

Satisfaction survey results

Quality of life, satisfaction with City services and excellent customer service were among the high points in September's citizen survey results.

Citizens said the most important issue facing Campbell River is homelessness and addiction.

Top marks for services went to trails, water supply, sewage system and recreation

programs. Services with lowest satisfaction ratings were bylaws and enforcement, public washrooms, transportation and traffic flow and snow and ice removal.

People's favourite thing about living in Campbell River remains easy access to outdoor recreation and being close to the ocean.



HOUSING AND DEVELOPMENT

Supportive housing collaboration

To support vulnerable people struggling to find suitable housing options, the City and BC Housing are working to establish approximately 50 supportive housing units within the next two years. Funding will come from the B.C. government's Building BC: Supportive Housing Fund. Supportive housing offers small self-contained dwellings, meal programs, onsite staffing around the clock, and employment training, counselling and health services.

A suitable location will offer ready access to community services, amenities and transit.

Coalition to End Homelessness – The City provided \$10,000 for a part-time coordinator to help the coalition create a strategic plan and investigate funding opportunities for affordable housing and projects that address homelessness. An Island Health Community Wellness Grant also supported this position. *Information at strathcona-chn.net/crdceh*

Social grants

This program developed in 2019 will provide \$100,000 each year for projects and purchases of \$5,000 or more by not-for-profit and charitable organizations helping with local social challenges. The City held workshops to help organizations develop applications – and to gather feedback on ways to improve the program. Council also continued to help fund an indoor downtown dinner program.



More than Shelter

As part of the Modern Entrepreneur series, BC Housing, the BC Non-Profit Association, the Canadian Mortgage and Housing Corporation and representatives from the City discussed housing affordability, which has a direct impact on the health and wellbeing of all community members. Recent affordable housing projects include the M'akola development, Linda's Place and Habitat for Humanity homes. A BC Housing project to build transition housing for women and families is underway. The community has also begun indigenous urban housing dialogues.

In 2019, the City hired a senior planner to focus on housing and community development. We also hired a community development engineer to help keep up with demand to review and process development applications.

New rental units

- Vacancy rate at an all-time low: approximately 0.5 per cent
- 273 multi-family units approved / under construction (252 rental)
- Over last three years, 633 multi-family units (574 rental) approved

Market housing under construction

- Jubilee Heights – new neighbourhood with houses already under construction
- First micro suites, Birch Street
- First building over eight stories, approved at Merecroft Landing
- More than 100 new lots were created in 2019. Applications are in for another 383.



A housing and community growth plan is due June 30.

More development news

- Five-year tax exemption has passed: property tax revenue from improvements at Tye Plaza, Seymour Pacific-Broadstreet Properties, Berwick, Comfort Inn and Chances Casino
- First hotel-spa development, with 400-seat conference facility, in development
- First commercial digital golf-restaurant on the island
- Waterfront hotel under construction across from Ocean Shores
- Replacement for the Quinsam Hotel in development
- PAL Aerospace – an international company is a major new tenant at the airport, conducting aerial surveillance for the federal Department of Fisheries and Oceans.

DOWNTOWN REVITALIZATION

Mural lighting

Initiated by the Downtown Business Improvement Association, the City provided \$15,000 to help light the 22-by-11-foot dreamscape mural by Alex Witcombe at the corner of Shoppers Row and 11th Avenue. Downtown Small Initiatives and Façade Improvement programs have supported several projects that create a more vibrant community core.



CR Street Eats spiced up menus downtown this summer.



CR Live Streets

On five Wednesday nights in July and August, Shoppers Row transformed into a lively, open-air event space. Each free event brought thousands of people downtown to experience art, music, food and community.



The Downtown Safety Office

continues to support appropriate behaviour and connect with social services to help people in need.



ECONOMIC DEVELOPMENT

Immigrant entrepreneurs



Campbell River joined BC's regional pilot program to welcome newcomers interested in starting businesses in our community. Applications for Campbell River business start-ups are focused on:

- Professional, scientific and technical services
- Wood product manufacturing
- Food and beverage services

Youth hackathon



The City's Youth Action Committee helped facilitate and organise Campbell River's first-ever youth hackathon. In less than 10 hours, 28 students on five teams developed solutions to make Campbell River more youth-friendly. After research, programming and developing three-dimensional models and websites, they pitched to a panel of tech experts.

