



2025 **ANNUAL REPORT**

TOWN OF QUALICUM BEACH

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INTRODUCTION

CHIEF ADMINISTRATIVE OFFICER MESSAGE

On behalf of the Town of Qualicum Beach, thank you for reading the 2025 Annual Report. This Report highlights the Town's accomplishments throughout 2025, while reflecting on the projects, priorities, and initiatives that continue to shape our community. It also connects staff's operational achievements with Council's Focus Areas and Strategic Initiatives. While the Annual Report is a requirement of provincial legislation, it also serves as one of the Town's key communication tools; demonstrating accountability, service delivery, and responsible governance.

Town staff remain dedicated to delivering the high-quality services that our community has come to expect. Through their professionalism, expertise, creativity, and commitment, staff continue to advance Council's direction while supporting day-to-day operations, long-term planning, and complex capital projects. Their innovation and collaborative approach continues to strengthen the organization and contribute to the Town's ongoing success.

I also want to thank the Mayor and Council for their strong leadership throughout the year. Their commitment to transparency, strategic planning, and meaningful public engagement continues to guide the organization and support informed decision-making. Under Council's direction, the Town continues to foster good governance, organizational excellence, and responsible long-term planning that reflects the evolving needs of the community.

We are fortunate to serve a community enriched by engaged residents, civic-minded businesses, community organizations, and dedicated volunteers whose contributions are deeply valued. The character and strength of Qualicum Beach is shaped by your ongoing support, involvement, and commitment to making our community a vibrant and welcoming place. A huge thank you to our volunteers.

As we reflect on 2025, I am proud of what we have accomplished together and confident in the continued strength of our organization and community. It is a privilege to serve the Town of Qualicum Beach as your Chief Administrative Officer and an honour to work on the traditional unceded territory of the Qualicum First Nation and the broader territory of the Coast Salish Peoples.

Lou Varela

Chief Administrative Officer

QUALICUM BEACH COMMUNITY

The Town of Qualicum Beach is a charming coastal community of 9,303 people and one of the most beautiful communities in the country. The Town is surrounded by rivers, forests and farmland located in the shadow of Mount Arrowsmith. Small-town character, walkability and year-round access to recreational opportunities support a high quality of life for residents, and provides an attractive destination for visitors.

This beautiful oceanside community has abundant recreational opportunities, including three golf courses within the Municipality and three others in close proximity. Opportunities for fishing, hiking and biking are also plentiful. The community features over seven kilometres of curving, postcard perfect beaches. The Town centre is vibrant, and an exciting revitalization of the adjacent East Village area is underway. Qualicum Beach is known for its connection to nature, as well as its celebration of arts and culture.

INDUSTRY

Qualicum Beach has a mix of tourism and service industries. The service sector (which includes retail, wholesale, finance, insurance, real estate, business services, accommodations, and other services) remains the largest employer in the region, accounting for 67% of overall employment. The trade sector, which includes both retail and wholesale trade, accounted for 20.5% of overall employment and reflects a growing trend in retail.

EMPLOYMENT

Employment is forecast to increase, with the service sector expected to show the strongest growth. Construction will see positive employment growth along with business services. Given the aging population of Qualicum Beach, health and social services, along with other services, will likely see significant increases in employment opportunities. It is expected that employment in these two sub-sectors will almost double over the next 25 years.

POPULATION

The largest population of Qualicum Beach is the age

group between 65 and 69 years old, and the least populated age group is between 25 and 29 years old. The working age group between 15 to 64 years old represents 41.7% of the population, while 14.88% makes up the younger population which will be a part of the labour force in less than two decades.



TRADITIONAL TERRITORY ACKNOWLEDGMENT

We would like to recognize that we are standing, working, and meeting on the unceded traditional territory of the Qualicum First Nation, and also wish to acknowledge the broader territory of the Coast Salish Peoples.





ORGANIZATIONAL PROFILE



MUNICIPAL COUNCIL

Under the *Community Charter* and *Local Government Act*, municipalities and regional districts have broad authority to provide services that their respective municipal councils or regional district boards consider necessary or desirable. Services may be varied both in size and type, examples of which include water and wastewater management, garbage disposal, recreational facilities and economic development.

Governance in the Town of Qualicum Beach is provided by a Mayor and Council. Currently, a Mayor and four Councillors are elected for four-year terms. New Council members elected in 2022 were sworn in on November 7, 2022.

Mayor Teunis Westbroek

Councillor Scott Harrison

Councillor Anne Skipsey

Councillor Jean Young

Councillor Petronella Vander Valk

The main functions of a municipal council are to look after the current and future economic, social and environmental wellbeing of its community. Council's primary duties are to create administrative policy, adopt bylaws on matters delegated to local government through the *Local Government Act* and other provincial statutes to protect the public, and to collect taxes for those purposes. Council also acquires, manages, and disposes of the Town's assets. Council's vision sets a course of action, and charts goals that are accomplished by municipal staff under the direction of the Chief Administrative Officer (CAO).

Council is committed to collaborative governance and sound management through the provision of high-quality facilities and services that provide opportunities for continuous improvement to the quality of life for people of all ages in the community. In pursuing the Town's goals, Council is guided by the principles of understanding and respecting different perspectives, acting with respect and integrity, defining plans and evaluating successes, making informed decisions, and supporting decision-making through processes and partnerships.

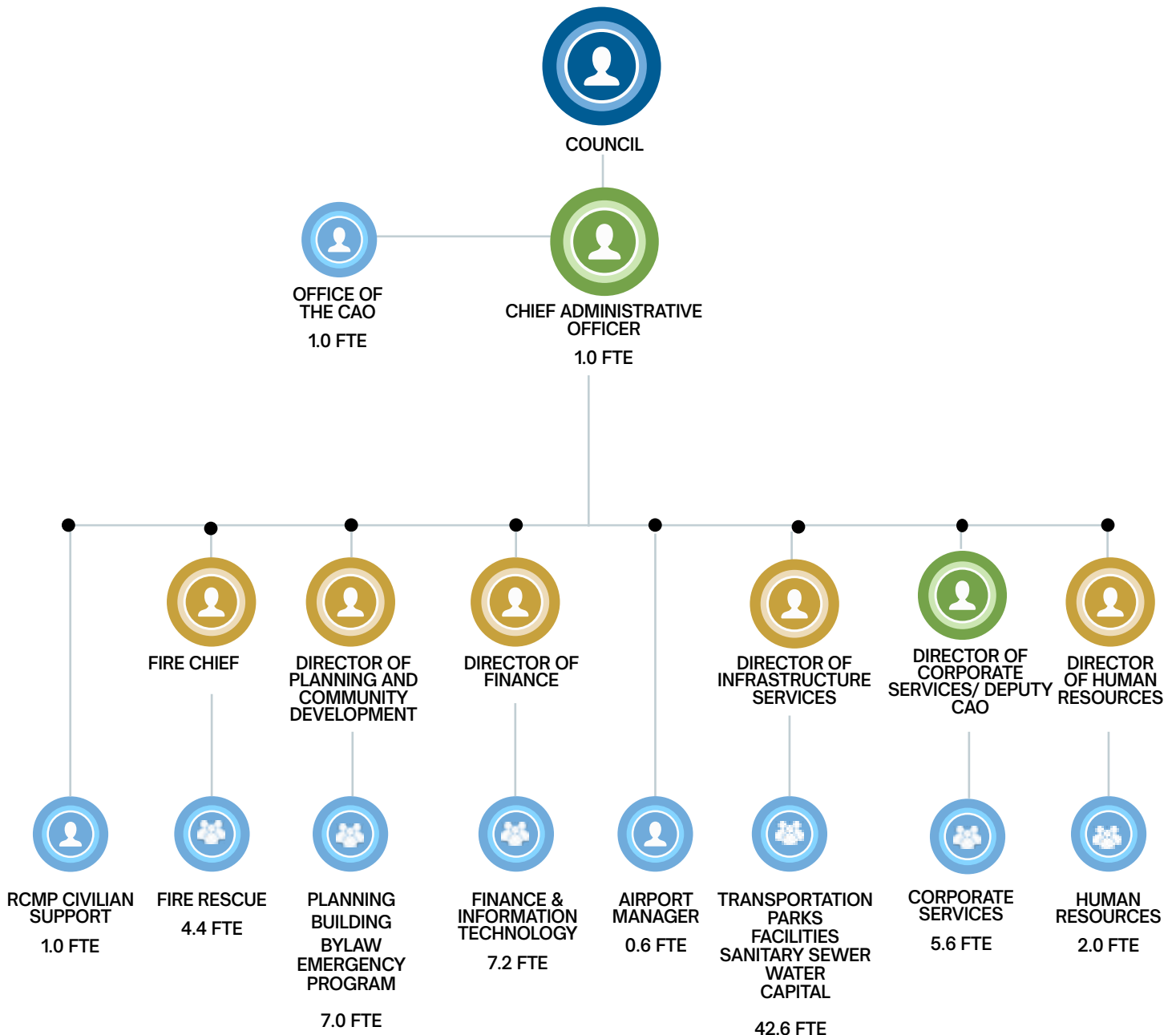


EMPLOYEE TEAM

The CAO leads a small team of dedicated employees responsible for providing recommendations and policy advice to Council and coordinating the day-to-day operations of the Municipality.

The workforce is composed of exempt management, CUPE employees, Paid-on-Call Firefighters, and a variety of program contractors. Policing is provided through a provincial police contract for RCMP Services.

The staff complement has gradually increased in line with changes in the operating environment and added responsibilities in services and public expectations. .





COUNCIL'S STRATEGIC PLAN

STRATEGIC PLAN 2026

STRATEGIC PLAN 2026-2030

MESSAGE FROM THE MAYOR

Council is proud to continue its forward thinking and transparent planning journey with the 2026–2030 Strategic Plan.

This Plan provides a clear roadmap for how Council will prioritize community priorities, direct resources, and shape the Town's future. While advancing new initiatives, Council will also ensure that:

- All regulatory responsibilities are fulfilled;
- Core municipal services remain strong; and
- The Town's systems, processes, and citizen services continue to evolve and improve.

“ Strategic Planning provides the building blocks for a sustainable, resilient, and thriving community **”**

GOVERNANCE

STRATEGIC DIRECTION

Where are you going?

ALLOCATING RESOURCES

What are you spending tax money and staff time on?

MANAGING RISK

Are you managing & reducing risk to your community?

OVERSIGHT & REPORTING

How is your local government doing?

VISION *(From Official Community Plan 2025)*

Qualicum Beach is a charming coastal village surrounded by rivers, forests and farmland in the shadow of Mount Arrowsmith. Our small town character, walkability, and year-round access to recreational opportunities support a high quality of life for residents and are an attractive destination for visitors. The Town will innovate in response to the social, economic and environmental challenges of the future while holding firm to those qualities that make Qualicum Beach a unique and highly desirable place to live.

