

ANNUAL REPORT

TOWN OF PORT MCNEILL

| RECEPTION@PORTMCNEILL.CA



Port McNeill



2022

PORT MCNEILL RESPECTFULLY ACKNOWLEDGES THAT WE ARE SITUATED ON THE
TRADITIONAL TERRITORIES OF THE KWAKWAKA'WAKW PEOPLES

2022 TOWN STAFF

OFFICE ADMINISTRATION

CHIEF ADMINISTRATIVE OFFICER - BRENDA JOHNSON

CHIEF FINANCIAL OFFICER - BRENDA JOHNSON

DEPUTY FINANCE OFFICER - LAURA EVANS

ADMINISTRATIVE ASSISTANT - CHRISTINA JACKSON

RECEPTION - JENNIFER MACGREGOR

PUBLIC WORKS

PUBLIC WORKS MANAGER - JULIAN ALLEN

CHARGE HAND - SCOTT SINCLAIR

PUBLIC WORKS ADMINISTRATIVE ASSISTANT - NICOLE BULLOCK

PUBLIC WORKS CREW - ALISA VANDERBERG, CAROLE FRABONI, AARON NEELY, GARRETT CHALMERS

YOUTH EMPLOYEES - KAI, JOEY, MATTHEW, SHELBY

HARBOUR AUTHORITY

HARBOUR MANAGER - REBECCA ADAMS

INTERIM HARBOUR MANAGER - TROY SIMONEAU

ASSISTANT HARBOUR MANAGER - LUCAS WILLIAMS

DOCK HAND - LEANNA OGDEN

YOUTH EMPLOYEES - MIA, LUCY

VISITOR EXPERIENCE TEAM (MUSEUM AND VISITOR CENTRE)

MANAGER OF VISITOR EXPERIENCE - CHRIS WOO

YOUTH EMPLOYEES - ASHLYN, TRINITY, OWEN, EMILIE, RYAN

CONTRACT POSITIONS

ANIMAL CONTROL - SHARRI WIGMAN

BROUGHTON STRAIT CAMPGROUND - SHARRI WIGMAN

CUSTODIAL - SHARRI WIGMAN

2022-2026 ELECTED OFFICIALS



COUNCILLOR
ANN-MARIE BARON

- EMBC
- FIRE DEPARTMENT
- HARBOUR ADVISORY
- PARKS & RECREATION
- MUSEUM

COUNCILLOR
SHELLEY DOWNEY

- CHAMBER OF COMMERCE
- COMMUNITY HEALTH
- TOURISM
- YOUTH/SENIOR

MAYOR
JAMES FURNEY

- RCMP LIAISON
- AIRPORT LIAISON
- COMMUNITY FOREST
- REGIONAL DISTRICT / HOSPITAL
- TOURISM

COUNCILLOR
LEIGHANN RUEL

- ADVANCED TRAINING AND EDUCATION
- PARKS & RECREATION
- VANCOUVER ISLAND NORTH TRAINING & ATTRACTION SOCIETY

COUNCILLOR
MICHELLE CARSON

- NOT FOR PROFIT
- PUBLIC WORKS
- TRI-ISLAND FERRY / REGIONAL TRANSIT
- VIR LIBRARY
- VI NORTH WOODLANDS ADVISORY GROUP

2022 COMMITTEES & VOLUNTEERS

FIRE DEPARTMENT

FIRE CHIEF - DEAN TAIT

ASSISTANT CHIEF - KYLE REZANSOFF, ANDREW FLETCHER

CAPTAINS - JAMES WILLSON,

LIEUTENANTS - MICHAEL MILLER, GARRETT CHALMERS

FIRE FIGHTERS - M. BREMNER, J. CYR, T. HARDER, M. SCOTT, M. PETERSON, K. TAIT, A. WILSON,

C. GUINDON, R. BUTCHER, J. STAHLEY, D. VANLERGERG, J. KWON, T. HEASLIP,

EMERGENCY MANAGEMENT

EMERGENCY PLANNING COORDINATOR - MELODY WILSON

DEPUTY EMERGENCY PLANNING COORDINATOR - VACANT

EMERGENCY SUPPORT SERVICES DIRECTOR - KEN BURKHOLDER

EMERGENCY SUPPORT SERVICES - VACANT

HARBOUR ADVISORY GROUP

CHAIR - PETER DARWIN

VICE CHAIR - DOUG ANWEILER

MEMBERS - COUNCILLOR ANN-MARIE BARON, DAVE ISKRA, GEOFF HARROP,

DARREN MATWICHUK, LUC WILLIAMS (STAFF)

