, Council and staff both look for alternate means of soliciting public input and creating opportunities for the free and open exchange of information between residents and members of Council. Finally, Council would like to spend time fostering the relationship between members of Council and members of our neighbor, the Nanoose First Nation, by participating in their community events and continuing dialogue with their governing Council.

E. Parks & Recreation:

Playground Upgrades – One of the top priority projects identified by Council during its 2013 planning session was to consider upgrades to playgrounds, including a variety of equipment. Staff will work with the Parks and Recreation Commission to prepare recommendations for playground upgrades in the District, including those already identified in the District's Parks, Trails and Recreation Plan.

F. Service Delivery:

Enforcement Policy – Bylaw enforcement was identified as a significant community challenge in the 2012 Citizen Satisfaction Survey and, therefore, Council has identified this as one of their strategic priorities. As a first step, staff will review the existing enforcement policies/protocols of the Regional District of Nanaimo which continues to provide the District's bylaw enforcement on a contract basis. The next step may involve the District proposing amendments to these policies/protocols where appropriate or, alternatively, establishing its own policies/protocols for bylaw enforcement practices. It is important to note that bylaw enforcement action is only done subject to receipt of a complaint and that seeking voluntary compliance is always the first step. Further, Council recently adopted a Municipal Ticket Information (MTI) bylaw to provide further support to the bylaw enforcement process.

G. Corporate Maintenance:

- (i) Fire Service Succession – Council, recognizing the value of the Lantzville Fire Department and its volunteer members, wants to ensure it is appropriately supported and resourced. As a result, Council would like a succession plan developed for the fire department, specifically with respect to the officer positions.

- (ii) Fire Service Planning - Council has also directed staff to work with the Fire Department senior officers to review plans for the District's future fire protective services. This research may include considering alternatives to our current fire services governance structure, having a paid or volunteer Chief, equipment needs in connection with the Fire Underwriters Survey which was completed in April 2013, and issues surrounding the liability and emergency response impacts, if any, of the retirement of members now being non-mandatory.

- (iii) Ongoing - Like infrastructure and finance, corporate maintenance consists of a number of components. Items such as legislative reporting requirements, daily operations, agenda preparation, meeting attendance, correspondence preparation, policy research/writing, financial planning process, tax rates bylaw, annual property tax notice, Annual Report, and managing our existing contractual arrangements with the Regional District of Nanaimo (a number of functions) are considered to be our day-to-day activities and which take the majority of staff time.

In addition to the above, goals in this area are to attract and retain staff, develop succession plans, ensure training and professional development opportunities continue to be available to staff, support volunteers, ensure adequate fire department membership levels and training in addition to recognizing the importance of acknowledging and celebrating the District's successes when appropriate. These ongoing activities certainly have an impact on any remaining time for staff to take on the 'supplemental' activities which are not routine and ongoing.

DECLARATION AND IDENTIFICATION OF DISQUALIFIED COUNCIL MEMBERS

In accordance with Section 98(2)(e) and Section 111 of the *Community Charter*, the following is a list of disqualified Council Members.

- None

SCHEDULE OF COUNCIL 2012 REMUNERATION AND EXPENSES

<u>Elected Officials</u>		<u>Remuneration</u>	<u>Expenses</u>
de Jong, Jack	Mayor	\$14,594	\$2,857
Bratkowski, Joe	Councillor	9,194	3,488
Dempsey, Brian	Councillor	9,194	3,140
Haime, Denise	Councillor	9,194	3,354
Millbank, Jennifer	Councillor	9,960	2,228
Mostad, Andrew	Councillor	9,194	2,646
Savage, Graham	Councillor	9,194	1,795
		<u>\$ 70,524</u>	<u>\$ 19,508</u>

OBJECTIVES & MEASURES

MUNICIPAL SERVICES & OPERATIONS FOR 2012

OVERVIEW OF SERVICES

The District currently provides the following services:

1. General Government
 - Administration
 - Corporate services
 - Financial services

2. Protective Services
 - Fire suppression, prevention, and rescue
 - Emergency preparedness
 - Bylaw enforcement

3. Community Planning
 - Development planning
 - Land development and subdivision approval
 - Building inspections

4. Engineering, Public Works & Parks
 - Transportation services including roads and drainage
 - Waterworks
 - Sewer collection
 - Parks and trails

In 2012, the District continued to contract the following services from the Regional District of Nanaimo: Building Inspection, Bylaw Enforcement, Animal Control, Mapping and Emergency Planning.