MISSION STATEMENT *(Amended from Community Charter)*



- Providing for good government of the community
- Providing for service, laws and other matters for community benefit
- Providing for sound management of the public assets of the community
- Fostering the economic, social and environmental wellbeing of the community

GUIDING PRINCIPLES FROM COUNCIL'S CODE OF CONDUCT

INTEGRITY

Being honest and demonstrating strong ethical principles.

ACCOUNTABILITY

An obligation and willingness to accept responsibility or to account for one's actions.

RESPECT

Having due regard for others' perspectives, wishes and rights; displaying deference to the offices of local government, and the role of local government in community decision-making.

LEADERSHIP AND COLLABORATION

An ability to lead, listen to, and positively influence others; coming together to create or meet a common goal through collective efforts.

STRATEGIC PLANNING

One of the key objectives of the Strategic Planning process is to better connect the OCP, Council's Strategic Plan, the Budget and multiple master plans including but not necessarily limited to:

- Waterfront Master Plan
- Community Transportation Plan
- Community Climate Change Adaptation Plan
- Urban Forest Master Plan
- Community Wildfire Resiliency Plan
- Asset Replacement Financing Strategy
- Annual Budgets
- Long-range Financial Plan
- Youth and Young Families Retention and Attraction Strategy

Making these connections is a work in progress that will take multiple years and appropriate resourcing to achieve.

How will this alignment support Council to govern more effectively?

- Allows focus of resources (human and financial)
- Creates efficiencies
- Provides information for informed decision-making
- Puts planning work into action



THE TOWN HAS IDENTIFIED THESE FOCUS AREAS:

HOUSING



To ensure residents have access to housing alternatives that meet a diversity of needs, lifestyles and income levels.
OCP Sustainability Plan p. 139

GOOD GOVERNANCE



To govern for the public interest of our community while managing competing interests, ensuring availability of transparent and accessible information, fostering respectful public engagement, and demonstrating ethical values.

ECONOMIC PROSPERITY



To pursue economic opportunities based on sustainable growth, development, and investment that meets the needs of the community.
OCP p. 5

COMMUNITY HEALTH AND WELLBEING



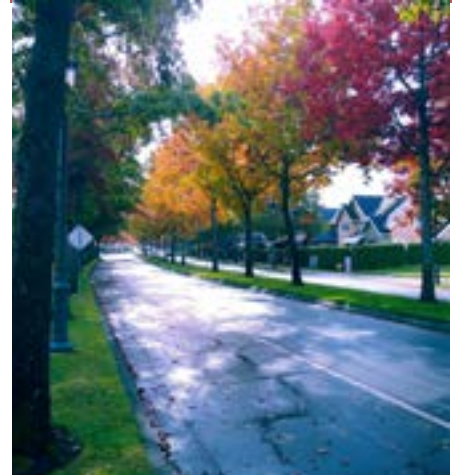
To improve the health and wellbeing of people who live, work, and play in the Town. *OCP p. 7*

CLIMATE ACTION



To reduce greenhouse gas (GHG) emissions and energy consumption and promote adaptive mitigative measures to prepare for climate change impacts.
Regional Growth Strategy Goal and OCP p. 6

PROGRESSIVE INFRASTRUCTURE



To ensure infrastructure for energy, water, wastewater and stormwater, solid waste and multi-modal transportation is efficient and effective at advancing the Town's sustainability goals.
OCP Sustainability Plan p. 146

STRATEGIC INITIATIVES SUMMARY

Council reviews and adopts its Strategic Plan annually, as outlined on pages 14–17 of this Financial Plan. Through this process, Council confirms its Focus Areas (currently six, detailed on page 17) and develops an ambitious program of Strategic Initiatives. These Initiatives represent projects that go “above and beyond” the Town’s regular operations, driving progress in Council’s chosen Focus Areas. A detailed list of the Strategic Initiatives for 2026–2030 can be found on pages 19 and 20 of this Plan, covering the next five-years.

Both Strategic Planning and the Budget process are fixed points in time within a dynamic political environment. As circumstances outside the Town’s control evolve, the Plan must also adapt. Updates will be communicated through the quarterly reporting process or the next Strategic Planning cycle, depending on which is most appropriate. Additionally, Council may revise these Initiatives during the annual Strategic Planning process if shifting priorities or budgetary constraints necessitate adjustments.

The 2026–2030 Strategic Initiatives were developed under the assumption that \$250,000 of property taxation funding would be contributed annually to a reserve fund for these Initiatives. In addition to this reserve, the program of Strategic Initiatives is supported by grants, other reserve funds, and development cost charges.

In July 2025, Council postponed the timeline for its program of Strategic Initiatives to create staff capacity to support the purchase and subsequent works related to the Eaglecrest Golf Course. As part of the funding required to enable the purchase of the Eaglecrest property, Council also internally borrowed \$542,000 from the Strategic Initiatives Reserve. The borrowed funds are anticipated to be replenished through proceeds from the subsequent sale of Eaglecrest Lands. Repayment is anticipated in 2027 and 2028. Council’s ability to proceed with 2027 and subsequent year’s Initiatives is dependent on the repayment of the Strategic Initiatives Reserve. As such, Council will decide how to prioritize Initiatives within the available Reserve balance as part of 2027 Strategic Planning.

Projects and Initiatives

Revenue	2026	2027	2028	2029	2030
Reserve for Strategic Initiatives	\$ 272,000	\$ 375,000	\$ 220,000	\$ 580,000	\$ 40,000
Grants	317,000	172,000	15,000	10,000	-
Property Taxation	24,000	24,000	-	-	-
Total Revenue	\$ 613,000	\$ 571,000	\$ 235,000	\$ 590,000	\$ 40,000

Expenses	2026	2027	2028	2029	2030
Good Governance	\$ 182,000	\$ 110,000	\$ 80,000	\$ 85,000	\$ -
Community Health & Wellbeing	55,000	260,000	75,000	310,000	-
Climate Action	203,000	99,000	60,000	75,000	40,000
Housing	80,000	50,000	10,000	10,000	-
Economic Prosperity	66,000	-	-	50,000	-
Progressive Infrastructure	27,000	52,000	10,000	60,000	-
Total Expenses	\$ 613,000	\$ 571,000	\$ 235,000	\$ 590,000	\$ 40,000

STRATEGIC INITIATIVES DETAILS

	2026	2027	2028	2029	2030
Good Governance					
Planner Position - (Council Resolution - Reverts to Taxation Funding mid 2026)	\$ 50,000	\$ -	\$ -	\$ -	\$ -
Collaboration Qualicum First Nations and Saa'men (Discretionary Council Decision Making)	15,000	15,000	-	-	-
Town Website Improved Searchability	20,000	-	-	-	-
Records Management*	60,000	-	-	-	-
Comprehensive Policy Review*	37,000	-	-	-	-
Visual Identity Refresh	-	20,000	50,000	50,000	-
Airport Master/Business Plan - Grant Dependant	-	75,000	-	-	-
Encroachment Policy Review	-	-	30,000	-	-
Commercial Centre Delivery Hours	-	-	-	20,000	-
Update Noxious Weeds and Unsightly Premises Bylaws	-	-	-	15,000	-
	\$ 182,000	\$ 110,000	\$ 80,000	\$ 85,000	\$ -
Community Health & Wellbeing					
TOSH One-time Mid Year Request	\$ 50,000	\$ -	\$ -	\$ -	\$ -
Community Volunteerism (Council Discretionary Decision Making)	5,000	-	-	-	-
Community Park - Community Facilities Site Plan Update	-	50,000	-	-	-
Community Park - Space Needs Assessment (Separation and Storage of Equipment)	-	50,000	-	-	-
Fire Department Strategic Plan	-	50,000	-	-	-
Food Action Plan	-	30,000	-	-	-
Identify Land for a Multi-purpose Performing Arts / Cinema	-	30,000	-	-	-
Financial Support Multi-Purpose Court (tennis & basketball)	-	50,000	-	-	-
Kwalikum Secondary School	-	50,000	-	-	-
Adopt a Bylaw to Prohibit Smoking in Parks and Trails	-	-	45,000	-	-
Seniors Activity Centre Expansion - Needs Assessment	-	-	30,000	-	-
Parks Inventory Prioritization Plan	-	-	-	100,000	-
Uptown Mobility Study - Phase 2	-	-	-	50,000	-
Develop an Accessibility Action Plan	-	-	-	50,000	-
Robust Accessibility Plan "Whistler Village Style"	-	-	-	50,000	-
Controlling Outdoor Cats	-	-	-	30,000	-
Improve Accessibility to the Foreshore - Planning and Research	-	-	-	15,000	-
Retired Engine 2 - Control Operation Usage	-	-	-	10,000	-
Dementia Friendly Community	-	-	-	5,000	-
	\$ 55,000	\$ 260,000	\$ 75,000	\$ 310,000	\$ -
Climate Action					
Community Climate Change Adaptation Plan Update and Implementation	\$ 50,000	\$ -	\$ -	\$ -	\$ -
Mount Arrowsmith Biosphere Society - Fee for Service Request	24,000	24,000	-	-	-
Climate Action - Community Outreach and Support	15,000	15,000	15,000	-	-
Building Facilities Green House Gas (GHG Audit)*	114,000	-	-	-	-
Asset Management - Natural Asset Consolidation (2/3 Grant Dependent)	-	20,000	10,000	-	-
Tree Protection Bylaw Update	-	40,000	-	-	-
Implementation of Climate Mitigation Actions Matrix	-	-	25,000	-	-
Encourage Residents to Fossil Free Power Equipment	-	-	10,000	-	-
Review Form and Character Guidelines to Advance Climate Change Adaptation and Mitigation	-	-	-	75,000	-
Urban Forest Master Plan – Update	-	-	-	-	40,000

STRATEGIC INITIATIVES DETAILS

	2026	2027	2028	2029	2030
Housing					
Housing Announcement Implementation - Zoning Bylaw Update & Legal Fees	\$ 20,000	\$ -	\$ -	\$ -	\$ -
Housing-focused Official Community Plan (OCP) Review - Recommended*	60,000	-	-	-	-
Accessory Dwelling Unit Design Template	-	30,000	-	-	-
Short Term Rentals Regulatory Framework	-	20,000	-	-	-
Ravensbourne Affordable Housing - Phases 1 & 2	-	-	10,000	10,000	-
	\$ 80,000	\$ 50,000	\$ 10,000	\$ 10,000	\$ -
Economic Prosperity					
Tourism and Small Business Promotion - (Council Discretionary Decision Making)	\$ 10,000	\$ -	\$ -	\$ -	\$ -
Pathways to Sustainable Economic Development in Qualicum Beach - Grant Funded*	56,000	-	-	-	-
Update Youth & Family Retention and Attraction Strategy	-	-	-	50,000	-
	\$ 66,000	\$ -	\$ -	\$ 50,000	\$ -
Progressive Infrastructure					
Implement and Operationalize Asset Management Strategy & Plan*	\$ 27,000	\$ -	\$ -	\$ -	\$ -
Other Effective (area based) Conservation Measures (OECM) Management Plan(s)	-	10,000	10,000	-	-
Parking Management Strategy Including Review of Off-street Parking and Reserve Fund Bylaw No.500.02, 2005 & Paid Permitted Parking Plan for Uptown Businesses	-	42,000	-	-	-
Regulate Light Trespass	-	-	-	50,000	-
Asset Management Plan - Airport - (Grant Dependent)	-	-	-	10,000	-
	\$ 27,000	\$ 52,000	\$ 10,000	\$ 60,000	\$ -

* Unspent Budget Carry-forward from previous year





SERVICE AREAS



The main functions of a Municipal Council are to foster the economic, social and environmental wellbeing of its community, both current and future, through governance decision-making.

