



City of
Parksville

WELCOME GUIDE



100 Jensen Avenue East
PO Box 1390
Parksville BC V9P 2H3

250 248-6144
www.parksville.ca
info@parksville.ca



BENEFITS OF THE GUIDE

The objectives of this guide are here and we encourage you and members of your household to take time to read this guide and familiarize yourselves with its contents.

- ☼ Welcome new residents to the City of Parksville.
- ☼ Familiarize residents with the structure of Parksville's municipal/local government.
- ☼ Encourage all residents to take ongoing pride in their properties and their neighbourhoods and participate with the City in resolving bylaw infractions.
- ☼ Increase public awareness of resident rights and responsibilities as property owners and tenants, in the hopes of achieving harmonious neighbourhood living.

This Guide is an Overview

Please note that this is not a comprehensive newcomers' guide to the Parksville area. If you are a recent immigrant to British Columbia, the [BC Newcomers' Guide](#) is an excellent resource for information on Canadian health care, currency, employment, laws and culture. For assistance with transition and settlement issues, learning English and finding work in the Oceanside area, please contact the Central Vancouver Island Multicultural Society at 250 753-6911 or at <http://cvims.org>.

If you are a new Parksville resident and seeking information on local health care, education, recreation community services and more, refer to the **Community Profile** on the City's website.

Increasing Public Awareness and Encouraging Participation

This guide is intended to assist Parksville residents in maintaining their properties and neighbourhoods. Through this civic partnership, we can make neighbourhoods and the City of Parksville an even better place to live, work and play.

Knowing the regulations can help you and your neighbours:

- ☼ Prevent neighbourhood problems from occurring.
- ☼ Develop a stronger sense of neighbourliness by working out any problems rather than getting the City, police or other department/agency involved.
- ☼ Avoid costly municipal and provincial enforcement fines.

If a neighbourhood problem does arise, you may choose to make a complaint to one of the following organizations:

City of Parksville

Administration/General Inquiries.....250 248-6144
8 am to 4 pm Monday to Friday except statutory holidays



City of Parksville (continued)

Operations.....	250 248-5412
8 am to noon and 1 pm to 4 pm, Monday to Friday	
Engineering.....	250 951-2484
8 am to noon and 1 pm to 4 pm, Monday to Friday	
After Hours Emergency (City of Parksville)	250 248-6144
4 pm to 8 am, Monday to Friday plus Saturdays, Sundays, and holidays	
Police - RCMP Oceanside Detachment	250 248-6111
Fire - Parksville Volunteer Fire Department	250 248-3242
Ambulance - BC Ambulance Service.....	250 248-5632
Emergency - 24 Hour Police, Fire and Ambulance.....	911

This guide provides many website links. If you do not have a computer, free public internet access is available at the Vancouver Island Regional Library.

Disclaimer: The information presented in this guide is for general information purposes only and does not constitute a legal document. The City of Parksville cannot guarantee the completeness or accuracy of the information contained in this guide, although every attempt has been made to ensure that the information is current and correct at the time of publication.



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Welcome to the City of Parksville



As members of Council, it is our pleasure to welcome you to Parksville and invite you to discover the many great things our City has to offer. Parksville is a community of 12,000, located on the sheltered east coast of Vancouver Island and a wonderful place to live, work and visit. The community is made up of long-time residents and new residents with a diversity of backgrounds.

Parksville offers residents and visitors spectacular mountain vistas as well as an abundant supply of recreational opportunities with magnificent sandy beaches and BC's most popular provincial park, Rath Trevor Beach Provincial Park, as well as four other provincial parks within a fifteen minute drive. The City of Parksville is part of the Mount Arrowsmith Biosphere Reserve; a UNESCO recognized area, dedicated in part to providing models of sustainable development.

We are a City which boasts the most moderate, year-round climate in Canada and adventures wait in any season, from walks on the beach to mountain biking, fishing, camping and year-round golf. We offer fine restaurants and a variety of accommodations. We are known for our hospitality; visitors returned, often making Parksville their home.

The Parksville and District Chamber of Commerce, Parksville Qualicum Beach Tourism Association and the Parksville Downtown Business Association promote and support the growth of existing and new businesses in our region.

The Parksville Civic and Technology Centre is home to the City of Parksville, the Vancouver Island Regional Library, School District #69 Qualicum offices, Oceanside Community Policing and the Parksville-Qualicum Campus of the Vancouver Island University.

Parksville is a great place to visit, live, work, play and do business. Please contact any member of Council or staff should you have questions. For those planning a visit to Parksville, we hope you will enjoy your stay.



COUNCIL



Mayor Ed Mayne
mayor@parksville.ca
250 954-4661
Mayor from 2008-2011;
elected again in 2018.



Councillor Mark Chandler
CouncillorChandler@parksville.ca
250 951-6651
Elected to Council in 2018



Councillor Adam Fras
CouncillorFras@parksville.ca
250 228-3727
Elected to Council in 2018



Councillor Al Greir
CouncillorGreir@parksville.ca
250 248-1285
On Council 2008 to 2016;
elected again in 2018



Councillor Doug O'Brien
CouncillorOBrien@parksville.ca
250 954-2327
Elected to Council in 2018



Councillor Teresa Patterson
CouncillorPatterson@parksville.ca
250 954-9488
On Council 2006 to 2011;
Elected again in 2014



Councillor Marilyn Wilson
CouncillorWilson@parksville.ca
250 954-3060
Elected to Council in 2018



The municipal Council for the City of Parksville consists of an elected Mayor and six elected Councillors, each serving a four-year term of office. The current Council's term began on December 1, 2014, and will end December 2018 following a civic election in October 2018. The *Community Charter/Local Government Act* gives Council the authority to set budgets, levy taxes, and establish policies to guide the growth, development and operation of the City for the benefit and protection of its citizens. City staff is tasked with the responsibility of implementing the services and priorities established by Council.

Meetings of Council

The powers of the Mayor and Council are exercised through the adoption of resolutions or the enacting of bylaws at regularly scheduled Council meetings. The Mayor chairs all meetings of Council. Rules governing the conduct of the meetings are outlined in the Council Procedure Bylaw and *Robert's Rules of Order*.

