



GOVERNMENT SERVICES COMMITTEE

MONDAY, OCTOBER 15, 2012

6:15 P.M.

COUNCIL CHAMBERS, CITY HALL

410 ESPLANADE

Mandate – To advise Council on a broad spectrum of issues related to departmental matters

	<u>Page</u>
COUNCILLOR STEVE ARNETT, CHAIR	
CALL TO ORDER	
1. AGENDA APPROVAL	
2. MINUTES	
2.1. Minutes of the Government Services Committee Meeting held September 17, 2012	3 – 7
3. DELEGATIONS	
None	
4. REPORTS	
4.1. City Manager's Report - verbal	
4.2. Financial Update to September 30, 2012	8 – 12
4.3. Building Inspector's Report September 2012	13
4.4. Trolley Report – September 2012	14
4.5. Fire Chief's Report – September 2012	15
4.6. Coastal Animal Control Services – September Pound Report	17 – 18
4.7. Visitor Information Centre – September 2012 Report	19 – 20
5. MEMBER SUBMISSIONS	
5.1. Reports from Delegates to the 2012 Union Of British Columbia Municipalities Convention	

6. CORRESPONDENCE

None

7. NEW BUSINESS

8. UNFINISHED BUSINESS

None

ADJOURNMENT



TOWN OF LADYSMITH
MINUTES OF A REGULAR SESSION OF
THE GOVERNMENT SERVICES COMMITTEE
MONDAY, SEPTEMBER 17, 2012
4:30 P.M.

COUNCIL MEMBERS PRESENT:

Councillor Steve Arnett (entered later)
Councillor Bill Drysdale
Mayor Rob Hutchins
Councillor Glenda Patterson

Councillor Jill Dashwood (Chair)
Councillor Gord Horth
Councillor Duck Paterson

STAFF PRESENT:

Ruth Malli
Felicity Adams
John Manson

Sandy Bowden
Erin Anderson
Joanna Winter

CALL TO ORDER

Councillor Dashwood called the meeting to order at 5:00 p.m.

AGENDA APPROVAL

Councillor Dashwood requested the Committee's consideration of the following addition to the agenda:

7.1 Number 11 Bell

GS 2012-085

It was moved, seconded and carried that the agenda for the Government Services Committee meeting of September 17, 2012 be adopted as amended.

MINUTES

GS 2012-086

It was moved, seconded and carried that the minutes of the Government Services Committee meeting held July 16, 2012 be adopted as circulated.

DELEGATIONS

Staff Sergeant Larry Chomyn, Carla Sampson (Victim Service Program)

Quarterly Update

S/Sgt Chomyn provided Committee members with a summary of Ladysmith Detachment activities in the second quarter of 2012, and responded to questions. Carla Sampson, Program Manager of Ladysmith Victim Services, provided an overview of the program activities in Ladysmith, and responded to questions regarding the percentage of victims served from outside Ladysmith and program funding. Ms. Sampson stated that in 2012, 70 percent of individuals served were from Ladysmith and that Areas G and H of

the Cowichan Valley Regional District do not provide funding for the program.

**Micheal Razberry, Razmataz Productions
Proposed Documentary Commemorating the Vancouver Island Miners' Strike**

M. Razberry gave an overview of his proposed documentary on the Vancouver Island Miners' Strike and responded to questions from Council.

2012-087

It was moved, seconded and carried that the following item be added to the agenda:

7.2 Request for Sponsorship of Miners' Strike Documentary

Debby Funk, Wayne Bourque (Parks Canada), Brett Hudson (BC Parks)

Southern Strait of Georgia National Marine Conservation Area Reserve Proposal

W. Bourque and B. Hudson presented a proposal for a national marine conservation area reserve in the southern Strait of Georgia and responded to questions from Committee members. It was indicated that Council and citizens will have further opportunities to provide input into the proposed marine conservation area.

REPORTS

City Managers Report

The City Manager provided a verbal report to the Committee and responded to questions with respect to staff work plans and priorities.

