ELECTORAL AREA G
COMMUNITY ISSUES ASSESSMENT

FINAL REPORT

NEILSON STRATEGIES
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INTRODUCTION

The *Electoral Area G Community Issues Assessment* was undertaken to:

- Identify and describe the different roles, responsibilities and jurisdictions of service providers;
- Assemble information on existing service delivery arrangements and governance relationships;
- Identify current and emerging issues and pressures related to services as seen by residents;
- Better understand how decisions are made and the relationships between service providers;
- Provide opportunities for residents, property owners, improvement district and First Nations to articulate the issues they see in Electoral Area G; and
- Summarize findings for consideration by the RDN Board.

It is important to note that the *Community Issues Assessment* was never intended to recommend solutions or present options to resolve issues identified by the community. The *Terms of Reference* for the study (included in Appendix VII) specifically note that the study will not include recommendations for governance change, an examination of municipal incorporation, or changes to the existing governance model, services, or boundaries.

This *Final Report* focuses on the current state of governance and service delivery in Electoral Area G. The report begins with an overview of British Columbia's system of regional districts. The Regional District of Nanaimo (RDN) and Electoral Area G are then profiled. The individual local government services provided to Electoral Area G by the RDN are outlined next, followed by the local government services provided by other service bodies. A chapter on Regional District Finance concludes with a sample 2024 Electoral Area G tax notice, developed based on the information in the report. Chapter 5 in the report provides an overview of the community engagement process, including the results of community meetings, a survey and discussions held with some key service providers. Additional detail from the engagement process is included in the What We Learned Engagement Summary in Appendix III. The report concludes with a summary of key findings.

CHAPTER 1
REGIONAL DISTRICT GOVERNANCE

With the exception of the most northern parts of the province, British Columbia is divided into 27 regional districts, one of which is the Regional District of Nanaimo. Each regional district includes a combination of municipalities and unincorporated electoral areas.[1] The RDN has a total of four municipalities, including the City of Nanaimo, City of Parksville, Town of Qualicum Beach and District of Lantzville. Outside of the municipalities are seven separate electoral areas — Areas A, B, C, E, F, G and H. RDN, which is situated on the unceded traditional territory of Coast Salish people, also encompasses reserve lands from three First Nations: Qualicum First Nation, Snuneymuxw First Nation and Snaw-naw-as First Nation.[2] With a total area of 2,036 km², RDN is one of the smaller regional districts in terms of geography. Its 2021 population 170,367, however, makes the RDN the fifth largest regional district

Figure 1.1
Regional District of Nanaimo
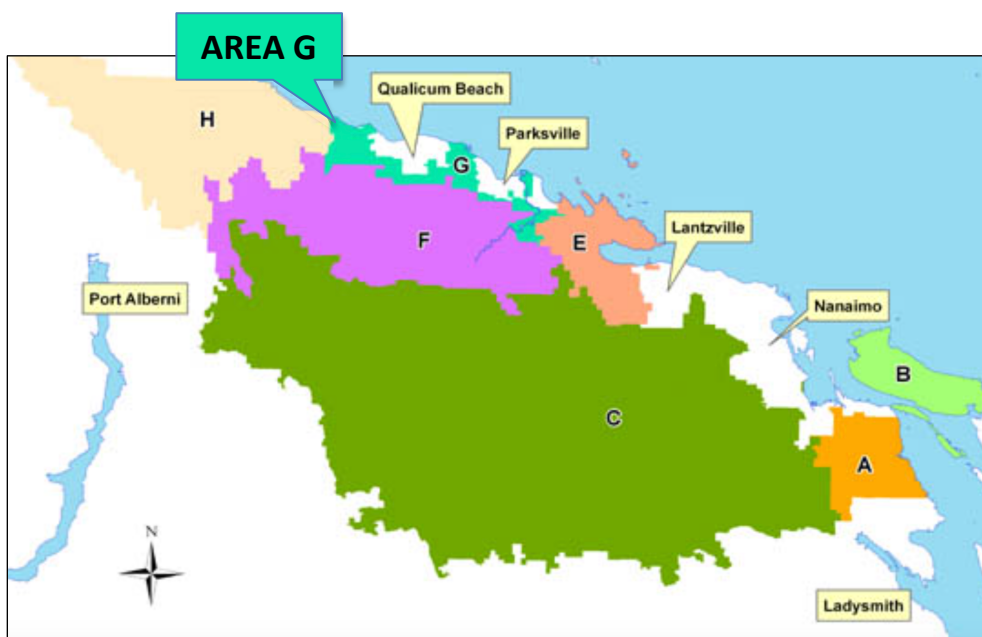
in British Columbia in terms of population.

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1   The sole exception is the Central Coast Regional District, which is comprised entirely of electoral areas.
2   The First Nations are not member jurisdictions of the RDN.

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Regional districts exist, fundamentally, to provide local government services in response to the needs and instructions of their members. In their role as service providers, regional districts:

- serve as the local government for electoral areas, providing them with basic local services such as community planning, plus a range of other services that areas choose to receive
- provide region-wide services to all member electoral areas and municipalities
- provide a framework for different combinations of municipalities and electoral areas to participate in sub-regional services

Each regional district is governed by a board of directors, which consists of:

- electoral area directors, each of whom is elected directly for a four-year term by the voters in his or her electoral area
- municipal directors, each of whom is a member of a municipal council, appointed by his or her council to the regional board on an annual basis

The board selects its own chair. The chair has the authority to create standing committees to study and give advice on specific subject matters or areas of business. In the RDN the chair has established four such committees, and one sub-committee: Committee of the Whole, Electoral Area Services Committee, Community Grants Committee and the Oceanside Services Committee. The Oceanside Services Committee has an Oceanside Services Recreation Grants Sub-Committee.

The voting strength of each municipality or electoral area in a regional district is a function of population size and voting unit. In the RDN, the voting unit today is set at 2,500 people, which means that each jurisdiction of the RDN receives one vote for every 2,500 residents, including residents who live on First Nations Reserves. For municipalities, the resulting voting strength is divided by five to determine the number of directors appointed to the board.

The RDN Board consists of 19 voting directors, including one from each of the seven electoral areas, one from the District of Lantzville, one from the Town of Qualicum Beach two from the City of Parksville, and eight from the City of Nanaimo. Figure 1.2 presents the RDN Board of

Figure 1.2
RDN Board of Directors
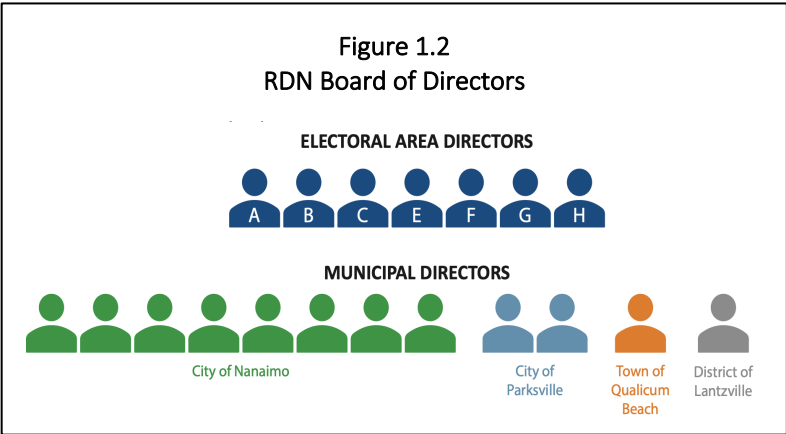
Directors. Electoral Area G, similar to every electoral area, has one director on the Board.

Some decisions at the regional district board table are made by the entire board of directors; other decisions, specific to individual services, are made only by the directors from the local jurisdictions that participate in the services. Consider the following points:

- *Corporate Votes* — This type of vote involves all directors of the board. In some cases the votes are unweighted, which means that each director at the table votes, and each director receives one vote. Unweighted corporate votes are used to establish new services, pass regulatory bylaws and decide a variety of other matters. Weighted corporate votes are used for money matters, such as the financial plan, borrowing or buying property. On these matters, the number of votes allotted to directors varies based on the jurisdictions' voting strengths. RDN is one of only a few regional districts in BC in which one municipality has the majority of the weighted votes. This dynamic effectively gives the City of Nanaimo, if all the City of Nanaimo municipal directors vote the same way, the ability to decide every weighted Board vote. It is not unusual, however, to have directors from the same municipality vote differently on issues at the Board table. There is no requirement for municipal directors to vote as a block.

- *Stakeholder Votes* — In stakeholder votes, only directors from jurisdictions that participate in a given service are entitled to vote. Stakeholder votes, all of which are weighted, are used for matters that relate to the operations and administration of existing services. If there is only one participating area, the entire board votes.

Figures 1.3 and 1.4 show the voting strength for each RDN electoral area and municipality on corporate unweighted and weighted votes. At present, the Director for Area G has one vote on corporate matters, which represents 5.3% of the Board's voting (assuming all Board members are present), and four votes (5.5%) of 73 on matters that are decided using the weighted vote approach.

The type of voting, and the relative "say" that Area G has in the administration of each service, is also impacted by the number and nature of the other participants. In general, the greatest opportunity to influence services is provided through sub-regional services — that is through services that are provided to Area G plus a few other jurisdictions, but not to the entire region. Consider the following:

- Nineteen (19) of the 52 services, or 36%, in which Area G participates, are local services delivered only to Area G, or to a part of Area G. As noted previously, where there is only one participant in a service, decisions must be made by the entire Board.

- Six (6) of the 52 services, or 12%, are regional services that are provided to the entire region. Decisions on these services are made by the entire Board.

Figure 1.3
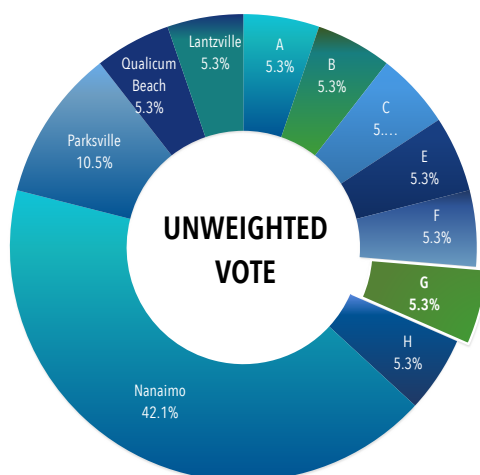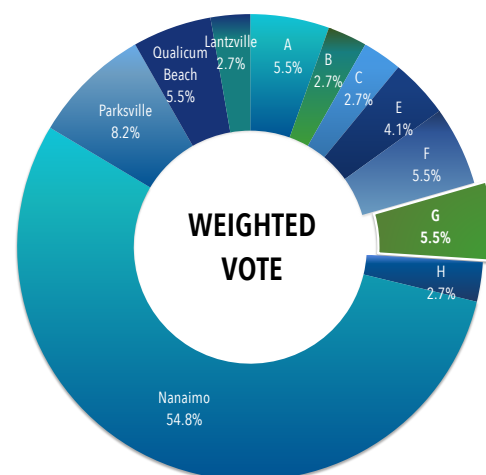Voting Strength – Unweighted Vote

Figure 1.4
Voting Strength – Weighted Vote

- Twenty-seven (27) of the 52 services (52%) are sub-regional services; however some of these services — land use planning, building inspection and animal control are examples — are constrained by other voting rules including the legislative requirement for regulatory services to be voted on by the full Board. Further, some Area G services exist simply as vehicles to requisition funding for use in contracting separate agencies to provide the services. Examples of these services include Search and Rescue, Library and 911. There are no real administration or service operation decisions on these services; as such, there are rarely any stakeholder votes (or associated influence over the operations). In practice, weighted stakeholder votes do not occur often, despite the fact that more than 50% of the services Area G participates in are sub-regional services. When they do occur, Area G's weighted votes translate into a greater voice than would otherwise occur in votes with the entire Board.

- Eight of the sub-regional services in which Area G participates are with other "Oceanside" jurisdictions, including the Town of Qualicum Beach, City of Parksville, and Areas E, F and Area H. These services include most of the recreational services (Oceanside Place, Ravensong Aquatic Centre, Northern Recreation), as well as transit and some emergency services (Community Justice, Emergency 911, Search and Rescue). In these services, Area G's weighted vote translates into 17% of the vote. Issues related to these services are discussed by the Oceanside Services Committee.

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- In services in which all electoral areas participate (and that are not subject to other voting rules), Area G has 19% of the total weighted vote.

The voting for all jurisdictions is shown in table format in Figure 1.5.

Standing Committees

As noted previously, the RDN Board's Standing Committees include:

- Committee of the Whole
- Electoral Area Services Committee
- Community Grants Committee
- Oceanside Services Committee (and Oceanside Services Recreation Grants Sub-Committee)

The Electoral Area Services Committee and Oceanside Services Committee are the forums in which much of the Area G service issues are discussed and debated, rather than at Board meetings.

Figure 1.5
RDN Voting Strength for RDN Jurisdictions

Jurisdiction	Voting Strength 2021 Census; Voting Unit 2,500		
	Pop	Directors	Strength
Electoral Area A	7,804	1	4
Electoral Area B	4,500	1	2
Electoral Area C	3,730	1	2
Electoral Area E	7,010	1	3
Electoral Area F	8,216	1	4
Electoral Area G	8,109	1	4
Electoral Area H	4,373	1	2
City of Nanaimo	99,863	8	40
City of Parksville	13,642	2	6
Town of Qualicum B	9,303	1	4
District of Lantzville	3,817	1	2
Total	**170,367**	**19**	**73**

- The RDN Electoral Area Services Committee includes all the electoral area directors. The Committee exists to discuss services that relate to electoral areas. Some of the service-related matters discussed by the Committee include planning applications, bylaws and long-range plans, bylaw enforcement, community parks, emergency services and local utilities.

- The Oceanside Services Committee includes the directors that represent electoral areas E, F, G and H as well as municipal directors from the Town of Qualicum Beach and the City of Parksville. The Committee was created to facilitate conversations on the sub-regional services that are provided to the Oceanside area, an on related issues. As an example, the Committee reviews and recommends policies regarding the operation, planning and development of the Oceanside recreational facilities. The Committee also provides recommendations on recreation grants that apply to the Oceanside area.

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Management Boards

The RDN is part of a two joint ventures, one of which includes Area G. The Arrowsmith Water Service, established in 1996, is a joint venture with the Town of Qualicum Beach and City of Parksville. Together the joint venture holds a water licence for Englishman River, and owns the bulk water infrastructure (Arrowsmith Dam and spillway) for water supply purposes in the City, Town, or the Nanoose Bay (Area E) and French Creek (Area G) communities in RDN (see p. 38 for more information on the service). A separate Management Board (the Arrowsmith Water Service Management Board) oversees the joint venture and makes operational decisions for the service. The Management Board does not have the ability to authorize borrowing or the annual budget. Budgets are approved by each of the joint venture partners. The service also makes use of a Management Committee that consists of at least six staff members, including two members from each of the three jurisdictions. The Area G director is currently the RDN's representative on the Management Board.

Advisory Committees & Citizen Involvement

Many regional districts make use of advisory committees to examine issues or services, seek a broader range of community perspectives and share ideas and recommendations to the Board. Advisory committees, as the name suggests, provide advice to the Board; they do not make decisions on the services. The advice of advisory committees is often heeded given that it reflects local perspectives held by the community.

The only advisory committee that is specific to Area G is the Electoral Area G Parks and Open Space Advisory Committee (POSAC). The Committee includes up to six "members at large" who are residents of Area G (currently has five) appointed by the Board. The Area G Director is the chair of the Committee. The general purpose of the Committee is to advise and provide information to the Board regarding parks and open space issues in Electoral Area G, including liaising with community and neighbourhood groups on a wide range of Electoral Area G parks and open space matters and providing a focal point for co-operation between community interests and the RDN on Electoral Area G parks and open space issues.

The RDN does have some technical advisory committees for broader services that affect Area G, including:

- Agricultural Advisory Committee
- Solid Waste Management Plan Monitoring Advisory Committee
- Climate Action Technical Advisory Committee
- Liquid Waste Management Plan Monitoring Committee
- Drinking Water and Watershed Protection Technical Advisory Committee

Unlike other regional districts, the RDN does not currently have any advisory planning commissions (APCs). There were previously APCs in place until the year 2000 for Electoral Areas A, C, D, E, G and H. As an alternative to APCs, additional community

engagement was added to the zoning/OCP amendment process. The APCs were also replaced, in part, by the Parks and Open Space Advisory Committees (see Parks and Recreation Services).

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CHAPTER 2
COMMUNITY OVERVIEW

Electoral Area G encompasses a collection of unincorporated communities, and is located in the Oceanside area along the east coast of Vancouver Island, and the central part of the RDN, surrounding the municipalities of Parksville and Qualicum Beach. Area G includes the communities of Englishman River, San Pareil, French Creek, Little Qualicum, and Dashwood. Since 2001 portions of Area G, including the Chartwell neighbourhood and the airport, have been incorporated into the Town of Qualicum Beach, changing the electoral area's boundaries. The electoral area is currently 5,073 hectares. The local government for the entire Electoral Area is the RDN.

POPULATION

The 2021 Census reported the population for the whole Electoral Area G as 8,109, representing a population increase of 7.7% since the 2016 Census (using Census adjusted figures for 2016) (see Figure 2.1). Area G contains some of the most densely populated areas outside of municipal boundaries in BC.

Figure 2.1
Area G Population
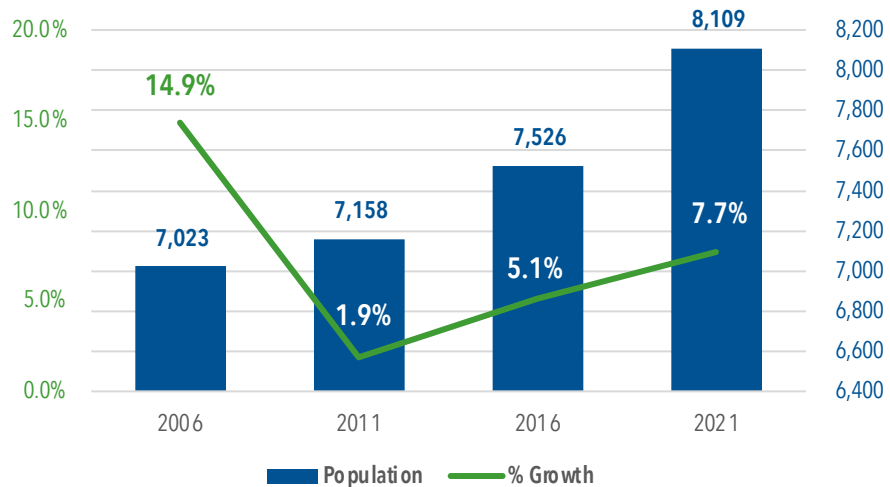
The average age in Electoral Area G is 54 and the median age is 61. Figure 2.2 shows Area G's population and age distribution in a population pyramid (as at 2021 Census). Comparative population figures for the other jurisdictions in the RDN are shown in Figure 2.3

Figure 2.2
Area G Population Pyramid (2021 Census)

Figure 2.3
2021 Census Population — RDN Jurisdictions

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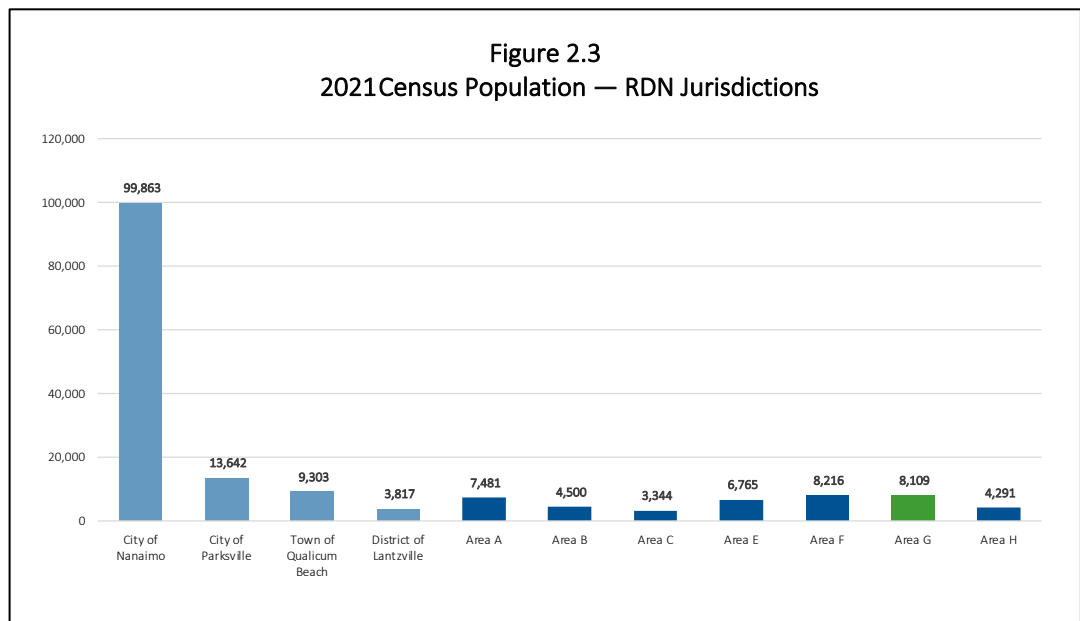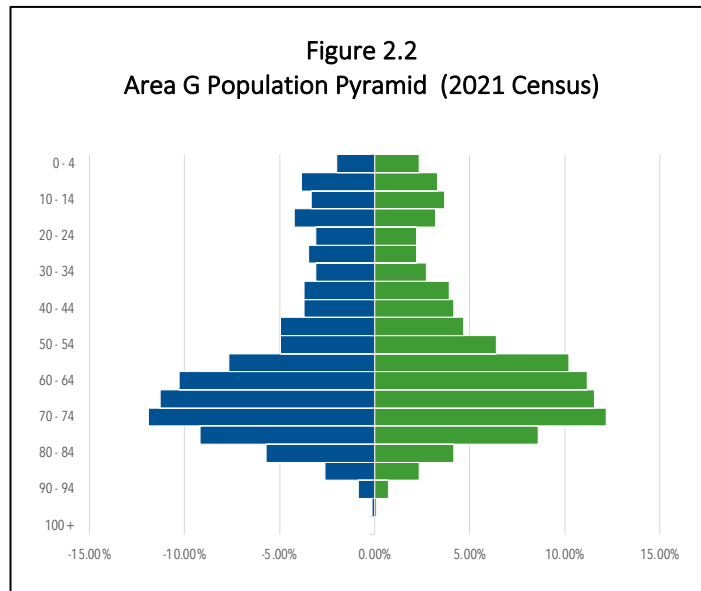
HOUSING

Single-detached houses comprise the vast majority of housing in Area G, with 85% of the area's 3,779 dwellings being single detached homes (see Figure 2.4 on the following page).

PROPERTY ASSESSMENTS

For 2024, BC Assessment data show 3,998 folios in Area G as a whole, valued at $3.88 billion, with a converted assessment value of $397,785,420. The residential assessment for Area G in 2024 was $3,819,569,463, which represents 98.3 % of the total assessment for the electoral area. The average residential property in Area G in 2024 was valued at $996,940.
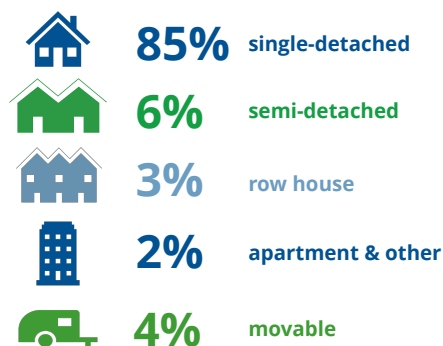
Figure 2.5 provides details on the percentage of assessed values represented by each of the property classes.

Figure 2.4
Dwelling Types in Area G (2021 Census)

85% single-detached
6% semi-detached
3% row house
2% apartment & other
4% movable

Figure 2.5
Breakdown of Electoral Area G Assessment Base (2024)

98.3% Residential
1.0% Business
0.3% Utilities
0.1% Light Industry
0.2% Recreation/Non-profit
0.1% Managed Forest
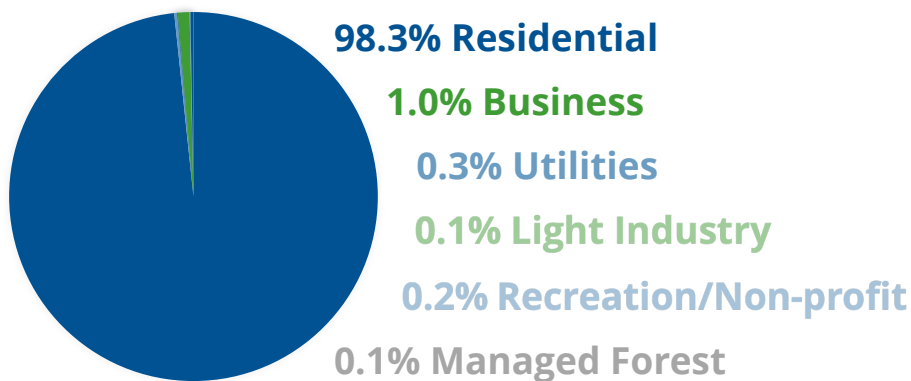
PLANNING CONTEXT

The *Electoral Area G Official Community Plan* (Bylaw No. 1540, 2008), adopted in 2008, outlines the community's land use, development and community objectives. At the time the document was created, it was intended "to provide direction on the evolution of land use and development in Electoral Area 'G' over the next five to ten years."[3] Although some of the policies may be outdated, given that 17 years have

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[3] *Electoral Area G Official Community Plan* (Bylaw No. 1540, 2008), p. 5.

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passed since the plan was adopted, the plan is still the guiding land use policy document for Area G. The plan is based on the following values:

- The community values the preservation of the natural environment;
- The community values the current amount of green space and outdoor recreational opportunities within Electoral Area 'G';
- The community values the rural way of life and the protection of rural integrity;
- The community values the recognition and protection of the distinct neighbourhoods within Electoral Area 'G';
- The community values the management of growth and change through comprehensive land use policy and zoning regulations;
- The community values implementation of the communities vision through action;
- The community values involvement in the planning process.

The RDN adopted an updated Regional Growth Strategy in 2024 – *Shaping Our Future 2040*. The majority of Area G within the strategy's growth management framework and land use designations, represents resource lands and open space, with residential neighbourhoods classified as rural residential. The French Creek area is located within the Urban Containment Boundary and is designated as a Rural Village Area.

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CHAPTER 3
ELECTORAL AREA G SERVICES

REGIONAL DISTRICT SERVICES

Regional districts provide a broad range of services to residents. With the exception of certain provincially-mandated services that regional districts are required to provide, the range of regional district services is determined by the board in response to the wishes and instructions of individual jurisdictions. This feature of regional district service provision results in a different set of services in each regional district, and in each electoral area within a regional district.

As noted in Chapter 1, all regional districts including the RDN provide three types of services. Local services are those which are provided to electoral areas, or to portions of electoral areas, in response to local needs and interests. Sub-regional services are provided to combinations of jurisdictions — electoral areas and municipalities — that choose to participate in the services. Regional services are those that are provided to all member municipalities and electoral areas throughout the region.

Figure 3.1
Regional District Services

It is important to note that just because a regional district provides a service does not mean that the regional district has to be the agency to deliver that service. Services can be delivered by other local governments, agencies, companies or non-profit organizations through contract or agreement with the regional district. Many RDN services are delivered this way, including garbage collection, fire protection, search and rescue, 911, transit and
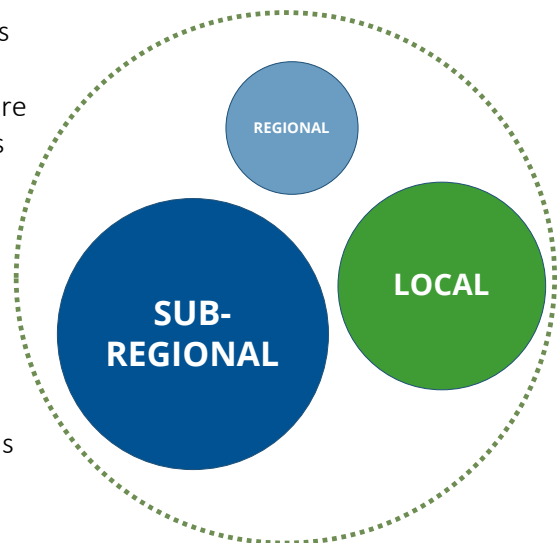
Figure 3.2
Area G Services

Currently Area G participates in:

6 — **Regional Services** – region-wide services are provided to all RDN municipalities and electoral areas (including Area G). Examples include drinking water/watershed protection, solid waste management, regional growth strategy and regional parks.

27 — **Sub-Regional Services** – sub-regional services are provided to Area G plus at least one other jurisdiction. Examples include electoral area planning, building inspection, northern recreation,

19 — **Local Services** – local services are provided only to Area G, or to only a portion of Area G. Examples include Area G community parks, specific sewer and water services (San Pareil, French Creek), River's Edge stormwater and French Creek Fire Protection.

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water supply to some local areas. Figure 3.3 on the following page identifies the RDN's services provided to Area G. Appendix I lists the full set of participating jurisdictions, and identifies the agencies that deliver the services. As noted in Chapter 1, in cases in which contracts are used to deliver services, the RDN has less influence over operational decisions.

Potential services that are identified by the board, electoral area directors, member municipalities, staff or residents must be studied prior to establishment to determine their feasibility. Factors such as service scope, cost and service delivery are assessed. If deemed feasible, a service establishing bylaw must be developed and adopted by the board. Ultimately, the bylaw must also be approved by the province's Inspector of Municipalities, as well as by the electors who will receive and pay for the service. Elector approval can be demonstrated through a petition, an alternative approval process, or a referendum. In some cases, approval can be given on behalf of electors by the participating municipality's Council, or the participating electoral area's director.
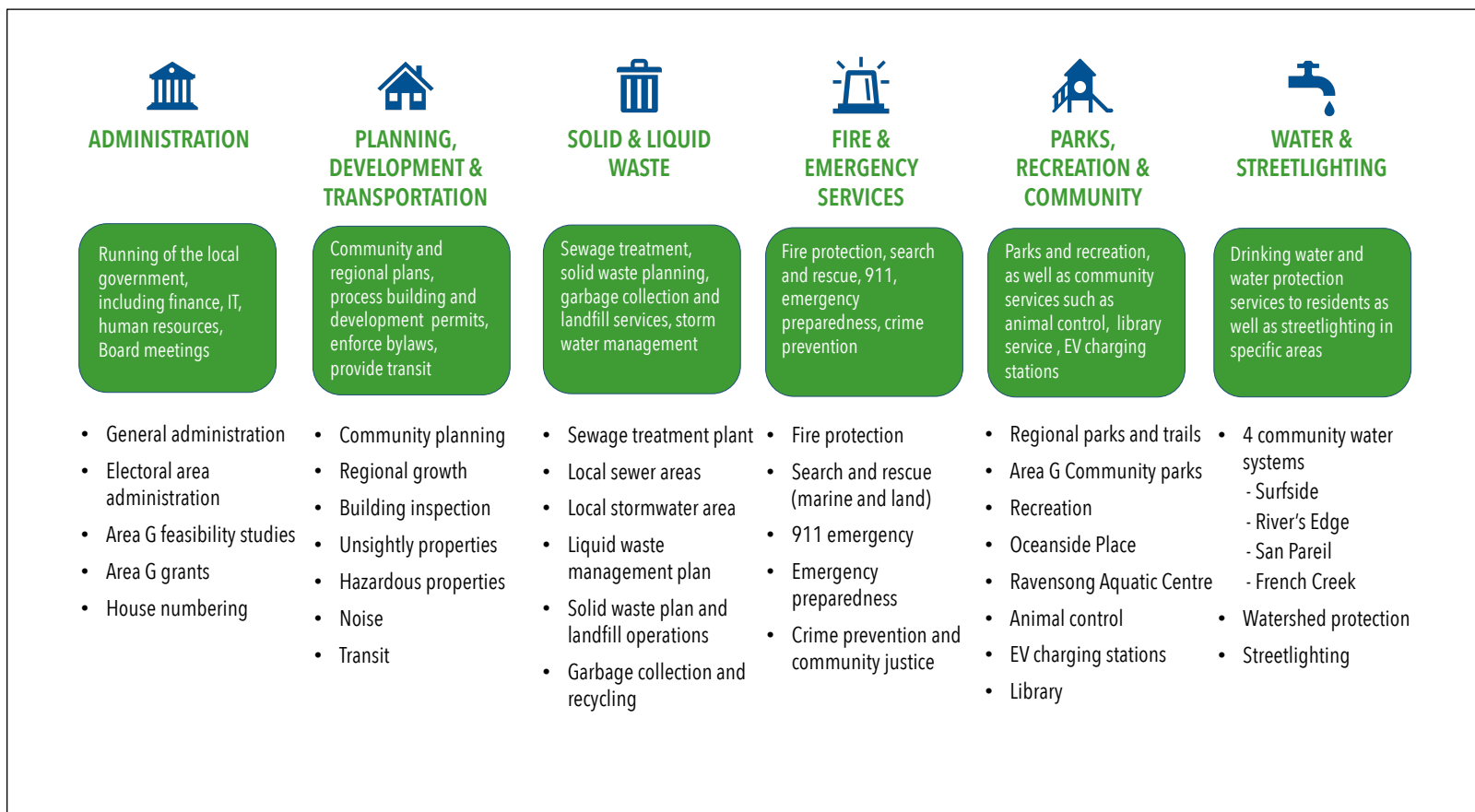
Periodic service reviews can be undertaken to assess the effectiveness of a service, as well as elements of a service's structure such as the method of cost allocation among participating jurisdictions, the service governance model, the scope (or definition) of the service, and the method of service delivery. Some services have provisions for reviews written into their establishing bylaws; others have "sunset" clauses that trigger dissolution of the service unless all participants agree to an extension. The *Local Government Act* has provisions to allow for, and to govern, formal statutory reviews. These provisions address the need for third-party involvement to resolve disputes and provide the ability for jurisdictions to seek withdrawal from services in cases where reviews do not adequately address concerns raised.[4]

ELECTORAL AREA G SERVICES

In its role as local government for Electoral Area G the RDN provides a total of 52 services to residents. Each category of services is profiled in this section. The profiles note a description of the service and list the participants. For services that are provided to more than Area G, and for which costs are recovered through property taxes, all costs are shared among the participating areas or jurisdictions. The majority of services are cost-shared among participants on the basis of assessment, which is the default method of cost allocation in the *Local Government Act*. The RDN uses some other methods, or combinations of approaches (e.g., population and usage) to promote inter-jurisdictional cost equity. The different allocation methods are identified, where relevant, in the service profiles.

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[4]   Service withdrawal is possible, under the *Local Government Act*, for most services. The process of withdrawal, however, is onerous on jurisdictions that seek withdrawal.

Figure 3.3
RDN Services Provided to Area G

ADMINISTRATION

Running of the local government, including finance, IT, human resources, Board meetings

- General administration
- Electoral area administration
- Area G feasibility studies
- Area G grants
- House numbering

PLANNING, DEVELOPMENT & TRANSPORTATION

Community and regional plans, process building and development permits, enforce bylaws, provide transit

- Community planning
- Regional growth
- Building inspection
- Unsightly properties
- Hazardous properties
- Noise
- Transit

SOLID & LIQUID WASTE

Sewage treatment, solid waste planning, garbage collection and landfill services, storm water management

- Sewage treatment plant
- Local sewer areas
- Local stormwater area
- Liquid waste management plan
- Solid waste plan and landfill operations
- Garbage collection and recycling

FIRE & EMERGENCY SERVICES

Fire protection, search and rescue, 911, emergency preparedness, crime prevention

- Fire protection
- Search and rescue (marine and land)
- 911 emergency
- Emergency preparedness
- Crime prevention and community justice

PARKS, RECREATION & COMMUNITY

Parks and recreation, as well as community services such as animal control, library service, EV charging stations

- Regional parks and trails
- Area G Community parks
- Recreation
- Oceanside Place
- Ravensong Aquatic Centre
- Animal control
- EV charging stations
- Library

WATER & STREETLIGHTING

Drinking water and water protection services to residents as well as streetlighting in specific areas

- 4 community water systems
  - Surfside
  - River's Edge
  - San Pareil
  - French Creek
- Watershed protection
- Streetlighting

Administration

This area of services, also referenced as corporate administration, supports the RDN Board in its work, as well as the overall management of the RDN organization. The main services include corporate administration, which supports all areas, and electoral area administration, which focuses specifically on the needs and services of the electoral areas. Together, these services encompass all administration functions, including property management, the purchasing of office supplies and equipment, records management, financial services such as budgeting and accounting, legal services, human resources, communications, computers and software purchasing and management, administrative support for the Board, elections, and several others. A portion of regional district administrative costs are required by the *Local Government Act* to be attributed and allocated to individual services. Some of the administrative costs are therefore recovered through taxes paid for other services. The RDN Board has a policy that establishes a framework for allocating administration costs to the various RDN services.

The services referenced in this section include:

- Corporate Administration
- Electoral Areas Administration
- Feasibility Studies
- Community Grants
- House Numbering

Administration services are delivered primarily by RDN staff under the direction of the Chief Administrative Officer (CAO), who is responsible for overall service delivery and management of the organization. The CAO is supported by an executive coordinator and a senior leadership team comprised of four general managers (Corporate Services, Development and Emergency Services, Recreation and Parks, and Regional and Community Utilities) as well as two senior managers (Strategy and Intergovernmental Services and Transportation Services).

➤ **Corporate Administration**
As noted above, corporate administration services encompass all administration functions, and include finance, legislative services, human resources, communications and information technology. A portion of administrative costs are attributed and allocated as "administration costs" or overhead to individual services. Costs not recovered through individual services are paid for by all jurisdictions in the region.

➤ **Electoral Areas Administration**
The Electoral Areas service provides corporate support to the combined electoral areas, including elections. The administrative costs that support the electoral areas is combined and shared amongst the electoral areas, rather than having a separate cost and rate for each electoral area.

➤ **Area G Feasibility Studies**
This service funds studies that typically investigate the feasibility of new services within Electoral Area G. Typically a minimal level of tax requisition supports the service (i.e. $10,000 per year), but when the electoral area moves forward with a specific study, a combination of higher tax requisitions, existing reserves and grants may be used to support the project.

➤ **Area G Community Grants**
Community Grants are determined through an application process, and recipients are determined by the RDN's Grants Committee. Area directors also have the ability to requisition additional funds for specific purposes under the community grant service. The Regional District of Nanaimo provides community grant funding in order to assist registered non-profit organizations to provide social programs and services that serve a local community or provide a regional benefit. The organization must provide a social enrichment service and demonstrate that the service fills a need in the community and demonstrate the need for financial assistance. In 2024 Area G contributed $18,793 to community grants.

The Community Grants program is separate from the grant funding provided through other services, such as recreation grants (Northern Community Recreation) and Oceanside Community Safety Grants (Community Justice service).

➤ **House Numbering**
The RDN assigns and maintains records and mapping of addresses or "house numbers" through the GIS department. The Regional District's address and road records are used by the province to maintain the Digital Road Atlas, and by Telus to verify the accuracy of their address records. Both of these records are used for the 911 emergency dispatch systems. This service is largely administrative in nature.

Planning, Development and Transportation Services
The RDN provides several services to electoral areas and some municipalities with respect to land use planning and development, including:

- Regional Growth Strategy
- Electoral Area Community Planning
- Building Inspection
- Bylaw Enforcement (hazardous properties, unsightly premises, noise, zoning bylaws)
- Animal Control
- Northern Community Transit

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Planning and development services are delivered by the RDN. Staffing for the Planning and Development services are overseen by a general manager of Development and Emergency Services, with one manager for each of Current Planning, Long Range Planning and Energy and Sustainability, as well as for Building Inspection and Bylaw Services.

➤ Regional Growth Strategy

One of the key roles of the Regional Growth Strategy service is the preparation of the RDN's *Regional Growth Strategy* (RGS). In 2024 the Region adopted an updated strategy – *Shaping Our Future 2040*. The update was undertaken to consider new drivers of change, such as resiliency planning, and to integrate new information from the *Regional Housing Needs Assessment* (2020), *Regional Social Needs Assessment* (2021) and the RDN's *Transit Survey* (2021) to improve these policy areas.

The updated RGS includes

- New policies supporting climate adaptation, mitigation and resiliency.
- Expanded policies for housing choices and affordability.
- Expanded policies for food system resiliency.
- More sustainable growth management practices.
- New policies to support the RDN's commitment to Truth and Reconciliation.
- New measures to monitor progress.
- New population, housing and employment projections.
- Newly designed Land Use Maps to enhance images.
- New look to align with accessibility standards and to optimize readability.

The regional growth strategy is a region-wide service, and the costs are allocated to each jurisdiction based on 50% population and 50% assessment.

➤ Electoral Area Planning

The Planning Department helps to develop land use policies for the electoral areas to provide guidance to elected officials, developers, residents and others. The department is responsible for developing and implementing land use plans, along with regulations and initiatives. The department also assists the public in understanding the policies and development application processes. Staff evaluate such applications and provide recommendations to the Electoral Area Services Committee. The department looks after planning applications and development approvals (current planning) as well as long-term plans (long-range planning) such a the OCP and Agricultural Plan. Like all local governments in BC, the RDN's planning department has had to implement several provincial changes to housing and land use legislation over the past few years.

As noted in Chapter 2, the *Electoral Area G Official Community Plan* (Bylaw No. 1540, 2008), was adopted in 2008, and was intended to outlines land use, development and community objectives for the next 10 years. Although past its

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expected time frame, the *Plan* continues to serve as the guiding land use policy for the area.

Subdivisions within the RDN's electoral areas are processed and approved by the provincial Ministry of Transportation and Transit (MOTT), as they are in all unincorporated parts of the province. The RDN does, however, review and comment on the land use and zoning implications of subdivision applications as part of the Ministry's approval process.

➤ **Building Inspection**
Through its *Building Regulations Bylaw No. 1250*, the RDN enforces administers and enforces its own regulations on the building process, in addition to the provisions and standards of the *BC Building Code*. RDN Building Officials are responsible for reviewing building permit applications and inspecting properties to ensure the *Bylaw* and *Building Code* are upheld within all the electoral areas of the RDN.

➤ **Bylaw Enforcement (Hazardous Properties, Unsightly Premises, Noise)**
Related to both the Community Planning and the Building Inspection services, the RDN has bylaw enforcement officers to help ensure bylaw compliance within the electoral areas. This service is not a separate function, but rather a function of several service areas, with costs recovered from the individual service areas that assign a role to the bylaw enforcement officers. Bylaw enforcement within Area G consists primarily of the enforcement of land use and building issues, as well as hazardous properties (nuisance control), noise and unsightly premises bylaws and regulations. RDN has a policy regarding bylaw enforcement complaints that establishes procedures for accepting, processing and investigating bylaw complaints. The policy is intended to define roles and responsibilities, and provide guidance to staff, elected officials and the public to ensure administrative fairness in the enforcement of RDN regulations.

Compliance and enforcement action are undertaken in general conformance with the policy, but remain discretionary and based on community impact, available resources, urgency, and public safety.

➤ **Animal Control Services**
While not necessarily a planning function, animal control is grouped under this category because it is largely a bylaw enforcement service. All jurisdictions within the RDN participate in some level of Animal Control service. Area G has a common animal (dog) control bylaw with Areas E and H that specifically references regulations and responsibilities for those who have dogs, including dangerous dogs. The bylaw sets out licensing, impound fees, as well as fines for violating various regulations. The RDN contracts animal control services to Coastal Animal Control Services of BC.

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➤ **Northern Community Transit**

Northern Community Transit service includes electoral areas E, G, and H, as well as the Town of Qualicum Beach and City of Parksville. The RDN Transit System provides both fixed route (conventional transit) and handyDART (custom transit) services. The RDN Transit System is an integrated system with service in urban centres, interregional (downtown Nanaimo to downtown Duncan) and rural areas. Parts of Area G are serviced by routes that head north from French Creek into the Town of Qualicum Beach (route #97 Eaglecrest), as well as south from the Wembley and Wright (the edge of French Creek) south into Parksville (route #88 Parksville). Route #9 (Intercity) also travels between the Town of Qualicum Beach to the City of Nanaimo, connecting through part of Area G.

The service is operated by the RDN's transportation division, including scheduling, fleet management, and transit delivery overseen by the senior manager of transit services, but some planning and administrative services are provided by BC Transit. Decisions on fares, routes and service levels are made by the RDN Board based on information provided by BC Transit, RDN staff, and the public. The RDN transit system is funded using a combination of provincial funding through BC Transit, local property taxes, passenger fares and advertising revenue. The amount recovered from taxes is allocated based on 40% population and 60% usage.

Solid and Liquid Waste Services

RDN provides a number of solid waste services to Area G, including the provision of a landfill, transfer stations as well as curbside collection of recycling, garbage and organics. The RDN also undertakes solid waste management planning function for the region. Solid waste management planning is a statutory requirement for regional districts in BC.

Liquid waste services include a region-wide liquid waste management plan, as well as sewage collection services in specific service areas in Area G, with sewage treatment being provided through the French Creek Pollution Control Centre (FCPCC). The FCPCC treatment facility provides primary and secondary treatment to wastewater generated from approximately 29,000 people and businesses in Qualicum Beach, Parksville and the service areas of French Creek, Pacific Shores, Surfside and Barclay Crescent. The cost of the collection and treatment, and in some cases capital financing of sewer connections (debt), are accounted for in the local sewer areas.

The services delivered to Area G included under this category include:

- Solid waste plan and landfill operations
- Garbage collection and recycling
- Liquid waste management plan
- Northern Community Wastewater (FCPCC)
- Local sewer areas:

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– Surfside
– Hawthorne Rise (debt)
– Reid Road (debt)
– French Creek Sewer
– Barclay Crescent

Most solid and liquid waste services are provided by RDN staff overseen by the General Manager of Regional and Community Utilities as well as a Manager of Solid Waste, and a Manager of Wastewater Services. The department is also supported by a Manager of Capital Project Delivery. Some aspects of some services, such as garbage collection, are provided through contracts.

➤ **Solid Waste Planning and Landfill**
The solid waste disposal service includes operating the regional landfill, located near the southern border of the City of Nanaimo, as well as the Church Road Transfer Station. The closest waste transfer station to Electoral Area G is located in Area F on Church Road. This facility receives about 19,000 tonnes of waste per year which is transferred to the Regional Landfill for disposal. In addition to receiving garbage from commercial customers and the general public, the Church Road transfer station provides areas for the collection of recyclable materials (including garden waste and scrap metal), construction/demolition waste, and disposal of controlled waste.

The provincial *Environmental Management Act* mandates that regional districts prepare and regularly update solid waste management plans. A solid waste management plan reflects a long-term vision for how each regional district manages its solid waste, including diversion and disposal. The RDN's Solid Waste Management Plan (SWMP) outlines commitments to solid waste diversion and management to 2029. The plan was most recently amended in 2018; a new solid waste management plan is required by 2029. The RDN is required to submit annual progress reports on waste received as well as diversion. An effectiveness review of the Solid Waste Management Plan undertaken in 2024 noted that "RDN is progressing well on the implementation of the strategies and actions identified in the 2018 Plan but has still further work to undertake to achieve its ambitious goal of achieving a disposal target of 109 kg per person per year. In 2021, the RDN had the lowest per capita waste rate of any regional district in the province, at 395kg/person."[5]

The solid waste service is a region-wide service, and every jurisdiction shares in the cost. Some revenues are provided through tipping fees, but the amount recovered through property taxes is allocated to each jurisdiction based on a combination of population (50%) and assessment (50%).

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[5]   *RDN Five-year Effectiveness Review*, December 9, 2024, by Morrison Hershfield (now Stantec), Executive Summary.

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➤ **Curbside Garbage and Recycling**

The RDN provides curbside garbage, recycling and organics collection to single-family residential dwellings throughout the region, with the exception of the City of Nanaimo. The service is also provided to the Snaw-Naw-As First Nation. The RDN's collection service is mandatory for all single-family dwellings, secondary suites, duplexes, triplexes, fourplexes, and manufactured homes within the service area. Garbage and recycling are collected every two weeks; organics are collected weekly.

The RDN transitioned from manual collection to automated collection in 2020. The private firm, Waste Connections, delivers the service under the terms of a 10-year renewable contract. The automated curbside collection service uses specially-designed wheeled carts and automated collection trucks with mechanical arms. Truck drivers will operate the arms from within the cab of the truck to grab, lift and empty the materials in the carts. The cost of the service is recovered through user fees as well as a portion by agreement through Recycle BC.

The RDN also provides recycling and waste reduction education and awareness services through the Solid Waste Services department. A portion of education activities are funded through the curbside collection service (and therefore the garbage utility rates) as well as through a partnership agreement with Recycle BC.

➤ **Liquid Waste Management**

The RDN provides a liquid waste management planning service for the entire region. The Liquid Waste Management Plan (LWMP) is the RDN's long-range plan to manage wastewater in the region. Approved by the Minister of Environment in October 2014, the plan authorizes the RDN to find community-driven and cost-effective solutions to protect public health and the environment and achieve a standard level of wastewater treatment over a reasonable timeframe. An update to the Plan was submitted to the province at the end of 2023, to revise the capital project list and cost estimates to enable borrowing for capital projects, modify the timeline for secondary treatment upgrade at the Nanoose Bay Pollution Control Centre, and streamline future action items to recognize the progress made toward the LWMP program commitments.

The LWMP organizes specific commitments into 10 programs, including both public wastewater systems as well as private onsite systems. The plan also addresses issues with stormwater, rainwater management, drinking water protection and issues that extend beyond those connected to community sewer systems. As part of the service, annual reports are submitted to the province and an independent audit of plan implementation is performed every five years.

Jurisdictions that receive wastewater treatment pay separately towards those services. The overall management planning service, however, is provided to the entire region. Within the region, about 25,000 people and businesses are outside

areas serviced with community sewer systems, and instead use privately-owned onsite (septic) systems for wastewater treatment. The cost of the service is allocated to each jurisdiction based on a combination of population (50%) and assessment (50%).

➤ **Northern Community Wastewater**
The Northern Community Wastewater is the service that addresses the treatment of sewage at the FCPCC. The costs of the service are recovered primarily through payments from the participating municipalities (City of Parksville and Town of Qualicum Beach) as well as the local service areas within the RDN that have sewage collection services that flow into the FCPCC. The wastewater treatment plant costs are apportioned to the jurisdictions and service areas based on usage (measured through sewage flows). The treatment plant also receives septage waste from about 7,000 residents in the Northern Communities area; licensed septage haulers pay a fee to use the FCPCC. The costs for the service to Area G are therefore recovered from the French Creek, Barclay Crescent and Surfside service areas through the individual local area service utility fees and parcel taxes. There is no direct parcel or property tax that shows up for this service on Area G tax bills.

The operation of the FCPCC is undertaken by RDN staff. The RDN also has a contract with the City of Parksville Fire Department as part of the service to support the RDN during any manhole or confined spaces work.

➤ **Local Sewer Service Areas**
As noted, some parts of Area G, primarily in French Creek, receive sewage collection services that connect to a trunk sewer main that conveys flows to the FCPCC. The following describes the local sewer areas:

Surfside
The Surfside Sanitary Sewer Service Area was established in 1998 and comprises an area north of Qualicum Beach in the McFeely Drive and Kinkade Road area. There are currently 25 residential connections and 1 commercial connection to the system.
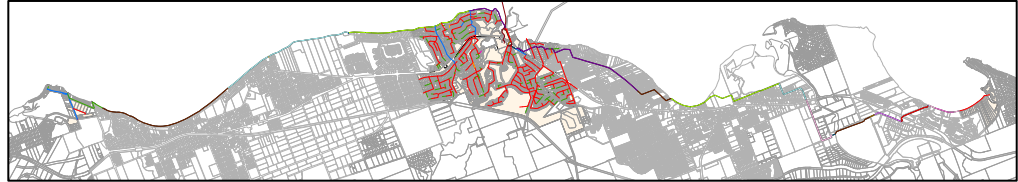

Figure 3.4
Surfside Sewer Service Area
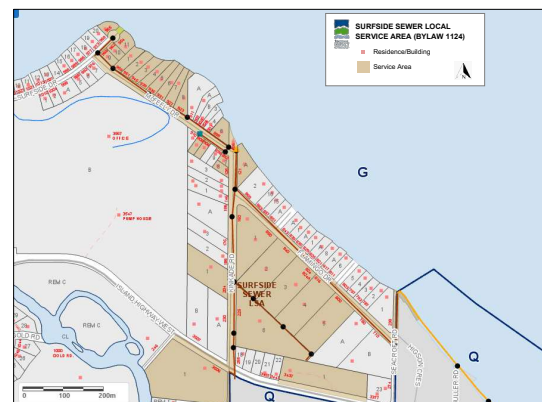
French Creek

Hawthorne Rise

The owners of 19 residential parcels petitioned the RDN in 2014 to establish a service to construct and finance a sewer collection system along Hawthorne Rise (Figure 3.6).