Carihi's Mr. Bagley's Bagels (Colby Ernst, Scott Henry, Franco Pellegrin and Riley Teramura) won first place (\$1,000 cash) for their bike share program. Second prize winners (\$600 prize) designed an app to help youth host local events and notify others. Third prize winners (\$400 prize) designed a high-end arcade facility with retro and newer games, a section for parents and programming for events. *More at hackathon.campbellriver.ca*

Angel investors, technology challenge

The Campbell River Angel Investors Group offered mentorship and more than \$200,000 in prizes as part of the City's NexStream tech competition, which aims to solve industry challenges and strengthen the local economy. Thirty entries advanced to next stage of the competition. *More at nexstream.is*

Good Food Biz

Building on local appetite, the City provided grants to help local people participate in a food business incubator that ran for 12 weeks.

Tourism together



Destination Campbell River and members of the former Campbell River Tourism Promotion Society joined forces to attract visitors. As of June, online searches connect to campbellriver.travel. This ensures visitors have consistent information when searching for tourism activities, events and accommodation.



Investment portal, community profile

With steady residential growth and several economic development initiatives to support local business, the mobile-friendly investment portal and 2019 Community Profile highlight must-have statistics for investors, entrepreneurs and newcomers. *More at campbellriver.ca/communityprofile*

Legal cannabis

Campbell River's first retail cannabis application was approved in January, for a Willow Point location. A second application followed for Campbellton. The first retail cannabis outlet opened in Discovery Harbour shopping centre.

COMMUNITY CONNECTION

New advisory committees – In February, members were confirmed for the City's new community health and public safety, community planning and environmental advisory committees.

Supporting community groups

Nearly 80 charitable and not-for-profit community groups were exempt from property taxation totaling more than \$1 million in recognition of valuable recreation and social benefits they provide. Thirteen organizations received grants worth nearly \$650,000 in support of community arts and culture opportunities.

Specialized recreation sponsor

Grieg Seafood again donated \$3,000 to help make ever-popular, specialized recreation programs affordable. These programs consistently draw more than 2,000 visits by people with a low income and disability. Grieg Seafood has supported this program for several years. Big thanks to businesses whose generosity helps offer quality community programming.

Free outdoor activities

We celebrated recreation and parks month in June with six free outdoor events at some of Campbell River's best-loved locations.

Family Day at the Sportsplex drew more than 1,200 people

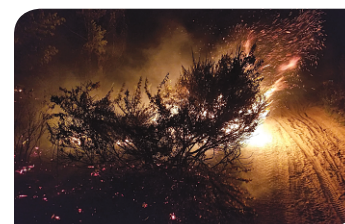
YBL hosts electrical training

In May, North Island College fourth level electrical apprenticeship students were introduced to specialized series circuit equipment and new national standards for airfield lighting inspection and maintenance. The next week, 20 attendees took part in a five-day airfield lighting maintenance course at YBL – Canada's only fully-operational, hands-on training facility. This was the third national training session hosted in Campbell River. Airport electrician Murray Ames is one of three course instructors.

Focus on fire protection

Going against the national trend, Campbell River has seen a rise in the number of structure fires over recent years. More than 40 per cent were related to kitchen fires, and the southern part of the community has seen a growing number of fires. For 2020, two firefighters will provide daytime coverage at the Willow Point fire hall. The City of Campbell River Fire Department continues community education through an open house at the downtown fire hall in May and school visits during October's Fire Prevention Week. The department is also training for wildfires, an increasing risk due to climate change.

A Grade 3 Sandowne Elementary student was 2019 Fire Chief for a Day.



CLIMATE AND ENVIRONMENTAL ACTION

18th annual stewardship honours recognized people working to preserve the integrity, stability and beauty of the City's natural areas.

Sea level rise

In March, citizens shared their thoughts on how to adapt to sea level rise. The City has completed technical assessments of the marine and river shores and incorporated community values into proposed strategies for adapting over time. **More at campbellriver.ca/rising-seas**

Wetland restoration

With construction complete to restore a wetland in Jubilee Heights, five years of monitoring and measuring results begins soon. Late this summer, work with heavy equipment put final touches on restoring the area that had previously been filled in. Ranging from larger areas of open water to small deep pools and shallow depressions, habitat variety is vital for wetland plants and creatures. Natural generation from seeds and stockpiled plant remains boosts the wetland's potential. Parkway Properties must register a conservation covenant on the 2.1 hectares of forest land near the west property boundary. The City's development permit also specifies that a conservation covenant be placed on the wetland.

The City is updating maps with environmentally sensitive areas.

Power Down

With support from BC Hydro, the City hosted a free workshop on home energy efficiency upgrades and renovations, and energy use considerations when buying a house.