Council meetings are held in the Forum at the Parksville Civic and Technology Centre on the first and third Monday of the month starting at 6 pm. If Monday is a statutory holiday, the regularly scheduled Council meeting is held on the Wednesday of that week. Members of the public are welcome and encouraged to attend.

Council agendas and minutes may be viewed on the City's website. Agendas are posted on the Friday prior to the Monday evening meeting and the minutes are posted following adoption. Council meeting highlights are available on the website within a day or two of the meeting and provide a brief summary of the meeting and decisions made by Council.

Web streaming - Council meetings and public hearings are held in the Forum and webcast live from the City's website. We provide residents with live-streaming video and the opportunity to view archived webcasts. Computers will require an internet connection, proper internet browser and media player to view the webcast. This service is ideal for those unable to attend regular Council meetings and who wish to keep up-to-date on the proceedings of Council.

Advisory Bodies

Advisory bodies, commissions and boards, often consisting of representatives from both Council and the community, deal with specific issues related to the municipality. The role of a Council member appointed to any committee or commission is to facilitate cooperation and communication with the City; the elected official is not a voting representative.

These bodies provide the citizen input required to ensure Council decisions are responsive to the needs of Parksville residents. Appointments are made by Council and citizens appointed to an advisory body voluntarily contribute their time and experience without remuneration.



ADMINISTRATION

Elections

In British Columbia, local government elections are held every four years. In Parksville, these include the election of a Mayor and six Councillors to City Council. The next general local election will be held on Saturday, October 20, 2018.

You may vote in Parksville's general election as a resident elector if you meet all of the following criteria:

- ☉ You are a Canadian citizen.
- ☉ You are at least 18 years of age or older on voting day.
- ☉ You have lived in BC for at least six months prior to voting day.
- ☉ You have lived in the City of Parksville for at least 30 days prior to voting day.

You may vote in Parksville's general election as a non-resident property elector if you meet all of the following criteria:

- ☉ You must not be entitled to register as a resident elector.
- ☉ You are a Canadian citizen.
- ☉ You are at least 18 years of age or older on voting day.
- ☉ You have lived in BC for at least six months prior to voting day.
- ☉ You are not disqualified from voting by the *Local Government Act* or any other act
- ☉ You must be a registered owner of the property for at least 30 days prior to voting day.

Only persons who are registered owners of real property, either as joint tenants or tenants in common, and are individuals who are not holding the property in trust for a corporation or another trust may be non-resident property electors. A person may only register as a non-resident property elector in relation to one parcel of property in the City; even if you own more than one piece of property in Parksville, you may only vote *once* as a non-resident property elector. Please note, only one non-resident property owner may vote for a piece of property. If you own the property with others, the majority of owners must give written permission for one owner to vote as the non-resident property elector for that piece of property.

Additional information on local government elections for both electors and candidates may be obtained by contacting the Chief Election Officer for the City at 250 954-3070.



Please note there are other criteria that may disqualify from voting even though all of the above requirements may be met.



Municipal Liability Insurance Claims

Section 744 of the *Local Government Act* states that municipalities are not liable in any action based on nuisance where the damages arise, directly or indirectly, out of the breakdown or malfunction of a sewer system; a water or drainage facility or system; or a dike or a road. Nuisance actions are defined as instances in which a home or business is damaged as a result of a sewer, drainage or water system or road way or dike breaking down and malfunctioning.

As Section 744 releases a municipality from liability for nuisance actions, homeowners or business owners may not be aware municipalities have immunity against certain nuisance actions and their private insurance coverage policy may not provide this protection. All homeowners and business owners are strongly urged to review their insurance policy with their individual brokers to ensure adequate coverage in the event of any such incidents occurring.

Public Engagement

The City of Parksville is committed to improving communications in our community. Your input is important to us and we look forward to hearing from you. The many ways you can communicate and stay connected with the City are listed on the website under "[Community Connections](#)". Contact 250 954-3073 or communications@parksville.ca should you have questions or suggestions on how we can improve our communications.

Social Media

We encourage residents to follow the City of Parksville on social media.

Facebook:	facebook.com/cityparksville
Twitter:	twitter.com/city_parksville
Instagram:	Instagram.com/parksvillecitey
Pinterest:	pinterest.com/cityparksville

City News Page

It's Your City is published in the Parksville Qualicum Beach News on the third Tuesday of each month and also archived on the website.

Coffee with Council

Parksville Council regularly hosts *Coffee with Council* on Thursday afternoons from 2 to 4 pm at Parksville City Hall. Residents are encouraged to drop by for an informal chat with member of Council; no appointment necessary. Council is appreciative of this opportunity to engage with residents and hear any concerns, comments and suggestions. Please check the website to confirm dates.



BYLAW COMPLIANCE

Neighbourhood Living

Sometimes residents may choose to act in a manner which you may feel is offensive and unneighbourly (e.g. noisy parties, parking on front lawns, accumulation of weeds or garbage in yards). Please keep in mind there will always be occasional and unavoidable neighbourhood inconveniences, part of city living and often requiring a reasonable level of community understanding and tolerance. However, excessive and continual activities which disturb or negatively affect the enjoyment and livability of neighbourhoods need not be tolerated.

The best way to deal with neighbourhood problems is for residents to discuss their concerns with one another and work together to arrive at an acceptable solution. Complaining to a neighbour or receiving a complaint may be a difficult and awkward situation for some people; however, such action can develop and strengthen neighbour relations. Often neighbours are simply not aware a situation is bothering other neighbours and are more than happy to resolve the concern once brought to their attention.

If communication between neighbours is not successful or possible, residents may then wish to contact the City for assistance through the enforcement of municipal bylaws. Please be aware that while the City strives to provide all neighbourhoods with the highest level of service possible, at this time it cannot provide ongoing bylaw surveillance services. City of Parksville bylaws are enforced on a complaint-driven basis. Anonymous complaints are not accepted.

Bylaw Compliance

The City may attempt to gain compliance by issuing warnings or fines. Some of the most common bylaw contraventions occur around parking; be sure to look for and obey all signs and other traffic control devices and familiarize yourself with City bylaws. If you do receive a bylaw offence notice, you may either pay the fine or dispute the alleged contravention.