DEPARTMENTAL REPORTS

In the following sections, each department's services are described and information on specific objectives and results of operations are presented.

1. GENERAL GOVERNMENT

• **Administration**

The Chief Administrative Officer is responsible for the overall administration of the District's departments. The duties of this office include:

- being an advisor to Council
- implementing corporate policy
- providing leadership and direction for senior staff in the day-to-day and long-term business affairs of the District in accordance with Council goals and objectives.

Goals & Related Progress (2012):

Facilitate completion of critical structural upgrades to Costin Hall: the four critical structural upgrades identified in the seismic assessment of Costin Hall were completed in May 2012 within the amount allocated in the Financial Plan.

Investigate alternative supply sources while continuing periodic discussions regarding a permanent water supply with the city of Nanaimo: Further to ongoing communication between staff and Council members of both Lantzville and Nanaimo, Council of the City of Nanaimo resolved in early 2012 to not enter into a final agreement on the provision of a permanent water supply to Lantzville at that time due to uncertainties surrounding the City's own water needs. Members of both Councils met in early 2013 to resume discussions associated with the provision of water and the two parties continue to negotiate a future supply.

Facilitate Council deliberations regarding future uses of Costin Hall and the Heritage Church, including renewal of the lease with the Seaside Community Society if directed by Council: with Council's direction, a new lease was negotiated with the Seaside Community Society (SCS) in October 2012 for a 5 year term for Costin Hall and a 3 year sublease term for the Heritage Church. Further to a request from the SCS for Council to be represented at their Board, Councillor Graham Savage was appointed to the SCS Board of Directors for a two year term.

Work with owners of the Foothills lands to develop a mutually beneficial joint development agreement: The District continues to await the outcome of the Foothills lands given the dual ownership and the financial challenges being experienced as it relates to this large parcel of land. In the interim, Council has prepared a draft joint development agreement that would enable the two owners to move forward regarding future development.

Goals for 2013-2014:

- ✓ facilitate completion of remaining 4 critical structural upgrades to Costin Hall
- ✓ undertake seismic assessment of the Heritage Church
- ✓ initiate establishment of Water Advisory Committee
- ✓ facilitate review and updating of District's DCC Bylaw

Performance Measures

- ✓ degree of implementation of the above projects
- ✓ increase in basic infrastructure
- ✓ community feedback

- **Corporate Services**

Corporate Administration is responsible for:

- ensuring accurate minutes of Council and Council committees are prepared
- minutes, bylaws and other records are maintained and safeguarded
- providing access to records
- administering oaths and taking affirmations, affidavits and declarations
- certifying copies of relevant documents
- elections; referendums
- keeping the corporate seal

In addition to the above, the Corporate Services Department continues to develop, enhance and build on communications between other levels of government, various agencies, Council, staff, and residents of the community.

Goals & Related Progress (2012):

Facilitate citizen satisfaction survey with direction from Council: the survey was carried out in the fall of 2012, with a final report and results being presented to Council in December 2012.

Continue to enhance and encourage communication with Lantzville residents: Community updates were distributed to Lantzville residents in 11 of the 12 months in 2012. These updates provide residents with information about District initiatives, financial planning and property tax information, water and burning restrictions, and other topics that may arise. Media releases were also prepared to update residents on important issues. The Citizen Satisfaction Survey was also an excellent tool for residents to communicate their feedback to Council regarding the District's operations and strategic direction.

Continue to investigate appropriate bylaws and policies that will benefit the overall operations of the District: Council continues to establish various bylaws for the District. In October 2012, Council adopted amendments to the Fire Services bylaw to clarify materials that are prohibited from burning, and in February 2013 Council adopted a Municipal Ticket Information bylaw.