TOURISM COMMISSION

CHAIR - BILL MCQUARRIE

MEMBERS - COUNCILLOR SHELLEY DOWNEY, LIZA FURNEY, JONNA DIXON,

BRUCE MCMORRAN, TRUDY LACASSE, CHRIS WOO (STAFF)

ADVISORY PLANNING COMMISSION

CHAIR - DAVID MITCHELL

VICE CHAIR - JON FLINTOFT

MEMBERS - CHARLOTTE MELLSTROM, KIM LEFEBVRE, THERESA LIGHT, JEAN WHEELER

The *heart* of a *volunteer* is not measured in size,
but by the depth of the commitment to *make a difference* in the lives of others.

CHIEF ADMINISTRATIVE OFFICER

BRENDA JOHNSON, CPA | CFO@PORTMCNEILL.CA

2022 was a busy year as the world began to start opening up again. The Town continued to operate business as usual to deliver services to the community and visitors.

It was also an election year where we saw some change in Council. We thank Mayor Gaby Wickstrom, Councillor Derek Koel, and Councillor Ryan Mitchell for their service during the 2018 – 2022 term. We welcomed newly elected Mayor James Furney, Councillor Michelle Carson, Councillor Leighann Ruel, and returning incumbents Councillor Ann-Marie Baron and Councillor Shelley Downey.

The Town completed a few capital improvements, which included upper Haddington drainage upgrade and repairs, multi-use parkway, Hemlock Street sanitary sewer upgrades, and phase two of the Beach Drive bank remediation. Phase 3 of the Beach Drive bank remediation is scheduled to take place in 2023. Julian Allen, Public Works Manager and his team Garrett Chalmers, Carole Fraboni, Aaron Neely, Scott Sinclair, and Alisa Vanderberg contributed greatly to the success of these projects.

Fire Chief Dean Tait and the volunteer fire fighters kept the community safe. The firehall saw some capital improvements to the building with a new roof to be completed in 2023.

CHIEF ADMINISTRATIVE OFFICER

BRENDA JOHNSON, CPA | CFO@PORTMCNEILL.CA

The Town welcomed a Chris Woo to the position of Manager of Visitor Experience. His role included reopening and managing of the museum, managing the visitor center, and the pool.

Marilyn MacArthur was hired as the Economic Development Manager through a grant from the Island Coastal Economic Trust. Laura Evans kept the finance department running smoothly. Christina Jackson took on the role of Administrative Assistant and Jenny MacGregor came on board as Receptionist. Nicole Bullock was hired to assist with Public Works Administration and help move us towards our safety goal in receiving our Certificate of Recognition (COR) through WorkSafeBC. This is a goal we are striving to achieve in 2023.

Harbour Manager, Rebecca Adams went on maternity leave and Troy Simoneau filled the position in her absence. Luc Williams, Assistant Harbour Manager was on hand to help with a smooth transition. Luc also worked at the Town Office in the winter to help with some special projects.

A strategic planning session is planned with Council in early 2023 and we look forward to the opportunities that will come from that session.

A big thank you to everyone who made 2022 a successful year, including Council, staff, volunteers, and to the local committees and commissions that make us a great Town to live in.

What did we do in 2022?

Along with regular maintenance of the Town buildings, roads and sidewalks, parks, campground, three wells, sewage treatment plant and sanitary sewers, the main focuses for Public Works was completion of the upper Haddington Storm Sewer drainage Phase 2 (upgrades and repairs), and completion of Phase 2 of the Beach Drive Bank remediation. Funding for the multi-use parkway was obtained through an Active Transportation Grant and plans for sidewalks and improvements along Hemlock Street were undertaken.

Capital works completed included:

- Upper Haddington drainage Upgrade and repairs (phase 2)
- Schoolhouse Creek - danger tree removal
- Multi use parkway
- Hemlock Street Sanitary Sewer upgrade
- Water Chlorination study was completed
- Video inspection of sanitary sewer collection system (This provides the Town with a foundational piece in order to provide information about potential works required and scope of repairs)
- Successful pool season after the mechanical upgrades having been completed the previous year (2021)

The operation and maintenance of the water and sanitary mains that runs the length of Port McNeill remains a priority for the Public Works Department, as this is essential for the health of our citizens and financial health of our Town. Managing this infrastructure includes preventative measures such as the video inspection of the sanitary sewer collection system and provide us with valuable information to sustain this infrastructure for future planning.