Council's primary duties are to create policy; adopt bylaws on matters delegated to local government through the *Local Government Act* and other provincial statutes to protect the community; and to collect taxes and fees for those purposes.

Council also oversees, acquires, and disposes of the Town's assets and infrastructure. Council's shared vision sets a course of action through the Strategic Planning and Budget processes, and charts goals that are accomplished by municipal staff under the direction of the Chief Administrative Officer.

2025 COUNCIL HIGHLIGHTS AND ACCOMPLISHMENTS

In 2025 Council decision-making resulted in numerous successes for the community including, but not limited to the following Strategic Initiatives:

- Updated the Official Community Plan (OCP) with a housing focus, to comply with Bill 44 and Bill 35
- Conducted the Quality-of-Life Survey
- Acquired the Eaglecrest Golf Course Lands
- Approved numerous policy and bylaw amendments
- Entered into a one-year lease with School District 69 for the Qualicum Commons, to allow for due diligence in consideration of a long-term lease
- Supported public discussion about the Airport, the Community Transportation Plan, public safety, and provided opportunity for the public to address Council on any matter of interest in four Open House style Committee of the Whole meetings
- Supported the Skatepark Reconstruction and grand opening
- Directed the new website migration project
- Directed completion of numerous significant capital projects including but not limited to: the Beach Creek Culvert Replacement, Bay Street Stabilization, Seacrest Place Slope Stabilization, Public Works Fuel System, Saahtlam Park Washrooms, Hemlock and Illiqua Watermain Replacement, and the Waterfront Expansion Project

2025 COUNCIL HIGHLIGHTS AND ACCOMPLISHMENTS *continued*

- Presented resolutions to AVICC and UBCM on reconfiguration of railway crossings and the opioid crisis.
- Celebrated numerous awards including the MISA BC 2024 Spirit of Innovation award for the Public Inquiry System; the GeoConnect 2025 Award of Excellence for the Public Inquiry System, the Development Tracker and the Tree Removal Application; the GFOA Budget Award; and the “Best of the Best” BC & Yukon Tap Water Taste Test.

COUNCIL PLANS FOR 2026

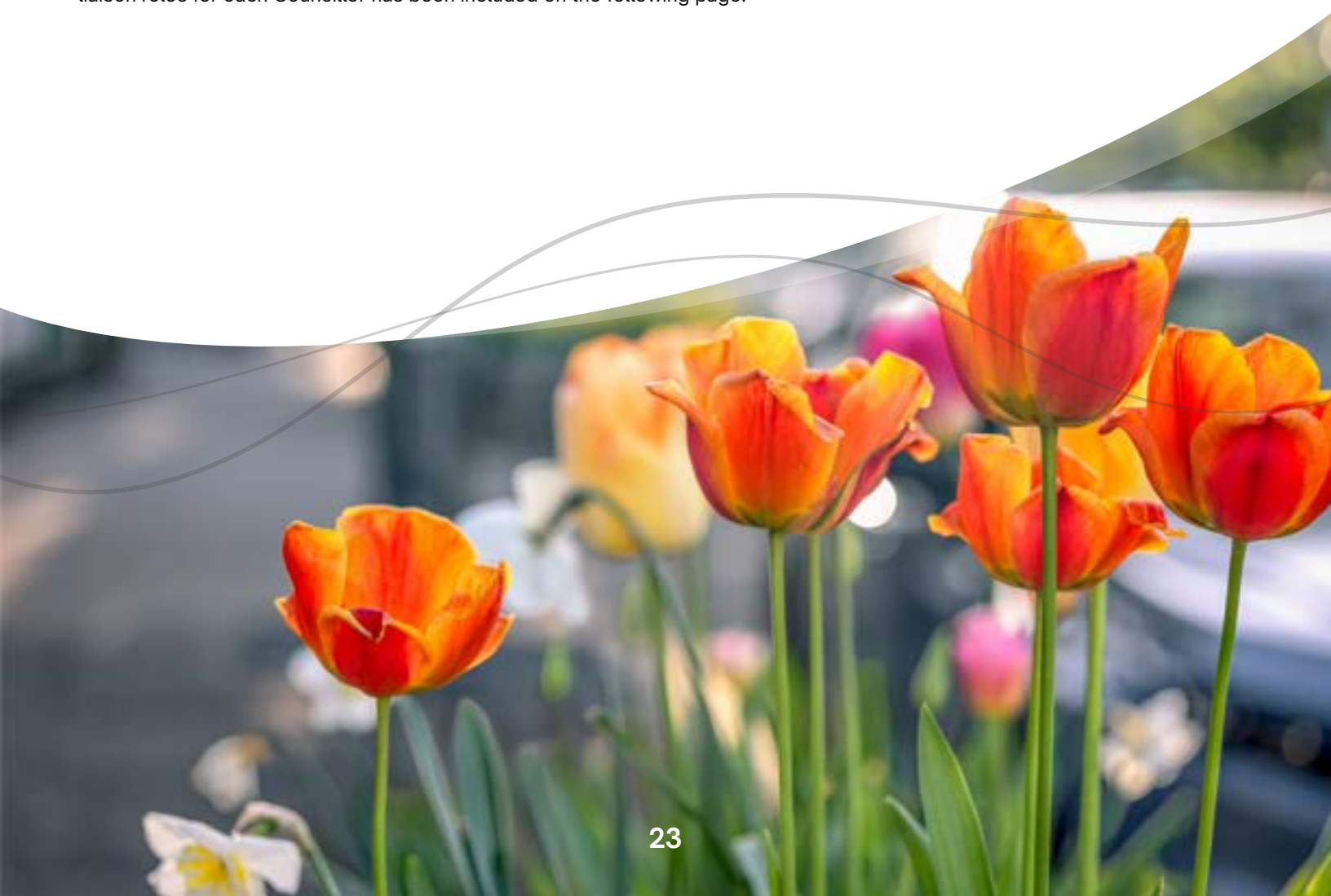
Annually, through the Strategic Planning process, Council allocates resources for Council’s Strategic Initiatives. A key objective of Council’s Strategic Planning Process is to better connect the Official Community Plan, Council’s Strategic Plan, the Budget, and multiple master plans. Significant progress was made on these connections in 2025 and continues in 2026.

For a complete list of Council’s Strategic Initiatives and plans for 2026, please see section titled “Strategic Initiatives Details” on pages 18-20.

In addition to Council’s Strategic Planning, Council allocates resources for capital, infrastructure and asset management priorities through its annual budget.

COUNCIL LIAISONS

In addition to governance decision making for regular business and Strategic Initiatives, Council members also serve as key liaisons to multiple organizations. A summary of the key liaison roles for each Councillor has been included on the following page.





Mayor Teunis Westbroek

All general governance issues
Council spokesperson

Voting Membership:

- Oceanside Services Committee
- Regional District of Nanaimo

Liaison:

- Island Coastal Economic Trust
- QB Seniors' Activity Centre Association
- Qualicum First Nation



Councillor Scott Harrison

Voting Membership:

- Arrowsmith Water Services Management Committee
- Vancouver Island Regional Library (alternate)
- Youth Link

Liaison:

- Eaglecrest Residents' Association
- Access Oceanside Association
- Oceanside Task Force on Homelessness
- Kiwanis Housing Society



Councillor Anne Skipsey

Voting Membership:

- Regional District of Nanaimo (alternate)

Liaison:

- QB Memorial Golf Club
- Qualicum Woods Residents' Association
- Mt Arrowsmith Biosphere Region Roundtable

Committees:

- Environment and Sustainability
- Beach Day Celebration
- Heritage Forest Commission



Councillor Petronella Vander Valk

Liaison:

- Chartwell Residents' Association
- Naut'sa mawt Oceanside Wellness (NOW)
- Qualicum Beach Farmer's Market
- Qualicum Community Education and Wellness Society (QCEWS)
- PQB Tourism Association

- QB Chamber of Commerce
- QB Collective Society
- St. Andrew's Lodge Historical and Cultural Society

Committees

- Heritage Forest Commission (alternate)



Councillor Jean Young

Voting Membership:

- Vancouver Island Regional Library

Liaison:

- Early Learning and Childcare Council in Oceanside (ELCCO)
- Qualicum Beach Residents' Association
- Oceanside Hospice Society

Liaison continued

- The Old School House Arts Centre Society
- QB Historical and Museum Society
- Into the Woods Society
- QB Multi-Use Cinema Society
- Flowerstone Society

Committees:

- Family Day Celebration
- Environment and Sustainability (alternate)



OFFICE OF THE CAO

The Chief Administrative Officer (CAO) of the Town of Qualicum Beach, as described in the *Community Charter*, is appointed by Council to manage and direct all Town employees and operations. As such, the CAO is responsible for the overall administration of the Town's departments and provides leadership and direction to the Senior Leadership Team - a distinctly different and complementary role to the governance realm of Elected Officials.

The CAO is responsible for providing advice on governance decisions as well as on the Municipality's authority and responsibility under the *Community Charter*, *Local Government Act*, *Freedom of Information and Protection of Privacy Act (FOIPPA)*, and *Municipal Finance Authority Act*.

The Department consists of the CAO and an Executive Office Coordinator shared with the Mayor's Office and Council. Additional support is provided by the Director of Corporate Services, who also serves as the Deputy CAO.