Goals for 2013-2014:

- ✓ review existing bylaws and policies for relevance and improvements
- ✓ investigate new communication methods and opportunities for soliciting public input
- ✓ continue to enhance and encourage communication with Lantzville residents
- ✓ fostering relationship between members of Lantzville Council and members of the District's neighbor, the Nanoose First Nation, by participating in community events and encouraging open dialogue with members of its governing Council.

Performance Measures:

- ✓ increased community feedback and involvement in District decision-making processes as a result of the various communication methods used by the District
- ✓ increased communications between members of Lantzville Council and Nanoose First Nation Council
- ✓ adoption of bylaws & policies

• **Financial Services**

The Finance Department's responsibilities include:

- levying and collecting municipal taxes and utility rates
- preparing accurate and full accounts of the District's financial affairs
- developing, monitoring & implementing the District's financial plan
- safeguarding and managing the District's assets
- reporting on the District's financial position
- developing and maintaining financial information systems and internal controls
- developing and monitoring long-range financial plans

Goals for 2012 & Related Progress:

Preparation of a long range capital replacement plan for significant District assets, and related analysis of Capital Reserve balances and contributions: a 15 year capital replacement plan for significant District assets was presented to Council as part of the 2012-2016 financial planning process. Analysis of related Capital Reserve balances showed that reserve balances were sufficient to fund these upcoming asset replacements with the exception of the Waterworks Capital Reserve. To address this shortfall, Council approved a \$100,000 increase in the annual contribution to this reserve, funded in part by an increase to the Water Parcel Tax and in part by prior years' surpluses.

Tendering of audit services for the District's financial statements: Council awarded the tender for the District's financial audit services to KPMG LLP for a five year term, 2012-2016.

Continue to promote community understanding of the District's financial plan by presenting financial information in a simplified, easy to understand format: For the second year, all Financial Plan schedules (including the core services financial plan, carry-forward items, and new operating and capital project requests) were presented at one Committee of the Whole meeting to give members a complete picture of the elements of the financial planning process requiring their consideration. Residents were invited to provide feedback on the 2012-2016 Financial Plan throughout the process and Community Updates contained summaries of the highlights of the Plan.

Provide periodic financial reports to Council during the year and complete all legislated reporting requirements: Council received quarterly financial reports with information about the District's financial activities during the previous 3 months. All 2012 reports required by legislation, including the Statement of Financial Information, DCC and grant reports, Local Government Data Entry, and audited Financial Statements, were completed on time.

Goals for 2013-2014:

- ✓ update long range financial plan for Fire Department assets giving consideration to recommendations in the 2013 Fire Underwriters Survey
- ✓ update the District's purchasing and payment policy to reflect regulatory and technological changes
- ✓ review the District's utility billing process, including frequency of bills issued to residents
- ✓ provide periodic financial reports to Council during the year
- ✓ completion of all legislated reporting requirements

Performance Measures:

- ✓ adequate cash position to conduct planned municipal business
- ✓ increased community feedback and participation in developing the financial plan
- ✓ quarterly financial progress reports prepared and made available to Council and Lantzville residents
- ✓ completion of update to purchasing and payment policy
- ✓ Council receipt of a report regarding alternatives for utility billing

2. PROTECTIVE SERVICES

- **Fire Suppression, Prevention and Rescue**

The Lantzville Volunteer Fire Department (Fire Rescue) provides the District's fire suppression, victim rescue/extrication, fire prevention, First Responder and public education services.

Goals for 2012 & Related Progress:

Completion of data gathering and input into the FirePro system: The Fire Chief and Deputy Chief continued to input data into the database system. In order to expedite this process, all senior officers will have a role in inputting data into the system beginning in 2013.

Completion of review of operating guidelines: Further to a Worksafe BC recommendation in 2011, the Fire Chief and Lieutenant Randy Austin completed the review, updating, and creation in some cases, of the Department's operating guidelines.

Facilitate update to Fire Underwriters Survey (FUS) to assist with long range equipment replacement planning: District staff and senior officers of the Fire Department worked with the representative from FUS from November 2012 through April 2013 to accumulate information and analyses for the Survey. FUS staff also met with District staff and Fire Department officers twice to discuss various aspects of the Survey. The report on the findings of the FUS was presented to Council at its April 22, 2013 Council meeting, and Council will receive a report addressing the recommendations during 2013.

