



# TOWN OF LADYSMITH

A MEETING OF THE MUNICIPAL SERVICES COMMITTEE  
WILL BE HELD IN COUNCIL CHAMBERS, CITY HALL

MONDAY, JULY 20, 2015

5:30 p.m.

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

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## CALL TO ORDER

### 1. AGENDA APPROVAL

### 2. MINUTES

2.1. Minutes of the Municipal Services Committee Meeting held June 15, 2015..... 1 - 2

### 3. REPORTS

3.1. City Manager’s Quarterly Report.....3 - 30

3.2. Managed Information Technology Services Agreement with District of North Cowichan ..... 31 - 45

Staff Recommendation:

That the Municipal Services Committee recommend to Council that Council authorize staff to finalize the Managed Information Technology (IT) Services Agreement with the District of North Cowichan for the provision of IT support services commencing in September 2015 for an initial three year term at a cost not to exceed \$75,000 for the first year and an inflationary increase for years thereafter.

3.3. Water Consumption – Staff Presentation/Update..... 46 - 49

3.4. Building Inspector’s Report (April to June 2015).....50

3.5. Ladysmith Fire/Rescue Reports (April to June 2015) ..... 51 - 53

3.6. Coastal Animal Services Reports (April to June 2015) ..... 54 - 59

3.7. Ladysmith Chamber of Commerce Visitor Centre Reports (April to June 2015)..... 60 - 61

### 4. COUNCIL SUBMISSIONS

### 5. NEW BUSINESS

## ADJOURNMENT



**TOWN OF LADYSMITH**  
**MINUTES OF A REGULAR SESSION OF**  
**THE MUNICIPAL SERVICES COMMITTEE**  
**MONDAY, JUNE 15, 2015**  
**COUNCIL CHAMBERS, CITY HALL**  
**6:30 P.M.**

**COUNCIL MEMBERS PRESENT:**

Councillor Steve Arnett (Chair)  
Councillor Carol Henderson  
Mayor Aaron Stone

Councillor Cal Fradin  
Councillor Rob Hutchins

Councillor Joe Friesenhan  
Councillor Duck Paterson

**STAFF PRESENT:**

Ruth Malli  
Erin Anderson  
Joanna Winter

Sandy Bowden  
John Manson

Felicity Adams  
Clayton Postings

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**CALL TO ORDER**

Councillor Arnett called this Municipal Services Committee meeting to order at 6:30 p.m.

**AGENDA APPROVAL**

**MS 2015-032**

*Moved and seconded:*

That the agenda for this meeting of the Municipal Services Committee be approved as amended by the following addition:  
5.1 National Aboriginal Day 2015.

*Motion carried.*

**MINUTES**

**MS 2015-033**

*Moved and seconded:*

That the minutes of the Municipal Services Committee meeting held April 20, 2015 be approved.

*Motion carried.*

**REPORTS**

**Parks, Recreation and Culture Annual Fees and Charges Review**

**MS 2015-034**

*Moved and seconded:*

That the Committee recommend that Council refer to the Parks, Recreation and Culture Commission meeting of June 17, 2015 the following proposed amendments to Town of Ladysmith Community Centre Facilities fees and Charges Bylaw 2014, No. 1846 for review and comment:

- Increase admission and pass fees by two percent effective September 1<sup>st</sup>, 2015, September 1<sup>st</sup>, 2016 and September 1<sup>st</sup>, 2017 for Adult, Youth, Child Family and Senior (and continue not to charge for children under three or seniors over eighty);
- Increase facility rental fees, park permit fees, and sport field lights by two percent effective September 1<sup>st</sup>, 2015, September 1<sup>st</sup>, 2016 and September 1<sup>st</sup>, 2017;
- Add "locker" fee rental to the Fees & Charges Bylaw with a rate

of fifty cents per use for full sized lockers and twenty-five cents for medium to small lockers.

*Motion carried.*

**Ladysmith Golf Club Maintenance Partnering Agreement**

*Moved and seconded:*

**MS 2015-035**

That the Committee recommend that Council:

1. Approve the request from the Ladysmith Golf Club to extend the current maintenance agreement with the Town of Ladysmith for the provision of maintenance services for the Ladysmith Golf Club with no associated fees for a further two-year period; and
2. Authorize the Mayor and Corporate Officer to sign the renewal agreement.

*Motion carried.*

Council discussed the status of and options for short-term and permanent replacement of the Ladysmith Golf Course culvert.

**NEW BUSINESS**

**National Aboriginal Day**

Council discussed the upcoming Aboriginal Day celebrations on June 21, 2015 at Transfer Beach, including ways to promote and celebrate this event with the Town's friends and neighbours, the Stz'uminus First Nation.

**ADJOURNMENT**

**MS 2015-036**

*Moved and seconded:*

That this meeting of the Municipal Services Committee adjourn at 6:51 p.m.

**CERTIFIED CORRECT**

\_\_\_\_\_  
Chair (Councillor S. Arnett)

\_\_\_\_\_  
Corporate Officer (S. Bowden)

# Quarterly Report

## April – June 2015



To the Municipal Services Committee:

I am pleased to provide the first quarterly report to the Municipal Services Committee. This report is intended to expand on the information previously provided in the monthly reports from the City Manager. Each quarterly report will highlight the previous quarter as well as provide a status on Council's strategic priorities for current year. I would like to acknowledge and thank the staff contributing to the report for their work and updates. This report supports the goal of transparent communication with our citizens and provides financial updates to the Committee.

Ruth Malli, City Manager

Included in this report:

- Progress towards 2015's eight priorities of Council
- Departmental Highlights & Capital Project update
- Financial Update

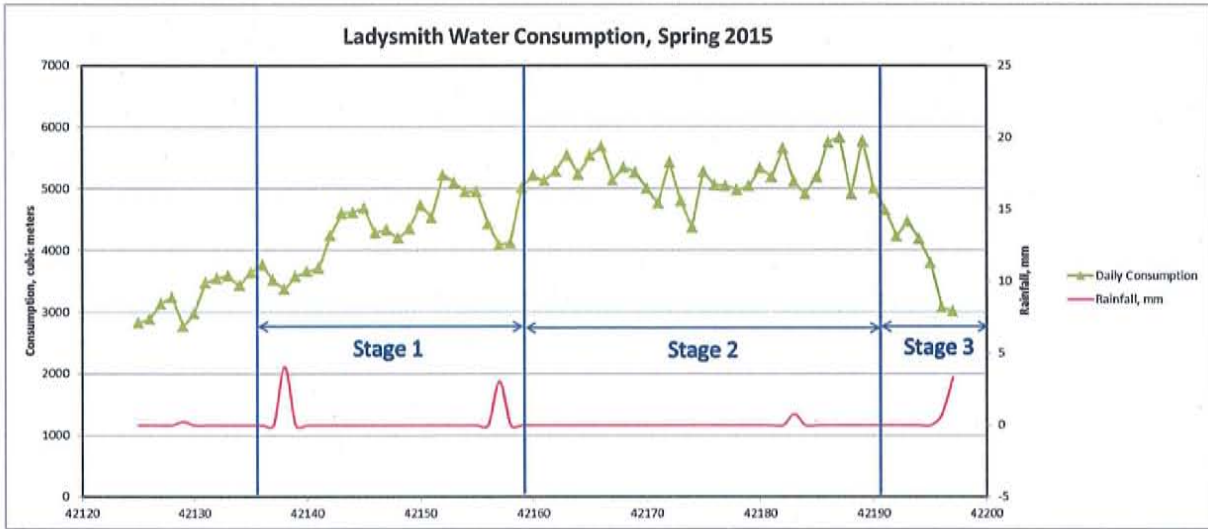
During the 2015-2019 Financial Plan deliberations, Council identified eight focus areas:



<p style="text-align: center;"><b>FIRST NATIONS PARTNERSHIPS</b></p> <ul style="list-style-type: none"> <li>• Agreements that provide water and sewer services to First Nations at a cost similar to the Town</li> <li>• Convene Council to Council and Naut'sa mawt Steering Committee meetings</li> <li>• Work together to develop a south end Industrial Park</li> <li>• Work together to address concerns with the condition and use of District Lot 651</li> <li>• Celebrate the local First Nation's culture and heritage and include First Nation's place names in Town signage</li> </ul>	<p style="text-align: center;"><b>PROGRESS:</b></p> <p><i>Council and the Stz'uminus First Nation have held 2 Council to Council meetings and 2 Naut'sa mawt Steering Committee meetings which discussed and laid out next steps on the specific projects listed. A Community 2 Community grant funded one event. Water service was connected to IR 12.</i></p> <p><i>Town assisted with National Aboriginal Day (June 21) logistics and Council participated in event.</i></p> <p style="text-align: center;"><b>NEXT STEPS:</b></p> <ul style="list-style-type: none"> <li>• <i>Community to Community (C2C) Grant application</i></li> <li>• <i>Sign off on projects for next year</i></li> <li>• <i>Signage production &amp; installation</i></li> <li>• <i>Second water and sewer agreement</i></li> </ul>
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<p><b>WATER SUPPLY AND WATERSHED PROTECTION</b></p> <ul style="list-style-type: none"> <li>• Participation in roundtable discussions on watershed governance at a local and regional level</li> <li>• Investigate various protection initiatives such as gates, cameras and partnerships with stewardship organizations</li> <li>• Monitor use of the watershed</li> </ul>	<p><b>PROGRESS</b></p> <p><i>On May 27, a watershed roundtable took place at Aggie Hall. Members of Council, SFN and staff attended with many community members and other stakeholders.</i></p> <p><i>With the neighbouring municipalities, improvement districts and First Nations, Stage 3 water restrictions were put into effect. The water levels at Holland and Stocking Lake are at 78%, which translates into approximately a 200+ day water supply, average demand was 5,000 cubic meters/day in June.</i></p> <p><i>Commitment made to water conversation, target of 200 litres per day/per person, a 20% reduction</i></p>
	<p><b>NEXT STEPS</b></p> <ul style="list-style-type: none"> <li>• Continue to be an active member of the Watershed Roundtable.</li> <li>• Continually monitor the water supply and encourage water conservation.</li> <li>• Council Policy on Towns' response to each water stage</li> </ul>



The above graph shows the daily consumption of water in the Town of Ladysmith in the Spring of 2015, note that the Stages 1, 2 and 3 refer to water conservation stages.

<p><b>VIBRANT DOWNTOWN AND ECONOMIC DEVELOPMENT</b></p> <p>The Town works with the Chamber of Commerce and the Ladysmith Downtown Business Association, together with Stz'uminus First Nation and the Cowichan Valley Regional District, to optimize economic development and environmental sustainability in the region.</p> <ul style="list-style-type: none"> <li>• Investigate opportunities for establishing a Business Improvement Area to support downtown businesses, in conjunction with the Ladysmith Downtown Business Association</li> <li>• Explore joint economic development opportunities with Stz'uminus First Nation</li> <li>• Signage initiatives</li> <li>• New City Hall/Library</li> </ul>	<p><b>PROGRESS</b></p> <p><i>The Town has made a significant investment in the downtown core by purchasing a block of properties formally owned by Ladysmith &amp; District Credit Union. The properties are located at 12, 20 and 26 Buller Street and 721 First Avenue. The properties will eventually become the site of a new City Hall, potentially with the Library as a partner.</i></p> <p><i>Partnered with the LDBA, Chamber to explore the potential of Ladysmith as a Social Enterprise Town. Approval given for a Social Procurement Policy.</i></p> <p><i>Council and staff attended a CVRD-wide economic development options workshop.</i></p> <p><i>Application submitted for Welcome and Directional Signage project &amp; final deliverables received. Destination BC grant awarded. New Aggie Hall heritage building plaque and Downtown banners installed.</i></p> <p><i>Published 2015 Ladysmith Community Profile. Worked with CVRD on the Ladysmith Investor Profile. The Business and Development Portal was updated and streamlined.</i></p>
	<p><b>NEXT STEPS</b></p> <ul style="list-style-type: none"> <li>• <i>Begin discussions of a Business Improvement Area (BIA) with the Chamber of Commerce and the LBDA.</i></li> <li>• <i>Completion of the Gatacre Road upgrading project.</i></li> <li>• <i>Continue work on Social Enterprise concept, including Town Procurement Policy</i></li> </ul>

WATERFRONT	PROGRESS
<ul style="list-style-type: none"> <li>• Commence a review of the waterfront subarea lands</li> <li>• Work with Stz'uminus First Nation and Ladysmith Maritime Society to address issues associated with District Lot 651</li> <li>• Consider environmental and geotechnical constraints</li> <li>• Complete a review of use of the Machine Shop with stakeholders, including the Ladysmith Maritime Society, Ladysmith and District Arts Council and others</li> <li>• Enhance facilities at Transfer Beach, including interpretive historical signage and replacement of the Kinsmen Playground</li> <li>• Carry out upgrades to the off-leash dog park and upper area at Transfer Beach</li> </ul>	<p><i>Terms of reference for Waterfront Sub-Area Review have commenced. The project has been introduced to SFN at NSC meetings and participation discussed.</i></p> <p><i>Staff from the Town, CSDC and Province met to discuss DL651 status and options. Potential for a joint initiative is under discussion.</i></p> <p><i>The playground at Transfer Beach will be replaced over the summer months. The Kinsmen and their partners have raised the majority of the funding to replace the aging apparatus, with the Town contribution \$50,000 in Amenity and Gas Tax funding.</i></p> <p><i>Continue review of the Machine Shop upgrades, including an application for grant funding, which has been submitted.</i></p> <p><i>Transfer Beach Interpretive History Project commenced.</i></p>
	<p style="text-align: center;"><b>NEXT STEPS</b></p> <ul style="list-style-type: none"> <li>• <i>The off-leash dog park and sportsman shelter roof replacement will commence in the early fall to minimize disruption to the entire Transfer Beach park.</i></li> <li>• <i>Continue to develop Waterfront Sub-Area Review terms of reference and seek grant funding.</i></li> </ul>