Request for Permissive Tax Exemption – Ladysmith Maritime Society

GS 2012-088

It was moved, seconded and carried that the request for Permissive Tax Exemption on each of three areas outlined in the application for permissive tax exemption from the Ladysmith Maritime Society dated September 6, 2012 be considered *in seriatum*.

GS 2012-089

It was moved, seconded and carried that the Committee recommend to Council that Area 1 (Community Amenities) of the Ladysmith Maritime Society Community Marina as outlined in the application dated September 6, 2012 be granted a permissive tax exemption for 2013 on the full assessed value.

GS 2012-090

It was moved, seconded and carried that the Committee recommend to Council that Area 2 (Facilities for Marine Visitors) of the Ladysmith Maritime Society Community Marina as outlined in the application dated September 6, 2012 be granted a permissive tax exemption for 2013 on the full assessed value.

GS 2012-091

DEFEATED

It was moved and seconded that the Committee recommend to Council that Area 3 (Contract Moorage) of the Ladysmith Maritime Society Community Marina as outlined in the application dated September 6, 2012 be granted a permissive tax exemption of twenty percent for 2013.

OPPOSED:

Councillors Drysdale, Horth, D. Paterson, G. Patterson and Dashwood.

MOTION DEFEATED.

Mayor Hutchins declared a conflict of interest with the following item and excused himself from the meeting.

DEFEATED

Request for Permissive Tax Exemption – Royal Canadian Legion, Branch 171

GS 2012-092

It was moved, seconded and carried that the Committee recommend to Council that the Class 6 (Bar Area) portion of the Royal Canadian Legion Branch 171 be granted permissive tax exemption for 2013.

OPPOSED

Councillors Drysdale, Horth, D. Paterson, G. Patterson and Dashwood.

MOTION DEFEATED

Mayor Hutchins returned to the meeting. Councillor Arnett entered the meeting.

Policy on Boulevard Maintenance Standards

Mayor Hutchins requested that page two of the staff report "Policy on Boulevard Maintenance Standards", dated September 14, 2012 be corrected to read "...Second Avenue south of Symonds Street."

GS 2012-093

It was moved, seconded and carried that the Committee recommend to Council that staff be directed to develop a policy for the ongoing maintenance of road boulevards for consideration by Council.

OPPOSED:

Councillors Horth and G. Patterson

Replacement of Public Works Equipment

GS 2012-094 It was moved and seconded that the Committee recommend to Council that staff be directed to tender for the replacement of Unit #65, Flat Deck Truck and Unit #91, Backhoe, in accordance with the Town's purchasing policy.

Amendment

GS 2012-095 It was moved, seconded and carried that resolution GS 2012-094 be amended by adding:
and that the purchasing policy be waived to authorize staff to purchase this equipment up to a value of \$150,000.

AMENDMENT CARRIED

RESOLUTION GS 2012-094 CARRIED AS AMENDED.

GS 2012-096 It was moved, seconded and carried that the Committee recommend to Council that staff be requested to review the purchasing policy with respect to purchasing authority for vehicle replacement and report back to Council with proposed amendments.

Financial Plan Update to August 31, 2012

GS 2012-097 It was moved, seconded and carried that the Financial Plan Update for the Town of Ladysmith to August 31, 2012 be received.

Building Inspector's Report

GS 2012-098 It was moved, seconded and carried that the Building Inspector's Report for July 2012 be approved as amended to correct the header on page one.

GS 2012-099 It was moved, seconded and carried that the Building Inspector's Report for August 2012 be approved.

Trolley Report

GS 2012-100 It was moved, seconded and carried that the Trolley Report for June 2012 be referred to staff to correct trolley ridership figures..

Ladysmith Fire/Rescue Report

GS 2012-101 It was moved, seconded and carried that the Ladysmith Fire/Rescue Report for July and August 2012 be received.

Coastal Animal Control Services – Pound Report

GS 2012-102 It was moved, seconded and carried that the Pound Report from Coastal Animal Control Services for July and August 2012 be received.

Visitor Information Centre Report

GS 2012-103 It was moved, seconded and carried that the Ladysmith Visitor

Information Centre Report for July 2012 be received.