Beach Drive slope mitigation continued into 2022, with completion of Phase 2, and funding secured for Phase 3. Extensive planning and design took place, and we were in a good position (despite delays for permitting), to enter into active works being scheduled for early 2023. Much of the work that takes place in Public Works is the preparation and planning of projects and to this end, 2022 was a successful year.

Public Works continues to receive a tremendous commitment to the hiring of summer students, and 2022 was no exception. The hiring program provides our community with youth employment opportunities and provides a well-rounded experience that may culminate in a commitment to a career in Public Service/Public Works. This demonstrates a forward-thinking approach to the work we undertake. Each day I am reminded that we are fortunate to have a committed, Public Works team that demonstrates professionalism, resourcefulness, and tenacity.

MUNICIPAL & FEDERAL SMALL CRAFT HARBOUR

The Harbour Authority in 2022 continued with its daily business. The Covid restrictions slowly eased by regulatory compliance allowing increased utilization rates increase starting by the middle of summer season and working its way into a steady fall and commercial fishing season. Our Municipal docks saw intermittent 100% utilization rates from July to September during these times. Test netting for Sockeye season teased us to no prevail and a stronger presence from our fishing and urchin diving fleet were welcome at the Federal docks with utilizations at times were at 130%. The Ministry of Transportation and Infrastructure (M.O.T.I.) facility remained closed until further engineering inspections were being completed with original ramp concerns as a start to larger concerns of repair and access. Overall use of the Harbour and its facilities were on a steady rise. Focus on safety, process, procedure, repair & maintenance were continued and implemented daily.

The former Harbour Manager had taken maternity leave in August after training her Interim replacement, Troy Simoneau who also continued to work with assistant manager Lucas Williams rolling out process and procedures to increase communication, customer service and closure to day to operations. Three Wharfinger dock attendants worked full time for the summer season starting in May to September. Leanna Ogden, Lucy Mylymok and Mya Servatius.

HARBOUR 2022 ACCOMPLISHMENTS

- Completion of P Dock, Trestle, Gangway and Fish cleaning station
- Approved and set up Collection Agency as a preferred vendor.
- Repaired, added and or replaced thrush bearing, sheave bearings, added grease lines from boom to ground level, added winch guard and replaced remote for the Jib Crane on Loading Dock increasing utilization rates with our Harbour users specifically our commercial fisherman.
- Replaced 2 windows in the Harbour Building
- Replaced and modified gate on drive on commercial concrete dock.
- Repaired and replaced Parking lot B drainage to sea wall.
- Implemented Safety board and daily Job Hazard Assessments
- Purchased and set up emergency pump out cart with 2" trash pump.
- Added safety, daily users, annual concrete users, repair & maintenance to dock walks.
- Developed summer and winter processes for dock walks, dock maps, yard walks.
- Developed a monthly process for used oil and container collection.
- Completed electrolysis surveys for Municipal & Federal docks eliminating stray voltage (a hot harbour) within our federal docks.
- Completed above and below water inspections and core sampling of pilings for M.O.T.I.
- Complete Camera installations on Federal and Municipal docks.
- Installed a second customer service station.
- Installed security camera monitors.
- Installed a customer access to weather networking.
- Created a chart and data knowledge room in the existing Harbour building for vessel owners & guests.



HARBOUR 2022 ACCOMPLISHMENTS (CONTINUED)

- Developed a working relationship with Transport Canada for documentation and learning materials for guests.
- Repairs made to shore side pilings to M.O.T docks.
- Completion of Staff Operations Manual.
- Development of Manager Operations Manual.
- Development of Debt Collection Policy.
- Installation of Bear Proof Bins along Harbour seawall.
- Electrical Schematic for Municipal and Federal docks were completed.
- Above water inspections for E and K docks.
- Eliminated manual processes for data collection with the day-to-day users for boat launch, drive on concrete float and the storage of equipment including forklifts.
- Replaced gangway decking at the entrance to the loading dock trestle and re installed light posts.

HARBOUR 2023 GOALS

- Shower & Restroom facility plans & replacement.
- Harbour Parking Lot B plans.
- E & K dock replacement.
- 2021-2022 Harbour Dock Repairs List completion for insurance purposes.
- Harbour E and K dock Plans.
- Communication Boards for Ramp entrances.
- Wharfinger shack for summer students.
- Above and below water inspections for Municipal docks to create a 5-year business plan and capital budget.
- Re open M.O.T.I.
- Marina software.
- Fibre & Cat 9 cabling trenched from Harbour building to Municipal gangway for Wi Fi.