Paying the Fine

The fine amount for City bylaw offence notices (tickets) is subject to a payment schedule that encourages prompt payment by offering a discount for early payment and penalties for late payment.

HOW TO PAY - A copy of the bylaw offence notice must accompany payment. You may pay by cash, cheque, money order or debit card. Payment must be received by the City of Parksville within the noted time limits to receive the discounted fine amount.

You may remit payment either in person or by mail.

In person: 100 Jensen Avenue East, Parksville, BC

By mail: PO Box 1390, Parksville, BC V9P 2H3



- Do not send cash through the mail.
- Make cheque or money order payable to the City of Parksville.
- Dishonoured cheques invalidate any receipt and will result in an additional charge.
- Postmarks are NOT accepted as date of payment.
- Receipts mailed only upon request.

The penalty will be reduced by 25% if payment is received within 14 days. After 14 days the full fine amount will be due and payable. If payment is not received within 28 days, a 25% surcharge will be added to the fine amount and sent to a collections agent.

Disputing a Ticket

HOW TO DISPUTE

To dispute a bylaw offence notice, you must complete a Notice of Dispute form and submit it to the City of Parksville **within 14 days of receipt of the Bylaw Offence Notice**. Dispute forms can be found on the reverse side of your bylaw offence notice or from the City of Parksville.

DISPUTE PROCESS

Once you submit a notice of dispute within 14 days of receiving your ticket, you will be contacted by a City of Parksville screening officer, who will consider the evidence you provide. The screening officer can either uphold or cancel the ticket within the parameters laid out by provincial legislation.

If your ticket is upheld, you may request adjudication. Adjudication is a more efficient and cost-effective alternative to provincial court for both the City and the disputant. A certified and independent adjudicator contracted by the City (in partnership with the City of Nanaimo) will hear your dispute and determine whether or not the offence occurred based on evidence submitted by both parties. The adjudicator cannot reduce the fine or cancel the ticket for any discretionary reason; they will simply determine whether or not the offence occurred as alleged on the ticket.

You can appear at adjudication in person, by phone, by submitting written evidence prior to the hearing or by sending a representative. If an adjudicator upholds your ticket, a \$25 administration fee will be added to the penalty. If the adjudicator cancels your ticket, all associated fines and fees are also cancelled. For more information on the bylaw dispute process or dispute adjudication, please call 250 954-3080.



BYLAWS

This section aims to answer "frequently asked questions" about some of the bylaws in Parksville. Please note that this is NOT a comprehensive list of City of Parksville bylaws and should be used as a reference guide ONLY; all current official bylaws are available on the City website using the [Bylaws](#) quick link on the City website.

Bylaws are enforced on a complaint-driven basis. If you wish to make a complaint please use the [Bylaw Complaint Form](#) or if you have questions about any of the City bylaws, please contact the senior bylaw compliance officer at 250 954-3080.

Animal Control Bylaw, 2016, No. 1524

This bylaw regulates the provision of services, the regulation, impoundment, display and protection of animals and the licensing of dogs within the City boundaries.

The keeping of pets is permitted but no more than three pets of any one species shall be kept on a parcel, except for the keeping of household hens which shall be subject to the provisions laid out in Division 350 of the "City of Parksville Zoning and Development Bylaw, No 2000, 1994" or its successor. The owner of an animal shall not allow the animal to damage or destroy any structure, tree, shrub, plant or turf in a park or public space. Dog owners must deal with their continuous barking, muzzle and control any dog deemed vicious under the bylaw and prevent their dogs from being at large within the City.

All dogs within the City must be properly licensed, vaccinated and leashed at all times (except in the approved off-leash dog park). You are responsible for picking up after your dog; many City parks provide biodegradable doggie waste bags and garbage cans.

During March and April, which is Brant geese season, dogs are not allowed on the beach **even when on leash**. This is because Brant geese feed and rest at the tideline and are vulnerable to disturbance by dogs. There is an off-leash dog park in Parksville located on Despard Avenue near Springwood Park. The park contains running water, dispensers containing biodegradable doggie waste bags, trash bins for disposal of dog waste and a covered shelter with picnic table. While in the off-leash park, dogs must be off leash for their own safety.

Fireworks Bylaw, 2007, No. 1427

The use of fireworks within the City is regulated for the safety of residents. You may not buy, sell, hold, possess or discharge any type of fireworks in the City at any time, unless you have been issued a fireworks special event permit.

Noise Control Bylaw, 2007, No. 1432

This bylaw helps reduce excessive noise that affects the quality and peace of neighbourhoods.



The bylaw states that no person shall make noise that disturbs the quiet, peace, enjoyment, comfort or convenience of a neighbourhood. Construction noise is only permitted between the hours of 7 am and 9 pm every day except Sunday.

There are some common noise complaints that can be dealt with under the bylaw:

- Stereos or other electronics
- Animals that cry, bark or howl (e.g. birds, dogs)
- Vehicles (e.g. idling in a diesel vehicle for more than 15 minutes)
- Construction equipment or tools
- Lawn or yard maintenance equipment

During City office hours, all inquiries and complaints should be directed to the Bylaw Compliance Officer at 250 954-3080. After hours, noise complaints should be directed to the RCMP at 250 248-6111.

Outdoor Burning Bylaw, 2007, No. 1428

All open burning and outdoor fires are prohibited at all times within the boundaries of the City of Parksville. The burning of garbage, animal waste, construction or demolition waste, garden refuse and noxious materials is not permitted at any time. Beach fires are not permitted anywhere within the provincial Parksville Qualicum Wildlife Management area, which includes all beaches within City limits.

Exemptions to this general prohibition include:

- ⑤ Charcoal, wood, propane or natural gas fires contained within a barbecue, hibachi or fire pits having a surface area not greater than one half (0.5) square metres and covered by a grate for the purpose of cooking food.
- ⑤ Charcoal, wood, propane or natural gas fires contained within an outdoor fireplace having a maximum diameter, width and depth of 0.5 metres and a maximum height, including chimney, of 1.8 metres.
- ⑤ Campfires are permitted only in private or provincially owned campsites and must be contained within an approved fire pit/ring.
- ⑤ Fires started and maintained by the Parksville Fire Department for training or education purposes.
- ⑤ Fires used or recommended by authorities having jurisdiction to manage ecosystems for the purposes of silviculture, forest fuel management, fire hazard reduction, wildlife enhancement and the use of fire as a means of fire control.