Reid Road

The owners of what were 8 residential parcels (since divided into 12 properties) petitioned the RDN in 2014 to establish a service to construct and finance a sewer collection system along Reid Road. (Figure 3.7)
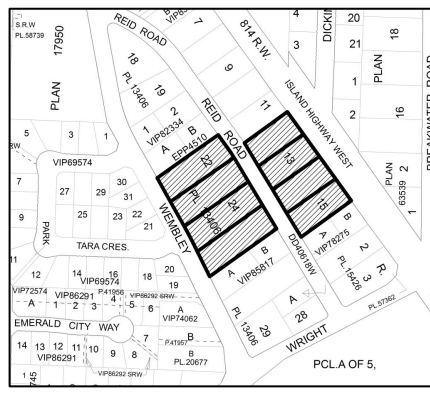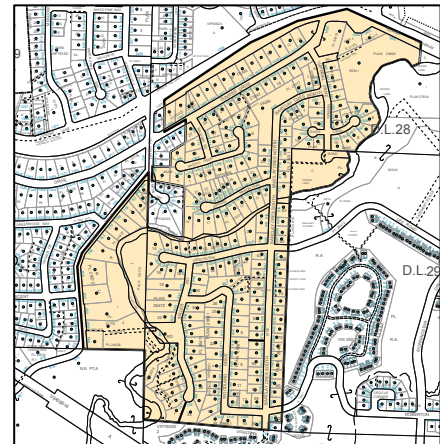

Figure 3.6
Hawthorne Rise Sewer (Debt)
Service Area

Figure 3.7
Reid Road Sewer (Debt) Service Area

Figure 3.8
Barclay Crescent Sewer Service Area

Barclay Crescent

The Barclay Crescent Sewer Service Area was established in 2005. The system is south of the Island Highway between

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Drew Road and Barclay Crescent. There are currently 244 residential connections part of the service area. (See Figure 3.8)

Fire and Emergency Services

The RDN provides a number of emergency and protective services to residents and properties in Area G, either directly or through RDN-funded organizations. The RDN's Emergency Services Department coordinates fire services and emergency programs for the RDN, including several emergency services provided to residents and properties in Electoral Area G. Some of the services are provided by RDN directly; others are provided by organizations for which the RDN coordinates funding. The full list of services includes:

- Fire Protection (6 different service areas and one debt service)
  - French Creek Fire Service
  - Parksville (local)
  - Errington Fire Service
  - Coombs-Hilliers Fire Service
  - Nanoose Bay Fire Service
  - Dashwood Fire Service
  - Dashwood Firehall (debt)
- Emergency 911 (D69)
- Search and Rescue (separate services for Marine SAR and Land SAR)
- Emergency Planning
- Crime Prevention and Community Justice (D69)

The General Manager of Development and Emergency Services oversees a Manager of Emergency Services at the RDN, as well as a Manager of Fire Services. There is also an Emergency Planning Coordinator, a FireSmart Coordinator, and a Fire Services Coordinator in addition to the community fire chiefs (Coombs-Hilliers and Nanoose Bay) as well as a deputy fire chief, training and prevention and a fire safety and rescue technician. Where services rely upon contracts, those agencies are noted in the service descriptions below.

➤ **Fire Services**

Fire protection service is provided to six specific service areas in Electoral Area G by different fire departments. The VFDs provide fire protection and emergency response services. The RDN levies property taxes for these fire departments and provides financing for their operations and capital expenses. Two of the departments — Dashwood VFD and Errington VFD — are contracted through RDN but operate as independent societies. The VFD societies provide day-to-day management of their respective departments, as well as operational guidance to their volunteers. They also advise the RDN of their capital improvement requirements. Two departments — Nanoose VFD and Coombs- Hilliers VFD — are fire departments operated by RDN. The other two departments are the municipal fire departments of the Town of Qualicum Beach and the City of Parksville, which

are contracted to provide services to a portion of Area G. The service areas are illustrated in Figure 3.9. In addition the fire departments and societies having mutual aid agreements, the RDN, Town and City, as well as the affected fire societies, are signatories to an automatic response agreement that further details the obligations in responding to emergency incidents, as well as items such as cost recovery. The response agreement extends to 2028.

The following explains the different service areas:

French Creek
In French Creek, service is provided by a combination of the Qualicum Beach Municipal Fire Department and Parksville municipal Fire Department through agreements with the RDN. The split between the two departments is due to the response times based on firehall locations in each municipality, and the limits of each department are reflected in Figure 3.10. Fire hydrant maintenance (202 hydrants) is provided on contract by EPCOR, who delivers water to the majority of the French Creek community.

Parksville (local) Fire Service
In addition to servicing a portion of French Creek, the City of Parksville also provides fire protection services to the San Pareil community and surrounding subdivisions including Allsbrook Road, Wildgreen Way, Martindale Road and Forneau Way.

Coombs-Hilliers Fire Service
The Coombs-Hilliers VFD serves a population of approximately 3,500, primarily in Electoral Area F, but the service includes a small portion of Area G. The society provides fire suppression as well as first response, road rescue and medical services. The department was previously run by a society, with services contracted to the RDN, but in 2022 the department transitioned to being managed and governed by the RDN.

Dashwood Fire Service (and Dashwood Firehall Debt Service)
The Dashwood VFD services the Meadowood and Dashwood neighbourhoods. The department has two fire halls, one of which is located within Area G, and one in Area F (Meadowood). The department services approximately 1,700 properties and an estimated 3,700 residents with first response, medical services, low slope rescue and water rescue awareness, in addition to fire suppression. There are two separate services associated with the Dashwood fire service area, one for the fire protection, and one to fund the long-term debt associated with replacing the original Dashwood VFD Fire Hall. The loan authorization and establishing bylaw amendment were approved through an alternative approval process in the spring of 2022. Construction on the new firehall will be complete in 2025.

Figure 3.9
Area G Fire Service Areas
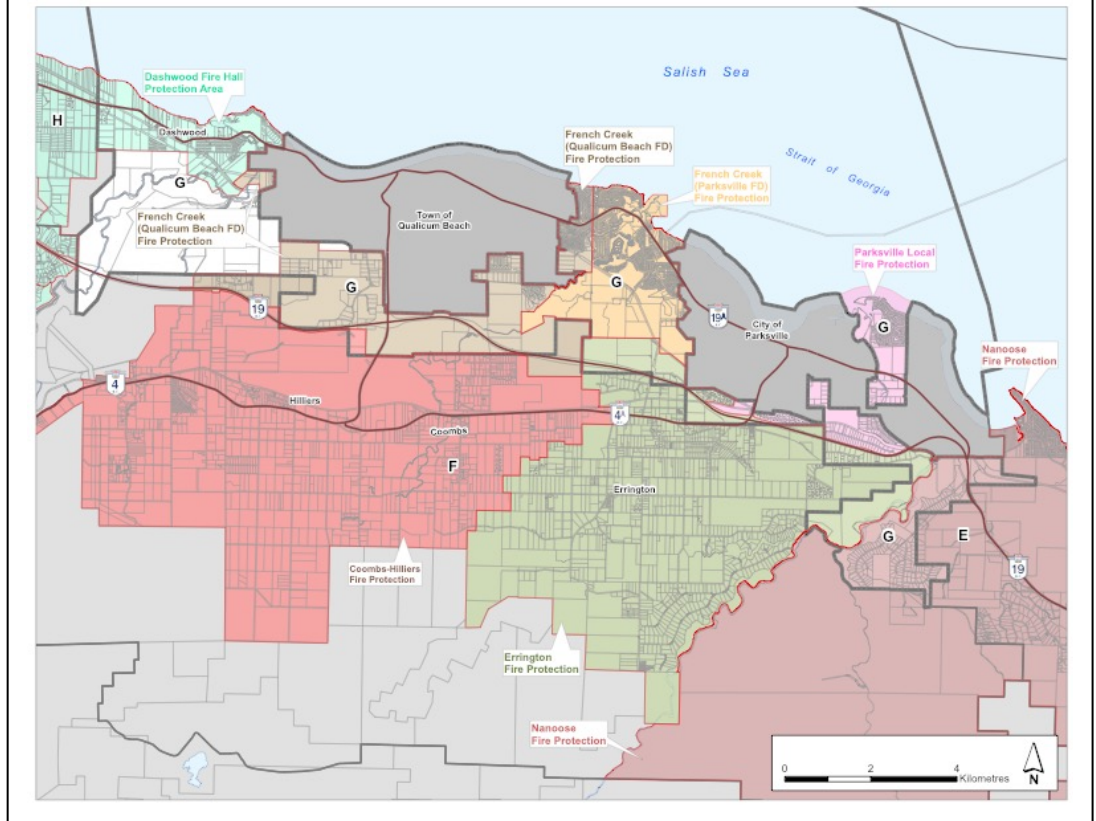
Errington Volunteer Fire Department

The Errington VFD services a population of 3,100, most of whom reside within Area F, but some of whom are within Electoral Area G. The department provides first response and medical services in addition to fire suppression.

Nanoose Bay Volunteer Fire Department

Nanoose Bay VFD services the River's Edge community at the eastern part of Electoral Area G, as well as Electoral Area E with fire suppression, first response and medical services. In 2021, the department became the first to be operated directly by the RDN.

➤ **Emergency 911**

The North Island 911 Corporation provides fire, police and ambulance response for Area G and the northern communities in RDN (Parksville, Qualicum Beach, and Electoral Areas E, F, G & H). The NI911 Corporation has agreements in place with both the City of Campbell River to provide fire dispatch, and E-Comm to provide the "public safety answering points" (PSAP), or dedicated 24/7 call centers responsible for answering 911 emergency calls, dispatching the

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appropriate emergency services, and transferring calls to other specialized agencies.

The Campbell River Fire & Rescue Dispatch Centre services a total of 50 fire departments throughout a 60,000 km^2 service area on northern Vancouver Island and in the Powell River area. The dispatch centre provides a centralized regional 911 radio fire dispatch facility for the express purpose of dispatching and providing support to the appropriate fire department. There are currently two communications operators on duty 24 hours a day. The facility receives 911 calls and dispatches the appropriate response in a matter of minutes.

E-Comm is an emergency services call centre that operates primarily out of Vancouver. E-Comm is the largest 911 call centre in BC, handling calls for Metro Vancouver and 24 other regional districts and communities. Police dispatch services are routed through Courtenay RCMP. Ambulance services are routed through Victoria.

In addition to providing the contracts for dispatch services, North Island 911 also provides the infrastructure and communications technology, radio towers and dispatch equipment, as well as IT support to ensure effective service delivery.

➤ Emergency Planning
The RDN Emergency Program provides Emergency Management through planning and activities related to response, recovery, mitigation and preparedness. Community disaster resilience is enhanced by maintaining operational readiness, cooperative agreements and partnerships and through public education. The RDN is responsible for providing an Emergency Management Plan for the electoral areas, but also provides direct Emergency Management planning services for the District of Lantzville through a service agreement.

RDN staff work with partners and stakeholders including the Province of BC, other local governments, local first nations, local first responders, and many other community organizations to develop preparedness programs and train members of the community. The RDN has an *Emergency Plan* to organize and coordinate efforts. The *Plan* was originally prepared and adopted in 1998, then updated in 2000, 2007 and 2013. The RDN *Emergency Plan* is intended to be the basis from which to maintain and build an effective, coordinated response to emergencies or disasters. The RDN also has a joint Emergency Management Agreement with the District of Lantzville, Town of Qualicum Beach, City of Parksville, City of Nanaimo and three neighbouring First Nations, which will see all parties involved working together on a cooperative nature to assist each jurisdiction should the need arise.

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➤ Search and Rescue (Land and Marine)

The northern RDN communities support search and rescue organizations through financial contributions. The services are established to collect and disburse funds, but do not involve any oversight or delivery functions. Area G residents contribute to societies that provide marine search and rescue services within the service area (delivered by Lighthouse Country Marine Rescue Society), as well as Arrowsmith SAR that provides land-based search and rescue operations. The marine search and rescue is a sub-regional service provided to Electoral Areas F, G, and H, as well as the Town of Qualicum Beach and the City of Parksville. The land search and rescue involves the same participants, with the addition of Electoral Area E. The costs of the land search and rescue service are shared and recovered amongst the participants based on population (most recent Census).

➤ Community Justice (D69)

The RDN funds a crime prevention community justice program that, among other activities, supports the RCMP's crime prevention efforts and safety related programs. The RDN has a contribution service agreement with Oceanside Community Safety Volunteers for crime prevention programs, Sources Community Resource Society for victim services programs, and Arrowsmith Community Justice Society for restorative justice programs.

Parks, Recreation and Community Services

Parks, Recreation and Library services provided by the RDN to Area G residents include:

- Regional Parks
- Area G Community Parks
- Northern Community Recreation
- Oceanside Place
- Ravensong Aquatic Centre
- Vancouver Island Regional Library
- EV Charging Stations

Parks and recreation services are delivered by RDN staff. The department is overseen by a General Manager of Recreation and Parks Services. A Manager of Parks Services oversees staff that deliver parks planning, as well as parks operations services. A Manager of Recreation oversees other staff positions, including facilities operators, arena, aquatic and recreation programing, maintenance workers, lifeguard instructors and all recreation programming positions.

As noted, some of these services, such as Ravensong Aquatic Centre, Oceanside arena and northern recreation are provided to the Oceanside jurisdictions. All RDN electoral areas fund the Vancouver Island Regional Library through an RDN service, but the community parks service is specific to Area G. EV Charging is a relatively new service provided to Electoral Areas B, E, G, and H, intended to support the installation

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of at least one electric vehicle charger in each electoral area, as well as the maintenance of the chargers.

➤ **Regional Parks**
The Regional District's Regional Parks Service was established in 1989. Through strategic acquisitions, the service has expanded to include 12 regional parks (including conservation areas) and nine trails. Area G has two regional parks — Little Qualicum River Estuary Regional Conservation Area and Englishman River Regional Park — within its boundaries. The Electoral Area also has a portion of two regional trails – the Top Bridge regional trail and the Parksville – Qualicum Beach Links.

A Regional Parks and Trails strategy was completed in the fall of 2022. The strategy references both regional and community parks and trails, and sets seven goals for the region, including:
- Strengthen partnerships with First Nation Governments, other governments, landowner and non-profit agencies
- Collaborate with First Nations on park planning and design
- Identify and preserve important natural areas through parkland acquisition
- Protect and enhance natural parkland areas through management and restoration
- Provide parks and trails with well-maintained and diverse amenities
- Enhance and develop trail connections
- Increase volunteering, learning and programming opportunities within the parks and trails system

The Regional Parks service is a region-wide service. The cost of the service, which includes contributing toward park acquisition, maintenance and development, is apportioned to each jurisdiction based on a combination of population (50%) and assessment (50%).

➤ **Area G Community Parks**
Each electoral area has a Community Parks service to enable the electoral area to acquire, develop and maintain community parks. Community Parks are generally smaller in size than regional parks and typically function as neighbourhood parks, offering amenities such as playgrounds, picnic areas and walking trails. Community trails provide neighbourhood level linkages, often less than a kilometre in length, connecting people to schools and beaches or enhancing neighbourhood level walking routes. Acquisition of community parks and trails often comes through the development of neighbourhoods when parks are dedicated as a condition of rezoning and through the parkland dedication process of subdivision. In other cases, the RDN purchases land or manages privately held or provincial Crown land for use as a community park or trail.

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Community park land is typically acquired through development during the subdivision and/or rezoning process. Because community parks and trails primarily serve local residents, operations are funded by the electoral areas. Park development and maintenance are funded through local taxes within each electoral area, although some contributions can come through an amenity contribution during a rezoning. One of the RDN Parks and Trails Strategy's 17 implementation actions was to create parks and trails master plans for each electoral area. Area G was noted as the initial communities to be completed in the short term (one to four year timeline).

The RDN Parks and Trails Strategy notes that Area G has a total of 29 community parks totaling approximately 54 ha, as well as 1 nature preserve, and five community trails. The parks include:

Englishman River (11 community parks and one trail)
- Craig Creek
- Matuka Drive
- Cinnamon Sedge Matuka
- Peterson Rascal
- Kaye Peterson
- Kaye River's Edge
- River's Edge
- Stormwater
- Kaye Road
- Chattel Road
- Top Bridge
- River's (South)

San Pareil (2)
- San Malo Crescent
- Maple Lane

French Creek (14)
- Hawthorne Rise
- Boultbee Drive

Figure 3.10
Area G Community Parks
Englishman River and San Pareil

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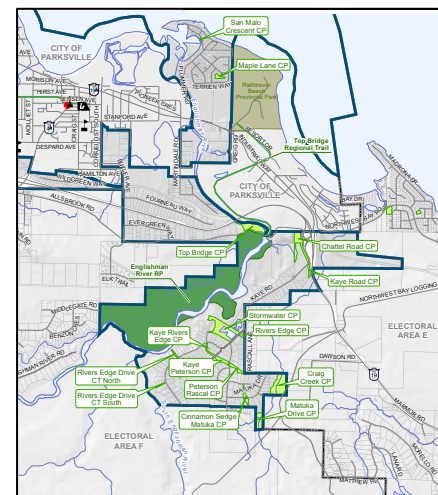
- Dalmation Drive
- Sumar Lane
- Barclay Crescent
- French Creek
- French Creek Estuary Nature Preserve
- Lee Road
- Miller Road
- Blue Water Place
- Brookfield Windridge
- Riley Sanika
- Neden Way
- Stanhope
- Trails -
Ackerman Wally, Columbia Drive West Side, Arrowsmith Tara, Lee Road and Lee Road West
- Mallard Road and Johnstone Road beach accesses

Figure 3.11
Area G Community Parks – French Creek

Dashwood (3)
- Dashwood
- Centre Crescent
- Huckleberry Lane
- Surfside Drive East and West beach accesses

Some recent Area G community parks projects include:
- Boultbee Community Park Playground replacement
- French Creek CP trails and fencing $75,000
- Maple Lane Community Park Improvements
- Rivers Edge trails on MOTT right of way
- French Creek Estuary Nature Reserve trails, fencing and parking $80,000.

Figure 3.12
Area G Community Parks – Dashwood
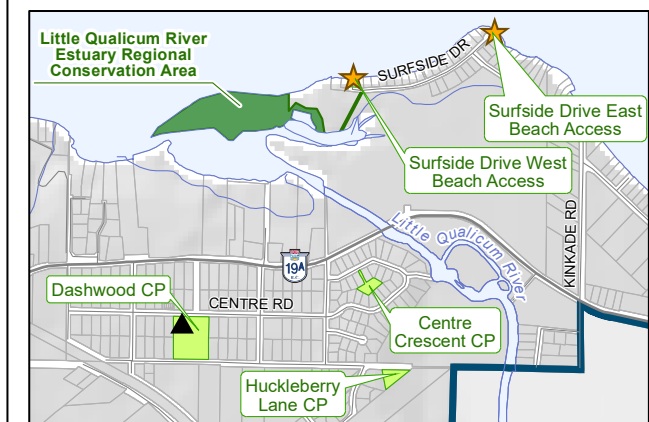
As noted in Chapter 1, Area G has a Parks and Open Space Advisory Committee (POSAC). The Committee is comprised of six members, including the Electoral Area Director, and is supported by an RDN parks planner. POSAC provides advice on issues such as the acquisition or tenure of community park sites, subdivision park land dedications, the development and maintenance of community park sites; and priorities for the expenditure of community park operating and reserve funds, and trail and park planning. It provides a focal point for co-operation between community interests and the RDN on parks and open space issues within Area G. Community parks issues, as well as the advice provided by the POSAC, are brought forward to the Electoral Area Services Committee for review, discussion, and recommendations to the Board.

➤ **Northern Recreation Services**
Northern Recreation Services refers to the recreation programming and planning initiatives for Areas E, F, G and H, along with the City of Parksville and Town of Qualicum Beach. The RDN provides a variety of direct recreation program services and initiatives, including an *Oceanside Recreation Services Master Plan* that was completed and adopted by the RDN Board in 2018.

Recreation issues and decisions that influence long-term strategic direction such as fees and charges, approval of annual recreation grant applications, recreation facility infrastructure development within the northern communities are first shared and discussed by the Oceanside Services Committee (OSC). The OSC focuses on common services provided to the electoral areas of E, F, G and H as well as Parksville and Qualicum Beach. As referenced in Chapter 1, the Committee is comprised of seven directors from the participating areas, including two from the City of Parksville, one from the Town of Qualicum Beach, and one from each of Electoral Areas E, F, G and H.

While RDN operates most of the recreation services, and owns the main facilities, the RDN has an agreement with the City of Parksville and Town of Qualicum Beach that allows for sharing of the cost of operating and maintaining sports fields based on usage by each community. The current agreement expires at the end of 2025.

 The costs of Northern Recreation Service are apportioned on the basis assessment.

➤ **Ravensong Aquatic Centre**
Ravensong Aquatic Centre, located in the Town of Qualicum Beach, includes a 25-metre indoor pool, leisure pool, whirlpool, sauna, Finnish steam room and change rooms. The 2018 *Recreation Master Plan* for the Oceanside area identified the potential expansion of services/spaces at the Aquatic Centre. The Board subsequently passed a resolution directing staff to prepare a concept plan to advance the addition of a second 25m tank and expanded change rooms. The

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expansion plans are the subject of a referendum on April 5, 2025 to decide if the RDN can borrow up to $30 million to expand the facility.

In 2024 the establishing bylaw for Ravensong was changed to include Electoral Area E, and to change how the costs were apportioned amongst the participating areas, so that the costs were allocated based on usage (as obtained through a survey through the RDN). The most recent usage survey was completed in 2023, with results presented to the RDN Board in January 2024. Based on the updated survey and new apportionment approved in 2024, Area G pays 18% of the Ravensong tax requisition.

➤ **Oceanside Place Arena**
Oceanside Place is an indoor arena with two NHL-size ice sheets, a multipurpose over-ice floor available for shows and events, a 1,204 ft^2 multi-purpose room, Oceanside Pond, leisure ice and dry floor space, meeting room and a skate sharpening and rental shop and a concession area. The arena is located within the City of Parksville, but is very close to the border with French Creek.

The allocation of costs for Oceanside Place are based on 50% usage and 50% assessment. The most recent survey showed that usage from Area G residents represents about 23% of the total facility usage.

➤ **Library Service**
Library Service is provided to Area G and all RDN electoral areas by the Vancouver Island Regional Library (VIRL).[6] VIRL covers a vast geographic area from Sooke and Sidney in the south to Port Hardy, Haida Gwaii and the Central Coast in the north. VIRL's coverage area is the fifth largest in BC, totaling more than 42,000 km^2, encompassing a mix of urban, rural, and remote communities. Each member jurisdiction contributes to a pooled budgeting system, as mandated by the *Library Act*. This funding model enables VIRL to leverage economies of scale, access discounted prices on library materials, and acquire a robust eLibrary with ebooks, audiobooks, streaming and downloadable music, movies and TV, in addition to online learning opportunities.

VIRL uses a floating collection which allows residents throughout the system to request materials for delivery. This model ensures equity of access for all VIRL cardholders and allows all residents to take advantage of the entirety of the collection. The VIRL has 39 branch libraries, including locations in Parksville and Qualicum Beach. There is no branch in Area G.

Decisions for the Library Service are made by the VIRL's Board of Trustees, which is comprised of representatives of the system's member jurisdictions. As per the *Library Act*, each of the 28 participating municipalities appoints a council member

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[6]   The municipalities in RDN also receive library services through VIRL, but they pay for the service directly, and not through the RDN

to the Board. Each of the 10 participating regional districts appoints one electoral area director from the region's participating electoral areas. In all, the VIRL Board consists of 38 trustees. Currently the Electoral Area A Director represents the RDN on this Board.

It is important to understand that the boards of participating regional districts and the councils of participating municipalities have no formal involvement in VIRL governance other than through their appointed representatives on the VIRL Board. VIRL is an independent corporation, separate from the municipalities and regional districts that participate in the system. The tax requisition for the RDN library service is based on a formula of 50% population and 50% assessment, determined in accordance with the *Library Act.*

➤ **EV Charging**
A service was established in 2021 to own and operate one public Level 2 electric vehicle charging station in each of the four participating electoral areas – areas B, E, G and H. The operating cost for the four stations was estimated at approximately $20,000 per year, and a reserve fund was also established to enable funds to be put aside to pay for costs related to the acquisition, repair, replacement, upgrading or improvement of the capital infrastructure service. The service followed on a grant received by the RDN and 11 government partners to install 28 EV charging stations throughout the mid-Island. The Area G electric vehicle charging station is located at the Qualicum Hall.[7]

Water, Streetlighting & Utilities
This section profiles the RDN water systems in Electoral Area G, as well as the regional drinking water and watershed protection service, bulk water services as well as the rainwater management service for River's Edge and streetlighting services in both French Creek and River's Edge. It should be noted that the systems included in this review are those that are owned and operated by the RDN; other private systems exist, notably more than 5,000 Area G residents receive drinking water through EPCOR, and others from the Little Qualicum Waterworks Improvement District, and still others through privately owned wells, or strata-owned systems.

Services include:

- Local Water Services
    – San Pareil (water system, and a second debt service for water improvements to support fire suppression)
    – Surfside
    – French Creek

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[7]   There is also an electric vehicle charging station at French Creek marina, but it was not installed or operated as part of this service.

- – River's Edge
- French Creek Bulk Water (Arrowsmith Dam)
- River's Edge Stormwater
- Drinking Water/Watershed Protection
- Streetlighting Services
  - – French Creek Streetlighting
  - – River's Edge Streetlighting
  - – Highway Intersection Streetlighting

Water Services is one of the departments overseen by the General Manager of Regional and Community Utilities, and a Manager of Water Services. The Water Services Manager oversees a team of engineers, water operators, engineering technologists and technicians, as well as the Drinking Water Protection Coordinator, a network coordinator, outreach coordinator and stewardship coordinator that support the Drinking Water/Watershed Protection service.

➤ **Local RDN Water Systems**
The RDN operates four water systems in Area G — River's Edge, San Pareil, French Creek and Surfside. In addition, there are some bulk water arrangements – one with Qualicum Beach to provide water to Sandpiper neighbourhood (of French Creek), and another service that supports the management of the Arrowsmith Dam that currently supports drinking water supply to the City of Parksville and the Nanoose (Electoral Area E) Water Service Area. Qualicum

Figure 3.13
RDN Area G Water System Overview

System	Connections	Water Source	Infrastructure
San Pareil	298	Groundwater wells	- Treatment (UV), 2 reservoirs, 6.6 km of pipe, 680 m³ of storage, 20 hydrants, - Back-up generator
Surfside	39	2 groundwater wells	1.106 km of pipe. - Constant pressure system (no reservoir). - No hydrants - Back-up generator
French Creek	238	Bulk water supply from Town of Qualicum Beach	1 steel reservoir (364 m³) 6.7 km of pipe (64% asbestos-concrete), 26 hydrants
River's Edge	152	2 groundwater wells	12.5 km of PVC pipe. 1 dual-chamber reservoir 24 hydrants - Back-up generator

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Beach and Electoral Area G French Creek Bulk Water Service Area were involved in the construction of the dam but do not benefit from the water license associated with the dam. An overview of the four local systems is provided in Figure 3.13 with a map of the service areas in Figure 3.14.

The individual water systems are only delivered to and paid for by properties that are connected to, and that benefit directly from, the services.

Note that RDN undertakes operation of each of the water services; however, the RDN has a service agreement with the City of Parksville's fire department for confined space rescue services. Confined space rescue requires additional training that the City's fire department undertakes.

Figure 3.14
Area G RDN Water Service Areas
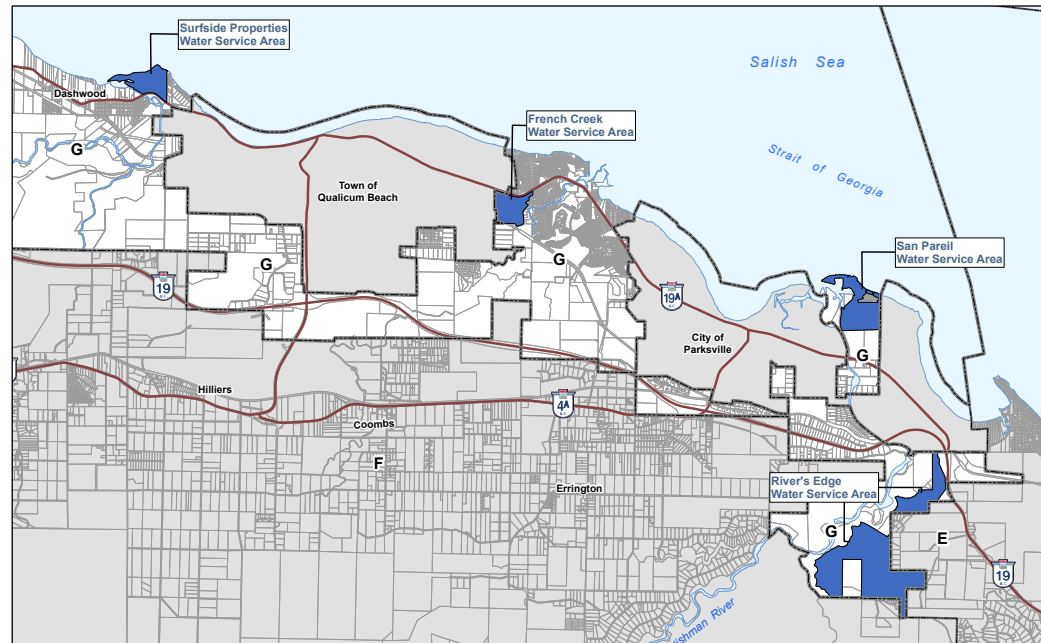
San Pareil

The San Pareil Water Service Area was established in 1999 when the residents requested via a referendum that the RDN acquire the existing Bubbling Springs Water Utility. The system services 298 connections in the community of San Pareil. The water source for the service area is a series of groundwater wells located in the well field on Plummer Road. The treatment was upgraded in 2018 to include ultra-violet disinfection, so the water is chlorinated, disinfected with ultra-violet (UV) light and stored in two reservoirs (each with a storage capacity of 340 m^3). The system also includes a back-up generator at the pumphouse. The distribution system is comprised of 6.6 km of asbestos-concrete (50%) and PVC

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watermains, and includes twenty (20) fire hydrants. Water quality testing is carried out weekly.

In addition to the water service, there is an additional service bylaw for reconstructing a pumphouse, reservoir, fire hydrants and water mains to improve the fire flow capacity of the system, and borrowing the funds associated with the improvements. The borrowing term was for 20 years, and the service and loan authorization bylaws were approved in 2012.

Surfside
The Surfside Water Service Area was established in for an area north of Qualicum Beach on Surfside Drive and part of McFeely Drive. There are 39 water service connections in the Surfside Water Service Area. The water source comes from two groundwater wells at 3547 West Island Highway. The water is chlorinated and pumped into the service area on-demand via a constant pressure system installed in 2023, so there are no reservoirs associated with the system. A back-up generator is present at the pumphouse. Quality testing is done weekly. The infrastructure includes slightly more than 1.1 km of pipe, of which most (72%) is asbestos-concrete. There are no hydrants, as the supply and capacity is not sufficient to accommodate fire flows. The area has had some issues with saltwater intrusion in the water during peak volume times (i.e. summer). As a result the community is subject to stringent water restrictions during summer months. Investigations into potential solutions to resolve the issues are ongoing.

French Creek
The French Creek Water Service Area was established in 1980 and comprises an area west of Drew Road and south of the Island Highway between the City of Parksville and the Town of Qualicum Beach (the Sandpiper Subdivision). The water source formerly came from a series of groundwater wells. As of November 4, 2021, the water source for the French Creek Water Service Area is bulk water supplied from the Town of Qualicum Beach (through an agreement with the Town). The water is chlorinated and stored in one reservoir. There are 238 water service connections in the French Creek Water System.

River's Edge
The River's Edge Water Service was established in 2003 and serves a community near the southern boundary of the City of Parksville between the Island Highway and the Englishman River. There are 152 water service connections in the River's Edge Water Service Area. The water source for the River's Edge Water Service comes from a series of groundwater wells located at 2231 Rascal Lane that draw from one of three aquifers located below ground. The RDN is currently working on installing additional wells to better connect the middle aquifer to the supply, and reducing the rate of pumping and intermixing which results in quality concerns. Installing more wells over a greater area will allow each well to be pumped at a slower rate, which will reduce the rate of chloride contamination within the aquifer. The RDN underwent a petition process in the fall of 2024 to

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receive approval from the community to authorize funding for the project. The petition received sufficient support and the RDN Board of Directors officially adopted borrowing bylaw on January 14, 2025

The water source is chlorinated and stored in one dual-chambered concrete service reservoir at 890 Stonefly Close, with a capacity of 795 m³. There are 24 hydrants. A generator is available for emergency power outages. The distribution system consists of 12.5 km of PVC pipe, of which approximately 71% is 200mm or larger diameter. Water sampling is conducted weekly.

➤ **French Creek Bulk Water (Arrowsmith Water Service)**
The RDN is part of an Arrowsmith Water Service joint venture together with the City of Parksville, Town of Qualicum Beach and the Regional District of Nanaimo. Together the joint venture partners hold the water license and are responsible for the operation and maintenance of the Arrowsmith Dam, spillway and outlet works. The initial purpose of the service, created in 1996, was to secure water supply for the Parksville, French Creek, Qualicum Beach and Nanoose area from the Englishman River. The water supply has not been used by Area G, but the license is still available and is currently being utilized by other AWS partners.

The water supply is currently used (since 2020) by the Englishman River Water Service, a joint venture between the City of Parksville and RDN Nanoose Peninsula Water Service Area. Qualicum Beach and RDN French Creek Bulk Water Service Area both opted out of this second joint venture, due largely to the acquisition of Breakwater Resources Water System by EPCOR over the RDN's offer to purchase (see EPCOR service information on p. 41). The City of Parksville has the overall responsibility for the day-to-day system operation and maintenance, and the service is overseen by the Arrowsmith Water Management Board, referenced in Chapter 1. The Management Board, which includes elected representatives appointed by each of the jurisdictions – two from Parksville, one from the RDN, and one from Qualicum Beach – does not have the ability for all functions, and topics such as budgets and borrowing must be approved by each of the joint venture partners. The service also makes use of a Management Committee will consist of at least six staff members, two members from each of the three jurisdictions.

➤ **River's Edge Storm Water Management**
The RDN provides a rainwater management system for the River's Edge and surrounding subdivision in Area G, as well as one adjacent parcel on Peterson Road in Area F. The system, including the storm water detention basin, was constructed as part of the subdivision in 2003 by the developer. The storm water detention basin is now owned and operated by the RDN.

➤ **Drinking Water and Watershed Protection Service**
In addition to the individual water services, the RDN also has a region-wide watershed service. The Drinking Water and Watershed Protection (DWWP)

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program is a regional service focused on the protection of the region's water resources. The service aims to discover and share information about water in the region (Water Information & Science), use that information to make better land use decisions (Water-centric Planning and Policy Support), and help communities protect the environment (Water Awareness & Stewardship).

The RDN's Drinking Water and Watershed Protection program goals are to facilitate and/or support regional initiatives that:

- protect, manage and restore ecosystems and the overall health and functioning of the watersheds and aquifers
- safeguard and manage source waters to secure a sustainable drinking water supply
- increase water-use efficiency and optimize infrastructure investments for water and wastewater systems
- foster the enjoyment and protection of social, cultural, and recreational values and amenities in watersheds to maintain well-being and quality of life
- mitigate and better prepare for climate change impacts on the region's water resource

The program is guided by an *Action Plan*, developed originally in 2007 with the help of a steering committee representing a variety of region-wide interests. The plan was updated in 2019/2020.

➤ Streetlighting
Previously Area G had five different street lighting service areas. The separate service areas of Morningstar and Sandpiper were encompassed under one French Creek Village service area and bylaw in 2023. There is also a service to pay for streetlighting in the River's Edge community, and a third service area shares the costs of streetlighting highway intersections in French Creek.

There are two types of streetlights within the RDN streetlighting local service areas. The most common streetlights are the LED lamps attached to wooden BC Hydro owned poles. The other style is steel ornamental poles/lampheads, which are serviced via underground wiring and owned by the RDN. The RDN has a contract with an electrical contractor to maintain and repair all the ornamental streetlights within its local service areas. BC Hydro looks after the repair and maintenance of all other streetlights. French Creek Village includes a combination of both types, whereas the River's Edge community has the BC Hydro streetlights. The service areas collect the funding from the local areas that benefit from the lighting to pay for the electricity and maintain and replace the lights.

SERVICES PROVIDED BY OTHERS

Not all local services provided to residents in Electoral Area G are provided by the RDN — an improvement district, private utilities and the provincial government also provide certain services. This section reviews the services of these other providers.

Little Qualicum Water Works

Little Qualicum Water Works (LQWW) is an improvement district that provides drinking water service to almost 300 properties. Improvement districts are local authorities that provide specific services to landowners, such as water or fire protection, and most generally established in rural areas prior to the creation of regional districts. The BC government generally does not create new improvement districts, add new service responsibilities to existing ones, or consider major boundary extensions where a local government is willing and able to provide the required service. Little Qualicum Water Works has a volunteer Board of Trustees consisting of five elected trustees.

The water for LQWW is sourced from the Little Qualicum River, pumped from the river intake to the reservoir. A new treatment plant was recently installed and water is chlorinated and has UV treatment. The service does not provide fire flows, although it does have approximately 15 hydrants where the water lines are 6" lines. The system's pipes are approximately 50 years old, and are primarily asbestos-cement, and water lines include 4" and 6" lines. All users have water meters. Water sampling is done monthly.

As an improvement district, the Little Qualicum Water Works is not eligible for infrastructure grants, nor low-interest borrowing through the MFA. The improvement district recovers fees through a combination of usage fees and a parcel tax.

Private Utilities

A private water utility is a business that owns and/or operates equipment and facilities for the delivery of domestic water service to five or more persons, in exchange for compensation. Private water utilities are usually created by developers to service development in rural areas where community water service is required for subdivision approval, but where no other water purveyor is present. Private utilities are regulated by the province through the Comptroller of Water Rights.

EPCOR – French Creek

The majority of the French Creek community receives water from a large private water system owned by EPCOR. EPCOR, a municipally-owned corporation with the City of Edmonton as its sole shareholder, agreed to the purchase of the water utility assets of Breakwater Enterprises Ltd. in December 2004, and it was approved by the BC Water Comptroller and finalized In 2006. At the time Breakwater supplied water to about 3,500 residents in French Creek, but was according to Island Health, had issues with the infrastructure, water quality and customer service.

The EPCOR website references the following details for the current French Creek water treatment and distribution system:

- population served - 5,258
- Between 560-610 million litres: treated water consumed in the area annually
- 202 fire hydrants (RDN's hydrants)

French Creek's water is treated in a Class III treatment plant and distributed to seven EPCOR reservoirs around the community. The system draws on 16 groundwater wells, including wells on either side of French Creek, and in the Church Road area of Area F. The community's Class II distribution system uses a booster station pump house, 361 mainline valves and 30 km of piping to move treated water from the reservoirs to homes and business in French Creek. EPCOR also provides hydrant maintenance to RDN's fire hydrants in the RDN French Creek fire service area on contract.

Aside from EPCOR's French Creek system, Area G has many properties with small water systems owned and operated privately through strata corporations, as well as private wells owned and operated by individual property owners.

Other Utilities

Other utilities that serve Area G residents include electricity, gas, phone, cable and internet companies. These companies are either private corporations or Crown corporations (e.g., BC Hydro).

Provincial Government

The Province of British Columbia provides a number of services to Electoral Area G, including Roads and Subdivision, Provincial Parks, Police, Schools and Health.

➤ **Roads and Subdivision**

Within Area G — indeed, in all unincorporated areas of the province — the provincial Ministry of Transportation and Transit (MOTT) is responsible for providing and maintaining roads, highways and bridges, and for approving subdivisions.

All provincial road maintenance work is performed by private contractors. The contractor for Service Area 2, Central Vancouver Island, is Mainroad Mid-Island Contracting LP. The service area extends from south of Nanaimo to Area H, and stretches across the Island, including both the east and west coast. MOTT contractors sign a Highway Maintenance Agreement which includes specifications related to maintenance of road surfaces, control of roadside vegetation, drainage, winter clearing, traffic signs and other items. The standard maintenance specifications describe what services are to be provided, and set out minimum acceptable standards for completed work as well as performance timelines. The contract for Service Area 2 was signed in September 2018 and extends to August 31, 2028. The annual value of the initial year of the contract

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The cost of the services is recovered from property owners, in part, through the provincial rural tax. The rural tax rate in 2024 was 0.36 per $1,000 of assessed value, which represents about $359 on a residential home in Area G (valued at $996,940). Together, RDN Electoral Area G properties contributed approximately $1,432,028 in provincial rural taxes in 2024.

➤ Policing

Under the *Police Act*, responsibility for policing rural and unincorporated areas of British Columbia rests with the provincial government. The province contracts delivery to the RCMP. Services include uniformed patrols, response-to-call duties, investigative services, community-based policing, traffic enforcement and administrative support to provincial detachments. Electoral Area G is served by the Oceanside RCMP detachment located in Parksville. In 2023, the provincial portion of the Oceanside detachment had an authorized strength of 12 officers servicing a rural (electoral area) population of 29,659. The municipal officers for Parksville (17) and Qualicum Beach (8) are also based in the Oceanside detachment.

The province pays 70% of the total RCMP cost for Electoral Area G; the federal government pays the remaining 30%. The provincial government recovers up to 50% of its portion through the police tax, which all unincorporated areas, including Electoral Area G, began to pay in 2007. The tax is collected as a property value tax (land and improvements). The 2024 police tax rate in RDN Electoral Area G is 0.0872 per $1,000 assessed value, or a total of $87 on an average (2024) residential home in Electoral Area G ($996,940).

The total amount collected from Electoral Area G from the police tax in 2024 was $346,869. Expressed differently, the amount recovered for policing represents $42.78 per capita (based on 2021 Census numbers). There are no other direct costs for policing services levied to Area G.

➤ Schools

The province is responsible for education services, which are delivered to Area G by the School District #69. The Board of Trustees that governs the School District is comprised of five trustees. The Board was elected in October 2022 for a four-year term. The Board's duties and responsibilities include public oversight of education, finance, facility management, human resources, and policy, as well as public meetings and community consultation. Ecole Oceanside Elementary School is the only school located within Electoral Area G.

Funding for schools is recovered through school taxes levied on all properties. The school tax rate for Electoral Area G was 1.195 in 2024, or $1,191.34 on a

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residential home (valued at $996,940). The school tax raised close to $4.76 million from the properties in Electoral Area G in 2024.

➢ Health

Island Health is the authority mandated (and funded) by the province to deliver health care programs and services to residents of Area G. Island Health delivers a wide range of services, including:

- implementation of drinking water quality regulations
- prevention and health promotion
- mental health and substance abuse treatment
- public health
- residential care

Almost all areas of the province are located within regional hospital districts (the exception is the Stikine Region in northern BC). A hospital district property (value) tax is levied in every regional hospital district to help pay for healthcare facilities in the district. Hospital district boundaries often share the same boundaries as regional districts, which is the case with the Nanaimo Regional Hospital District. Area G is within the (NRHD), which means that the hospital taxes levied in Area G are directed to local healthcare facilities with the RDN. The tax rate for the NRHD in 2024 was $0.45203, or $450.65 on a home with an assessed value of $996,940 in Area G. The funds raised from Area G by the NRHD tax in 2024 totalled $1.8 million.

Federal Government

The federal government has a limited service role in Area G. It does own the French Creek Harbour, a 21-hectare site with more than 2.5 km of docks. The facility is a rafting harbour, and the majority of the harbour is not private slips or assigned moorage. The facility also includes a popular boat ramp, that requires a daily fee or annual pass. The facility is managed by the Harbour Authority of French Creek, and overseen by a volunteer Board of Directors with representatives of local user groups representatives from the Commercial Home Port Fishing Sector, Parksville Qualicum Fish & Game Club, French Creek Boat Owners Association and the Lasqueti Transportation Committee. Board members are elected or appointed by their group or by the board.

CHAPTER 4
REGIONAL DISTRICT FINANCE

REGIONAL DISTRICT FINANCE

Regional district services must be accounted in individual, separate accounts. All costs attributable to each service must be identified and contained in that service's account. Similarly, revenues (including taxes) must be raised for each service and contained in the service account. Costs incurred by, and revenues generated for, individual services cannot be applied to other services. Any surpluses remain with the service account. Revenues raised for a fire protection service, for example, can only be used to fund the delivery of the fire service. No other service can be funded using these resources. The use of separate accounts for each service is a feature of regional district finance. It sets regional districts apart from municipalities, which are able to levy general property taxes and allocate general tax revenues across a range of services.

The use of separate service accounts by regional districts reflects two key points:

- not all jurisdictions in a regional district participate in every service provided by the regional district
- jurisdictions pay only towards the cost of the services in which they participate

The total tax requisition assigned to an electoral area (or municipality) by its regional district will depend on the types and number of regional district services in which the jurisdiction participates, as well as on the size of the jurisdiction's assessment base relative to that of others. Electoral Area G participates in a broad range of RDN services and has a relatively large tax base (see Chapter 2).

PROPERTY TAXES

Regional districts raise funds primarily through property taxation. There are two types of property taxes:

- parcel taxes, which are applied as set amounts per parcel, land area or metre of property frontage
- value taxes, which are based on the assessed value of the land, improvements on the land, or both

Regional districts are not, however, taxing jurisdictions. The province sets property tax rates, levies the taxes and collects the tax revenues on behalf of regional districts, based on the regional district's tax requisition instructions. The province also determines the tax rate multiples for regional districts — specifically, the tax rates paid by the various non-residential classes of property, expressed as ratios to the residential property tax rate. The involvement of the province in setting tax rate

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ratios is a key difference between regional districts and municipalities. Municipalities have the flexibility to set municipal tax rates and to adjust the tax ratios among property classes as determined in an annual property taxation bylaw. Determining and changing tax rate ratios allows municipal councils to decide how to best allocate the local property tax burden across property classes.

Electoral are residents receive property tax bills that itemize the services receive and, for each service, the associated parcel tax or tax rate. The provincial Surveyor of Taxes collects property taxes from individual property owners, based on the regional district requisitions. A fee of 5.25% on top of the regional district tax rate is included in the tax bills to cover the Surveyor of Taxes' fee. In municipalities, property taxes for regional district services are included in municipal property tax bills, based on service requisitions provided to the municipalities by their regional districts. The taxes are then collected by the municipalities and remitted to the regional districts by August 1 of each year. Because municipalities collect their own taxes, they are not subject to the 5.25% surcharge that applies to electoral area tax requisitions. Municipalities do, however, need to have the software systems and staff resources necessary to prepare tax notices and run their tax collection functions.

OTHER REVENUES

In addition to property taxes, regional districts generate revenues from user fees and charges, such as building permits, application fees, and recreation admissions. Regional districts also receive revenue in the form of grants from other levels of government — grants that are particularly important for small communities, and are becoming increasingly important sources of funding for costly infrastructure renewal projects in communities of all sizes.

In general, there are two types of grants from other levels of government: unconditional grants and conditional grants. Unconditional grants are direct transfers of money with few (if any) restrictions on their use. Local governments are free to set their own priorities for the use of these funds. Conditional grants are competitive, application-based grants awarded for specific projects, or are provided to a local government to assist with a specific service.

Provincial Unconditional Grants

All regional districts in BC receive the provincial Regional District Basic Grant on an annual basis. The purpose of this grant is to assist regional districts with administration costs for service delivery based on local needs and priorities. As per the *Local Government Grants Act* and *Regulation*, the amount of the grant is calculated based on three factors with a bias towards smaller and more regional districts:

- regional district total population
- regional district electoral area population
- the number of local community commissions, if any (the RDN does not have any local community commissions)

The amount transferred to the RDN for in 2024 under the Regional District Basic Grant was $100,000.

Federal Unconditional Grants

In September 2005, the federal and provincial governments, joined by the Union of BC Municipalities (UBCM) signed The Agreement on the *Transfer of Federal Gas Tax Revenue Under the New Deal for Cities and Communities (2005-2015).* The agreement was subsequently renewed in 2014 (*Renewed Gas Tax Agreement*) for a further 10 years, representing a transfer of an estimated $21.8 billion in funding across Canada for local government infrastructure. This agreement was replaced in 2024 with the *Administrative Agreement on the Canada Community-Building Fund in British Columbia* which is a tripartite agreement between Canada, British Columbia, and UBCM that provides the administrative framework for the delivery of the Canada Community-Building Fund (formerly the federal Gas Tax fund) to BC local governments from 2024 to 2034. The updated agreement represents the transfer of $1.6 billion in funding over the 10-year period, of which $650 million will be delivered through the Community Works Fund program.

The Community Works Fund is a funding agreement through which the UBCM shares the federal Canada Community-Building Fund (CCBF) to all municipalities and regional districts (except those within the Metro Vancouver region) through a direct annual allocation. The grant is meant to support local projects that align with the program objectives of productivity and economic growth, clean environment, strong cities and communities and capacity building. Eligible categories for the funding are summarized in Figure 4.1. Eligible categories were expanded in the updated agreement to include the purchase of fire trucks, resilience studies, as well as feasibility and detailed design in all infrastructure categories. Community Works funding is delivered twice annually. Each local government receives a "floor amount" plus an amount calculated on the basis of population using Census data. In 2024 the funding was a base amount of $63,411 plus a per capita amount of

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Figure 4.1
Community Works Funding Eligible Project Categories

Productivity and Economic Growth	
Local Roads and Bridges Active Transportation Regional and Local Airports Broadband Connectivity	Public Transit Short-sea Shipping Short-line Rail
Clean Environment	
Drinking Water Wastewater Solid Waste	Community Energy System Brownfield Redevelopment
Strong Cities and Communities	
Sport Infrastructure Recreation Infrastructure Cultural Infrastructure	Fire Halls & Fire Trucks Tourism Infrastructure Resilience
Capacity Building	
Asset Management Long-term Infrastructure Planning Integrated Community Sustainability Planning Housing Needs Reports	

$45.50, and totalled $2,055,154. As a result of the Board decision made in 2007, each RDN electoral area is allocated funds based on population. The Board decided to allocate $50,000 of the funding annually for cross-area projects and the remaining balance to the electoral areas on a per capita basis. Allocations in 2024 are based on 2021 census data. In 2024, Area G received $390,232.

Conditional Grants

Conditional grants are competitive, application-based grants awarded to local governments under federal and provincial programs to help fund specific projects. The bulk of conditional grant funding is earmarked for local government capital projects (e.g., sewer, water, roads). Some programs involve cost sharing among all three levels of government (an example is the Investing in Canada Infrastructure Program), while others, such as the CCBF Strategic Priorities Fund, can provide up to 100% of federal government funding. Local governments submit project proposals based on local priorities and funding program objectives.

RESERVES

As mentioned previously, all costs attributable to each service must be identified and contained in that service's account. This separation of finances also applies to savings or reserve funds that relate to each service, including reserve accounts for capital costs and for operations. Capital reserves are funds set aside specifically for capital items or projects, such as the replacement of equipment or infrastructure. Operating reserves are earmarked for regular operating and maintenance costs. These funds provide flexibility to accommodate operating cost increases or unexpected items. Reserve accounts also help smooth out fluctuations in service costs, particularly for services in smaller service areas. The RDN has many reserve accounts, and often has more than one for each service. Services such as fire protection have reserves for vehicle and equipment purchases, as well as for firehall upgrades and maintenance. The use of separate reserve accounts ensures that only participants who benefit from a service contribute to the operating and capital costs associated with that service. Appendix II includes the status of reserve accounts associated with the regional, area-wide and local services in which Area G is a participant.

Development Cost Charges

Development Cost Charges (DCCs) are a specific type of charge that applies to new development (residential and non-residential) to help recover the cost of specific types of infrastructure that accommodate growth. The charges help to ensure that new development, rather than existing residents and taxpayers, contributes toward the cost of building new infrastructure that benefits and facilitates growth. DCCs are regulated as to the types of infrastructure or services they can fund, including sewer, water, drainage, parks, roads, solid waste and recycling facilities, fire protection facilities, and police facilities necessary to adequately service the demands of new development. The charges are levied at building permit or subdivision approval. Once collected, the funds are placed in reserves, and can only be used toward the eligible infrastructure projects they were collected to support. Figure 4.2 shows the status of DCC reserves for four services that impact Area G.

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AREA G PROPERTY TAXES AND USER FEES

In Area G, the regional district services are paid through utility or user fees, parcel taxes, and property (value) taxes.

User Fees

User fees are levied to recover the cost or portion of costs of services received, such as garbage and recycling collection, which all single-family residential properties in Area G receive, as well as recreation program and facility user fees. User fees are therefore related to a service that is provided, and not tied to the assessment or value of the property. Garbage collection user fees, for instance, are based on the size of the garbage can that residents have, and therefore the amount of waste they are generating that needs to be collected. Smaller garbage carts have a lower user fee. Water and sewer service costs are often recovered from a combination of utility fees plus parcel taxes. For example, a local government will often recover the fixed capital costs (for infrastructure) through a parcel tax in recognition of the connection each property has to the water or sewer system, and the operating costs through a user-fee (e.g. water meter charge).Water utility fees are based on water usage. Figure 4.3 highlights the 2024 utility fees that apply to an average single-family residential property assessed at $996,940 in each of the service areas, assuming average water usage.