NEW BUSINESS

GS 2012-104 **Number 11 Bell (Town-owned Artifact)**
It was moved, seconded and carried that the Committee recommend to Council that the Number 11 brass bell currently housed in Council Chambers at City Hall be loaned to the Ladysmith Museum on a long-term basis, subject to staff review of ownership of Town-owned artifacts housed at the Ladysmith Museum and Ladysmith Archives.

GS 2012-105 **Documentary Commemorating Vancouver Island Miners' Strike**
It was moved and seconded that the Committee recommend to Council that the Town of Ladysmith provide sponsorship of \$1,500 to Razmataz Productions for a documentary commemorating the 100th anniversary of the Vancouver Island Miners' Strike.

MOTION REFERRED

GS 2012-106 It was moved, seconded and carried that consideration of the request for Town of Ladysmith sponsorship of a documentary commemorating the 100th anniversary of the Vancouver Island Miners' Strike be referred to the next meeting of the Government Services Committee, in order to receive input from the Heritage Revitalization Advisory Commission and the Ladysmith Historical Society.

ADJOURNMENT

GS 2012-107 It was moved, seconded and carried that this meeting of the Government Services Committee be adjourned at 6:42 p.m.

Vice-Chair (Councillor J. Dashwood)

CERTIFIED CORRECT

Corporate Officer (S. Bowden)



Town of Ladysmith

STAFF REPORT

To: Ruth Malli, City Manager
From: Erin Anderson, Director of Financial Services
Date: October 10, 2012
File No:

RE: FINANCIAL UPDATE - SEPTEMBER 2012

RECOMMENDATION(S):

That the Committee receive this report.

PURPOSE:

To inform the Government Services Committee on the Town's finances for the first 3 quarters of 2012.

INTRODUCTION/BACKGROUND:

The purposed of this report is to provide financial information on a regular basis.

SCOPE OF WORK:

Notes & Trends

- As of the end of September, there were approximately 5 percent of 2012 property taxes remaining unpaid. This is consistent with this time period in 2011.
- On September 24, the Town held the legislated Tax Sale. One property was set to be sold at auction. By default, the municipality bought the property at the opening bid (for the upset price which is made up of all charges owing to the Town plus an administration fee). The property has since been redeemed.
- The Permissive Tax Exemption Bylaw is on tonight's Council agenda for final adoption. Once adopted, the bylaw will be forwarded to BC Assessment to be on the exemption tax roll for the 2013 tax year.
- There have been two inquiries regarding the new Revitalization Tax Exemption program, though no formal paperwork has been received. The applications will be presented to Council once the appropriate paperwork has been received by the Finance Department.
- Investment income continues to exceed budget. This is due to lower than expected capital construction projects, resulting in greater bank and short-term investment interest earned on the funds held.
- The third quarter Utility bills will be mailed in October, due December 5, 2012.
- The Protective Services total does not include the 3rd quarter RCMP cost. It is expected that this next quarterly bill will be higher than in previous years as the number of members in the detachment is increasing to the full quota of municipal members and additional overtime costs were necessary.

Capital

- The Information Technology Strategy Plan, which is being steered by KPMG, is underway.
- The Tender for the Rubberized Spray Park was awarded to Marathon Surfaces Inc. and work will begin shortly.

- The contract with the agent to sell our Town-owned surplus lands has ended. No sales have occurred to date. The contract was being funded from the Real Property Reserve which must be replenished in order for additional projects to proceed.
- Work continues on the various waterworks & sewer projects.

Budgets

- Each Department is currently compiling their 2013-2017 financial plans (budgets).
- Continuing from prior year, the large dollar focus for 2013-2017 is on water & sewer capital construction.
- Attention also must be given to the replacement of the current assets – Capital Asset Management Funds will be included in the budget to replace existing infrastructure before it fails.
- In order to meet the Provincial goal to become carbon neutral, a new cost will be added to the 2013 budget for the purchase of carbon offsets. The cost of this will become clearer once the year-end financial statements are completed.
- Transitioning back to the PST from HST will have an impact on various budgets.
- RCMP costs will increase in 2013. In previous years, the detachment was not staffed at the full quota of members. Knowing this, the Town budgeted and taxed based on this reduced figure. As the membership has increased to full capacity and the costs of the RCMP wages increased in May of 2012, it is expected that this budget item will increase significantly in 2013.