<p style="text-align: center;"><b>ASSET MANAGEMENT SYSTEM</b></p> <p>The focus of this initiative is to ensure that the Town has a policy-supported plan in place to replace its assets and infrastructure as required.</p> <ul style="list-style-type: none"> <li>• Establish a policy, strategy and plan to evaluate and determine the replacement of all current assets of the Town;</li> <li>• Carry out a condition assessment of high priority assets, both above and below ground</li> <li>• Establish a service rating of assets (i.e. level of service standards)</li> <li>• Commence implementation of a Geographic information System (GIS) to support Assessment Management</li> <li>• Integrate asset management into long term financial planning to ensure adequate funding</li> </ul>	<p style="text-align: center;"><b>PROGRESS</b></p> <p><i>The pavement management review has commenced which will provide integral data to determine the priority of replacement and upgrade of the systems. The buildings condition ratings review (grant and gas tax funded), is set to begin in the fall.</i></p>
	<p style="text-align: center;"><b>NEXT STEPS</b></p> <ul style="list-style-type: none"> <li>• <i>An Asset Management Policy will be presented to Council in the fall. From there, a plan and strategy can begin to be formed.</i></li> <li>• <i>A request for proposals for asset management software will be started in the fall. This software is integral to long term financial planning.</i></li> </ul>

<p style="text-align: center;"><b>ASSET REPLACEMENT FUNDING</b></p> <p>An Assessment Replacement Plan must be supported by adequate funding.</p> <ul style="list-style-type: none"> <li>• Funding for a replacement or upgrade of the City Hall</li> <li>• Funding for a replacement or upgrade of the Fire Hall</li> <li>• Funding for water and sewer, road, and drainage capital replacement projects</li> <li>• Financial Plan for longer term water and sewer projects</li> <li>• Update related plans and policies (Parks, Recreation and Culture Master Plan; Pavement Management Strategy; Development Cost Charges)</li> </ul>	<p style="text-align: center;"><b>PROGRESS</b></p> <p><i>In the 2015-2019, Council allocated 5% of taxation to asset replacement.</i></p> <p><i>Capital projects under way include the Gatacre Upgrading Project (water, storm, pavement, sidewalk, and curb replacement).</i></p> <p><i>City Hall replacement site acquired.</i></p> <p><i>DCC update in progress (selection of contractor)</i></p>
	<p style="text-align: center;"><b>NEXT STEPS</b></p> <ul style="list-style-type: none"> <li>• <i>Approval of IT contract</i></li> <li>• <i>PRC Master Plan</i></li> <li>• <i>Selection of software for asset management</i></li> </ul>

<p style="text-align: center;"><b>INFORMATION TECHNOLOGY &amp; SERVICE</b></p> <p>To implement the Town's Information Systems Strategy.</p> <ul style="list-style-type: none"> <li>• Upgrade existing servers (SharePoint, E-Mail)</li> <li>• Upgrade key software</li> <li>• Hire and/or contract Information Technology staff</li> <li>• Install a Geographic Information System (GIS)</li> <li>• Install Asset Management software and systems</li> <li>• Complete replacement of the town's telephone systems</li> </ul>	<p style="text-align: center;"><b>PROGRESS</b></p> <p><i>The upgrade to the Town's telephone system was completed in June. This upgrade was necessary as the previous system was periodically failing, resulting in calls and messages not delivered to the intended recipient. This upgrade cost approximately \$70,000 and was funded with taxation over a number of years. Additional annual operating costs are expected to decrease slightly as a result of this upgrade.</i></p>
	<p style="text-align: center;"><b>NEXT STEPS</b></p> <ul style="list-style-type: none"> <li>• <i>IT Contract Approval</i></li> </ul>

<p style="text-align: center;"><b>RIGHT PEOPLE IN THE RIGHT PLACES</b></p> <p>Successful implementation of Council's strategic priorities requires the appropriate organizational structure to move forward.</p> <ul style="list-style-type: none"> <li>• Determine and implement the appropriate organizational structure to support moving forward</li> <li>• Conduct relevant training and professional development</li> <li>• Complete succession planning</li> <li>• Implement a plan to build a new City Hall</li> </ul>	<p style="text-align: center;"><b>PROGRESS</b></p> <p><i>During the last quarter, 4 people retired and one employee left to pursue other employment. When any vacancy occurs, the Town evaluates any changes to be made to the position and adjustments are made.</i></p> <p><i>The land for the new city hall was purchased.</i></p> <p><i>Training inventory in progress.</i></p> <p><i>Vacant positions have been posted and recruitment commenced</i></p>
	<p style="text-align: center;"><b>NEXT STEPS</b></p> <ul style="list-style-type: none"> <li>• <i>Filing of vacant positions</i></li> <li>• <i>Training inventory</i></li> <li>• <i>Annual reviews</i></li> </ul>

## ***Departmental Highlights***

### **CORE SERVICES DIVISION**

#### **Public Works**

The water, storm main replacement at Gatacre Street is nearing completion. The project took longer than anticipated due to issues with potable water testing. The Town worked with the neighbouring businesses to alleviate access and parking concerns during construction.

#### **Utilities**

The Utilities Crews have been working diligently on the Gatacre project as well as attending to the regular water and sewer system maintenance. A diver was contracted to replace an aging intake grate at the Holland Lake reservoir.

The Waste Water Treatment Plant upgrade continues to make progress. The contractor is expecting completion by the spring of 2016.

The Water Filtration Pilot testing project has experienced delays as a result of environmental factors. The testing required a few significant rainfall periods to gather data. There were also a number of mechanical difficulties with the pilot systems that required additional staff time, which has resulted in the overall project going over budget – the cost overrun can be absorbed in operations as much of the costs are in wages.

#### **Fire**

The Ladysmith Fire Department was one of 5 fire departments that attended the grass fire in Cedar. There have been 84 calls YTD June 2015. This is in line with calls to date in 2014.

#### **EOC**

The Emergency Operations Centre (EOC) was also activated in response to the Cedar fire. Crews attending the incident site were supported and information was flowing from and to the EOC at city hall. Additional time has been dedicated to debriefing the incident and ensuring that preparations are enhanced for future events, this activity includes the City Manager and the management team, RCMP and Fire Rescue as well as other agencies, including the Cowichan Valley Regional District. The Emergency Social Services was also opened at the Frank Jameson Community Centre.

#### **Police**

The RCMP continues to work with Town Staff to provide statistical analysis to substantiate the request for additional staff members to be paid by the municipality.

On Target	In danger of not meeting deadline or budget	Will not meet deadline	Not started	Complete or near completion
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### Core Services Capital Projects

Project	Notes	
Fire Department - Turnout Gear	Annual replacement.	
Fire Hall Upgrade	Reviewing options a roof repair quotes are greater than expected.	
Firefighter Truck (pickup to transport gear)	Currently sourcing a used vehicle	
2015 Sidewalks	Gatacre st completed	
Communications System Upgrade	Upgrade of Town's system	
Golf Course Creek Downstream Enhancement	Enhancement repairs completed, awaiting DFO's approval.	
Downtown Garbage Bins	In-ground receptacles	
Gatacre Water & Storm	Near completion; brick crosswalk to be installed	
Pavement Management Strategy	In progress, scheduled for completion August	
Paving 4th Design	RFP Scheduled for September 2015	
Vehicle Replacements	RFP's complete; equipment ordered	
Camera Detection Equipment	Equipment ordered	
Chemainus Rd Lift Station Access Improvement	Not started	
Composting Facility Upgrade @ PW/CVRD	Funding secured; next step: options to Council	
Facilities-Low Flow Toilets & Urinals	On going	
Fibre optics Connection	Not started	
Filtration Pilot Study	Nearing completion. Pilot Option's Report expected shortly. Nearing completion.	
GIS Field Controller	Reviewing quotes	
Holland Dam Inundation Study	RFP Scheduled for August 2015	
Holland Dam Storage Feasibility	RFP Scheduled for August 2015	
Holland Main Replacement (PW to Colonia)	RFP Scheduled for August 2015	
Holland to Stocking Supply Main	RFP Scheduled for August 2015	
Ludlow Sewer Pump-out Station	Nearing completion	
Main Upgrades (I&I)	Not started	
Sewage Treatment Upgrade	In progress	
Sanitary Pump-station Emergency Ops Review	Not started	
SCADA Upgrade	RFP Scheduled for August 2015	
Water Filtration Plant (Detailed Design)	Contingent on borrowing	

Water Main Valve Equipment	Reviewing quotes	Green
Watershed Management	Community meeting held	Green
Watershed Modeling	Phase Two not started	Blue
WWTP Steam Cleaner	Reviewing quotes	Green

**COMMUNITY SERVICES DIVISION**

**Development Services**

During this reporting period there have been two Town-initiated public hearings and two Zoning Bylaw amendments adopted – Bylaws 1875 and 1881. Development applications have been processed for coach house conversions and a new light industrial building in the Rocky Creek Industrial Park.

A significant OCP amendment / Rezoning application has been received for a 52 ha parcel to be rezoned from F-1 (Forestry) to permit a future residential development. The application review has commenced and staff anticipates that recommendations about process could be provided to Council in August. The parcel is one of three large holdings located within a new neighbourhood covered by the Holland Creek Area Plan (HCAP). The Visioning Report, which has been endorsed by a previous Council, recommends that the HCAP should be updated to reflect the values and vision of the community as expressed in the Report and to create policy for a model sustainable neighbourhood, working closely with the land owners. One of the first neighbourhood studies to commence will be a traffic study jointly funded by the three land owners. Other anticipated neighbourhood studies fit within Council’s strategic priority of “asset replacement planning” including development finance of transportation and servicing (DCCs) and parkland analysis.




Staff have also been involved in three regional initiatives – economic development investor profiles, economic development options workshop and the regional integrated planning study. Materials are being prepared for the Board of Variance, and the Heritage Artifact brochure is being updated and reprinted.

In the past month, significant time has been spent on matters associated with the Petition to the Court for 606 Farrell Road.

**Parks, Recreation & Culture**

Various festivities have already occurred at Transfer Beach. From National Aboriginal Day to the music in the park series and Canada Day Celebrations, this department continues to provide a clean, safe environment for the patrons to enjoy.

The Transfer Beach Playground project is in the works with the old playground being removed in order to make way for the new one. The Kinsmen and their partners are doing the majority of the work to replace the aging infrastructure.

 <b>On Target</b>	 <b>In danger of not meeting deadline or budget</b>	 <b>Will not meet deadline</b>	 <b>Not started</b>	 <b>Complete or near completion</b>
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### Community Capital Projects

Project	Notes	
Directional Signage	Grant submitted	
Waterfront Area Plan	Terms of reference commenced	
Active Network	Regional RFP scheduled for fall 2015	
Aggie Hall Parking	In progress	
Aggie Painting	Scheduled for August/September 2015	
Aquatics AHU	Complete	
Bleachers	Complete	
City Hall Air Handling Unit	In progress	
Energy & Facility Assessment	Scheduled for fall 2015	
Facilities Recycling	Complete	
FJCC Locker Replacement	In progress	
Machine Shop Assessment	Scheduled to commence fall 2015	
Main Pool Sand Filter	Scheduled to be complete August 2015	
PRC - Aggie Washrooms	In progress	
PRC - Dog Park	Scheduled to commence fall 2015	
PRC Master Plan	Scheduled to commence fall 2015	
RCMP DDC Connection	In progress	
Sportsman Shelter Roof	Scheduled for August 2015	
Transfer Beach Parking Lot Railing	Scheduled for August 2015	
Transfer Beach Playground	Scheduled for July 2015	
Upper Transfer Beach Improvements	Scheduled for fall 2015	
Golf Course Culvert Bank Stabilization	Complete	
LMS Walkway	Scheduled for August 2015	
Parks Bench/Pavers Program	Ongoing	
Sentinel Upgrades (parks)	Complete	

## **CORPORATE SERVICES DIVISION**

### **Corporate Services**

The 2014 Annual Report was completed and approved by Council in accordance with provincial legislation. For the first time this report included progress on the implementation of the Sustainability Action Plan.

The Town has undergone an upgrade of the corporate telephone system. Now, a reliable phone system is available that should result in slightly lower operating costs.

Other initiatives undertaken by the Corporate Services Department during this reporting period include:

- Established Board of Variance
- Entered into discussions with District of North Cowichan regarding possible shared IT services agreement
- Processed upgrades to Town's website and enhanced the Town's social media presence
- Published several media releases
- Processed upgrades to the Town's records management system to be consistent with the provincial-wide LGMA system (project is on-going)






A significant amount of time has been committed to processing requests for information through the Freedom of Information and Protection of Privacy legislation.

### **Finance**

The 2015-2019 Financial Plan and corresponding bylaws were adopted in May. Shortly after, the 2015 Property Tax Notices were sent out to all property owners, with the due date of July 2, 2015. As of the tax due date, 94.1% of taxes were collected, which is up from 93.25% in 2014. This could be the result of the Town's various online payment options, online Home Owner Grant program and the new property tax prepayment plan.

All financial statutory reporting has been completed and filed with the necessary agencies. This includes the 2014 Financial Statements, 2015-2019 Financial Plan, 2015 Property Tax Rates bylaws, 2015 Local Government Data Exchange Reporting, 2014 Gas Tax Annual Expenditure Reporting, and 2014 Statement of Financial Information.

Significant effort has been made internally to streamline the organization of the accounting codes in one department. This has facilitated easier and more current data to be provided for decision making purposes. This new system will be rolled out to other departments over the next few months.