KEY POLICIES AND PLANS

- Official Community Plan
- Council Procedure Bylaw
- Council's Standards of Conduct
- Anti-Bullying and Harassment Policy

2025 OFFICE OF THE CAO HIGHLIGHTS AND ACCOMPLISHMENTS

- Supported ongoing policy review.
- Supported Official Community Plan Review.
- Undertook Committee/Commission Review – Phase 2.
- Supported acquisition of the Eaglecrest Golf Course Lands.
- Supported due diligence for the one-year lease of the Qualicum Commons.
- Continued to support Council in establishing municipal places of business as safe and respectful forums to promote public engagement, effective governance, and staff performance.
- Continued to support Council liaisons in meetings with Residents' Associations to enhance communication.
- Attended the Union of BC Municipalities Conference with all members of Council where we met with provincial staff regarding out-of-hospital care, and *Short-Term Rental Accommodations Act*.
- Attended the Local Government Management Association (LGMA) conference and the CAO Forum for professional development.

CHALLENGES

- Capacity for change management to support continued modernization of the organization.
- Limited resources in consideration of department workplans.
- Ongoing development of metric and targets available to establish service levels (work in progress).

OFFICE OF THE CAO - PLANS FOR 2026

- Continue to support development and sale of residential lots on Eaglecrest Golf Course Lands.

LOOKING AHEAD: 2027-2030 KEY PROJECTS AND INITIATIVES*

- Continue enhancing transparency and accountability through process and practice optimization, and implementation of expanded metrics and targets.
- Comprehensive Policy Review (multi-year) to review and update Council and administrative policies.

* Subject to change based on future Council decision making.

KEY INDICATORS: EXAMPLES

- Community engagement is further integrated into planning for projects of significance.
- Robust reporting is provided for Council and the community at the end of the second and third quarters annually.
- Talent is recruited, supported, and retained, within an increasingly competitive job market.
- Policy direction is consistently implemented.
- Continued achievement of the GFOA Distinguished Budget Presentation Award.
- Advancements are made on Council's Strategic Initiatives.

CORPORATE SERVICES

The Corporate Services team provides administrative services to Council, the organization, and to the public. They are responsible for legislative duties, communications, government relations, and municipal government administration, including:

- Providing support and recommendations to Council and Committees on policies, procedures, and various legislation
- Processing official correspondence to and from Council
- Managing corporate records and maintaining legislative records (including bylaws, agendas, and minutes)
- Researching and developing corporate bylaws and policies
- Managing *Freedom of Information and Protection of Privacy Act* requests for access to records
- Overseeing risk management claims, property negotiations, land registrations, and municipal insurance
- Applying for and administering federal and provincial grant applications
- Managing the Town's communications, website and resources
- Coordinating cemetery services
- Managing and overseeing municipal special events
- Conducting municipal elections and other voting opportunities
- Providing shared administrative support to all departments

COMMUNICATIONS AND PUBLIC ENGAGEMENT

The Corporate Services team utilizes communication and community engagement expertise from internal staff including contracted resources who work closely with departments on government relations, media relations, social media, website, emergency communications, branding, graphic design, communications, and Strategic Planning.

Their engagement activities prioritize building strong connections with Qualicum First Nation, community partners and the people who live, work and play in Qualicum Beach. They also work to collaborate with provincial and federal governments to effectively address regional and inter-municipal priorities and issues.

PROPERTY MANAGEMENT

Town property resources include: Civic Centre and Community Hall management and bookings; overseeing operations of the Qualicum Commons; management of claims; risk assessments; land purchase and sale; land registrations; long and short-term leases and licensing.

SPECIAL EVENTS

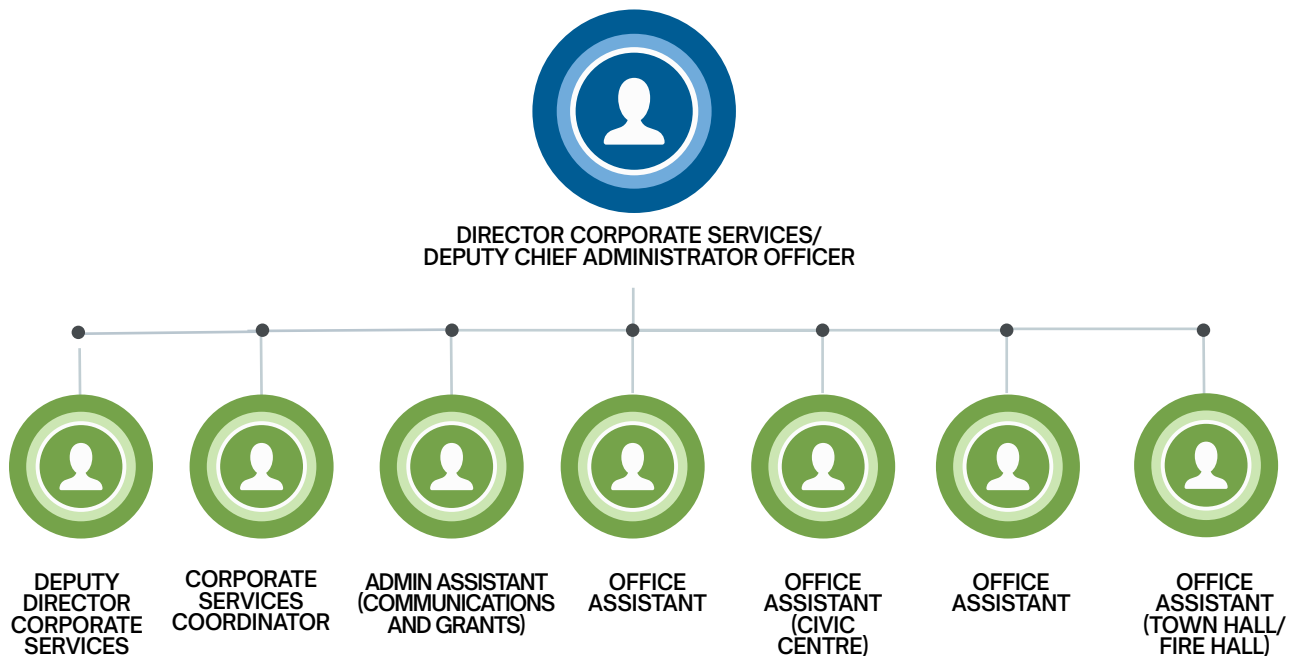
Special event programming helps create a sense of community identity, belonging, pride, and spirit. It showcases Qualicum Beach to residents and visitors as a great place to visit, live, work, and play. Some of the annual special events in Qualicum Beach include Beach Day Celebration, Family Day Celebration, Youth Appreciation, Ocean Mile Swim, Moonlight Madness, Volunteer Appreciation, and Remembrance Day. Many community partners and event organizers are also supported by the Town when holding special events.

KEY LEGISLATION, POLICIES AND PLANS

- *Local Government Act*
- *Community Charter*
- *Freedom of Information and Protection of Privacy Act*
- *Council Procedure Bylaw*

DEPARTMENT STAFF AND STRUCTURE

The Department is led by the Director of Corporate Services/Deputy CAO and is comprised of a Deputy Director of Corporate Services, Corporate Services Coordinator, Administrative Assistant (Communications and Grants), and four full-time Office Assistants. Administrative support is provided on a shared basis to all departments.



The chart shows all resources available to the Department, including both employees and contracted staff. Some of these resources may be shared across multiple departments. Therefore, the positions listed in this chart may differ from the Employee Team Organization Chart on page 12, which lists only Town employees assigned to their specific Department.

KEY INDICATORS

Corporate Administration

Key Activity Levels	2022 Actual	2023 Actual	2024 Actual	2025 Actual	2026 Forecast
Council Meetings (Regular and Special)	12	23	35	38	21
Council Meetings (Closed)	17	25	23	31	10
Committee of the Whole	4	12	14	14	11
Committee/Advisory Body Meetings	47	56	44	37	30
Public Hearings Conducted	6	5	0	2	2
Media Releases	35	48	45	48	50
Noteworthy Bulletins	4	3	3	3	4
Monthly Newsletters - Print	11	12	12	12	12
Monthly Newsletters - Digital	11	12	12	12	12
Freedom of Information Requests	87	83	115	96	100
Bylaws approved by Council	18	12	18	18	15
Policies approved by Council	3	4	3	8	5
Special Events supported	-	-	14	17	18
Website Users	-	-	108,000	125,000	135,000
Website Total views	-	186,906	281,000	246,000	300,000
Facebook Posts	199	700	600	650	700
Facebook Followers	5,215	5,734	6,792	8,067	8,300
Facebook Reach	203,711	269,846	763,093	*	*
Facebook Views	-	-	-	2.5 M	3.1M
Council Correspondence log items	1,738	1,500	655	450	475
Public Inquiry System items	-	-	395	885	920
Constant Contact Notices	145	165	170	175	180
Online Surveys Posted	2	8	10	15	

* "Reach" discontinued, and replaced with "Views"

Corporate Administration

Service Plan	2022 Actual	2023 Actual	2024 Actual	2025 Actual	2026 Forecast
Staff Complement	7	7	7	8	8
Standing/Select Committees	9	9	10	6	5
Legislative	100%	100%	100%	100%	100%
Council Correspondence	90%	90%	95%	90%	95%
Council Meeting Minutes	95%	95%	100%	90%	95%
CoW Meeting Minutes	95%	95%	95%	95%	95%
Committee Minutes	95%	95%	95%	95%	95%
Late Council Items	7	5	5	5	5
Insurance Incidents	New	1%	4%	3%	3%
FOI Request on time	98%	98%	98%	98%	98%

2025 HIGHLIGHTS AND ACCOMPLISHMENTS

- Launched redesigned website, with optimized search functionality.
- Processed 96 Freedom of Information requests with 98% responded to within the legislated time lines without extension.
- Transitioned existing tenants from the Qualicum Commons and signed 10 new leases.
- Processed 885 inquiries through the Public Inquiry System for Corporate Services and Council.
- Continued to increase social media presence and general communication strategies.
- Provided administrative and legislative support for 85 Council and Committee of the Whole meetings.
- Initiated a Comprehensive Policy Review, including a re-organization of policies distinguishing Administrative Policies from Council Policies, and reviewing and approving 8 policies and rescinding 15 policies.
- Supported departments and Council with advancing 18 bylaws for approval, including 11 amending bylaws.

CHALLENGES

- Increased service level expectations/high volume of public requests.
- Maintaining service levels, given a significant increase in the number of Council meetings.
- Department vacancies.

PLANS FOR 2026

- 2026 Local Government Election.
- Elections bylaw and process review.
- Monitor and enhance website functionality.
- Council compensation review (complete).
- On-boarding new Corporate Service Coordinator, and Deputy Director of Corporate Services (term).
- Continuation of comprehensive review of Town Policies.
- Organization-wide privacy training.
- Continued Communications Strategy implementation (Council Strategic Initiative).
- Maintain service level standards Department-wide, including meetings and communications.