ALTERNATIVES:

Not applicable.

FINANCIAL IMPLICATIONS:

Keeping Council informed of the financial state of the organization.

LEGAL IMPLICATIONS:

This is a snap-shot of the Town finances for a point in time. No accruals have been made. Payments and deposits continue to be received which will change the financial figures. These statements are not audited.

CITIZEN/PUBLIC RELATIONS IMPLICATIONS:

The public is encouraged to review the report and provide comment.

INTERDEPARTMENTAL INVOLVEMENT/IMPLICATIONS:

Coordination among the various departments to ensure all information is coded properly and received by the Finance Department.

RESOURCE IMPLICATIONS:

The majority of this work is done by the Finance Department.

ALIGNMENT WITH SUSTAINABILITY VISIONING REPORT:

Not applicable.

ALIGNMENT WITH STRATEGIC PRIORITIES:

This is within the Town strategy of “Wise Financial Management”.

ALIGNMENT WITH SUSTAINABILITY VISION

Not applicable.

SUMMARY:

This report is presented to inform the Committee of the Town's finances as of the end of September 2012.

I concur with the recommendation.



Ruth Malli, City Manager

ATTACHMENTS:

Consolidated Statement of Operations – September 2012
Consolidated Statement of Financial Position – September 2012
Restricted Reserve Balances – September 2012

Town of Ladysmith
Statement of Financial Position
January 1, 2012 to September 30, 2012

	Sept '12	Amended Budget	%
Revenues			
	\$		
Taxes	(8,122,623)	\$ (8,116,230)	100%
Fees & Charges	(1,830,152)	(2,970,581)	62%
Return on Investment	(78,818)	(60,000)	131%
Penalty & Interest	(106,517)	(120,000)	89%
Grants	(1,440,599)	(2,247,349)	64%
Donations & Contributions	(71,583)	(21,000)	341%
Gain on disposal	(1,100)	0	0%
Development Fees	(159,563)	(363,680)	44%
Local Improvement	(8,922)	(8,920)	100%
Total Revenue	(11,819,877)	(13,907,760)	85%
Expenses			
General Government	1,379,459	2,118,064	65%
Library	214,677	286,234	75%
Protective Services	773,291	1,478,705	52%
Transportation Services	784,083	1,146,300	68%
Environmental Health (Garbage Collection)	310,650	446,230	70%
Public Health (Cemetery)	29,307	38,580	76%
Development Services	349,865	714,401	49%
Recreation & Culture	1,467,447	2,038,445	72%
Parks	474,859	615,830	77%
Sewer	374,914	625,300	60%
Water	370,683	482,970	77%
Interest	194,166	451,065	43%
Total Expenses	6,723,402	10,442,124	64%
Surplus (-)/ Deficit	(5,096,475)	(3,465,636)	147%
Capital	2,276,359	9,817,857	23%
Proceeds from New Debt	(1,000,000)	(5,454,309)	18%
Principal Payments	87,301	338,509	26%
Internal Funding	(417,997)	(1,236,421)	34%
BALANCE	(4,150,812)	-	

Town of Ladysmith
Statement of Financial Position
As of September 30, 2012

	<u>Sept '12</u>
Cash & Short Term Deposits	\$ 13,010,562
Accounts Receivable	1,938,945
Accounts Payable	(639,871)
Post Employment Benefits	(186,244)
Deferred Revenue	(102,246)
Restricted Revenue	(2,380,861)
Refundable Deposits	(465,487)
Long Term Debt	(4,004,580)
Tangible Capital Assets	79,438,325
Prepays	6,574
Inventory	90,908
	<u>\$ 86,706,025</u>

Reserve Balances:

Non Restricted Reserves	Sept '12	Budgeted Commitment & Funding	Projected Balance
Tax Sale	24,786		24,786
Safety	12,335		12,335
Real Property	(270,169)	(17,556)	(287,725)
Amenity	79,565	(10,000)	69,565
Total Non Restricted	(153,484)	(27,556)	(181,040)
Restricted			
Parking	73,900		73,900
Gas Tax	550,392	38,383	588,775
Green St	1,389		1,389
Amphitheatre	12,958		12,958
Agency Capital	373,694	1,266	374,960
Total Restricted	1,012,334	39,649	1,051,983
DCC's			
Sewer	95,838		95,838
Water	193,380		193,380
Roads	531,144		531,144
Parks	222,071		222,071
Storm	326,093	(167,500)	158,593
Total DCC's	1,368,527	(167,500)	1,201,027



TOWN OF LADYSMITH

Building Permit Summary - September, 2012

	Commercial		Industrial		Institutional		Residential (NEW)		Residential Adds, Renos, Other		Dwelling Units	Total Permits	Bldg & Pblg Permit Fees This Month	Permit Values This Month	Permit Values Year to Date 2012
	No. of Permits	Values	No. of Permits	Values	No. of Permits	Values	No. of Permits (new res)	Values	No. of Permits	Values					
SEP	0	\$0	0	\$0	0	\$0	1	\$200,463	7	\$144,519	2	8	\$1,686	\$344,982	\$8,768,205

Year to Date

JAN	1	\$488,275	0	\$0	0	\$0	2	\$357,315	2	\$48,140	4	5	\$11,573	\$893,730	\$893,730
FEB	0	\$0	0	\$0	1	\$5,000	4	\$1,184,697	4	\$125,975	7	9	\$8,936	\$1,315,672	\$2,209,402
MAR	0	\$0	0	\$0	0	\$0	3	\$530,461	3	\$25,972	3	6	\$4,251	\$556,433	\$2,765,835
APR	1	\$965,520	0	\$0	0	\$0	3	\$706,337	7	\$153,673	3	11	\$11,742	\$1,825,530	\$4,591,365
MAY	0	\$0	0	\$0	0	\$0	2	\$349,444	6	\$64,355	2	8	\$3,237	\$413,799	\$5,005,164
JUN	1	\$42,000	0	\$0	0	\$0	10	\$1,694,395	2	\$10,879	10	13	\$12,957	\$1,747,274	\$6,752,438
JUL	0	\$0	0	\$0	0	\$0	0	\$0	3	\$48,991	0	3	\$482	\$48,991	\$6,801,429
AUG	2	\$680,000	0	\$0	0	\$0	5	\$930,174	2	\$11,620	8	9	\$8,359	\$1,621,794	\$8,423,223
SEP	0	\$0	0	\$0	0	\$0	1	\$200,463	7	\$144,519	2	8	\$1,686	\$344,982	\$8,768,205
OCT															
NOV															
DEC															
TOTAL	5	\$2,175,795	0	\$0	1	\$5,000	30	\$5,953,286	36	\$634,124	39	72	\$63,223	\$8,768,205	

Demos Mth	#DU	Value	#BP	Value
	0			
Demos YTD		0		

Comparison	#DU	Value	#BP	Value
YTD 2012	39	\$5,953,286	72	\$8,768,205
YTD 2011	40	\$5,092,963	113	\$7,745,504
YTD 2010	59	\$8,991,151	110	\$13,236,163

Tom Skarvig
Tom Skarvig, Building Inspector



Town of Ladysmith
Trolley Summary Report
 September 2012

Stats	September			June-July-August (Previous 3 Months)			YTD (Jan-September)		
	2012	2011	2010	2012	2011	2010	2012	2011	2010
Ridership Count	1083	1861	2099	4022	6623	6641	11237	18705	19995
Days in Operation	24	25	25	77	78	76	228	227	225
Avg. Daily Ridership	45	74	84	156	255	248	50	82	88
Wheel Chairs	1	5	4	28	33	20	45	68	35
Service Dogs	1	1	9	1	13	31	12	90	62
Bikes	29	62	45	60	137	136	138	356	322