 <b>On Target</b>	 <b>In danger of not meeting deadline or budget</b>	 <b>Will not meet deadline</b>	 <b>Not started</b>	 <b>Complete or near completion</b>
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**Corporate Capital Projects:**

Project	Notes	
Asset Management & Software	Project in planning stage	
City Hall Reconfiguration	Project in planning stage	
Corporate Services - Telephone System	Complete	
Corporate Strategic Plan	Commence a Strategic Plan review for 2014-2018 Council	
DCC Review	Consultant selected; DCC review in fall	
Email Server	Not started	
Development Feasibility Study	On-going	
SFN Cooperation Protocol	On-going	
Sharepoint	Not started	
Vadim Upgrades	Project scheduled for Wi	



**Financial Information**

**TOWN OF LADYSMITH  
CONSOLIDATED STATEMENT OF OPERATIONS  
AS AT JUNE 30, 2015**

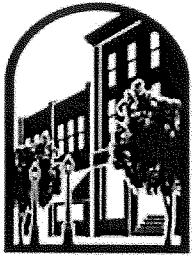
	Actuals 2015	Budget 2015	% of Budget
Revenue			
Taxes:			
Municipal purposes taxation	6,362,455	\$ 6,362,506	100%
Policing taxation	1,096,350	1,096,357	100%
Parcel taxes	1,542,125	1,539,493	100%
Grants in Lieu	165,762	164,115	101%
Fees and charges:			
General	768,277	1,758,454	44%
Sewer	193,871	767,278	25%
Water	151,888	765,290	20%
Investment Income	56,464	105,000	54%
Penalty and interest on tax	7,314	123,000	6%
Grants	1,682,538	4,330,519	39%
Donations and contributed property	75,000	128,700	58%
Gain (loss) on foreign exchange	-	-	0%
Gain (loss) on disposal of tangible capital assets	(3,401)	-	0%
Development fees	-	108,075	0%
Local area improvements	-	-	0%
Gas tax funds utilized	90,085	755,400	12%
	<u>12,188,727</u>	<u>18,004,187</u>	68%
Expenses:			
General government services	1,049,965	2,341,170	45%
Protective services	640,700	1,975,484	32%
Transportation services	504,021	2,268,151	22%
Garbage services	183,973	493,020	37%
Cemetery services	11,858	30,072	39%
Development services	252,376	582,077	43%
Recreation and cultural services	978,636	2,416,052	41%
Parks operation services	297,758	903,188	33%
Sewer	347,258	1,496,886	23%
Water	448,277	998,184	45%
Operating Expenses	<u>4,714,821</u>	<u>13,504,284</u>	35%
Capital Projects	3,622,997	17,448,984	21%
Proceeds from New debt (capital financing)	(2,000,000)	(9,800,000)	20%
Principal Payments	129,710	477,120	27%
Amortization	(6,000)	(2,485,372)	0%
Internal Funding	<u>(375,360)</u>	<u>(1,140,829)</u>	33%
BALANCE	<u>\$ 6,102,559</u>	<u>\$ 0</u>	

**TOWN OF LADYSMITH  
CONSOLIDATED STATEMENT OF FINANCIAL POSITION  
AS AT JUNE 30, 2015**

	<b>2015</b>
<b>Financial Assets</b>	
Cash and short term deposits	15,560,521
Accounts receivable:	
Property Taxes	7,828,413
Utility Fees	163,042
Other	1,495,202
	<u>25,047,177</u>
<b>Liabilities</b>	
Accounts payable and accrued liabilities	1,124,067
Taxes payable to other agencies	3,034,152
Post-employment benefits	276,300
Deferred revenue	113,206
Refundable deposits and other	342,262
Restricted reserves - other	486,522
Development cost charge reserve	1,588,528
Federal gas tax reserve	891,814
Obligations under capital lease	523,398
Short term debt (financing)	2,000,000
Debenture debt	3,136,817
	<u>13,517,066</u>
<b>Net Financial Assets</b>	<u>11,530,111</u>
<b>Non-Financial Assets</b>	
Tangible Capital Assets	80,157,285
Capital Projects in Current Year	3,622,997
Prepays	11,542
Inventory	79,142
	<u>83,870,967</u>
<b>Accumulated Surplus</b>	<u>\$ 95,401,079</u>

**TOWN OF LADYSMITH**  
**Payments of over \$25,000 to suppliers**  
January 1, 2015 to June 30, 2015

Supplier Name	Total (\$)
Andrew Sheret Ltd	27,809
Bank of Canada (Csb)	36,790
BC Hydro & Power Authority	189,964
BC Life & Casualty Company	54,474
BI Pure Water (Canada) Inc	36,015
Corix Water Products Lp	30,393
Cowichan Valley Regional District	239,565
CUPE Local 401	33,265
David Stalker Excavating Ltd	44,308
Duall Division Met-Pro Prpct Inc	31,166
Enex Fuels	50,057
Finning (Canada)	51,134
ICBC	35,879
Koers & Associates Engineering Ltd	94,683
Ladysmith & District Historical Society	25,020
Ladysmith Resources Centre Association	35,067
Maxxam Analytics	25,473
Medical Services Plan	36,318
Ministry Of Small Business And Revenue	121,088
Municipal Finance Authority	44,118
Municipal Insurance Association Of BC	82,055
Municipal Pension Fund	362,214
Novus Consulting Inc	50,261
Opus Dayton Knight Consultants Ltd	338,363
Pacific Blue Cross	103,694
Progressive Waste Solutions Canada Inc	234,969
Receiver General	652,606
Receiver General For Canada	495,789
Steve Marshall Ford	101,176
Stewart McDannold Stuart	36,145
Tritech Group Ltd	2,968,097
UPS Canada	58,825
US Bank - Corporate Payment Systems	99,750
Vancouver Island Regional Library	170,526
Vancouver Island Tree Service Ltd	31,316
Vanderbeken Enterprises Ltd	30,772
Waste'n Watertech Ltd	42,241
Westerra Equipment LP	31,394
Worksafe BC	41,447
All other suppliers under \$25,000	1,021,415



LADYSMITH

# Town of Ladysmith Tasks by Meeting

Resolution Type: CS

## Council Meeting : December 1, 2014

Resolution	Task	Status
CS 2014-389	Advise the CVRD That Mayor Stone is alternate director	Complete
CS 2014-390	Advise VIRL that Councillor Arnett has been appointed as Town of Ladysmith representative.	Complete
CS 2014-391	Advise VIRL that Councillor Henderson has been appointed as alternate to the Board.	Complete
CS 2014-392	Advise the CVRD that Councillor Fradin has been appointed to the Community Safety Advisory Commission.	Complete
CS 2014-393	Advise the CVRD that Councillor Hutchins has been appointed as alternate on the Community Safety Advisory Commission.	Complete
CS 2014-394	Arrange bank signing with financial institutions.	Complete

## Council Meeting : December 15, 2014

Resolution	Task	Status
CS 2014-400	Advertise the 2015 Council meeting schedule.	Complete
CS 2014-401	Include \$10,000 per year for the Low-Flush Toilet Rebate Program in the 2015 to 2019 Financial Plan.	Complete
CS 2014-402	Apply to the Small Communities Fund Program of the New Building Canada Fund for grant funding of up to two-thirds of the cost of the Water Filtration Plant Project.	Complete
CS 2014-403	Amend the Financial Plan for the 2015 C2C grant funding.	Complete
CS 2014-403	Apply for C2C funding for an event to take place before March 31, 2015	Complete
CS 2014-407	Refer consideration of the correspondence from Peter Luckham of the Islands Trust regarding proposed amendments to the Vessel Pollution and Dangerous Chemicals Regulations governing the discharge of sewage by pleasure craft vessels and calling for additional actions to reduce raw sewage dumping in the Salish Sea to an upcoming meeting of Council.	Complete

Tasks by Meeting		
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CS 2014-408	Refer the comments from George Creek of the Ladysmith Yacht Club and BC Council of Yacht Clubs to the Islands Trust for comment.	Complete
CS 2014-408	Refer the correspondence from the Islands Trust regarding proposed amendments to the Vessel Pollution and Dangerous Chemicals Regulations governing the discharge of sewage by pleasure craft vessels and calling for additional actions to reduce raw sewage dumping in the Salish Sea to the Stz'uminus First Nation for comment. b)	Complete

### Council Meeting : January 5, 2015

Resolution	Task	Status
CS 2015-004	Reserve the following dates for deliberation of the 2015 to 2019 Financial Plan: <ul style="list-style-type: none"> <li>• January 19, 2015: Confirmation of Financial Plan Policy and Objectives</li> <li>• March 2, 2015: Presentation of the preliminary 2015-2019 Financial Plan</li> <li>• March 16, 2015: Determination of the Grants-In-Aid funding</li> <li>• March 30, 2015: Ongoing Financial Plan discussions (Special Meeting)</li> <li>• April 20, 2015: Finalize 2015-2019 Financial Plan.</li> </ul> Presentation of the 2014 Audited Financial Statements <ul style="list-style-type: none"> <li>• May 4, 2015: First three readings of:               <ul style="list-style-type: none"> <li>◊2015-2019 Financial Plan Bylaw</li> <li>◊2015 Property Taxation Bylaw</li> <li>◊2015 Water Parcel Tax Bylaw</li> <li>◊2015 Sewer Parcel Tax Bylaw</li> </ul> </li> <li>• May 11, 2015: Special Meeting to adopt the Financial Plan Bylaw, Property Tax Bylaw, Water Parcel Tax Bylaw and Sewer Parcel Tax Bylaw</li> </ul>	Complete
CS 2015-005	Report back to Council with recommendations on the following matters related to Board of Variance: <ul style="list-style-type: none"> <li>• Development of guidelines for a Board of Variance to include additional information about the meaning of "minor variance" and "hardship" as contained in the legislation and proposed bylaw</li> <li>• Inclusion of Local Government Act section 901(2) in the proposed Board of Variance Bylaw</li> <li>• Whether the Board of Variance can be prohibited from holding closed meetings</li> <li>• Expanding the area for notification of a Board of Variance hearing and persons who have a right to be heard at a hearing from adjacent properties to properties within 60 metres of the subject property in accordance with the notification procedure for Development Variance Permits</li> <li>• Qualifications for membership on the Board of Variance</li> </ul>	Complete
CS 2015-006	Accept the grant contribution of \$4,000 from the Heritage Legacy Fund for the development and installation of a permanent interpretive display of the industrial and recreational history of Transfer Beach, sign the Contribution Agreement, and amend the Financial Plan accordingly.	Complete

## Tasks by Meeting

CS 2015-007	Advise the Cowichan Valley Regional District that Council consents to the adoption of CVRD Bylaw No. 3882 – Transit Service Amendment Bylaw, 2014.	Complete
CS 2015-008	Accept with regret the notice from F. Joe Burnett that he does not intend to seek another term as Town of Ladysmith representative on the Nanaimo Airport Commission, and thank him for his service over the past three years, and advertise for candidates to represent the Town of Ladysmith on the Nanaimo Airport Commission.	Complete
CS 2015-009	Write to the Canadian National Junior Hockey Team congratulating the team on winning the gold medal in the 2015 World Junior Hockey Championships.	Complete

## Council Meeting : January 19, 2015

Resolution	Task	Status
CS 2015-014	Prepare a draft resolution on the right to a healthy environment for consideration by the Association of Vancouver Island and Coastal Communities at its 2015 Annual Meeting, in consultation with other local governments.	Complete
CS 2015-015	Issue Riparian Development Permit 3060-14-07.	Complete
CS 2015-016	Proceed with statutory notice for Signage Development Variance Permit application 3090-14-05, located at 1020 First Avenue.	Complete
CS 2015-017	Do not issue Development Variance Permit 3090-14-02.	Complete
CS 2015-018	Repeal "Land Use Agreements Policy 06-2320-A" and replace it with the new "Community Amenity Contribution Policy."	Complete
CS 2015-020	Refer the matter of enrollment in the Union of British Columbia Municipalities Benefits Plan for elected officials to an upcoming meeting of Council.	Complete
CS 2015-021	Research the practice with respect to enrollment in the Union of British Columbia Municipalities benefits plan for elected officials in other Vancouver Island municipalities, including City of Duncan, Town of Lake Cowichan, Municipality of North Cowichan, City of Parksville, Town of Qualicum Beach and the Cowichan Valley Regional District, and report back to Council.	Complete
CS 2015-022	Develop Board of Variance Guidelines to outline the Board's role, mandate and responsibilities regarding Board of Variance applications.	Complete
CS 2015-022	Include \$5,000 in the 2015-2019 financial plan to cover costs associated with the Board of Variance	Complete
CS 2015-022	Advertise for three individuals to serve on the Town of Ladysmith Board of Variance.	Complete

## Tasks by Meeting

CS 2015-023	<p>Include the following recommendations in the updated Water Conservation Plan for 2015:</p> <ol style="list-style-type: none"> <li>1. Set a new residential water consumption target of 20 per cent lower than the current published Canadian average residential consumption rate;</li> <li>2. Direct staff to investigate the potential to expand the current single family residential block water rate structure to other users, such as commercial and industrial users, and report back to Council on possible changes to the rate structure;</li> <li>3. Direct staff to investigate further reductions of water use at municipal facilities, including parks irrigation, as well as any unaccounted for water use (water leaks);</li> <li>4. Direct staff to investigate new potential rebates and public education, and other water reduction programs to achieve the target water reductions noted above.</li> </ol>	In Progress
CS 2015-026	<p>Enter into a partnership with the Ladysmith Kinsmen Club for the sole purpose of securing grant funding through the Home Depot Foundation to replace the playground structure at Transfer Beach and work with the Club to establish details of this arrangement.</p>	Complete

### **Council Meeting : February 2, 2015**

Resolution	Task	Status
CS 2015-031	<p>Refer the petition and presentation by Robin Maxted for a fenced, off-leash dog park in the Town of Ladysmith to the Parks, Recreation and Culture Commission to investigate options for location as well as costs, and invite Robin Maxted, Linda Brown and Jean Pearson to participate in its consideration of the matter.</p>	Complete
CS 2015-032	<p>Convey to Jean Crowder, M.P., and Hon. Lisa Raitt, Minister of Transport, Council's strong support for Bill C-638 to resolve the environmental, economic and navigational hazards posed by derelict and abandoned vessels.</p>	Complete
CS 2015-033	<p>Send a letter congratulating Fire/Rescue Chief Ray Delcourt on his recent re-election as President of the Cowichan Valley Fire Chiefs Association.</p>	Complete
CS 2015-034	<p>Review options for a bylaw restricting after-hours access to Town parks.</p>	Complete
CS 2015-036	<p>Refer the recommendation to amend Fees and Charges Bylaw 2014, No. 1846 in order to include provision for a "shower only" admissions fee at the rate of half the current adult admission to the Parks, Recreation and Culture Commission for review.</p>	Complete