LOOKING AHEAD: 2027-2030 KEY PROJECTS AND INITIATIVES*

- Implementation of an Electronic Records Management System (2028 or beyond).
- Refresh of Town's visual brand.

* Subject to change based on future Council decision making.





HUMAN RESOURCES

The Human Resources Department provides leadership and expertise to support a resilient, future-ready workforce and to help ensure the Town remains a competitive employer. Their focus is on fostering a culture where employees can thrive, supporting recruitment, growth, and retention while contributing to the delivery of high-quality municipal services to taxpayers, businesses, and visitors.

Employees are the Town's most valuable resource. Human Resources is committed to building a workplace where members of the Town of Qualicum Beach team feel valued, supported, and respected. They work to create an environment that encourages collaboration, professional growth, and well-being, and they deliver HR services that are consistent, transparent, and demonstrate service excellence.

As a service department, Human Resources Department supports all other Town departments by providing leadership and guidance in the following areas:

- Recruitment, selection and retention
- Employee relations
- Labour relations
- Occupational Health and Safety
- Employee training, development and wellness
- Organizational planning
- Employee recognition and engagement
- Compensation and Benefits

KEY POLICIES AND PLANS

- Labour Code
- CUPE Collective Agreement
- *Employment Standards Act*
- *Workers Compensation Act*
- Occupational Health and Safety (OHS) Regulation

DEPARTMENT STAFF AND STRUCTURE

The Department is led by the Director of Human Resources, with support from an HR and Safety Coordinator and a term position of Junior HR Specialist.



KEY INDICATORS

In 2025, Human Resources strengthened service delivery across the organization, with a focus on compliance, safety culture, workforce sustainability, employee and labour relations, and training and development.

Key Activity Levels		2022 Actual	2023 Actual	2024 Actual	2025 Actual	2026 Forecast
Recruitment & Selection	Job postings	15	25	27	26	26
Training & Development	Sessions scheduled	NEW	5	13	18	12
	Registrations	NEW	152	265	301	239
WorkSafeBC files	TimeLoss/ Healthcare/ Report Only	5	16	10	17	14
Investigations		4	12	7	7	8
RTW Disability Management	WSBC compensable injuries	NEW	NEW	2	2	2
	Non-compensable injuries	NEW	NEW	2	0	2

2025 HIGHLIGHTS AND ACCOMPLISHMENTS

- Strengthened HR service delivery to enhance employee and labour relations.
- Advanced Health and Safety Program improvements to promote compliance and continuous improvement.
- Participated in the BC Municipal Association's Safety Initiative to further build the Town's safety culture.
- Assisted departments with recruitment activities to address staffing needs.
- Led strategic preparation for upcoming CUPE Collective Bargaining.
- Implemented an updated Respectful Workplace Policy and delivered training to all staff.

CHALLENGES

- Maintaining service continuity as long-serving employees transition out of the organization.
- A maturing workforce, with 49% of employees eligible for retirement by 2028 (based on a staff complement of 70).
- Responding to growing service demands within existing staffing capacity.
- Attracting and retaining skilled employees in a competitive labour market.
- Workplace injuries continuing to influence WorkSafeBC costs and premium rates.
- CUPE Collective Bargaining preparation requiring focused departmental attention, limiting capacity to advance other priorities.

PLANS FOR 2026

- Lead CUPE Collective Bargaining negotiations.
- Support recruitment and retention to maintain a stable workforce and reliable service delivery.
- Continue building the Town's safety culture, with attention to injury prevention and return-to-work practices.
- Advance succession planning and leadership development.
- Promote employee engagement and well-being to strengthen retention and performance.

LOOKING AHEAD: 2027-2030 KEY PROJECTS AND INITIATIVES*

- Continue strengthening the Town's safety culture, including ongoing improvement of return-to-work practices.
- Enhance the Town's ability to attract and retain employees through a positive, engaged workplace culture.
- Advance succession planning and targeted learning initiatives to support current capacity and future workforce needs.

* Subject to change based on future Council decision making.



FINANCIAL SERVICES

The Finance team is responsible for the overall management of the financial affairs of the Municipality and provides accounting and audit services for over \$49 million in annual expenses and revenues including the following:

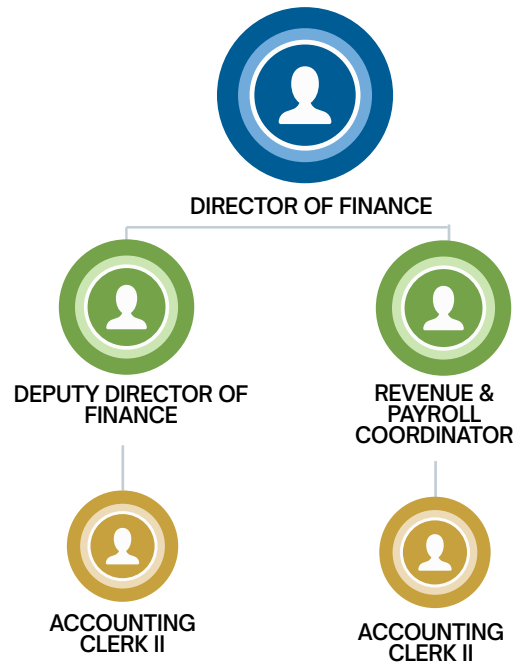
- Coordinating the annual financial planning (Budget) and long-term financial planning processes
- Supporting departments with financial analysis and strategic advice
- Processing accounts payable and receivable for over 4,500 invoices annually
- Processing bi-weekly payroll for over 77 full time equivalent staff members and 25-30 Paid-on-Call Firefighters
- Maintaining benefits records for staff
- Purchasing and procurement
- Administering Permissive Tax Exemptions
- Investment management
- Developing financial policy
- Preparing financial statements which are audited by an independent auditing firm
- Adherence to new and existing standards for financial reporting
- Processing revenue including property taxes, utility billing, dog tags and business licences
- Producing 5,100 tax notices annually
- Producing over 9,500 utility bills twice annually, mailed out to residents in May and October
- Managing pre-authorized property tax installments
- Invoicing miscellaneous accounts receivable

KEY POLICIES AND PLANS

- Purchasing Policy
- Social Procurement
- Tangible Capital Asset Policy and Municipal Asset Management Policy
- Asset Management Strategy
- Disposal of Municipal Assets

DEPARTMENT STAFF AND STRUCTURE

The Department is led by the Director of Finance and is comprised of a Deputy Director of Finance, Revenue and Payroll Coordinator, Accounts Payable Clerk, and Payroll Clerk.



The chart shows all resources available to the Department, including both employees and contracted staff. Some of these resources may be shared across multiple departments. Therefore, the positions listed in this chart may differ from the Employee Team Organization Chart on page 12, which lists only Town employees assigned to their specific Department.

KEY INDICATORS

In 2025, finance activity levels remained consistent with previous years.

Key Activity Levels		2022 Actual	2023 Actual	2024 Actual	2025 Actual	2026 Forecast
Property Taxation	Collections (Million)	22.6	23.7	24.6	26.9	28.2
	Tax Notices Issued	4,947	4,955	4,986	5,204	5,220
	Property Tax Deferments	680	685	681	687	690
Payroll	Paystubs Issued	1,915	1,930	1,994	2,160	2,175
Utility Billing	Bills Issued	9,613	9,650	9,679	9,726	9,740
Accounts Payable/Receivable	Invoices Processed	4,400	4,500	4,800	4,500	4,700

Service Plan		2022 Actual	2023 Actual	2024 Actual	2025 Actual	2026 Forecast
Payroll	Processed on Time	Achieved	Achieved	100%	100%	100%
Tax Notices	Mailed on Time	Achieved	Achieved	100%	100%	100%
Utility Bills	Processed on Time	Achieved	Achieved	100%	100%	100%
Five Year Financial Plan	Prepared on Time GFOA	Achieved	Achieved	On Time	On Time	On Time
Financial Statements	Standard achieved	New	In progress	Achieved	Achieved	Achieved
	Prepared on Time	Achieved	Achieved	On Time	On Time	On Time
	Unqualified Audit Report	Achieved	Achieved	Achieved	Achieved	Achieved

2025 HIGHLIGHTS AND ACCOMPLISHMENTS

- Earned the Government of Financial Officers Association Distinguished Budget presentation award for the 2025-2029 Financial Plan.
- Continued improvements in financial reporting through robust quarterly reporting.
- Supported funding and financial analysis and communication with private donor for Eaglecrest Golf Course acquisition.
- Implementation and advancement of the Asset Replacement Financing Strategy with in-house improvements in asset data.
- Implementation of direct deposit for Accounts Payable – approximately 50% of suppliers are now being paid by direct deposit in comparison to manual cheques.
- Co-ordinated and supported key deliverables for the 2026 Strategic Planning process.
- Prepared reporting for grant claims and assisted in grant application submissions.
- Prepared the Consolidated Financial Statements in compliance with legislation, and in accordance with generally accepted accounting principles for local governments established by the Public Sector Accounting Board and the Chartered Professional Accountants of Canada.
- Roll out of 'MyTown' online account for utilities – enabled delivery of utility notices to all property owners during unexpected strike job action at Canada Post.
- Facilitated the set-up of financial systems and supported financial analysis and billing processes for the Qualicum Commons property lease.
- Monitored US tariffs and US purchasing procurement for potential impact on operations.
- Drafted an updated Procurement Policy that is to be presented for Council consideration in 2026.
- Updated Water & Sewer Utility Rates and Parcel Tax Bylaws.

CHALLENGES

- Limited human resource capacity to support the enhanced levels of service introduced by the Finance Department beginning in 2023 continues into 2026. In 2025, this resulted in staff working beyond reasonably expected hours to deliver approved workplan projects. The Finance team has undergone restructuring and realignment of responsibilities to address these pressures within existing resources; however, additional staffing resources may need to be considered by Council in a future year to sustain these enhanced service levels over the longer term.

PLANS FOR 2026

- Update the Procurement Policy and purchasing approach.
- Review Town Staff Benefits Program in partnership with the Human Resources Department.
- Review and update the Finance Department policies where required.
- Automate the online bank payment upload process for payments made at financial institutions.
- Implementation of the Asset Management Financing Strategy and improvement to the Geographic Information System (GIS) asset dataset information.
- Succession planning for the Finance Department.
- Transition property tax notice and payment information to the 'MyTown' online portal.

LOOKING AHEAD: 2027-2030 KEY PROJECTS AND INITIATIVES*

- Improvements to connect the annual Budget process to service levels with enhanced transparency.
- Implement the Asset Management Strategy by developing a long-term Financial Plan for asset replacement.
- Continue to improve purchasing and procurement approaches.
- Prepare a long-term Capital Plan.
- Process improvements that include: online payments, electronic billing, self-serve capability, and automation of processes.
- Conduct a comprehensive review of the Town's Enterprise Resource Planning system to assess whether it continues to meet the operational, reporting and strategic needs of the Town.