Parcel Taxes

Parcel taxes are another way to recover the costs of a service. Parcel taxes are based on the idea that each parcel is receiving the same service, and should pay the same amount irrespective of differences in assessed values or service usage. A portion of utility services such as water and sewer services are often

Figure 4.2
DCC Reserves (End of 2024) for Area G Services

DCC Reserve Account	Total (End of 2024)
French Creek Bulk Water	$917,579
Northern Community Wastewater	$21,686,283
Barclay Crescent Sewer	$8,736
Electoral Area G Community Parks	$10,069

Figure 4.3
2024 Utility Fees in Area G

	Fees per $996,940 residence	Total Recovered from Area G
Garbage Collection (assumes 100 L cart) [1]	$194.00	$5,726,008
Sewer (Barclay Crescent)	$250.37	$66,708
Sewer (French Creek)	$175.63	$351,434
Sewer (Surfside)	$145.66	$6,044
Sandpiper Bulk Water (depends on usage) [2]	$526.08	
Water Rates (rates vary by usage) [3]	$460.62	$332,400

[1] Totals for this service reflects the total for the entire Service Area, not just the Area G portion.

[2] Sandpiper bulk water estimate is based on 0.40 m³ per day 9 months of the year and 1.00 m³ during 3 summer months.

[3] Water usage assumes average of 0.54 m³ per day 9 months of the year, and 1.35 m³ during 3 summer months. Total includes the combined utility (user) fees collected in 2024 for the four RDN water systems in Area G (French Creek, River's Edge, San Pareil and Surfside).

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recovered through parcel taxes, in recognition of the water or sewer connection to each property or parcel.

The Area G services that are recovered using a parcel tax include:

- Crime prevention and community justice
- Drinking water and watershed protection
- Surfside water
- French Creek (Sandpiper) water
- River's Edge water
- San Pareil water
- San Pareil fireflow improvements (debt)
- French Creek bulk water (Arrowsmith water service)
- Hawthorne Rise sewer (debt)
- Reid Road sewer (debt)
- French Creek sewer
- Surfside sewer
- Barclay Crescent sewer

Property Value Taxes

The remaining service costs are recovered through property value taxes which are based on the assessed value of property (land and improvements). Property value taxes are generally considered to better reflect an ability to pay, particularly in comparison to parcel taxes, where wealth is measured by the value of property, and taxpayers contribute proportionally to that property value. Figure 4.4 presents a sample Area G tax bill for a residential property valued at $996,940. The bill uses the tax rates for each of the services provided to Area G in 2024 by or through the RDN, the provincial government, and other agencies (e.g., BC Assessment). It is useful to note that each of the Area G services identified in section 2 of the figure applies to only a portion of Area G properties. Only the taxpayers within the different local service areas pay towards the costs of the services. Area G properties outside of the areas neither receive nor pay towards the service costs. Conversely, all properties receive and pay for the services in Sections 1, 3, and 4.

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Figure 4.4
2024 Sample Tax Bill
Electoral Area G Residential Property Assessed at $996,940

1. Electoral Area G Services (Area Wide)

Administration	Property Tax per $996,940 residence	Total Recovered from Area G
Administration	$41.87	$168,445
Electoral Area Administration	$43.87	$174,479
Community Grants	$2.99	$18,793
Area G Feasibility Studies	$18.94	$75,368
House Numbering	$1.00	$3,371
Planning, Development & Transportation		
Regional Growth Strategy	$14.95	$58,023
Electoral Area Planning	$137.58	$548,488
Building Inspection	$0.00	$0
Hazardous Properties	$1.99	$5,997
Unsightly Premises	$1.00	$5,951
Noise Control	$6.98	$27,769
Animal Control	$12.96	$52,522
Northern Community Transit	$70.78	$282,290
Solid & Liquid Waste		
Liquid Waste Management Planning	$2.99	$11,092
Solid Waste Management	$21.93	$88,239
Emergency Services		
D69 Emergency 911	$28.91	$116,260
Emergency Planning	$32.90	$132,629
Marine Search & Rescue	$1.00	$3,275
Land Search & Rescue	$1.00	$4,910
Community Justice (D69)	$7.32	$28,058
Parks, Recreation & Community		
Regional Parks & Trails	$66.79	$267,901
Community Parks Area G	$86.73	$345,256
Northern Community Recreation	$115.65	$462,521
Oceanside Place	$106.67	$424,907
Ravensong Aquatic Centre	$101.69	$405,323
Vancouver Island Regional Library	$150.54	$602,148
EV Charging	$1.00	$2,845
Water		
Drinking water/watershed protection	$16.00	$61,328
Subtotal for area-wide taxes	**$1,096.03**	**$4,378,188**

GREEN = Parcel Tax

[1] Rate shown does not include any debt (which varies by parcel)

[2] Totals for these Services reflect the total for the entire Service Area, not just the Area G portion

[3] Includes fee for Area Wide services. Additional 5.25% would be applied to any local service area taxes.

2. Local Service Areas

	Property Tax per $996,940 residence	Total Recovered from Area G
Surfside Water	$493.00	$19,238
French Creek Water (RDN System)	$602.00	$143,789
River's Edge Water	$425.00	$66,722
San Pareil Water [1]	$656.33	$195,062
San Pareil Debt (fire flow improvements)	$280.00	$74,656
French Creek Bulk Water	$2.00	$4,606
French Creek Streetlighting	$48.85	$66,430
Highway Intersection	$1.00	$3,117
River's Edge Streetlighting	$26.92	$8,058
River's Edge Stormwater	$21.93	$6,129
Hawthorne Rise Debt (Sewer)	$717.00	$10,040
Reid Road Debt (Sewer)	$407.00	$3,660
French Creek Sewer	$635.00	$1,283,912
Surfside Sewer	$1,277.00	$34,480
Barclay Crescent Sewer [1]	$777.17	$252,080
Errington Fire [2]	$683.90	$1,113,317
Coombs-Hilliers Fire [2]	$790.57	$992,101
Nanoose Bay Fire [2]	$238.27	$1,191,140
Dashwood Fire [2]	$913.20	$1,229,550
Dashwood Fire Hall Debt [2]	$111.66	$105,400
Parksville (Local) Fire Contract	$449.62	$262,795
French Creek Fire	$424.70	$1,064,832
Subtotal for area-specific charges	**N/A**	**N/A**

3. Provincial Services

	Property Tax per $996,940 residence	Total Recovered from Area G
Police Tax	$86.93	$346,869
Rural Tax (roads, subdivision)	$358.90	$1,432,028
Surveyor of Taxes [3]	$57.54	$229,855
School Tax	$1,191.34	$4,753,536
Subtotal for provincial services	**$1,694.72**	**$6,762,287**

4. Other Agencies

	Property Tax per $996,940 residence	Total Recovered from Area G
Nanaimo Regional Hospital District	$450.65	$1,798,109
Municipal Finance Authority	$0.20	$796
BC Assessment Authority	$34.59	$138,032
Subtotal for agency taxes	**$485.44**	**$1,936,937**

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CHAPTER 5
COMMUNITY ENGAGEMENT

This chapter summarizes the communication and engagement that occurred during the *Community Issues Assessment* for Electoral Area G. The summary includes an overview of the methods of public engagement, the input shared and the feedback provided through discussions with service providers, including the Town of Qualicum Beach, City of Parksville, Little Qualicum Waterworks Improvement District and EPCOR.

PUBLIC COMMUNICATION AND ENGAGEMENT METHODS

Figure 5.1 highlights the public engagement levels achieved through the primary public engagement activities. Figure 5.2 on the following page provides further detail on each of the communication and community engagement activities.

Figure 5.1
Public Communication and Engagement Highlights

3,895 information packages sent by addressed mail

3 community meetings

188 meeting attendees

271 surveys completed

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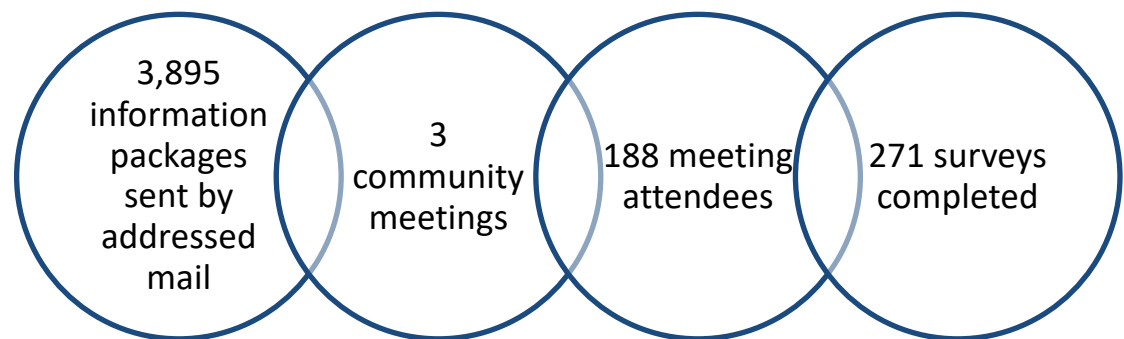
Figure 5.2
Public Communication and Engagement Methods

METHOD
Project page on *Get Involved* RDN engagement platform A project page was maintained through the duration of the project as a single, official site for residents to find information. The page contained links to background documents and to all documents developed by the consultants over the course of the project. Data on webpage activity indicate that as of June 18, 2025, there were: • 1,942 visits • 188 engaged participants — that is, visitors who participated in the survey (note: an additional 83 surveys were completed in paper form, for a total of 271 surveys) • 521 informed participants — visitors who downloaded a document, visited the key dates page, visited the FAQ page, or visited multiple project pages • 1,400 aware participants — visitors who visited the site at least once
Online Updates The project webpage allowed residents to sign up to receive email updates from the project team on the project.
Mailout to all addresses within Electoral Area G A mailout was sent by addressed mail to all properties in Area G in April 2025 (3,895 addresses). The mailout described the current local government and service provision system, advertised community meetings, and included a hard copy of a resident survey. A copy of the mailout is included in Appendix IV.
Posters Posters advertising the project and the community meetings were distributed to various locations in Area G in late April 2025.
Newspaper advertisements Newspaper ads were run in the Parksville-Qualicum Bay News through April 2025 advertising the project and community meetings.
News releases A news release was issued in June 2024 informing residents that RDN had received approval to conduct the *Community Issues Assessment*. A second news release was issued in April 2025 inviting residents to participate in the community meetings and community survey.

METHOD

RDN social media

The province's approval of the *Community Issues Assessment* was promoted on RDN's Facebook page in June 2024; the community meetings were advertised in April and May 2025.

Three (3) community meetings

Three community meetings were held in Area G:

- April 29 — Dashwood & Little Qualicum (26 people)
- May 7 — Englishman River & San Pareil (76 people)
- May 14 — French Creek (86 people)

The meetings included an open time for attendees to review information posterboards, a presentation from the consulting team, audience questions and answers, and small-group discussions with a discussion guide designed to elicit feedback on key topics.

A full record of the feedback received during the meetings is contained in the *What We Learned Engagement Summary* in Appendix III.

Survey

271 residents of Area G completed a survey between April 9 – May 19, 2025. The survey asked detailed questions to gather input about local services and governance. Hard copies of the survey were mailed to addresses within Area G. The survey could also be submitted online through RDN's Get Involved platform.

A full record of the feedback received through the surveys is contained in the *What We Learned Engagement Summary* in Appendix III.

COMMUNITY MEETING SUMMARIES

A summary of the input provided by residents at the Community meetings is presented in Figure 5.3 below. A more complete record of the feedback received is included in Appendix III.   It is important to note that the input reported in the figure and in Appendix III accurately reflects the perspectives, views and statements put forward by residents. No comment on or assessment of the input is provided by the consultants.

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Figure 5.3
Summary of Resident Input in Community Meetings

DASHWOOD & LITTLE QUALICUM

- Surfside water — systems is on stage 4 water restrictions year-round; yet very close to Qualicum Beach water system. Is there a potential to connect?
- What would it cost to connect to sewer system?
- Bylaw enforcement
- Building permit process and costs — wait times too long, permits too costly
- Lot 6 — want commitment from Province that won't be used for gravel extraction
- Support for local water districts
- Provide recreational development
- Poor implementation/roll out of water meters
- More communication desired on Sandpiper water system changes
- Would like transit and a regional trail system
- Would like better road and ditch maintenance
- RDN building expansion — view that the Regional District did not adequately listen to the population
- Need more communication from RDN
- Possibly need another area director given the population, area and diversity of of issues
- Fear of boundary changes
- Why does Area G even exist? Urban areas should be merged with municipalities, and remainder combined with adjacent electoral areas (E, F and H)
- Growth is not sustainable

ENGLISHMAN RIVER & SAN PAREIL

- Potential rehabilitation facility — while no application has yet been submitted to the RDN, there is a concern among residents that Nanaimo will push the project through despite residents' concerns (residents would like to have a voice on this issue)
- No jurisdiction should have majority of weighted votes
- RDN governance has not evolved to meet the increasing urban density
- Do not feel that RDN is as transparent as it should be in its decision-making
- Recent increase in taxes came without service improvements
- No guidelines/policy to cap overall spending to ensure sustainability for taxpayers
- No ranking of priorities, needs vs wants. Too much "nice to have" vs "needs" such as infrastructure. Too much too fast in 5 years
- Excessive planning and administration costs
- Water — services should be consolidated; need water use bylaw enforcement
- Need better local access to recycling than the pop-up service in Parksville
- Perception that municipalities control land use decisions in electoral areas
- OCP needs updating; need stronger regional planning to guide development
- Policing — more police presence needed; safety concerns
- Fire — need higher service level
- Service response times and lack of RDN collaboration
- Lack of road upkeep
- Bylaw enforcement is non-existent

- some Parksville decisions (trail use, land use) negatively impact rural areas
- Need better access from San Pareil to Highway 19A — a new bike path was built in place of the road improvements the community needed
- RDN website is not user friendly

FRENCH CREEK

- Water taste (EPCOR) is awful and water is very hard
- Smell of pollution control centre — will expansion rectify the smell?
- Lack of doctors
- Concern about Area G proportion of sewage treatment cost and resulting charges
- Lack of representation opportunity for Area G and concern regarding the voting concentration at the RDN Board table of City of Nanaimo
- Perceived lack of control over local and sub-regional services
- Bus stops not close enough to neighbourhoods
- Residents of Area G are concerned about having no input into how water is distributed and sewage services are provided to new development. Why provide water to more development when water restrictions need to be imposed?
- Policing and justice system in French Creek are viewed to be inadequate
- Provincial level of road service and maintenance is inadequate for such a heavily urbanized area. We need sidewalks, better roads, sanding and snow plowing. We have no input into stormwater management or developments that do not require an amendment to the OCP. The growth is causing environmental degradation. MOTI is non-responsive to the residents and RDN staff.
- Provincial regulations are inadequate for tree protection, yet electoral areas are not allowed to pass tree protection bylaws. In a heavily urbanized area, trees require protection for more than heron and eagle nests. The result is a loss of biodiversity and shade that exacerbates the effects of climate change.
- Light at Columbia Beach
- Estuary and flood plain are being forgotten
- Area G is too disjointed — one person cannot fully represent the diversity of the area
- Scotch broom proliferation (invasive species)
- French Creek Bridge — congestion in emergency
- Being part of Area G should come with benefits; we do not know what they are
- Cell service dead zones
- Sunrise and Columbia beach intersection needs work
- Too much densification — our infrastructure is not keeping pace
- Taxes — too high for the services we get

SURVEY FEEDBACK

The survey sought feedback on services and governance matters, had some open-ended questions to identify top issues, and to elicit suggestions. The following provides a summary of the feedback provided through the survey, including the questions related to services, governance, top concerns and residents' suggested improvements.

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Services

The following services received high proportions of "very satisfied" and "satisfied" responses and relatively low dissatisfaction (particularly when "no opinion" is removed):

- Library
- Oceanside Place
- Garbage and recycling collection
- Fire protection
- Regional parks
- Northern recreation
- Animal control
- Emergency planning
- Area G community parks
- Building inspection

Library received the highest satisfaction rating (very satisfied and satisfied combined, when those with "no opinion" were removed), followed by Oceanside Place, garbage and recycling collection, fire protection and regional parks. Garbage and recycling collection received the highest proportion of "very satisfied" responses.

The following services received more significant proportions of "dissatisfied" or "very dissatisfied" responses:

- Sewage treatment (French Creek Pollution Control Centre)
- Regional growth strategy
- Electoral area planning
- Water

Sewage treatment (French Creek Pollution Control Centre) was the only service to receive a majority of dissatisfied and very dissatisfied responses (including those who had no opinion), and the highest proportion (76.7%) of these responses when surveys with "no opinion" were removed). With the "no opinion" responses removed, the Regional Growth Strategy service also received a majority of dissatisfied responses (67.9%), as did electoral area planning (56.4%), and water (51.9%).

The following services had high counts in the "N/A" or "no opinion" category, which may indicate low public awareness, interaction or use of these services:

- EV charging
- Northern recreation
- Transit
- Building inspection
- Animal control

- Oceanside Place
- Emergency planning
- Administration

A majority of respondents indicated:

- they appreciated living in a rural area, where they receive fewer services and pay lower taxes (20% strongly agreed, and a combined 59% selected agree and strongly agree)

- they disagreed or strongly disagreed that they would like to receive and pay for fewer services

A higher number of respondents disagreed or strongly disagreed that they receive good value for their local services (49%), compared to those who agreed or strongly agreed (35%) (Sixteen percent had no opinion.)

Figure 5.4 presents the themes and services that were most frequently referenced when respondents were asked to identify **additional services needed** in Area G.

Figure 5.4
Themes and Services

THEMES & SERVICES	COMMENTS
Transportation & Infrastructure	• Frequent calls for active transportation — more sidewalks, pedestrian crossings, and dedicated cycling paths • Safer pedestrian access across the Island Highway and to key locations (e.g., French Creek Marina). • Increased street lighting • Improved road maintenance, including snow removal and stormwater/ditch management
Water Services	• Concerns about water supply (e.g., dry wells, water restrictions, water pressure) from a variety of different systems • Water quality — concerns about taste (EPCOR water service) and water treatment • Concern about asset management and long-term planning
Sewer Services	• Solutions to odour issues at treatment plant • Sewage services for areas that are too dense for septic
Parks and Greenspace	• Desire for more investment in public parks (e.g., tree planting, benches, playgrounds) • Pool facility and community/recreation centre

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THEMES & SERVICES	COMMENTS
	• Tree protection bylaws to preserve greenspace and mitigate climate change
Public Safety & Emergency Services	• Greater police presence and fireworks bylaw enforcement • Increased bylaw enforcement
Solid waste service and facilities	• Increased items in curbside recycling collection, and recycling drop off facility (not pop-up service)
Growth management	• Local control of subdivision • Management of growth and ensure new development has adequate services (water/sewer)
Other Local Priorities	• Transit service and bus infrastructure (bus shelters and pull-outs) • Community signage (e.g., for French Creek). • Hospital/urgent care clinic/doctors • Municipal-style direct property tax billing (without involvement of Surveyor of Taxes) • Improved cell service

Figure 5.5 presents themes and services most frequently referenced when respondents were asked to identify **services that were not needed** in Area G.

Figure 5.5
Themes and Services

THEMES & SERVICES	COMMENTS
Perceived Waste or Inefficiency	• Criticism of "overpriced" park or trail improvements • Concerns about unnecessary capital projects, higher level of service than warranted and overstaffing
Minimal or No Concerns	• Many respondents explicitly stated "None" or "Cannot think of any" services required
Recreation Facilities	• References to services that residents do not access, sometimes due to proximity, or are not interested in using • Oceanside Place, Ravensong Aquatic Centre, library
Transportation	• Transit (not accessed or used by some residents) • EV charging stations
Indirect Critiques	• A few responses question the cost-effectiveness rather than necessity of services

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Governance

The survey included some statements regarding governance, and asked residents to indicate their level of agreement. The statements that elicited the strongest responses were:

- Committees or commissions should be used to involve Area G residents and provide advice to the Regional District Board of Directors on local Area G services and issues (70.8% strongly agreed or agreed with this option)
- Different governance options beyond the current system should be explored to increase the influence that Area G residents have over decisions that affect their community (64.2% of respondents strongly agree or agree)
- I am interested in understanding more about the service, governance, and cost impacts of being part of an adjacent municipality instead of being part of an unincorporated area (56.8% or 154 respondents strongly agree or agree)

Top Concerns

Figure 5.6 presents themes that were identified from responses to the survey question regarding top three service or governance issues.

Figure 5.6
Themes on Top Three Service and Governance issues

THEMES	COMMENTS
Water Quality and Availability	• The most recurring issue — people are concerned about access, affordability, and sustainability
Governance and Representation	• Dissatisfaction with the current governance model and lack of influence at the RDN Board • Concerns about being included with unrelated communities and not being heard
Development and Growth Pressure	• Worries about overdevelopment, urban sprawl, and lack of control over land use and zoning decisions • Calls to preserve rural character and protect Agricultural Land Reserve (ALR) areas
Traffic Safety/ Active Transportation	• Desire for safer routes for cyclists and pedestrians • Concerns about traffic congestion and unsafe crossings
Greenspace and Environment	• Calls for climate resilience through greenspace protection and sustainable planning
Engagement of Residents	• Issues with how information is distributed (i.e., relying too heavily on residents' associations or Facebook) • Limited outreach to non-digital residents
Taxation	• Concerns about tax increases, affordability, value for money

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Figure 5.7 presents themes from the question that asked residents for suggested improvements the RDN could make to address local service and governance issues.

Figure 5.7
Themes on Suggested Improvements Related to Services and Governance

THEMES	COMMENTS
Improve Governance and Representation	• Explore governance strategies to increase Area G's representation, influence, and voting strength in Regional District decisions • Consider range of restructure options for the region (e.g., realigning boundaries, new Oceanside RD, amalgamation, additional municipality, others) • Introduce or strengthen local advisory committees and opportunities for local input
Water	• Invest in water infrastructure and storage capacity
Growth, Planning and Sustainability	• Contain sprawl and ensure infrastructure capacity is in place before approving more growth • Update OCP and preserve rural areas • Enforce environmental bylaws such as tree protection; expand tree coverage • Promote sustainable land use
Reform Capital Spending	• Halt or delay non-essential capital projects • Focus spending on critical infrastructure and maintenance
Community Engagement	• Increase transparency and communication, dialogue, opportunities for input for residents • Engage broader community members directly (not only through community associations) • Use direct mail and print communications to reach residents who do not participate online
Transportation Safety	• Implement traffic calming, crossings, and pedestrian safety improvements

OVERALL PUBLIC ENGAGEMENT THEMES (SURVEY AND MEETINGS)

A number of themes are evident from feedback provided at the meetings and through the surveys. Themes can be divided into general feedback and feedback specific to the different neighbourhoods within Area G (Dashwood & Little Qualicum, Englishman River & San Pareil, and French Creek).

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Figure 5.8
Overall Public Engagement Themes

THEMES	COMMENTS
General	• Participants value many aspects of living in Area G, including: tranquility, privacy, peace and quiet, sense of community, friendly neighbours, proximity to nearby amenities and services, parks, being near the ocean. • Residents in Area G do not feel connected to other neighbourhoods in Area G.

Services	• Residents in Area G indicated that they rely upon the municipalities of Parksville and Qualicum Beach for shopping, services, and community facilities.
	• Participants are concerned about increasing taxes; they perceive that while they receive fewer services than adjacent municipalities, they do not pay lower taxes.
	• 46.5% of survey participants indicated they are satisfied or very satisfied with the scope of services provided, while 34.7% indicated they were dissatisfied or very dissatisfied. 18.8% had no opinion.
	• 134 survey respondents (49%) do not think they receive good value for the taxes they pay; 94 respondents (35%) are satisfied or very satisfied.
	• Participants from all parts of Area G would like a higher level of road service — in particular, better road and ditch maintenance, and better snow removal.
	• Water is a widespread concern in Area G, noted from people who receive water from different systems. Water quality and water supply are both concerns, as well as the cost of water service.
	• Specific services or service levels desired by residents include:
	  - update to the Area G Official Community Plan
	  - additional policing (specifically noted by San Pareil and Englishman River residents)
	  - increased bylaw enforcement
	  - sidewalks, street lighting, active transportation (bike paths) and safety improvements to intersections, particularly in the denser areas close to municipal boundaries
	  - recreation facilities, including a pool (separate from Ravensong)
	  - recycling facility and increased items at curbside collection
	  - environmental protections including a tree protection bylaw, and protections for the estuary and floodplain
	• Participants are concerned that RDN infrastructure is not keeping pace with the rate of development and population growth

THEMES	COMMENTS
Governance	• There is concern among Area G residents about the voting share held by the City of Nanaimo at the RDN Board, and the corresponding level of influence over decisions in which Nanaimo is entitled to vote • There is a desire to have a greater degree of influence over decisions that affect their area — 71% of survey participants agreed or strongly agreed with the statement that committees or commissions should be used to involve Area G residents and to provide advice to the Board on local Area G services and issues • 64% of survey participants agree or strongly agree that different governance options beyond the current system should be explored to increase the influence that Area G residents have over decisions that affect their community • Governance changes, as well as potential restructure options, were one of the most referenced suggestions put forward in the survey, and raised in small group discussions at the community meetings • Participants valued the opportunity to share their views with RDN and would like more opportunities to engage and influence decisions in their area • Residents request more direct communication (such as addressed mail and other print materials) and perceive a need for greater transparency

Figure 5.9
Overall Feedback Themes by Neighbourhood

DASHWOOD & LITTLE QUALICUM
• There are numerous concerns about water service, especially Surfside Water System, as well as long-term supply issues, infrastructure planning and costs for all water systems • There is interest from some in connecting to Qualicum Beach's water system • Some participants are concerned about "Lot 6" — i.e., the 13 acres of Crown land that are designated for future gravel extraction • There is concern about the way that RDN implemented water metres • Participants seek more parks and child-friendly spaces • Some residents suggest restructuring Area G and merging various neighbourhoods into adjacent municipalities and other electoral areas (Area E, F and H)

ENGLISHMAN RIVER & SAN PAREIL
• Participants are aware of a rehabilitation facility being considered for a property on Kaye Road   - while no application had been submitted to the RDN, there is a general feeling of concern and a belief that the RDN municipalities will "push it through"

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- residents seek greater influence over this proposal[8]
- There is a desire for better access from San Pareil to Highway 19A
  - a new bike path was built in the area; residents thought road improvements were happening
  - the process is perceived by some to be taking too long; there is a desire to better understand the plan for improvements
- Participants are concerned about impacts from growth and development in Parksville
- Participants are concerned about traffic volumes
- A desire for increased policing was a concern mentioned several times in the survey from residents

FRENCH CREEK

- Participants would like safety improvements near École Oceanside Elementary — in particular, the extension of sidewalks that terminate at the nearby boundary with Parksville and installation of flashing school zone lights and clearly marked crosswalks
- Participants are dissatisfied with the odour from the French Creek Pollution Control Centre; concerns with sewer costs are also evident
- Some participants have concerns about the taste and hardness of water
- Some participants note the need for safety and traffic improvements at specific intersections
- A desire for growth management, in order to ensure that sufficient infrastructure exists to accommodate growth, is evident among French Creek participants
- Several residents adjacent to the boundaries of Parksville or Qualicum Beach are interested in joining these municipalities

SERVICE PROVIDER DISCUSSIONS

Residents of Area G receive local government services from several agencies in addition to the RDN. Discussions were held with representatives from Little Qualicum Water Works Improvement District and EPCOR, both of which deliver water services to parts of Area G. Discussions were also held with staff from the City of Parksville and Town of Qualicum Beach, both of which are service providers to parts of Area G. Key themes and concerns from discussions with each of these parties are provided here.

City of Parksville

The City provides fire service through a contract with the RDN to parts of Area G, as well as water and sewer services to a small number of properties within Area G. Parksville is also the location of certain key facilities that serve the broader area — specifically, parks facilities, the police detachment, and Oceanside Health Centre.

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8   Unlike most planning applications, that are voted on only by electoral areas, decisions to forward Agricultural Land Commission applications are made by the entire Board in accordance with the *ALC Act*.

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The following issues emerged in discussions with senior managers from the City:

- Perceived inequity of some funding mechanisms or allocations to equitably distribute costs and address the demand for, use of, or impact on services — e.g., provincial police members represent 33% of the total number of detachment officers, but electoral areas reflect 46 to 51% of the call volume; regional use of City parks, and concentration of social services and facilities provided within the City
- Desire for bylaws and standards to be consistent across the service area where the electoral area relies upon contract City fire services — at present there are different burning bylaws and regulations, fireworks, fees/fine structure
- Recognition of the larger recruitment area for volunteer firefighters for the City of Parksville
- City is the "host" of a number of facilities and services that are provided to the regional population, but noted that it contributes more funding toward those services (policing, social housing, social services), including requests to grant permissive tax exemption to forgo taxes for these facilities (rather than sharing the burden of that exemption regionally)
- Pressure to fill, and/or the expectation that the City will fill, service gaps in electoral areas — an example is the expectation that City bylaw officers will respond to local concerns in Area G
- City encounters vocal opposition from Area G residents to projects located in Parksville, and criticism that the City is not doing enough on social issues (despite the City hosting the majority of the regional facilities and social services on behalf of broader Oceanside area)
- Lack of interest on the part of City to consider boundary changes to encompass adjacent lands — concerns related to infrastructure outside City boundaries that does not meet City standards; concerns about increases in population that would occur and that would impact the City's policing costs

Town of Qualicum Beach

The Town of Qualicum Beach provides fire service through a contract with the RDN to parts of Area G (French Creek Fire Protection Service Area), and provides water service to some properties within Area G (Sandpiper neighbourhood). The Town also operates, in cooperation with Parksville, Emergency Management Oceanside.

The following issues emerged in discussions with senior managers from the Town:

- Fire Services includes emergency and non-emergency incidents, as well as fire prevention and enforcement of the RDN's burning bylaws, within the French Creek Fire Protection Service Area

    - Town administers and enforces the Electoral Area G burning bylaws which are different than Town's burning bylaw

- - Appreciation of the benefit of expanded service area for fire department recruitment
  - Town provides fire protection for a section of the Inland Island Highway 19 in Electoral Areas F and G without receiving any compensation
  - Private managed forest lands in the RDN are included in the Fire Protection Service Area — these lands have low assessed values, but are high risk in relation to potential suppression costs
  - Going forward, the Town anticipates re-negotiating the Fire Service Agreement funding model to include call volume, size of service area and assessed values of properties

- Concerns that infrastructure in Electoral Areas is generally older and approved based on outdated Ministry of Transportation standards that fall short of current municipal standards
- Any restructure that resulted in parts of Area G joining the Town could create pressure to upgrade services, which could increase the burden on the Town's tax base

  - View is informed by the Town's past inclusion of parts of Area G, which has triggered expensive upgrades for slope stabilization and road repair

- There is a need for a common knowledge base and long-term plan for water, involving the Province and Fisheries

  - One of the Town's aquifers is considered "high stress" in recent RDN water modelling. While the Town is reviewing the technical background to this determination, any increase to the areas served by the Town's groundwater supply would need to be proven from a long-term water supply perspective.
  -
- Town's Airport is viewed by the Town as an important amenity for the region that is funded primarily by Town taxpayers despite the presence of users from Electoral Area G, and the presence of Air Cadets and Search and Rescue who support residents of the broader District 69
- RDN and the Town need to continue to work towards improving the accuracy of bulk sewage flow metering and developing a strategy to credit the Town for sewage infiltration along the sections of RDN main, upstream of the bulk meter, which are currently being charged to the Town
- French Creek area is recognized as a Regional Growth Village Centre without consideration of servicing constraints
- The built form, lack of consistent development planning, indirect subdivision control and unfunded asset management issues within Electoral Area G, are issues that the Town would not want to become responsible for, if any boundary expansions were contemplated

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Little Qualicum Water Works

Little Qualicum Water Works is an improvement district, run by a volunteer Board of Trustees, that supplies water to almost 300 properties. Discussions with the Board's chair and treasurer highlighted the following issues:

- Challenges as an improvement district with having to finance water treatment upgrades on their own (without any favourable lending rates received by local governments, grants or assistance)
- Desire to be eligible for grants, in recognition of LQWW track record and responsible management
- Having to continue raising rates to address rising costs (increasing operating costs with new treatment plant, costs of borrowing, maintenance, rebuilding reserves and establishing contingency funds)
- Pipes are 50 years old, have experienced some leaks, 90% is asbestos cement, some pipes are undersized (4 inch)
- Water is chlorinated and receives UV treatment (last system went in 1.5 years ago (> $1 million for system))
- In 2022 received private loan (and used some savings), pay interest monthly and principal lump sum once per year
- Relatively good consumption rates (due in part to meters and meter rate structure)
- Costs are the main concern; the system works well, and people take ownership and responsibility for their property, including reporting and investigating leaks
- Only have fire hydrants where lines are 6" (not 4"); are trying to get a grid that meets Fire Underwriter's Survey fire insurance standards
- Appears to be little appetite or interest in becoming an RDN system
- Noted that the intake was a "band-aid fix"; a more permanent solution will be needed in the future

EPCOR

As noted earlier in this report, EPCOR is a utility company that owns and operates the water treatment and distribution system that services much of the French Creek area. The company is a for-profit company, with the City of Edmonton as its sole shareholder. The company purchased the Breakwater Enterprises water utility in 2004 (finalized in 2006); today, the company provides treated water to more than 5,250 residents in Area G. The system consists of seven reservoirs, 16 groundwater wells, a Class 3 treatment plant, Class 2 distribution system and approximately 30 km of piping.

Discussion with the French Creek water manager highlighted the following points:

- EPCOR is regulated by the province and is subject to the same drinking water standards as municipalities
- Challenging to work through the province for approvals (both in terms of process and timing)

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- Advocates for united approach with RDN on water restrictions — typically follows RDN's lead and imposes same water restrictions and regulations (even if the EPCOR system is not having water supply issues or concerns)
- Would like any new development in Area G to be encouraged/required to landscape with drought-tolerant plants/xeriscaping to help conserve water
- Currently there is no active Community Advisory Panel (none has existed for past few years) but the company noted that it does reach out to the French Creek community and engage on specific projects

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CHAPTER 6
FINDINGS

The purpose of the *Area G Community Issues Assessment* was to assemble and share information on the governance and service delivery within Area G, to seek perspectives of residents and service providers to identify emerging issues within the area, and to share the findings of the process with the RDN Board.

The project has actively engaged the communities and service providers in identifying issues and challenges related to services and governance. Taken together, the engagement activities have revealed some recurring themes and common issues with respect to both governance and services.

Services and Costs

Residents within the individual Area G communities noted that they do not have strong connection to other Area G communities, and highlighted some very different characteristics, from rural areas that prefer only basic services (garbage, water) to the densely developed areas of French Creek with water and sewer infrastructure that are seeking improved crosswalks, sidewalk and street lighting. The French Creek area, and Despite the different community characteristics, however, there are several concerns that span the entire Area, including:

- *Water*
  Water represents perhaps the most pervasive and repeated concern across each of the electoral area communities, as expressed through discussions with service providers, input provided in community meetings, and responses provided to survey questions. Concerns regarding water include concerns with individual water systems (water storage and supply, quality and long-term costs), as well as long-term security and availability of water for the Oceanside region as a whole in the face of growth as well as climate change.

- *Road maintenance, active transportation and traffic safety issues*
  Several of the service issues identified by Area G residents relate to services not provided by the RDN. In particular, the quality of the roads, road maintenance levels (including snow removal and ditch clearing), but also the provision of safety-related and active transportation improvements such as sidewalks, pedestrian crossings, traffic lights and highway intersection improvements and street-lighting are significant concerns. These concerns were raised in each of the communities, but were most strongly voiced by residents in the French Creek community, in part because of the residential densities in that community, and safety concerns due to the location of the school.

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While some residents understood that RDN was not responsible for road services, there was significant frustration with the inability to influence or resolve local safety concerns.

- *Growth management and 'fringe area' planning*
  Residents raised a number of concerns regarding growth management and urban planning, including the need for a new OCP, and a desire to ensure that development is only permitted when sufficient infrastructure capacity exists. There was concern expressed not only for development within Area G, but also for development within adjacent municipalities, and the impacts development has on residents in Area G, impacts related to traffic, water supply, and loss of greenspace.[9] There was a desire for Electoral Area G to have greater influence over its own local land use decisions.

- *Funding allocations*
  Concern was raised by Area G residents, as well as municipalities and service partners, regarding the adequacy of existing funding mechanisms, formulas or allocations in equitably distributing the costs associated with a range of shared services and facilities. Several residents felt that they were paying higher costs for similar services (water and sewer) than those paid by residents in adjacent municipalities. Some Area G residents questioned whether they were paying lower taxes when compared to similar properties in municipalities. Some residents advocated for more user fees, particularly to reduce paying for services that were not used or considered a benefit.

- *Tax increases*
  Residents across Area G voiced concern for the continued tax increases, perceived to be unmatched by an increase in services or service levels. Some expressed a desire to focus existing resources on infrastructure needs rather than services that are perceived to be "wants" or extras (recreation was cited as an example).

- *Additional Services*
  Despite the general concern regarding tax increases, residents indicated several different services they would like to see improved. Some of the services commonly identified (in addition to water and transportation and safety services referenced previously) include:

  - Increased policing — this issue was primarily raised by residents in the Englishman River and San Pareil areas
  - Recycling —several residents identified the desire for have additional items added to curbside collection, as well as the addition of a recycling drop-off facility

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[9] Similarly, municipalities noted impacts from development and servicing within the electoral areas, and the impacts of growth within electoral areas on municipalities and municipal services.

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- Environmental — concern for environmental management including wildlife protection, estuary protection, tree management, and sewer service where septic tanks are no longer adequate
- Desire for greater health care services (more doctors, increased urgent care, hospital services)
- Recreation — desire for additional recreational facilities (in particular, a pool)
- Sewer — issues with odour at French creek pollution control centre; as well as cost concerns
- Bylaw enforcement —increased levels of bylaw enforcement desired

While it is important to identify the common issues, it is also useful to consider key differences among the various communities of Area G. Consider the following points:

- French Creek stands out from the other, less urbanized communities of Area G, in terms of population density, services received, and level of services desired. French Creek has local sewer and streetlighting service areas. French Creek also, because of its population and associated traffic volumes, has interests and concerns related to sidewalks, pedestrian crossings, traffic lights, highway intersection improvements and other transportation-related matters.

- Service costs in French Creek are higher than those in other Area G communities, driven in part by the costs of sewer service. The higher relative costs mean that the tax advantage that unincorporated communities typically enjoy over municipalities may not be as significant.

Governance

- *City of Nanaimo influence*
  A concern regarding the potential for the City of Nanaimo to influence — if not determine — decision-making in Area G, including on budget matters with weighted votes. There is the perception that the City has undue influence over the suite of services provided and, perhaps more importantly, the budgets for those services. In some cases the concern is based on the potential to exercise the authority, and the relative lack of influence for Area G, rather than any specific case or example of being overruled or impacted by a "Nanaimo" decision. Regardless of how or whether the influence is exercised, the existence of a majority of weighted votes for Nanaimo is not supported by many residents.

- *Increase Area G influence*
  Aside from the concern regarding majority weighted-voting position of Nanaimo, residents expressed interest in exploring ways to increase the representation or influence for Area G. 64.2% of survey participants

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supported exploring governance options beyond the current system to increase the influence that Area G residents have over decisions that affect their community. Residents provided suggestions that included splitting the electoral area or amending the RDN's voting unit to provide greater voice and influence. *(Note: suggestions were also made to have multiple directors for Area G; however, legislation only enables one director per electoral area)*

- *Community engagement and input*

  Residents expressed an Interest in exploring ways to have greater input into decisions regarding local services, potentially through the establishment of committees and/or commissions. 71% of survey participants indicated support for the use of committees or commissions to involve Area G residents and provide advice to the Regional District Board of Directors on local Area G services and issues. Some residents perceive a lack of transparency at the RDN, and are seeking to understand more about RDN services, budgeting and decision-making, as well as to have opportunities to provide input and feedback. There is a desire for greater communication, particularly by way of written mail.

- *Explore restructure options*

  Some Area G residents expressed interest in a variety of potential structural changes that could be explored for the electoral area, including options that range from realigning electoral area and municipal boundaries (even eliminating Area G), to municipal expansions, incorporation, amalgamation and dividing the regional district.

  Of those residents who participated in the survey, 154 (57%) indicated an interest in learning more about the costs and other implications associated with joining a municipality. Ninety (90) of the 154 residents were from French Creek — a number that represents two-thirds of all French Creek respondents.

  Interest in learning about the implications of joining a municipality was also expressed by respondents from San Pareil (15 of 25), and by those in Dashwood and Little Qualicum. These two communities, however, recorded small numbers of overall respondents (12 and six, respectively).

  Some residents wanted to understand more about the differences between services and taxes in municipal and electoral areas. Some residents felt that they receive less service in the electoral area, but pay more in taxes than properties in adjacent municipalities.

  It is worth noting that in discussions with both the Town of Qualicum Beach and City of Parksville that the municipalities expressed reluctance to expanding boundaries, noting concerns with infrastructure deficiencies or standards that would trigger additional municipal investment.

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APPENDIX I

SERVICE PARTICIPANTS AND DELIVERY

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APPENDIX I: AREA G SERVICE PARTICIPANTS AND DELIVERY

SERVICE (By Category)	PARTICIPANTS (RDN JURISDICTIONS)	DELIVERY (2025)
🏛 Administration		
Administration	All (Region-wide)	RDN
Electoral Area Administration	All Electoral Areas	RDN
Community Grants (Area G specific)	Area G	RDN
Area G Feasibility Studies	Area G	RDN
House Numbering	All Electoral Areas plus Lantzville	RDN
🏠 Planning, Development and Transportation Services		
Regional Growth Strategy	All (Region-wide)	RDN
Electoral Area Community Planning	All Electoral Areas	RDN
Building Inspection	All Electoral Areas	RDN
Noise Control	Area G (A, C, E and part of B also receive, but separate services)	RDN
Hazaradous Properties (Nuisance Control)	Areas A, B, C, E, G and H	RDN
Unsightly Premises	Areas A, B, C, E, G and H	RDN
Animal Control	Electoral Area E, G & H	Coastal Animal Control Services of BC
Northern (D69) Community Transit	Areas E, G, H, Parksville, Qualicum Beach	RDN, BC Transit
🗑 Solid and Liquid Waste		
Liquid Waste Management Planning	All (Region-wide)	RDN
Solid Waste Disposal	All (Region-wide)	RDN
Solid Waste Collection & Recycling	All except Nanaimo	Waste Connections
Northern Community Wastewater	Part of Area G and E, Parksville and Qualicum Beach	RDN
French Creek Sewer	Portion of Area G	RDN
Hawthorne Rise Sewer Capital Financing	Portion of Area G	RDN
Surfside Sewer	Portion of Area G	RDN
Reid Road Sewer Capital Financing	Portion of Area G	RDN
Barclay Crescent Sewer	Portion of Area G	RDN
🚨 Fire and Emergency Services		
Errington Fire	Portions of Area F & G	Errington Volunteer Fire Department (Society)
Parksville Local Fire	Portion of Area G	City of Parksville Fire Department
Nanoose Bay Fire	Portions of Area E, F & G	RDN
Coombs-Hilliers Fire	Portions of Area F & G	RDN
Dashwood Fire	Portions of Area F, G, & H	Dashwood Volunteer Fire Department (Society)
Dashwood Fire Hall (debt)	Portions of Area F, G & H	RDN
French Creek Fire	Portions of Area F & G	Qualicum Beach Fire Dept. and Parksville Fire Dept.
D69 Emergency 911	Areas E, F, G, H, Parksville, Qualicum Beach	North Island 911 Corporation
Emergency Planning	All Electoral Areas	RDN, with an Agreement with Qualicum Beach and Parksville
Marine Search & Rescue	Areas F, G, H, Parksville, Qualicum Beach	Lighthouse Country Marine Rescue Society
Land Search & Rescue	Areas E, F, G, H, Parksville, Qualicum Beach	Arrowsmith Search and Rescue
Crime Prevention & Community Justice	Areas E, F, G, H, Parksville, Qualicum Beach	RCMP, Oceanside Community Safety Volunteers, Sources Community Resource Society, Arrowsmith Community Justice Society
🛝 Parks, Recreation and Community Services		
Regional Parks & Trails	All	RDN
Community Parks Area G	Area G	RDN
Northern Community Recreation	E, F, G, H, Parksville, Qualicum Beach	RDN, Sportsfield Usage through Parksville and Qualicum Beach
Oceanside Place	E, F, G, H, Parksville, Qualicum Beach	RDN
Ravensong Aquatic Centre	E, F, G, H, Parksville, Qualicum Beach	RDN
Vancouver Island Regional Library	All Electoral Areas	Vancouver Island Regional Library
EV Charging Stations	Areas B, E, G, H	RDN
🚰 Water & Storm Water		
Surfside	Portion of Area G	RDN
French Creek (Sandpiper)	Portion of Area G	RDN, Water supply from Town of Qualicum Beach
San Pareil	Portion of Area G	RDN
San Pareil (fire protection improvements)	Portion of Area G	RDN
River's Edge	Portion of Area G	RDN
Bulk Water - French Creek (Arrowsmith Water Service)	Portion of Area G	Joint Venture with Qualicum Beach and Parksville
Drinking water/watershed protection	All (Region-wide)	RDN
River's Edge Stormwater	Portion of Area G	RDN
💡 Street Lighting		
French Creek Village Streetlighting	Portion of Area G	RDN
French Creek Highway Intersection Streetlighting	Portion of Area G	RDN
River's Edge Community Streetlighting	Portion of Area G	RDN

APPENDIX II

AREA G SERVICE RESERVE ACCOUNTS

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APPENDIX II: AREA G SERVICE RESERVE ACCOUNTS

	Operating Reserve	Capital Reserve	Other Reserve	Notes
Administration				
Corporate Administration	$328,584	$7,113,598	$2,729,303	Capital reserve shown is building ($7,113,598), two operating acounts ($46,794 and $281,790). Other includes building operating ($359,332), computers ($1,733,637), Pacific Blue Cross Renewal ($255,167) and GIS ($79,525), Vehicle Pool ($301,912)
Electoral Area Administration	$37,392		$307,670	Local government elections operating ($307,670)
Area G Feasibility Studies	$87,850			Note there is also a Regional Feasibility Operating Reserve of $166,750
Planning, Development & Transportation				
Regional Growth Strategy	$568,953			
Electoral Area Community Planning	$1,097,787		$319,701	Community Planning has a legal reserve ($319,701),
Building Inspection	$1,076,497	$71,218		Capital amount is a vehicle replacement reserve account
Noise Control	$19,466			
Hazaradous Properties	$100,755	$55,925		Capital amount is a vehicle replacement amount shown for Bylaw Enforcement (not just for hazardous properties)
Unsightly Premises	$45,006			
Animal Control Area E, G & H	$49,790			
Northern (D69) Community Transit	$4,751,321	$13,690,251		Amounts in capital and operating are for Transit (not specifically Northern Transit)
Solid & Liquid Waste				
Liquid Waste Management Planning	$176,239			
Solid Waste Disposal	$7,032,090	$10,947,410	$4,446,636	Landfill closure reserve ($4,446,636)
Collection & Recycling	$1,643,453		$753,330	Operating amount is Capital/Operating, and additional operating reserve (Convertus) ($753,330)
Northern Community Wastewater		$21,537,712		
French Creek Sewer		$775,652		
Surfside Sewer		$43,984		
Barclay Crescent Sewer		$101,347		
Fire & Emergency Services				
Errington Fire	$10,549	$264,055	$573,251	Capital is building ($264,055). Other is Vehicle & Equipment ($520,126), Insurance Deductible ($33,218), and Water Storage ($19,907)
Nanoose Bay Fire		$43,570	$995,309	Capital is Buildings ($43,570), Other is Vehicle & Equipment ($962,516) and Insurance Deductible ($32,793)
Dashwood Fire		$27,805	$216,032	Capital is Buildings ($27,805). Other is Vehicle & Equipment ($183,299) and Insurance Deductible ($32,733)
Coombs-Hilliers Fire		$373,787	$33,107	Capital is Buildings and Equipment ($373,787). Other is Insurance Deductible ($33,107)
French Creek Fire	$21,731		$43,961	Operating includes Operating reserve ($21,731). Other is Operating - Maintenance ($43,961)
Emergency Planning	$430,526	$5,306		Operating amount is Capital/Operating ($430,526). Capital reserve is a Vehicle Replacement Reserve ($5,306)
Parks, Recreation & Community				
Regional Parks & Trails Total		$1,349,087	$4,195,896	Capital is regional parks acquisition ($1,349,087) and other is regional parks development ($4,195,896)
Community Parks Area G		$209,431	$551,094	Other is Cash-in-lieu ($551,094)
Northern Community Recreation	$796,382	$260,503		Operating ($796,382) is Capital/Operating
Oceanside Place		$1,359,520		
Ravensong Aquatic Centre	$67,973	$6,638,041		
EV Charging Stations	$14,256			Operating is Capital/Operating
Water, Streetlighting & Utilities				
Surfside	$3,889	$26,760		
French Creek		$204,808		
San Pareil	$62,613	$346,110		
River's Edge	$16,121	$298,486		
Bulk Water - French Creek		$608,363		
River's Edge Stormwater		$45,812		
Drinking water/watershed protection	$87,328			
French Creek Village Streetlighting	$10,063	$9,146		Operating amount includes Capital/Operating ($10,063), capital shown is from Morningstar ($9,146)
French Creek Highway Intersection Streetlighting	$665			
River's Edge Streetlighting		$15,215		

Others Reserves (Not linked to specific service)	Total (End of 2024)	Purpose
Municipal Insurance Association	$181,104	Insurance Deductible
Information Services Capital	$1,182,636	Operating
Information Services	$45,376	Operating - Department Computers
Local Government Climate Action Program	$507,485	Capital/Operating
Electoral Areas Only Building Policy & Advice	$81,135	Operating
Housing Initaitives Bill 44 & 46	$324,348	Operating
Growing Community Fund	$3,837,955	Capital
Utilities	$39,306	Vehicle Replacement
CARIP	$808,464	Capital/Operating
Carbon Neutral	$56,771	Capital/Operating

APPENDIX III

WHAT WE LEARNED ENGAGEMENT SUMMARY

**AREA G
COMMUNITY ISSUES
ASSESSMENT**

FINAL REPORT

NEILSON
STRATEGIES

left*side* partners inc.

JULY 2025
APPENDICES PAGE
iv

What we learned

Communications & Engagement Summary
Electoral Area G Community Issues Assessment
June 2025

1.0 INTRODUCTION

This document summarizes the communication and engagement that occurred during the Community Issues Assessment for Electoral Area G, which took place from November 2024 until June 2025.

Electoral Area G is part of the Regional District of Nanaimo (RDN) and includes the communities of Englishman River, San Pareil, French Creek, Little Qualicum, and Dashwood.

The population of Area G has grown significantly over the last fifteen years, and growth is expected to continue. Growth patterns have transformed the electoral area from predominately rural towards a mix of rural areas with denser residential and suburban developed environments, without the services typically found in developed areas. In addition, several communities in Area G are distinct and physically separated from each other by municipalities, as well as by physical features such as Englishman River.

In 2021, RDN requested that the Province of BC fund a Governance and Services Study for Area G. Instead, the province supported a Community Issues Assessment, with the aim of providing residents with an understanding of the current system of governance in Area G and to engage with residents to identify key issues and emerging trends. The core objectives of the Community Issues Assessment for Electoral Area G are to:

- Identify and describe the different roles, responsibilities and jurisdictions of service providers;

- Assemble information on existing service delivery arrangements and governance relationships;

- Identify current and emerging issues and pressures related to services as seen by residents;

- Better understand how decisions are made and the relationships between service providers;

- Provide opportunities for residents, property owners, improvement district and First Nations to articulate the issues they see in Electoral Area G; and

- Summarize findings for consideration by the RDN Board.

2.0 SNAPSHOT OF ENGAGEMENT

3,895 information packages sent by addressed mail

3 community meetings

188 meeting attendees

271 surveys completed
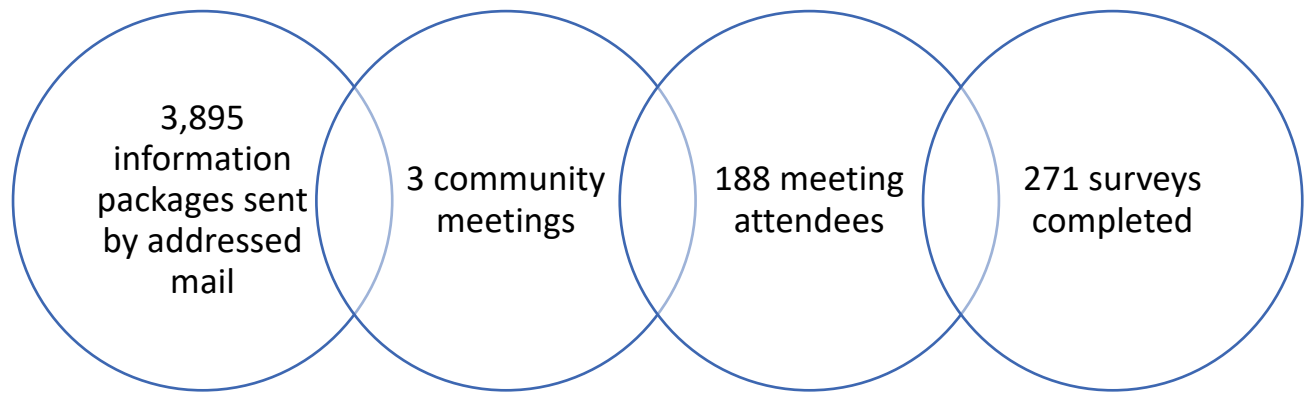
Area G community meeting, May 7, 2025

3.0 SUMMARY OF WHAT WE HEARD

Resident interest in the Area G Community Issues Assessment was high. A total of 188 people attended the community meetings and a total of 271 surveys were submitted.