Retain sufficient volunteer member levels: Six new members were recruited in early 2012 to bring the Department to a full complement of 32 members.

Ensure adequate training of volunteer membership: With the direction of Deputy Chief Marment, training was undertaken for all membership ranks during the year, with focus on the new recruit training for the first half of the year.

Continue with regular communications between Council and members of the Department: Council and members of the Fire Department continue to meet for round-table discussions of various issues. The Fire Chief provided 7 reports, detailing the Fire Department's activities and various operation statistics, to Council for inclusion in regular Council meetings during 2012.

Completion of public building inspections in accordance with the District's bylaw: Both the Fire Chief and Deputy Chief completed the Justice Institute Fire Inspection course in February 2013 and have begun doing fire inspections in the District in accordance with the bylaw. A minimum of two more Fire Department officers will take the fire inspection course in 2013 to increase the number of members qualified to do the inspections.

Goals for 2013-2014:

- ✓ facilitate succession planning process for the Fire Department, specifically with respect to the officer positions.
- ✓ review plans for the District's future fire protection services, including alternatives to current fire services governance structure, paid vs volunteer Chief and officers, and equipment needs in connection with Fire Underwriters Survey.
- ✓ review recommendations from the 2013 Fire Underwriters Survey and prepare report to Council with recommendations for implementation
- ✓ retain sufficient volunteer member levels
- ✓ ensure adequate training of volunteer membership
- ✓ continue with regular communications with members of the Department
- ✓ completion of public building inspections in accordance with the District's bylaw

Performance Measures:

- ✓ effective use of the FirePro system by using outputs for reporting and decision-making
- ✓ degree of compliance with Fire Underwriters' Survey recommendations
- ✓ effective and efficient responses to fire, accident, and health emergency events
- ✓ member readiness when attending various calls
- ✓ public readiness in case of fire-related emergency

- **Emergency Preparedness**

The District has contracted with the Regional District of Nanaimo for the provision of Emergency Preparedness/Emergency Program Coordinator (EPC). This contractual arrangement has the Regional District of Nanaimo providing the District of Lantzville with an EPC on a permanent basis.

Goal for 2012 & Related Progress:

Attendance and participation by the EPC in various emergency preparedness conferences, Mid-Island Emergency Coordinators and Managers (MIECM) committee and new Regional Community Recovery (RCR) Working Group: Our coordinator attended the MIECM and RCR working group meetings throughout the year, annual emergency preparedness conference in Vancouver, Justice Institute of BC course, 'Planning for Community Disaster Recovery', and other sessions including 'Engaging with First Nations' and 'Emergency Preparedness for People with Disabilities and their Caregivers'.

Ongoing recruitment, orientation and training of local ESS volunteers to ensure operation readiness: creation of a recruitment plan is in progress by the EPC to address strategies for recruiting sufficient volunteers to ensure the appropriate level of readiness in the event of an emergency.

Establish more Neighbourhood Emergency Preparedness (NEP) groups, focusing on local emergency preparedness and mitigation, and participation in Minetown Day to promote public education and preparedness: EPC attended 2012 Minetown Day, and arranged for NEP volunteer, Linda Hungar, to distribute Earthquake and Tsunami brochures to shoreline residents after November Haida Gwaii earthquake.

Prepare application and report to Council to apply for UBCM funding related to mitigation of urban interface fire risk in the Foothills area: EPC prepared application and Council approved the District's share of the funding; however, the application was rejected. EPC continues focus on public awareness including FireSmart program (vegetation management) on individual properties as citizen level risk management.

Coordination of continuing emergency preparedness training for District staff as needed: new staff undertook basic emergency preparedness training.

Coordination of emergency preparedness training for elected officials: EPC in process of coordinating a workshop, 'EOC Policy Group 101', for elected officials in the region.