Fares*

Single Fares	\$365	*	*	\$2,374	*	*	\$6,642	*	*
Monthly Passes	\$102	*	*	\$555	*	*	\$1,570	*	*
Rentals**	\$0	**	**	\$0	**	**	\$1,350	**	**
Donations	*	\$1,183	\$752	*	\$3,214	\$2,163	*	\$7,302	\$6,104
Total	\$467	\$1,183	\$752	\$2,929	\$3,214	\$2,163	\$9,562	\$7,302	\$6,104

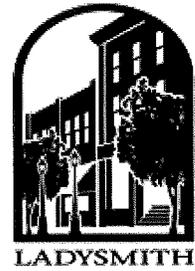
* From launch to September, 2011 trolley riders made donations in lieu of fares; as of October, 2011 to date, fares have been collected on board the trolley in the form of single rides, and pre-purchased monthly passes.

** There were no rentals in 2010 or 2011



Ladysmith Fire /Rescue

P.O. Box 760 Ladysmith, B.C. V9G 1A5
 Phone: 250-245-6436 · Fax: 250-245-0917



FIRE CHIEF'S REPORT

MONTH: **September , 2012**

TYPE OF CALL OUT	J	F	M	A	M	J	J	A	S	O	N	D	YEAR'S TOTALS
Alarms Activated: Pulled Station			1			1	1						3
By mistake	1			1	1								3
Electrical problem		1	2			2	3	1	2				11
Due to cooking			1		3	1	2	2					9
Assistance		2				1							3
Burning Complaint		2	2			2	1		1				8
Fire: Structure		1			1	3		1	1				7
Chimney	4	3	1										8
Interface / Bush					1	2	2	8	7				20
Vehicle	1	1	2										4
Other	1	3					3	3					10
Hazardous Materials			1			1		3					5
Hydro Lines: Down / Fire				1	1								2
Medical Aid				1		3	3		4				11
MVI	3	1	5	2	3	5	1	1	3				24
Rescue				1		1							2
Mutual Aid provided by Ladysmith to outside areas	1		1					2					4
MONTH TOTALS (not incl. Practises)	11	14	16	6	10	22	16	21	18				134
Practises (Totals for each Month)	5	4	4	4	5	4	5	4	4				39
Mutual Aid, requested by Ladysmith from outside areas	1	0	0	0	0	0	0	2	2				5

ALARMS ACTIVATED (location/owner):

- Ladysmith Primary School – faulty sensor
- 341 Chemainus Rd – drywalling , sensor dust activation

COMPARISONS:

Year to Date / 12 134 (excl. practises)
 Year to Date / 11 144 (excl. practises)
 Year to Date / 10 125 (excl. practises)

APPROVED:

Ray Stewart
 Fire Chief

COASTAL ANIMAL CONTROL SERVICES OF BC LTD

2202 Herd Rd. Duncan, BC. V9L 6A6

(250) 748-3395

RECEIVED
2012-09-10

TOWN OF LADYSMITH POUND REPORT
September 2012

Disposition of Impounded Dogs	Current Month	2012 Totals	
Stray dogs impounded	2	18	
Stray dogs claimed	2	17	
Stray dogs put up for adoption	0	0	
Stray dogs euthanized	0	0	
Stray livestock / cats	0	0	
Other	0	1	
Calls Received and Investigated	10	78	
Aggressive dogs	0	6	
Dogs at large	1	16	
Confined dog	3	22	
Noise (barking) complaints	5	24	
Other non specific dog related calls	1	9	
Wildlife / livestock / cats	0	1	
After hour call outs	1	6	
Monthly Pound and Board Fees Collected	\$215.00	\$2040.00	
Impound fees	\$150.00	\$1500.00	
Daily board fees	\$65.00	\$540.00	
Tickets issued	2	2	
Unlicenced dog	\$100.00	\$200.00	
Dog at large	\$00.00	\$00.00	
Dangerous dog not muzzled (12e)	\$0	\$00.00	
Habitually noisy	\$0	\$0	
Licencing Statistics	Tags	2	23
	Revenue	\$50.00	\$635.00