A number of themes are evident from feedback provided at the meetings and through the surveys. Themes can be divided into general feedback and feedback specific to the different neighbourhoods within Area G (Dashwood & Little Qualicum, Englishman River & San Pareil, and French Creek).

More detailed survey responses are contained in Appendix A.

THEMES	COMMENTS
General	• Participants value many aspects of living in Area G, including: tranquility, privacy, peace and quiet, sense of community, friendly neighbours, proximity to nearby amenities and services, parks, being near the ocean. • Residents in Area G do not feel connected to other neighbourhoods in Area G.

Services	• Residents in Area G indicated that they rely upon the municipalities of Parksville and Qualicum Beach for shopping, services, and community facilities.
	• Participants are concerned about increasing taxes; they perceive that while they receive fewer services than adjacent municipalities, they do not pay lower taxes.
	• 46.5% of survey participants indicated they are satisfied or very satisfied with the scope of services provided, while 34.7% indicated they were dissatisfied or very dissatisfied. 18.8% had no opinion.
	• 134 survey respondents (49%) do <u>not</u> think they receive good value for the taxes they pay; 94 respondents (35%) are satisfied or very satisfied.
	• Participants from all parts of Area G would like a higher level of road service — in particular, better road and ditch maintenance, and better snow removal.
	• Water is a widespread concern in Area G, noted from people who receive water from different systems. Water quality and water supply are both concerns, as well as the cost of water service.
	• Specific services or service levels desired by residents include:
	   - update to the Area G Official Community Plan
	   - additional policing (specifically noted by San Pareil and Englishman River residents)
	   - increased bylaw enforcement
	   - sidewalks, street lighting, active transportation (bike paths) and safety improvements to intersections, particularly in the denser areas close to municipal boundaries
	   - recreation facilities, including a pool (separate from Ravensong)
	   - recycling facility and increased items at curbside collection
	   - environmental protections including a tree protection bylaw, and protections for the estuary and floodplain
	• Participants are concerned that RDN infrastructure is not keeping pace with the rate of development and population growth

THEMES	COMMENTS
Governance	• There is concern among Area G residents about the voting share held by the City of Nanaimo at the RDN Board, and the corresponding level of influence over decisions in which Nanaimo is entitled to vote • There is a desire to have a greater degree of influence over decisions that affect their area — 71% of survey participants agreed or strongly agreed with the statement that committees or commissions should be used to involve Area G residents and to provide advice to the Board on local Area G services and issues • 64% of survey participants agree or strongly agree that different governance options beyond the current system should be explored to increase the influence that Area G residents have over decisions that affect their community • Governance changes, as well as potential restructure options, were one of the most referenced suggestions put forward in the survey, and raised in small group discussions at the community meetings • Participants valued the opportunity to share their views with RDN and would like more opportunities to engage and influence decisions in their area • Residents request more direct communication (such as addressed mail and other print materials) and perceive a need for greater transparency

Themes by neighbourhood:

DASHWOOD & LITTLE QUALICUM
• There are numerous concerns about water service, especially Surfside Water System, as well as long-term supply issues, infrastructure planning and costs for all water systems • There is interest from some in connecting to Qualicum Beach's water system • Some participants are concerned about "Lot 6" — i.e., the 13 acres of Crown land that are designated for future gravel extraction • There is concern about the way that RDN implemented water metres • Participants seek more parks and child-friendly spaces • Some residents suggest restructuring Area G and merging various neighbourhoods into adjacent municipalities and other electoral areas (Area E, F and H)
ENGLISHMAN RIVER & SAN PAREIL

• Participants are aware of a rehabilitation facility being considered for a property on Kaye Road
  - while no application had been submitted to the RDN, there is a general feeling of concern and a belief that the RDN municipalities will "push it through"
• residents seek greater influence over this proposal[1]
• There is a desire for better access from San Pareil to Highway 19A
  - a new bike path was built in the area; residents thought road improvements were happening

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[1] Unlike most planning applications, that are voted on only by electoral areas, decisions to forward Agricultural Land Commission applications are made by the entire Board in accordance with the *ALC Act*.

- the process is perceived by some to be taking too long; there is a desire to better understand the plan for improvements
- Participants are concerned about impacts from growth and development in Parksville
- Participants are concerned about traffic volumes
- A desire for increased policing was a concern mentioned several times in the survey from residents

FRENCH CREEK

- Participants would like safety improvements near École Oceanside Elementary — in particular, the extension of sidewalks that terminate at the nearby boundary with Parksville and installation of flashing school zone lights and clearly marked crosswalks
- Participants are dissatisfied with the odour from the French Creek Pollution Control Centre; concerns with sewer costs are also evident
- Some participants have concerns about the taste and hardness of water
- Some participants note the need for safety and traffic improvements at specific intersections
- A desire for growth management, in order to ensure that sufficient infrastructure exists to accommodate growth, is evident among French Creek participants
- Several residents adjacent to the boundaries of Parksville or Qualicum Beach are interested in joining these municipalities

4.0 LEVEL OF ENGAGEMENT

Given the parameters of this project, engagement occurred at the International Association for Public Participation's (IAP2's) "inform" and "consult" levels. This means that the RDN's and consultants' goals were to provide residents with balanced and objective information and to obtain resident feedback on analysis, alternatives, and/or decisions (note: there are no specific decisions being considered through this project).

INCREASING IMPACT ON THE DECISION

	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

5.0 KEY MESSAGES

Key messages are the most important information about the project. The following key messages were used throughout Community Issues Assessment communication and engagement materials:

1. The population of Area G is growing, and the boundaries of this Electoral Area have been adjusted a number of times to respond to the needs of residents.

2. Residents of Electoral Area G may receive their local services such as water and fire protection from different bodies, including the Regional District of Nanaimo, the Town of Qualicum Beach, the City of Parksville, Little Qualicum Waterworks Improvement District, and private water purveyors. This can make it confusing to know what services are delivered by whom and where residents' tax dollars go.

3. A Community Issues Assessment is often an initial step prior to governance studies or restructure work in an electoral area.

4. The Area G Community Issues Assessment aims to provide residents with an understanding of the current system of governance and to hear from residents about any issues, concerns, emerging trends or pressures in relation to local services and governance.

5. Hearing from residents is the focus of this Community Issues Assessment. Residents will be asked for input on key topics, such as whether they are well-served by the current system of governance, and if the range of services provided in each community make sense.

6. Depending on the feedback received at the conclusion of this Community Issues Assessment, further analysis regarding services and governance in Area G may be desired by the RDN Board.

6.0 AUDIENCES

An audience is a specific person or group of people with whom we want to communicate. The primary audience of the Community Issues Assessment was residents within RDN Electoral Area G. This large audience group was broken down into several sub-audiences to help determine what types of communication methods were needed (in no particular order):

- Residents (property owners and renters)
- Non-resident property owners
- People living along the border of Area G who do not know if they are included
- The RDN Board, including the Area Director
- Residents who prefer to get information online
- Residents who prefer to get information in hard copy or in person

7.0 COMMUNICATION & ENGAGEMENT METHODS

The table below summarizes the communication and community engagement activities that occurred between November 2024 and May 2025 as part of the Area G Community Issues Assessment:

METHOD
Project page on Get Involved RDN engagement platform A project page was maintained through the duration of this project to provide a single place for residents to find information. The page contained links to all documents generated through the project, as well as background documents. As of June 18, 2025, the webpage had: • 1,942 visits • 188 engaged participants (visitors who participated in the survey – note: 83 surveys were completed in paper form, for a total of 271 surveys) • 521 informed participants (visitors who downloaded a document, visited the key dates page, visited the FAQ page, or visited multiple project pages) • 1,400 aware participants (visitors to the site at least once)
Newsletter through Get Involved RDN The project webpage allows residents to sign up to receive updates about projects; anyone who did so for the Community Issues Assessment received periodic updates from the project team by email.
Mailout to all addresses within Electoral Area G A mailout was sent by addressed mail to all properties in Area G in April 2025 (3,895 addresses). The mailout described the current local government and service provision system, advertised community meetings, and included a hard-copy of a resident survey.
Posters Posters advertising the project and the community meetings were distributed around Area G in late April 2025.
Newspaper advertisements Newspaper ads were run in the Parksville-Qualicum Bay News through April 2025 advertising the project and community meetings.
News releases A news release was issued in June 2024 informing residents that RDN had received approval to conduct the community issues assessment.

METHOD
A second news release was issued in April 2025 inviting residents to participate in the community meetings and community survey.
RDN social media The province's approval of the Community Issues Assessment was promoted on the RDN's Facebook page in June 2024, and the community meetings were advertised in April and May 2025.
Three (3) community meetings Three community meetings were held in Area G: • April 29: Dashwood & Little Qualicum (attended by 26 people) • May 7: Englishman River & San Pareil (attended by 76 people) • May 14: French Creek (attended by 86 people) The meetings included an open time for attendees to review informational posterboards, a presentation from the consulting team, audience questions and answers, and small-group discussions designed to elicit feedback on key topics. A record of the feedback received during the meetings is contained in Appendix A.
Survey 271 residents of Area G completed a survey between April 9 – May 19, 2025. The survey asked detailed questions to gather input about local services and governance. Hard-copies of the survey were mailed to addresses within Area G. The survey could also be submitted online through RDN's Get Involved platform. A record of the feedback received through the surveys is contained in Appendix B.

APPENDIX A: COMMUNITY MEETING FEEDBACK

Three Community Issues Assessment meetings were held in Area G. The input received during those meetings is summarized below:

Meeting #1: April 29, 2025, 6:30-8:30pm Focus on **Dashwood and Little Qualicum** neighbourhoods 26 attendees	PARTICIPANT QUESTIONS • How do water improvement districts fit into service delivery? If the water improvement district were to dissolve, what would replace it? • What makes Area G special enough to have this study and what are the potential outcomes? • Do all regional district taxes get collected by the provincial government? • Regional districts in BC provide services to rural areas – how are rural services delivered in other places? • How does RDN decide what services are provided in different areas? This year, my road didn't get plowed, my ditch doesn't get mowed… • Our hydro was out for 14 days once because we were forgotten. We feel forgotten all the time. • Do you have any insight into hospitals and health care? We're nearly as large as Ladysmith and Duncan – how does it get decided what areas get health facilities? • What is Northern Recreation?

	DISCUSSION GROUP INPUT
	
	What do you value about being part of an Electoral Area and part of RDN?
	• Core services – sewer, water, garbage
	• The lack of street lights
	• That it is rural (chickens, larger lots, quiet, nature) but with quick access to town
	• Relaxed bylaw enforcement (i.e. bylaw officers don't respond if someone calls about me cutting my trees)
	• Lower taxes compared to Qualicum Beach
	
	How connected are you to:
	• other communities in Area G?
	   - Not very
	   - Use to walk dogs
	   - Visit parks
	   - Go to trails and ocean in San Pareil
	• communities in other electoral areas of RDN?
	   - Not very
	   - Visit parks in Areas E, F, and H
	• the municipality of Qualicum Beach and/or Parksville?
	   - Visit almost daily
	   - Community facilities

	- Shopping, dining, health, dental
	• what do you share in common (with any of these areas)?
	   - Water shortages
	   - Nature
	• what makes you different?
	   - Rural
	   - ALR
	   - Development pressure
	   - Fragmented
	   - We have more public, unsupervised beach areas that other rural areas
	   - No cohesiveness
	   - We all receive different services within EA G
	
	What are your top 2 concerns or frustrations with RDN services (or with being part of Electoral Area G)? What suggestions do you have for improvements?
	• Surfside water – on stage 4 water restrictions year-round, yet very close to Qualicum Beach water system
	• Water (location not specified): wells don't work (drought, brackish) – what would it cost to connect to sewer system?
	• Bylaw enforcement – derelict vehicles, motorhomes parked on streets, disorderly properties
	• Building permits process and costs – Want to build a small cabin on my property for my mother; permit time estimate given by RDN was previously 1-2 years, currently is 6 months. Too long and costly.
	• Lot 6 – 13 acres of Crown land is being held for potential gravel extraction. Want commitment from Province that it won't be used for that purpose
	• Help local water districts
	• Provide recreational development
	• Poor implementation of water metres – instructions were impossible to follow, onerous for older people
	• I have requested a description about operational changes approved by RDN Board for Sandpiper water, but nothing has happened
	• Would like transit and a regional trail system
	• Would like better road and ditch maintenance
	• RDN building expansion – didn't listen to the population
	• Need more communication from RDN
	• Possibly need another area director
	• Fear of boundary changes
	• Why does Area G even exist? Urban areas should be merged with municipalities, and remainder combined with adjacent electoral areas (E, F and H)
	• Growth is not sustainable

Meeting #2: May 7, 2025, 6:30-8:30pm Focus on **River's Edge and San Pareil** neighbourhoods 76 attendees	PARTICIPANT QUESTIONS • Why are we governed by the City of Nanaimo? • Nanaimo might be adding 2 more directors because of its population; this would give them even more of a majority. Because Nanaimo can sway the budget, they have a lot of control. • Could the City of Nanaimo leave the Regional District? • What's Nanaimo's view on this Area G study? • When will we see the Area G survey results? • What happens at the end of the CIA process? • If RDN wanted to change it's voting structure (to reduce Nanaimo's voting share), how long would it take? • The boundaries of Area G don't really make sense. It is really fragmented. • What do we need to do to get Oceanside a voting block?

	DISCUSSION GROUP INPUT
	
	What do you value about being part of an Electoral Area and part of RDN?
	• Larger properties
	• Tranquility, space, peace and quiet, privacy
	• Less traffic
	• Lifestyle
	• Sense of community, neighbours feel like family, looking out for each other
	• Lower taxes
	• Official representation (concerns can be voiced with expectation of consideration and resolution)
	• Low lighting
	• Low crime level
	• Garbage collection
	• Being outside municipal boundaries
	• Appropriate cost-sharing of essential services – fire protection, garbage/recycling collection, standard zoning/community plan, recreation facilities, water services
	• Our Area G Director
	
	How connected are you to:
	• other communities in Area G?
	  - Not very
	  - Majority feel isolated from other areas – no physical connections
	  - May walk in different parts of Area G
	• communities in other electoral areas of RDN?
	  - Not very
	  - Shopping and visiting friends
	  - Farmers' markets
	  - Recreation – hiking, walking
	• the municipality of Qualicum Beach and/or Parksville?
	  - Some: not at all

- Others: do all shopping in Parksville, services, community events
- what do you share in common (with any of these areas)?
  - Water concerns
  - Concern about population growth exceeding service capacity, land use
  - Concern about infrastructure costs
  - Concern about community safety and security
  - Concern in rapid escalation of property taxes
  - Apparent gap in rising cost of services rendered
  - Comparable tax rates with municipalities
  - Lack of public transportation
  - Lack of services – health, water, fire, police
  - Backyard burning issues
- what makes you different?
  - Unique feel to each area
  - Isolation (one way in and out), emergency egress
  - River's Edge – low density, more nature, ALR, Mosaic
  - Rural, country living
  - Community water service
  - Very rural but close to amenities
  - Geography

What are your top 2 concerns or frustrations with RDN services (or with being part of Electoral Area G)? What suggestions do you have for improvements?
- Potential rehabilitation facility at 1888 Kaye Road – while no application has yet been submitted to the RDN, there is a general feeling amongst residents that Nanaimo will push this through despite residents concerns.
- Unbalanced decision making; weighting of votes should be limited to 49% for the 2 largest weighted entities
- RDN governance has not evolved to meet the increasing urban density
- Do not feel that RDN is transparent
- Recent increase in taxes without service improvement
- No guidelines/policy to cap overall spending so it is sustainable for the taxpayers (ex: inflation growth 66% increase over 5 years is not sustainable; cost of borrowing going from $7M/year to $29M/year by 2029)
- No ranking of priorities, needs vs wants. Too many "nice" to have $295M for infrastructure renewal – is a need. $245M capital spending for additional parks, transit centre, etc – nice to have. Too much too fast in 5 years, need to spread out over longer period of time
- Excessive planning and admin costs
- Water – services should be consolidated; need water use bylaw enforcement
- Curbside recycling service does not allow plastic bags, Styrofoam or glass. Need better local access to recycling than the pop-up service in Parksville.

	• Land use: municipalities control land use decisions in somewhere they don't live; they decide what goes in our area • OCP needs updating; need stronger regional planning to guide development • Policing – more police presence needed; safety concerns • Fire – need higher service level • Service response times and lack of RDN collaboration • Lack of road upkeep • Bylaw enforcement is non-existent • Parksville impacts rural areas – trail use, urban planning that is not in the interests of Area G • Delancey Street Foundation proposal – would like a procedure to consider this project. • Need better access from San Pareil to Highway 19A – a new bikepath was built where we thought the road improvements were going to happen. Process is taking too long. • RDN website is not user friendly
Meeting #3: **May 14, 2025,** 6:30-8:30pm Focus on **French Creek** neighbourhood 86 attendees	PARTICIPANT QUESTIONS • What problem are we trying to solve with this CIA? What's driving this? • Can some of the people in Area G join Parksville or Qualicum Beach? • The biggest problem I see is the weight of City of Nanaimo directors. • Why is Area G so spread out? • What happened to Area D? • What is the guarantee that EPCOR will continue to provide us with water service? • The cost of water in Sandpiper should be reduced. Could it be connected to Parksville or Qualicum Beach's water?
	DISCUSSION GROUP INPUT **What do you value about being part of an Electoral Area and part of RDN?** • Appreciate RDN's management of Ravensong pool and fitness programming and other community programs. High quality programs with good variety. • I like that Area G is NOT Parksville or Qualicum! • I value that RDN has a larger governance structure than municipal governments • Quietness • Originally valued that this area was rural, but it is now suburban • Space, parks, being near the ocean • Farmers markets • People are friendly • Don't need sidewalks or other amenities • Like having my own well **How connected are you to:**

- other communities in Area G?
  - No connections other than for driving or biking through
  - Very connected
  - Use trails in San Pareil
- communities in other electoral areas of RDN?
  - Area F – Coombs and Errington
  - Bowser
- the municipality of Qualicum Beach and/or Parksville?
  - There all the time
  - Shopping
  - Restaurants, library, rec facilities
  - Reliant on services and parks in both towns
- what do you share in common (with any of these areas)?
  - Transportation routes
  - Use of Ravensong centre
  - Some amenities, library
- what makes you different?
  - Not being Parksville or Qualicum
  - We are highly urbanized

What are your top 2 concerns or frustrations with RDN services (or with being part of Electoral Area G)? What suggestions do you have for improvements?
- Snow removal/sanding
- Water taste (EPCOR) is awful and water is very hard (calcium?)
- Smell of pollution control centre – will expansion rectify the smell?
- Lack of doctors
- Ongoing double payment for sewer and now even more with development cost charges deferred to existing residents
- Lack of representation opportunity and voting concentration to City of Nanaimo
- Lack of control over local and sub-regional services
- Bus stops not close enough to neighbourhoods
- Residents of Area G are concerned about having no input into how water is distributed and sewage services are provided to new development. Why provide water to more development when water restrictions need to be imposed?
- Policing and justice system in French Creek is inadequate
- MOTI service is inadequate for such a heavily urbanized area. We have no input into stormwater management or developments that don't require an amendment to the OCP. This is causing environmental degradation. MOTI is non-responsive to the residents and RDN staff. We find this behaviour unacceptable.
- Provincial regulations are inadequate for tree protection, yet electoral areas are not allowed to pass tree protection bylaws. In a heavily urbanized area, trees require protection for more than heron and eagle

| | nests. The result is a loss of biodiversity and shade that exacerbates the effects of climate change.
| | • We are suburban – we need sidewalks and better roads, and snow plows!
| | • Light at Columbia Beach
| | • Area G paying more for sewage treatment plant
| | • Estuary and flood plain are being forgotten
| | • Area G has no influence because of voting system
| | • Area G is too disjointed – one person can't fully represent the diversity of the area (Dashwood vs French Creek vs San Pareil)
| | • Scotch Broom proliferation
| | • French Creek Bridge – congestion in emergency
| | • Pollution control centre – location and cost and smell
| | • Being part of Area G should come with benefits, and we don't know what those are
| | • Cell service dead zones
| | • Sunrise and Columbia beach intersection needs work
| | • Too much densification – our infrastructure isn't keeping up
| | • Taxes – too high for the services we get

APPENDIX B: SURVEY RESULTS

271 surveys were completed between April 9 – May 19, 2025

Q1 In which Area G neighbourhood do you live or own property (select one)?
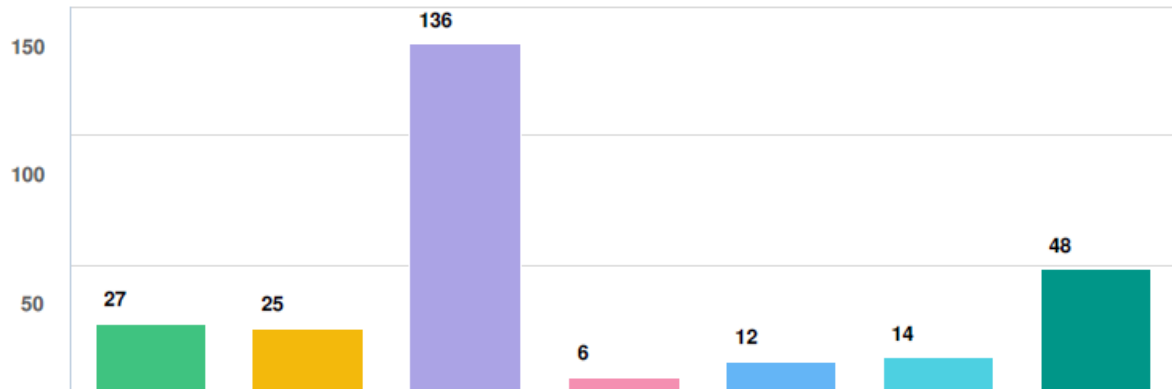
Question options

- Englishman River
- San Pareil
- French Creek
- Little Qualicum
- Dashwood
- I do not live or own property in Area G
- Other (please specify)

Q2 Which of the following best describes you (select one)?
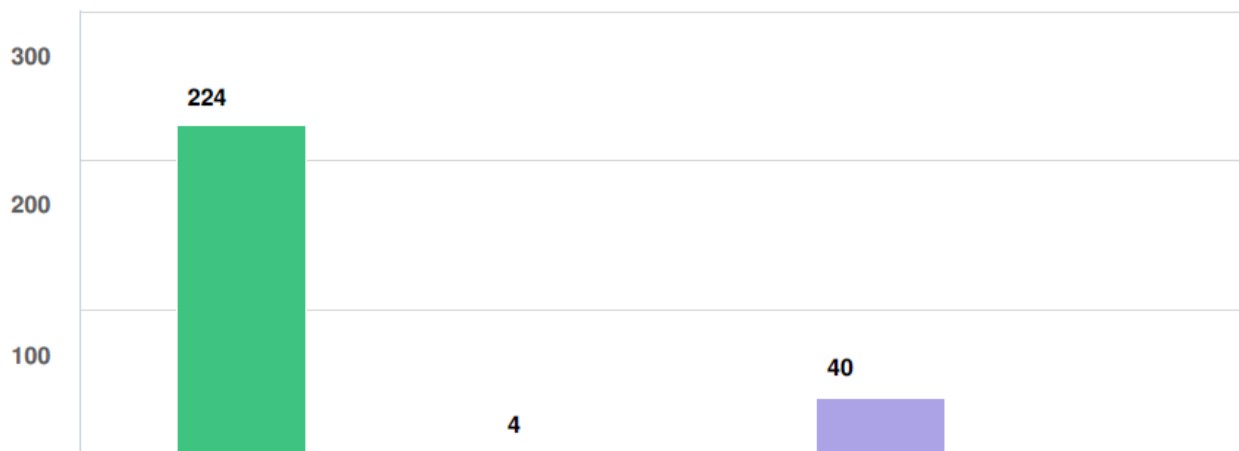
Question options

- Full-time resident of Area G
- Seasonal resident of Area G
- None of the above
- Not a resident, but own a business in Area G

Q3 | The following is a list of services provided to Area G by the RDN. Please indicate your level of satisfaction with the indi...

Question options
- N/A or No Opinion
- Very Satisfied
- Satisfied
- Dissatisfied
- Very Dissatisfied

Service	N/A or No Opinion	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Electoral Area planning	89	10	68	68	33
Regional growth strategy	81	3	57	91	36
Area G community parks	38	34	137	48	11
Regional parks	47	48	142	26	5
Fire protection	53	44	145	20	6
Building inspection	133	7	88	22	18
Bylaw enforcement	94	6	90	50	28
Animal control	112	10	112	21	13
Ravensong Aquatic Centre	82	25	95	46	20
Oceanside Place	105	32	115	12	4
Northern recreation	194	8	54	7	5
Garbage & recycling collection	32	80	128	21	7
Water	57	37	64	70	40
Watershed/drinking water protection	68	27	92	50	31
Sewage treatment (French Creek Pollution Cont...	81	6	37	80	64
Emergency planning	111	14	105	33	5
Administration	115	7	86	40	20
EV charging	196	6	37	22	7
Transit	132	7	62	49	18
Library	78	57	120	10	3

Analysis of Q3 data (see chart above):

The following services received high proportions of "very satisfied" and "satisfied" responses and relatively low dissatisfaction (particularly when "no opinion" is removed):
- Library
- Oceanside Place
- Garbage and recycling collection
- Fire protection
- Regional parks
- Northern recreation
- Animal control
- Emergency planning
- Area G community parks
- Building inspection

Library received the highest satisfaction rating (very satisfied and satisfied combined, when those with "no opinion" were removed), followed by Oceanside Place, garbage and recycling collection, fire protection and regional parks. Garbage and recycling collection received the highest proportion of "very satisfied" responses.

The following services received more significant proportions of "dissatisfied" or "very dissatisfied" responses:
- Sewage treatment (French Creek Pollution Control Centre)
- Regional growth strategy
- Electoral area planning
- Water

Sewage treatment (French Creek Pollution Control Centre) was the only service to receive a majority of dissatisfied and very dissatisfied responses (including those who had no opinion), and the highest proportion (76.7%) of these responses when surveys with "no opinion" were removed). With the "no opinion" responses removed, the Regional Growth Strategy service also received a majority of dissatisfied responses (67.9%), as did electoral area planning (56.4%), and water (51.9%).

The following services had high counts in the "N/A" or "no opinion" category, which may indicate low public awareness, interaction or use of these services:
- EV charging
- Northern recreation
- Transit
- Building inspection
- Animal control
- Oceanside Place
- Emergency planning
- Administration

Q4 | Please rate your level of agreement with the following statements regarding RDN services:

Question options
(Click items to hide)
- ● No Opinion
- ● Strongly Agree
- ● Agree
- ● Disagree
- ● Strongly Disagree

Statement	No Opinion	Strongly Agree	Agree	Disagree	Strongly Disagree
I am satisfied with the number and scope of RDN services offered to Area G.	49	15	110	81	13
I would like to receive (and pay for) fewer RDN services.	70	19	37	110	32
I would like to receive, and would be willing to pay for, additional RDN services.	62	21	67	83	35
In general, I receive good value for the taxes that I pay for my local services	43	5	87	95	38
I know where to access information about the local government services I receive, and the cost of those servic...	52	16	127	62	11
I appreciate living in a rural area where I receive fewer services than in neighbouring municipalities, and pa...	59	54	106	36	13

I am satisfied with the number and scope of RDN services offered to Area G.

No Opinion : 49

Strongly Agree : 15

Agree : 110

Disagree : 81

Strongly Disagree : 13

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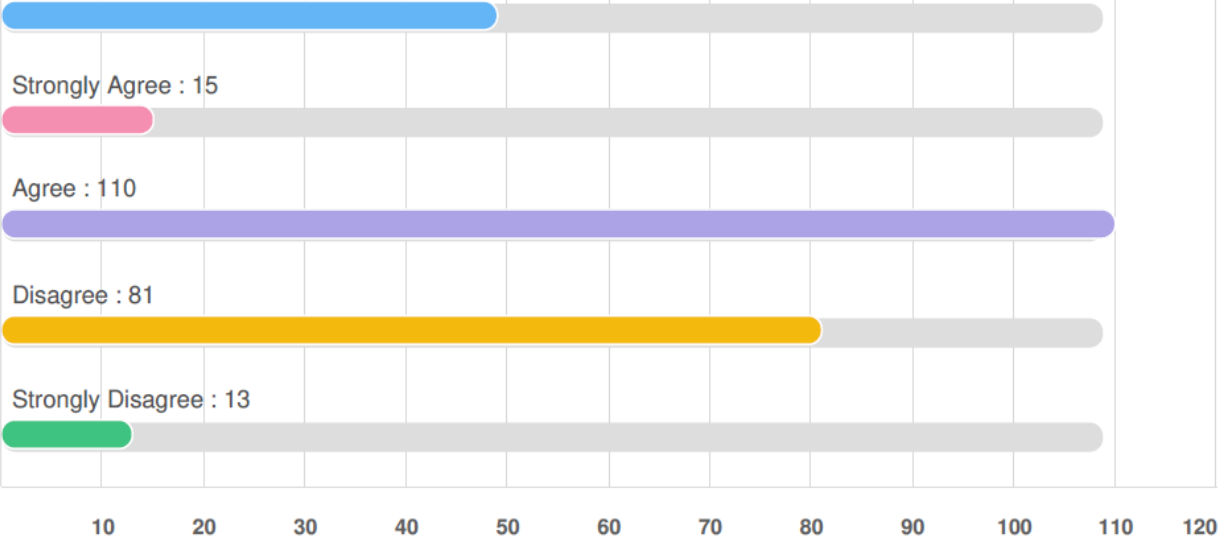
I would like to receive (and pay for) fewer RDN services.

No Opinion : 70

Strongly Agree : 19

Agree : 37

Disagree : 110

Strongly Disagree : 32

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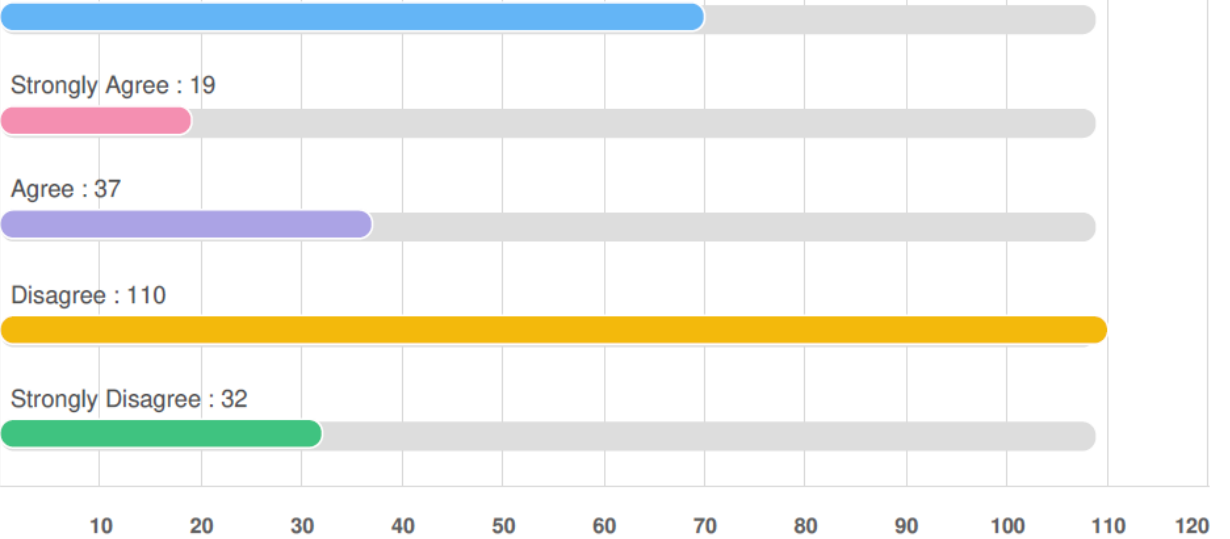
I would like to receive, and would be willing to pay for, additional RDN services.

No Opinion : 62

Strongly Agree : 21

Agree : 67

Disagree : 83

Strongly Disagree : 35

10 20 30 40 50 60 70 80 90
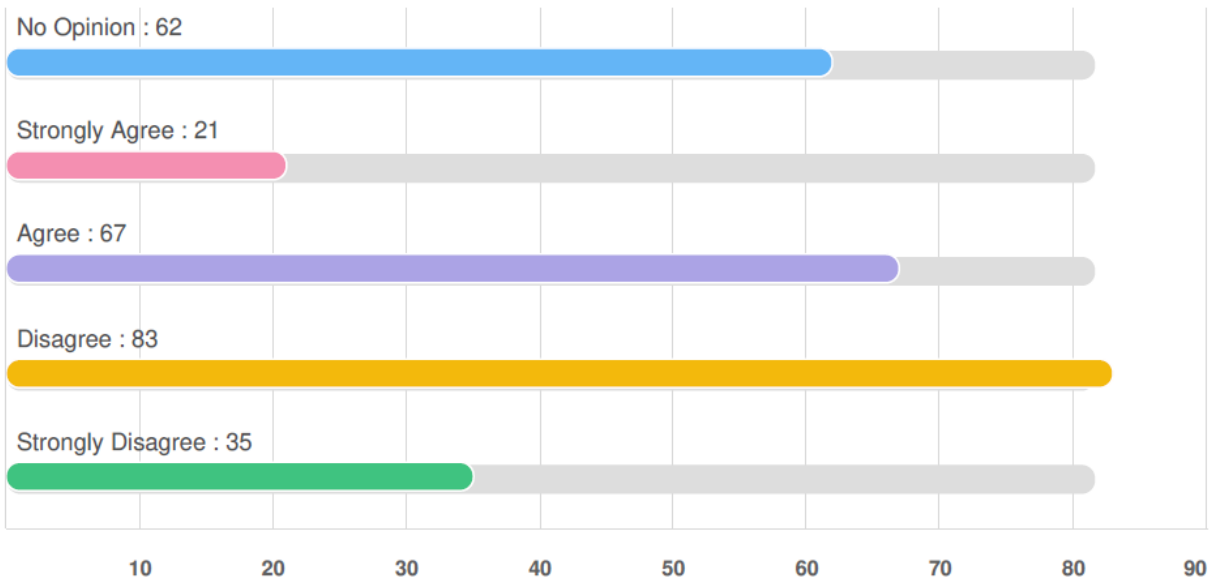
In general, I receive good value for the taxes that I pay for my local services

No Opinion : 43

Strongly Agree : 5

Agree : 87

Disagree : 95

Strongly Disagree : 38
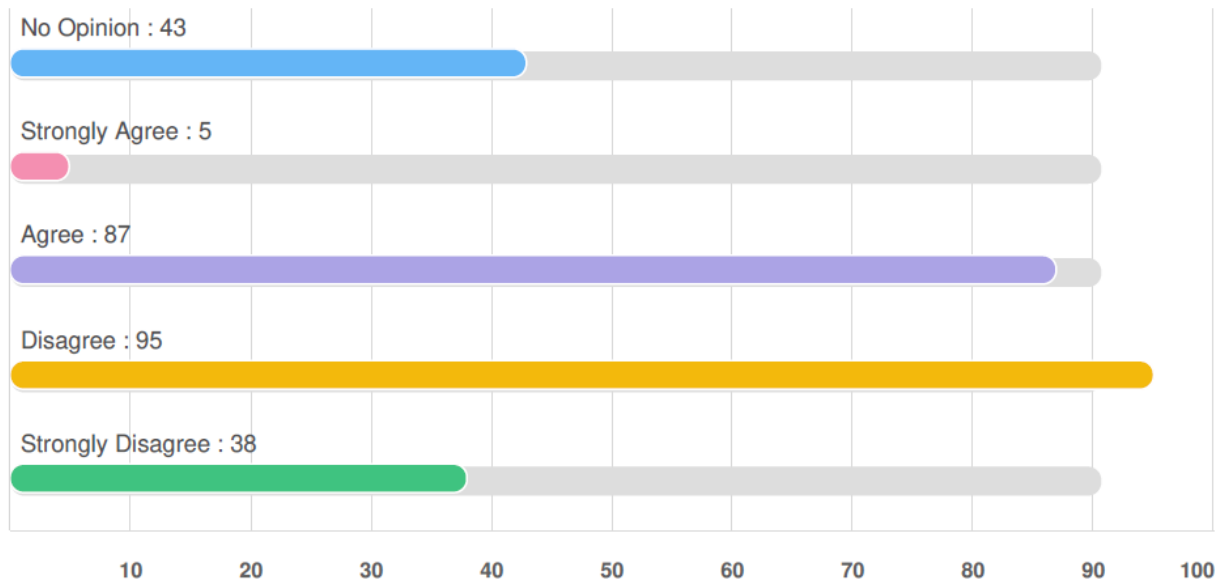
10 20 30 40 50 60 70 80 90 100

I know where to access information about the local government services I receive, and the cost of those services.

No Opinion : 52

Strongly Agree : 16

Agree : 127

Disagree : 62

Strongly Disagree : 11

(x-axis: 20, 40, 60, 80, 100, 120, 140)

I appreciate living in a rural area where I receive fewer services than in neighbouring municipalities, and pay lower tax rates.

No Opinion : 59

Strongly Agree : 54

Agree : 106

Disagree : 36

Strongly Disagree : 13

(x-axis: 10, 20, 30, 40, 50, 60, 70, 80, 90, 100, 110, 120)
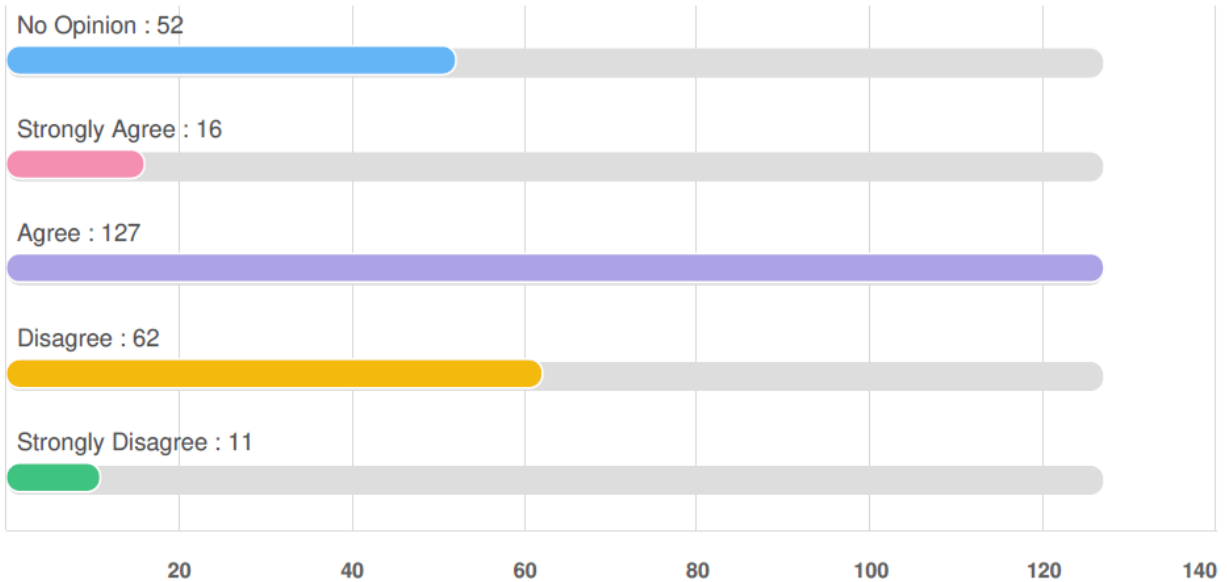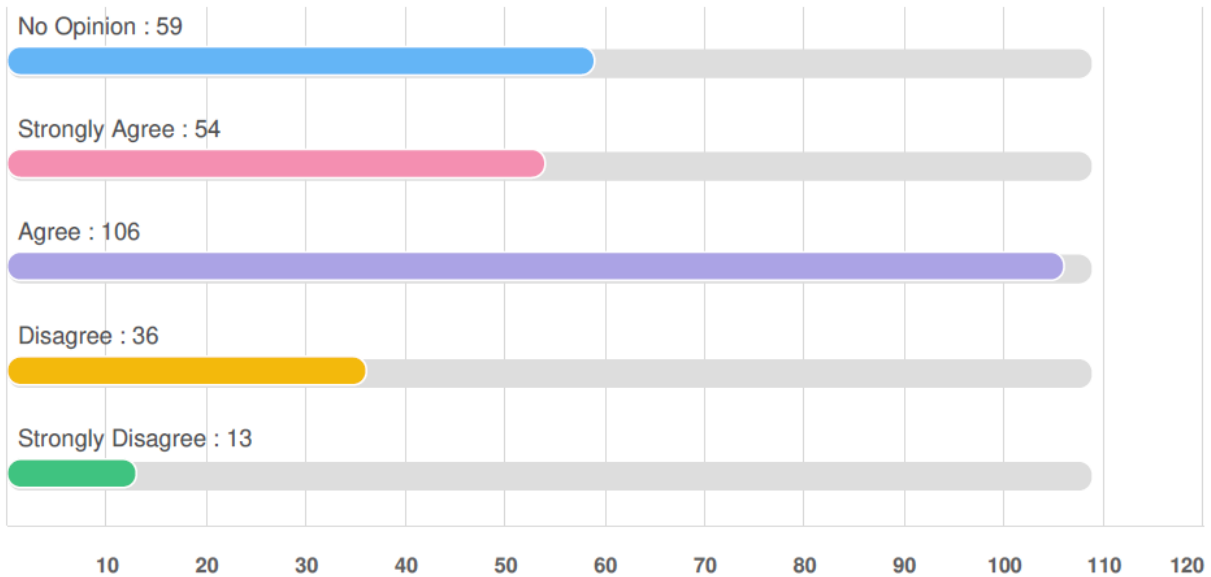
* Note 3 surveys were entered late in while their feedback has been captured, their responses are not included in the above charts.

Q5: What services, if any, does Area G not receive that you think are needed?	
Summary (themes across all neighbourhoods)	
Transportation & Infrastructure	• Frequent calls for active transportation — more sidewalks, pedestrian crossings, and dedicated cycling paths • Safer pedestrian access across the Island Highway and to key locations (e.g., French Creek Marina). • Increased street lighting • Improved road maintenance, including snow removal and stormwater/ditch management
Water Services	• Concerns about water supply (e.g., dry wells, water restrictions, water pressure) from a variety of different systems • Water quality — concerns about taste (EPCOR water service) and water treatment • Concern about asset management and long-term planning
Sewer Services	• Solutions to odour issues at treatment plant • Sewage services for areas that are too dense for septic
Parks and Greenspace	• Desire for more investment in public parks (e.g., tree planting, benches, playgrounds) • Pool facility and community/recreation centre • Tree protection bylaws to preserve greenspace and mitigate climate change
Public Safety & Emergency Services	• Greater police presence and fireworks bylaw enforcement • Increased bylaw enforcement
Solid waste service and facilities	• Increased items in curbside recycling collection, and recycling drop off facility (not pop-up service)
Growth management	• Local control of subdivision • Management of growth and ensure new development has adequate services (water/sewer)
Other Local Priorities	• Transit service and bus infrastructure (bus shelters and pull-outs) • Community signage (e.g., for French Creek). • Hospital/urgent care clinic/doctors • Municipal-style direct property tax billing (without involvement of Surveyor of Taxes) • Improved cell service
Feedback from Dashwood and Little Qualicum	

- Road maintenance, parks for kids to play
- Recycling for glass, ditch cleanup (the concern is the once a year cutting does not extend into the ditch itself, only the roadside grass leaving flood control a risk), road repair (potholes are abundant)
- Hospital, road lighting, water, sewage, paved roads or at least maintained to a satisfactory standard
- Better pool, streetlights in some places
- More say in the RDN; we have 1 vote. The City of Nanaimo gets priority simply by numbers.
- A community centre in Qualicum and Parksville
- Natural gas, sewage connection

Q5: What services, if any, does Area G not receive that you think are needed?
• Better protection of the aquifer servicing the Surfside Little Qualicum Area. Qualicum Village draws from the aquifer but permits lawn watering etc. while we are required to operate under Level 4 rules and suffer degraded water quality • Public transit and/or alternative commute options (better cycling infrastructure), Grants for rainwater collection to help with water difficulties in the summer, Expand recreation at Ravensong Aquatic Center (expand pool and include a gym) • Improved public transit access. Improved access to alternative modes of conveyance (regional multi-use pathway/inter-urban trail network). Improved road traffic safety through things like highway improvement, signage, demarcation. Explore the possibility of conversion of old E&N rail line to rail-trail or rail adjacent trail (reference recent Cowichan District consultation on this project) • The LQWWD should be replaced by the RDN. The LQWWD is not forward looking and I am concerned the maintenance of water infrastructure is not being addressed • I do NOT live in a rural area, the region has changed a lot of the residences are no longer rural, we are basically part of qualicum beach - but receive none of the services (ie sewer and water) we live on the ocean and have septic fields that if faulty could drain into the ocean and we all have drinking water wells, some of whom have drilled new ones recently, and many of us have had no drinking water for years due to bad wells, and salt infiltration, not only is this poor service for the residents, it's a serious health issue - again, you need to stop treating all the residents like rural • We have absolutely no services provided by RDN. We are a bare land strata that is responsible for our road (180 meters) directly off Island Hwy our own drainage and septic system. We pay for garbage collection and water separately. Taxes have increased 53.1% since 2020
Feedback from River's Edge and San Pareil
• More dedicated bike and walking paths in the more densely populated areas. • Better water quality treatment services. More police coverage. • Better road maintenance • I feel there is a lack of focus on providing high quality and reliable core services with proper reserves to fund repairs/replacement. • Wastewater management. I think it's crazy that we have a condensed group of houses on septic systems under 0.5 acres that rely on local wells in the same area for clean water and are flanked by a river that frequently raises the water table and an ocean tides that influence our aquifers.   I get paying lower taxes but many of these systems are aging out (mine included) and the majority of properties would not pass current standards for septic systems. Given the delicate nature of our water supply in the area, a sewer system would safeguard that water supply and the surrounding environment. • New pool, more sports fields, turf (all weather) field, additional development of Maple Lane Park, proper rec center. • More recreational infrastructure / parks. • A new pool facility added to the Oceanside Place facility to serve Parksville, Area G and Nanoose residents. Ravensong is too distant and crowded for most of Parksville, Nanoose residents. • Nothing more needed except sorting out French Creek sewage processing plant. • City water in our area

Q5: What services, if any, does Area G not receive that you think are needed?

- Consider road maintenance as RDN service vs. the Province
- San Pareil has "no" street lights. A few street lights would be nice. and the roads in San Pareil need review, particularly Ballenas Rd W left off of Maple Lane, to Rico's Lane). The roads are rough, randomly patched with divots and roughness so bad that its dangerous for a senior with a walker & difficult for bike riders, strollers or even just walking. It has needed re-paving for 25 years.
- A) Road maintenance. (Numerous potholes)
- Establish a safer left-hand turn from Plummer Road onto Hwy. 19A
- More road lighting in River's Edge.
- We are a wee bit tired of hearing that the RDN is made up so many different communities and therefore the same number of different needs causing challenges. This is a reflection of every single community. If you need any help identifying what is necessary at this time versus what is not for all of our communities , we are happy to assist. And perhaps offer one unnecessary project rotating between areas otherwise necessary only at this time. Thank you.
- Better police/population ration for dealing with growing homeless/drug issues and bylaw enforcement.
- Land Use Planning (based on the true public interest not professional bias), Park acquisition, Park Upgrades and Trail maintenance.
- In response to the above question, I do appreciate living in a rural area where I receive fewer services than in neighboring municipalities, however, I do not believe that I pay lower taxes.   If we did away with the Northern Recreation, our taxes would be more appropriately lower.
- 24 hr Emergency Healthcare Service. Should be provided at Oceanside Health Centre!
- Swimming pool
- Comprehensive recycling depot for all - so pop up recycling not needed - 1 depot for all drop off. - Safe access from highway to neighborhood for bike and cars. - Main neighbor street better
- Snow removal could be improved. - Salt on icy roads need to be done sooner. - Cleaning out of ditches not just cutting the tops off the brush growing in the ditches. (It makes dams).
- Transit, better fire protection
- San Pareil should get sewer and transit
- Emergency services such as 911, marine search & rescue, land search & rescue, RCMP/Police, Solid & Liquid Waste Management, Regional Parks & Trails
- Additional policing
- Better roads and safety around schools …. Even though not an RDN responsibility
- No additional services are needed. However, more community input is needed on future planning
- More police
- Improve patrols and removal of squatters
- 1. Increased Police presence and law enforcement with shortened response time to complaints (recall 2 home invasion) 2. Long Term detailed growth plan - emphasize NO GROWTH! Concentrate on sustainability!
- Road repair - Ditch Maintenance - Snow Clearing
- Improved urgent care- good when it opened years ago, but very inadequate now with increased population.
- Upkeep of local roads - Roads in San Pareil are awful.

Q5: What services, if any, does Area G not receive that you think are needed?
• Street lights, dependable water supply, better enforcement of bylaws (e.g. no dogs on beach, better signage, and response to infractions).
Feedback from French Creek
• Direct control of road maintenance instead of MOTT, vetting and approval of development permit applications rather than MOTT, direct billing of annual taxes like the municipalities to avoid a 5.25% service fee, more focused representation rather than 1 Director on a Board of 19 positions, reduced RDN staffing and unnecessary costs. • Tree protections. We are losing greenspace in this area at an alarming rate, which accelerates climate change, negatively impacts mental health and property values, and is a serious threat to our water sustainability. Bylaw enforcement on fireworks. These are a fire hazard and they are extremely disruptive and dangerous to the community. Many other areas have banned them. • better road cleaning after storms, better snow removal, lower taxes for stinky sewage treatment plant, tree cutting and removal. better water quality and lower cost, more paved bike paths, a sign for French Creek would be nice, better communication and less development in area. • Better Street lighting should be on all roads in Area G. Some roads particularly from Johnstone Road to Yambury south of Island Highway have none and Sandpiper neighborhood has very minimal lighting. • Intersection of Drew Road and Gilley Crescent has obstructed view of oncoming traffic when entering Drew Road from Gilley Crescent. • Alternative transportation connections/routes. • How does someone walk to the French creek marina safely? We have no sidewalks, and the pedestrian bridges connect shoulders but no pedestrian infrastructure. Lastly crossings of the coastal highway for modes other than cars are unsafe and infrequent. Additionally most bus stops have inadequate signage/seating • The Ravensong Aquatic Centre Expansion still needs to happen. Need to accommodate the needs of families too not just retirees. • Full recycling instead of the pop up recycling available now • Street lights • Bylaw person to patrol beaches and right of way beach accesses • Expansion of French Creek Harbour facilities • Improved domestic water (not as hard) • Need to do serious work on the Watershed and Water Reserves. Water Restrictions are excessive in the summer due to poor planning/management. Other areas such as Bowser or Qualicum Bay do not have such restrictions again due to poor management and planning. • Horrible water, from Epcor, need to be with Qualicum Beach water systems like Sandpiper. • Also need another light for Chartwell and Eaglecrest, too much traffic racing to the only traffic light on Johnstone. • Qualicum has more homes but less ways to get across the hwy, makes it unsafe. • Road maintenance • Full service hospital; more traffic lights in high traffic areas (e.g., Urgent Care Center); more recycling centers and options. • Better transit options, pool expansion

Q5: What services, if any, does Area G not receive that you think are needed?

- More garbage cans in community parks, bus stops, etc. to reduce litter and promote pickup of pet waste.
- Road Maintenance/Repair quarterly
- Culvert Restoration where applicable (some streets have areas with enclosed culverts while other areas along the street are open for drainage but are not maintained to allow water to flow easily due to vegetation growth)
- Area G Community Parks where areas designated to BB should be made more universal for other sports eg. road hockey
- Better odour control for the sewage treatment plant (although I think this may be underway). More waste/recycling options at the Church Ave transfer station (like glass, paint cans, etc).
- Storm water management and drainage system to improve water pooling and flooding
- If only 16% of RDN residents bothered voting for the swimming pool upgrade, I think that most RDN residents must be happy as they are. Sad.
- Better road maintenance in winter
- Unrestricted water
- Better environmental Signage at road ends. People need to be more aware of pet use on Beaches and fire regulations in areas and where areas differ there should be better signage.
- Street cleaning, storm sewer flushing at least once a year, sanitary sewer flushing at least once every two years
- 3 more years of water treatment smells! I often cannot sit or walk outside, yet pay same taxes as those properties not subjected to it. Also our street is so cracked + broken from fisherman circle corner of mulholland to the lee rd turn. very ugly + makes properties look bad. very unfair
- Maintenance of drainage ditches
- Keep down the weeds and blackberries that fill the ditches on some of our streets in Columbia Beach. Reduce the speed limit to 40km - Remove the sign showing 50km on Columbia Drive! Dangerous.
- We are over governed - 4 levels of governance. Water capture is required - Watering restrictions should not be the standard service. A community of cyclists and walkers - no street lighting, no sidewalks, no bike lanes - every community I have lived in provide all, particularly lights + sidewalks - cycling and walking are dangerous. House numbering is laughable - how did some of this happen? stench from water treatment plant - will it change?
- Better water
- Better bus service to Nanaimo with more convenient bus stops in French Creek
- Absolutely a clean up of the area such as mowing the sides of roads, cut back of grass and other vegetation for safety at stop signs and for fire possibility reduction, clean up of graffiti and properties that are an embarrassment, more patrolling so that I can leave garden ornaments in my front yard and have no fear of being stolen, filling of potholes, etc. As visitors that came last year noted "This place is slum looking. We expected far better from a tourist location." Also - snow removal. NOT gravel that needs to be swept up.
- Better quality drinking water, better odor control of water and waste management, and including glass in recycling program.
- Permanent and full service recycling drop off facility.