Continuing community communications regarding earthquake preparedness: EPC attended two Council meetings during 2012 (February and November) to make presentations on Emergency Preparedness and notification procedures for earthquakes and tsunami warnings. Information also provided to the public through Lantzville Log, Facebook, direct mailouts (after November Haida Gwaii earthquake), pamphlets in District office reception area, presentation to community groups, Emergency Preparedness Guidebooks, and community participation/promotion regarding the annual Great BC Shakeout.

Goals for 2012-2014:

- ✓ EPC's continuing attendance at various conferences/workshops and participation in the Mid-Island Emergency Program Coordinators function and new Regional Community Recovery Working group (focus on recovery/resilience in the community).
- ✓ ongoing recruitment, orientation and training of local ESS volunteers to ensure operation readiness
- ✓ establish more Neighbourhood Emergency Preparedness (NEP) groups, focusing on local emergency preparedness and mitigation, and participation in Minetown Day to promote public education and preparedness.
- ✓ coordination of continuing emergency preparedness training for District staff as needed
- ✓ coordination of emergency preparedness training for elected officials
- ✓ continuing community communications regarding emergency preparedness
- ✓ participation in a region-wide table top earthquake scenario exercise with RDN and Oceanside scheduled for 2014

Performance Measures:

- ✓ education & training that facilitates EPC competencies to deal with an emergency
- ✓ number of NEP and ESS volunteers recruited

- **Bylaw Enforcement**

The District has a contractual arrangement with the Regional District of Nanaimo to provide bylaw enforcement services to Lantzville residents. A bylaw enforcement officer investigates complaints from residents relating to such matters as dangerous animals, noise control and land use. The bylaw enforcement officer takes the necessary steps to resolve the issue. The District's policy when dealing with enforcement issues are investigated upon complaint in addition to seeking voluntary compliance whenever possible.

Goal for 2012 & Related Progress:

Reporting to Council at its in-camera meetings periodically during the year: Council received monthly by-law enforcement updates from RDN staff and more detailed reports on specific properties as requested by Council or the CAO.

Goals for 2013-2014:

- ✓ review the existing enforcement policies and protocols of the Regional District of Nanaimo, propose amendments to these where appropriate and/or recommend establishment of the District's own bylaw enforcement policies
- ✓ reporting to Council at its in-camera meetings periodically during the year

Performance Measures:

- ✓ Council receipt of report regarding review of existing bylaw enforcement policies and protocols
- ✓ Council receipt of bylaw enforcement reports
- ✓ number of contraventions resolved on a voluntary basis

3. COMMUNITY PLANNING

- **Land Use Planning**

The primary role of the Planning Department is to provide the District with a planning program to promote the orderly and economical development of the community by adhering to the District's OCP, Zoning and Subdivision Bylaws. Currently the District provides this service through a planning consultant.

Goals for 2012 & Related Progress:

Facilitate amendments to the land use bylaws (i.e. OCP, Zoning) when required: Council considered changes to the District's zoning bylaw regarding urban agriculture during 2012 but did not adopt any amendments to the bylaw. Council has directed staff to prepare amendments to the OCP in 2013 regarding legislative changes only.

Goals for 2013-2014:

- ✓ preparation of OCP revisions for Council's review and approval
- ✓ initiate process for considering urban agriculture on a community wide basis
- ✓ initiate planning process for village core improvements
- ✓ initiate public conversation regarding the legalization of secondary suites

Performance Measures:

- ✓ Council approval of OCP revisions and amended zoning bylaws, after consultation with residents and other interested parties/stakeholders
- ✓ applicant satisfaction
- ✓ developer satisfaction

- **Land Development and Subdivision Approval**

The Approving Officer processes subdivision applications to ensure that all legislative requirements are met, District policies and bylaws are adhered to, and that development approval is coordinated among District departments and outside agencies. Council of the District appointed Twyla Graff (District CAO) in early 2012 to act in this capacity; however, the new Community Planner was appointed to this roll in April 2013.

Goals for 2012 & Related Progress:

Land development/subdivision applications are processed appropriately: Subdivision applications/approvals were done in a timely manner and in accordance with legislative requirements and District bylaws and policies.