As the Visitor Centre entered its first season, post pandemic, we filled the Manager position and moved to a more experience based focus. The world slowly started to wake up, and people started to travel again. As we welcomed international traffic back into our borders, there was an apprehensive excitement about it. A lot of the staff we hired for seasonal workers, were interacting with the public for their first time.

Our staff were engaged in the Tourism Industry, and worked very well to develop good relationships with local businesses and our visitors.

Successes

- We developed a new Port McNeill Brochure for our visitors.
- We developed new relationships with Port Hardy, Alert Bay and Sointula and worked very well together with Vancouver Island North Tourism.
- The team developed good communication skills and worked well together. 2 members were returning members from the season before and we hope to have more return again for 2023.
- We engaged in Community Events, leading Canada Day Festivities and creating fun for the community and our visitors.

2023 Goals and Objectives

- Create a Standardized Hiring Procedure for our Seasonal Workers with a better onboarding process.
- Develop a new map for our Community.
- Engage our Visitor Experience Team with creating digital content for our Social Media Pages to showcase some of our local attractions.

TOTAL VISITOR PARTIES (JULY 1-SEPTEMBER 30):

- **2022 – 3398 PARTIES, 5373 VISITORS**
- **2021 – 1997 PARTIES, 3669 VISITORS**
- **2020 – 1336 PARTIES, 2344 VISITORS**
- **2019 – 3212 PARTIES, 6243 VISITORS**

WE ARE SEEING A STEADY INCREASE IN VISITORS AND HAVE EXCEEDED THE PRE-PANDEMIC NUMBERS OF 2019 IN SOME AREAS. MAJORITY OF VISITORS ARE LOCAL FROM BC, BUT THE DEMOGRAPHIC HAS REALLY BECOME A GLOBAL MARKET AGAIN, TAKING IN VISITORS FROM ALL OVER THE WORLD.



PORT MCNEILL HERITAGE MUSEUM

CHRIS WOO | CWO@PORTMCNEILL.CA

The goals for the Museum for 2022 were to get the doors open to the public for the first time since 2019 and create engagement at the Museum. What seemed like a daunting task when first entering the dusty and unused space, turned out to be an amazing adventure for our team.

We started the year with a successful Ice Cream Float Fundraiser, bringing in people from our community that had never been to the Museum, raising awareness that we were re-opening and creating an event bringing people together again after the pandemic. We had Senior's tea parties and enjoyed getting people back inside the museum.

We then hosted a Dunk Tank at the Canada Day Celebrations and carried on with a fairly successful summer. We moved into the fall and hosted some a Bird Watching group from Victoria, as they all gathered to view a presentation on one of their members big years.

Finding new ways to engage our community, we partnered with the Gatehouse Theatre and hosted a Haunted Museum! We invited the schools to come down early on Halloween Day to have a sneak peak and then opened to the public in the afternoon and evening, finishing off the night with the Local Fireworks display. This was a great success and I foresee this being a growing tradition.

We also partnered with some local photographers to finish off the year and hosted Family Christmas Photos in the Museum. All proceeds were donated to charity to help people in the community.

2023 Goals and Objectives

- Create an event calendar for the year to assist with promoting events to the schools and to the public.
- Create new programs to engage our youth in the community.
- Engage with our Senior Population for story telling sessions where we can record a piece of history for posterity and education.



SWIMMING POOL

CHRIS WOO | CWO@PORTMCNEILL.CA

Swimming Pools across the Country have been faced with similar challenges coming out of the pandemic, and the most common is qualified staff. Due to the skills and training required to be a lifeguard, it's not a job that is easily filled, and the qualifications are not easy to achieve. With the pandemic gap that pushed people out of this field of work, we will be suffering the effects of this for years to come.

That being said, our staff worked very hard at keeping up the standards of the Port McNeill Swimming Pool, focusing and dedicating time to educate the children of our community, and keep swimmers active.

It was recognized by our Pool Supervisor that there was some room to change the operations to try and make things run more smoothly. These suggestions will be put forward into operations for 2023 and we will try a new structure, modeled after the Port Hardy Swimming Pool.

2023 Goals and Objectives

- Try out a new operating structure to have guards more active, with less administrative duties.
- Create some more standard operating procedures.
- Think outside the box on how to attract more workers that are not all school students.
- Work closely with Port Hardy on mirroring some operational procedures so that it will be easier to share staff.
- Try to create a swim club through the Fall/Winter, in partnership with Port Hardy.