Q5: What services, if any, does Area G not receive that you think are needed?

- The wastewater treatment plant has finally started the long overdue update however the pace of development continues unabated. Housing development should be curtailed until the sewer update is ready for it.
- Improved water service. One regional system rather than the patchwork that exists. Buy out Epcor's operations.
- Snow removal, Street repair, Left turn signal lights at Drew at 19A, Bylaw enforcement & policing.
- Oceanside Place needs a highway read-a-graph to tell the public what is on! Cheaper water for sandpiper.
- Control of invasive plants spreading from neighbouring properties.
- 1. Quality of drinking water-it tastes awful! Have to buy water and this is expensive. 2. Improve the sewage treatment facility - the stench is disgusting! Too long in coming
- Street Cleaning, Storm sewer flushing at least once a year, sanitary/sewer flushings at least once every two years.
- Housing for homeless & low, low income workers. Registered carers for help in house work + garden.
- More library resources - books, DVDs, programs.
- Water - important in quality of taste of water - pressure currently is pathetic now - all new condos, apts will be even worse - traffic congestion on the highway - regional parks need steps to be rebuilt in many areas eg little qualicum trails.
- Better street repairs and snow removal, currently supplied by a contractor who fails to deliver the needed support.
- Municipal water, and growth planning. Adding new residences without sufficient water resources. Shortage of greenspace. Inadequate traffic infrastructure. Poorly planned bike lanes.
- Road servicing/ and surfacing, Ditch Maintenance
- Some designated space to offer recreation services - The loss of Craig St. will have a huge impact.
- Solid waste collection must include glass bottles & jars AND plastic Bags!!! at curbside.
- Streetlighting lack of Wembley road. very dim lighting wally's way. Walking Trails, sidewalks, lack of parks. Roads too congested - we're full - stop building. Lack of street sweeping + snow removal.
- Nuisance and unsightly property enforcement.
- Better door-step recycling
- I'd like to see Parksville get its own indoor or outdoor pool, especially as the Ravensong pool will not be expanding now.
- I'd like to see Parksville get its own indoor or outdoor pool, especially as the Ravensong pool will not be expanding now.
- 1. Task-force or community-driven group to pick up litter in the area. In the past 3 years (since we moved here), the amount of litter has seemed to have significantly increased, likely due to the increase in contractors working on building houses. It's disappointing to see how much litter is strewn on/near trails and along the roads here. 2. Controlling the smell from the sewage treatment centre. I realize that this is being worked on. 3. Multi-use trail l for pedestrians and cyclists that runs along Lee road in French Creek. 4. Increase in environmental

Q5: What services, if any, does Area G not receive that you think are needed?

protection and conservation efforts (ie., to protect forests in the area and the creek), especially as new housing developments increase.

- curbside pickup for glass; spring & fall curbside pickup for yard waste (e.g., branches) too large for organics bin; tidy yard bylaw; streetlights
- More green spaces and more beach access
- Sidewalks in high pedestrian areas or wider shoulders to the roadways. Speed bumps to reduce speed around school zones.
- Better safety standards around the Oceanside elementary school, for before and after school. Flashlights around the cross walk, proper sidewalks
- Sidewalks for kids walking to school
- Traffic planning. Water preservation. Sewage treatment.
- Sidewalks, why are there no sidewalks?
- Bylaw enforcement. I have an email from your director that states bylaws are only enforced through a complaint from an adjacent neighbour. This is ridiculous, either they are bylaws or they are not.
- School safety at Oceanside elementary
- Sidewalks and crosswalk upgrades, especially around Oceanside Elementary.
- Pool addition in Parksville / French Creek area
- Municipal water, Cell service, Snow removal
- There are very few parks, green spaces, or bike paths. Development planning does not appear to exist - there are no sidewalks, many areas have no street lights making it dangerous to venture out after dark during fall/winter and early spring seasons. We are on epcor water. It may be safe to drink, but the taste is absolutely awful. Roads are not sanded and snow is not removed when there are snow events. Taxes have gone up disproportionately over the past 7 years since we've lived here. Taxes used to be I expensive but we have quickly caught up to Parksville with no additional services.
- Still lots of work to do on recycling.   Hauling stuff to Nanaimo is crazy just as an example. Healthcare services are not keeping up to overall population growth and aging society. Mechanism should be found to create a community-building hall and space for recreational/athletic fields or facilities i.e. for pickle ball or other favorite sports of the day.
- We need greater representation on the RDN Board to manage Area G's very spread out and unique locations.
- Re-configurations of Fire Protection Response Zones to enhance response times for residences North of the French Creek Bridge. Specifically expand QB Fire Rescue area to include Sumar Lane off Johnstone Road given proximity to local QB Fire hall. Consider congestion on Highway not just peak summer tourist timeframe but literally now year round. Consider enhanced medical response calls in light of the poorest medical care/lack of medical treatment in French Creek as Urgent Care clinic not addressing need as they redirect to Nanaimo which is not sustainable for aging population. Can we collaborate to create regional district Dr clinic like Langford and now City of Kamloops pursuing. We need better drinking water that is less chlorinated and if possible not as hard as we are living in BC!
- Regional growth strategy allows for apartments and subdivisions while there is a over capacity sewer system and a water system that reaches stage 4 every year. Sewer taxes should be the same for all areas of The RDN and not higher for French Creek residents.

Q5: What services, if any, does Area G not receive that you think are needed?

- There is no tree protection or wildlife habitat protection. (eagle and heron nest and perch trees)
- RDN and owner of land responsibilities for Broom (in bloom) removal. urgent need. Broom threatens our communities in many ways but especially as a very dangerous fire hazards. It is not just the broom area in threatened - the embers can travel to neighbouring land and subdivisions, etc. and ignite huge areas. This justifies a TAX INCREASE in my opinion.
- Utilities + Garbage service continue to be less, while the costs go up. There has been times, usually when we get no services for up to close to a month, or more. Weather inadequate equipment. Costs of service keep going up. I dont believe people should be taxed out of their homes especially those who built up the prov. of BC. No rebate.
- Needed: my road no longer gets plowed when it snows or it gets plowed a week after it snowed and is almost already gone. There needs to be a medical hospital of some sorts in the area.
- Some roads (residential) are in dire condition/ better upkeep - Increase capacity of recreational facilities ie/ Gym needs
- Paving roads - Fire + emergency services
- Recycle Centre, Public water, not EPCOR
- Road maintenance - fix the potholes sooner, cut the bushes +growth in the ditches, Right at Columbia + Island Highway
- Improved recycling availability - woodchipping/ garden/ tree trim pick up - improved access to affordable transit
- I have lived in French Creek, now 23 years, and in that time our yellow road lines have never been repainted. They are barely visible on Yellowbrick Rd. Every person of influence has passed me off to someone else. Is there any hope left it will happen before i die. MW.
- Snow removal, Road repair pot holes
- Who's responsible to trim trees/shrubs overhanging onto Admiral Try on Blvd in front of house #'s 1583 + 1549? Some cedar hedges + trees along properties on Admiral Tryon are dead and a Firehazard but not being removed by owners. Who is responsible to ensure they are? 50km speed zone sign at entrance of Columbia Drive so 50km is done on Admiral Tryon Shouldn't it be more like 30km? Light standards on older side of Admiral Tryon Flicker and go off completely. Can someone fix this? Cell phone reception is Area G is really bad. Who is responsible for filling all the potholes in the Columbia Beach parking lot and in front on the mailboxes on Columbia Drive? Who monitors beach fires and allows beach wood to be burned. A lot of owners put their recycle bins out the day and night before pick up. Racoons, birds get into them.
- Timely snow removal
- Cost of service keeps going up. Like to remain rural May need another director for area G. Also to note those who are elected need to listen to people who live in the area. Don't believe people should be taxed out of their homes, especially those who made this land what it is today.
- Better maintenance of the ditches. Better more consistent garbage + recycling pick up during light snow conditions.
- Recycling - need ways in our community to recycle glass, soft plastic - consider more traffic circles on highway 19A and busy intersections between QB + Parksville - Left hand turn lane highway 19A and shopping area by salt, shell station (sunrise dr) - Connect biking trails and

Q5: What services, if any, does Area G not receive that you think are needed?
walking trails - walking, biking trails not located on the side of a busy road (Wembley road) locate them with physical barriers or on side street - more safe road crossings (windsor plywood/Columbia beach crossing) - bus stops with bus shelters/benches - better lighting, especially on crosswalks - lighting, crosswalk at chartwell/Eaglecreast roads with highway 19A; also Yambury DR and Hwy 19A. • Better road repairs to main and secondary roads (more often, pothole issues); water saving mechanisms – especially given many more homes/condos being added thus more need. We need more large holding facilities during fall/winter/spring to gather rainwater so there are less restrictions on property owners for gardens, lawn watering, and to prepare for potential emergencies!!! • Branch collection would be great; would appreciate a free compost material (once a year or two) from all the garden residual we sent in our bins…In Beaconsfield, QB, where I come from, that is an option – it's very community friendly! Better inspection of permits issued for tree cutting – we are losing a great number of healthy, important trees. We need to keep these trees, as our cities are heating up, no thanks to 'ill planning' of city and suburban areas. Cities and homeowners have a responsibility to keep these trees part of our community – perhaps better education on the values of tree keeping?

Q6: What services, if any, does Area G receive that you think are not needed?	
Summary (themes across all neighbourhoods)	
Perceived Waste or Inefficiency	• Criticism of "overpriced" park or trail improvements • Concerns about unnecessary capital projects, higher level of service than warranted and overstaffing
Minimal or No Concerns	• Many respondents explicitly stated "None" or "Cannot think of any" services required
Recreation facilities	• References to services that residents do not access, sometimes due to proximity, or are not interested in using • Oceanside Place, Ravensong Aquatic Centre, library
Transportation	• Transit (not accessed or used by some residents) • EV charging stations
Indirect Critiques	• A few responses question the cost-effectiveness rather than necessity of services
Feedback from Dashwood and Little Qualicum	
• Since arriving in 2020, our taxes have increased by 50%. We see a huge increase for the Dashwood fire hall. As a volunteer hall it's bewildering the extreme spend. We also see countless $$$ spent with training, group achievement celebrations with meals etc. Why is there not more involvement with cost sharing training with other halls…..we have a single RDN admin expense but the firehalls under the RDN are spending more than needed due to a lack of coordination/cost sharing for things such as training at these volunteer halls. It doesn't seem to be sustainable…..we are taxed out of control now. • Ev charging in poorly chosen places • Water and Sewage - Mostly on Septic and Wells • The Dashwood Fire Hall is overkill for the area. • We are not provided with any of the necessary services.	

Q6: What services, if any, does Area G receive that you think are not needed?
- Apparently we pay for road maintenance, but my road never gets maintained. Also, I'm paying for sewage which I don't have the ability to connect to.   - There should be no transit in Dashwood or in parts of Oceanside that have very low ridership. The RDN / BC Transit should not be running empty buses or subsidizing the ridership of a few people.   - The RDN provides no effective support or assistance to water services in Dashwood (Little Qualicum Water Works District) - and we certainly do not want the RDN trying to take over this efficient and effective service.   - In subdivision, planning, and building service, the RDN is an expensive hindrance (based on experience).
Feedback from River's Edge and San Pareil
- OVERPRICED park/trail improvements. The cost for past improvements done is ridiculous for the grade of improvements received.   - I feel there is a lack of focus on providing high quality and reliable core services with proper reserves to fund repairs/replacement.   - Parks acquisition we do not need more parks we do not need more trails we live basically in a park like setting , we do not need the Raven song pool as we can use the Nanaimo pool from our area. Taxes must kept under control.   - Oceanside Place ice rinks are expensive and serve only a small percentage of local, residents. This facility should be converted to a multipurpose facility for swimming and fitness. A pool facility is used important for all residents to have nearby access. Ravensong is OK for Qualicum/Dashwood but too distant for Parksville, Nanoose residents.   - In the age of online access I'd seriously question the need for an expensive library. I also think Ravensong Aquatic Centre should be privatized. I never use it and it's too far away for most people in my area.   - As with most Administration, it always grows & becomes top heavy.   - For instance the naming and signage for the beach access areas in San Pareil. Totally unnecessary.   - Don't name beaches and incur more costs for garbage cans, collection, signs, maintenance and increased traffic on Plummer Road. Right now we want to see responsible spending that is, only what is absolutely necessary. This is what we are doing within our household and exorbitant tax increases is not feasible.   - Northern Recreation.   - Bylaw enforcement service needs to be upgraded. EV charging stations are not required in Area G. Libraries are not required in Area G. Ravensong Aquatic Centre is not required for Area G Residents.   - Ravensong Aquatic Centre. EV Charging Library.   - Community Justice, Vancouver Island Library - too far away for anyone in the community to benefit from, Ravensong Aquatic Centre - too far away from our community, It seems a lot of funding goes to planning & development vs execution, is there a more effective way to manage planning? School Tax, Northern Community Transit, Northern Community Recreation   - Raven song Pool, Library, Oceanside Place   - None - if there are future services being planned - they need community input prior to being finalized

Q6: What services, if any, does Area G receive that you think are not needed?
• 1. No more densification of residents. The plant is already over-populated! You just don't know it/ You will soon. Sustainability in the face of growth is doubtful! 2. Concentrate on sustainable use of plant: trouble some politicians think unlimited growth is ok! NOT!   • Sewer - Water - Library - Pool – Arena
Feedback from French Creek
• All are needed (repeated frequently).   • Ravensong pool; any increase in transit; EV charging; regional parks and trails (stop paving nature!!) Fire Department levels that are over the top!! We do not need to have top-tier levels on these items, there is a reason we are not living in a city.   • EV Charging Stations   • Not sure what you mean by Northern Recreation   • Northern recreation and more Area G parks   • Private Epcor water. Water quality is terrible and smells very strong of chemicals when running out of the tap.   • EV charging   • Sanding of streets in winter. Plowing of streets in winter   • Transportation - so very few people are on the buses. Is there a way to make it more efficient? It seems to me that a whole efficiency study needs to be done in this municipality.   • From what I understand area G pays more than their share for some services than a resident in Parksville. I also find the number of votes from City of Nanaimo Directors "unfair" at the Board level regarding area G issues. This survey design actually limits input.   • parks and recreation, especially ravensong pool of which only a small% of the population use but we all MUST pay for.   • 1. EV Charging stations should be private- just as Gas stations are! I don't want them on my taxes! 2. House #ing should not be on taxes, but should be part of their job!   • snow removal, this year the snow plow cleared Cimarron Court and spread gravel the day it started raining creating a mess on the street which the residents of 4 properties swept up rather than wait for June when the street sweeper.   • Administration - we do NOT need to pay for a manager of real estate in parks. We do NOT need the many new management positions that have been created in the past 5 years. A community centre built in Meadowood that we pay for? Really? When we have no dedicated sites in Area G.   • Unless Drinking Water - Watershed Protection start fully explaining to the public what contribution it is making to population growth and environmental sustainability, it could be done away with.   How many other RD's have picked up on the concept of a DWWP program. RDN's has been in operation for over 15 years.   • Not needed: Bus service does not need to increase - low ridership Not the time to be purchasing more park land, building pools...   • I do not use the following services: Ravensong Aquatic Centre, Oceanside Place, Northern Recreation, EV Charging, Transit or the Library. Why am I paying for them? Ever hear of user fees?

Q7   Please rate your level of agreement with the following statements regarding Area G governance:

The current Regional District governance model allows for fair and equitable representation of the views and i...	79	7	51	73	58
The number of elected officials representing Area G on the Regional District Board of Directors is sufficient ...	76	11	69	62	50
Committees or commissions should be used to involve Area G residents and provide advice to the Regional Distri...	56	58	132	15	7
Different governance options beyond the current system should be explored to increase the influence that Area ...	64	84	87	27	6
I am interested in understanding more about the service, governance, and cost impacts of being part of an adja...	62	52	99	30	25

Question options
(Click items to hide)
- No Opinion
- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Q8: What do you think are the top three local government service or governance issues facing your Area G community?	
Summary (themes across all neighbourhoods)	
Water Quality and Availability	• The most recurring issue — people are concerned about access, affordability, and sustainability
Governance and Representation	• Dissatisfaction with the current governance model and lack of influence at the RDN Board • Concerns about being included with unrelated communities and not being heard
Development and Growth Pressure	• Worries about overdevelopment, urban sprawl, and lack of control over land use and zoning decisions • Calls to preserve rural character and protect Agricultural Land Reserve (ALR) areas
Active Transportation and Traffic Safety	• Desire for safer routes for cyclists and pedestrians • Concerns about traffic congestion and unsafe crossings
Greenspace and Environmental Protection	• Calls for climate resilience through greenspace protection and sustainable planning
Communication and Engagement	• Issues with how information is distributed (i.e., relying too heavily on residents' associations or Facebook) • Limited outreach to non-digital residents
Taxation	• Concerns about tax increases, affordability of taxes
Feedback from Dashwood and Little Qualicum	
• Taxes have gone up with zero reflection on local area.	

Q8: What do you think are the top three local government service or governance issues facing your Area G community?
• Garbage/Recycling; Effective use of fire assets within a scope of affordability (Sharing opportunities for cost savings with other Volunteer Depts; Road repair
• Hospital, health care doctor shortage, cost of living (taxes)
• Water, fire protection, beach access management
• 1. Local civic governance is often land developers. Whatever happened to conflict of interest. Local G folks should have more say.
• protection from wildfires including better road right of way maintenance which is heavily overgrown and is a fire hazard
• Water protection x 3
• Too many levels of government and too small of a community/portion of the RDN to push for changes in Area G
• No opinion. I do not have a thorough enough understanding of the local governance structure to appropriately comment on this matter.
• Aging demographic
• growth and how big the area has gotten, underfunding/understaffed, staff/policies not being accountable
• No services provided to our Strata. We responsible for our road, drainage, sewerage ,septic. The only services are garbage and water separately which we pay.for. 2 ..tax increase is not in line with the cost of living or inflation (see #9).   Inequality
• Dashwood safety issue - dangerous intersection at Deez/ Gas station - Cross walk needed on Old Island Highway and Seacroft Road or Laburnum Road so pedestrians can cross safely to walk to and from school, restaurants and access trails to town and parks
• Taxes. I pay for things I don't have.   Natural gas. There's no connect over the Little Qualicum river. Emergency services. It will take 40 mins for police to get to my house.
• Accessibility of the local representatives
• Flashing crosswalk at Oceanside school.
• Lack of 'governance' - one representative interested in Area G issues out of about 24 potential voting members is neither 'representation' nor 'governance'.   RDN board members and staff should support and assist residents.
Feedback from River's Edge and San Pareil
• 1. Water. 2. Health Care. 3. Safe transportation for pedestrians and cyclists.
• 1. We are lumped in with other small communities located nowhere near us. 2. Rdn ramming through their own agendas. 3. Ridiculously increased property taxes (continual addition of unnecessary capital projects).
• Increasing impacts of overdevelopment and densification in Parksville are impacting and encroaching on our are as we become increasingly cut off by traffic volumes; lack of regional recreational opportunities for the population
• Preservation of green space
• restricting new development; water quality / conservation; maintaining the rural feel of the area
• The highway entrance/exit needs improvement.

Q8: What do you think are the top three local government service or governance issues facing your Area G community?

- 1. The municipalities have too much influence on issues affecting rural areas. 2. Residents of the rural areas chose not to live in a municipality and prefer smaller government. 3. Preserve ALR land and maintain the spirit and intent of zoning and OCP.
- Over Taxation , Community Safety (Delancey St) , Drinking Water
- Sewer system, water security and local speed bylaws (cars race down our roads - no clear speed limit posted - 50km is too fast)
- Permit applications take way too long.
- Lack of services and facilities for children/families. Outdated and illogical building requirements that discourage development/redevelopment. Flood mitigation efforts.
- The roadways in San Pareil have been in very poor condition for many years. They are getting worse as time goes on with only some minimal hand-shoveling of asphalt into a few potholes once per year. The ditching in the same area needs to be maintained.
- Water conservation, emergency egress road, community safety
- Current service levels are adequate and reasonably available and responsive. Limiting unfettered densification/development so as to not outpace existing infrastructure. Long term water supply in particular.
- Excessive taxation increases. Lack of consultation. Lack of accountability.
- geographical representation
- Roads
- Water, Streetlight & Utilities. Fire and Emergency Services. Solid & Liquid Waste
- English Man River encroachment by new Housing developments. Housing for homeless people.
- Maintaining the rural character of Area G community; restricting nre development/infill; eliminating red tape, e.g garbage/organics pick-up (same day pick-up year round; eliminates the need for app and calendar).
- Water - more scrutiny of misuse and contravention of water restrictions. Public safety and policing Illegal squatting/ camping on rural roads resulting in potential fire risks
- Exploitation through (anticipated) future advertising for SP beaches, rathtrevor access, new park on the estuary (at some point), regular overnight camping along Plummer, homeless camps/garbage in the forest in SP
- way to diverse geographic areas - all with extremely varied issues. Votes by Nanaimo / Parksville, QB out weigh any input from G
- Area 'G' is an orphaned and disparate collection of left over areas in an around the City of Parksville and the Town (City) of Qualicum Beach. These two urban centres are our primary service centres. We share roads, parks and other civic amenities.
- Development and infrastructure especially water
- 1. Imbalance of board power - Nanaimo has control.
- we chose to live in a rural area and were aware of the surrounding zoning when we purchased. that zoning did not allow for a rehabilitation centre to bully its way into our quiet and safe rural area.
- Municipalities have disproportionate vote, especially with Block Votes. 1888 Delancey St. proposed Rehab facility is a prime example of why this is a huge problem as Mayors Krog & O'Brien are in full support & will have final say.

Q8: What do you think are the top three local government service or governance issues facing your Area G community?

- 1. RDN is controlled by Nanaimo Directors so Area G residents and their wishes/concerns are of no import. 2. RDN tax burden for Area G Residents is disproportionate to the fewer services provided.
- 1. City of Nanaimo unfairly controls decisions for Area G Residents. Urban issues are being forced on rural areas. 2. Using population to weight the vote for RDN Board means Area G residents contribute a disproportionate amount of tax money to the munis
- 1. Watershed Planning 2. Groundwater security. 3. Drinking water! quality.
- 1. providing homes and purpose for the homeless purpose = community up keep, recycling etc. 2. Better planning and use of land - too many empty homes, lots etc. Same business to done tugelita. 3. Hospital, blood labs, etc. away to corrupted. Parking for
- 1. Water shortage. 2. Not enough charged for res. that use too much water.
- Traffic safety, sewer, value for $
- The main issue is the limited voice Area G has on the decisions made that impact Area G.
- Area G does not have enough say in their own decisions. The city of Nanaimo has way too much power over us.
- Delaney St correction facility wanting to set up business here and any other
- Quality and quantity of water for humans and wildlife; wild space corridors, wildlife protection/conservation; plan
- Road maintenance
- The governance for the RDN is currently weighted so that the voting is unfair. One municipality has the majority of votes. The maximum percentage any portion of the RDN should be 45% not 65% as it is currently.
- Leadership and honesty from Parksville and Nanaimo Mayors.
- Board is too heavily influenced by Nanaimo - unfair voting;
- Resident safety
- 1. Area G ought to have more representation because issues are specific to G 2. No to Delancy (sic) corrective institution in residential River's Edge 3. Upgrade trails on River's Edge Drive +Kate Road people walk on rural because pathway needs more repair
- 1. Spread out to each other too much. 2. No communication between areas 3. no local meeting board
- 1. Nanaimo representation 54% should be looked of as was done in Kelowna 2. Building inspection services + permit process needs to be examined. Our premier said months ago that the process would be streamlined to make it less complicated to build a home.

Feedback from French Creek

- Lack of control and access to matters at Board level.
- Water sustainability, loss of greenspace, climate change
- Property Taxes, Our taxes have increased substantially over the years .In this area and the services we receive I do not believe an addition increase is warranted
- The pressure under which we are to be included in a municipality. If we had wanted that before we bought we would have bought inside a municipality
- Time it takes to get a building permit. The process is far too long .
- Accessibility/interconnectivity via alternative modes of transportation.
- Water availability, sewer services, door control

Q8: What do you think are the top three local government service or governance issues facing your Area G community?

- We have a great regional director but in the electoral areas the representation is inherently undemocratic. The director has all power in the community but limited power on a board dominated by Nanaimo directors.
- Improve the French Creek Sewage Centre so it does not stink so badly, expand recreation opportunities including expanding Ravensong Aquatic Centre, enhance Cell phone service in French Creek area.
- homelessness, population growth pressures on resources, lack of affordable housing
- Crime, homeless persons moving into the community, lack of doctors
- Two-way Communication on a regular basis for issues affecting each area.
- Again Water Restrictions / Water Management and Planning
- traffic, water
- Water shortages; over building; traffic
- 1) Preventing wildlife injuries & fatalities in high traffic areas; Enforcing speed limits to prevent wildlife fatalities; Improved land stewardship.
- Being lumped together with Nanoose and Parksville for services that don't effect us
- Overspending +++. So many items are 'luxuries' during these tough economic time and to have the RDN Board saying they aren't sure what is considered a "wish" is insulting ~ anything that doesn't have to do with basic necessities (food, shelter,
- Fair and equitable representation of the views and interest of area G residents and property owners at the regional board. Supply of water with reasonable rate of supply to Area G property owners. Property taxes that reflect the area not the region
- Housing (affordability/availability), water management, recreation options (both outdoor/parks options and indoor/facilities options)
- The improvements/upgrade to French Creek Pollution Control Centre estimated to be operational by 2027-2028 was first announced in 2017 and will take the same length of time as the new St Pauls Hospital in Vancouver.
- Fix the stinky French creek water treatment plant already
- Water. Over crowding due to uninformed outside politicians threatens to collapse (overstain) existing wells. Overcrowding threatens too crowded septic sewers.
- 1. Smelly water treatment plant, 2. terrible household water (leaves white marks on everything, 3. Lack of sidewalks in residential areas
- 1. Lack of equitable representation on the RDN Board.2. Official Community Plan including development guidelines. 3. Water.
- Regional Growth Management whilst maintaining the level of services and green space so as not to exacerbate environmental issues.
- Water restrictions
- Not knowing who to connect with the help with local area concerns other than our Elected Director
- Over development
- 1. Long term water supply. 2. Preserving the natural environment by preventing development of critical habitat.
- Lack of timely communications to applicable residents.
- lack of street lights

Q8: What do you think are the top three local government service or governance issues facing your Area G community?

- Flow of traffic - cycling concerns - one access by highway, an accident will stop traffic for hours - temporary two way lanes are req'd As well as a 4 lane highway without start and stop traffic. Streetlights - Winter- my headlamp is a moving street lamp
- unchecked growth. Poor water quality. Lock of infrastructure to meet the rampant growth of housing.
- Odor from waste system plant
- Frankly, they are invisible to me. I see no communication as to what they do and accomplishments - other than raising my taxes for less than desirable services.
- Drinking water quality, sewage treatment and odor control, and recycling.
- Updated and upgraded sewage treatment plant WITH ODOR CONTROL. Public swimming pool able to cater to all the residents in Area G. Permanent recycle facility able to handle ALL recyclables.
- Water , developers are not paying high enough DCCs resulting in existing homeowner enriching developers profits, building a slush fund into the hospital budget for future costs/staffing.
- Address more of the homeless in the area especially if they are coming from other communities.
- Wastewater treatment, unabated development and disappearing green space as a result.
- over taxation, a board that doesn't listen to voters and apparently tells voters that if they don't like the tax increases to move, and the explosive increase in the number of people hired by the RDN recently
- Ill-defined boundaries of the various service areas. Mainroad, for example, provides poor snow removal in my area because of this.
- Drinking water fees, snow removal, Street repair.
- Sandpiper water outrageous cost – Rate to Qualicum Beach – 3x cost QB residents pay
- Road/ditch/ sewer line maintenance. Water/conservation/supply issues. Better representation (LG + Diverse geographic area).
- We should not be encouraging development of apartments when every summer we have stringent water restrictions. We need to have enough water (so we don't have to go to drought levels) for everyone before more building happens.
- Traffic on Wembley road which could be alleviated by building the stayhope-church road connector.
- 1. Failure to permit enough new home and apartment construction. 2. Failure to promotes needed road construction - esp. the stanhope-church rd connection.
- Water quality is now good, but I'm unsure about its long term security. Maintenance (grass cutting) at our local community park appears to have been scaled back. Finishing of capital works in parks is incomplete.
- Increasing costs to residents. Government waste
- Costs
- 1. Access from Columbia Beach to the highway. 2. Our survey results should be compiled in Canada!! Why are we using a US company?
- 1. over development. 2. water quality and storage
- 1. Too many high rises, could use more duplex or fourplex. we will run out of water + sewer well never stop being over used. 2. More doctors + hospital closer than nanaimo.

Q8: What do you think are the top three local government service or governance issues facing your Area G community?

- 1. Water Quality & inefficient pressure coming out of taps. 2. Sewage treatment - smell very offensive many days. 3. Library - as a senior who really appreciate more resources! 4. Make sure cell towers aren't close to residential areas.
- Cost of water (buying bulk from Qualicum and pay RDN)
- Adequate water supply, policing, traffic congestion
- The smell from the sewage treatment plant, has to be dealt with. The quality of water, our is very hard. Traffic speeds on Wembley rd, cars accelerate at high speeds to the 4 way stop at Wright rd.
- 1. cost of water
- Government overreach from the RDN due to population and the demographics of the population in Area G. The Waste Water Treatment costs are astronomical in scope and nature. A light should have ben installed at Columbia Beach years ago to improve safety and
- Water, growth, infrastructure
- 1. Cats - should be registered and treated just like dogs and/or kept indoors. Registered and licensed the same as dogs and be kept indoors. 2. Speed control on community roads.
- 1. The costs of the large number of positions recently created. Why? 2. The lack of recreation programming space. 3. The lack of infrastructure (sewer, water etc.) for the huge influx of developments and resultant population increase.
- 1. inadequate control or influence over development. Example the Viking Way developer - totally caught Area G by surprise. 2. The overdue traffic lights at Hwy 19A and Columbia Drive.
- 1. Having only 1 vote out of 19. 2. Why are there so many Directors from Nanaimo when they have their own Gov't - #2 is what I hear the most.
- 1. Destruction of wildlife habitat and felling of trees for development!! @. Protection of our Estuaries + Water sources especially in the P/8. Wildlife management area. 3. Protecting the Parksville Qualicum Wildlife management area- log removal, Burning
- 1. Too much building. 2. Roads (Wembley Rd) too congested lack of flow too many large trucks. 3. Stanhope Dr. From Ackerman to Hwy 19A should be opened to highway.
- More focus on water conservation, desalination, stringent water restrictions early, enough, not requiring developers to establish low water landscaping, limited infrastructure, roads,
- Transparency, poor communication with the residents, accountability
- residential and commercial development, property taxation, governance representation
- Lack of adequate representation for areas outside of Nanaimo
- Safety for school kids walking to Oceanside
- No collaboration between the neighbouring cities and the rdn.
- Safety. I have lived in area G for over 10 years and I cannot believe how unsafe it is here to be a pedestrian and the lack of urgency to make school zones safe
- Water, Access to Recreation Services Regionally, Transit.
- Bylaw enforcement
- Road safety in school zones and surrounding areas
- School safety at Oceanside, increase rec offerings in Parksville including dance, gymnastics, etc for kids.
- Smell from the sewage treatment plant, safety around our local schools, lack of pedestrian safety on main roads now that there is such an increase in traffic in our area (French Creek)

Q8: What do you think are the top three local government service or governance issues facing your Area G community?
• There are no sidewalks around Oceanside Elementary school. It's a very dangerous area for children. There needs to be sidewalks and ways to calm traffic in this area. Someone is going to get hurt and nothing is being done to solve this as we are rural.
• Currently i and many of the parents are concerned about school safety. Ecole elementary in French creek has had several near Misses with vehicles almost hitting children. Additions of side walks , speed humps, better signage. Drivers travel at high speeds
• Would like better water but I know that is not an option as our system is privately owned.
• Transportation issues and in particular speed/traffic calming, better options for cyclists and safe crossings on 19A corridor; bulk water agreement and community water systems; balance of votes on decisions that we may not currently pay into
• Cell phone coverage, traffic lights for Sunrise Blvd/Columbia Drive, more speed enforcement on 19A,
• Municipal water
• Pollution control Center has taken far too long to be worked on.
• Area G has reached a population level where it needs to be a self-governing village or town or incorporated into one or more nearby municipalities. 2. Area G must take on characteristics of the "15 minute" city.
• I believe the top governance issue facing my Area G community is the lack of representation on the RDN Board. This area is not able to act cohesively as it is separated by 2 municipalities. Too many distinct areas to govern for one individual.
• 1/ re-configuration of Fire Response to include French Creek/Sumar Lane off Johnstone Road & medical response & Building inspections of businesses in French Creek residential areas;
• Road construction and maintenance governed by MOTT (substandard stormwater management for urbanized area causing environmental damage), Lack of adequate representation. Our director does a great job but the scales are tilted with Nanaimo's number of votes, Affordable housing 2. Controlled developments so current water availabilities is not further compromised by larger population usage + needs 3. Water supply options going forward
• Area G needs another Director 1. too much building without adequate infrastructure. Water supplies overloading our system. Without any chances + balances 2. Keep property taxes as low as possible. Some projects may not be needed or can be minimized 3. Dev
• 1. The RDN budget increases are way too high, and have grown exponentially in recent years. Lack of prioritization and spending limits 2. Massive growth stressing already traumatized services like health care, government services, water. No new storage
• Educating public regarding garbage pick-up - cleaning up after pets 2. Area 'G' is not Parksville, nor do I wish to be part of Parksville vision/OCP. 3. Sewage Treatment Centre emits horrible smell
• Water 2. Health providers - hospital 3. Fire protection - Need Full time not volunteer!
• Traffic planning, traffic calming, road safety especially at municipal/RDN Boundaries. 2. Out of date OCP 3. Low taxes at the expense of poor, under-developed infrastructure
• Representation and access to same with current model. 2. Budget decisions for our area (G,F) dominated by Nanaimo resulting in lack of benefit in Area G (and F). 3. Lack of understanding + resident frustration by lack of representation/ inability to

Q8: What do you think are the top three local government service or governance issues facing your Area G community?
• Affordable housing especially for seniors and those on limited income. Help non-profits to build affordable homes. 2. Water - quality and sufficient for all the people moving here. Water conservation and a reservoir or ?? 3. Emergency Preparation
• Failures of RDN Board prioritize projects costs so tax payers can manage their costs. Are these projects necessary.
• Take so long to get things passed
• Poor representation (rural areas out numbered by urban)
• Too much densification without paying attn. to infrastructure. 2. Keep taxes as low as possible. Some projects may not be needed or can be minimized. 3. Maybe developers should pay for infrastructure needed for their projects 4. Regional District should
• Water protection + security during a time of population growth and climate change. 2. Addressing the wide range of issues in a such spread out and diverse area with little support.
• Sewage treatment - are the upgrades enough for the population growth now and in the next 30 years? 2. Traffic congestion on Highway 19A - safe road crossings, traffic circles for intersections, diverting more traffic to highway 19. 3. Connect walking
• Area G warrants three directors and/or three votes, for a population of 8,109. 2. Pushing costs of property taxes. In the spirit of complete transparency, please provide the sample 2020 property tax notice for comparison.
• 1. Take so long to get things passed. 2. Too many people and agencies with their fingers in the pot (so to speak). 3. Should have at least 1 day a year where you can drop off garbage at the dump. This would help eliminate garbage being dumped in the bush along roads, etc.
• 1. Water supply, 2. Street lighting, 3. Parks and trails.
• 1. Not enough representation to match increase in population. 2. Not enough forward planning in regards to emergency prep – specifically underbrush clearing along railway for spread of forest fires, as well as more water storage to aid in firefighting and provide safe drinking water during emergencies like wildfires. 3. Not enough transparent information re Agenda 2030 and how we residents and taxpayers are being kept in the dark about RDN plans!
• 1. Not being able to vote for the Mayor of Parksville! I find with all the "unruled" development and community, deforestation occurring in this city very sad. To be clear, I am not against development, but we need a more responsible way to expand the city. Right now, we are losing too many green spaces. So I see no environmental oriented development occurring and that is horrible. I can say now that it is not pleasant to live here.

Q9: What could the Regional District do to help address your local government service and governance concerns?	
Summary (themes across all neighbourhoods)	
Improve Governance and Representation	• Explore governance strategies to increase Area G's representation, influence, and voting strength in Regional District decisions • Consider range of restructure options for the region (e.g., realigning boundaries, new Oceanside RD, amalgamation, additional municipality, others) • Introduce or strengthen local advisory committees and opportunities for local input

Q9: What could the Regional District do to help address your local government service and governance concerns?	
Water	• Invest in water infrastructure and storage capacity
Growth, Planning and Sustainability	• Contain sprawl and ensure infrastructure capacity is in place before approving more growth • Update OCP and preserve rural areas • Enforce environmental bylaws such as tree protection; expand tree coverage • Promote sustainable land use
Reform Capital Spending	• Halt or delay non-essential capital projects • Focus spending on critical infrastructure and maintenance
Community Engagement	• Increase transparency and communication, dialogue, opportunities for input for residents • Engage broader community members directly (not only through community associations) • Use direct mail and print communications to reach residents who do not participate online
Transportation Safety	• Implement traffic calming, crossings, and pedestrian safety improvements
Feedback from Dashwood and Little Qualicum	

- Hard to say…..we have an elected official, perhaps she could avail herself sharing her ideas of how she can help, after all we did elect her, not to just be, but to advocate for us to live, work and play in an area to be proud of.
- Push federal, provincial and municipal governments for action on these issues "
- Increase bylaw teeth.
- Separate the rural areas from Nanaimo
- make sure road maintenance contractor does their job
- If the RDN cannot regulate Qualicum Village behaviour regarding aquifer use, then bring the Province into the discussion as water supply and water quality are fundamental to current home owners who have little control over continued home/condo construction throughout our region.
- actually care about the citizens and businesses and the community, it seems that the RDN has to reinvent the wheel with everything - its a waste of time and money
- Equitable taxation vs services provided. Since 2020 taxes increased 53.1% of which area G increased 46.5% province 27% fire 72.9% hospital 350.%. These increases are unacceptable and not sustainable. The grants have not increased in line with taxation increases.
- Dashwood safety issue - dangerous intersection at Deez/ Gas station - Cross walk needed on Old Island Highway and Seacroft Road or Laburnum Road so pedestrians can cross safely to walk to and from school, restaurants and access trails to town and parks
- Listen to the residents.
- Increase public engagement
- Separate the 'governance' of the Areas (such as Area G) from the other activities and priorities of the RDN.

Q9: What could the Regional District do to help address your local government service and governance concerns?
Feedback from River's Edge and San Pareil

- 1. Water: Take immediate action to increase water storage capacity within region (it will take years if not decades to build this) - including engaging appropriate municipal, provincial and federal government agencies. 2. Healthcare: Take action to attract/incentivize healthcare workers to move to/work in our nearest healthcare centres. 3. Non-motorized transportation: Invest in the expansion/building of dedicated pedestrian and cycling paths with a priority on those where population density is highest or are proximal to adjacent municipalities."
- Realign/redistribute Area G boundaries/representation. Listen to the citizens. Stop unnecessary spending. Put new unnecessary capital projects on the back burner to clean up debt first.
- Better regional growth strategies to contain sprawl, greater emphasis on protection of the Englishman River from encroaching development, better traffic management and planning
- Invite the community to be more involved in decision making. Be cautious about letting special interest groups have too powerful of a voice. In San Pareil, there is the "SPORA" (residents association) which historically has been given a lot of weight by RDN staff and representatives even though SPORA represents a very tiny population within San Pareil and most of the community DO NOT agree with SPORA's views. Information is also often filtered to the community via the SPORA Facebook page, which means many in the community are unaware of RDN initiatives related to Area G. There should be a way to access community members directly without going through SPORA.
- Keep it simple. A Regional District cannot be all things to all people. Protect the rural lifestyle for those choosing to live outside of a municipality. Listen to the people - presently it feels like the RDN staff and politicians feel they know best and perceive the taxpayers as incapable of knowing what they want. The governance model feels more "telling" than "listening".
- Address priorities correctly such as critical infrastructure water, sewage , community safety this must come before Parks and Rec in the RDN.
- If any of the area's need critical infrastructure it should be the priority. Also a fairer system of governance for voting on issues that can affect taxation. The system as it stands is setup for strategic voting by the municipal mayors.
- Taxation in the municipalities is always lower than the rural areas.
- Has there been any assessment of costs for wastewater services? Can there be a balance of environmental voice as a weighed vote? Resident votes to avoid increased taxes shouldn't be the only deciding factor if environmental and health impacts are involved. Our area is incredibly damp and I have concerns about the water quality and septic. I tried to research this online and found no references to past discussions.
- Take the power away from Nanaimo
- Flood mitigation plan for the Englishman river, revisit subdivision and building bylaws with an eye to attract people to the area, which would expand revenue base and allow for investment in infrastructure for families.
- Upgrades to roadways and ditching in San Pareil.
- Nanoose Bay should become a city or a municipality of its own, have a mayor and its own gathering body

Q9: What could the Regional District do to help address your local government service and governance concerns?

- Limit development/densification so as to not exceed existing infrastructure capacity. Ensure DCC's reflect true costs of increasing services and do not add to existing residents property taxes. Access to/from San Pareil neighborhood must be improved as it is currently dangerous!
- Start treating our money as if it were their own. Focus on providing essential services not vanity projects.
- Re-draw the geographical boundaries
- Better communication
- Review the San Pareil area for gaps in their apparent services from the RDN.
- Invite the community to be more involved in decision making. Be cautious about letting special interest groups have too powerful of a voice. In San Pareil, there is the "SPORA" (residents association) which historically has been given a lot of weight by RDN staff and representatives even though SPORA represents a very tiny population within San Pareil and most of the community DO NOT agree with SPORA's views. Information is also often filtered to the community via the SPORA Facebook page, which means many in the community are unaware of RDN initiatives related to Area G. There should be a way to access community members directly without going through SPORA.
- Empower more bi-law enforcement.
- Increase bylaw activity and RDN stay out of unnecessary exposure of SP.
- Look into alternative ways to organize area G to give more fair control over decisions for Area G residents.
- Carve out a new District Municipality that represents the Arrowsmith Region without interference from the City of Nanaimo, District of Lantzville or other entirely unrelated jurisdictions. A new Arrowsmith District Municipality would function similarly to the District of Squamish or Oak Bay, where you have several urban centres (Parksville, Qualicum) collaborating with similar geographic interests. Local Area taxation levies could be used to preserve service levels and rural lifestyle choices (the Uplands area of Oak Bay pays a levy for more services). This would eliminate the duplication of administration, planning and operations services resulting in a more efficient governance structure reducing the ratepayer burden and ever increasing taxes. The Arrowsmith Water Service joint venture is a pragmatic precedent for the logical transition to a local region approach to governance for our area. Case in point - no one ever asked for an increase in our minimum lot sizes to preclude further subdivision. No one would ever ask for that, yet that was applied to our area in past OCP and Zoning Bylaw updates. So whose interest is being served? I don't want my tax dollars spent buying parkland like Moorecroft in a neighbourhood full of multi million dollar waterfront estate properties or a pool in Qualicum Beach where there is little or no population growth for the use of well healed retirees.
- stop paying Northern recreation costs. we are paying for services we don't use. We are not a piggy bank for RDN. Current RDN structure does not work. we need to become our own Regional District. split up area G and appoint more directors.
- OCP is too outdated, and should require full public and community input. Enforcement of Bylaws is crucial, more power needs to be given to this department, and they need to look at preventative enforcement as well, when they are made aware of pending problems. No clear conduct and is completely complaint driven.

Q9: What could the Regional District do to help address your local government service and governance concerns?

- Separate RDN from being governed by the Nanaimo Directors and Municipal Mayors. Set up a separate Electoral Board for Oceanside rural residents.
- municipalities. voting strength should be based on tax $$, NOT population size. 3. Bylaw enforcement fails!! Bylaw officer told me that bylaws are for law-abiding people and that people are simply encouraged to comply!
- Split the RDN - municipalities separate from unincorporated regions.
- Have a team to enforce the bylaws.
- Better balance the rural representation at the RDN. Consider/investigate incorporate with Parksville/QB?
- hospital insufficient too often. 4. Protection of rural + area shores.
- All areas in Electoral Map G should be Amalgamated into 1 municipal area of governance for restructuring + equity. Sub areas = neighborhood C with community concern for input."
- Monitor the people more often to make sense that are doing the job that they are been paid for.
- Rural reps should have a veto power.
- Restructure the governance model to ensure
- I'm not sure RD is able to address my concerns. It is the model that is broken
- Better urban planning considering density, roads, speed, nature, waterways; trees will be important for shade during hot times
- The RDN removed the ACP's yet they are present in other regional districts in BC - allowing for community input. The RDN replaced the ACP's with the zoning/OCP amendment process. The Area G OCP has not been overhauled in 17 years. This is not allowing the community to have input in what happens in Area G. We need more opportunities for community input so that we can be involved in decisions that can change the rural integrity of the area. Decisions such as allowing an institution like Delancey Street to purchase property outside of the current zoning use - that was never brought before the community yet was 'endorsed' by 2 Mayors and allowed to move forward. The OCP is based on several values, the last one listed is "The community values involvement in the planning process". This needs to be followed - not ignored.
- Break away
- Listen to area G residents concerns
- 4. Stop development in Parksville - it is being invaded with condos!!
- 1. More Town Hall Mtgs. There are talented, experienced, knowledgeable residents whose voices are not heard in ballot box cycles. Come + meet the people in "G."
- Distance from Nanaimo Council on RDN Board, especially votes on what we pay and do.
- Listen to public concerns. urgent care, roads homeless persons, wildfire prevention.
- Information sessions and emails as you have done.

Feedback from French Creek

- I strongly urge the district to consider implementing immediate safety improvements such as:
  - Flashing school zone lights
  - Clearly marked crosswalks
  - A crossing guard during peak times
  - Sidewalks or pedestrian paths

Q9: What could the Regional District do to help address your local government service and governance concerns?

- Enact and enforce a tree protection bylaw, and/or provide incentives for planting and nurturing trees on private property. Look at how this town in Quebec charges property owners an extra tax if they don't have trees on their property:
- https://www.google.com/amp/s/www.cbc.ca/amp/1.7493930
- We have no voice and no one seems to care about us in French Creek, every time I fill out a survey, nothing seems to happen, it's all BS.
- Sending out questionnaires in the mail would perhaps be a good way to gain appropriate information. Not everyone is computer literate.
- Area G makes no sense. It is everywhere Parksville and Qualicum Beach aren't. My preference is that the area west of the actual French Creek becomes part of Qualicum Beach and the area to the east part of Parksville. That way current Area G residents can vote for councillors and a mayor and access a more local government. When you add up all the fees and taxes, there really isn't that much difference. I know some people would like the French Creek part of Area G to become a municipality but to me this would result in an unnecessary and expensive duplication of services. Thank-you for the opportunity to participate in this survey.
- Look at development of housing in outlying areas
- Solicit prov govt help
- Regular updates which do come out regularly. Updates on local Facebook Groups would also help.
- join with Qualicum Beach.
- Really listen to the residents. Too often, RDN officials decisions are made despite residents' strong objections!
- Install speed cameras; construct speed bumps in residential areas; form more partnerships with non-profits that protects the land and environment; Purchase more audiobooks for Vancouver Regional Library.
- remove Area G from RDN governance and allow the area to represent themselves or be included in QB. Regional governance has only benefited the density of their populated areas and not allowed the lesser populated areas to receive equal services and representation that is heard.
- I think the information that RDN sends in the mail is put together very well, but not sure if residents understand the impacts of their decisions. (The Ravensong referendum results come to mind. Did people realize that if they voted no then there would be *no* option to update or build a pool? Did they realize that the funding from the federal gov't can only be put to use for certain projects?). When there are decisions for residents to make, then we also need information on the likely outcomes of each option being present, and the consequences of choosing one option over another.
- 1. Implement a new and improved governance model for the area. The existing model is seriously flawed and out of date.2. There is a need for public consultation on a revised OCP. The existing plan has not been updated since 2008. 3. Water
- Hold public meetings before making critical decisions.
- Managers should listen to their customers.
- Managers should have strong communication skills.
- Not allow City of Nanaimo and T. Qualicum Beach to vote @ Board on motions that have no effects on them. eg waterworks, dog control.

Q9: What could the Regional District do to help address your local government service and governance concerns?

- I need to leave outdoor lights on all night. Bike lanes sidewalks.
- Amalgamate governance in the area - streamline the governance model
- Stop issuing new building permits for housing until the infrastructure is built up to meet the current demands on it.
- more Physicians, Nurse Practitioners
- A simple semi-annual communication outlining who is doing what, what it costs and how it benefits me. The one time we received a communication that I recall was in regards to the French Creek sewage plant and the OUTRAGEOUS cost only to be told it is would REDUCE (NOT ELIMINATE) the offensive, embarrassing smell. Not at all impressed.
- Expediting approval and progress of French Creek Pollution Control Centre; improve regulations and quality control of drinking water; and improve recycling programs to include more household items so that residents don't need to store items and drive them to pop-up facilities or going to Nanaimo for same.
- Have City of Nanaimo directors actually understand budgets, address top heavy admin NRGH, RDN.
- Address why people are coming from other jurisdictions to set up homeless shelters in the parks and forested areas.
- Slow down development until adequate infrastructure is in place.
- The RDN need to realize that ratepayers are not an unlimited source of funds and the "Wish" list should take a back seat to the "needs" list. User fees should be increased to reflect to true cost of using facilities like Ravensong and it should not be subsidized by all ratepayers. The waiving of DCC's should stop as those charges are simply passed on to all, meaning some are not paying their share while others are paying more than their share. Most importantly of all, the RDN board need to listen to the people and bring spending under control. I worked for the RDN and have seen first hand the waste, sickening
- More input from EA Director and more action taken by M. Directors.
- 1. Increase budget/taxes to improve service. 2. Increased bylaw enforcement. 3. Have two reps for each electoral area.
- Restrict new builds of residential units.
- I am concerned that the sewage treatment plant being built at french creek is only inches above the high tide level.
- Stop obstructing housing developments. - stop raking off huge development fees.
- Zero based budgeting.
- Need to have more of a say what happens in our area.
- More transparency about how they are accomplishing the above issues. (never hear any progress to date.)
- Develop much more water supply before additional development - most winter rain water is listed and wasted.
- clear, concise, and transparent communications. e.g. although we received a letter about water several months ago, i did not understand what the purpose and message it served.
- Improve the OCP and update it in a timely manner. 2008 is a bit outdated given the area growth.
- Control growth to be consistent with water resources.

Q9: What could the Regional District do to help address your local government service and governance concerns?

- Concentrate less on obtaining parks and look into obtaining recreation space. - Review management and staff. Freeze on hiring new positions until a complete review and look into possible savings is done. - Our water is awful - Limescale, etc. What about some above ground reservoirs?
- Reduce the number of Directors from Nanaimo (especially), consider same re: Parksville and Qualicum.
- Let the individual areas have a larger voice - not Nanaimo, Parksville, and QB.
- + fires a major issue - RAPP line ineffective - do not even know where the management area is located & no one to follow through.
- Communication between department to avoid major disasters such as land clearing adjacent to the French Creek Nature Preserve. Also communication with the Board. - There needs to be a way to report issues affecting the p/8 Wildlife management area. "
- There are not enough recreation options available to seniors. Not all Seniors can use a yoga mat. E.g. Qigong classes a good option.
- Be supportive of the residents requests and concerns.
- investigate the creation of a new municipality, French Creek.
- Continuing to involve residents, or allow more opportunities for resident involvement.
- I'm not sure but I think that it would be worthwhile to investigate the possibility of French Creek becoming amalgamated into the City of Qualicum Beach.
- Force them to put safety at the forefront of their agenda. I have personally almost been hit many times (once with a baby stroller). School zones are a disaster right now and the left hand turn off of Wembley onto Roberton (people using the bus stop lane to go around people turning left and almost hitting pedestrians). I can't let my kids walk to school because it is so unsafe.
- Stay on top of water advisories and be conservative -- lawns don't matter. Participate in RDN Recreation meaningfully, there are families that rely on access to Day Camp resources in order to make ends meet. Transit will become more valuable as gas and energy creeps back up and stays there. EVs are a sideshow, public transit will address affordability and climate change.
- Build sidewalks, upgrade crosswalk safety, speed up the upgrades to the sewage treatment plant.
- More ongoing dialogue with Area G Director about progress on these priority issues would be helpful. It would be good to understand tax implications of any new proposals and have opportunity for input into priority setting. Although we may not pay into all services it may be beneficial to still have a less weighted vote if its a service our area may need/want in future. This lets our vote contribute to future decisions that may impact us.
- Try to find and hire more experienced elected representatives and employees experienced in running all facets of local government services.
- Greater representation. Another Area G director for at minimum 2 Area G directors.
- 'Broom control for landowners & RDN removal program. - Get the pollution control centre (at Lee Rd, French Crk) finished sooner than planned TO GET RID OF AWFUL STENCH we experience. Find means to mitigate stench this year.
- 1. Developers should pay for all infrastructure needed for their projects, not piggy-backed off all other tax payers. 2. RDN should NOT be able to get loans. Be prudent. Cost effective.