## Tasks by Meeting

CS 2015-037	Prepare an amendment to Ladysmith Fees and Charges Bylaw 2008, No. 1644 to implement fees as recommended by the Director of Development Services in her report to the January 19, 2015 meeting of the Municipal Services Committee	Complete
CS 2015-038	Work with the Ladysmith Secondary School woodworking class to design, build, and install up to four mini-library kiosks on identified Town of Ladysmith properties. (Council suggested consulting with Salamander Books, and selecting one site in the south end of Ladysmith.)	In Progress
CS 2015-040	Refer the proposed Ladysmith Bar Watch Program and Good Neighbour Agreement to staff and the Royal Canadian Mounted Police to review the voluntary intent of the program in light of the language of enforcement contained in the Good Neighbour Agreement.	Complete
CS 2015-043	Bring Council's previous resolutions calling for a change to provincial legislation governing the use of cemetery care trust funds to the March 2015 meeting of the Municipal Services Committee.	Complete
CS 2015-045	Apply to the Small Communities Fund Program of the New Building Canada Fund for grant funding of up to two-thirds of the cost of the Water Filtration Plant Project, with the Town's one-third share of the costs of the project to be drawn from borrowing as outlined in the approved 2014-2018 Financial Plan.	Complete

## Council Meeting : February 16, 2015

Resolution	Task	Status
CS 2015-049	Issue signage Development Variance Permit 3090-14-05, to permit a free-standing sign that is larger than the permitted size and utilizes backlit illumination, to be located at 1020 First Avenue.	Complete
CS 2015-050	Prepare bylaws in relation to Lot A, District Lot 146, Oyster District, Plan VIP78848, Except Part in Plan VIP81319 as follows: a) amend the Official Community Plan to designate a 522m <sup>2</sup> area from 'Parks and Open Space' to 'Single Family Residential'; and b) amend the Zoning Bylaw to zone a 522m <sup>2</sup> area from P-3 to 'Single Dwelling Residential – Small Lot A' (R-1-A) and a 521m <sup>2</sup> area from P-3 to 'Parks and Recreational' (P-2).	In Progress
CS 2015-052	Refer the correspondence from Tracy Paterson regarding access to showers at the Frank Jameson Community Centre to the Parks, Recreation and Culture Commission in its consideration of this matter.	Complete
CS 2015-053	Register Mayor Stone and Councillors Arnett and Paterson for the 2015 AVICC Convention.	Complete
CS 2015-054	Apply to the BC Hydro Community Tree Planting Program for a grant of up to \$6,700 to replace existing street trees in the community as deemed appropriate by staff.	Complete



## Tasks by Meeting

CS 2015-055	Investigate options for expanding the parking at Aggie Hall in the 2015 budget year, and that the staff investigation include private property options, the Aggie Hall site, and Second Avenue.	In Progress
CS 2015-056	Report back to Council regarding the estimated annual cost of group benefits premiums for elected officials to be included in the 2015 to 2019 Financial Plan.	Complete
CS 2015-057	Co-sponsor the resolution on an Environmental Bill of Rights put forward by the City of Victoria to the Annual General Meeting of the Association of Vancouver Island and Coastal Communities:	Complete

### Council Meeting : March 2, 2015

Resolution	Task	Status
CS 2015-066	Refer presentation materials and draft resolution on the proposed Round Table on Watershed Management to the CVRD, the Stz'uminus First Nation and Town of Ladysmith staff for review and comment.	Complete
CS 2015-067	Request the CVRD to invite Town of Ladysmith staff, former members of the Ladysmith Economic Development Committee and members of Council to the upcoming Economic Development Workshops organized by the CVRD	Complete

### Council Meeting : March 30, 2015

Resolution	Task	Status
CS 2015-104	Schedule a public hearing for Bylaw 1875	Complete
CS 2015-105	Apply to the Union of B.C. Municipalities Gas Tax Program—Strategic Priorities Fund for \$230,400 towards the Signage Initiatives Project	Complete

### Council Meeting : April 13, 2015

Resolution	Task	Status
CS 2015-111	Identify specific actions to be taken in 2015 in addition to those identified on page 8 of the Draft Financial Plan document, including investigating options for water storage, and constructing a water filtration system.	Complete
CS 2015-112	Establish "Vibrant Downtown and Economic Development" as a focus area for 2015, and amend the associated actions outlined on page 8 of the Draft 2015 to 2019 Financial Plan as follows: <ul style="list-style-type: none"> <li>• Investigate opportunities for establishing a Business Improvement Area to support downtown businesses, in conjunction with the Ladysmith Chamber of Commerce and Ladysmith Downtown Business Association</li> <li>• Add reference to exploring joint economic development opportunities with Stz'uminus First Nation.</li> </ul>	Complete

## Tasks by Meeting

CS 2015-113	<p>Establish "Waterfront" as a focus area for 2015, and amend the associated activities as outlined on page 8 of the Draft Financial Plan for 2015 to 2019 as follows:</p> <ul style="list-style-type: none"> <li>•Complete a review of the waterfront subarea lands</li> <li>•Work with Stz'uminus First Nation and Ladysmith Maritime Society to address issues associated with District Lot 651</li> <li>•Consider environmental and geotechnical constraints</li> <li>•Complete a review of use of the Machine Shop with stakeholders, including the Ladysmith Maritime Society, Ladysmith and District Arts Council and others.</li> <li>•Enhance facilities at Transfer Beach, including interpretive historical signage and replacement of the Kinsmen Playground</li> <li>•Carry out upgrades to the off-leash dog park and upper area at Transfer Beach</li> </ul>	Complete
CS 2015-114	Establish "Asset Management System" as a focus area for 2015.	Complete
CS 2015-115	Establish "Asset Replacement Funding" as a focus area for 2015.	Complete
CS 2015-116	Establish "Information Technology and Service" as a focus area for 2015.	Complete
CS 2015-117	Refer consideration of "Information Technology and Service" as a focus area for 2015 until the next Regular Meeting of Council.	Complete
CS 2015-119	Apply to the Union of British Columbia Municipalities Gas Tax Program—Capital Infrastructure Fund for \$10 million towards the Water Filtration Project.	Complete
CS 2015-120	Apply to the Union of British Columbia Municipalities Gas Tax Capacity Building Program for grant funding up to \$150,000 to support the Asset Management Assessment and Planning Project.	Complete
CS 2015-121	<p>1. Include in the 2015 to 2019 Financial Plan \$175,000 for the Transfer Beach Playground replacement project, with \$125,000 of the total to be allocated from fundraising by the Kinsmen Club of Ladysmith, Ladysmith Rotary Club and other community groups; \$40,000 to be allocated from the Community Works Gas Tax Fund; and \$10,000 to be allocated from the Amenity Fund.</p> <p>2. Proceed with purchasing the equipment from Henderson Recreation Equipment Limited in the amount of \$136,072.41 plus applicable taxes.</p>	Complete
CS 2015-124	Waive the trolley rental fee as requested by Ladysmith Fire/Rescue for an event in honour of retiring firefighter Mike Alexander on Saturday, April 18, as requested by Chief Ray Delcourt in his correspondence dated April 7, 2015.	Complete
CS 2015-125	Write to retiring Ladysmith Fire/Rescue member Mike Alexander thanking him for his years of service to the community.	Complete

## Tasks by Meeting

### Council Meeting : April 20, 2015

Resolution	Task	Status
CS 2015-132	Proceed with statutory notice for Development Variance Permit application 3090-15-01 for Lot 7, Block 73, District Lot 56, Oyster District, Plan 703A (325 Gatacre Street.)	Complete
CS 2015-133	Establish a \$2,500 fund within the Grants-in-Aid budget for waiving fees to rent Town facilities, and delegate the authority to manage this fund to the Director of Parks, Recreation and Culture.	Complete
CS 2015-134	Require that representatives of the Ladysmith Resources Centre Association appear before Council annually in order to report out on the use of Town grants-in-aid.	Future Priority
CS 2015-137	Request the Provincial Government to review and consider changes to the Cremation, Interment and Funeral Services Act to enable municipalities to access additional funds for improvements to municipal cemeteries.	Complete
CS 2015-138	Refer the draft "Appropriate Behaviour Policy and Code of Conduct" to the Parks, Recreation and Culture Commission for review and comments.	Complete
CS 2015-139	Include in the 2015 to 2019 Financial Plan \$14,000 in capital reserves toward the construction of a fenced dog park.	Complete
CS 2015-140	Negotiate a lease for the property at Sixth and Methuen from BC Hydro for a fenced dog park.	In Progress
CS 2015-145	Move Locomotive #11 and the Humdergin into the Machine Shop as proposed by the Industrial Heritage Presentation Committee in order to prevent further deterioration and vandalism with the approval of the Machine Shop Advisory Group, and invite a representative of the Industrial Heritage Preservation Committee to join the Machine Shop Advisory Group Amendment carried. Motion as amended carried.	In Progress
CS 2015-147	Write a letter of support for the Cowichan Region bid to host the 2017 National Aboriginal Hockey Championships.	Complete
CS 2015-148	Execute a Service Provider Agreement between the Town of Ladysmith and the Ladysmith Ambassadors Program for the provision of promotional services at public events, and that the Ladysmith Ambassadors Program be required to pay the \$250 annual fee for the additional liability coverage provided by the Municipal Insurance Association of BC.	Complete
CS 2015-149	Write letters of appreciation to the outgoing Ladysmith Ambassadors and the Ladysmith Ambassador Program volunteers.	Complete

## Tasks by Meeting

CS 2015-150	Partner with Ladysmith Family and Friends (LaFF) to apply for the following grant funding opportunities for the replacement of the playground equipment at Aggie in 2016: 1. Up to \$50,000 from the Employment and Social Development Canada Enabling Accessibility in Communities Fund Program.  2. Up to \$20,000 from the Co-Op Community Spaces Program.	Complete
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### Council Meeting : April 27, 2015

Resolution	Task	Status
CS 2015-165	1. Remove Development Permit 3060-00-08 (EP96966), 3060-07-03 (FB178787), and 3060-08-18 (FB219990) from the Certificate of Title of Lot C, District Lot 38, Oyster District, Plan EPP36585 (1146 Rocky Creek Road) as these permits are no longer relevant for the property; 2. Issue Development Permit 3060-15-05 for a light industrial development at Lot C, District Lot 38, Oyster District, Plan EPP36585 (1146 Rocky Creek Road), subject to the submission of a landscape bond in the amount of 100 per cent of the onsite landscaping. 3. Authorize the Mayor and Corporate Officer to sign the Development Permit.	Complete
CS 2015-168	Advise the CVRD that Mayor Stone will serve as Director representing the Town of Ladysmith on the Cowichan Valley Regional District Board, effective immediately.	Complete

### Council Meeting : May 4, 2015

Resolution	Task	Status
CS 2015-178	Write a letter of gratitude and congratulations to RKM Cranes for their generous assistance in putting up and taking down decorations for the Festival of Lights.	Complete
CS 2015-179	Write a letter of appreciation to the Ladysmith Sportsmen's Club for their recent Community Cleanup and commitment to the natural environment.	Complete
CS 2015-180	Enter into a two-year agreement with Ladysmith Family and Friends (LaFF) for the provision of a Family Resource Program using Town of Ladysmith facilities, with an option to renew for two years.	In Progress
CS 2015-182	Send a letter of congratulations and appreciation to Ralph Carlson and Stu Chadwick for their long service to the community of 50 years each in Ladysmith Search and Rescue.	Complete
CS 2015-184	Contribute \$200 to the cost of the Transfer Beach Playground community fundraising dinner to be allocated from the Public Relations fund.	Complete

## Tasks by Meeting

CS 2015-188	Prepare a report on a bylaw to protect areas of land that may be subject to flooding, erosion or land slip in order to protect both development and natural systems from potentially hazardous conditions.	In Progress
CS 2015-189	Provide background and previously produced materials relating to a Town of Ladysmith Tree Bylaw for the Town of Ladysmith at an upcoming meeting of the Municipal Services Committee.	In Progress

### Council Meeting : May 11, 2015

Resolution	Task	Status
CS 2015-197	1 Advise the Kinsmen Club of Ladysmith that it supports a proposed partnership between the Town of Ladysmith and the Kinsmen Club as outlined in the e-mail from the Club dated April 30, 2015, for the sole purpose of securing funding through the Farm Credit Corporation AgriSpirit Fund to replace the playground structure at Transfer Beach; and 2 Direct staff to work with the Club to establish the details of this arrangement.	Complete
CS 2015-197	1 Advise the Kinsmen Club of Ladysmith that the Council it supports a proposed partnership between the Town of Ladysmith and the Kinsmen Club as outlined in the e-mail from the Club dated April 30, 2015, for the sole purpose of securing funding through the Farm Credit Corporation AgriSpirit Fund to replace the playground structure at Transfer Beach; and 2. Work with the Club to establish the details of this arrangement.	Complete
CS 2015-198	Waive the trolley rental fee for a June 2015 Cowichan Valley wine tour fundraiser for Ladysmith Tour de Rock, as requested by the Tour de Rock Committee in their correspondence dated April 30, 2015.	Complete
CS 2015-198	Waive the trolley rental fee for a June 2015 Cowichan Valley wine tour fundraiser for Ladysmith Tour de Rock, as requested by the Tour de Rock Committee in their correspondence dated April 30, 2015.	Complete
CS 2015-200	Investigate ways to incorporate social enterprise concepts into the Town's purchasing policy.	In Progress
CS 2015-200	Investigate ways to incorporate social enterprise concepts into the Town's purchasing policy.	In Progress

### Council Meeting : June 1, 2015

Resolution	Task	Status
CS 2015-209	Adopt the "Appropriate Behaviour Policy/Code of Conduct" as recommended by the Parks, Recreation and Culture Commission.	Complete

## Tasks by Meeting

CS 2015-211	Accept with appreciation the grant from the 2015 Asset Management Planning Program for Phase I (Assessment) in the amount of \$10,000, and amend the Financial Plan accordingly.	Complete
CS 2015-212	Accept with appreciation the grant from the Destination BC Community Tourism Opportunities Program in the amount of \$8,400 and amend the Financial Plan accordingly.	Complete
CS 2015-213	Execute a Service Provider Agreement between the Town of Ladysmith and the Ladysmith Downtown Business Association for the provision of promotional services and assisting local businesses in establishing themselves within Ladysmith, and that the Ladysmith Downtown Business Association be required to pay the \$250 annual fee for the additional liability coverage provided by the Municipal Insurance Association of BC.	Complete
CS 2015-214	Apply for the Canada 150 Infrastructure Program for grant funding of a maximum of \$500,000, to cover up to 50 per cent of the costs to repair the Machine Shop, with the remaining funding sources to come from taxation or other grant programs.	In Progress