VISITOR EXPERIENCE

CHRIS WOO | [CWO@PORTMCNEILL.CA](mailto:cwoo@portmcneill.ca)

Port McNeill Tourism had a great year. There was a lot of progress made on the first year coming out of the pandemic and there is a great core of dedicated people in our Tourism Commission, devoted to providing true north island experiences to our visitors. There were some great wayfinding signs placed around town, and we worked together to develop a new Port McNeill Brochure in.

We made a strong push to create more digital content for our Town Website, as well as our Social Media. We worked to streamline our messaging and create some consistency in our imagery and content and looked at ways that we can upgrade our current platforms to make them more accessible for our community, exploring options to increase functionality.

2023 Goals and Objectives

- Hire a Visitor Experience Coordinator to work seasonally to create and develop Social Media Content. This will be a partnership with the Town of Port McNeill and in agreement, the Town will contribute to our Tourism Goals by installing a set of binoculars on Beach Drive.
- Create a new Map for the Town of Port McNeill that we can use for brochures
- Partner with MERS on the Whale Trail
- Partner with VINT on the BC Bird Trail
- Partner with VINT on the BC Ale Trail
- Continue to create clear and consistent messaging to our community and increase our reach on social media.
- Get pricing and proposals for a community messaging system that will allow for residents to choose how we communicate to them in case of emergency.
- Work with Chilton Arena to share our content



PORT MCNEILL FIRE RESCUE

FIRE CHIEF DEAN TAIT



114 Total calls including multiple technical rescues, A,B,C, and D class fires, road rescues, and multiple mutual aid calls with North Island Fire Departments.

Wildfire Response to Highway 19 Km 342 with Pumper 3 and WT1

Seven members completed their NFPA 1001 - Firefighter I curriculum. Two firefighters completed exterior curriculum. One Officer completed Fire Leadership and Administration II.

Five Members completed Survival Training and Rescue Techniques (S.T.A.R.T.) at the VIERA training centre in Comox.

Six members completed Auto Ex Techniques course with KGC.

Increased training in-house to complete VIERA Program. Training on Thursday nights, with evaluations on Tuesday nights. Members have bought into this program to meet the updated Structure Firefighter Minimum Training Standards.

Worked with BCEHS, RDMW, and Campbell River SAR to develop North Vancouver Island Emergency Rescue Plan.

2023 Goals and Objectives

- Hope to have all upgrades from the grant finished this year.
- Pumper 5 into service
- Pumper 3 transitioning to our wildland truck
- Pumper 1 Shelter.
- Training Ground Improvements including new seacans for training building.
- Acquiring a hangar at the airport to store P3, P1, and have loft above for storage.
- 10,000 gallon tank at training ground for supplemental water
- Developing a Recruitment Plan
- Look into modernizing fire department bylaws
- Purchased cargo trailer with intention of using as technical rescue and wildland interface fire response unit.
- Looking into a boat for the increased number of Marine Incidents
- Harbour fire suppression lines to be installed

PORT MCNEILL RCMP

MAYORS REPORT



MONTHS: JANUARY 1, 2022 TO DECEMBER 31, 2022	TOTAL	PORT MCNEILL
TOTAL FILES	1768	
ROAD BLOCKS	6	6
ASSAULTS	52	32
SEX ASSAULTS	7	20
MISSING PERSONS	30	38
B&E RESIDENCE	11	5
B&E COMMERCIAL	4	2
MISCHIEF	41	27
MENTAL HEALTH	95	75
SHOPLIFTING	18	15
THEFT FROM MOTOR VEHICLE	9	7
FALSE ALARM	45	39

PORT MCNEILL RCMP (CONTINUED)

MAYORS REPORT



MONTHS: JANUARY 1, 2022 TO DECEMBER 31, 2022	TOTAL	PORT MCNEILL
BYLAW - NOISE COMPLAINT	25	14
INTOXICATED IN PUBLIC PLACE	19	19
BREACH OF PEACE	36	22
UNSPECIFIED ASSISTANCE	148	109
ABANDONED 9-1-1	39	23
MOTOR VEHICLE ACCIDENTS	66	46
DRUGS FILES	3	1
IMPAIRED DRIVING INVESTIGATIONS (INCLUDES IRP'S)	53	43
BREACH OF PROBATION	3	2
CAUSE OF DISTURBANCE	34	27
PRISONERS	57	0