Q9: What could the Regional District do to help address your local government service and governance concerns?

- Keeping property taxes lower. In 4 yrs my property taxes have increased (150%). Listen to citizens living here. More public meeting are needed for our input, with total transparency no one area should control all decisions in RDN."
- has been built 3. I have been to some of the RDN meetings and Directors and Area members are not listening or acting on the concerns brought fourth by such groups as the Nanoose Bay Tax alliance.
- Present budget in a more transparent manner, exploring costs, actually provide cost numbers. This information also must be understandable to the public. When I look for information on it is difficult to find, doesn't exist, or is incomprehensible. "
- Survey is good!
- Prioritize the OCP with a focus on the needs for the growing, modernized +urban development of Area G, and stick to the OCP.
- Consider modifying structure to better allow for appropriate representation at local level.
- Address drug problems and crime. Rehab for people and second stage housing.
- Get creative with solutions. Think outside the box. low interest or no interest loans for people willing to convert a space in or on their property to rent to someone at affordable price. Container homes. Tiny homes. Mobile home parks with low pad rents etc. etc. "
- separate City of Nanaimo from RDN
- shouldn't be able to borrow money.
- Listen to those who live here. Continue to have public meetings for input and be transparent, so people can make informed decisions. No one should control all decisions in the RDN.
- Add an additional electoral area director to the area.
- Streamline processes, cut the red tape.
- Walking, biking trails - well separate from cars - French Creek bridge on Highway 19A - needs better walking, biking infrastructure.
- What are people suppose to do with toxic waste refused by regional waste centres?
- Town hall meetings, Surveys.
- Staff, salaries and roles by department for the years 2020 and 2024.
- You would think the residents would have a retire handle on how to deliver the services more fairly and equitably.
- Do not have closed door sessions! Allow media and public access to all process! We residents and taxpayers are being kept in the dark about RDN plans! We do not want to be ruled by WFF/WHO unelected regulations, lockdowns, restrictions EVER again!!!
- Have a better plan for development; better bylaws for tree protection. Where we reside, mature, healthy trees are being cut down…for what! Everything we do, Parksville, RDN, Area G and individual homeowners, should be: cool cities, clean air, and responsible development. This is not occurring right now!!

Note some typos have been corrected for readability

APPENDIX IV

COMMUNITY MAILOUT AND SURVEY

**AREA G
COMMUNITY ISSUES
ASSESSMENT**

FINAL REPORT

NEILSON
STRATEGIES

leftside partners inc.

JULY 2025
APPENDICES PAGE
v

We want to hear from you!

The Community Issues Assessment relies on input from residents about local government services and governance.

Survey

Scan for online survey

A community survey about local services and governance within Area G can be completed from **April 9 - May 19, 2025.**

To submit the survey online, residents can visit:
https://www.getinvolved.rdn.ca/eag-cia

or return survey inside!

To submit the survey in hard copy, residents can complete the survey in the middle of this package and submit it to RDN:

- **By email**: **eagcia@rdn.bc.ca**
- **By mail or in person**: Attn: Electoral Area G Community Issues Assessment Team, Regional District of Nanaimo, 6300 Hammond Bay Road, Nanaimo, BC, V9T 6N2

Community Meetings

Residents of Electoral Area G are invited to attend a meeting to learn about the Community Issues Assessment and share their views:

MEETING 1	MEETING 2	MEETING 3
Dashwood and Little Qualicum **Tuesday, April 29** 6:30 – 8:30 p.m. Qualicum Beach Civic Centre 747 Jones St, Qualicum Beach	**San Pareil and Englishman River** **Wednesday, May 7** 6:30 – 8:30 p.m. Grand Strathcona Room, Tigh-Na-Mara Resort 1155 Resort Dr, Parksville	**French Creek** **Wednesday, May 14** 6:30 – 8:30 p.m. École Oceanside Elementary School 980 Wright Rd, Parksville

At each meeting, there will be a presentation from the project consultants at 6:45, followed by a Q&A. After the Q&A, there will be small-group discussions for participants to share their views and concerns about governance and services in Area G.

While each meeting will present similar information, residents are encouraged to attend the meeting closest to their community to discuss their local issues.

How will your input be used?

Feedback from Area G residents will be summarized and presented in the Assessment report to the RDN Board.

Regional District of Nanaimo
Electoral Area G Community Issues Assessment Team
6300 Hammond Bay Road
Nanaimo, BC, V9T 6N2

Details inside!

REGIONAL DISTRICT OF NANAIMO

Information about the Community Issues Assessment in Electoral Area G

REGIONAL DISTRICT OF NANAIMO

A Community Issues Assessment is underway for Electoral Area G

The Community Issues Assessment is being undertaken to:

- Document and explain the local governance system in Electoral Area G,
- Document and explain local services in Electoral Area G,
- Understand the views of residents related to local services and governance in Area G, and
- Report to the Board of the Regional District of Nanaimo (RDN) on governance and services in Area G and resident feedback on these topics.

The Assessment is being undertaken by local government consultants with funding from the Regional District of Nanaimo and BC's Ministry of Housing and Municipal Affairs. This process will conclude by June 2025.

Key facts about Electoral Area G

- Area G has a population of 8,109 (2021 Census), representing 4.8% of the total population of the RDN (170,367).
- The Area G population grew by 7.7% between the 2016 and 2021 Census.
- Area G includes communities (such as French Creek) that have higher densities than typical in other electoral areas in BC.
- Area G includes several communities that are distinct and physically separated from each other by municipalities, as well as by physical features such as Englishman River.
- The average age in Electoral Area G is 54 and the median age is 61.

Electoral Area G is part of the RDN.
It is a collection of unincorporated communities including
Englishman River, San Pareil, French Creek, Little Qualicum, and Dashwood.

Electoral Area G Map
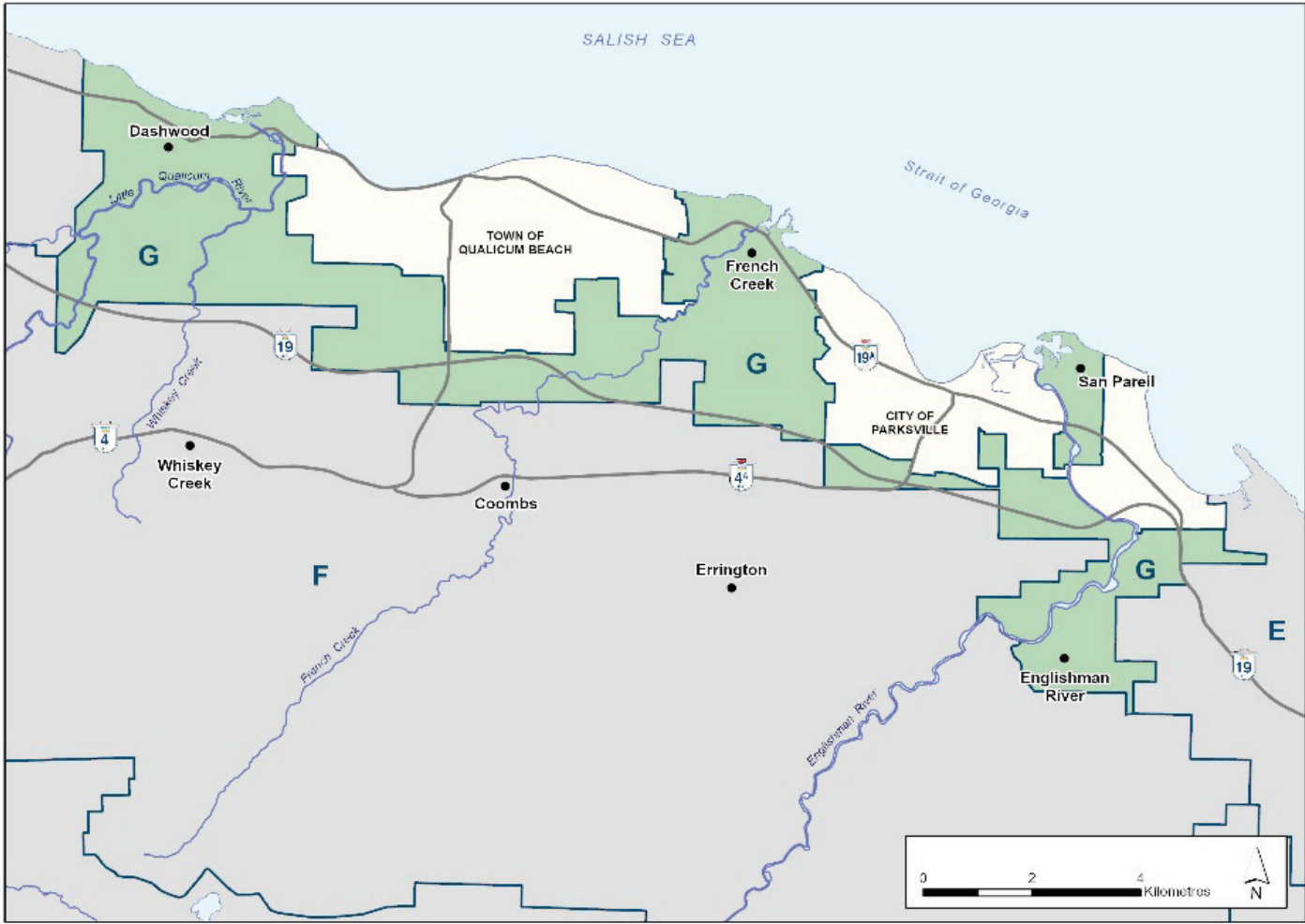
Sample 2024 Property Tax Notice – Electoral Area G (continued)

These services are delivered to specific areas within Area G – not all households receive these services.

Green = User Fee

2. Local Service Areas	Property Tax per $996,940 residence	Total Recovered from Area G
Surfside Water	$493.00	$19,238
French Creek Water (RDN System)	$602.00	$143,789
River's Edge Water	$425.00	$66,722
San Pareil Water [1]	$656.33	$195,062
San Pareil Debt (fire flow improvements)	$280.00	$74,656
French Creek Bulk Water	$2.00	$4,606
French Creek Streetlighting	$48.85	$66,430
Highway Intersection	$1.00	$3,117
River's Edge Streetlighting	$26.92	$8,058
River's Edge Stormwater	$21.93	$6,129
Hawthorne Rise Debt (Sewer)	$717.00	$10,040
Reid Road Debt (Sewer)	$407.00	$3,660
French Creek Sewer	$635.00	$1,283,912
Surfside Sewer	$1,277.00	$34,480
Barclay Crescent Sewer [1]	$777.17	$252,080
Errington Fire [2]	$683.90	$1,113,317
Coombs-Hilliers Fire [2]	$790.57	$992,101
Nanoose Bay Fire [2]	$238.27	$1,191,140
Dashwood Fire [2]	$913.20	$1,229,550
Dashwood Fire Hall Debt [2]	$111.66	$105,400
Parksville (Local) Fire Contract	$449.62	$262,795
French Creek Fire	$424.70	$1,064,832
Subtotal for area-specific charges	N/A	N/A

3. Provincial Services	Property Tax per $996,940 residence	Total Recovered from Area G
Police Tax	$86.93	$346,869
Rural Tax (roads, subdivision)	$358.90	$1,432,028
Surveyor of Taxes [3]	$57.54	$229,855
School Tax	$1,191.34	$4,753,536
Subtotal for provincial services	$1,694.72	$6,762,287

4. Other Agencies	Property Tax per $996,940 residence	Total Recovered from Area G
Nanaimo Regional Hospital District	$450.65	$1,798,109
Municipal Finance Authority	$0.20	$796
BC Assessment Authority	$34.59	$138,032
Subtotal for agency taxes	$485.44	$1,936,937

5. User Fees [4]	Property Tax per $996,940 residence	Total Recovered from Area G
Garbage Collection (assumes 100 L cart) [5]	$194.00	$5,726,008
Sewer (Barclay Crescent)	$250.37	$66,708
Sewer (French Creek)	$175.63	$351,434
Sewer (Surfside)	$145.66	$6,044
Sandpiper Bulk Water (depends on usage) [6]	$526.08	
Water Rates (rates vary by usage) [7]	$460.62	$332,400
Subtotal for user fees	N/A	

What do Electoral Area G services cost?

Sample 2024 Property Tax Notice – Electoral Area G

The following is a sample 2024 residential tax bill for Area G based on the average assessed value ($996,940).

Note that taxes will vary depending on which local service areas your property is located within. In addition, actual tax notices delivered later in 2025 will reflect updated budgets and assessed property values.

These services are delivered to all of Area G.

References:

[1] *Rate shown does not include any debt (which varies by parcel).*

[2] *Totals for these Services reflect the total for the entire Service Area, not just the Area G portion.*

[3] *Includes fee for Area Wide services. Additional 5.25% would be applied to any local service area taxes.*

[4] *Utility fees would not normally be included on a property tax bill, but are shown here.*

[5] *Totals for this service reflects the total for the entire Service Area, not just the Area G portion.*

[6] *Sandpiper bulk water estimate is based on 0.40 m³ per day 9 months of the year and 1.00 m³ during 3 summer months.*

[7] *Water usage assumes average of 0.54 m³ per day 9 months of the year, and 1.35 m³ during 3 summer months. Total includes the combined utility (user) fees collected in 2024 for the 4 RDN water systems in Area G (French Creek, River's Edge, San Pareil and Surfside).*

1. Electoral Area G Services (Area Wide)	Property Tax per $996,940 residence	Total Recovered from Area G
Emergency Services		
D69 Emergency 911	$28.91	$116,260
Emergency Planning	$32.90	$132,629
Marine Search & Rescue	$1.00	$3,275
Land Search & Rescue	$1.00	$4,910
Community Justice (D69)	$7.32	$28,058
Planning & Development		
Regional Growth Strategy	$14.95	$58,023
Electoral Area Planning	$137.58	$548,488
Building Inspection	$0.00	$0
Hazardous Properties	$1.99	$5,997
Unsightly Premises	$1.00	$5,951
Noise Control	$6.98	$27,769
House Numbering	$1.00	$3,371
Parks & Recreation		
Regional Parks & Trails	$66.79	$267,901
Community Parks Area G	$86.73	$345,256
Northern Community Recreation	$115.65	$462,521
Oceanside Place	$106.67	$424,907
Ravensong Aquatic Centre	$101.69	$405,323
Vancouver Island Regional Library	$150.54	$602,148
Water		
Drinking water/watershed protection	$16.00	$61,328
Liquid & Solid Waste		
Liquid Waste Management Planning	$2.99	$11,092
Solid Waste Management	$21.93	$88,239
Miscellaneous		
EV Charging	$1.00	$2,845
Northern Community Transit	$70.78	$282,290
Animal Control	$12.96	$52,522
Administration		
Administration	$41.87	$168,445
Electoral Area Administration	$43.87	$174,479
Community Grants	$2.99	$18,793
Area G Feasibility Studies	$18.94	$75,368
Subtotal for area-wide taxes	$1,096.03	$4,378,188

Local services currently provided to Electoral Area G

British Columbia is divided into 27 regional districts, one of which is the RDN. Regional districts exist to provide local government services to residents in rural and unincorporated areas, as well as regional and sub-regional services to both municipalities and unincorporated electoral areas.

With the exception of a few services that regional districts are required to provide, the set of services provided by each regional district in BC varies, and can even be different within a single electoral area or community. The local services provided by the RDN are determined by the Board in response to the wishes of member electoral areas and municipalities.

Area G residents receive 52 services from the RDN

Note that not all services are delivered to the entire electoral area.

Administration	Planning, Development & Transportation	Solid & Liquid Waste	Fire & Emergency Services	Parks, Recreation & Community	Water, Streetlighting & Utilities
Description of Services					
Running of the local government, including finance, IT, human resources, Board meetings	Community and regional plans, building and development permits, enforce bylaws, provide transit	Sewage treatment, solid waste planning, garbage collection and landfill services	Fire protection, search and rescue, 911, emergency preparedness, crime prevention	Parks and recreation, community services such as library, EV charging stations	Drinking water and water protection, streetlighting and stormwater in specific areas
Included Services					
• General administration • Electoral area administration • Area G feasibility studies • Area G grants • House numbering	• Community planning • Regional growth • Building inspection • Unsightly properties • Hazardous properties • Noise • Transit • Animal control	• Sewage treatment plant • Local sewer areas • Liquid waste management plan • Solid waste plan and landfill operations • Garbage collection and recycling	• Fire protection • Search and rescue (marine and land) • 911 emergency • Emergency preparedness • Crime prevention and community justice	• Regional parks and trails • Area G Community parks • Recreation • Oceanside Place • Ravensong Aquatic Centre • EV charging stations • Library	• 4 community water systems • Surfside • River's Edge • San Pareil • French Creek • Watershed protection • Streetlighting • Bulk water agreement • Local stormwater area

Delivery of Area G services

Although services are provided by and paid for through the RDN, several local government services are delivered under contracts and agreements with other providers. Some of these include:

Service	Delivered By
Library	Vancouver Island Regional LIbrary
French Creek Fire	Town of Qualicum Beach (for Drew Road, most of Johnstone Road and lands west), City of Parksville (east portion), EPCOR (hydrant maintenance)
Dashwood Fire	Dashwood Volunteer Fire Department (independent society contracted by RDN)
Errington Fire	Errington Volunteer Fire Department (independent society contracted by RDN)
Parksville Local Fire	City of Parksville services San Pareil and areas close to the City border
Northern Recreation	Use of sportsfields by agreement with Town of Qualicum Beach and City of Parksville
Animal Control	Coastal Animal Control Services of BC
French Creek Bulk Water	City of Parksville maintains and operates the Arrowsmith Dam and spillway
Sandpiper Bulk Water	Town of Qualicum Beach supplies water to the French Creek (Sandpiper) neighbourhood

The RDN has less control over operational decisions where services are delivered by other agencies or under contracts.

Who makes decisions at RDN

Every regional district is governed by a board with two types of directors:

Electoral Area Directors
elected for a four-year term by voters in their electoral area

Municipal Directors
members of a municipal council appointed to the regional board each year

Every municipality and electoral area is assigned a voting strength based on its population size. In the RDN today, each jurisdiction receives one vote for every 2,500 people who live there, including people who live on First Nations Reserves. For municipalities, the resulting voting strength is divided by five to determine the number of directors appointed to the board.

The RDN Board consists of 19 voting directors, including one from Electoral Area G. This illustration below shows the number of directors and what area they represent.

ELECTORAL AREA DIRECTORS

A B C E F G H

MUNICIPAL DIRECTORS

City of Nanaimo

City of Parksville   Town of Qualicum Beach   District of Lantzville
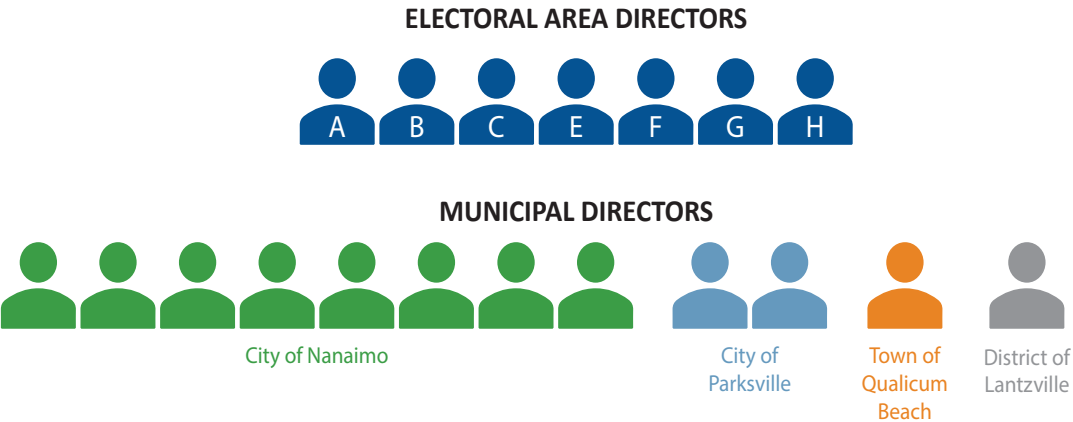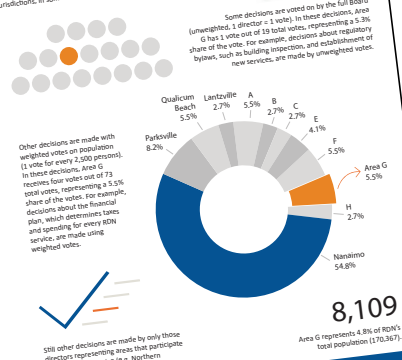
How decisions get made

Regional districts all operate under the same voting rules. Legislation dictates which directors participate in different types of decisions based on the topic and which areas or municipalities participate in (and pay into) the service. All decisions for services in Area G involve representatives from other local jurisdictions, in some cases all jurisdictions of the regional district.

This brochure touches on how services and governance work in Area G.

Want to learn more?

Attend a community meeting and share your thoughts in the survey!
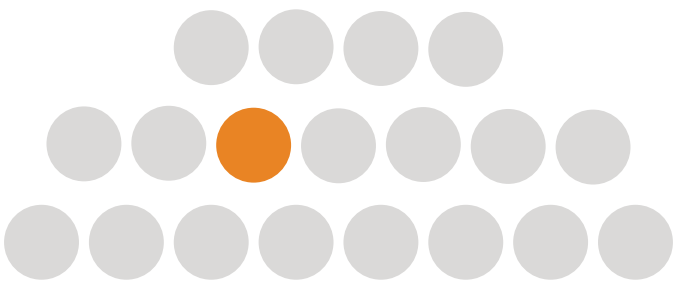
Some decisions are voted on by the full Board (unweighted, 1 director = 1 vote). In these decisions, Area G has 1 vote out of 19 total votes, representing a 5.3% share of the vote. For example, decisions about regulatory bylaws, such as building inspection, and establishment of new services, are made by unweighted votes.

Other decisions are made with weighted votes on population (1 vote for every 2,500 persons). In these decisions, Area G receives four votes out of 73 total votes, representing a 5.5% share of the votes. For example, decisions about the financial plan, which determines taxes and spending for every RDN service, are made using weighted votes.

Qualicum Beach 5.5%
Lantzville 2.7%
A 5.5%
B 2.7%
C 2.7%
E 4.1%
F 5.5%
Parksville 8.2%
Area G 5.5%
H 2.7%
Nanaimo 54.8%

Still other decisions are made by only those directors representing areas that participate (pay into) that service (e.g. Northern recreation, solid waste collection).
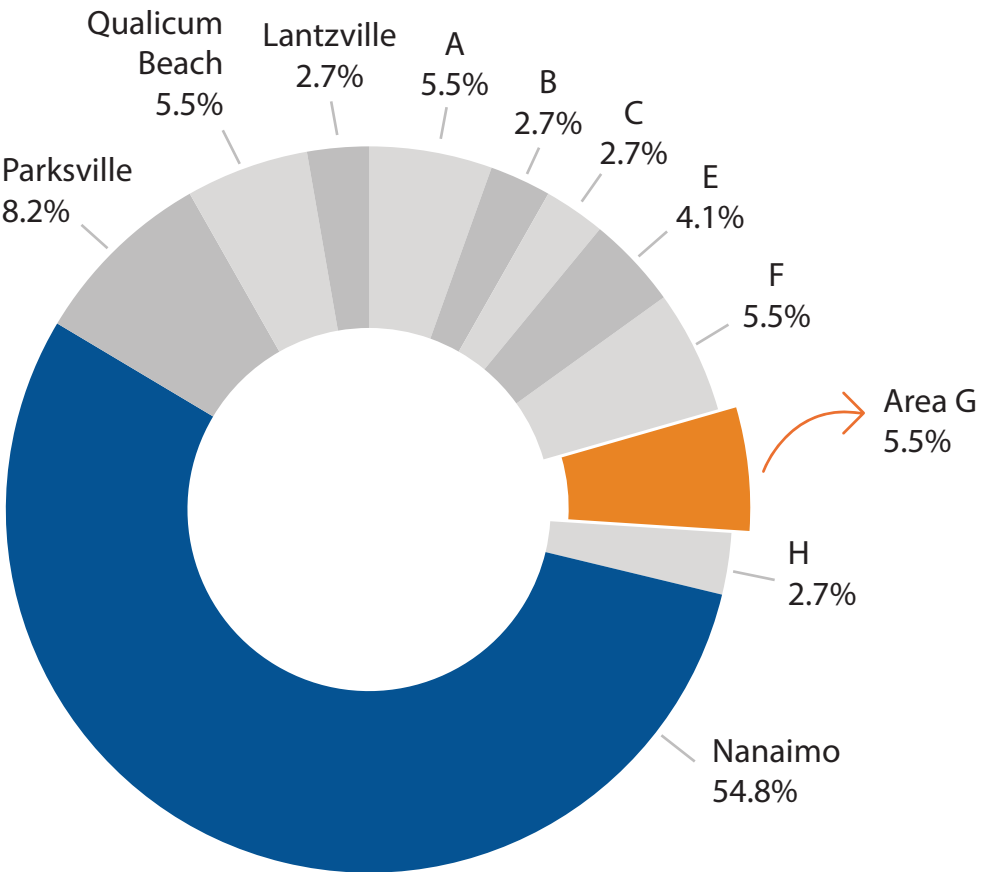
8,109

Area G represents 4.8% of RDN's total population (170,367).

7. Please rate your level of agreement with the following statements regarding Area G governance:

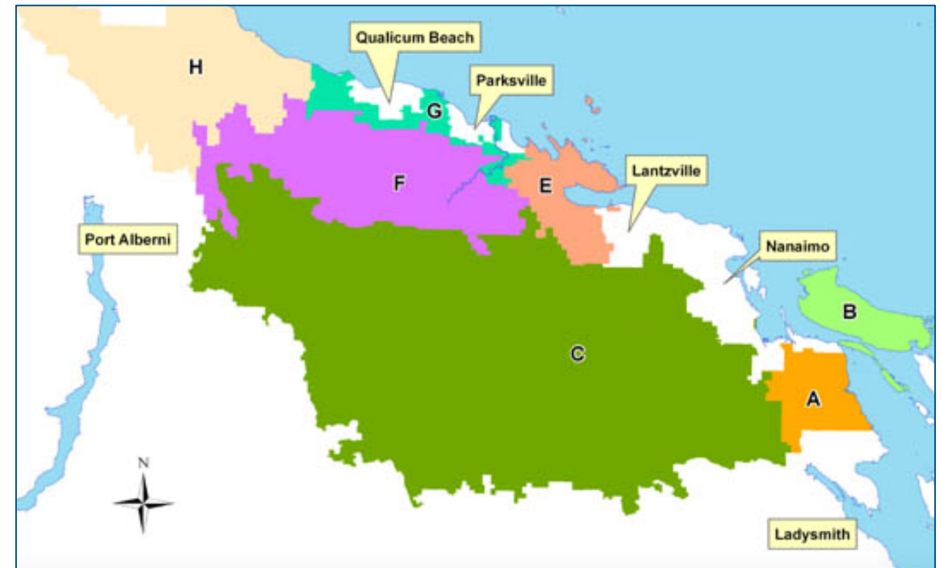| Governance	Strongly Disagree	Disagree	Agree	Strongly Agree	No Opinion
The current Regional District governance model allows for fair and equitable representation of the views and interests of Area G residents and property owners at the Regional Board.	○	○	○	○	○
The number of elected officials representing Area G on the Regional District Board of Directors is sufficient (one electoral area Director).	○	○	○	○	○
Committees or commissions should be used to involve Area G residents and provide advice to the Regional District Board of Directors on local Area G services and issues.	○	○	○	○	○
Different governance options beyond the current system should be explored to increase the influence that Area G residents have over decisions that affect their community.	○	○	○	○	○
I am interested in understanding more about the service, governance, and cost impacts of being part of an adjacent municipality instead of being part of an unincorporated area.	○	○	○	○	○

8. What do you think are the top three local government service or governance issues facing your Area G community?

1. _____

_____

2. _____

_____

3. _____

_____

9. What could the Regional District do to help address your local government service and governance concerns?

_____

_____

_____

_____

We want to hear from you!

Remove 4-page survey and return to RDN to share your valuable feedback

Community Issues Assessment Survey for Electoral Area G

REGIONAL DISTRICT OF NANAIMO

Background

This survey is intended to gather input from Area G residents about local services and governance within Area G. Feedback from this survey will be summarized for the Regional District of Nanaimo Board of Directors.

How to submit the survey

A community survey about local services and governance within Area G can be completed from **April 9 - May 19, 2025.**

To submit the survey online, residents can visit:
https://www.getinvolved.rdn.ca/eag-cia

Scan for online survey

or return this survey to RDN!

To submit the survey in hard copy, residents can complete the survey in the middle of this package and submit it to RDN:

- **By email**: **eagcia@rdn.bc.ca**
- **By mail or in person**: Attn: Electoral Area G Community Issues Assessment Team, Regional District of Nanaimo, 6300 Hammond Bay Road, Nanaimo, BC, V9T 6N2

Personal Information

Your participation in this survey is voluntary. The personal information you provide is collected by the Regional District of Nanaimo (RDN) under sections 26(c) and 26(e) of the *Freedom of Information and Protection of Privacy Act* (FIPPA) for the purposes of engaging and consulting with the public.

The RDN is using (and enters hard copy survey results in) a Bang the Table engagement platform that stores the information in Canada. However, Bang the Table staff are located in the United States. Some of the questions allow for written responses. To protect your privacy and the privacy of others, please do not include any information that could identify you or another person, such as a person's name, address, email or phone number. Any personal information inadvertently included in the written responses will be deleted when the survey results are compiled.

1. In which Area G neighbourhood do you live or own property (select one)?
   - Englishman River
   - San Pareil
   - French Creek
   - Little Qualicum
   - Dashwood
   - Other _____
   - I do not live or own property in Area G

2. Which of the following best describes you (select one)?
   - Full-time resident of Area G
   - Seasonal resident of Area G
   - Not a resident, but own a business in Area G
   - None of the above

3. The following is a list of services provided to Area G by the RDN. Please indicate your level of satisfaction with the individual services:

Services	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	N/A or No Opinion
Electoral Area planning	O	O	O	O	O
Regional growth strategy	O	O	O	O	O
Area G community parks	O	O	O	O	O
Regional parks	O	O	O	O	O
Fire protection	O	O	O	O	O
Building inspection	O	O	O	O	O
Bylaw enforcement	O	O	O	O	O
Animal control	O	O	O	O	O
Ravensong Aquatic Centre	O	O	O	O	O
Oceanside Place	O	O	O	O	O
Northern recreation	O	O	O	O	O
Garbage & recycling collection	O	O	O	O	O
Water	O	O	O	O	O
Watershed/drinking water protection	O	O	O	O	O
Sewage treatment (French Creek Pollution Control Centre)	O	O	O	O	O
Emergency planning	O	O	O	O	O
Administration	O	O	O	O	O
EV charging	O	O	O	O	O
Transit	O	O	O	O	O
Library	O	O	O	O	O

4. Please rate your level of agreement with the following statements regarding RDN services:

Services	Strongly Disagree	Disagree	Agree	Strongly Agree	No Opinion
I am satisfied with the number and scope of RDN services offered to Area G.	O	O	O	O	O
I would like to receive (and pay for) fewer RDN services.	O	O	O	O	O
I would like to receive, and would be willing to pay for, additional RDN services.	O	O	O	O	O
In general, I receive good value for the taxes that I pay for my local services.	O	O	O	O	O
I know where to access information about the local government services I receive, and the cost of those services.	O	O	O	O	O
I appreciate living in a rural area where I receive fewer services than in neighbouring municipalities, and pay lower tax rates.	O	O	O	O	O

5. What services, if any, does Area G not receive that you think are needed (select one)?
   - No additional services are needed
   - The following services(s) is needed

   _____

   _____

   _____

   _____

   _____

6. What services, if any, does Area G receive that you think are not needed (select one)?
   - None – all services are needed
   - The following service(s) is not needed

   _____

   _____

   _____

   _____

   _____

   _____

APPENDIX V

COMMUNITY MEETING PRESENTATION SLIDES

**AREA G
COMMUNITY ISSUES
ASSESSMENT**

FINAL REPORT

N=ILSON
STRATEGIES

leftside partners inc.

JULY 2025
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ELECTORAL AREA G
COMMUNITY ISSUES ASSESSMENT

MAY 14, 2025

REFLECTION

➤ Do you receive all the local services you need?

➤ Do you feel that you receive good value for the taxes you pay?

➤ Do you have concerns with a specific service?
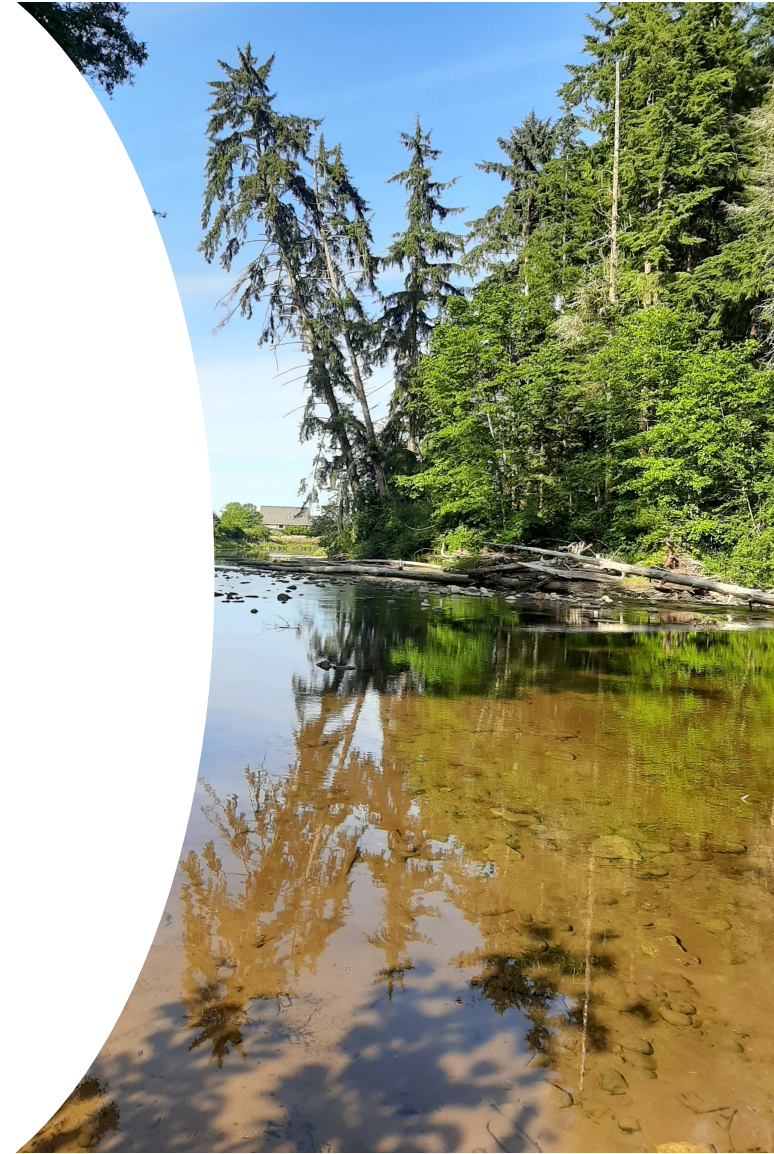
REFLECTION

➤ Do you have opportunities to provide input into, and influence over, decisions on services?

➤ What could RDN do to address your service or governance concerns?
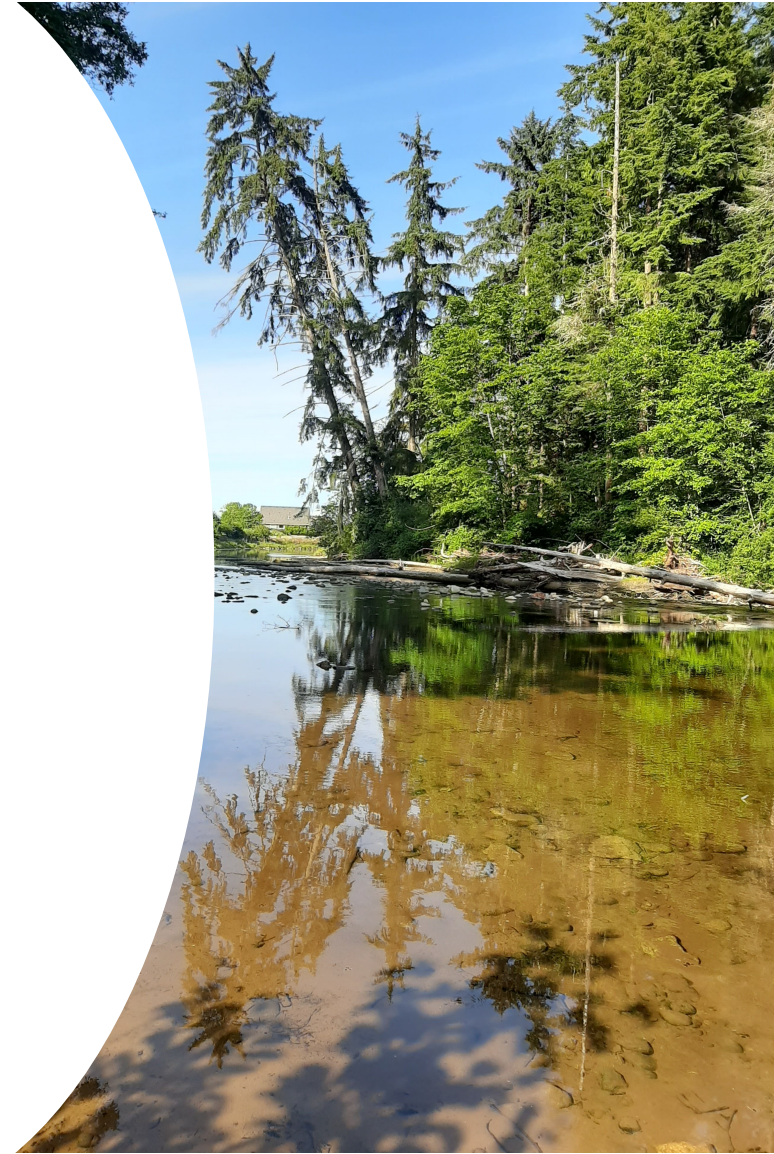
GAME PLAN

➤ The Study

➤ Local Government for Area G

➤ Local Services Provided

➤ Local Governance

➤ Property Taxes

➤ Issues – Questions and Roundtables

THE STUDY

➤ Purpose of Study is threefold:

  ✓ Document current governance and services ("what is"), including roles, responsibilities and jurisdictions of service providers, and how decisions are made

  ✓ Provide opportunities for residents and service providers to share the issues and emerging service pressures they see in Electoral Area G

  ✓ Summarize findings for consideration by the RDN Board
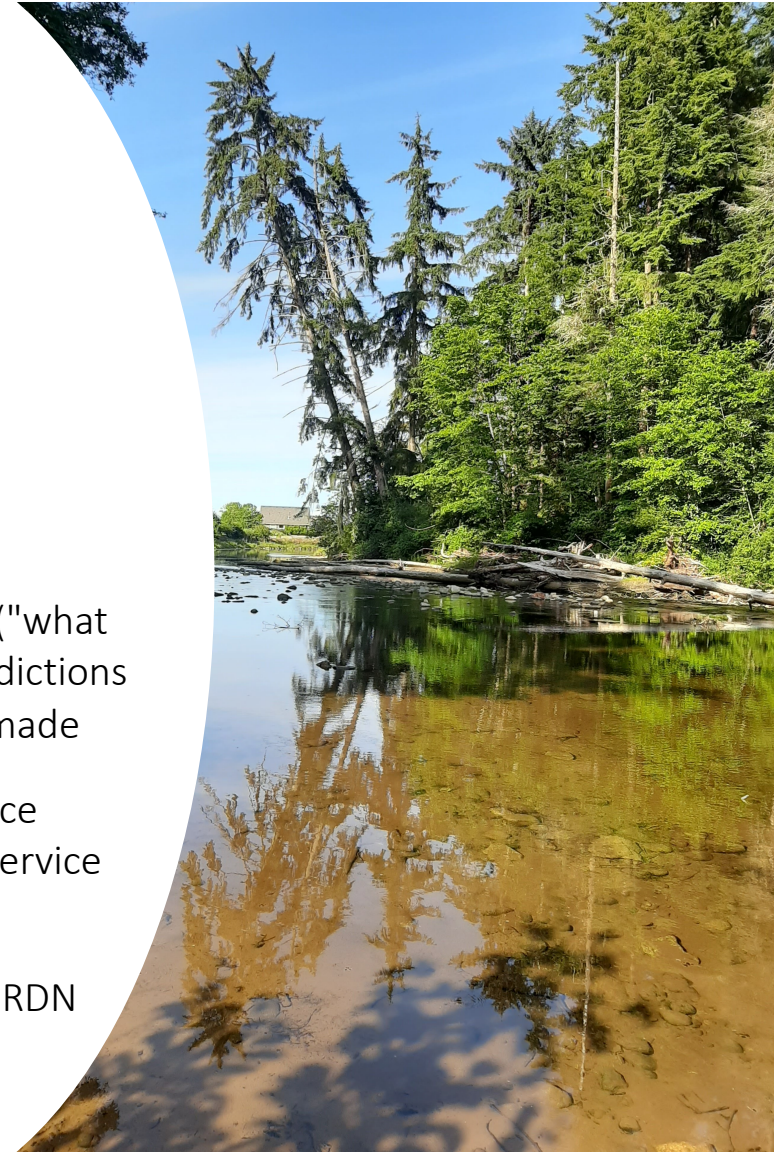
THE STUDY

➤ Document and assess "what is"

✓ Interim Report completed in March

ELECTORAL AREA G
COMMUNITY ISSUES ASSESSMENT

DRAFT INTERIM REPORT

This *Report* has been prepared by Neilson Strategies Inc. for the Regional District of Nanaimo. The document is presented for discussion with, and for the sole use of, the Regional District. No representations of any kind are made by the consultants to any party with whom the consultants do not have a contract.

Neilson Strategies Inc.
Innovation Centre
106-460 Doyle Avenue, Kelowna, BC, V1Y 0C2
neilsonstrategies.ca

March 2025

THE STUDY

➤ Document and assess "what is"

✓ Interim Report completed in March

✓ Overview document published and mailed

LOCAL GOVERNMENT

➤ Regional District of Nanaimo

✓ Federation of four municipalities and seven electoral areas

✓ Exists to provide services

✓ Governed by Board of Directors

![Regional District of Nanaimo logo]

ELECTORAL AREA DIRECTORS

A B C E F G H

MUNICIPAL DIRECTORS

City of Nanaimo

City of Parksville

Town of Qualicum Beach

District of Lantzville

SERVICES PROVIDED

➤ Regional District of Nanaimo

✓ local government for Area G; responsible for **LOCAL SERVICES**

✓ 19 services provided just to Area G (includes 4 debt services)
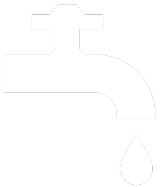
SERVICES PROVIDED

➤ Local services in French Creek

French Creek water service

French Creek sewer (including Hawthorne Rise, Reid Road and Barclay Crescent service areas)

French Creek streetlighting

French Creek fire services (provided by City of Parksville and Town of Qualicum Beach)

SERVICES PROVIDED

➤ Regional District of Nanaimo

✓ six **REGION-WIDE SERVICES** for all jurisdictions, including Area G
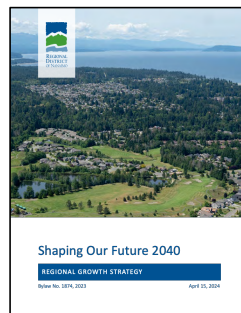
SERVICES PROVIDED