Goals for 2013-2014:

- ✓ subdivision applications/approvals are done in a timely manner
- ✓ subdivision applications/approvals are given subject to legislative requirements and that adhere to District's low impact development standards
- ✓ subdivision applications/approvals are given subject to application of the District's various applicable bylaws and policies

Performance Measures:

- ✓ timely manner in which subdivision applications/approvals are processed
- ✓ subdivisions are developed to the standards pursuant to District bylaws

- **Building Inspection**

Building Inspectors enforce the Building Code and regulatory bylaws governing building, heating, plumbing, and zoning. The District contracts with the Regional District of Nanaimo to provide Building Inspection services to the residents of Lantzville.

Goals for 2012 & Related Progress:

Building permits applications/approvals are done in a timely manner in accordance with regulations: Building permits were issued on a timely basis in accordance with regulatory and legislative requirements including District bylaws.

Goals for 2013-2014:

- ✓ building permit applications/approvals are done in a timely manner
- ✓ building permits are issued subject to meeting B.C. Building Code requirements, District bylaws, and other regulations as applicable

Performance Measures:

- ✓ timely manner in which applications/approvals are processed

4. ENGINEERING, PUBLIC WORKS & PARKS

The District has two full-time and one temporary seasonal staff in this department which ensures the safe and efficient operation of the District's waterworks, Phase 1 and 2 sanitary sewer collection systems, storm drainage systems, parks, municipal buildings, signage and other related facilities and equipment. In addition, a summer student is hired to assist with the maintenance of parks on a short-term basis.

- **Transportation, Roads and Drainage**

A municipality is responsible for maintaining local roads within its boundaries. The District contracts this service directly to Windley Contracting Ltd. Our public works department provides some road maintenance services such as pothole repairs, signage and other minor road repair items.

Goals for 2012 & Related Progress:

Completion of road network plan within Financial Plan parameters: the Road Network Plan / Transportation Review was completed by Boulevard Transportation Group with the research being carried out between November 2012 and March 2013. Council received a presentation of their findings at its March 25, 2013 Council meeting. Staff will review the recommendations in this report and report back to Council on action plans resulting from them in mid-2013.

Replacement of Lantzville Road culvert within Financial Plan parameters: the contract for the replacement of Lantzville Road culvert was awarded to Bowerman Excavating Ltd. and the works were completed in September 2012 within the amount budgeted.

Identify, where appropriate, future trails/linkages as part of the implementation of the Trails and Journeyways Strategy: District staff worked with members of the Parks and Recreation Commission to prioritize and estimate costs for trail and road end projects. During the 2013-2017 financial planning process, Council approved the allocation of carry-forward amounts to some of these trails for construction over the next five years, including three trails (Ware Road, Romac Road, and North Road) to be built in 2013.

Chip sealing of gravel roads within the District: the contract for the chip sealing of the District's remaining unpaved roads was awarded to Shades Tankers Ltd. and the chip sealing was completed in August 2012 within the amount approved by Council.

Goals for 2013-2014:

- ✓ to promote safe travel for vehicles, pedestrians and cyclists
- ✓ facilitate completion of road resurfacing projects in the 2013 Capital Plan, including Ware Road and Tremblay Drive
- ✓ facilitate completion of 2013 watermain replacement on Peterson Road
- ✓ review implications of Road Network Plan and present report to Council with recommendations for implementation

Performance Measures:

- ✓ Council receipt of report outlining the implications and action plans related to the Road Network Plan
- ✓ completion of Capital Plan projects within Financial Plan parameters
- ✓ feedback from residents regarding road maintenance

- **Waterworks**

The District supplies and distributes water for household use, commercial and fire suppression purposes to approximately 900 properties. The District is responsible for ensuring that the water it supplies meets strict drinking water quality guidelines. The District is also responsible for maintaining and improving the equipment and infrastructure related to this supply and distribution system.

Goals for 2012 & Related Progress:

Ensure the District provides safe reliable water for drinking purposes:

District staff conducted the required weekly and other periodic water testing and the Vancouver Island Health Authority found all results to be satisfactory.