No person shall start or maintain a fire permitted under the bylaw unless someone eighteen years of age or older is present, at all times, to monitor and extinguish the fire. Every person who starts, maintains, permits or supervises a fire under these conditions is responsible for ensuring that the fire is completely extinguished and that any residue from the fire is broken up and disposed of in a manner that eliminates any fire hazard.



Please note: The fire chief may at any time implement a complete ban on campfires and any other type of burning that is normally allowed under this bylaw, if weather conditions or a high risk of fire hazard warrants it.

For additional information, contact the Parksville Fire Department at 250 248-3242.

Property Maintenance Bylaw, 2003, No. 1383

This bylaw is designed to enhance the general quality of neighbourhoods, to protect the safety, health and well-being of the public and to ensure the continued enjoyment of properties for residents and owners.

There are some common complaints that may be addressed under the City bylaw:

- Rubbish, garbage or litter
- Excessive growth of long grass (as defined by the bylaw)
- The presence of noxious weeds such as thistles and knapweed
- Inoperative vehicles, trailers, machinery and appliances

Tree Management Bylaw, 2012, No. 1484

This bylaw regulates the preservation, removal and replacement of trees within the City of Parksville. A protected tree is deemed to be any tree in Parksville, except poplar and alder, which has a diameter greater than 50 centimetres (20 inches) or any tree within 30 metres of a watercourse. This bylaw applies to hazardous trees as well.

Residents planning the removal of any tree with a diameter of more than 50 centimetres (20 inches) on their property or the removal of any tree near a watercourse require a permit prior to commencing any work. The diameter of a tree trunk should be measured at breast height (1.4 metres/4.5 feet from ground) and confirmed by an ISA certified arborist. A tree cutting permit is not required for pruning (selective removal of branches), however, branches which are more than 10 centimetres (3.9 inches) must not be removed without first obtaining a tree-cutting permit.

Parks and Public Open Spaces Bylaw, 2016, No. 1523

This bylaw regulates land use within parks and public spaces to protect and enhance recreational areas, preserve natural and the environmental conditions, promote safety and enjoyment of community users and avoid conflicts of use within parks and public spaces.

Any homeless person may take up overnight accommodation and erect and occupy a temporary shelter in a park, between the hours of 7 pm on one day and 9 am the following day. There are many regulations for abiding by this bylaw on what is acceptable for location of the shelter, and what the shelter can entail for the temporary time limit. Any person who contravenes any provisions of this bylaw can be subject to fines.



COMMUNITY PLANNING

Planning

The Official Community Plan (OCP) is a statement of the community's vision for the future. It is a framework that guides decisions on planning and land use management within the community to ultimately shape development to achieve future community goals.

The City's current OCP (Plan Parkville: A Vision for Our Future: Official Community Plan Bylaw, 2013, No. 1492) was adopted by Council in 2013 and may be viewed at the planning department, at City Hall or online. Land use designations within the OCP provide a guide on the types of future land uses that in general may be considered. Implementation of land uses, not currently recognized in Zoning and Development Bylaw, 1994, No. 2000, would require an amendment proposal consistent with the OCP. [Zoning and Land Use](#)

Development permit areas are another component of the OCP which shape aspects of current development deemed important by the community. Development permit areas provide guidelines that address form and character, environmental protection and hazard prevention within designated areas of the City. Within these areas, formal approval is required by the issuance of a development permit prior to land alteration or construction, except where there are exemption provisions. Where applicable, a development permit is required prior to the issuance of a building permit. If you are proposing to alter land or build within the City of Parkville, please phone 250 954-4697 to determine if a development permit may be required.

Rezoning or Subdividing Property

The Zoning and Development Bylaw No. 2000 governs the zoning and development of property in the City. It regulates what a property can be used for and addresses such matters as setbacks, building heights, floor area, lot coverage, density, minimum parcel size and landscaping provisions.

If you are considering rezoning or subdividing your property, you are advised to contact the planning department to discuss the procedure. The subdivision of land and the rezoning of property are complex procedures and careful consideration of all the requirements is recommended prior to making an application. If an application is received to rezone a property, certain requirements under the *Local Government Act* come into effect. Should a rezoning application receive consideration by Council for a property within 50 metres (164 feet) of your property, you will be advised in writing of a public hearing date, time and location to allow you to express your comments or concerns prior to final consideration of the application by Council.

Should you become aware of any changes to properties in or near your neighbourhood. In the instance of a rezoning application, signs are posted in order to notify as many people as possible.



Building Permits

City of Parksville Bylaw No. 1387 outlines the owner responsibilities and the requirements and regulations for the construction of buildings or structures on properties. The construction of any building or structure, except accessory buildings less than 10 square metres in area, requires a building permit. The bylaw regulates demolition, alteration and repairs to a building; the moving of a building; a change of use or occupancy of part or whole of a building; repairs following fire, flood or earthquake; alteration or addition to heating (including wood stoves), plumbing or sewer systems; and the installation of a mobile home. Conversions or alterations in residential buildings may require a building permit and must conform to the current Zoning and Development Bylaw, as well as all current *BC Building Code* requirements.

Application forms and information regarding submission requirements and fees may be obtained from the department at City Hall or online. Additional information about building permits, please contact the Chief Building Inspector 250 954-4668 or 250 954-4656 for the planning department.

Sign Permits

Any person or business wishing to erect signage should check with the planning department to determine if a sign permit is required. Sign permits are generally required for most commercial business signage. Sign Bylaw, 2014, No. 1511 as well as the sign permit application form may be obtained from the website or from City Hall.