Judi Burnett

CAS Summary of Service Calls, Ladysmith

10 calls in total

01-Sep-12 to 30-Sep-12

Issue	Call #	Received	Type	Completed
At large		1		
	1007	26-Sep-12	Dog	
Confined		3		
	1002	14-Sep-12	Dog	15-Sep-12
	1001	04-Sep-12	Dog	04-Sep-12
	1004	02-Sep-12	Dog	03-Sep-12
Noisy		5		
	1010	28-Sep-12	Dog	28-Sep-12
	1009	28-Sep-12	Dog	
	1008	28-Sep-12	Dog	
	1005	19-Sep-12	Dog	25-Sep-12
	1003	17-Sep-12	Dog	
Other		1		
	1006	25-Sep-12	Dog	26-Sep-12

Licence Fees Collected, Ladysmith

01-Sep-12 to 30-Sep-12

Tag #	Year	Date	Name	Address	City	Postal Code	Dog Name	Sex	Breed	Type	Fee
614	2012	24-Sep-12	DEREPENTIGNY, NATA	208 ROBERT ST.	LADYSMITH		HEARSHEY	NM	LAB	Regular spay	\$20.00
624	2012	04-Sep-12	CAUTHRA, NORM	525 DOUGLAS PLACE	LADYSMITH		PAPITA	F	JACK RUS	Late spayed/	\$30.00

Grand Total

Tags sold: 2

Fees collected: \$50.00

Visitor Centre Network Statistics Program Year Over Year Report 2012

LADYSMITH

Start Date: 01/01/2011

End Date: 31/12/2012

Parties Per Hour	January	February	March	Q1 Total	April	May	June	Q2 Total	July	August	September	Q3 Total	October	November	December	Q4 Total	TOTAL
2012	1.80	1.78	1.91	1.83	2.45	2.96	3.53	3.04	3.81	5.21	4.00	4.39	0.00	0.00	0.00	0.00	3.25
% change 2012 - 2011	87.1%	53.0%	47.1%	59.0%	54.9%	30.9%	13.9%	26.5%	4.6%	9.3%	13.5%	9.0%	-100.0%	-100.0%	-100.0%	-100.0%	26.3%
2011	0.96	1.16	1.30	1.15	1.58	2.26	3.10	2.40	3.64	4.77	3.53	4.03	2.21	1.78	2.04	2.00	2.57

Total Hours	January	February	March	Q1 Total	April	May	June	Q2 Total	July	August	September	Q3 Total	October	November	December	Q4 Total	TOTAL
2012	144.50	147.00	154.00	445.50	137.00	207.00	201.50	545.50	248.00	248.00	157.50	653.50	0.00	0.00	0.00	0.00	1,644.50
% change 2012 - 2011	-0.7%	4.3%	-10.7%	-2.9%	-9.0%	0.2%	-8.8%	-5.6%	0.0%	0.0%	-11.0%	-2.9%	-100.0%	-100.0%	-100.0%	-100.0%	-22.2%
2011	145.50	141.00	172.50	459.00	150.50	206.50	221.00	578.00	248.00	248.00	177.00	673.00	140.00	150.00	115.00	405.00	2,115.00

Total Phone Calls	January	February	March	Q1 Total	April	May	June	Q2 Total	July	August	September	Q3 Total	October	November	December	Q4 Total	TOTAL
2012	128	150	168	446	130	152	104	386	116	122	109	347	0	0	0	0	1,179
% change 2012 - 2011	7.6%	44.2%	-1.8%	13.2%	38.3%	58.3%	7.2%	34.5%	-9.4%	-22.3%	-25.3%	-19.5%	-100.0%	-100.0%	-100.0%	-100.0%	-23.7%
2011	119	104	171	394	94	96	97	287	128	157	146	431	159	175	100	434	1,546

Total Mails/Fax/Email Enquiries	January	February	March	Q1 Total	April	May	June	Q2 Total	July	August	September	Q3 Total	October	November	December	Q4 Total	TOTAL
2012	34	84	74	192	68	85	52	205	31	8	54	93	0	0	0	0	490
% change 2012 - 2011	3.0%	0.0%	5.7%	-2.7%	240.0%	214.8%	1633.3%	-310.0%	158.3%	-20.0%	5.9%	27.4%	-100.0%	-100.0%	-100.0%	-100.0%	-11.6%
2011	33	84	70	187	20	27	3	50	12	10	51	73	85	105	54	244	554