Protect the community aquifer by continuing to provide programs to promote and conduct water conservation: Council continued to support the low-flush toilet rebate program with \$3500 allocated in the 2012 Financial Plan. Thirteen residents received rebates in 2012. Further, residents were advised of watering restrictions via Community Updates, the District website, and notices in the utility billings or hand-delivered to homes. Fifty residents with high water consumption also received information from the RDN Team WaterSmart "irrigation audit" program regarding suggestions for reducing water consumption.

Goals for 2013-2014:

- ✓ ensure that the District provides safe reliable water for drinking purposes
- ✓ ensure that the District system operates with adequate flows for fire protection purposes
- ✓ protect the community aquifer through water conservation strategies such as public education, watering restrictions, tiered water consumption rates
- ✓ continue to promote the low-flush toilet rebate program

Performance Measures:

- ✓ a new water supply source is identified and an implementation strategy is developed
- ✓ satisfactory results from ongoing water sampling procedures
- ✓ reduction in water consumption, particularly in the peak summer months
- ✓ number of low-flush toilet rebate monies returned to property owners

- **Sewer Collection**

The District provides sewer collection services for approximately 460 properties. The District is responsible for maintaining and improving the District-owned equipment and infrastructure related to this system within federal and provincial regulations.

Goals for 2012 & Progress:

Complete remaining individual property connections to Phase 2 of the sanitary sewer collection system: Staff continue to work with 11 property owners whose properties remain unconnected to the sewer system, including preparing for the potential installation of the connections by the District at the expense of the property owner.

Goals for 2013-2014:

- ✓ facilitate completion of remaining property connections to Phase 2 of the sanitary sewer system
- ✓ ensure the District operates its sanitary sewer collection system in accordance with federal and provincial regulations

Performance Measures:

- ✓ degree of individual connections to Phase 2 of the sanitary sewer collection system

- **Parks**

The District maintains various parks, playgrounds, and road ends within the District.

Goals for 2012 & Progress:

Completion of upgrades to the gazebo in Huddleston Park: the required repairs to the gazebo were fewer than anticipated and were completed in November 2012 significantly under budget. This budget variance was carried forward to 2013 to offset District facilities costs.

Review alternatives for more coordination of parks and recreation activities and services in the District: feedback was received from residents in the Citizen Satisfaction Survey as well as a survey that was distributed with a Parks, Trails and Recreation brochure distributed by the Parks and Recreation Commission. Council has considered this feedback as part of its strategic planning. In addition, the Seaside Community Society has introduced new recreation programming at Costin Hall since the renewal of the District's lease for that facility.

Goals for 2013-2014:

- ✓ continue implementation of the Parks, Trails and Recreation Plan as approved by Council and included in the 2013-2017 Financial Plan
- ✓ work with Parks and Recreation Commission to prepare recommendations for playground upgrades in the District
- ✓ facilitate construction of trails on Ware Road, Romac Road and North Road per the District's Trails and Journeys Plan within the 2013-2017 Financial Plan parameters

Performance Measures:

- ✓ completion of Parks, Trails and Recreation Plan items
- ✓ Council receipt of report regarding recommendations for playground upgrades
- ✓ construction of 3 trails identified in the 2013 Financial Plan

STATEMENT OF PERMISSIVE PROPERTY TAX EXEMPTIONS

In accordance with Section 98(2)(b) of the *Community Charter*, the following properties in the District of Lantzville were provided permissive property tax exemptions by Council

Property Description	Exemption	Approximate Value of Taxation Exemption – 2012 (includes Municipal & Other)
7113 Lantzville Road St. Philip's by the Sea Anglican Church	Land & Improvements	\$2,100
7244 Lantzville Road Woodgrove Christian Community Church (Heritage Church)	Land & Improvements	\$2,206
Lot 1, Plan 9671, DL 27G Tennis Courts (School Rd.)	Recreation Land	\$2,913
7232 Lantzville Road Costin Hall	Land & Improvements	\$9,807
7225 Lantzville Road Seaview Centennial Branch #257 of The Royal Canadian Legion	Land & Improvements	\$6,415
Island Corridor Foundation Railways	Land & Improvements	\$20,755
7660 Clark Drive Aspengrove School	Land & Improvements	\$15,418