Business Licences

The City requires all businesses (including home-based businesses) have a valid business licence to operate in Parksville. Once the application form is complete and the required application fee paid, applications for a business licence are subject to the approval of City staff. Approval to obtain a business licence is dependent on:

- ⊗ Ensuring that the location of your intended premise has the appropriate zoning.
- ⊗ Ensuring that the premise has the correct Occupancy Permit for the desired use.
- ⊗ Ensuring that the desired business name does not conflict with an existing business.

You are encouraged to contact City Hall prior to a decision being made on leasing or purchasing a particular premise to ensure you can obtain a business licence for that site. For more information, please call 250 248-6144. [Business Licences](#)

Inter-Community Business Licences

Twelve municipalities from Campbell River to Duncan participate in the inter-community business licence program which makes obtaining a business licence easier and less costly for businesses which provide services in more than one central Vancouver Island community. This initiative, new in 2014, will save a business from obtaining a separate business licence from each community in which the business wishes to do business or provide services. An inter-community business licence is valid for the same term as the regular business licence issued by the



community from which the inter-community business licence is purchased. A business holding an inter-community business licence must comply with all bylaws and regulations of each community in which they operate.

ENGINEERING

The engineering department is responsible for the technical aspects of municipal engineering such as infrastructure and utility management, capital projects, land development, engineering and support services.

Municipal engineering includes road works, pedestrian/cycling facilities, traffic management, water works, sanitary sewerage, storm water management and street lighting. Engineering personnel assess the demands on the City's infrastructure, which may result in capital works projects to either improve or replace the existing services. Staff plan, design and perform the review and assessment of engineering design proposals for capital works projects and new land developments and inspect the construction of these works. The engineering department also provides technical support to the operations department and other City departments as required and is responsible for the management of engineering records.

Engineering maintains the Geographic Information System (GIS), which is the repository of a wide range of geographically referenced information on individual properties, roads and parks.

OPERATIONS

The operations department provides a variety of services which enhance the daily lives of residents and is responsible for municipal roads including ice and snow control, street lighting and traffic signals, maintenance of City parks and nature trails, the City's fleet and municipally owned properties as well as our water distribution system, sewage collection system and drainage facilities. This department also receives requests to repair potholes, traffic signs, water mains, sewers and sidewalks and is responsible for:

- | | |
|---|--|
| ☼ Boulevard tree pruning, tree removal | ☼ Sanitary sewer system, storm sewers |
| ☼ Catch basins, manhole repairs | ☼ Snow and ice on public streets |
| ☼ Irrigation systems | ☼ Spring and fall chipping program |
| ☼ Parks | ☼ Street sweeping |
| ☼ Roads, streets, sidewalks and pathways | ☼ Street lighting, paving and patching |
| ☼ Municipal buildings and fleet maintenance | ☼ Traffic signs, line painting |

Boulevards

Residents are cautioned not to plant any shrubs, place material or erect buildings or fences on the City's portion of boulevards and road right-of-ways in front of their property. Municipal



crews may have to excavate the area in order to reach services such as water or sewer pipes and cannot be responsible for any materials planted or erected on the boulevards or right-of-ways, except for the ground cover, such as grass or gravel.

Winter Conditions

During winter months, staff monitor road and weather conditions 24/7. The City provides snow and ice control, operating within budget and with available equipment and personnel to provide for reasonably safe movement of vehicular and pedestrian traffic. Despite the best efforts of a highly-motivated crew, conditions can deteriorate and roads can become treacherous. Questions should be directed to 250 248-5412. [Snow and Ice Control](#)

Clearing of sidewalks is the responsibility of property owners. Every owner and occupier of property is responsible under Bylaw 1436 to remove all snow or ice from sidewalks bordering their property within 12 hours of the end of a snowfall. During periods of heavy snowfall and during regular hours of operation, City crews will support public clearing of sidewalks on streets with high pedestrian traffic, such as arterials and roads in the downtown core.

Please prepare for winter conditions:

- ☼ Practice defensive driving and exercise caution at all times.
- ☼ When possible, do not park on streets during snowfall as this impedes the travel of plows and may result in your vehicle buried in snow.
- ☼ Snow clearing from sidewalks is the responsibility of adjacent property owners. Please ensure snow removed from the sidewalks is not deposited on roadway.
- ☼ Keep candles or flashlights handy and ensure cell phones are regularly charged should power or phone services be interrupted.
- ☼ Ensure supply of medications, infant formula, pet foods and non-perishable food items should roads become temporarily impassable and stores closed.
- ☼ Unless absolutely necessary to travel, stay home, keep warm, dry and safe.

Dedicated Bench and Tree Program

The City provides residents with opportunities to mark major life events in a meaningful way which benefit the community. By purchasing either a memorial tree or a memorial park bench, residents can honour the memory of a deceased friend or family member, or perhaps celebrate new beginnings such as a birth or a marriage.

Requests for the dedication of a tree or park bench are referred to the Director of Operations or designate for consideration. Application forms for the dedicated tree and bench program can be obtained on the City's website or by contacting the operations department at 250 248-5412.










[Dedicated Trees and Benches](#)



Watering Restrictions

Between April and October, water restrictions are necessary to meet current water supply demands for drinking, fire protection and irrigation. The City implements watering restrictions in four stages. The operations department determines when Stage 3 and Stage 4 restrictions should be initiated. The start and finish of water restrictions are advised on the City's website and in the City news page. Inquiries should be directed to the operations department at 250 248-5412.

[Parksville Water Information](#)
[Watering Restrictions](#)

WATERING RESTRICTION STAGE		1	2	3	4
EFFECTIVE DATES		April and October	May to September	Only as Required	
Frequency		Any Day	Every Other Day: Even# Houses – Even# Days Odd# Houses – Odd# Days	 Voluntary Reductions on top of Stage 2 	SPRINKLING BAN: Lawn Watering NOT PERMITTED
Lawn watering times		Between 7pm and 7am	Between 7-10am or 7-10pm for 2 hrs MAX		Between 7-10am or 7-10pm
Hand-watering, drip irrigation, micro irrigation		ANYTIME	ANYTIME		NOT PERMITTED
Washing vehicles, boats, houses (siding)		ANYTIME	ANYTIME		NOT PERMITTED
Filling fountains, pools, hot tubs		ANYTIME	ANYTIME		NOT PERMITTED
New lawn permits		Can apply for a permit	Can apply for a permit		NO PERMITS ISSUED
Pressure washing walkways, driveways, siding		ANYTIME	ANYTIME		ONLY prior to application of paint, preservative, stucco, or sealant
Vegetable gardens and fruit trees are exempt from all watering restrictions, even Stage 4.					