Total Parties	January	February	March	Q1 Total	April	May	June	Q2 Total	July	August	September	Q3 Total	October	November	December	Q4 Total	TOTAL
2012	260	261	294	815	335	613	712	1,660	944	1,292	630	2,866	0	0	0	0	5,341
% change 2012 - 2011	85.7%	59.1%	31.3%	54.4%	40.8%	31.3%	3.9%	19.4%	4.5%	9.3%	1.0%	5.8%	-100.0%	-100.0%	-100.0%	-100.0%	-1.8%
2011	140	164	224	528	238	467	685	1,390	903	1,182	624	2,709	309	267	235	811	5,438

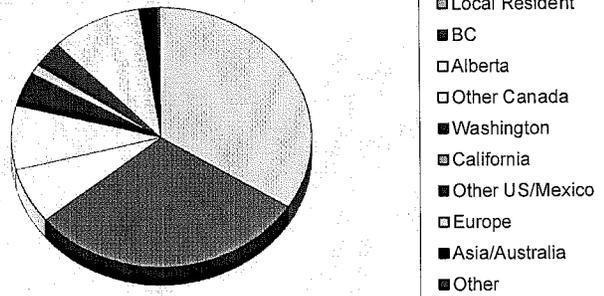
Total Visitors	January	February	March	Q1 Total	April	May	June	Q2 Total	July	August	September	Q3 Total	October	November	December	Q4 Total	TOTAL
2012	340	359	391	1,090	449	980	1,222	2,651	1,647	2,184	984	4,825	0	0	0	0	8,566
% change 2012 - 2011	89.9%	68.5%	24.9%	54.6%	34.0%	21.9%	10.8%	18.2%	10.8%	7.7%	-0.3%	7.0%	-100.0%	-100.0%	-100.0%	-100.0%	-0.8%
2011	179	213	313	705	335	804	1,103	2,242	1,486	2,027	997	4,510	458	375	347	1,180	8,637

Total Buses	January	February	March	Q1 Total	April	May	June	Q2 Total	July	August	September	Q3 Total	October	November	December	Q4 Total	TOTAL
2012	0	0	0	0	0	0	1	1	1	2	0	2	0	0	0	0	3
% change 2012 - 2011	0	0	0	0	0	-100.0%	0.0%	0.0%	0.0%	100.0%	0	100.0%	0	0	0	0	50.0%
2011	0	0	0	0	0	1	0	1	0	1	0	1	0	0	0	0	2

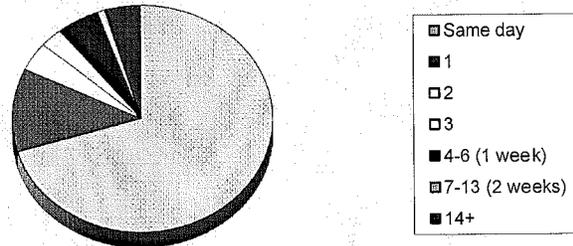
Visitor Centre Network Statistics Program 2012
Ladysmith
Start Date: 01/01/2012
End Date: 31/12/2012

Visitor Origin	5,010
Local Resident	1,705
BC	1,513
Alberta	346
Other Canada	397
Washington	216
California	60
Other US/Mexico	163
Europe	493
Asia/Australia	96
Other	21
Nights in Community	2,006
Same day	1,412
1	239
2	82
3	55
4-6 (1 week)	109
7-13 (2 weeks)	19
14+	90
Information Requested	7,215
Accommodation	361
Adventure Recreation	446
Attractions	557
Events / Conferences	1,451
Food / Beverage	516
Transportation	605
Shopping	371
Parks	233
First Nations	415
Community Services	29
Investment/Moving	345
Site Facilities (e.g. Washroom)	121
Other	1,765

Visitor Origin



Nights in Community



Information Requested