➤ Regional District of Nanaimo

    ✓ 27 **SUB-REGIONAL SERVICES** to Area G and at least one other jurisdiction
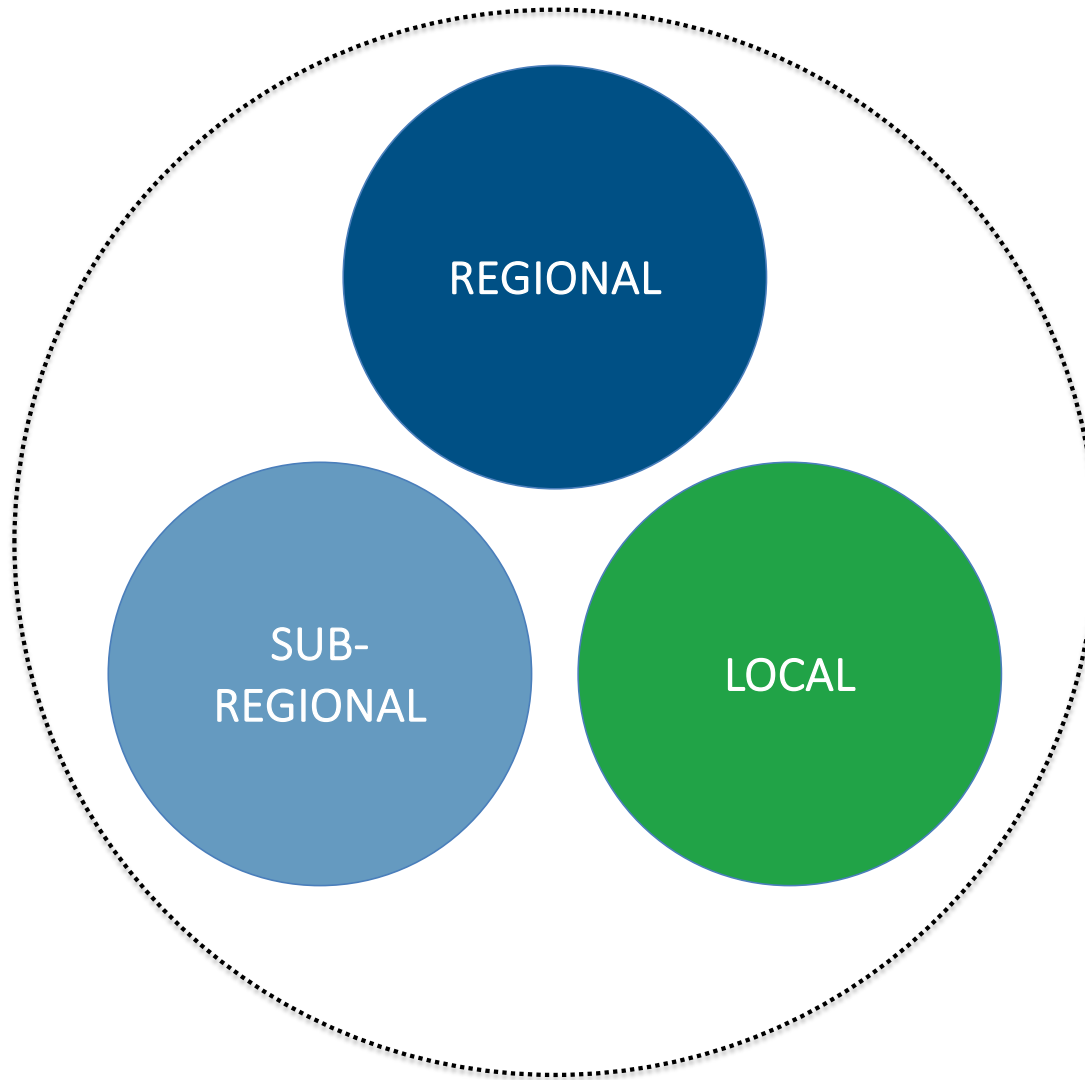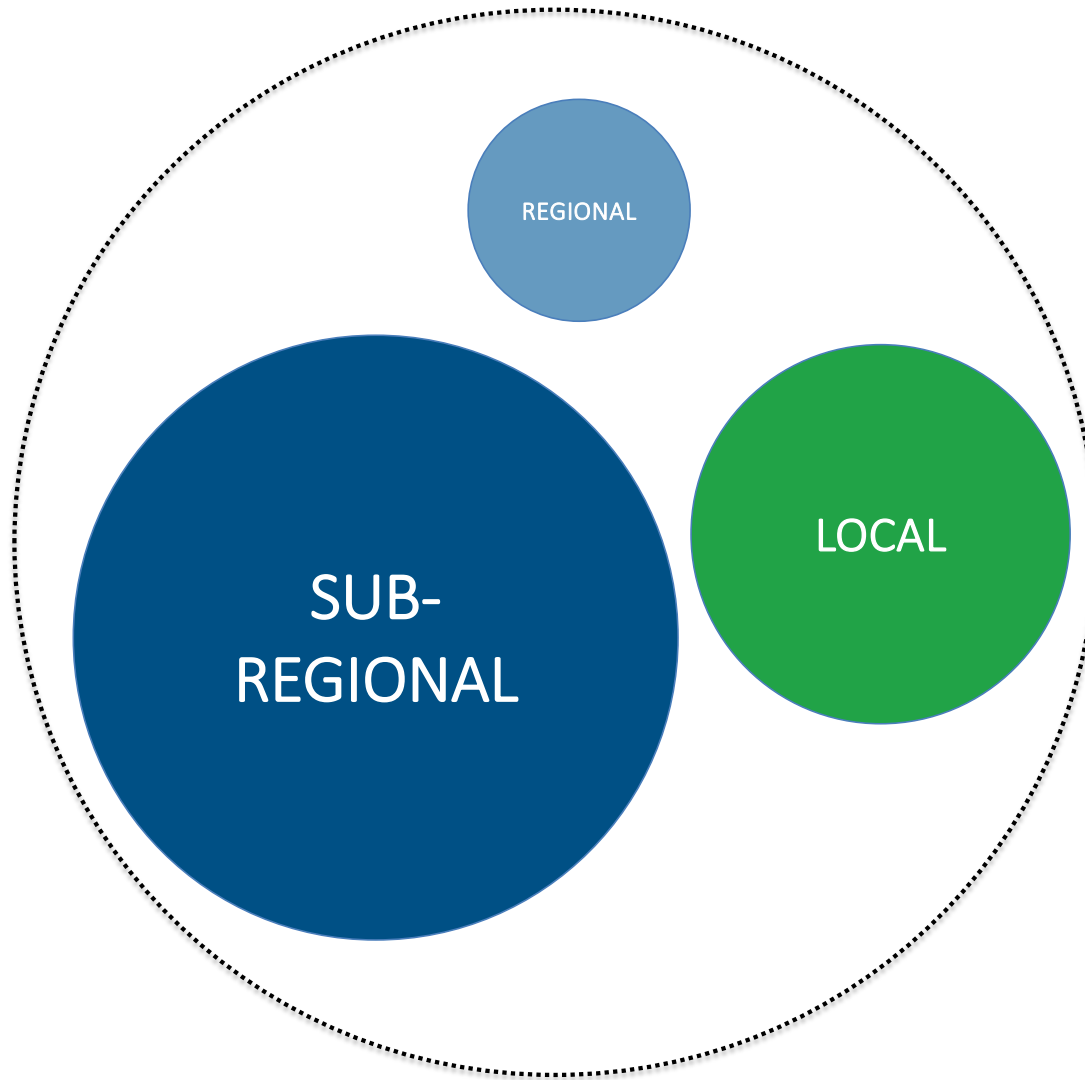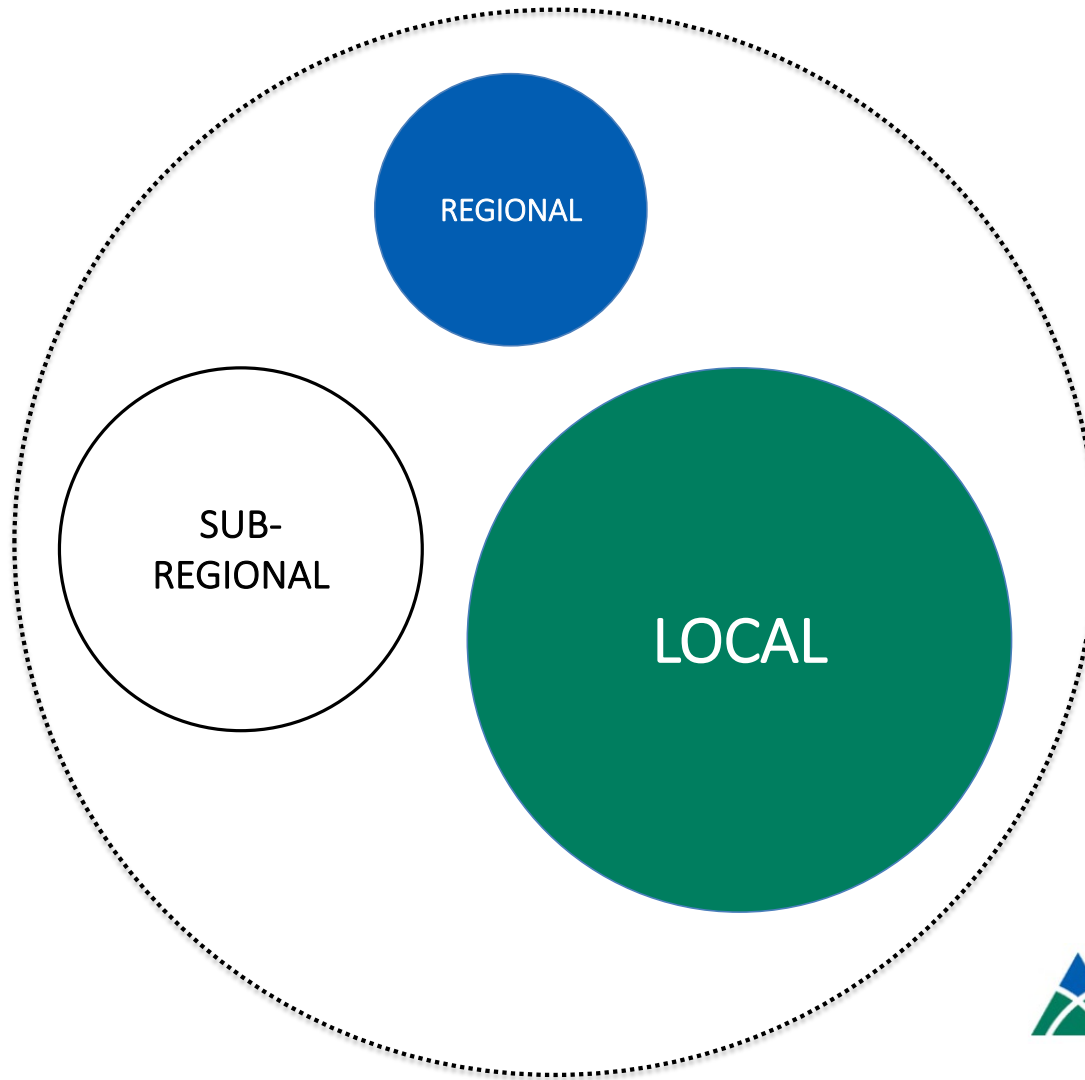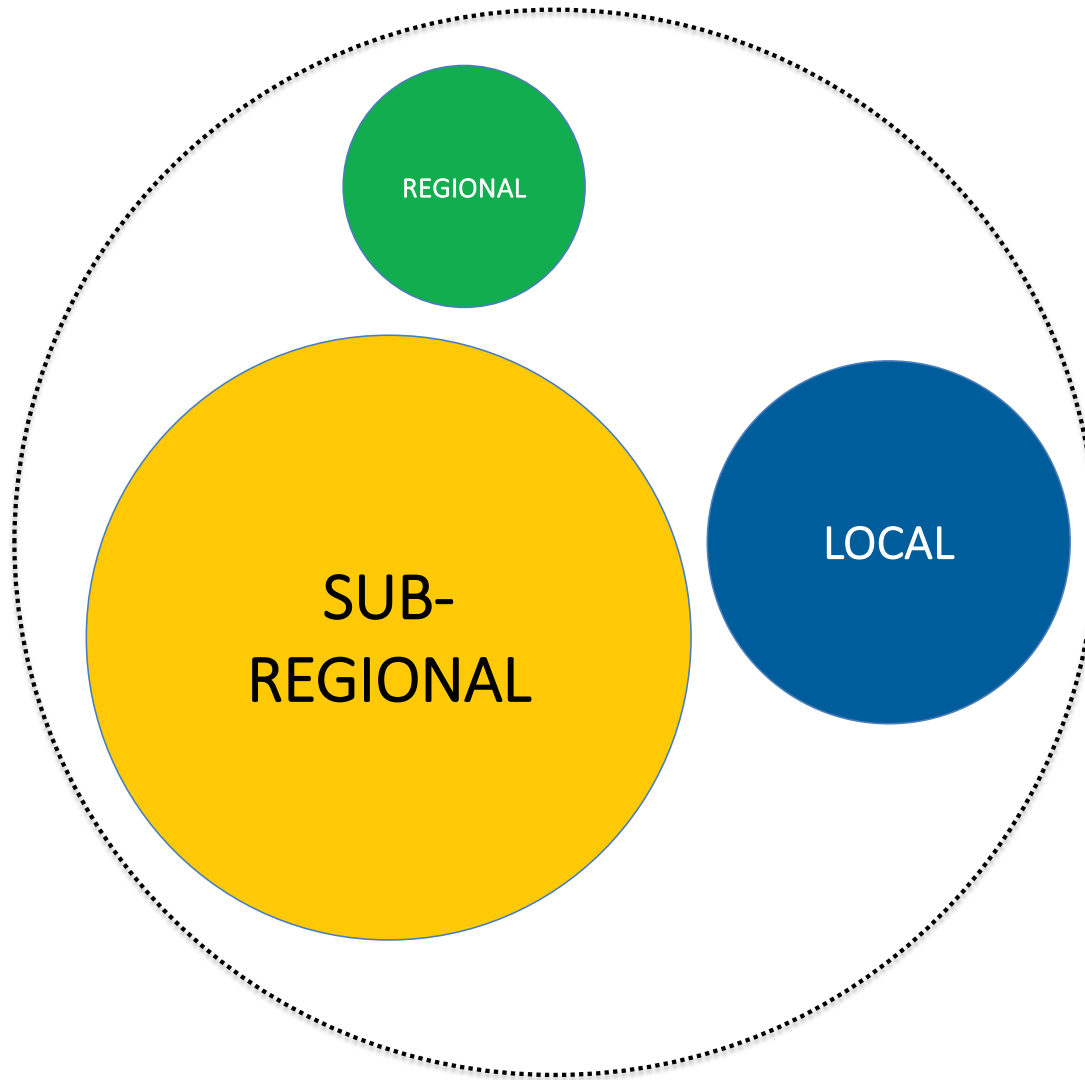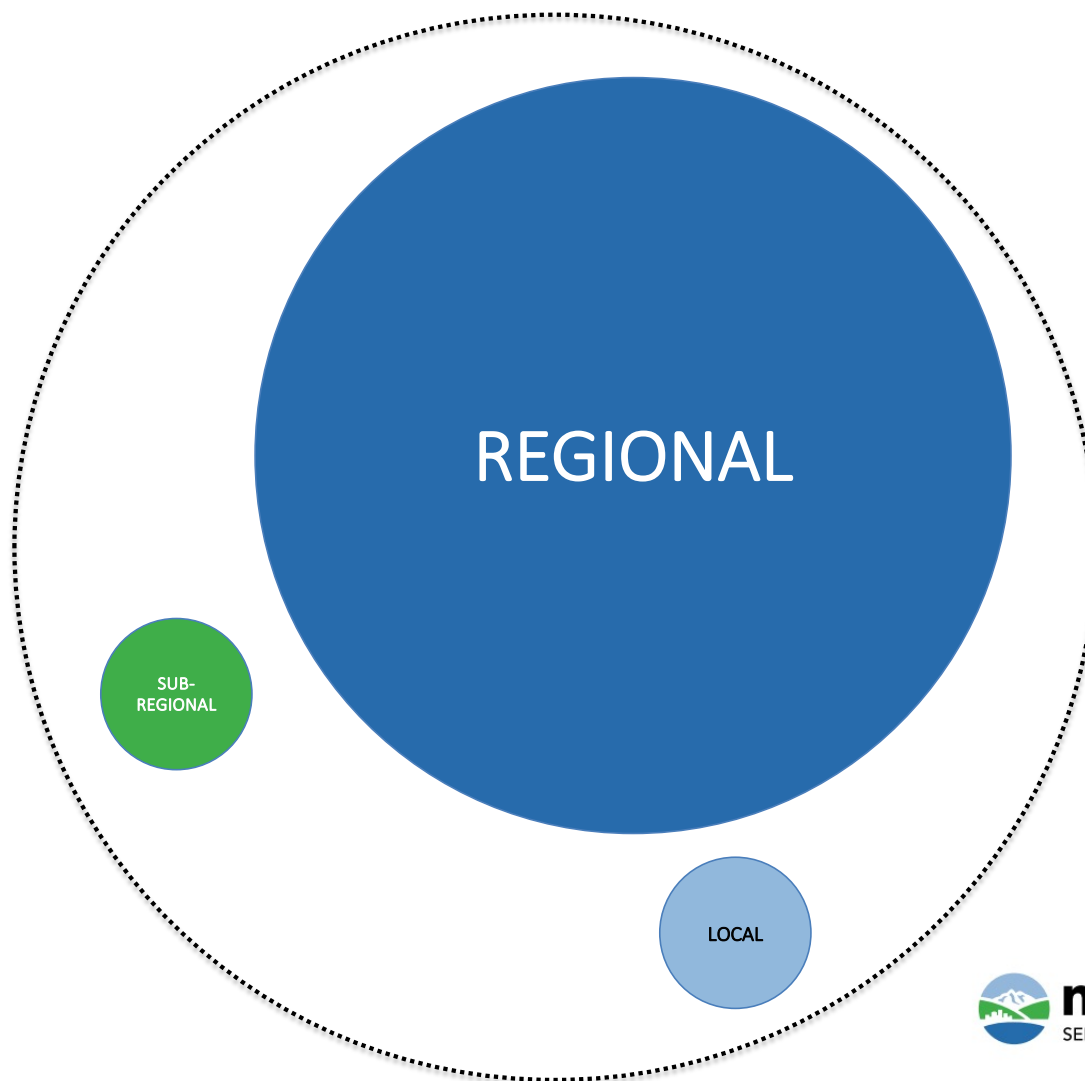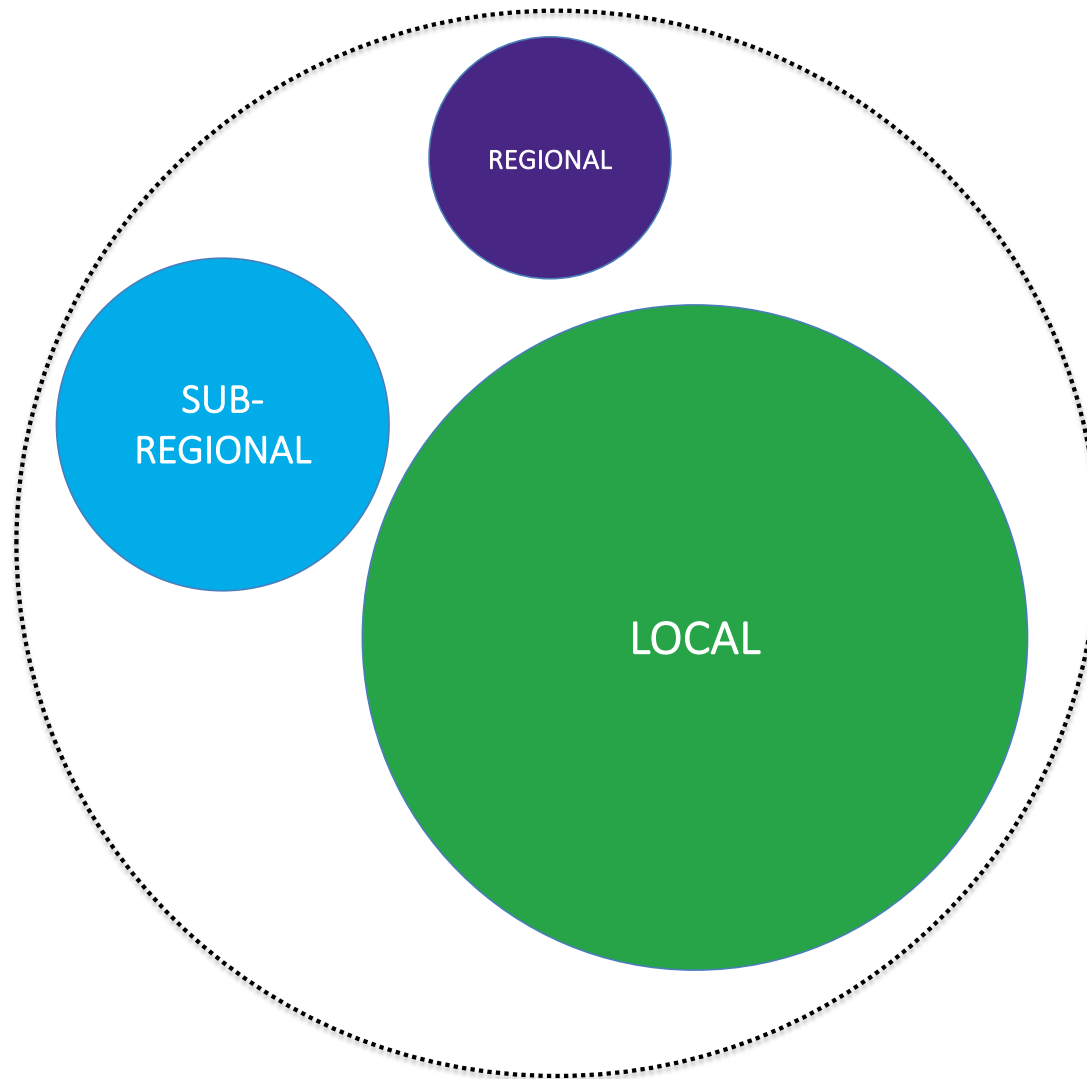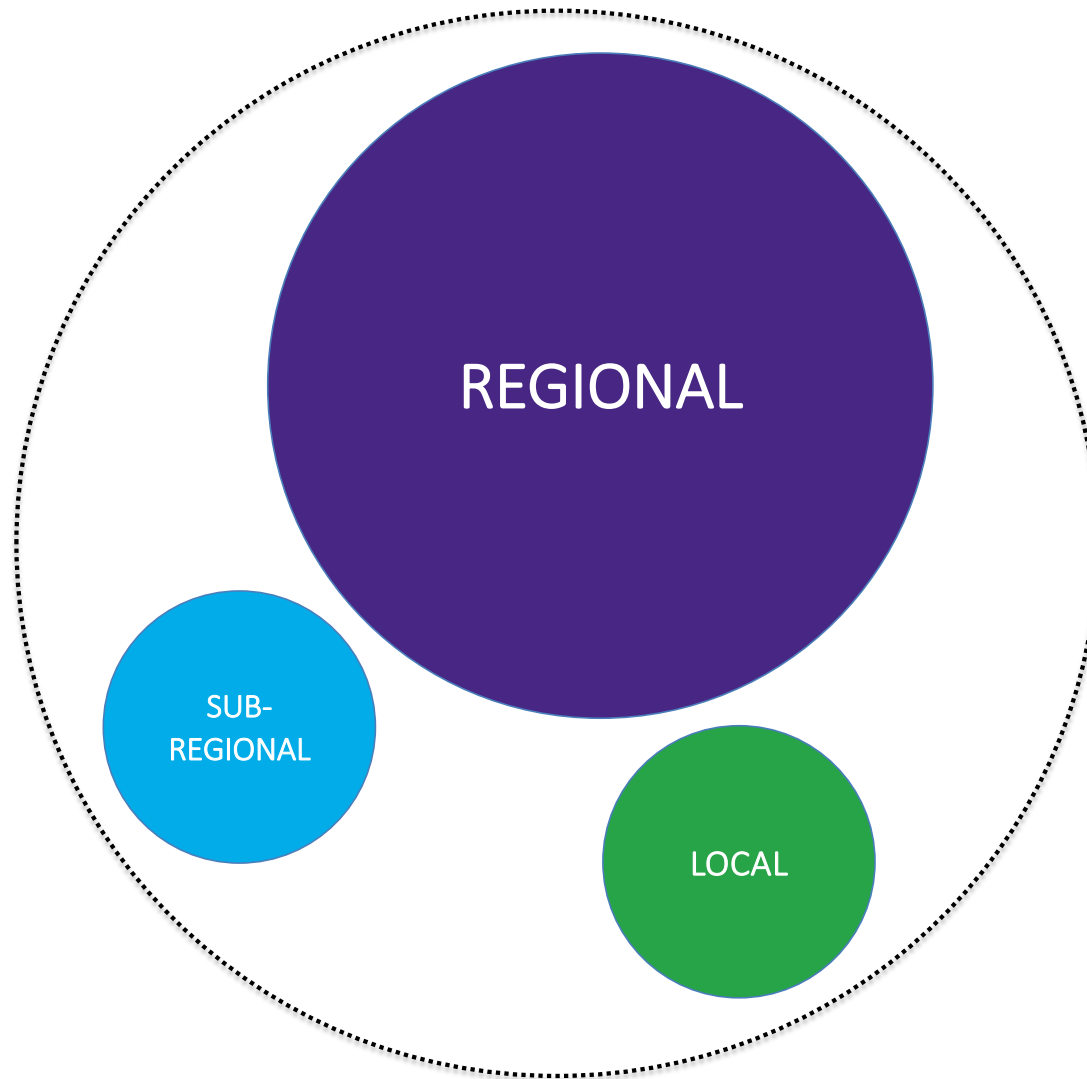
SERVICES PROVIDED

➤ Service Delivery – not just RDN

✓ City of Parksville and Town of Qualicum Beach

✓ Errington Fire Department (Society)

✓ Vancouver Island Regional Library

✓ Private companies – e.g. Waste Management (garbage collection)

➤ Implications associated with service agreements and "who delivers"

SERVICES PROVIDED

➤ Province of British Columbia

✓ Ministry of Transportation & Transit (roads & subdivision approval)

✓ Ministry of Solicitor General (policing)

✓ Surveyor of Taxes (tax collection)

SERVICES PROVIDED

➤ Province of British Columbia

✓ Ministry of Health (health care, health authorities)

✓ Ministry of Education (schools)
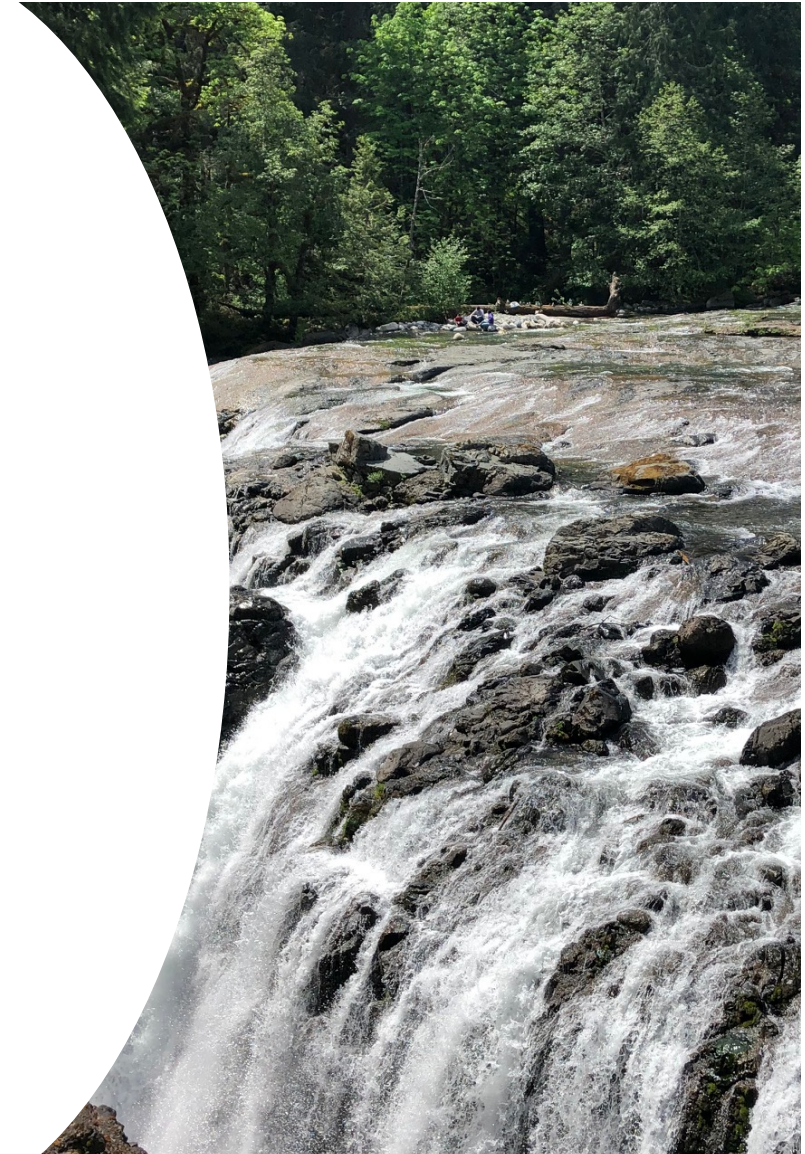
SERVICES PROVIDED

➤ Other agencies

✓ EPCOR – private water company supplying water to more than 5,000

✓ Little Qualicum Waterworks (ID)

✓ Strata corporations

✓ Utility companies (Fortis, Telus, BC Hydro)

GOVERNANCE

➤ In plain terms, governance is about control

✓ how is control shared

✓ how is control exercised
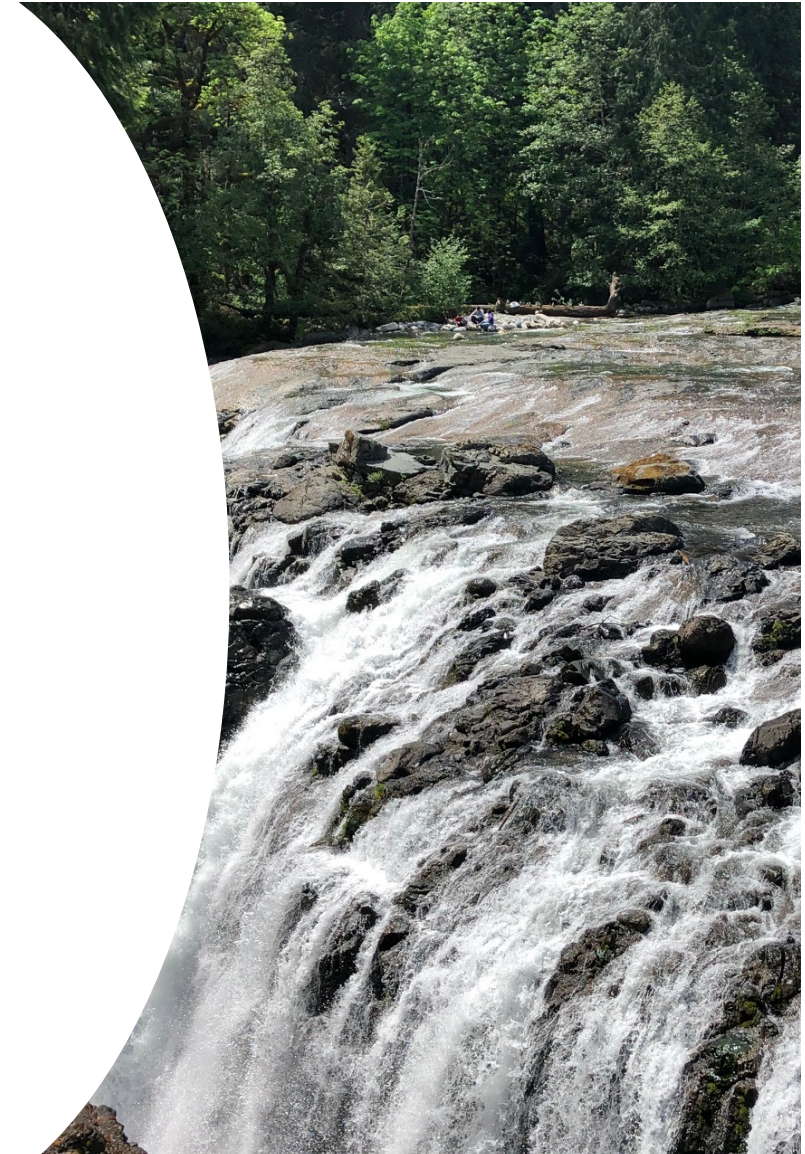
GOVERNANCE

➤ Start with Who's Involved

GOVERNANCE

➤ Two types of Regional District directors

- ✓ Electoral Area Directors
- ✓ Municipal Directors
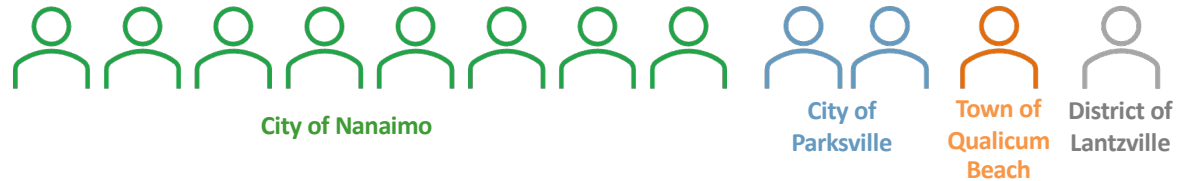
GOVERNANCE

➤ To determine the number for each <u>municipal</u> jurisdiction, need to consider

- ✓ jurisdiction's population

- ✓ the Regional District's voting unit (2,500 people)

Jurisdiction	Voting Strength 2021 Census; Voting Unit 2,500		
	Pop	Directors	Strength
Electoral Area A	7,804	1	4
Electoral Area B	4,500	1	2
Electoral Area C	3,730	1	2
Electoral Area E	7,010	1	3
Electoral Area F	8,216	1	4
Electoral Area G	8,109	1	4
Electoral Area H	4,373	1	2
City of Nanaimo	99,863	8	40
City of Parksville	13,642	2	6
Town of Qualicum	9,303	1	4
District of Lantzville	3,817	1	2
Total	170,367	19	73

Town of Qualicum Beach (for Drew Road, most of Johnstone Road and lands west),

Dashwood Volunteer Fire Department (independent society contracted by RDN)

Errington Volunteer Fire Department (independent society contracted by RDN)

City of Parksville services San Pareil and areas close to the City border

Use of sportsfields by agreement with Town of Qualicum Beach and City of Parksville

Coastal Animal Control Services of BC

City of Parksville maintains and operates the Arrowsmith Dam and spillway

Town of Qualicum Beach supplies water to the French Creek (Sandpiper) neighbourhood

GOVERNANCE

Electoral Area Directors

Municipal Directors

to the regional board each year

➤ Decisions made (control exercised) through voting

✓ Corporate Unweighted Votes

✓ Corporate Weighted Votes

✓ Stakeholder (Weighted) Votes

➤ If service provided to only one jurisdiction or part of jurisdiction, whole board votes (corporate unweighted)

ELECTORAL AREA DIRECTORS

A B C E F G H

MUNICIPAL DIRECTORS

City of Nanaimo   City of Parksville   Town of Qualicum Beach   District of Lantzville

Weighted Vote

- Qualicum Beach 5.5%
- Lantzville 2.7%
- A 5.5%
- B 2.7%
- C 2.7%
- E 4.1%
- F 5.5%
- Area G 5.5%
- H 2.7%
- Nanaimo 54.8%
- Parksville 8.2%
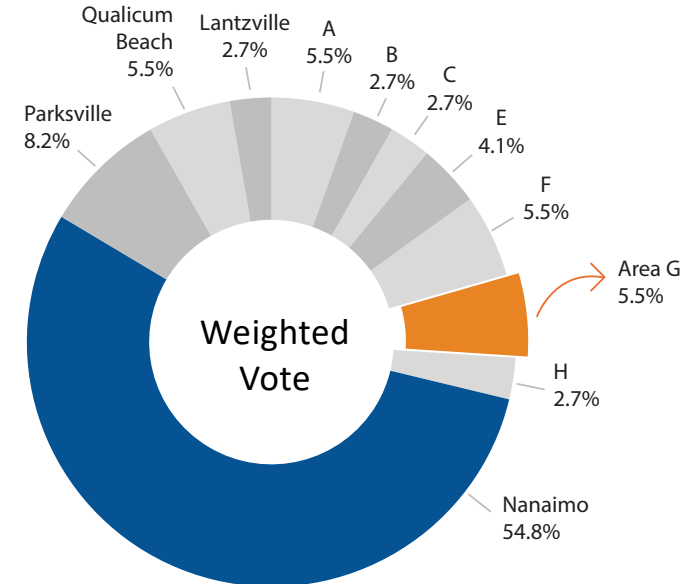
GOVERNANCE

➤ All regional districts follow the same voting structure and rules (voting units differ by region)

➤ The concentration of power in a single jurisdiction is not as common

Jurisdiction	Voting Strength 2021 Census; Voting Unit 2,500		
	Pop	Directors	Strength
Electoral Area A	7,804	1	4
Electoral Area B	4,500	1	2
Electoral Area C	3,730	1	2
Electoral Area E	7,010	1	3
Electoral Area F	8,216	1	4
Electoral Area G	8,109	1	4
Electoral Area H	4,373	1	2
City of Nanaimo	99,863	8	40
City of Parksville	13,642	2	6
Town of Qualicum	9,303	1	4
District of Lantzville	3,817	1	2
Total	170,367	19	73

GOVERNANCE

➤ How does it differ in a municipality?

✓ Five, seven or nine Council members make the
   majority of local service decisions

✓ Others not involved in local decisions

✓ No weighted votes; some issues require 2/3
   majority

✓ Municipal directors are still part of the
   regional board; participate in decisions on
   sub-regional and regional services

PROPERTY TAXES

➤ Regional Districts account for each service separately

➤ Aggregated "Area G" rate on tax bill is comprised of individual service rates

NEXT STEPS

➤ Overview Booklet

✓ available online

✓ hard copies at Open Houses

✓ direct mail to households

➤ Survey

✓ available online

✓ hard copies at Open Houses

✓ direct mail to households

NEXT STEPS

➤ Feedback Summary and final report will be brought to RDN in July

QUESTIONS?

ROUNDTABLE DISCUSSIONS

➤ 35 - 45 minutes

➤ Resources on tables

✓ Poster paper and markers

✓ Discussion guides

ROUNDTABLE DISCUSSIONS

➤ Share the floor

➤ There are no bad ideas

➤ Ask questions
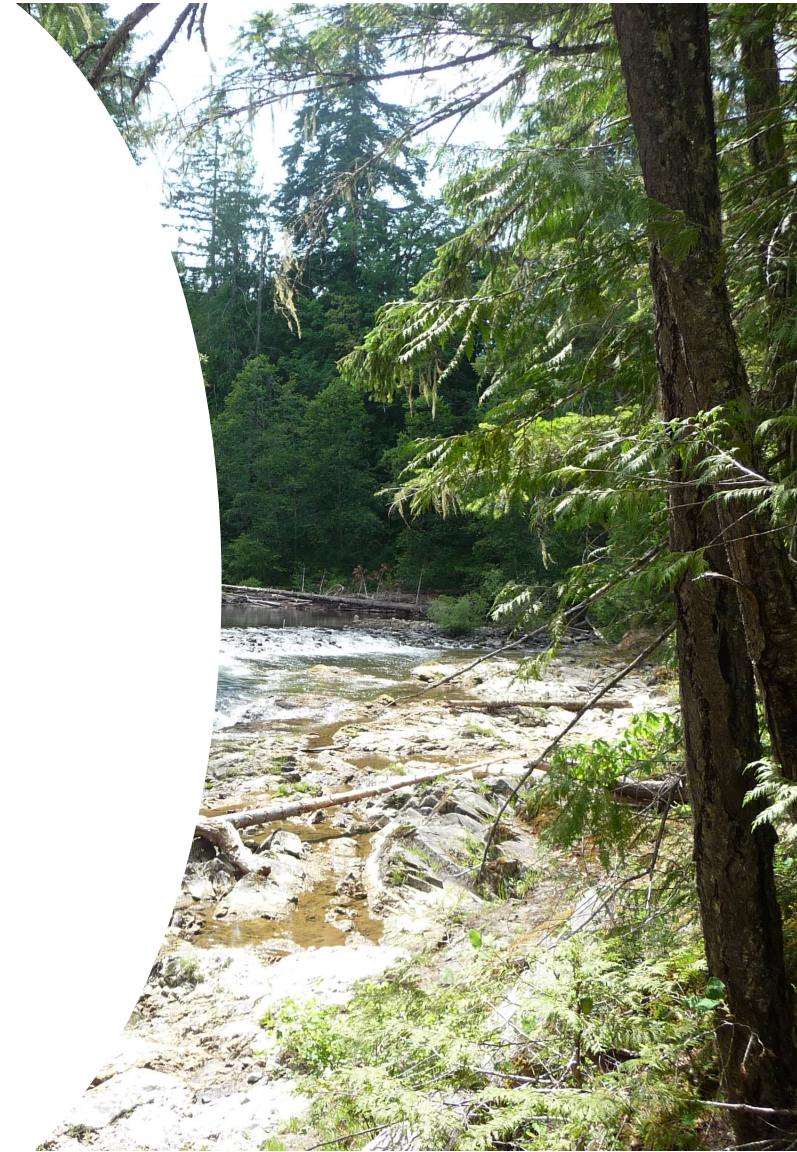
INSTRUCTIONS

➤ Spend the next 35-45 minutes sharing on the questions in the discussion guide.

➤ Record key ideas on the poster paper.

➤ A project member will sit with each table. They will read each question aloud, keep track of time, and listen.

➤ Key ideas will be summarized for the RDN Board.

THANK YOU

ELECTORAL AREA G
COMMUNITY ISSUES ASSESSMENT

MAY 14, 2025

APPENDIX VI

COMMUNITY MEETING POSTER BOARDS

**AREA G
COMMUNITY ISSUES
ASSESSMENT**

FINAL REPORT

NEILSON
STRATEGIES

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JULY 2025
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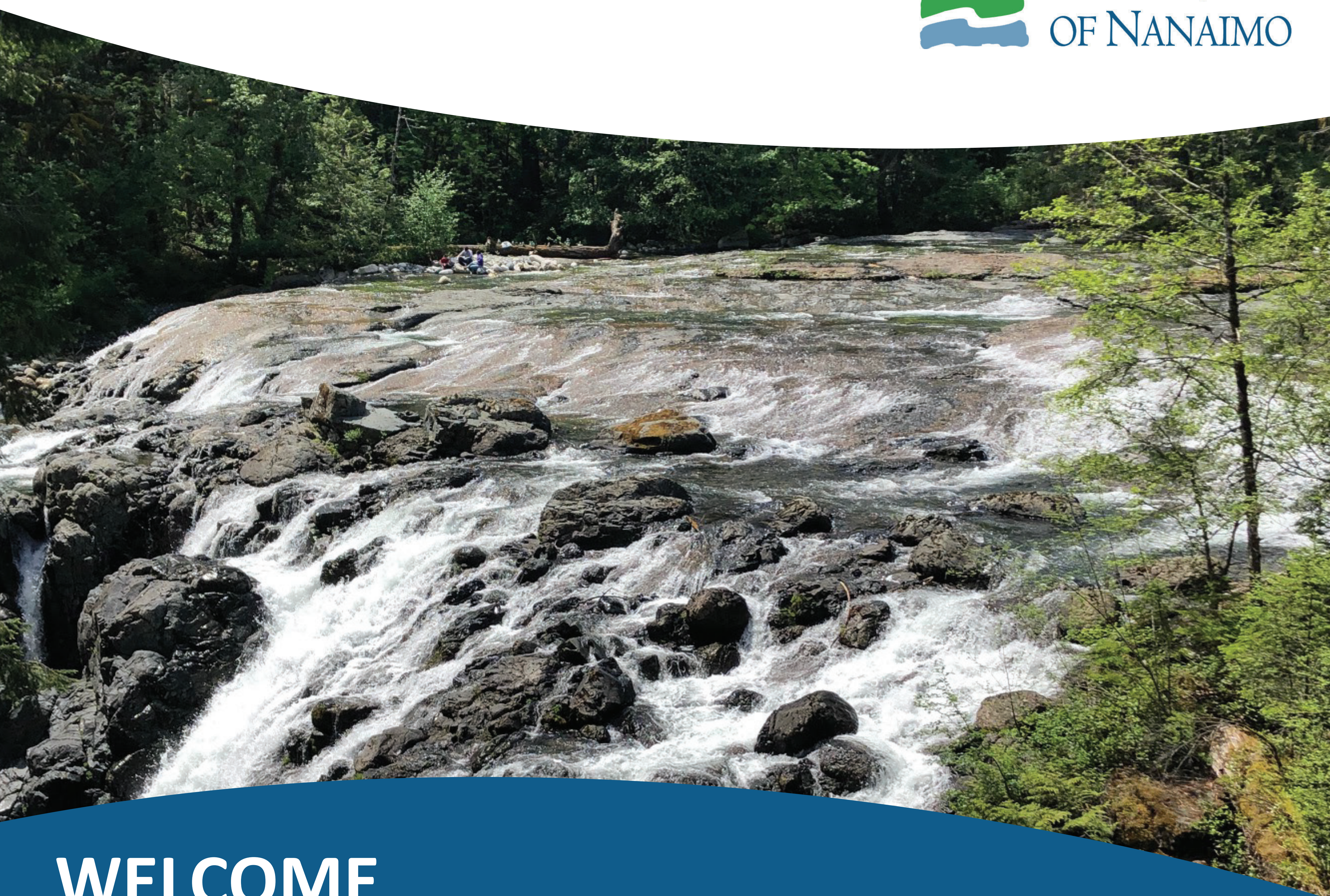
WELCOME

Welcome to the Area G 'Community Issues' Open House

You are invited to:

- **REVIEW** the display boards to learn about the study

- **DISCOVER** what local services are provided to Area G, what they cost and how decisions are made

- **ASK** the study consultants questions

- **LISTEN** to the presentation

- **SHARE** your thoughts and concerns through our roundtable discussions and by filling out the survey!

All study materials, including copies of the display boards and the survey
are also available online at getinvolved.rdn.ca/eag-cia

getinvolved.rdn.ca/eag-cia

REGIONAL
DISTRICT
OF NANAIMO

WHAT DO REGIONAL DISTRICTS DO?

Regional districts are the local government for electoral areas. Regional districts provide services based on the needs and instructions of their members, including:

- local government services (e.g. fire suppression) to electoral areas (such as Area G)

- sub-regional services (e.g. recreation) to different combinations of municipalities and electoral areas that choose to receive the services

- region-wide services (e.g. regional parks) to all electoral areas and municipalities

WHAT AREAS ARE PART OF THE REGIONAL DISTRICT OF NANAIMO?

The Regional District of Nanaimo (RDN) includes:

7 **Electoral areas**
- A, B, C, E, F, G and H

4 **Municipalities**
- City of Nanaimo
- City of Parksville
- Town of Qualicum Beach
- District of Lantzville
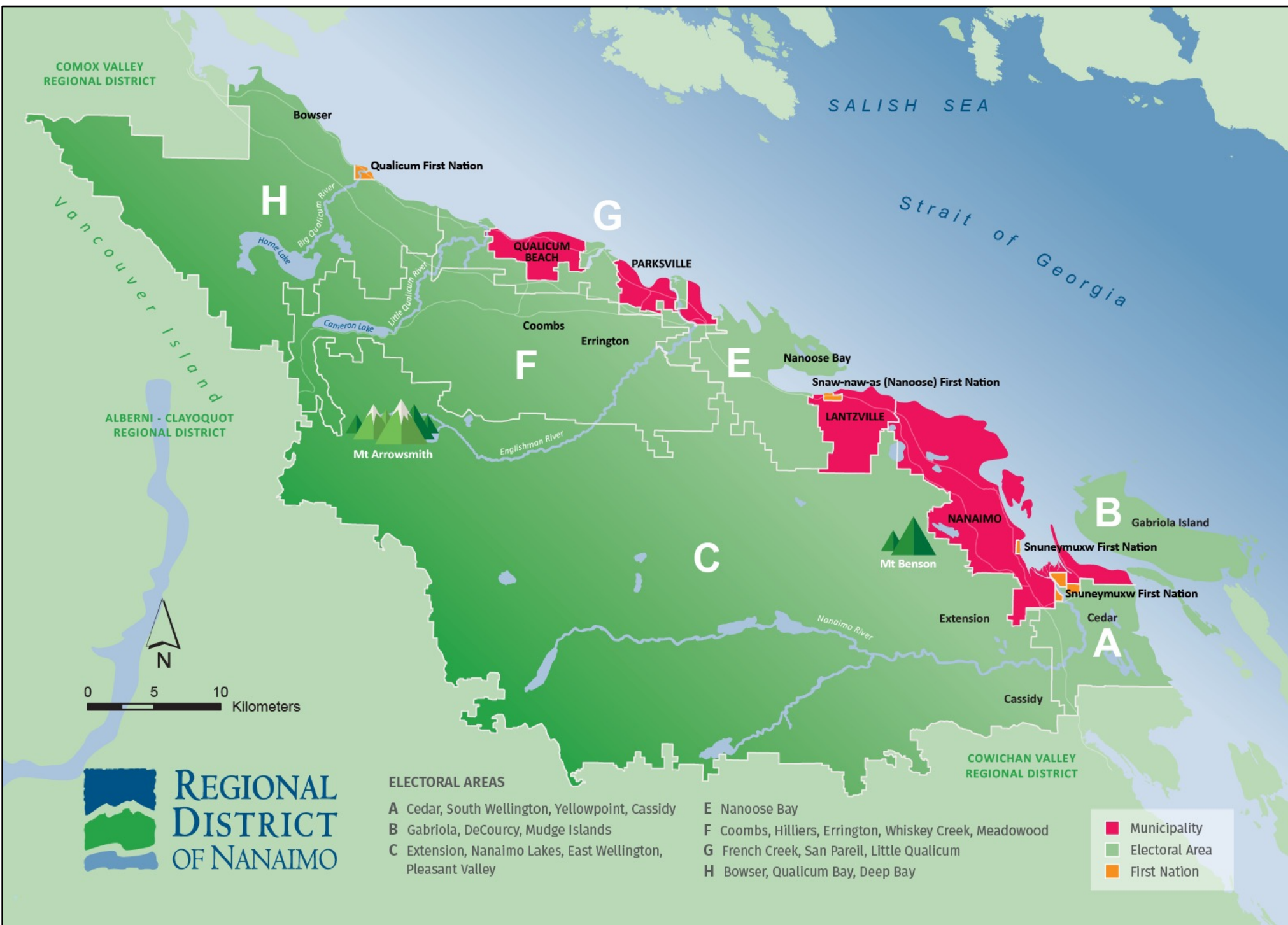
HOW IS THE RDN GOVERNED?

The RDN Board of Directors is made up of:

19 DIRECTORS

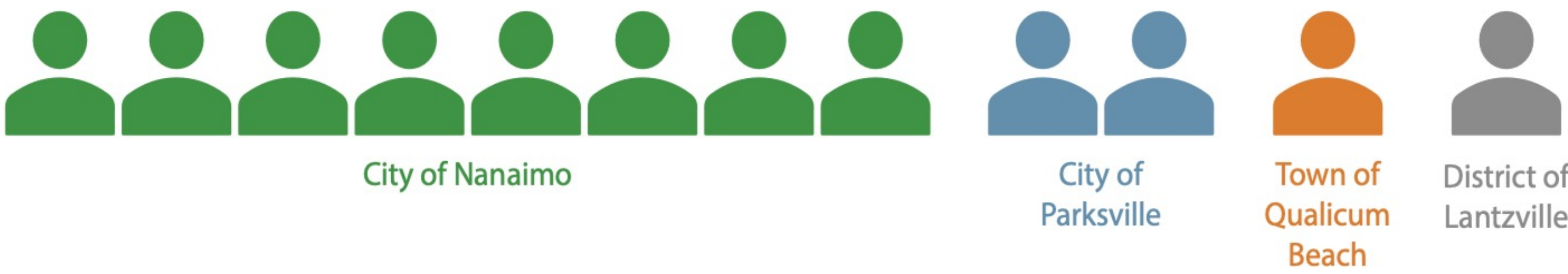**7** **Electoral area directors** – elected by voters in each electoral area

12 **Municipal directors** – appointed by local Councils to the Board, including 8 from Nanaimo, 2 from Parksville and one each from Qualicum Beach and Lantzville
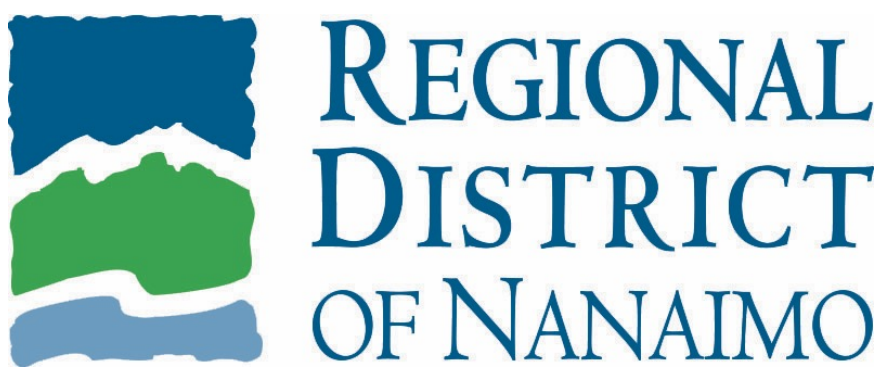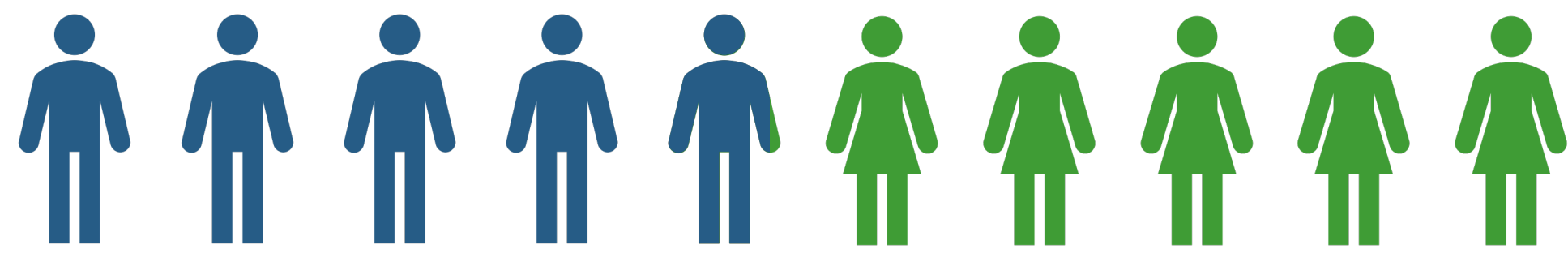
ELECTORAL AREA DIRECTORS

A B C E F G H

MUNICIPAL DIRECTORS

City of Nanaimo   City of Parksville   Town of Qualicum Beach   District of Lantzville

AREA G COMMUNITY ISSUES ASSESSMENT

REGIONAL DISTRICT OF NANAIMO

ABOUT AREA G

8,109 PEOPLE

49.8%   50.2%

Land area 49.31 km²

Nanaimo

Area G Population Pyramid
(2021 Census)

Age groups: 0-4, 5-9, 10-14, 15-19, 20-24, 25-29, 30-34, 35-39, 40-44, 45-49, 50-54, 55-59, 60-64, 65-69, 70-74, 75-79, 80-84, 85-89, 90-94, 95-99, 100+

-15.00% -10.00% -5.00% 0.00% 5.00% 10.00% 15.00%

Year	Population	% Growth
2006	7,023	14.9%
2011	7,158	1.9%
2016	7,526	5.1%
2021	8,109	7.7%

20.0% / 15.0% / 10.0% / 5.0% / 0.0%   8,200 / 8,000 / 7,800 / 7,600 / 7,400 / 7,200 / 7,000 / 6,800 / 6,600 / 6,400

■ Population — % Growth

3,779 DWELLINGS

85% single-detached
6% semi-detached
3% row house
2% apartment & other
4% movable

Vacant or occupied by temporary residents **5%**

95% Occupied by "usual" residents

ASSESSMENT

98.3% Residential
1.0% Business
0.3% Utilities
0.1% Light Industry
0.1% Managed Forest
0.2% Recreation/Non-profit

$996,940

2.7%

2024 Area G average residential assessed value

getinvolved.rdn.ca/eag-cia

AREA G
COMMUNITY ISSUES ASSESSMENT

52 SERVICES

WHAT SERVICES DOES RDN PROVIDE TO AREA G?

With the exception of a few services that regional districts are required to provide, the range of regional district services is determined by the RDN Board, in response to the wishes of member electoral areas and municipalities. The menu of services varies by regional district and can be different within each electoral area or even each community. Not all services are delivered to the entire electoral area.

ADMINISTRATION

Running of the local government, including finance, IT, human resources, Board meetings

- General administration
- Electoral area administration
- Area G feasibility studies
- Area G grants
- House numbering

PLANNING, DEVELOPMENT & TRANSPORTATION

Community and regional plans, process building and development permits, enforce bylaws, provide transit

- Community planning
- Regional growth
- Building inspection
- Unsightly properties
- Hazardous properties
- Noise
- Animal control
- Transit

SOLID & LIQUID WASTE

Sewage treatment, solid waste planning, garbage collection and landfill services

- Sewage treatment plant
- Local sewer areas
- Liquid waste management plan
- Solid waste plan and landfill operations
- Garbage collection and recycling

FIRE & EMERGENCY SERVICES

Fire protection, search and rescue, 911, emergency preparedness, crime prevention

- Fire protection
- Search and rescue (marine and land)
- 911 emergency
- Emergency preparedness
- Crime prevention and community justice

PARKS, RECREATION & COMMUNITY

Parks and recreation, as well as community services such as library service, EV charging stations

- Regional parks and trails
- Area G Community parks
- Recreation
- Oceanside Place
- Ravensong Aquatic Centre
- EV charging stations
- Library

WATER & STREETLIGHTING & UTILITIES

Drinking water and water protection services to residents as well as streetlighting and stormwater in specific areas

- 4 water systems
  - Surfside
  - River's Edge
  - San Pareil
  - French Creek
- Watershed protection
- Bulk water agreement
- Local stormwater area
- Streetlighting

Regional District OF NANAIMO

WHAT AREA G SERVICES ARE <u>NOT</u> PROVIDED BY RDN?

The RDN is the primary local service provider for Area G but not the only provider. Services often considered "local government" services are provided to Area G by a combination of agencies, including:

PROVINCE OF BC

ROADS – local and highway construction and maintenance. The province has a 10- year maintenance contract with Mainroad Mid-Island Contracting (extends to 2028)

POLICING – including traffic violations

SUBDIVISION approval

TAX collection

HEALTH (including septic fields/tanks)

SCHOOLS
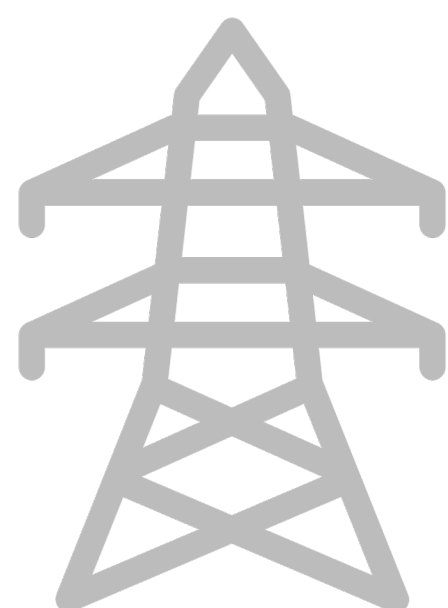
FEDERAL GOVERNMENT

• Owns French Creek Harbour

The RDN does not have the authority to tow vehicles from roadways, patch potholes or clear snow from local Area G roads.

Regional Districts (including RDN) do <u>not</u> own local roads, so cannot enforce traffic or roadway use, or conduct road maintenance.

UTILITY COMPANIES

Telus
BC Hydro
FortisBC

Did you know?

EPCOR is a private company that treats and delivers water to 5,300 residents in French Creek

OTHER WATER PROVIDERS

• **EPCOR** supplies treated water to the majority of French Creek (approximately 5,300 people)

• **Little Qualicum Waterworks** is an Improvement District that supplies water to almost 300 properties

• Small water utilities such as strata corporations hold water licenses

REGIONAL
DISTRICT
OF NANAIMO

DASHWOOD AND LITTLE QUALICUM

Dashwood and Little Qualicum are communities west of the Town of Qualicum Beach. The area includes the waterfront community of Surfside, Dashwood and lands west of the Little Qualicum River, as well as the rural areas south of the Town of Qualicum Beach, located between Little Qualicum River and Highway 4. This area includes Hilliers Road North, Parker Road West and Kaplar Road.