Wood Chipping Program

The City offers a free wood chipping program to residents of Parksville during the spring of each year. This service is intended to assist property owners to dispose of pruned tree limbs and debris resulting from the winter. The dates for crews to be in your neighbourhood will be posted on the City's website and in the local newspaper.

Chipping piles should be left on the boulevard. Piles are limited to 5 feet wide by 3 feet high in size and the branches must be less than 6 inches in diameter. One pile per residence will be removed by the chipping crew. Do not combine piles from multiple households as it is more difficult and time consuming for crews to take apart large piles for chipping than to handle many smaller piles. When placing your chipping pile, it is important not to hinder your property's City water connection box should access be needed for maintenance.

Rocks, stumps and construction waste which may cause injury to the chipper operators must not be included in the piles. Please note that due to safety issues, materials such as pampas grass and clematis and wisteria vines cannot be chipped and will not be removed by chipping crews. Pampas grass, vines and other compostable vegetation, garden debris, leaves and grass clippings should be taken to the Church Road Transfer Station.

Special Events

The City offers a variety of locations for special events of all sizes. All groups or organizations wishing to utilize City property, including the streets (for a parade or walk event), are required to submit a completed special event form to the operations department.

- ⊛ Parksville Community Park
- ⊛ Picnic shelter
- ⊛ Waterfront Walkway gazebo
- ⊛ Arbutus Point (Labyrinth Area)
- ⊛ Beach volleyball courts
- ⊛ Kite field
- ⊛ Skateboard Park
- ⊛ Springwood Park
- ⊛ Off-leash Dog Park (Despard Avenue)
- ⊛ Foster Park (Gazebo)
- ⊛ Individual City green spaces
- ⊛ City streets for walks, marathons, cycling events and/or parades



The application will be reviewed and the organizer will be contacted regarding standard terms and conditions and to finalize event details including a damage deposit and insurance. In order to ensure sufficient time to complete the process and to avoid disappointment in venue availability, it is suggested the request be submitted a minimum of six weeks prior to the date of the event. For more information on this process, call 250 248-5412. Application forms may be obtained on the City's website, from operations at 1116 Herring Gull Way or from City Hall.

[Special Events Policy and Application Procedures](#)

For use of the baseball/soccer fields and lacrosse box, contact Regional District of Nanaimo's Recreation and Parks Department at fieldbooking@rdn.bc.ca.

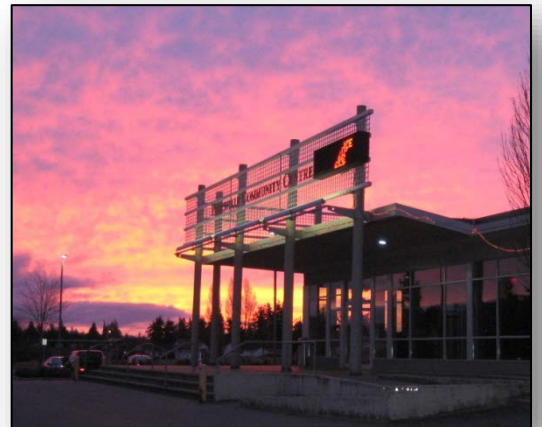
Rental of Municipal Facilities

Parksville Community Centre

132 Jensen Avenue East

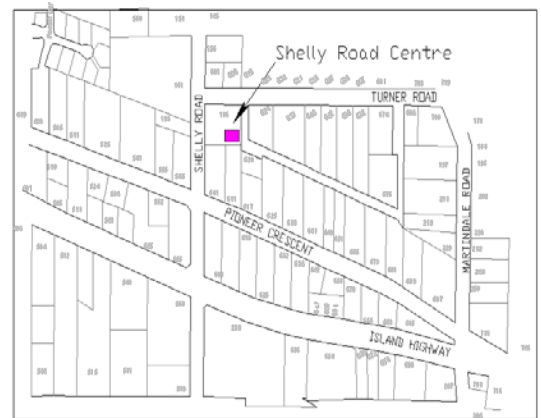
The Parksville Community Centre is located adjacent to the Parksville Civic and Technology Centre. This is a 21,000 square foot facility providing not only a spacious auditorium and stage, but also private meeting rooms that can be customized to suit your needs. Call 250 248-6234 for information on rental rates.

www.parksvillecentre.com



Shelly Road Centre – 186 Shelly Road

The Shelly Road Centre was renovated to its current condition in 1999 with the purpose of providing additional meeting space for neighbourhood groups, small community organizations and private individuals. There are meeting rooms on both floors of the facility with the kitchen area on the ground level. The centre is operated by and booked through the Bard to Broadway Theatre Society at 250 927-0641.



FINANCE

For information about the following programs, contact the finance department at 250 248-6144.

Online Services - MyCity and Web Inquiry

MyCity is a secure, all-in-one, online service which allows homeowners and businesses to access information about their City of Parksville accounts.

Once you create a profile and register your accounts, you can access information about your property tax, utilities and dog and business licence accounts, including current and past billing, payment and utility consumption history. You can also claim your Northern and Rural Homeowner Grant within your MyCity account.

1. Create a profile. An email address and password is required. Select "register now". Once a confirmation has been sent to your email address, you can login into MyCity.
2. Register your accounts. You will need to register each account you would like to access. Use the account number and access code located on your invoice to register each account.

Web Inquiry is a secure, online service that provides property information reports on properties in City of Parksville. Web Inquiry provides information such as tax assessment, tax levies, legal descriptions, utility billing periods, meter readings and water consumption .

Property Taxes



Property taxes cover the calendar year in which the notices are prepared. Tax notices are mailed in the end of May and are due on the first business day after June 30 each year. A 5% penalty is applied to outstanding taxes on the first day after the due date and another 5% on the last business day of September. The City accepts tax and utility prepayments by cheque, cash or debit card. These payments may be made at City Hall. Payments are not accepted online; however payments may also be made through most financial institutions in Canada.