## Council Meeting : June 15, 2015

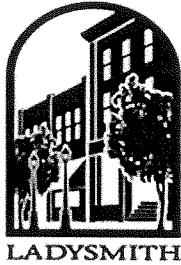
Resolution	Task	Status
CS 2015-218	<p>Refer to the Parks, Recreation and Culture Commission the following proposed amendments to Town of Ladysmith Community Centre Facilities Fees and Charges Bylaw 2014, No, 1846 for review and comment:</p> <ul style="list-style-type: none"> <li>•Increase admission and pass fees by two per cent effective September 1, 2015, September 1, 2016 and September 1, 2017 for Adult, Youth, Child, Family and Senior (and continue no charge for children under three or seniors over 80).</li> <li>•Increase facility rental fees, park permit fees and sport field lights by two per cent effective September 1, 2015, September 1, 2016 and September 1, 2017, and</li> <li>•Add "locker fee" rental to the Fees and Charges Bylaw with a rate of fifty cents per use for full sized lockers and twenty-five cents for medium to small lockers.</li> </ul>	Complete
CS 2015-219	Support in principle the proposal for chainsaw artist Dan Richie to create a permanent carving for the Town at the Steam Donkey during Logger Sports 2015, as outlined in the correspondence from the Ladysmith Cops for Cancer Tour de Rock Committee, and refer the matter to the Parks, Recreation and Culture Commission for consideration at its June 17, 2015 meeting.	Complete
CS 2015-220	Apply to the Community to Community Forum Program of the Union of British Columbia Municipalities for \$3,500 to support a joint event between the Town of Ladysmith and Stz'uminus First Nation, with matching funds to be provided by both organizations in the form of cash and in-kind contributions.	Complete

## Tasks by Meeting

CS 2015-221	<p>1Grant a Development Variance Permit (3090-15-01) to vary the height, size and siting for a coach house dwelling located within an existing accessory building on Lot 7, Block 73, District Lot 56, Oyster District, Plan 703A (325 Gatacre Street);</p> <p>2Authorize the Mayor and Corporate Officer to sign the Development Variance Permit.</p>	Complete
CS 2015-222	<p>Prior to Council's consideration of Coach House Intensive Residential Development Permit 3060-15-06 (325 Gatacre Street) the applicant is required, pursuant to the Development Permit Area 10 Design Guidelines, to amend the application and provide a site plan that includes:</p> <ul style="list-style-type: none"> <li>•Building Character and Design <ul style="list-style-type: none"> <li><input type="checkbox"/>Frosting or otherwise obscuring the windows on the east side (second storey) to discourage overlook.</li> </ul> </li> <li>•Accessibility and Livability <ul style="list-style-type: none"> <li><input type="checkbox"/>A continuous unobstructed pathway with a minimum width of 90cm from Gatacre Street to the coach house dwelling entrance.</li> <li><input type="checkbox"/>Landscaping in the space between the side of the coach house dwelling and the lane to enhance the lane.</li> <li><input type="checkbox"/>Motion detecting lighting on the building to increase the safety of the lane.</li> </ul> </li> <li>•Landscaping <ul style="list-style-type: none"> <li><input type="checkbox"/>A screened area or structure for on-site coach house dwelling garbage and recycling.</li> <li><input type="checkbox"/>A cedar hedge to define the at-grade amenity area for the coach house dwelling resident (minimum 1.2 metres in height at installation).</li> </ul> </li> </ul>	Complete

### Council Meeting : June 22, 2015

Resolution	Task	Status
CS 2015-228	Enter into a Revitalization Tax Exemption Agreement with 1639555 Alberta Ltd. 341 First Avenue, Folio 0126.000	In Progress
CS 2015-230	Include the calculations of the 2016/17 costs for the Royal Canadian Mounted Police in the 2016-2020 Financial Plan for budget planning purposes.	In Progress
CS 2015-232	Explore with the local detachment options for Royal Canadian Mounted Police staffing within Ladysmith and report back to Council. Motion as amended carried.	In Progress
CS 2015-233	Ensure that the Annual Report is available for public inspection, and schedule a review of public input and adoption of the report at the July 6 Regular Meeting of Council.	Complete
CS 2015-234	Review the offer from Lynda Evans to donate artwork in exchange for a memorial bench in memory of the former owner of the art, and report back to Council with a recommendation.	In Progress
CS 2015-235	Provide a grant-in-aid in the amount of \$750.00 to the Stz'uminus First Nation to support National Aboriginal Day celebrations on June 21, 2015.	Complete



## Town of Ladysmith

### STAFF REPORT

To: Ruth Malli, City Manager  
From: Sandy Bowden, Director of Corporate Services  
Date: July 8, 2015  
File No:

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**Re: Managed IT Services Agreement with District of North Cowichan**

#### RECOMMENDATION(S):

That the Municipal Services Committee recommend to Council that Council authorize staff to finalize the Managed Information Technology (IT) Services Agreement with the District of North Cowichan for the provision of IT support services commencing in September 2015 for an initial three year term at a cost not to exceed \$75,000 for the first year and an inflationary increase for years thereafter.

#### PURPOSE:

The purpose of this staff report is to provide Council with background and an overview of the proposed managed services agreement with the District of North Cowichan for the provision of IT support services to the Town of Ladysmith.

#### INTRODUCTION/BACKGROUND:

Currently the Town's information technology equipment and services are managed by an external consultant, administered through the Corporate Services Department. Given the significant increase in technological advancement over the years, it has become evident that the Town's computing and technological needs require a more "hands on" approach. The current consulting firm has provided the Town with excellent support, but we are now at the point where we need an increased level of support to keep up with the ever-changing world of computers and related technology.

In 2013 KPMG prepared an Information Systems Strategic Plan which was endorsed by Council. One of the recommendations addresses the issue of IT support:

*In the absence of a shared services arrangement, the Town should hire a junior position as a full-time IT Technician, with administrator privileges, to diagnose and fix minor problems, support users, and better integrate ancillary technical components (e.g., security camera systems, card readers, wireless routers).*

The report notes that there are basically two options available to the Town to enhance its IT support: (1) hire an internal technical support person or (2) seek more external IT support. The Town and the District of North Cowichan have similar IT operating requirements and North Cowichan has submitted a proposal to provide IT support services to the Town. They



note that many of the systems North Cowichan uses are the same as Ladysmith – Vadim, Class, Windows Workstations and Networking, for example – and suggest that there may be an opportunity to share skilled resources across both groups. The proposed agreement provides 0.5 FTE of support dedicated to the Town’s sites and IT systems, along with access to additional North Cowichan team resources when required. Such support would consist of:

- General support for: document software and hardware changes; test backup with restores; monthly reports of service requests
- Servers
- Disaster recovery
- Desktop device management
- Mobile devices
- Networks
- System security
- Software applications
- Hosted services such as email and web filtering services

A copy of the proposed agreement is attached for reference.

#### SCOPE OF WORK:

Once the agreement is executed, each department will be responsible for communicating with the North Cowichan “Help Desk” to report issues. IT strategic planning will be managed by the Senior Management Team.

#### ALTERNATIVES:

Council could direct staff to either pursue the option of hiring an IT technical support person or could direct staff to not proceed with either option and maintain the current level of IT support through the external consultant.

#### FINANCIAL IMPLICATIONS:

The cost of this agreement was included in the 2015-2019 Financial Plan. In 2014, approximately \$67,300 was paid to the current contractor for IT support hours.

#### LEGAL IMPLICATIONS:

The agreement has been reviewed by a lawyer.

#### CITIZEN/PUBLIC RELATIONS IMPLICATIONS:

Enhancing and improving the Town’s IT services has been raised by members of Council and the public in the past. It is anticipated that proposed managed IT services with the District of North Cowichan will provide improved services for all users.

INTERDEPARTMENTAL INVOLVEMENT/IMPLICATIONS:

All municipal departments will be involved with the implementation of the IT Managed Services Agreement with North Cowichan.

RESOURCE IMPLICATIONS:

No additional resources are required at this time. At some point in the future the Town may determine that enhanced IT support is required in order to meet operational needs. The managed services agreement will be reviewed on an on-going basis to ensure an adequate level of support is maintained.

ALIGNMENT WITH SUSTAINABILITY VISIONING REPORT:

Enhancing the Town's IT services will support all sustainability goals outlined in the visioning report.

ALIGNMENT WITH STRATEGIC PRIORITIES:

This initiative was identified in the 2013 Information Systems Strategic Plan. It is also identified as a 2015 "focus area" as noted in the 2014 Annual Report.

SUMMARY:

In 2013 the Information Systems Strategic Plan was adopted by Council. One of the recommendations contained in the plan addresses enhancing IT support through the hiring of an in-house technical person or through a shared services agreement with a similar local government. Staff requests Council's consideration of entering into the proposed Managed IT Services Agreement with the District of North Cowichan for an initial three year term at a cost not to exceed \$75,000.

I concur with the recommendation.

  
\_\_\_\_\_  
Ruth Malli, City Manager

ATTACHMENTS:

IT Managed Services Agreement (Draft)

# Managed IT Services Agreement

## 1. Definitions

1.1 The definitions and rules of interpretation in this clause apply in this Agreement.

**Customer:** the person, firm or company who purchases Services from the Service Provider;

**Network Monitoring:** the Service Provider shall use software to monitor the Customer's network for slow or failing components;

**Services:** the Services provided by the Service Provider set out in Appendix A of this Agreement and as agreed from time to time;

**Service Provider:** The Corporation of the District of North Cowichan

**Vendor Management:** the Service Provider, with the Customer's authority, will act on behalf of the Customer in resolving issues with goods or services sold to the Customer by a third party.

**Vendor Support Agreement:** an agreement provided by a third party vendor to cover technical support issues that involve the diagnosis or replacement of hardware components.

**Vendor-Supported:** a business service or product that is covered by a commercial vendor support agreement.

**Project:** a predefined item of work that shall be billed separately to the Customer.

**Onsite Support:** where an issue requires onsite support this may be carried out by a 3rd party vendor or with the Customer's consent the Service Provider's engineer, agent or contractor.

## 2. Agreement

2.1 This Agreement shall prevail over any inconsistent terms or conditions contained in, or referred to in, the Customer's purchase order, confirmation of order, or specification, or implied by law, trade custom, practice or course of dealing.

2.2 This Agreement is effective upon the date signed or the date the Services commence and shall remain in force for a period of 3 years, and be reviewed annually to address any necessary adjustments or modifications (the "Term").

2.3 The Agreement automatically renews for a subsequent period of 1 year beginning on the day immediately following the end of the initial Term, unless either party gives the other

ninety (90) days prior written notice of its intent not to renew this Agreement, such notice to expire before the annual renewal date.

2.4 This Agreement may be terminated by either party upon ninety (90) days written notice to the other party if:

- (a) the other party fails to fulfil in any material respect its obligations under this Agreement and does not cure such failure within thirty (30) days of receipt such written notice;
- (b) the other party breaches any material term or condition of this Agreement and fails to remedy such breach within thirty (30) days of receipt of such written notice;
- (c) the other party terminates or suspends its business operations, unless it is succeeded by a permitted assignee under this Agreement; or
- (d) the other party ceases, or threatens to cease, to trade.

2.5 If either party terminates this Agreement, the Service Provider will assist Customer in the orderly termination of services, including timely transfer of the services to another designated provider providing that the Customer agrees to pay the Service Provider the actual costs of rendering such services.

2.6 Termination of the Agreement, however arising, shall not affect or prejudice the accrued rights of the parties as at termination or the continuation of any provision expressly stated to survive, or implicitly surviving, termination.

2.7 All sums payable to the Service Provider under this agreement shall become due immediately on its termination, despite any other provision. This clause 2.7 is without prejudice to any right to claim for interest under the law, or any such right under this Agreement.

2.8 On termination of the Contract for any reason the Customer shall immediately pay to the Service Provider all of the Service Provider's outstanding unpaid invoices, including all payments until the end of the Term, together with applicable interest and, in respect of Services supplied but for which no invoice has been submitted, the Service Provider shall submit an invoice, which shall be payable by the Customer immediately on receipt.

### **3. Fees and Payment Schedule**

3.1 The Fees for the Services will be at the agreed rate as set out in the services proposal plus GST per month, invoiced to Customer on a Monthly basis, and will become due and payable on the first day of each month.

3.2 It is understood that any and all services requested by the Customer that fall outside of the terms of this Agreement will be considered additional projects, and will be quoted and billed as separate, individual projects in accordance with the Service Provider's current charges as amended from time to time.

3.3 Time for payment shall be of the essence of the Agreement.

3.4 The Service Provider may, without prejudice to any other rights it may have, set off any liability of the Customer to the Service Provider against any liability of the Service Provider to the Customer.

#### **4. Service Provider's Obligations**

The Service Provider shall use reasonable efforts to supply the Services in Appendix A and meet the performance timescales specified, but any such dates shall be estimates only and time shall not be of the essence of the Agreement.

#### **5. Customer's Obligations**

5.1 The Customer shall:

- (a) co-operate with the Service Provider in all matters relating to the Services;
- (b) provide in a timely manner such access to the Customer's premises and data, and such office accommodation and other facilities, as is requested by the Service Provider;
- (c) provide in a timely manner such information as the Service Provider may request, and ensure that such information is accurate in all material respects; and
- (d) be responsible (at its own cost) for preparing the relevant premises for the supply of the Services.

5.2 In order for Customers existing environment to qualify for support under this agreement, the following requirements must be met:

- (a) All Services with Microsoft Operating Systems must be running Windows 2008 Server or later, and have all the latest Microsoft Service Packs and Critical Updates installed.
- (b) All Desktop PC's and Notebooks/Laptops with Microsoft Windows Operating Systems must be running Windows XP Pro Service Pack 3 or later and have all the latest Microsoft Service Packs and Critical Updates installed.
- (c) All handheld devices must be installed with the manufacturers supplied operating system.
- (d) All Server and Desktop Software must be Genuine, Licensed and Vendor-Supported.
- (e) The environment must have a currently licensed, up-to-date and Vendor-Supported Server-based Antivirus Solution protecting all Servers, Desktop, Notebooks/Laptops and Email.