* Subject to change based on future Council decision making.





INFORMATION TECHNOLOGY

The Information Technology (IT) team functions as the technological backbone of the Town, dedicated to maintaining secure and efficient networks, IT infrastructure, and information systems. The team is responsible for overseeing information and database management systems, as well as developing and implementing innovative and cost-effective technology solutions. It enhances data analytics through the creation of accurate dashboards and supports both office and field solutions such as asset management, work order and public inquiry systems. The IT team also facilitates system integration, migration and advances automation to optimize operational efficiency. In addition, the team administers a comprehensive Geographic Information System (GIS), manages enterprise geo-databases, and maintains asset management records and all municipal maps, while designing and deploying GIS-powered web and mobile applications.

SERVICES ARE PROVIDED IN SIX AREAS:

1. **Cybersecurity** – Key infrastructure architecture is protected and continuously monitored 24/7 by multi-layer hardware, software and a security operations centre. Staff are regularly trained to identify and mitigate threats through cybersecurity awareness and cyber-attack simulations.
2. **IT Infrastructure** – Modern infrastructure architecture and network services are deployed to ensure high performance resiliency and reliability.
3. **Enterprise Information Systems** – Configuration and integration support is provided for enterprise information systems such as MAIS, Microsoft 365 and ArcGIS Enterprise.
4. **Data Maintenance** – Business needs are regularly assessed, and new structures are designed to ensure data accuracy and consistency of municipal asset management, cadastral and other datasets.
5. **Business Development** – Web and mobile applications are developed and supported. Processes are optimized and automated and data is regularly analyzed and developed into dashboards, maps, and reports.
6. **Digital Engagement/Communication** – Technology provides online engagement and communication, such as the Public Inquiry Form, and Development Tracker.

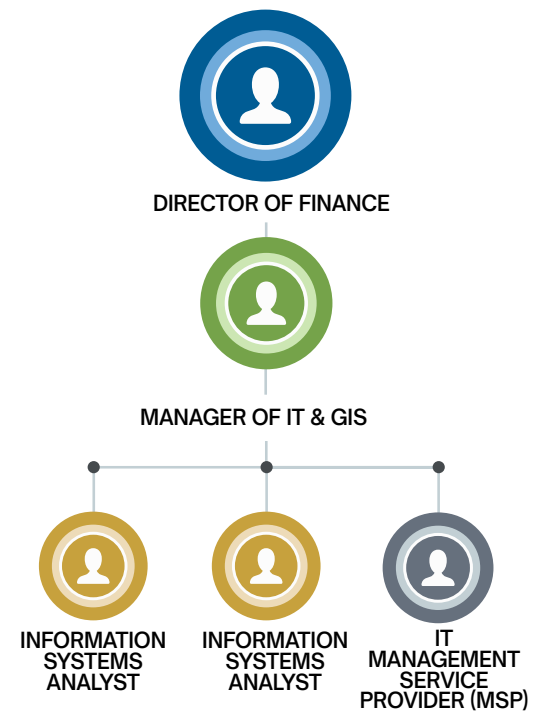
KEY POLICIES AND PLANS

- Video Surveillance of Town-owned Buildings (CCTV)
- Acceptable Use for Information Technology Systems
- Wireless Communication Devices

DEPARTMENT STAFF AND STRUCTURE

The Department is supervised by the Director of Finance and led by the Manager of IT and GIS, and is comprised of two Information Systems Analysts. An external local IT Management Service Provider is contracted to optimize cybersecurity, disaster recovery, servers, network, and 50-60% of IT help-desk related tasks.

The chart shows all resources available to the Department, including both employees and contracted staff. Some of these resources may be shared across multiple departments. Therefore, the positions listed in this chart may differ from the Employee Team Organization Chart on page 12, which lists only Town employees assigned to their specific Department.



KEY INDICATORS

Technology continues to rapidly grow in use, complexity, and importance in all aspects of operations.

New IT solutions have been evaluated and adopted, cybersecurity and network improvements made, and projects related to information systems migration/automation/integration has been digitally implemented to transform the organization into a more efficient and agile workplace.

Key Activity Levels		2022 Actual	2023 Actual	2024 Actual	2025 Actual	2026 Forecast
Staff Complement	IT Department FTE	3	3	3	3.5	3.5
	Helpdesk requests Total	1440	1921	1749	1526	1610
	Supported by Town IT	669	1020	908	757	800
Helpdesk	Supported by RBS MSP	771	901	841	769	810
	Business Applications/ Platforms/Dashboards	71	115	178	210	250
Software Supported	Servers	15	16	16	16	15
	Virtual Desktops	4	6	6	6	6
	Computers/Laptops/Tablets	157	140	150	160	165
	Printers	31	32	32	34	38
	Mobile Data Plan Enabled Devices	78	77	85	90	95
	Landline Phones	70	70	85	85	85
	CCTV Cameras	28	28	33	41	50
Hardware Supported	Firewalls	2	2	2	4	4
	Switches	31	31	31	33	33
	Routers	14	15	17	21	23
	Wireless Access Points	23	24	24	25	26
	Fibre Optics Cable	7.1km	7.1km	7.1km	7.1 km	7.1 km
Network Equipment Supported						

Key Activity Levels		2022 Actual	2023 Actual	2024 Actual	2025 Actual	2026 Forecast
Server Data Storage Capacity	x Terabytes	38.5	38.5	51.46	51.46	100
Email	Mailboxes Supported	139	158	175	215	230
GIS	Datasets Supported	150	270	330	350	375
Network Connected	99.9% Uptime	Achieved	100%	100%	100%	100%
Internet Connected	99.9% Uptime	Achieved	100%	100%	100%	100%
Data Backups Completed	Weekly	52	52	52	52	52
Core applications up to date	Updates completed on time	95%	95%	95%	95%	95%

2025 HIGHLIGHTS AND ACCOMPLISHMENTS

- Received back-to-back MISA BC Spirit of Innovation Awards (2024 & 2025), recognizing the AI-powered Semantic Search proof-of-concept (developed to build buy-in for website-wide page and document search) and the Legacy Service Card Data Extraction and Automation, which saved substantial manual data entry time.
- Honoured with the Award of Excellence at the GeoConnect 2025 Conference, recognizing the success of the Public Inquiry System, Development Tracker, and Tree Removal Permit Application.
- The NG9-1-1 Transition Project RFP was awarded and the project commenced in August 2025 to ensure address and road data compliance with NG9-1-1 standards. Completion is targeted for Q2 2026.
- The Public Inquiry Form was enhanced with additional AI-driven automation, reducing clicks and redundant data entry, particularly for application-related submissions.
- CCTV systems at Town Hall, remote water sites, and the Public Works Yard were replaced and expanded, improving surveillance coverage, quality, and automation.
- Prototypes leveraging generative AI were developed, including a semantic (natural language) search tool for the Town's public document library and an automated solution for extracting service card information to achieve full digitalization in near future (award winning).
- A new Information Systems Analyst (GIS) and a GIS Practicum were successfully on-boarded, accelerating backlog and advancing GIS initiatives.
- Robust redundancy was implemented for Town and water system networks, including cellular and alternative internet backups, to enhance network resilience.
- Multi-Factor Authentication (MFA) and Two-Factor Authentication (2FA) were rolled out for all Microsoft 365 users to strengthen account security.
- ArcGIS Enterprise was upgraded to version 11.5, improving performance, licensing, security, and workflow integration.
- A Commercial Vehicle Inspection Program was designed and developed using GIS and automation tools to streamline reporting.
- A Road Sightline Inspection solution was developed to support intersection safety assessments.
- The Fire Dispatch Map Book was completed to support emergency response and training.
- Town data was integrated with Esri Canada's Community Maps, enabling faster, cost-free GIS tiling services for all Town GIS applications.
- Surveyed storm drainage assets were entered into the enterprise geo-database with support from Town's excellent GIS staff and a practicum student.

CHALLENGES

- Increasing demand for innovative, automated IT and GIS solutions across departments highlights opportunities for improved efficiency and value. At the same time, limited resources constrain the Town's ability to respond in a timely manner.

PLANS FOR 2026

INFORMATION TECHNOLOGY (IT)

- Upgrade primary and backup servers, which are approaching end-of-support, to ensure continued performance, security, and reliability.
- Microsoft 365 compliance and digital records security will be further strengthened, with a focus on mobile device management and data protection.
- Existing dashboards will be optimized, and new ones developed to support data-driven decision-making and improve business management.
- AI and automation-driven solutions will be gradually introduced to enhance operational efficiency and streamline workflows.
- End-of-support network equipment and IT devices will be replaced to maintain current, licensed, and supported technology across the organization.
- Continue delivering training and support across departments to strengthen technology adoption and improve digital literacy.
- Network and server redundancy will be further enhanced to ensure business continuity and resilience.

GEOGRAPHIC INFORMATION SYSTEMS (GIS)

- New public mapping and GIS applications will be developed using enterprise GIS solutions, retiring legacy open-source platforms.
- Additional GIS dashboards, automations, and field applications will be created to strengthen asset management and data-driven decision-making.
- Processes for asset data entry and maintenance will be optimized, focusing on how to more effectively convert record drawings and GPS survey data into the Town's GIS database.
- Existing GIS-powered applications will be enhanced based on staff and public feedback to improve usability and functionality.
- Complete the transition to NG9-1-1 (with UBCM grant) by aligning address and road data with NG9-1-1 standards.