The value of your property, as assessed by the BC Assessment Authority, is multiplied by the tax rates as set out by each of the taxing jurisdictions to determine your property taxes. Questions relating to your property assessment should be referred to the Assessment Authority office in Nanaimo at 1 800 977-2775. Current municipal tax rates are available on the City website or by contacting the finance department at 250 248-6144.

Property Tax Deferral Program

The property tax deferral program is a provincial government program which allows you to defer payment of annual property taxes on your home if you are 55 years of age or older, or meet certain other conditions. Application forms are available from the finance department.

Rural and Northern Homeowner Grant

The Rural and Northern Homeowner Grant is a program offered by the Province of British Columbia. The grant reduces property tax for eligible applicants. After receiving your property tax notice, you must apply for this grant each year prior to the tax due date.

Tax Certificates

The City issues tax certificates through BC Online. The City's fee for a tax certificate is \$20, paid directly through your BC Online account. (Contact BC Online to set up your account). Tax certificates issued with zero assessments or zero tax/utility calculations may be considered new construction and will require a parent property tax certificate. Contact the finance department for tax and utility information on new construction.

Customers who are on the City's tax/utility installment plan will need to cancel this service prior to the closing date. You can download the cancellation form or contact the finance department. Installment withdrawals are on the 15th of each month; therefore, account balances may change prior to final adjustments. Refunds are not issued for prepaid taxes or utilities; please adjust any credit balance. Taxes and utilities are separate accounts. Do not deduct credit balances from outstanding amounts owing; adjust each account separately and remit payment for balances owing.

PAWS (Pre-Authorized Withdrawal Service)

PAWS is a preauthorized payment plan which allows taxpayers to contribute a fixed monthly payment towards property taxes and/or utilities based on an estimate of future invoice



amounts. To apply for PAWS, complete the application available at City Hall or from the website and submit with a VOID cheque; you will be advised of the installment amounts for tax and/or utility accounts. You may use PAWS if your taxes are not being paid through a bank or mortgage company and there is no outstanding balance. PAWS accounts receive interest calculated from the date of payment until the tax/utility notice is produced, based on the daily prepaid balance at an interest rate 2.50 percentage points less than the prime lending rate at the City's bank.

Only one authorization is required to utilize PAWS, after which monthly payments will be withdrawn automatically. Payments are processed on the 15th of each month with the exception being that no payments are processed in the month of June. The annual tax notices and semi-annual utility notices will state the current levy, less the total prepayments to date including interest earned. It is your responsibility to **pay any outstanding balance** on your tax account and, if you are eligible, apply for the Provincial Home Owner Grant. Due dates, tax penalties and interest charges as stated on the tax notice will still apply. PAWS can be stopped by providing two weeks written notice to the finance department.

Utilities

Utility notices for water, sewer and garbage are issued at the end of March and September and are due at the end of April and October.

FIRE DEPARTMENT

Parksville Volunteer Fire Department

It is the mission of the Parksville Fire Department to provide the most effective and efficient fire protection and fire rescue service for the citizens of and visitors to Parksville. The Parksville Fire Department is a combination of career and volunteer service consisting of three career members, one support staff and up to 40 volunteer firefighters.



The PVFD serves 17,000 residents (20,000 during the peak summertime season) in the Parksville Fire Protection Area which includes the City of Parksville and contract areas within the RDN - San Pareil, Morningstar, Columbia Beach, French Creek, Fourneau Road and the Forever Green Estates.

The Parksville Fire Department responds to a variety of fire and emergency related calls for service. The major types of calls include alarms, motor vehicle incidents, medical calls (first response and ambulance assistance) and burning complaints. Most calls received by the department are through the North Island 911 emergency dispatch system.

The fire hall is located at 160 Jensen Avenue West. For non-emergency calls, contact the Parksville Fire Department at 250 248-3242 and emergency only calls to 911.

For information about being a volunteer firefighter, please refer to the website www.pvfd.ca





OCEANSIDE RCMP

Parksville is policed by the Royal Canadian Mounted Police, a national and federal police force. The Oceanside detachment is located at 727 Island Highway West, Parksville. Patrol includes the rural areas within the Regional District of Nanaimo – Nanoose, Deep Bay, Errington, Coombs, Lasqueti Island as well as the Town of Qualicum Beach and the City of Parksville.

There are a number of volunteer program opportunities such as Arrowsmith Community Justice, City Watch, Crimestoppers, Oceanside RCMP Victim Services and Oceanside Community Safety Volunteers. For non-emergencies and to contact the Oceanside RCMP, please call 250 248-6111.

EMERGENCY PREPAREDNESS

The City of Parksville is the local authority responsible for responding to disasters within the municipality. In the event of a disaster such as flooding, earthquake, chemical spill or major fire, the City will coordinate the response.

Importance of being prepared

Residents are encouraged to be prepared to deal with the aftermath of a disaster. After a disaster, residents should be prepared to look after themselves for a minimum of 72 hours and preferably for seven days until services or supplies are restored. Being prepared should a disaster strike is everyone's responsibility. Emergencies and disasters can occur at any time



without warning. We cannot stop a disaster or emergency, but we can take responsibility for ourselves.

Emergency Management Oceanside

The emergency programs from the City of Parksville, Town of Qualicum Beach and the Regional District of Nanaimo work in unison to provide large scale emergency support and disaster service to Oceanside residents. Through the EMO partnership, there is a more efficient, effective and cooperative approach to managing emergencies in our region. The resources from the three local governments provide professional 24/7 emergency support and EMO has the capacity to develop and undertake preparedness, mitigation, response and recovery planning for the community.

EMO provides services for residents living in the Oceanside community defined as the geographical region of School District #69 which includes Parksville, Qualicum Beach, Nanoose Bay, French Creek, Deep Bay, Bowser, Whiskey Creek, Coombs and Errington.

Contact the City of Parksville's emergency program coordinator at 250 954-4672 or OEESD@parksville.ca for further information.