- (f) The environment must have a currently licensed, vendor-supported server based Backup Solution that can be monitored and send notification on job failures and successes.
- (g) The environment must have a currently licensed, Vendor-Supported Hardware Firewall between the Internal Network and the Internet.
- (h) All wireless data traffic in the environment must be securely encrypted.
- (i) There must be an outside static IP Address assigned to a network device allowing Remote Desktop, Virtual Private Network access or SSH Access.

5.3 Any costs required to bring Customer's environment up to these requirements are not included in the Agreement and will be quoted for and charged separately.

5.4 If the Service Provider's performance of its obligations under the Agreement is prevented or delayed by any act or omission of the Customer or the Customer's agents, sub-contractors or employees, the Customer shall be liable to pay to the Service Provider on demand all reasonable costs, charges or losses sustained or incurred by it, subject to the Service Provider confirming such costs, charges and expenses to the Customer in writing.

5.5 The Customer shall not solicit or entice away from the Service Provider or employ or attempt to employ any person who is, or has been, engaged as an employee or sub-contractor of the Service Provider.

5.6 The Customer shall comply with the Terms of Service and shall indemnify the Service Provider against all liabilities, costs, expenses, damages and losses (including any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties and legal and other reasonable professional costs and expenses) suffered or incurred by the Service Provider arising out of or in connection with the Customer's breach of the Terms of Service.

## **6. Change Control**

6.1 If either party requests a change to the scope or execution of the Services, it shall submit details of the requested change to the other in writing and the Service Provider shall, within a reasonable time, provide a written estimate to the Customer of:

- (a) the likely time required to implement the change;
- (b) any variations to the Service Provider's charges arising from the change;
- (c) the likely effect of the change on the Services; and
- (d) any other impact of the change on the terms of the Agreement.

6.2 If the Customer wishes the Service Provider to proceed with the change, the Service Provider has no obligation to do so unless and until the parties have agreed in writing on the necessary variations to its charges, the Services and any other relevant terms of the

Agreement to take account of the change.

6.3 This Agreement covers only those services and equipment listed in Appendix D. The Service Provider must deem any equipment/services the Customer may want to add to this agreement after the effective date acceptable before adding to the Agreement. The addition of equipment/services not listed in Appendix D at the signing of this Agreement, if acceptable to Service Provider, shall result in an adjustment to the Customer's Monthly charges.

6.4 Should adjustments or modifications be required that increase the monthly fees paid for the services rendered under this Agreement a new agreement will be drafted to reflect the adjustments or modifications. The current agreement will remain in force until such time it is superseded by the new agreement.

## **7. Confidentiality**

7.1 The Service Provider and its agents will not use or disclose Customer information except as necessary to or consistent with providing the Services and will protect against unauthorised use.

7.2 The Customer shall keep in strict confidence all technical or commercial know-how, specifications, inventions, processes or initiatives which are of a confidential nature and have been disclosed to the Customer by the Service Provider or its agents, and any other confidential information concerning the Service Provider's business or its products which the Customer may obtain. The Customer shall restrict disclosure of such confidential material to such of its employees, agents or sub-contractors as need to know it for the purpose of discharging the Customer's obligations to the Service Provider, and shall ensure that such employees, agents or sub-contractors are subject to obligations of confidentiality corresponding to those which bind the Customer. This condition shall survive termination of the Agreement, however arising.

## **8. Limitation of Liability**

8.1 The following provisions set out the entire financial liability of the Service Provider (including any liability for the acts or omissions of its employees, agents and sub-contractors) to the Customer in respect of:

- (a) any breach of the Agreement;
- (b) any use made by the Customer of the Services, or any part of them; and
- (c) any representation, statement or tortious act or omission (including negligence) arising under or in connection with the Agreement.

8.2 All warranties, conditions and other terms implied by statute or common law are, to the fullest extent permitted by law, excluded from the Agreement.

8.3 Nothing in these conditions excludes the liability of the Service Provider:

- (a) for death or personal injury caused by the Service Provider's negligence; or

- (b) for fraud or fraudulent misrepresentation.

8.4 Subject to condition 8.2 and condition 8.3:

- (a) the Service Provider shall not be liable, whether in tort (including for negligence or breach of statutory duty), contract, misrepresentation or otherwise for:
  - (i) loss of profits; or
  - (ii) loss of business; or
  - (iii) depletion of goodwill or similar losses; or
  - (iv) loss of anticipated savings; or
  - (v) loss of goods; or
  - (vi) loss of contract; or
  - (vii) loss of use; or
  - (viii) any special, indirect, consequential or pure economic loss, costs, damages, charges or expenses.

8.5 In the event of any loss or damage to Customer data, the Customer's sole and exclusive remedy shall be for the Service Provider to use reasonable commercial efforts to restore the lost or damaged Customer data from the latest backup of such Customer data in accordance with the Terms of Service.

8.6 The Service Provider shall not be responsible for any loss, destruction or alteration of Customer data, or any unauthorised disclosure of Customer data caused by:

- (a) the Customer, its employees or officers;
- (b) the Customer's or its employees' or officers' negligence or default;
- (c) any third party (except those third parties subcontracted by the Service Provider to perform services related to Customer data maintenance and back-up)
- (d) errors or omissions in any information, instructions, data or scripts provided to the Service Provider by the Customer in connection with the Services;
- (e) any acts or omissions by the Customer in breach of the Terms of Service; or
- (f) any actions taken by the Service Provider at the Customer's direction.

## 9. Intellectual Property

All Intellectual Property Rights and all other rights in the Services shall be owned by the Service Provider. For the duration of this Agreement the Service Provider hereby licenses all such rights to the Customer free of charge and on a non-exclusive, worldwide basis to such extent as is necessary to enable the Customer to make reasonable use of the Services as is envisaged by the parties.



## **10. General**

If any provision of the Agreement is found by any court or administrative body of competent jurisdiction to be invalid, unenforceable or illegal, the other provisions shall remain in force. If any invalid, unenforceable or illegal provision would be valid, enforceable or legal if some part of it were deleted, the provision shall apply with whatever modification is necessary to give effect to the commercial intention of the parties.

Each of the parties acknowledges and agrees that in entering into the Agreement it does not rely on any undertaking, promise, assurance, statement, representation, warranty or understanding (whether in writing or not) of any person (whether party to this agreement or not) relating to the subject matter of this agreement other than as expressly set out in the Agreement.

The Agreement is made for the benefit of the parties to it and (where applicable) their successors and permitted assigns, and is not intended to benefit, or be enforceable by, anyone else.

This Agreement and the Terms of Use constitute the entire Agreement between Customer and Service Provider for monitoring/maintenance/service of all equipment listed in Appendix B.

These terms and conditions shall prevail should there be any variance with the terms and conditions of any order submitted by Customer.

The Service Provider shall have no liability to the Customer under the Agreement if it is prevented from, or delayed in, performing its obligations under the Agreement or from carrying on its business by acts, events, omissions or accidents beyond its reasonable control, including, without limitation, strikes, lock-outs or other industrial disputes (whether involving the workforce of the Service Provider or any other party), failure of a utility service or transport network, act of God, war, riot, civil commotion, malicious damage, compliance with any law or governmental order, rule, regulation or direction, accident, breakdown of plant or machinery, fire, flood, storm or default of Service Providers or sub-contractors.

The Agreement and any disputes or claims arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) are governed by and construed in accordance with the laws of British Columbia. The parties irrevocably agree that the courts of British Columbia have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with the Agreement or its subject matter or formation (including non-contractual disputes or claims).

## Appendix A

### Services Included in the Scope of the Services Contract

Description	Frequency	Included (Yes/No)
<b>General</b>		
Document software and hardware changes	As Performed	Yes
Test Backup with restores	Quarterly	Yes
Monthly reports of service requests	Monthly	Yes
<b>Servers</b>		
Manage Servers	On going	Yes
Check print queues	As needed	Yes
Monitor all Server Services	On going	Yes
Keep Service Packs, Patches and Hotfixes current as per company policy	Monthly	Yes
Check event log of every server and identify any potential issues	On going	Yes
Monitor hard drive free space on server	On going	Yes
Monitor Exchange Database	On going	Yes
Monitor Active Directory replication	On going	Yes
Monitor SQL Services	On going	Yes
Reboot servers if required	As needed	Yes
Perform regular remote system maintenance	Monthly	Yes
Install supported software upgrades	As needed	Yes
Setup and maintain security groups	As needed	Yes
User Account Administration including Password resets, Account Unlocks, User name changes and email address changes	As needed	Yes
Check and monitor system backups	On going	Yes
Alert Customer to dangerous server conditions -Memory running low -Hard drive showing signs of failure -Hard drive running out of disk space -Controllers losing interrupts -Network Cards report unusual collision activity -Security Perimeter under attack	On going	Yes
<b>Disaster Recovery</b>		
Alert Customer to dangerous conditions	As needed	Yes
<b>Devices</b>		
Manage Desktops -Monitor Microsoft System Services -Monitor Hard Drive free space -Record Asset Information -Monitor Hard Drive health -Hacker Check -Monitor Critical Systems health	On going	Yes

Keep Service Packs, Patches and Hotfixes current as per company policy	Monthly	Yes
Manage Network Printers	As needed	Yes
Manage Routers	As needed	Yes
Manage Firewalls	As needed	Yes
<b>Mobile Devices</b>		
Manage Mobile Devices	As needed	No
Remote MS Exchange Account Administration including password resets, username changes and email address changes	As needed	Yes
Remote Device Lock	As needed	No
Remote Device Wipe	As needed	No
Block Program Installation	On going	No
<b>Networks</b>		
Check Router Logs	As needed	Yes
Performance Monitoring/Capacity Planning	On going	Yes
Monitor routers, firewalls and internet connectivity and check for service thresholds	On going	Yes
<b>Security</b>		
Check Firewall Logs	As needed	Yes
Check Anti Virus definition auto updates have occurred	On going	Yes
Check backup has been performed to daily schedule	Monthly	Yes
Monitor and check file permissions and file size	Monthly	Yes
Monitor security event logs	On going	Yes
<b>Applications</b>		
Manage operational levels of Microsoft Server Applications	As needed	Yes
Manage functional level of Line of Business Applications	As needed	Yes
Install Software updates as authorized by Customer	As needed	Yes
<b>Hosted Services</b>		
Administer Email Filtering Service -Adding aliases -Modifying Filter Sensitivity -Adding or removing users -Issue reports on request	As needed	Yes
Administer Web Filtering Service -Modifying categories -Adding or removing domains	As needed	Yes
Administer Office 365 -Adding/Removing Users -Adding/Removing Aliases -Liaising with Microsoft on operational status	As needed	Yes

## **Appendix B**

### **Service Request Escalation Procedure**

1. Support Request is Received
2. Service Ticket is Created
3. Issue is identified and documented in service management system
4. Issue is qualified to determine if it can be resolved through Tier 1 Support

If the issue can be resolved through Tier 1 Support:

5. Level 1 resolution – issue is worked to successful resolution
6. Quality Control – Issue is verified to be resolved to Customers satisfaction
7. Service Ticket is closed after complete resolution details have been updated in PSA System

If the issue cannot be resolved through Tier 1 Support:

8. Issue is escalated to Tier 2 Support
9. Issue is qualified to determine if it can resolved by Tier 2 Support

If issue can be resolved through Tier 2 Support

10. Level 2 Resolution – issue is worked to successful resolution
11. Quality Control – Issue is verified to be resolved to Customers satisfaction
12. Service Ticket is closed, after complete problem resolution details have been updated in PSA system

If issue cannot be resolved through Tier 2 Support:

13. Issue is escalated to Tier 3 Support
14. Issue is qualified to determine if it can be resolved through Tier 3 Support

If issue can be resolved through Tier 3 Support:

15. Level 3 Resolution – issue is worked to successful resolution
16. Quality Control – Issue is verified to be resolved to Customer's satisfaction
17. Service Ticket is closed, after complete problem resolution details have been updated in PSA system

If issue cannot be resolved through Tier 3 Support:

18. Issue is escalated to Onsite Support
19. Issue is qualified to determine if it can resolved through Onsite support

If issue can be resolved through Onsite support:

20. Onsite Resolution – issue is worked to successfully resolution
21. Quality Control – Issue is verified to be resolved to Customer's satisfaction
22. Service Ticket is closed, after complete problem resolution details have been updated in PSA system

If issue cannot be resolved through Onsite support:

23. I.T. Manager Decision Point – request is updated with complete details of all activity performed

## Appendix C

### Response and Resolution Times

The following table shows the targets of response and resolution times for each priority level:

Affected Service	Priority	Response time (in hours) *	Resolution time (in hours) *	Escalation threshold (in hours)
Service not available (all users and functions unavailable)	1	Within 1 Hour	ASAP – Best Effort	2 hours
Significant degradation of service (large number of users or business critical functions affected, business process can continue)	2	Within 4 hours	ASAP – Best Effort	8 hours
Limited degradation of service (limited number of users or functions affected, business process can continue)	3	Within 24 hours	ASAP – Best Effort	48 hours
Small service degradation	4	Within 48 hours	ASAP – Best Effort	96 hours

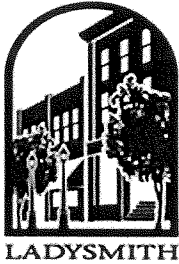
\*Within normal working hours

## **Appendix D**

### **Services and Equipment Covered by Agreement**

(To be developed with assistance from TOL and Novus)

## Town of Ladysmith



### MEMO

To: Ruth Malli, City Manager  
From: John Manson, PEng  
Date: July 13, 2015  
File No:

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#### Re: Spring 2015 Interim Water Consumption Report

This report is intended to provide you with a quick analysis of water consumption in the Town for Spring/Summer of 2015, particularly related to parks irrigation consumption, and total system consumption.

#### **Parks Irrigation Modifications**

Last Thursday, staff were requested to shut down all automated irrigation systems as part of the Stage Three water restrictions implementation that occurred on July 7<sup>th</sup>, 2015. Staff were requested to also remove all of the hanging baskets, and shut off systems feeding those baskets. This was done late last week and all system modifications were completed by late Monday morning.