1,228
Population
(2021 Census)

604
Dwelling Units
(2021 Census)
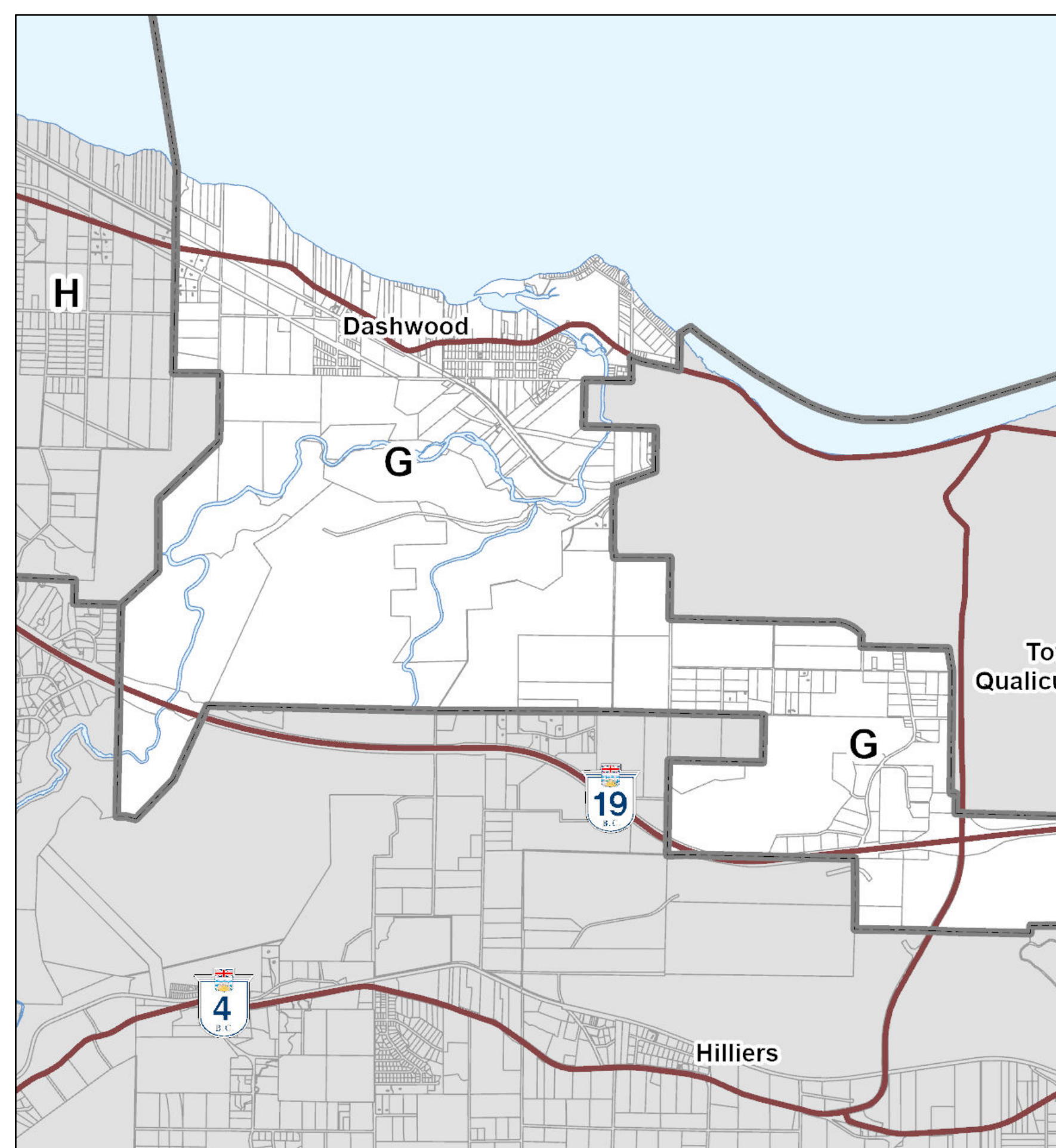
WHAT LOCAL SERVICES DOES RDN PROVIDE HERE?

Local services refer to those that are provided only to a portion of Area G. Local services are in addition to the sub-regional and regional services that all of Area G receives, such as planning, building inspection, emergency services, library and recreation services. Only those who receive the local services pay into them.

Surfside Water Service – the Surfside Water system has 39 water service connections. The water source comes from two groundwater wells.

Some recent RDN projects in the area include a new EV Charging station at Little Qualicum Hall, and the Dashwood Fire Hall will be completed in 2025.

Surfside Sewer – the Surfside Sanitary Sewer Service was established in 1998. 1 commercial and 25 residential properties in Surfside are connected to the RDN's sewage collection and treatment system.

Dashwood Fire Service and Fire Hall – the Dashwood Volunteer Fire Department is contracted by the RDN to service about 1,700 properties in Area F, G and H. There is a separate service to fund the debt to replace the original Dashwood VFD Fire Hall. Construction of the new hall will be complete in 2025.

Area G Community Parks – Area G parks is a service provided throughout Area G, it funds parks acquisition and development, as well as the maintenance of existing parks, such as Dashwood, Centre Crescent, Huckleberry Lane, 2 beach accesses and the Little Qualicum Hall.
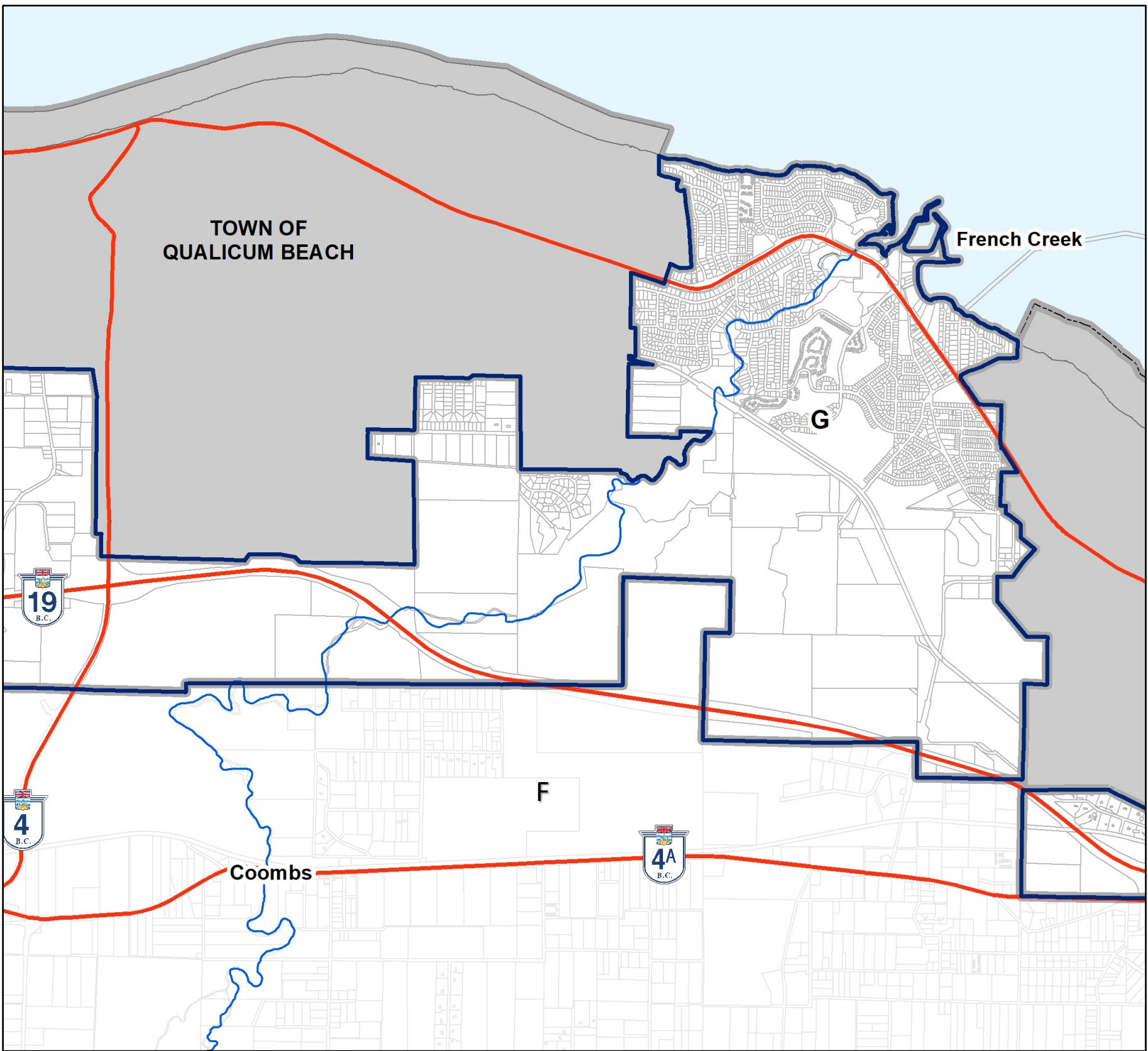
FRENCH CREEK

French Creek is the community located to the east of the Town of Qualicum Beach, and to the west of the City of Parksville, and north of Highway 19. Some rural areas south of Qualicum Beach, east of Highway 4 are also included, as illustrated on the map.

5,121
Population
(2021 Census)

2,466
Dwelling Units
(2021 Census)

## WHAT LOCAL SERVICES DOES RDN PROVIDE HERE?

Local services refer to those that are provided only to a portion of Area G. Local services are in addition to the sub-regional and regional services that all of Area G receives, such as planning, building inspection, emergency services, library and recreation services. Only those who receive the local services pay into them.

French Creek Water Service – the RDN provides water to a 238 connections in the Sandpiper area of French Creek shown on the map above.

Bulk Water – the French Creek area contributes to the maintenance of the Arrowsmith Dam through an annual $5 parcel tax.
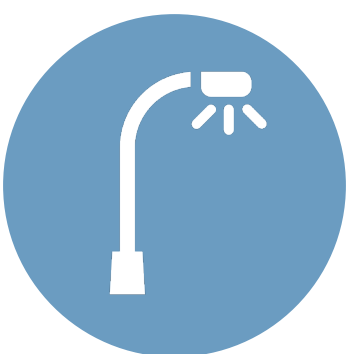
Streetlighting – French Creek pays for streetlights in the community, including at the highway intersection.

French Creek Sewer – The French Creek sewer system provides connections for more than 2,000 residential and commercial properties, collecting waste and treating it at the French Creek Pollution Control Centre.

Some recent RDN projects in the area include Boultbee Park's new playground, and upgrades to the French Creek Pollution Control Centre treatment plant.

Hawthorne Rise, Reid Road, Barclay Crescent – Each of these service areas was established to construct and finance connection to the sewer system

French Creek Fire Service – French Creek receives fire protection service through contracts with both the City of Parksville and Town of Qualicum Beach.
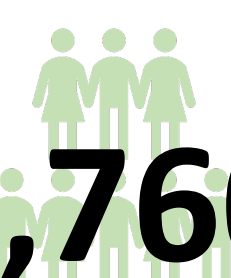
Area G Community Parks – Area G parks service is provided throughout Area G, funding parks acquisition and development, as well as maintenance of existing parks, including trails, 14 parks, and 2 beach accesses in the French Creek area.

REGIONAL DISTRICT OF NANAIMO

SAN PAREIL AND ENGLISHMAN RIVER

San Pareil and Englishman River are communities located in the east portion of Area G, close to the City of Parksville. This area includes the community of River's Edge and neighbourhoods along Allsbrook Road and Evergreen Way, Coldwater Road, Butler Avenue, Wildgreen Way, Fourneau Way, and Martindale, Wain and Blower Roads.

1,760
Population
(2021 Census)

709
Dwelling Units
(2021 Census)
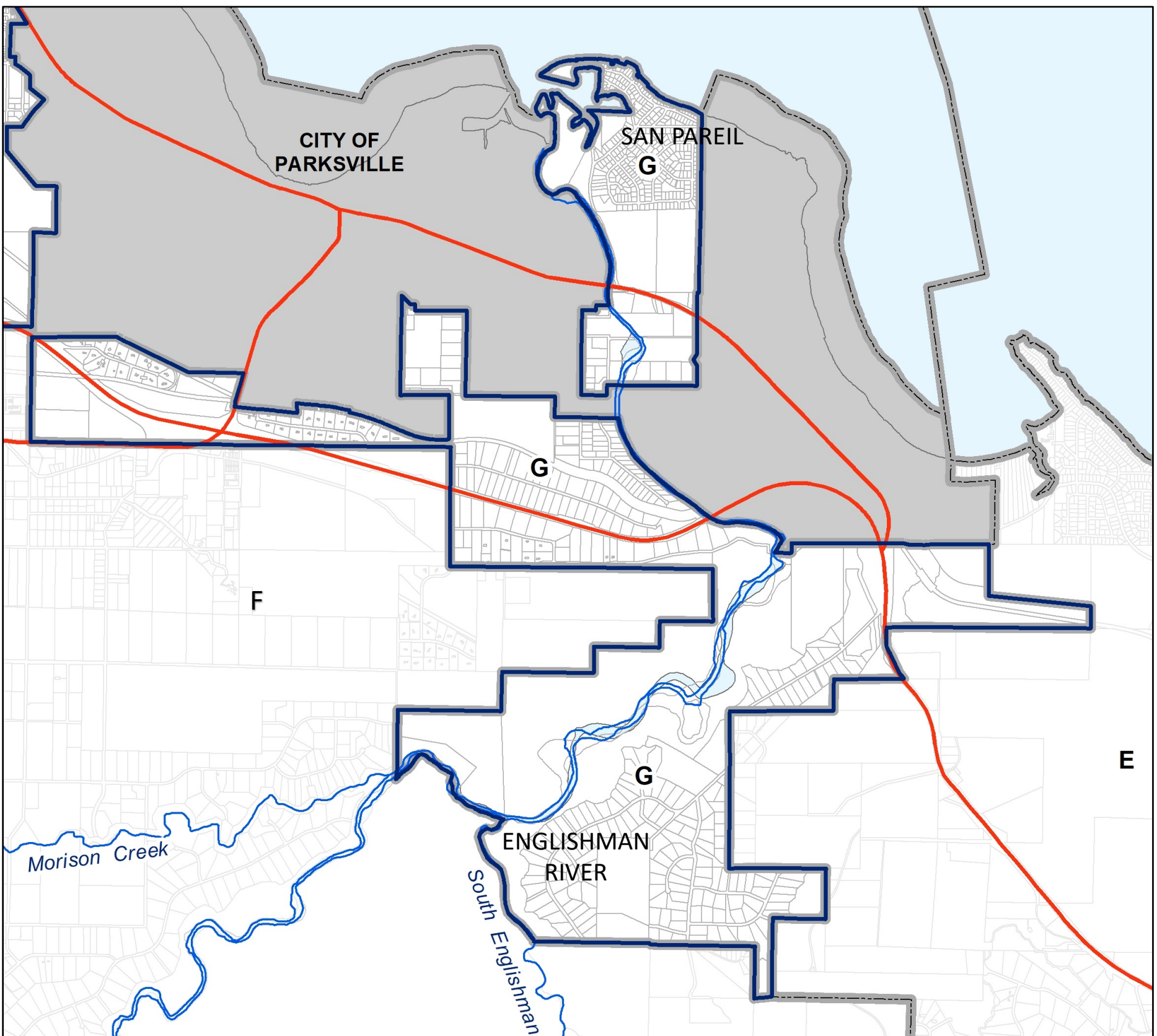
## WHAT LOCAL SERVICES DOES RDN PROVIDE HERE?

Local services refer to those that are provided only to a portion of Area G. Local services are in addition to the sub-regional and regional services that all of Area G receives, such as planning, building inspection, emergency services, library and recreation services. Only those who receive the local services pay into them.

San Pareil Water Service – the San Pareil Water system was created in 1999. It has 298 water service connections.

River's Edge Water – the River's Edge water system was established in 2003 and has 152 connections.
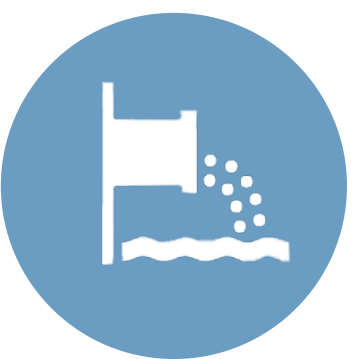
River's Edge Stormwater – River's Edge has a stormwater management system, including a detention basin, operated by RDN.
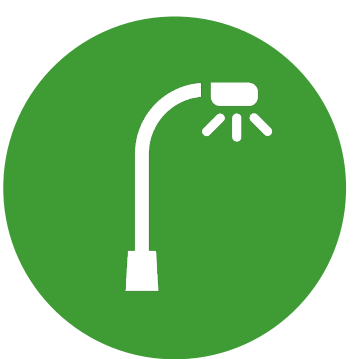
River's Edge Streetlighting – the River's Edge community has streetlights that are maintained and replaced by BC Hydro, funded through the RDN.

Some recent RDN projects in this area include proposed improvements to Maple Lane park, River's Edge trail project, and River's Edge project to establish new supply wells.

Parksville Local Fire Service – the City of Parksville is contracted by the RDN to service San Pareil and areas close to the City within Area G.

Nanoose Fire Service – the RDN's Nanoose Volunteer Fire Department provides service to River's Edge community and parts of Electoral Area E and F.

Area G Community Parks – Area G parks service is provided throughout Area G, funding parks acquisition and development, as well as maintenance of existing parks, including 13 community parks in the San Pareil/Englishman River area.

WHAT ARE SHARED SERVICES?

Regional districts are designed to deliver services to different jurisdictions, and to different combinations of jurisdictions. Some services are provided to all municipalities and electoral areas in the region, others to subsets of electoral areas and municipalities. Some are designed specifically for one electoral area, or even just a portion of a single area.

Currently Area G participates in:

6

Regional Services

Regional or region-wide services are provided to all RDN municipalities and electoral areas (including Area G). Examples include drinking water/watershed protection, solid waste management, regional growth strategy and regional parks.

RDN SERVICES

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Sub-Regional Services

Sub-regional services are provided to Area G plus at least one other jurisdiction. Many of Area G's services are shared with other jurisdictions in the Oceanside area (Qualicum Beach, Parksville, Electoral Areas E, F, G and H), or else with all other electoral areas. Examples include electoral area planning, building inspection, northern recreation, northern community transit and Ravensong aquatic centre.

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Local Services

Local services are provided only to Area G, or to only a portion of Area G. Examples include Area G community parks, specific sewer and water services (San Pareil, French Creek), River's Edge stormwater and French Creek Fire Protection.
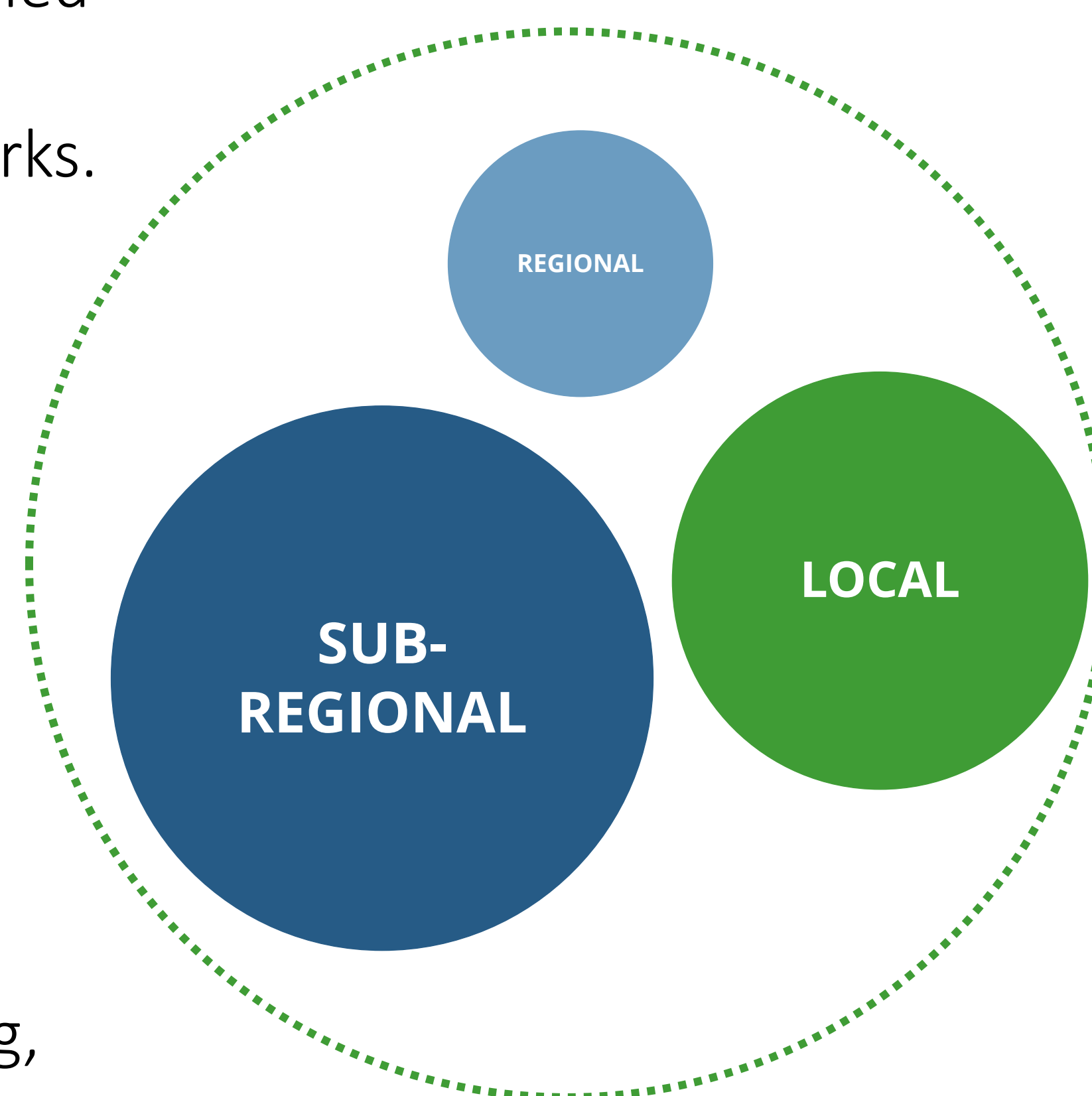
Because each regional district service must be self-funded, and tax revenues for one service cannot be used for a different service, sharing costs with other jurisdictions helps to spread service costs over a larger tax base.

Costs can be shared among participants in different ways, but most service costs are apportioned on the basis of property assessment — that is, the assessment base of each jurisdiction as a percentage of the total assessment base for the entire service area. Other services use a combination of population and assessment, or usage.

REGIONAL DISTRICT OF NANAIMO

HOW ARE RDN SERVICES DELIVERED TO AREA G?

Many of Area G's local government services are delivered directly by RDN staff. Other services are delivered using contractors, other local governments, private companies or societies that are paid by the RDN to deliver the service.

Just because a service is provided by the RDN, and even when the RDN collects money for a service, does not mean the RDN delivers the service itself.

DOES IT MATTER WHO DELIVERS THE SERVICE?

The Province also delivers services through contracts, including contracts with the RCMP to deliver police services, and with Mainroad Mid-Island Contracting to maintain roads in the Central Vancouver Island service area.

Service agreements are used to deliver services when it is more economical or practical for RDN to contract than to deliver the service itself. RDN typically has less control over the day-to-day operational decisions for contracted services. Some of the Area G services (or portions of services) delivered through contracts are highlighted below.
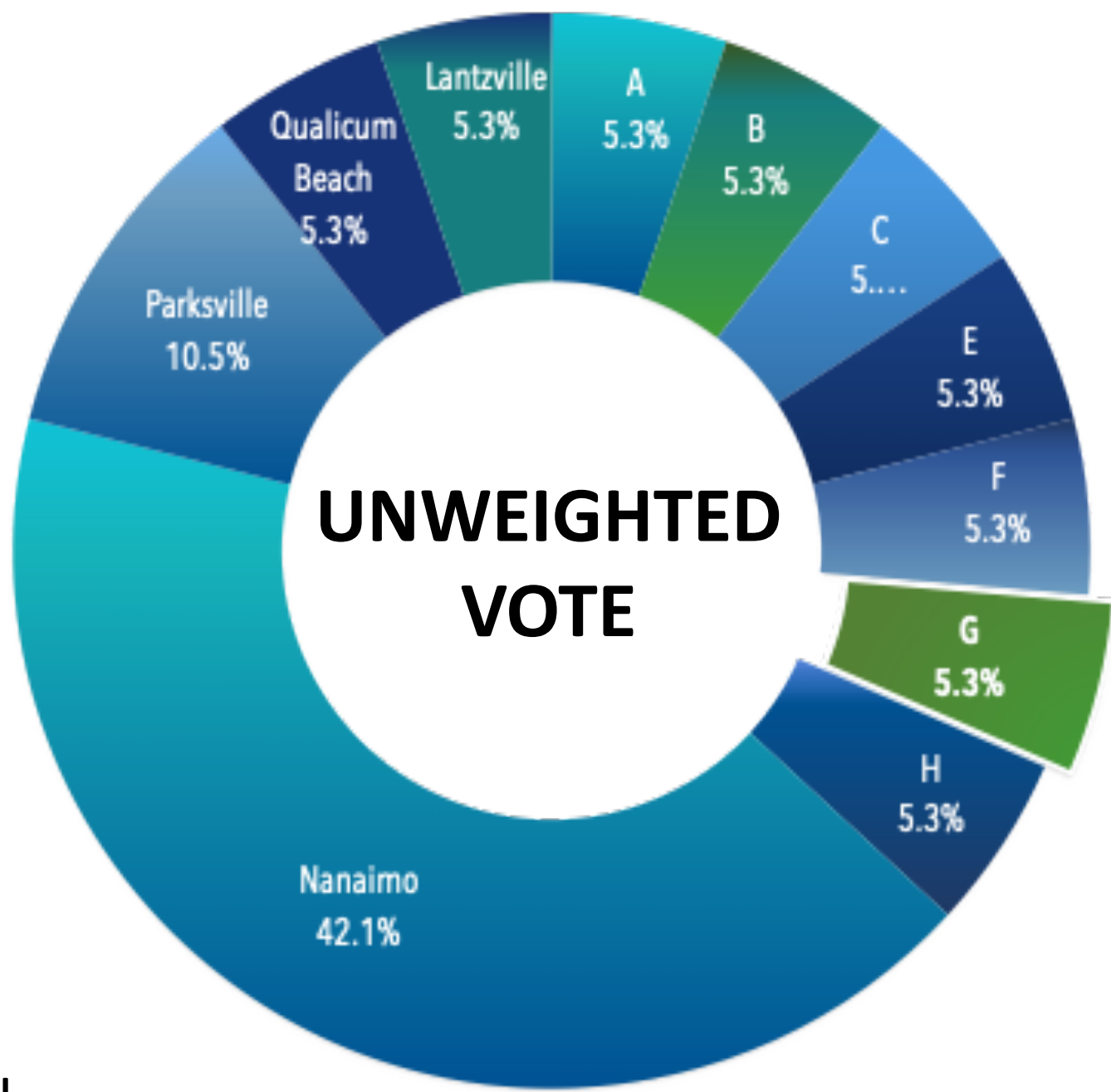
RDN (AREA G) SERVICE	DELIVERED BY
Library	• Vancouver Island Regional Library
French Creek Fire	• Town of Qualicum Beach (western portion of French Creek) • City of Parksville (east portion) • EPCOR (fire hydrant maintenance)
Dashwood Fire Service Area	• Dashwood Volunteer Fire Department (independent society contracted by RDN)
Errington Fire Service Area	• Errington Volunteer Fire Department (independent society contracted by RDN)
Parksville Local Fire Service Area (San Pareil and areas bordering Parksville)	• City of Parksville
Northern Recreation	• Sportsfield use is through an agreement between RDN, City of Parksville and Town of Qualicum Beach
Animal Control	• Coastal Animal Control Services of BC
French Creek Bulk Water (Arrowsmith Dam)	• City of Parksville maintains and operates the Arrowsmith Dam and spillway
Sandpiper Bulk Water	• Water supply to this neighbourhood is provided by Town of Qualicum Beach
911 Service	• North Island 911 Corporation
Solid Waste Collection	• Waste Connections
Northern Community Transit	• RDN together with BC Transit (some aspects)
Emergency Planning	• RDN with agreements with Town of Qualicum Beach and City of Parksville
Marine Search and Rescue	• Lighthouse Country Marine Rescue Society
Land Search and Rescue	• Arrowsmith Search and Rescue
Crime Prevention and Community Justice	• RCMP • Oceanside Community Safety Volunteers • Sources Community Resources Society • Arrowsmith Community Justice Society
Streetlighting	• BC Hydro

REGIONAL
DISTRICT
OF NANAIMO

HOW DOES THE RDN BOARD MAKE DECISIONS?

All regional districts operate under the same voting rules. Legislation dictates who participates in decisions, based on the topic and who receives (and pays into) the service. All decisions for services in Area G involve representatives from other local jurisdictions, in some cases all jurisdictions of the RDN.

- Some decisions are voted on by the full Board (unweighted, 1 director = 1 vote).

  - Examples: establishing new services, votes on regulatory bylaws such as building inspection, dog control

    In these decisions, Area G would have 1 vote of 19 total votes (5.3 %)

UNWEIGHTED VOTE

Lantzville 5.3% | A 5.3% | B 5.3% | C 5.... | E 5.3% | F 5.3% | G 5.3% | H 5.3%
Qualicum Beach 5.3% | Parksville 10.5% | Nanaimo 42.1%

- Other decisions are made with weighted votes based on population (weighted, 1 vote for every 2,500 persons).

  - Examples: Money matters such as the financial plan (budget for every service), borrowing or buying property.

    In weighted decisions, Area G receives 4 of a total 73 votes (5.5 %)

WEIGHTED VOTE

Lantzville 2.7% | A 5.5% | B 2.7% | C 2.7% | E 4.1% | F 5.5% | G 5.5% | H 2.7%
Qualicum Beach 5.5% | Parksville 8.2% | Nanaimo 54.8%
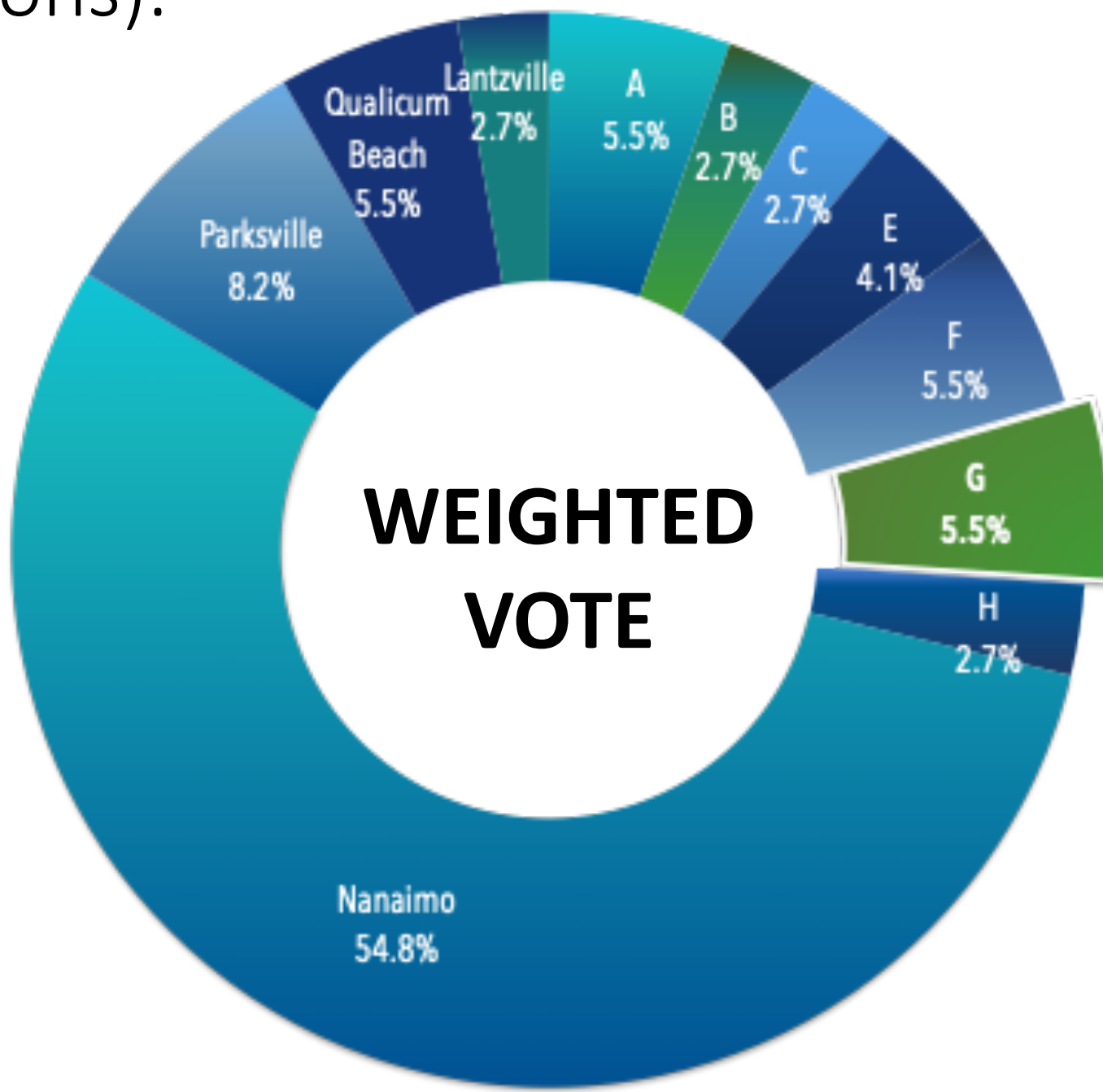
- Some service decisions (not including budget decisions) are made by only those directors who represent areas that participate in that service.

  - Examples: Northern recreation, Oceanside Place, Northern Community Transit

RDN is one of five regional districts in BC where one jurisdiction has the majority of the weighted votes. Municipal Directors are not required to vote the same (i.e. as a block) on any issue.

- When there is only one electoral area (or part of one electoral area) participating in the service, the entire RDN Board votes to make decisions on these services.

- Board decisions often rely upon recommendations provided from committees specific to the service.

  - Example: Area G Parks and Open Space Advisory Committee

Regional
District
of Nanaimo

WHAT IS THE ROLE FOR AREA G RESIDENTS IN DECISION-MAKING?

For some types functions such as establishing a new service or entering into a long-term loan for capital projects, the RDN must seek *participant approval. Participant approval* is typically obtained through:

- voting (such as the recent Ravensong aquatic expansion loan referendum), or
- alternative approval (where residents must register their opposition to a proposed initiative to force a referendum.

Area G Parks and Open Space Advisory Committee

- The general purpose of the Committee is to advise and provide information to the Board regarding parks and open space issues in Area G.

- 2-year term, maximum 6 Area G residents

- Responsibilities include:

    – Liaising with community and neighbourhood groups

    – Supporting co-operation between community interests and the RDN on Electoral Area G parks and open space issues

    – Providing input and advice on financial plans, policies, new services and procurement for maintenance and equipment

    – Assisting in communications between the RDN and the public and sharing parks issues raised by the public

Opportunities to provide input into your RDN services

Participate on committees that support specific projects

Take surveys on RDN Get Involved engagement platform (getinvolved.rdn.ca)

Attend public meetings (Board, Oceanside Services Committee or project meetings)

Share comments on social media, write emails or letters

Speak directly to RDN staff or your Area G Director

DECISION MAKING FOR AREA G SERVICES

What do the regional district decision-making rules mean for Area G?

- Other jurisdictions are involved in decisions regarding Area G services.

- No decisions are made by one electoral area director, even when the service is only provided to one electoral area, or part of one electoral area.

- The Area G director participates in decisions regarding other electoral areas and regional services.

- Not all service decisions involve directors from municipalities. Service issues that only affect electoral areas are made based on recommendations from the **Electoral Area Services Committee (EASC)**. The EASC is made up of all 7 electoral area directors. The Committee considers matters related to:

Land use planning	Fire protection
RDN local water services	Building inspection
Community parks	Bylaw enforcement
Emergency preparedness	

- Issues that relate to services provided only to the Oceanside jurisdictions are made based on recommendations from the Oceanside Services Committee. The **Oceanside Services Committee** has directors from Electoral Areas E, F, G and H, as well as 2 municipal directors from Parksville and 1 from Qualicum Beach. It makes recommendations on services that are provided jointly to the Oceanside area, including:

Northern Recreation	Ravensong aquatic centre
Oceanside Place	Community justice and crime prevention

Regional District of Nanaimo

HOW ARE AREA G SERVICES FUNDED?

Each RDN service is treated as a distinct and separate financial account with its own dedicated budget, and with revenues, costs and reserve funds specifically tied to that service. Tax bills itemize the individual tax rates associated with the range of RDN services provided to each electoral area. Regional districts cannot share or move money between different services. For example, money collected from transit or parks, cannot be used for building inspection.

Service accounts are kept separate because:
- Not every area participates in the same services
- Maintaining separate accounts ensures jurisdictions only pay for the cost of the services in which they participate

> **RDN has separate budgets and reserve accounts for 114 services**

RDN PAYS FOR SERVICES USING:

- **Property taxes**
  Property taxes are by far the main source of recovering service costs. Property taxes are either:

  - **Parcel taxes** – in Area G parcel taxes are applied as a flat fee per parcel (regardless of the value of the land or unit). Each unit pays the same amount.

  - **Value taxes** – which are based on the assessed value of the land, improvements on the land, or both. Properties with higher assessed values pay more taxes.

- **User fees**
  User fees are paid by those who use the service. Examples of fees are garbage collection fee, building permit fees, water user rates and recreation admissions.

- **Grants**
  Local governments receive some grants from other levels of government. The regional district basic grant is intended to offset administration costs, whereas others, such as the Canada Building Fund, can only be used for specific project categories, and have associated reporting requirements.

- **Borrowing**
  In most cases long-term borrowing, usually for capital items, requires approval from the service participants, and often from residents within the service area. When funds are borrowed, the cost of the debt is paid for by the service participants.

Area G User Fees

	Property Tax per $996,940 residence	Total Recovered from Area G
Garbage Collection (assumes 100 L cart) [1]	$194.00	$5,726,008
Sewer (Barclay Crescent)	$250.37	$66,708
Sewer (French Creek)	$175.63	$351,434
Sewer (Surfside)	$145.66	$6,044
Sandpiper Bulk Water (depends on usage) [2]	$526.08	
Water Rates (rates vary by usage) [3]	$460.62	$332,400
Subtotal for user fees	**N/A**	

[1] Totals for this service reflects the total for the entire Service Area, not just the Area G portion.

[2] Sandpiper bulk water estimate is based on 0.40 m³ per day 9 months of the year and 1.00 m³ during 3 summer months.

[3] Water usage assumes average of 0.54 m³ per day 9 months of the year, and 1.35 m³ during 3 summer months. Total includes the combined utility (user) fees collected in 2024 for the 4 RDN water systems in Area G (French Creek, River's Edge, San Pareil and Surfside).

WHAT DO MY SERVICES COST?

Your tax bill includes a combination of regional district services, but also Provincial services, and services provided by other agencies. The following provides a 2024 tax bill for a residential property in Area G valued at $996,940.

REGIONAL DISTRICT OF NANAIMO

GREEN = Parcel Tax

1. Electoral Area G Services (Area Wide)

Emergency Services	Property Tax per $996,940 residence	Total Recovered from Area G
D69 Emergency 911	$28.91	$116,260
Emergency Planning	$32.90	$132,629
Marine Search & Rescue	$1.00	$3,275
Land Search & Rescue	$1.00	$4,910
Community Justice (D69)	$7.32	$28,058
Planning & Development		
Regional Growth Strategy	$14.95	$58,023
Electoral Area Planning	$137.58	$548,488
Building Inspection	$0.00	$0
Hazardous Properties	$1.99	$5,997
Unsightly Premises	$1.00	$5,951
Noise Control	$6.98	$27,769
House Numbering	$1.00	$3,371
Parks & Recreation		
Regional Parks & Trails	$66.79	$267,901
Community Parks Area G	$86.73	$345,256
Northern Community Recreation	$115.65	$462,521
Oceanside Place	$106.67	$424,907
Ravensong Aquatic Centre	$101.69	$405,323
Vancouver Island Regional Library	$150.54	$602,148
Water		
Drinking water/watershed protection	$16.00	$61,328
Liquid & Solid Waste		
Liquid Waste Management Planning	$2.99	$11,092
Solid Waste Management	$21.93	$88,239
Miscellaneous		
EV Charging	$1.00	$2,845
Northern Community Transit	$70.78	$282,290
Animal Control	$12.96	$52,522
Administration		
Administration	$41.87	$168,445
Electoral Area Administration	$43.87	$174,479
Community Grants	$2.99	$18,793
Area G Feasibility Studies	$18.94	$75,368
Subtotal for area-wide taxes	$1,096.03	$4,378,188

2. Local Service Areas

	Property Tax per $996,940 residence	Total Recovered from Area G
Surfside Water	$493.00	$19,238
French Creek Water (RDN System)	$602.00	$143,789
River's Edge Water	$425.00	$66,722
San Pareil Water [1]	$654.57	$195,062
San Pareil Debt (fire flow improvements)	$280.00	$74,656
French Creek Bulk Water	$2.00	$4,606
French Creek Streetlighting	$48.85	$66,430
Highway Intersection	$1.00	$3,117
River's Edge Streetlighting	$26.92	$8,058
River's Edge Stormwater	$21.93	$6,129
Hawthorne Rise Debt (Sewer)	$717.00	$10,040
Reid Road Debt (Sewer)	$407.00	$3,660
French Creek Sewer	$635.00	$1,283,912
Surfside Sewer	$1,277.00	$34,480
Barclay Crescent Sewer [1]	$1,033.11	$252,080
Errington Fire [2]	$683.90	$1,113,317
Coombs-Hilliers Fire [2]	$790.57	$992,101
Nanoose Bay Fire [2]	$238.27	$1,191,140
Dashwood Fire [2]	$913.20	$1,229,550
Dashwood Fire Hall Debt [2]	$111.66	$105,400
Parksville (Local) Fire Contract	$449.62	$262,795
French Creek Fire	$424.70	$1,064,832
Subtotal for area-specific charges	N/A	N/A

[1] Parcel tax varies by parcel, so amount shown is an average (total collectioned ÷ total connections)

[2] Totals for these Services reflect the total for the entire Service Area, not just the Area G portion

3. Provincial Services

Police Tax	$86.93	$346,869
Rural Tax (roads, subdivision)	$358.90	$1,432,028
Surveyor of Taxes [3]	$57.54	$229,855
School Tax	$1,191.34	$4,753,536
Subtotal for provincial services	$1,694.72	$6,762,287

[3] Includes fee for Area Wide services. Additional 5.25% would be applied to any local service area taxes.

4. Other Agencies

Nanaimo Regional Hospital District	$450.65	$1,798,109
Municipal Finance Authority	$0.20	$796
BC Assessment Authority	$34.59	$138,032
Subtotal for agency taxes	$485.44	$1,936,937

WHAT TOOLS DO WE HAVE TO EFFECT CHANGE?

The purpose of the Area G Community Issues Assessment is to share information about how governance and services are delivered in the RDN and to listen to and identify concerns raised by the community.

Want to know what changes are even possible? Some of the options in the regional district "toolbox" that can be explored include:

Service Changes

- Service Reviews – reviews can address service levels, delivery options, costs, cost sharing, and service decision-making

- Establish new services (or opt out of existing ones)

Residents' Input

- Establish committees or commissions to facilitate local input, representation from Area G residents, and have them advise on Area G services

Regional District decision-making

- Delegate authority to commissions including control over some service decisions

- Establish a locally elected Local Community Commission with authority for local services

- Request support from the provincial Ministry of Housing and Municipal Affairs to examine restructuring options to adjust the size or number of electoral areas to impact representation
(Note that structural changes to boundaries require provincial involvement and approval)

getinvolved.rdn.ca/eag-cia

REGIONAL DISTRICT OF NANAIMO

Survey link

WE WANT YOUR THOUGHTS AND IDEAS

ROUNDTABLE DISCUSSIONS

Share your thoughts on what services are working and what could be improved at today's roundtable discussions after the presentation

Share and discuss your thoughts and ideas with the study consultants

Fill out the survey online (getinvolved.rdn.ca/eag-cia) or use the QR code

Fill out a paper copy survey while you are here

All study materials, including copies of the display boards and the survey are also available online at getinvolved.rdn.ca/eag-cia

getinvolved.rdn.ca/eag-cia

APPENDIX VII

TERMS OF REFERENCE

**AREA G
COMMUNITY ISSUES
ASSESSMENT**

FINAL REPORT

NEILSON
STRATEGIES

leftside partners inc.

JULY 2025
APPENDICES PAGE
viii

Terms of Reference:
Regional District of Nanaimo
Electoral Area G Community Issues Assessment

1.0 OVERVIEW

1.1   Background

The Regional District of Nanaimo (RDN) was established in 1967 and is one of 27 regional districts in B.C. It is governed by a Board of Directors whose members are appointed from four member municipalities' councils and elected from the region's seven electoral areas. The RDN encompasses an area of more than 200,000 Ha with a population of 170,367 (2021) and is situated within the territories of several First Nations.

The RDN Board has 19 Directors, elected to office for a four-year term (current term November 2022 to November 2026). The RDN is a local government that provides a variety of localized and regional services to its electoral areas and municipalities, both under legislation and by agreement, including emergency response systems, water systems, fire departments, land use planning, building inspection, solid waste management and parks and recreation services. The Board meets regularly to govern the affairs of the region and to establish local bylaws and public policy.

Electoral Area G, located in the central part of the RDN, includes the communities of Englishman River, San Pareil, French Creek, Little Qualicum, and Dashwood. With a size of approximately 5,073 hectares, the area is bound to the north by the Strait of Georgia and both surrounds the City of Parksville and Town of Qualicum Beach and is bisected by the City of Parksville.

Since 2001, there have been several boundary extensions with the last one taking in an area including the Chartwell neighbourhood and the airport, resulting in a portion of Electoral Area G being incorporated into the Town of Qualicum Beach. The population for Area G has grown significantly. The 2021 Census estimates Electoral Area G's population to be 8,109 residents, with a population increase of 8.6% from the 2016 Census. This high growth trend is expected to continue, and it is anticipated that as many as 12,000 people could reside in Area G by 2026. The average age in Electoral Area G is 54 and the median age is 60 with 83% of dwellings being single detached homes.

In November 2021, the RDN submitted a request for funding to explore the possibility of a governance study for Electoral Area G. On May 30, 2023, the RDN followed up with subsequent correspondence to Minister Kang requesting approval of a Governance and Services Study for Electoral Area G, should funding be available.

Because many of Electoral Area G's residents live on the outskirts of Parksville and Qualicum Beach, it is not clear to what extent the community understands its current governance and service delivery arrangements, which include a mix of municipal, regional district, provincial, improvement district and private water services. In situations like this, the Ministry of Municipal Affairs (MUNI) recommends that a Community Issues Assessment (CIA) be undertaken before any further governance work is completed.

Undertaking a CIA will provide residents and the RDN with valuable information on their current system of governance and improve awareness about who provides services in the community. This will, in turn, help identify shared interests and opportunities that may lead to further governance work that targets specific service delivery issues.

Because of the proximity of Qualicum Beach and Parksville, and the overlap in municipal and regional district service provision (e.g., Parksville provides fire protection for parts of Electoral Area G), additional engagement beyond a typical CIA is required to ensure this process is thorough and effective.

1.2   Objectives

The CIA aims to provide residents with an understanding of the current system of governance in the RDN Electoral Area G, and to identify whether there are any key issues or emerging trends. Depending on the results of the CIA, further study may be considered to assess ways to address them.

The core objectives of the CIA for Electoral Area G are to:

- Identify and describe the different roles, responsibilities and jurisdictions of service providers;
- Assemble information on existing service delivery arrangements and governance relationships;
- Identify current and emerging issues and pressures related to services as seen by residents;
- Better understand how decisions are made and the relationships between service providers;
- Provide opportunities for residents, property owners, improvement district and First Nations to articulate the issues they see in Electoral Area G; and
- Summarize findings for consideration by the RDN Board.

2.0 SCOPE OF WORK

2.1   Study Area

The study area is for the entirety of Electoral Area G, which includes the communities of Englishman River, San Pareil, French Creek, Little Qualicum, and Dashwood.

A map of Electoral Area G is provided as Appendix A.

2.2   Study Methodology and Contents

The study must adhere to the following steps:

1. Compile information related to Electoral Area G, including:
    a. General demographic and socio-economic data;
    b. Current and emerging issues and pressures related to service delivery as defined by residents; and
    c. A high-level overview of how decisions regarding services are made and the relationships between service providers.

2. Conduct an outreach process throughout Electoral Area G to solicit input and assess community perspectives on service delivery and governance issues. The outreach process may include (but is not limited to):
    a. Public open houses/community forums held throughout Electoral Area G;
    b. Web and/or paper-based surveys; and
    c. Distribution of information.

3. Summarize the results of government-to-government engagement undertaken by RDN and MUNI with area First Nations, identifying perspectives on service delivery and governance issues;

4. Engage the improvement district at the staff level to identify their perspectives on service delivery and governance issues;

5. Engage private water utilities at the staff level to identify their perspectives on service delivery and governance issues;

6. Engage the neighbouring municipalities of Parksville and Qualicum Beach at the staff level to identify their perspectives on service delivery and governance issues;

7. Prepare a final report that includes summaries of the data on demographics, governance and service arrangement and a synopsis of concerns and opportunities raised by residents; and

8. Summarize findings of the study for the RDN Board of Directors.

2.3 Final Report and Outcomes

The final report should include the following:

1. Descriptions of the current governance and service delivery arrangements in the study area; and
2. A synopsis of the current issues/concerns and opportunities identified by the community, area First Nations, improvement district and private water utilities within Electoral Area G, and with the adjoining municipalities of Parksville and Qualicum Beach.

Expected deliverables from this project include:

1. A Progress Report to MUNI, on or before October 1, 2024, comprised of the consultant's proposal accepted as the basis of a contract for the Study and/or a preliminary outline of the Study work plan;
2. A draft Interim Report to RDN and MUNI, on or before February 3, 2025, comprised of the summary of service provision, demographics and governance arrangements prior to public engagement and presentation;
3. A draft Final Report to RDN and MUNI, on or before May 1, 2025, comprised of the information on the provision of service and governance and the public engagement findings; and
4. A Final Report to RDN and MUNI, on or before June 25, 2025, comprised of a copy of the final report with PowerPoint presented to the RDN Board, summarizing background, methods, results of information gathering and outreach, and study limitations.

Following completion of the study, the RDN will convey the findings to the Minister of Municipal Affairs. Depending on the results of the study and subsequent decisions by the RDN Board, further steps towards a governance review for Electoral Area G may be considered by the Minister of Municipal Affairs, if warranted.

2.4 Out of Scope

The study will not include recommendations for governance change or an examination of municipal incorporation. The study will not provide detailed technical or financial information on the current situation or on the impact of changes to current governance. The study will not present options or make recommendations on changes to the existing governance model, services, or boundaries.

2.5 Timeline*

Task/Deliverable	Completion Date

Procurement complete – consultant(s) selected and work commences	September 13, 2024
RDN to provide a progress report to MUNI	October 1, 2024
Draft interim report provided to RDN and MUNI staff for review/comment	February 3, 2025
Public/interested parties engagement complete	April 17, 2025
Draft final report provided to RDN and MUNI staff for review/comment	May 1, 2025
Final formatted report delivered to RDN and MUNI	June 9, 2025
Report findings presented to RDN Board	June 24, 2025

*Timeline will become more certain after consultants are selected and agreement is reached on a feasible study completion schedule.

3.0 ADMINISTRATION

3.1 Role of the RDN

The RDN Board will oversee the CIA. The Board will consider the findings and any recommendations to determine how to proceed. Ensuring the CIA process is carried out in an inclusive, open, and transparent manner, the study consultant will provide an important link between the community and the Board, complemented by the Electoral Area Director who may assist in raising awareness about the CIA and related public engagement events.

The RDN will procure one or more consultants following its procurement policy and process. Consultants will be sought with sufficient experience and expertise in local government boundary extension/restructure, service delivery and governance studies along with public and stakeholder consultative processes. The consultants shall report directly to the RDN staff who will administer the contract and ensure that expected outputs meet the requirements outlined in these Terms of Reference.

The RDN will provide a progress report to MUNI on or before October 1, 2024, through program staff, that includes a copy of the selected consultants' proposal accepted as the basis of a contract for the study, and/or a preliminary outline of the work plan before substantive work begins. A draft report will be provided to MUNI for review and comment prior to the report being finalized.

The RDN must ensure that the report and engagement with the community are neutral and balanced. The responsibility for ensuring the information collected by the consultant is appropriately shared with the public, RDN Board, community, and MUNI rests with the RDN staff.

3.2 Role of the Community

The community will be engaged by the consultant as the project progresses. RDN staff, in partnership with the consultant, will determine how best to engage with community members, the public more generally, and others, such as neighbouring municipalities, private water utilities, improvement district, directly affected in the development of the assessment. It is important to establish parameters for public participation so that residents and property owners understand the opportunities to participate.

At a minimum, engaging with the community should include:
- community events to present information and seek community feedback;
- a process to gather information from the public on their interests, needs and concerns and current governance and service delivery arrangements; and,
- a strategy for reporting out to the public on progress in developing the report.

3.3   Role of the Ministry of Municipal Affairs

RDN and MUNI staff will undertake engagement and outreach with First Nations who may have an interest in the CIA and in providing their input and views in addition to their participation in the public engagement component of this CIA.

Funding for the study is via Restructure Planning Grant Program, pursuant to the *Local Government Grants Act* and Regulation to the RDN from the MUNI.
MUNI staff will be available as a resource for the RDN and, when required, for the consultant.

APPENDIX A

Map of study area