Oceanside Emergency Support Services

These dedicated volunteers provide assistance to people displaced or directly affected by an emergency or disaster. Trained volunteers arrange for food, clothing, housing and access to emotional support for up to 72 hours after an emergency. If you are evacuated from your residence due to an emergency or you do not have insurance against damage due to fire or other emergency situation, you will be greeted and supported by caring volunteers.



The provincial emergency support services program provides short-term disaster relief across British Columbia in the event of fires, floods, earthquakes or other emergencies. OEES depends on community volunteers to plan and provide for the essential needs of individuals, families, and response workers. This may include food, lodging, clothing, emotional support and finding loved ones. The task of planning for disasters requires energy and creativity and depends on the commitment and dedication of many volunteers.

Oceanside Emergency Communications Team

EMO is also supported by the OECT. Volunteers licensed through Industry Canada as radio operators provide communications within the region, throughout the province and around the world using voice and digital radio equipment. Messages can be passed along regarding the welfare of residents to loved ones outside of the region and the needs of the region in an emergency.



This group of licensed radio operators can provide the link between the site of an emergency to the emergency operation centre and the provincial emergency operation centre when all other forms of communication have failed.

We can't do it alone!

Both ESS and ECT rely on community volunteers. Although not paid positions, volunteers receive full training paid for by EMO. Training is not required to join ESS or ECT, just a desire to provide a valued service to your community when it is needed most. We are seeking volunteers as well as those interested in starting a Neighbourhood Emergency Preparedness Group. For more information about our programs, contact the volunteer coordinator at OESSD@parksville.ca.

We recognize not everyone can volunteer but you can still be involved. By preparing yourself, your home, family and neighbourhood with an emergency plan, you can make a difference for yourself and your community. If you are not directly affected by an emergency or disaster and can support yourself for up to a week on your own, emergency resources can then be directed to those people directly affected and in the most need.

REGIONAL DISTRICT OF NANAIMO

Recreation and Parks

The Regional District of Nanaimo operates many of the public recreational facilities including the Oceanside Place Arena in Parksville and the Ravensong Aquatic Centre in Qualicum Beach. The RDN also provides recreation programming for all ages; a comprehensive list of programs offered can be found in the RDN Active Living Guide. As well, the RDN handles the booking of sports fields within Parksville.

For information on recreation facility hours and rates, to obtain an Active Living Guide, or to make a booking, contact the RDN Recreation office at 830 Island Highway West by phone 250 248-3252 or by visiting www.rdn.bc.ca.

Bus Service - Regional Transit

The Regional District of Nanaimo provides public transit between Parksville, Qualicum Beach and Nanaimo daily. [The Rider's Guide](#), including routes and schedules, can also be obtained from the information line at 250 954-1001.

The HandyDart Bus provides custom public transit for persons who are mobility challenged and cannot access regular buses. Area serviced is from Cedar to Qualicum Beach.
Phone 250 248-4557



Church Road Transfer Station

The Church Road Transfer Station receives residential and commercial waste collected in Parksville and the surrounding area. Located at 860 Church Road, Parksville, and is open seven days a week (except statutory holidays) from 8 am to 5 pm. Contact the transfer station at 250 248-5254 or www.rdn.bc.ca for rates.

Garbage Collection and Recycling

Domestic garbage collection and recycling are administered by the Regional District of Nanaimo which also provides curbside food waste collection. The green bin program diverts organic kitchen and food waste away from local landfills into processing for compost and potentially renewable fuels. Green bin collection is weekly, while garbage and recycling are collected every other week. <http://www.beyondcomposting.ca>

Basic household garbage service allows for the collection of one container of garbage which should not exceed 23 kilograms (50 pounds). Tags for extra containers of garbage may be purchased from the RDN or at City Hall.

Replacement RDN approved blue boxes and yellow Zero Waste recycling bags are available by contacting BFI Canada at 250 248-8109, 1151 Herring Gull Way in the Industrial Park. To replace lost or broken green bins, contact the RDN Solid Waste Services at 1 866 607-4111. More information about fees, pickup schedules and regulations can be obtained on the RDN website, or by contacting the company that collects the garbage, Progressive Waste, at 250 248-8109.

If you have a complaint or concern about your own garbage pickup and cannot resolve the problem with the collection company, phone the RDN at 1 877-607-4111 for assistance.



QUICK REFERENCE TELEPHONE NUMBERS

****PLEASE NOTE: Emergency numbers are located on the first page of the Telus directory****

BC Assessment Authority	1 866 825-8322
BC Safety Authority	1 866 566-7233
Better Business Bureau - Vancouver Island	1 877 826-4222
Bus Depot	250 248-5332
Canada Post Office	250 248-3932
Career Centre	250 248-3205
Garbage Transfer Stations (RDN)	250 248-5254
Highway conditions	1 800 550-4997
Island Health	1 877 370-8699
Meals on Wheels	250 248-2093
Member of Parliament, Gord Johns	1 844 620-9924
MLA Michelle Stilwell	250 248-2625
Nanaimo Regional General Hospital	250 755-7691
Oceanside Emergency Social Services	250 954-3411
Oceanside Health Centre	250 951-9550
Oceanside Place Arena	250 248-3252
Parksville Fire Department – Non-Emergency	250 248-3242
Parksville and District Chamber of Commerce	250 248-3613
Parksville Downtown Business Association	250 248-8079
Parksville City Hall (100 Jensen Avenue East)	250 248-6144
Parksville Community and Conference Centre	250 248-6234



Parksville Operations Department	250 248-5412
Parksville Qualicum Beach Tourism Association	250 248-6300
RCMP Oceanside Detachment (non-emergency)	250 248-6111
Rathtrevor Beach Provincial Park	250 474-1336
Regional District of Nanaimo - Recreation Commission	250 248-3252
Regional District of Nanaimo (RDN)	1 877 607-4111
RDN Transit	250 954-1001
School District No. 69	250 954-3040
Seniors' Drop-In Centre	250 248-3200
Society of Organized Services (SOS)	250 248-2093
SPCA	250 248-3811
Vancouver Island Regional Library	250 248-3841
Vancouver Island University	250 248-2096