The Town has approximately 14 separate computer controlled irrigation systems that can be controlled remotely from Public Works, a remaining 16 systems are small battery operated systems that are controlled at each site. The computer operated systems are also connected to our weather station, which is designed to automatically scale back flows in times of precipitation. 92% of our estimated irrigation flows are now controlled through the central system.

Using this system data as well as estimated consumption from the manual systems, we estimate the May and June 2015 irrigation demands are as shown in Figure One. May consumption was close to 200 cubic meters/day (cm/d), June was 350 cm/d. This represents 5% and 7% of total system usage, respectively. Hanging baskets and annuals account for around 500 cm/d annually, about 5-10 cm/d.

Using the new "Stage Three" parks irrigation policy noted above, we estimate that total parks irrigation water consumption will be reduced by about 70%, to around 2.5% of projected total demand (assuming stage 3 consumption at 4,000 cm/d (Note: "Irrigation" also includes the Spray Park).

#### **Total Water Consumption**

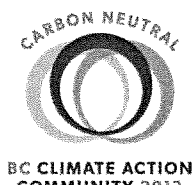
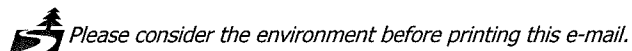
Total water consumption climbed steadily from less than 3,000 cm/d in early May to around 5,000 cm/d in the first week in June. As can be seen in Figure Two, the Stage One and Stage Two water restriction policies do not appear to have had any noticeable effect on total

system consumption, however, it appears at this point at least that the Stage 3 restrictions has had a significant effect on consumption. While we did have a small amount of rain over the weekend, consumption earlier in the week, immediately after the Stage Three notices were published, appear to indicate a substantial reduction in total system flows (30-40%). From our irrigation calculations above, it appears that the parks irrigation component of those savings probably only represents about 10% of the savings, the other 90% appears to be from our customers.

We would advise a monitoring of flows over the next few days, particularly after some hot sunny days to see if we continue to see a general reduction in system demand over the 5,000 cm/d average experienced in June.

However, if the current pattern of consumption continues, we will be able to demonstrate a substantial, reduction of total system flows resulting in stage three water restrictions, which will allow us to reduce our discharge from Holland lake, and provide an additional supply of water throughout the summer and fall for fire fighting and future consumption.

John Manson, FEC, PEng  
Director of Infrastructure Services  
Town Of Ladysmith





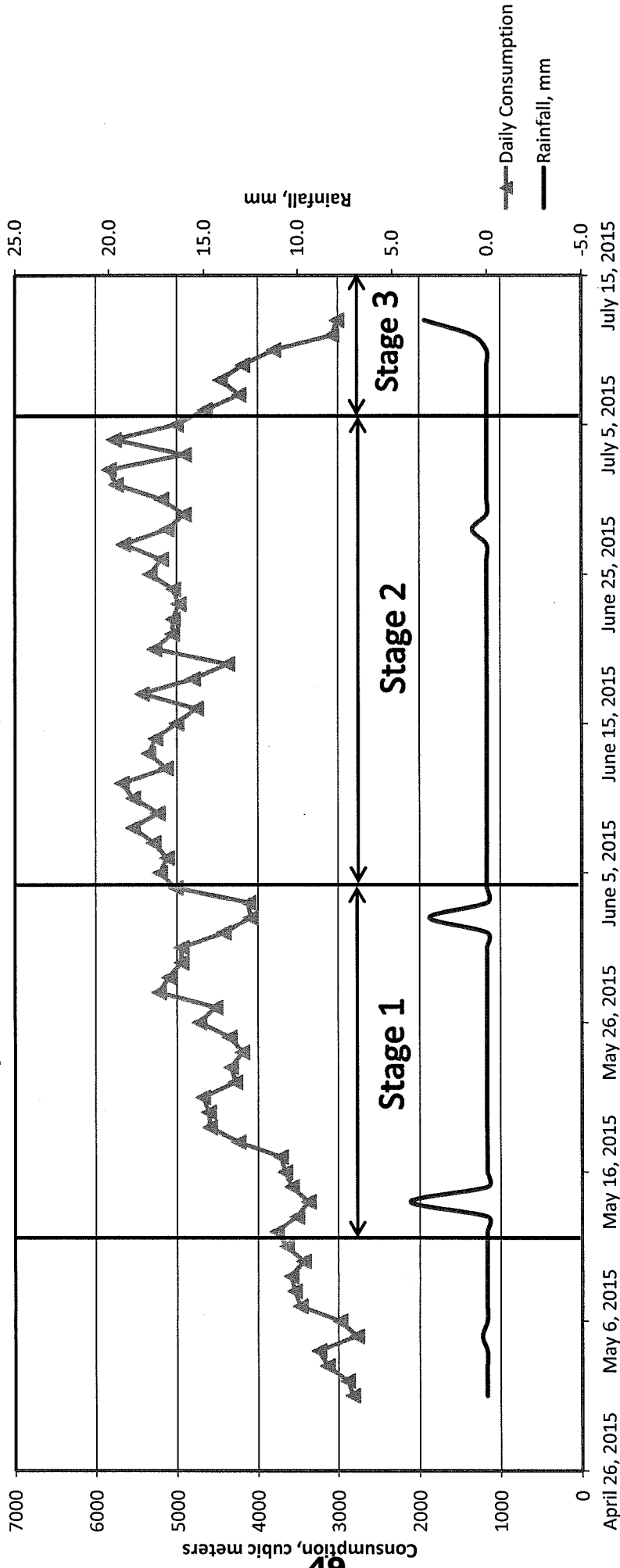
**Figure One**  
**Town of Ladysmith Irrigation Flows**

Location	Metered?	Daily Average			Notes
		Cubic Meters			
		May	June	Projected (New Policy)	
Golf Course	Y	14.7	29.8	29.8	Measured
Bayview/Dogwood	Y	2.5	5.8	0	Measured
Spirit Square	Y	5.5	8.4	8.4	Measured
Transfer Beach park	Y	27.8	62.4	50.0	Measured
Holland Creek Field	Y	25.4	47.1	0	Measured
South Highway Median	Y	6.3	13.3	0	Measured
Forrest Field	Y	5.6	9.8	0	Measured
Aggie Field	Y	14.2	28.2	0	Measured
Downtown	Y	4.7	12.4	0	Measured
City Hall	Y	2.8	3.6	0	Measured
Mid Highway Median	Y	8.1	16.0	0	Measured
Old Little League Park	Y	4.4	5.9	0	Measured
Cemetery	Y	24.1	46.7	0	Measured
Stuart Park/Cenotaph/North TCH	Y	16.8	33.3	0	Measured
Brown drive	N	1.0	1.0	0	Estimated
Fire Hall	N	0.6	0.6	0	Estimated
RCMP	N	7.7	7.7	0	Estimated
Root street	N	1.0	1.0	0	Estimated
Chemainus Rd sign	N	0.8	0.8	0	Estimated
North Davis	N	3.8	3.8	0	Estimated
Roberts and 1st	N	0.3	0.3	0	Estimated
Royal Bank	N	0.3	0.3	0	Estimated
Stone wall	N	2.6	2.6	0	Estimated
Sewer plant	N	0.1	0.1	0	Estimated
Works Yard	N	1.5	1.5	0	Estimated
Harbour view	N	2.6	2.6	0	Estimated
Roberts and 6th	N	0.6	0.6	0	Estimated
FJCC	N	4.1	4.1	0	Estimated
Wickham Park	N	0.5	0.5	0	Estimated
High street and 1st	N	0.3	0.3	0	Estimated
Hand Watering Trees and Annuals	N	0.0	0.0	6	Estimated
<b>Total</b>		<b>190.6</b>	<b>350.3</b>	<b>94.2</b>	
				<b>Daily Savings:</b>	<b>256.2</b>
				<b>Percent Savings:</b>	<b>73%</b>
		May	June	New Policy	
System Consumption:		3,899	5,073	4,000	
Irrigation, Percent of Total:		4.9%	6.9%	2.4%	



Figure Two

Ladysmith Water Consumption, Spring 2015





**TOWN OF LADYSMITH**  
 Quarterly Building Permit Summary - YTD June 2015

	Commercial		Industrial		Institutional		Residential (NEW)		Residential Adds, Renos, Other		Dwelling Units	Total Permits	Bldg & Pibg Permit Fees This Month	Permit Values This Month	Permit Values Year to Date 2015
	No. of Permits	Values	No. of Permits	Values	No. of Permits	Values	No. of Permits (new res)	Values	No. of Permits	Values					
JUN 1	1	\$ 30,756	0	\$ -	0	\$ -	3	\$ 346,690	2	\$ 7,200	3	7	\$ 2,428	\$ 384,646	\$ 3,328,217

Year to Date

	No. of Permits	Values	No. of Permits	Values	No. of Permits	Values	No. of Permits (new res)	Values	No. of Permits	Values	Dwelling Units	Total Permits	Bldg & Pibg Permit Fees This Month	Permit Values This Month	Permit Values Year to Date 2015
JAN 1	0	\$0	0	\$0	1	\$513,240	7	\$81,254	7	\$7,521	7	9	\$7,521	\$596,494	\$596,494
FEB 0	0	\$0	1	\$3,600	2	\$307,137	2	\$55,240	3	\$3,558	3	5	\$3,558	\$365,977	\$962,471
MAR 1	0	\$0	2	\$48,600	3	\$780,577	4	\$19,230	4	\$10,232	4	10	\$10,232	\$866,407	\$1,828,878
APR 1	0	\$0	0	\$0	2	\$426,762	6	\$101,540	4	\$5,547	4	9	\$5,547	\$548,302	\$2,377,180
MAY 2	1	\$5,700	0	\$0	2	\$491,986	7	\$63,825	5	\$6,678	5	12	\$6,678	\$566,391	\$2,943,571
JUN 1	1	\$30,756	0	\$0	3	\$346,690	2	\$7,200	3	\$2,428	3	7	\$2,428	\$384,646	\$3,328,217
JUL															\$3,328,217
AUG															\$3,328,217
SEP															\$3,328,217
OCT															\$3,328,217
NOV															\$3,328,217
DEC															\$3,328,217
TOTAL 6	2	\$36,456	3	\$52,200	13	\$2,866,272	28	\$328,289	26	\$35,965	26	52	\$35,965	\$3,328,217	\$3,328,217

Demos Mth	#DU	Value	#BP	Value
0	1			

Comparison	#DU	Value	#BP	Value
YTD 2015	26	\$2,866,272	52	\$3,328,217
YTD 2014	15	\$2,394,623	37	\$2,744,753
YTD 2013	20	\$2,299,832	43	\$2,798,768

*[Signature]*  
 Dennis Young, Building Inspector

*[Signature]*  
 John Manson, Director of Infrastructure Services



# Ladysmith Fire /Rescue

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



LADYSMITH

## FIRE CHIEF'S REPORT

MONTH: **April 2015**

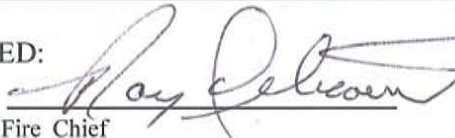
TYPE OF CALL OUT	J	F	M	A	M	J	J	A	S	O	N	D	YTD TOTALS
Alarms Activated: Pulled Station													0
By mistake													0
Electrical problem		2	1										3
Due to cooking		1											1
Assistance	2	4	1										7
Burning Complaint				4									4
Fire: Structure			1										1
Chimney	1	1	1										3
Interface / Bush													0
Vehicle			1										1
Other		1											1
Hazardous Materials				1									1
Hydro Lines: Down / Fire			1										1
Medical Aid	3	2	1	5									11
MVI	1	2	1	2									6
Rescue		1											1
Mutual Aid provided by Ladysmith to outside areas	1		1	2									4
<b>MONTH TOTALS (exc.. Practises)</b>	<b>8</b>	<b>14</b>	<b>9</b>	<b>14</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>45</b>
Practises (Totals for each Month)	4	4	5	4									17
Mutual Aid requested by Ladysmith from outside areas			1	2									3

### ALARMS ACTIVATED (Location/Owner)

### COMPARISONS:

Year to Date 2015      45 (exc. practices)  
 Year to Date 2014      51 (exc. practices)  
 Year to Date 2013      49 (exc. practices)

APPROVED:

  
 Fire Chief



# Ladysmith Fire /Rescue

P.O. Box 760 Ladysmith, B.C. V9G 1A5  
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## FIRE CHIEF'S REPORT

MONTH: **May 2015**

TYPE OF CALL OUT	J	F	M	A	M	J	J	A	S	O	N	D	YTD TOTALS
Alarms Activated: Pulled Station					1								1
By mistake													0
Electrical problem		2	1		2								5
Due to cooking		1											1
Assistance	2	4	1										7
Burning Complaint				4	1								5
Fire: Structure			1		1								2
Chimney	1	1	1										3
Interface / Bush													0
Vehicle			1										1
Other		1											1
Hazardous Materials				1									1
Hydro Lines: Down / Fire			1										1
Medical Aid	3	2	1	5	3								14
MVI	1	2	1	2	5								11
Rescue		1											1
Mutual Aid provided by Ladysmith to outside areas	1		1	2	4								8
<b>MONTH TOTALS</b> (exc.. Practises)	8	14	9	14	17	0	0	0	0	0	0	0	62
Practises (Totals for each Month)	4	4	5	4									17
Mutual Aid requested by Ladysmith from outside areas			1	2	1								4

### ALARMS ACTIVATED (Location/Owner)

- Boys & Girls' Club 220 High St.- Child pulled alarm
- Davis Rd School 444 Parkhill Terrace - electrical problem
- Davis Rd School 444 Parkhill Terrace - electrical problem

### COMPARISONS:

Year to Date 2015	<u>62</u> (exc. practices)
Year to Date 2014	<u>66</u> (exc. practices)
Year to Date 2013	<u>62</u> (exc. practices)

APPROVED:

  
 Fire Chief



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## FIRE CHIEF'S REPORT

MONTH: **June 2015**

TYPE OF CALL OUT	J	F	M	A	M	J	J	A	S	O	N	D	YTD TOTALS
Alarms Activated: Pulled Station					1								1
By mistake													0
Electrical problem		2	1		2	2							7
Due to cooking		1				1							2
Assistance	2	4	1										7
Burning Complaint				4	1	4							9
Fire: Structure			1		1								2
Chimney	1	1	1										3
Interface / Bush													0
Vehicle			1			1							2
Other		1				7							8
Hazardous Materials				1		3							4
Hydro Lines: Down / Fire			1			1							2
Medical Aid	3	2	1	5	3	1							15
MVI	1	2	1	2	5								11
Rescue		1				1							2
Mutual Aid provided by Ladysmith to outside areas	1		1	2	4	1							9
<b>MONTH TOTALS (exc.. Practises)</b>	<b>8</b>	<b>14</b>	<b>9</b>	<b>14</b>	<b>17</b>	<b>22</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>84</b>
Practises (Totals for each Month )	4	4	5	4		5							22
Mutual Aid requested by Ladysmith from outside areas			1	2	1	1							5

### ALARMS ACTIVATED (Location/Owner)

- 26 High St. Sensor Problems
- 1211 Cloke Rd LaRosa Gardens - Bacon in microwave

### COMPARISONS:

Year to Date 2015	<u>84</u> (exc. practices)
Year to Date 2014	<u>82</u> (exc. practices)
Year to Date 2013	<u>73</u> (exc. practices)

APPROVED:

*Ray Delcourt*  
 Fire Chief

**COASTAL ANIMAL CONTROL SERVICES OF BC LTD**

2202 Herd Rd. Duncan, BC. V9L 6A6

(250) 748-3395

**RECEIVED**  
**JUL 08 2015**

**TOWN OF LADYSMITH POUND REPORT**

April 2015

<b>Disposition of Impounded Dogs</b>	<b>Current Month</b>	<b>2015 Totals</b>
Stray dogs impounded	2	7
Stray dogs claimed	0	4
Stray dogs put up for adoption	2	3
Stray dogs pending	0	0
Stray dogs euthanized	0	0
Stray livestock / cats	0	0
Other	0	5
<b>Calls Received and Investigated</b>	<b>9</b>	<b>38</b>
Aggressive dogs	1	4
Dogs at large	3	11
Confined dog	2	6
Noise (barking) complaints	3	9
Other non specific dog related calls	0	6
Wildlife / livestock / cats	0	1
Unlicensed	0	1
<b>After hour call outs</b>	<b>0</b>	<b>1</b>
Pick Up fees	\$00.00	\$35.00
Impound fees	\$000.00	\$300.00
Daily board fees	\$00.00	\$80.00
<b>Monthly Pound and Board Fees Collected</b>	<b>\$000.00</b>	<b>\$415.00</b>
<b>Tickets issued</b>		<b>YTD</b>
Over 3 dog limit	0	1
Unlicenced dog	0	0
Dog at large	0	0
Restricted dog not muzzled or leashed	1	1
Habitually noisy	0	0
Failure to clean up after dog	0	0
<b>Licencing Statistics</b>		
Tags	3	10
Revenue	\$96.00	\$278.00

Judi Burnett  
Coastal Animal Control Services of BC Ltd

# CAS Summary of Service Calls

<i>Total calls by type:</i>	<b>9</b>
Aggressive	1
At large	3
Confined	2
Noisy	3

*01-Apr-15 to 30-Apr-15*

Issue	Call #	Received	Type	Completed
<b>Ladysmith</b>			<b>9 calls</b>	
Aggressive			<b>1</b>	
	1318	11-Apr-15	Dog	27-Apr-15
At large			<b>3</b>	
	1324	30-Apr-15	Dog	
	1320	27-Apr-15	Dog	
	1316	07-Apr-15	Dog	08-Apr-15
Confined			<b>2</b>	
	1321	27-Apr-15	Dog	
	1319	18-Apr-15	Dog	23-Apr-15
Noisy			<b>3</b>	
	1323	28-Apr-15		
	1322	28-Apr-15	Dog	
	1317	09-Apr-15	Dog	
<b>Total:</b>			<b>9 calls</b>	



**COASTAL ANIMAL CONTROL SERVICES OF BC LTD**

2202 Herd Rd. Duncan, BC. V9L 6A6

(250) 748-3395

**TOWN OF LADYSMITH POUND REPORT**

May 2015

**RECEIVED**

JUL 08 2015

<b>Disposition of Impounded Dogs</b>	<b>Current Month</b>	<b>2015 Totals</b>
Stray dogs impounded	2	9
Stray dogs claimed	0	4
Stray dogs put up for adoption	0	3
Stray dogs pending	2	0
Stray dogs euthanized	0	0
Stray livestock / cats	0	0
Other (RCMP call, dog p/u)	1	6
<b>Calls Received and Investigated</b>	<b>11</b>	<b>49</b>
Aggressive dogs	1	5
Dogs at large	3	14
Confined dog	2	8
Noise (barking) complaints	3	12
Other non specific dog related calls	2	8
Wildlife / livestock / cats	0	1
Unlicensed	0	1
<b>After hour call outs</b>	<b>1</b>	<b>2</b>
Pick Up fees	\$100.00	\$135.00
Impound fees	\$000.00	\$300.00
Daily board fees	\$40.00	\$120.00
<b>Monthly Pound and Board Fees Collected</b>	<b>\$140.00</b>	<b>\$555.00</b>
<b>Tickets issued</b>		<b>YTD</b>
Over 3 dog limit	0	1
Unlicensed dog	0	0
Dog at large	0	0
Restricted dog not muzzled or leashed	0	1
Habitually noisy	0	0
Failure to clean up after dog	0	0
<b>Licencing Statistics</b>		
Tags	1	11
Revenue	\$22.00	\$298.00

Judi Burnett  
Coastal Animal Control Services of BC Ltd

# CAS Summary of Service Calls

*Total calls by type: 11*

Aggressive	1
At large	3
Confined	2
Noisy	3
Other	2

*01-May-15 to 31-May-15*

Issue	Call #	Received	Type	Completed
			<b>11 calls</b>	
<b>Ladysmith</b>				
Aggressive			<b>1</b>	
	1326	04-May-15	Dog	
At large			<b>3</b>	
	1334	28-May-15	Dog	
	1333	27-May-15		
	1332	27-May-15	Dog	
Confined			<b>2</b>	
	1335	30-May-15	Dog	
	1325	02-May-15	Dog	11-May-15
Noisy			<b>3</b>	
	1331	22-May-15	Dog	29-May-15
	1329	19-May-15	Dog	21-May-15
	1328	07-May-15	Dog	
Other			<b>2</b>	
	1330	19-May-15	Dog	19-May-15
	1327	06-May-15	Dog	11-May-15
<b>Total:</b>			<b>11 calls</b>	

**COASTAL ANIMAL CONTROL SERVICES OF BC LTD**

2202 Herd Rd. Duncan, BC. V9L 6A6

(250) 748-3395

**RECEIVED**

**TOWN OF LADYSMITH POUND REPORT**

**JUL 08 2015**

June 2015

<b>Disposition of Impounded Dogs</b>	<b>Current Month</b>	<b>2015 Totals</b>
Stray dogs impounded	0	9
Stray dogs claimed	0	4
Stray dogs put up for adoption	0	3
Stray dogs pending	0	2
Stray dogs euthanized	0	0
Stray livestock / cats	0	0
Other (RCMP call, dog p/u)	0	6
<b>Calls Received and Investigated</b>	<b>12</b>	<b>61</b>
Aggressive dogs	3	8
Dogs at large	1	15
Confined dog	0	8
Noise (barking) complaints	7	19
Other non specific dog related calls	0	8
Wildlife / livestock / cats	1	2
Unlicensed	0	1
<b>After hour call outs</b>	0	2
Pick Up fees	\$00.00	\$135.00
Impound fees	\$100.00	\$400.00
Daily board fees	\$80.00	\$200.00
<b>Monthly Pound and Board Fees Collected</b>	<b>\$180.00</b>	<b>\$735.00</b>
<b>Tickets issued</b>		<b>YTD</b>
Over 3 dog limit	0	1
Unlicensed dog	0	0
Dog at large	0	0
Restricted dog not muzzled or leashed	0	1
Habitually noisy	0	0
Failure to clean up after dog	0	0
<b>Licencing Statistics</b>		
Tags	2	13
Revenue	\$100.00	\$398.00

Judi Burnett  
Coastal Animal Control Services of BC Ltd

# CAS Summary of Service Calls

**Total calls by type: 12**

Aggressive 3  
 At large 1  
 Birds 1  
 Noisy 7

**01-Jun-15 to 30-Jun-15**

Issue	Call #	Received	Type	Completed
			<b>12 calls</b>	
<b>Ladysmith</b>				
Aggressive	<b>3</b>			
	1347	24-Jun-15	Dog	
	1338	08-Jun-15	Dog	30-Jun-15
	1336	05-Jun-15	Dog	
At large	<b>1</b>			
	1346	19-Jun-15	Dog	24-Jun-15
Birds	<b>1</b>			
	1343	18-Jun-15	Chicken	18-Jun-15
Noisy	<b>7</b>			
	1345	19-Jun-15	Dog	24-Jun-15
	1344	19-Jun-15	Dog	
	1342	18-Jun-15	Dog	
	1341	15-Jun-15	Dog	
	1340	10-Jun-15	Dog	
	1339	10-Jun-15	Dog	
	1337	08-Jun-15	Dog	15-Jun-15
<b>Total:</b>	<b>12 calls</b>			

Visitor Centre Network Statistics Program Year Over Year Report 2015

LADYSMITH

Start Date: 01/01/2014

End Date: 31/12/2015

Parties Per Hour	January	February	March	Q1 Total	April	May	June	Q2 Total
2015	2.28	2.56	2.68	2.22	2.96	3.58	3.11	
% change 2015 - 2014	-100.0%	-4.7%	-5.6%	-5.3%	-1.7%	-1.9%	-0.2%	-0.9%
2014	1.92	2.39	2.71	2.35	2.73	3.02	3.59	3.14
<b>Total Hours</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>Q1 Total</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>Q2 Total</b>
2015	130.00	123.50	143.00	396.50	130.00	156.00	175.00	461.00
% change 2015 - 2014	0.0%	7.9%	4.8%	4.1%	-4.8%	-1.9%	1.4%	-1.5%
2014	130.00	114.50	136.50	381.00	136.50	159.00	172.50	468.00
<b>Total Parties</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>Q1 Total</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>Q2 Total</b>
2015	234	281	366	881	349	461	626	1,436
% change 2015 - 2014	-6.4%	2.6%	-1.1%	-1.5%	-6.2%	-4.0%	1.1%	-2.4%
2014	250	274	370	894	372	480	619	1,471
<b>Total Visitors</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>Q1 Total</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>Q2 Total</b>
2015	298	374	555	1,227	500	711	962	2,173
% change 2015 - 2014	-9.1%	4.5%	5.3%	1.2%	-32.3%	-1.1%	-4.0%	-11.7%
2014	328	358	527	1,213	739	719	1,002	2,460

Visitor Centre Network Statistics Program 2015

LADYSMITH

Start Date: 01/01/2015

End Date: 31/12/2015

YEAR TO DATE TOTAL	January	February	March	Q1 Total	April	May	June	Q2 Total
<b>Administration Parties/Hour</b>	1.80	2.28	2.56	2.22	2.68	2.96	3.58	3.11
# of hours	130.00	123.50	143.00	396.50	130.00	156.00	175.00	461.00
# of parties	234	281	366	881	349	461	626	1,436
# of visitors	298	374	555	1,227	500	711	962	2,173
# of buses	0	0	0	0	0	0	0	0
<b>Visitor Origin</b>	199	220	298	717	321	397	536	1,254
Local Resident	101	91	104	296	123	132	161	416
BC	55	88	111	254	99	111	169	379
Alberta	31	13	34	78	48	45	43	136
Other Canada	4	18	14	36	27	27	36	90
Washington	0	2	11	13	6	12	17	35
California	2	0	1	3	0	2	6	8
Other US/Mexico	0	0	0	0	8	2	11	21
Europe	1	4	16	21	10	51	75	136
Asia/Australia	4	4	7	15	0	15	18	33
Other	1	0	0	1	0	0	0	0
<b>Nights in Community</b>	85	109	173	367	166	227	302	695
Same day	64	96	142	302	125	182	256	563
1	0	3	9	12	7	7	12	26
2	3	2	2	7	7	4	7	18
3	2	1	1	7	10	9	13	36
4-6 (1 week)	6	3	10	19	8	10	4	22
7-13 (2 weeks)	0	0	1	1	2	1	0	3
14+	10	4	2	16	8	10	9	27
<b>Information Requested (for all of BC)</b>	340	331	618	1,289	665	835	1,122	2,622
Accommodation	8	7	19	34	33	44	46	123
Adventure Recreation	24	14	54	92	45	68	61	174
Attractions / Tours	22	20	52	94	61	91	99	251
Maps / Directions	49	63	97	209	71	142	254	467
Events / Conferences	31	10	36	77	52	56	65	173
Food / Beverage	33	38	58	129	62	50	92	204
Transportation	13	30	38	81	29	44	62	135
Shopping	12	5	28	45	22	29	37	88
Parks	30	32	76	138	58	75	100	233
First Nations	2	7	3	12	10	6	10	26
Community Services	45	14	36	95	58	55	56	169
Investment/Moving	11	9	7	27	29	16	13	58
Site Facilities (e.g. Washrooms)	54	74	108	236	119	132	210	461
Other	6	8	6	20	16	27	17	60
<b>Community Specific Info (LADYSMITH ONLY)</b>	0	0	0	0	368	376	465	1,209
Events Info	0	0	0	0	53	60	75	188
Town / Govt / Chamber	0	0	0	0	55	61	47	163
Hotel / B&B Accommodations	0	0	0	0	38	14	10	62
Camping / RV	0	0	0	0	10	25	16	51
Dining	0	0	0	0	60	46	93	199
Parks / Recreation	0	0	0	0	56	73	101	230
Arts / Heritage	0	0	0	0	55	50	71	176
Marine Visitors	0	0	0	0	2	13	14	29
Shopping	0	0	0	0	24	27	28	79
Other Business	0	0	0	0	15	7	10	32