LOOKING AHEAD: 2027-2030 KEY PROJECT AND INITIATIVES*

INFORMATION TECHNOLOGY (IT)*

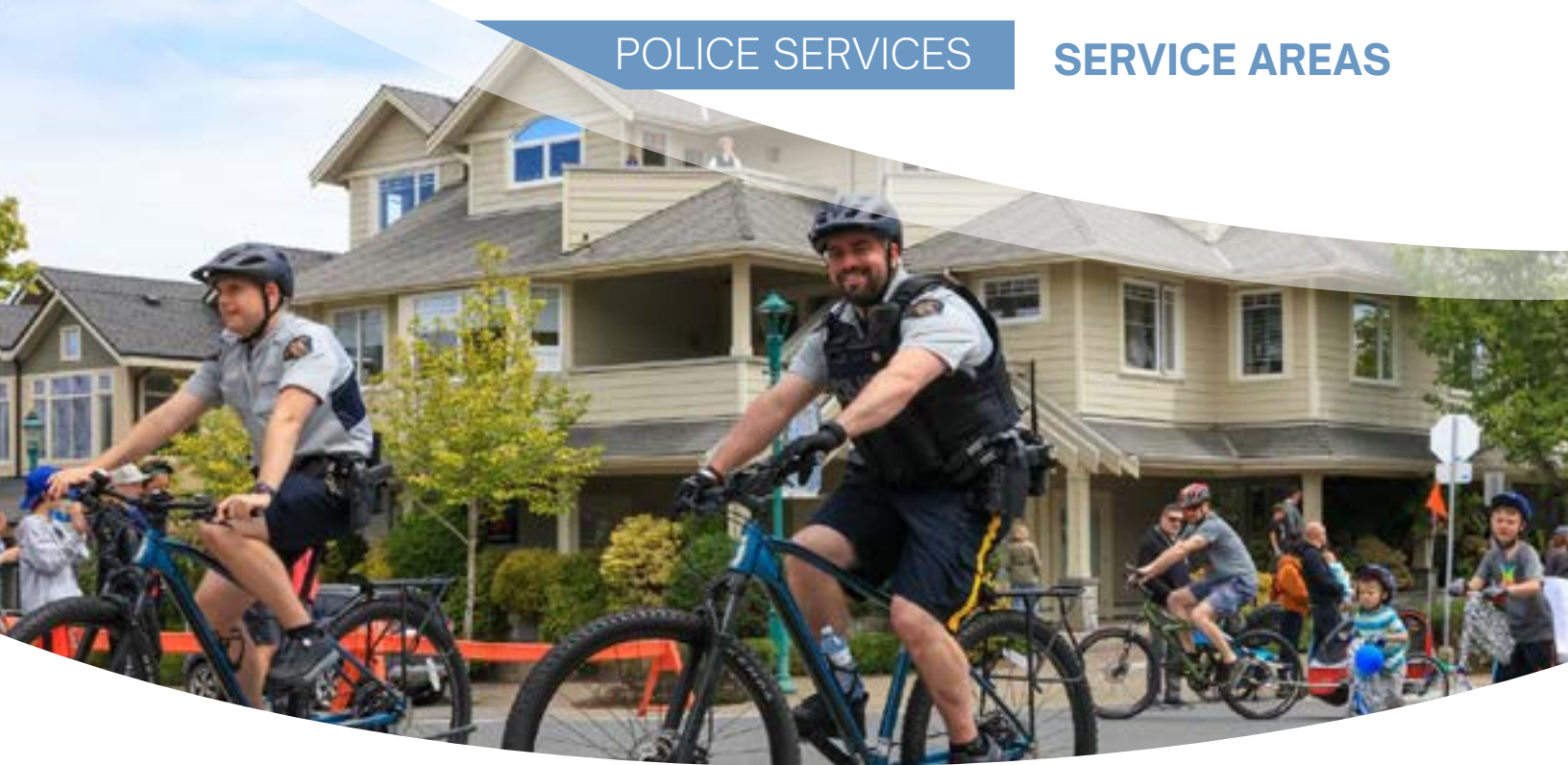
- Maintain a rolling replacement and enhancement program for servers, network equipment, hardware, and software to sustain reliability, performance, and supportability across operations.
- Improve communication technologies to strengthen redundancy and better support administrative, operational, and public inquiry processes.
- Enhance network security and redundancy across all facilities to ensure robust, resilient connectivity.
- Expand the use of automation and AI to optimize municipal operations and streamline daily processes.
- Progress records management initiatives through automation, governance, analytics, security, and compliance.

* Subject to change based on future Council decision making.

GEOGRAPHIC INFORMATION SYSTEMS (GIS)*

- Develop additional GIS powered dashboards, automations, maps, and applications to strengthen transparency, data driven decision making, public engagement, and asset management.
- Collaborate with the Infrastructure Services Department to complete storm drainage system data collection.
- Automate BC ONE CALL workflows and digitize missing underground utilities, and property service connections and service lines to accelerate turnaround and accuracy.
- Implement an Open Data portal to broaden public access to authoritative municipal datasets.

* Subject to change based on future Council decision making.



POLICE SERVICES

Police services are provided by the Oceanside detachment of the Royal Canadian Mounted Police (RCMP), offering service within the City of Parksville, the Town of Qualicum Beach and the surrounding provincial region.

The detachment is a fully equipped modern police station with front counter staff available Monday to Friday, from 8:30 am to 4:30 pm.

Emergency 911 calls and dispatching services are provided off-site by the North Island Operational Communications Centre.

DEPARTMENT STAFF AND STRUCTURE

The Detachment has 39 regular members supported by six public service employees, and five municipal employees. It has two victim services case workers, one Restorative Justice Coordinator and six guards/matrons. The Detachment Commander is a Staff Sergeant.

In addition to providing 24-hour frontline policing to approximate 50,000 residents in the area, the Detachment has a General Investigation Unit, Municipal Traffic Unit, Domestic Violence Officer and a School Liaison.

The Detachment has partnerships with several local organizations including Oceanside Community Safety, Arrowsmith Community Justice Society (Restorative Justice), Emergency Management Oceanside, and Arrowsmith Search and Rescue.

FRONTLINE POLICING

Frontline Policing is divided into four watches, each with a Corporal in charge, who responds to the majority of the approximately 14,000 annual calls for service, traffic enforcement, bylaw and proactive policing initiatives. Most complex or sensitive investigations are handled by a four-member General Investigation Unit (GIU).

The GIU, along with a Domestic Violence Coordinator, School Liaison Officer, and Municipal Traffic Officer are tasked with community-based projects which provide a broad mandate of services. Services provided include project-based investigations; school liaison; traffic enforcement; community engagement; and a variety of youth-based initiatives, such as anti-bullying and social media awareness. They investigate matters that are the subject of repeated calls for service, prolific offenders, ongoing offences, or issues that can be addressed through education and crime prevention techniques. They are also responsible for implementing initiatives to reduce drug trafficking and property crimes.

COMMUNITY POLICING

Community Policing initiatives are volunteer-based and provide several crime prevention programs (Speed Watch, Block Watch, Fraud Awareness, Keeping in Touch Program and Lock-out Auto Crime) led by the Oceanside Community Safety Volunteers (OCSV). The OCSV has had up to 120 community policing volunteers who help to support and promote these initiatives.

2025 OCEANSIDE RCMP SUCCESSES

- Continued participation at many of the special events held in the Oceanside area through the busy summer months.
- Replacement of end-of-service police vehicles continue within funding allocations.
- Continued engagement and collaborations with community and provincial partners.
- Continued transparency and accountability with a new monthly check-in report to all Oceanside communities.
- Increased training for members with Arrowsmith Search and Rescue.
- Completed the transitions from Public Sector Employees to Municipal Employees for some key positions, only one position remains.
- Completed transformation of the administrative positions to better suit the needs of both the front-line members and the public.

CHALLENGES

- Addressing increased demands from Provincial Crown Counsel dealing with new disclosure processes, new computer systems, and naming conventions.
- Implementing a disclosure policy for body-worn-cameras, and addressing increased demands on municipal staff to supply and redact disclosure requests.
- Updating necessary equipment and computer systems to replace outdated and retiring systems such as Tazer 7 which are now in service with body-worn-cameras by the end of 2026.
- Addressing the shortage of space in the current building and the parking lot which currently does not support the staffing levels with the addition of British Columbia Highway Patrol (BCHP).
- Substantial increase in mental health calls and the associated risks to the public and officers.
- RCMP vehicle updates including the use of a grant that has allowed us to obtain a second Automated Licence Plate Reader (ALPR), now in service.

LOOKING AHEAD: 2027-2030 KEY PROJECTS AND INITIATIVES*

- RCMP building repairs and upgrades, with security clearance processes and escort arrangement costs to be factored into overall project scope. Escorts and security clearances are the responsibility of the RCMP Detachment but are expected to be provided by maintenance partners.
- Updated training plans and program outlines to support new RCMP enhanced systems. These include electronic disclosure changes to Provincial Crown Counsel, enhanced search and rescue training and a transition to ledger-based disclosure.
- Expanded parking lot to accommodate the addition of BC Highway Patrol (BCHP) to the building, requiring a Temporary Use Permit. Work to be completed in 2026.
- Continued correspondence with both the Province and the Regional District of Nanaimo regarding an increase in Provincial resources over the next three years to meet the needs of our growing rural population. These efforts, if successful will ensure there is no reduction in our current service delivery to any or our municipalities.
- Continued transition from Public Service Employees to Municipal Employees through attrition, now down to a single position remaining.

* Subject to change based on future Council decision making.





FIRE RESCUE

Qualicum Beach Fire Rescue provides prevention, suppression, medical, and rescue services to the Town of Qualicum Beach and over 1,600 residents of Electoral Area G. The 33.5 km² area that the Department protects includes a freeway with interchange, care facilities, schools, multi-family buildings, wildland interface, and single-family homes.

FIRE PREVENTION

Fire Prevention includes public education, fire inspection, development permit and building plan review, public events, community outreach, fire investigation, pre-fire planning, and FireSmart initiatives.

FIRE SUPPRESSION

The Department responds to a wide range of fire suppression incidents which include structure, vehicle, brush, and wildland fires.

Each year there are large or complex incidents that require more resources than an individual fire department can provide. Qualicum Beach is a member of an automatic and

mutual-aid agreement which provides additional apparatus and firefighters to any incident in District 69 if needed. The automatic aid agreement made acquiring a District 69 Superior Tender Shuttle rating possible, which includes significant insurance savings for many property owners.

MEDICAL CARE

The “First Responder” program is part of the pre-hospital medical care system in the Province of British Columbia. The Department responds to those calls of a serious nature in which critical lifesaving intervention is required or if requested from a BC Emergency Health Services (BCEHS) Ambulance crew on scene.

RESCUE SERVICES

Rescue Services account for the greatest number of calls and include: vehicle rescue; confined space rescue; structural collapse; rope rescue; elevator rescue, hazardous materials incidents; weather events; hydro and natural gas emergencies; and general public assistance.