The City also launched three animated videos highlighting how to improve home energy efficiency. The videos illustrate common problems, solutions and ways to get information – including how to build more energy-efficient homes with minimal increases in construction costs.

Videos at youtube.com/cityofcampbellriver.

The City is a partner in the Transition 2050 Residential Retrofit Acceleration Project. Grants from the Federation of Canadian Municipalities will help participating communities double carbon emission reductions through residential retrofits by 2021. This program complements Power Down Campbell River, which offers \$150 rebates for home energy evaluations and \$2,000 rebates for converting to air source heat pumps.

More information on rebates and incentives at efficiencybc.ca



Time to get growing

In March, Campbell River's third Seedy Saturday hosted a seed swap, plant sale, demonstrations and more than 25 vendors from all over Vancouver Island.

Gardens and Art

Sixteen spectacular gardens opened their gates to visitors during the Campbell River Garden and Art Tour in July – showcasing garden retreats, a riverside paradise and a farm in the city. Sponsors were: CR Garden Club, Patrons of the Arts, Comox Strathcona Waste Management and the City.

Regional composting facility

In November, the Comox Strathcona Waste Management Board approved building a regional organics composting facility at the Campbell River Waste Management Centre (6300 Argonaut Road). A composting facility will process organics collected from more than 30,000 homes in Campbell River, Comox, Cumberland and Courtenay and extend landfill service. Composting also reduces greenhouse gas emissions produced by buried organic material, a key contributor to global climate change. Food and yard waste make up about 30 per cent of the total waste sent to landfill in the region. Community members will have opportunity to learn more about the project and provide input – in person and online.

More at cswm.ca/regionalorganics

Repair Café

Campbell River's seventh Repair Café was held in November. Eight volunteer fixers worked on dozens of items people brought to the Sportsplex. About 70 per cent of the items were repaired, keeping them out of the landfill.

The City's first arborist was hired to advance urban forest management.



Green burial

A new green burial meadow is available at Elk Falls Cemetery.

Bike Skills Park phase one completed. Big thanks to community champions!



GETTING AROUND



Recycling roadways: The City's roads crews grind and re-use asphalt: 7,800 square metres smoothed the way in gravel alleys this year.

Traffic safety upgrades

- Traffic signal at Highway 19A and Maryland Road: ICBC provided \$29,500.
- New left turn arrow for southbound traffic at the Dogwood Street and Hilchey Road: ICBC provided \$3,100.
- Solar-powered flashing pedestrian lights along Highway 19A at the Maritime Heritage Centre and 2nd, 5th and 6th avenues.
- New street, new access for Maryland neighbourhood, with a new traffic signal at Willow Creek Road and Jubilee Parkway and a four-way stop at Willow Creek and Arizona Drive. Improvements were required by the Province and the City and paid for by the developer.
- Speed was reduced to 50 km/hr along Highway 19A between Rockland Road and 1st Avenue.

New bus shelters

- Dogwood Street at Mariner Square
- Hospital
- South Alder opposite Southgate Middle School
- Dogwood Street south of Evergreen
- Ironwood Street at 14th Avenue
- Erickson Road at Nodales Drive

Campbell River riders saw route changes and expanded hours for conventional bus services and HandyDART.

Waterfront renewal

In year two of the three-year Waterfront Project, roughly two kilometres of new sewer and water pipes was installed along Highway 19A north from Rockland Road.

A portion of the work was postponed until 2020 after discovery of a midden near Rotary Beach Park. Construction work sometimes encounters middens

(archeological evidence of First Nations occupation) when digging in this region. Policies and permits require that middens are properly assessed and managed once found, especially to ensure that any items of special interest are cared for.

Construction in spring and summer 2020 will complete sewer pipe installation and construct the Rockland Road roundabout. Updates will be shared in the new year as details are confirmed.

The new sewer infrastructure helps protect the City's waterfront, and expands the system to accommodate community growth, particularly in Willow Point and Jubilee Heights.

More at campbellriver.ca/waterfrontsewer



Awards

In 2019, the City was recognized for:

- Budget and financial reporting



- Communications, including first-ever video award of excellence. (View at www.youtube.com/cityofcampbellriver)
- Community planning related to climate change and energy use
- Multiple nominations and honours through the Mirror's Reader's Choice Awards



- Water Supply Centre – from Vancouver Island Real Estate Board and Canadian Wood Council



See more details at campbellriver.ca under City Honours.

The City of Campbell River proudly delivers more than 100 community services.



Best wishes for a safe and happy
2020!