KEY POLICIES AND PLANS

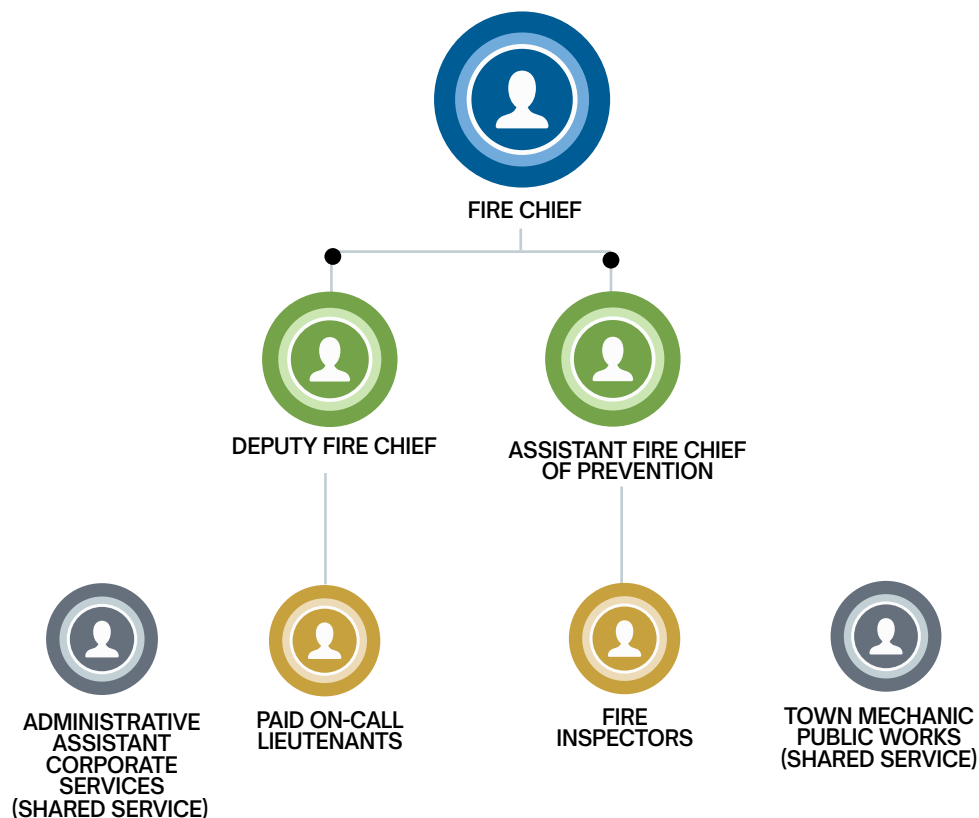
- WorkSafeBC Regulation Part 31
- British Columbia Structure Firefighter Minimum Training Standards
- *Fire Services Act*
- British Columbia Fire Code

DEPARTMENT STAFF AND STRUCTURE

The Department is comprised of a Fire Chief, Deputy Fire Chief, and an Assistant Fire Chief of Prevention. The team also includes Fire Inspectors, a part-time Administrative Assistant shared with Corporate Services, and a roster of 30 Paid-on-Call Firefighters who provide essential emergency response services.

In addition, a Town mechanic, certified as an Emergency Vehicle Technician (EVT) who reports to the Operations Department, supports the Department and is responsible for the inspection, maintenance and repair of all emergency vehicles, ensuring their readiness and compliance with safety standards.

The Assistant Fire Chief of Prevention is also the FireSmart and Wildfire Resiliency Coordinator, focusing on community education, wildfire risk reduction, and prevention initiatives. This role will also provide support to Fire Operations, enhancing the Department's overall capacity for emergency response and preparedness.



The chart includes all Department resources, both employees and contracted staff. Some are shared across departments, so positions may differ from the Employee Team Organization Chart on page 12, which lists only Town-assigned employees.

KEY INDICATORS

In 2025, Qualicum Beach Fire Rescue responded to 381 incidents, and call volumes for 2026 are forecast to increase by 8% over 2025. The number of public education sessions and public events is expected to be consistent in 2026, with a focus on community outreach and FireSmart activities. In 2026 Paid-on-Call Firefighter recruitment is expected to bring in six new members, which is consistent with 2025.

Key Activity Levels	2022 Actual	2023 Actual	2024 Actual	2025 Actual	2026 Forecast
Staff Complement Including Admin Support	3.9	4.4	4.4	5.4	5.4
Paid on Call Firefighters	29	31	32	32	32
Fire Prevention Inspections	436	388	397	401	400
Public Education Sessions	5	9	10	10	10
Public Events	47	31	40	58	60
Department Personnel Training Hours	4927	6097	6, 121	5086	6000
Mutual / Automatic Aid Responses	24	14	17	31	30
FireSmart Assessments	-	-	6	26	30

Emergency Response Indicator Levels	2022 Actual	2023 Actual	2024 Actual	2025 Actual	2026 Forecast
Aircraft Related Emergencies	1	0	1	2	1
Alarms	72	77	93	85	90
Beach/Bush/Misc Outside	32	46	42	61	65
Hazardous Material	2	2	1	1	2
Medical First Responder	53	70	59	66	75
Motor Vehicle Incident	51	58	52	61	65
Natural Gas/Propane Incident	7	2	2	5	5
Other	36	13	39	29	35
Public Assistance	19	23	31	36	45
Rescue	5	3	2	2	2
Structure Fire	16	11	10	24	20
Structure Smoke	5	5	8	9	5
Total	299	310	340	381	410

2025 HIGHLIGHTS AND ACCOMPLISHMENTS

- Trained 2025 recruit class to “exterior operations level”.
- Graduated 2024 recruit class to “interior operations level” and National Fire Protection Association (NFPA) 1001 Professional Fire Fighter certification.
- Reviewed new Province of British Columbia *Fire Safety Act* to ensure compliance.
- Increased FireSmart outreach at public events and through FireSmart Assessments.
- Worked with the Operations Department to complete wildfire mitigation work along community trails.
- Increased community outreach and recruitment with regular attendance at weekly markets and public events.
- Built a succession and professional development plan for staff and Paid-on-Call Firefighters.
- Delivered a Youth Fire Camp to 16 high school students, which provided fire and life safety education and highlighted emergency services career and volunteer opportunities.
- Created an online FireSmart page for resources and public engagement.
- Completed the review and revision of the Safety and Operations section of the Department’s Operational Guidelines and Policies.

CHALLENGES

- Recruiting and retaining Paid-on-Call Firefighters.
- Balancing fire service duties and work-life responsibilities for Paid-on-Call Firefighters.
- Retention of current skills and demand for new skills for Paid-on-Call Firefighters.

PLANS FOR 2026

- Complete the review and revision of the Operations and Training section of the Department’s Operational Guidelines and Policies.
- Complete procurement for a New Tender Apparatus to maintain Superior Tender Shuttle Rating.
- Certify members to NFPA 1002 Emergency Vehicle Operator level.
- Certify members to the National Fire Protection Association (NFPA) 1006 Confined Space Rescue Technician level.
- Research options for Self-Contained Breathing Apparatus replacement scheduled for 2027.
- Continue with FireSmart outreach at public events and through FireSmart Assessments.
- Continue outreach and recruitment with regular attendance at weekly markets and public events.

LOOKING AHEAD: 2027-2030 KEY PROJECTS AND INITIATIVES*

- Replace Self Contained Breathing Apparatus that has reached the end of its serviceable life.
- Review staffing to ensure it supports the Paid-on-Call fire service model and community, along with the type and number of emergency incidents.
- Certify members to the National Fire Protection Association (NFPA) 1006 Rope and Confined Space Rescue Technician level.
- Certify members to NFPA 1002 Emergency Vehicle Operator level.
- Assess current recruitment initiatives to ensure retention is maintained and increased.

* Subject to change based on future Council decision making.



PLANNING, COMMUNITY DEVELOPMENT, AND EMERGENCY SERVICES

The Planning and Community Development team provides a wide array of services in the areas of community planning, development application reviews, economic development, subdivisions, zoning, building permits, building inspections, and emergency planning. In addition to managing building permits and development approvals, the Planning team advises Council on sustainability initiatives, growth management, economic development and bylaw development. The Planning team also administers business licencing, sign permits, municipal addressing, and other complementary services.

Advancing sustainability initiatives and preserving a high quality of life for the Town's residents are core goals of the Planning and Community Development team. The team is tasked with planning for the future, preparing for the unknown, and working with Town bylaws to protect community health, safety and the environment.

Planning advises Council on the future of the community and how to develop plans, bylaws and policies that change to advance long-term sustainability goals.

The Building Inspection Department works with builders to ensure that buildings are constructed in accordance with the BC Building Code and best practices.

Bylaw Compliance works with the community to achieve compliance with municipal bylaws, prioritizing health, safety and environmental protection. The goal is to obtain voluntary compliance with municipal bylaws and policies to support a safe and livable environment for all Town residents.

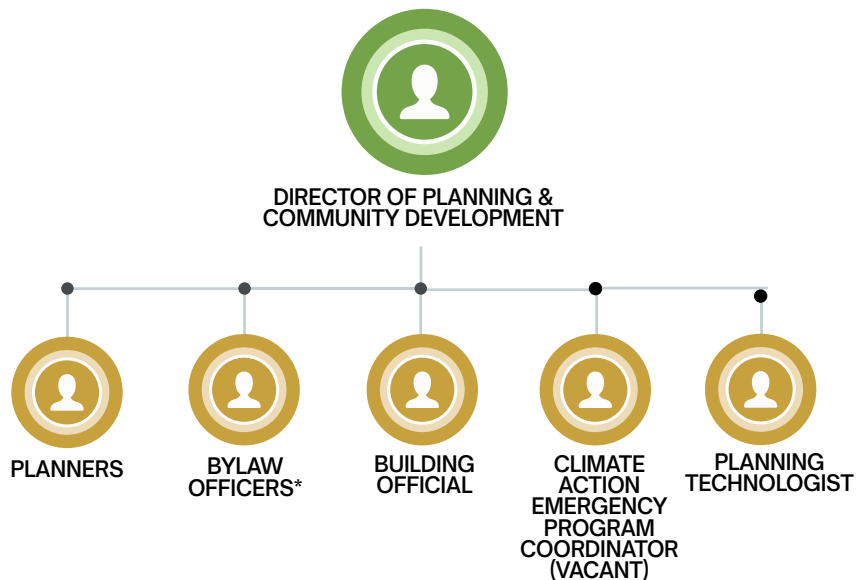
Emergency Planning helps the Town, residents and businesses plan and prepare for known and unknown hazards through its partnership with Emergency Management Oceanside.

KEY POLICIES AND PLANS

- Official Community Plan / Sustainability Plan
- Waterfront Master Plan
- Community Climate Change Adaptation Plan
- Urban Forest Master Plan
- Zoning Bylaw, Sign Bylaw, Building Bylaw
- Pesticide Use, Noxious Weeds and Grasses Bylaws
- Traffic Bylaw
- Development Cost Charges Bylaw
- Animal Control Bylaw
- Business Licensing and Regulation, Mobile Vending, Sidewalk Café and Regulation Bylaws, Municipal Ticketing Information, Noise Control, Unsightly Premises, Public Nuisances and Disturbances on a Highway or Public Place
- Emergency Program Bylaw
- Smoking Regulation Bylaw
- Youth and Young Families Retention and Attraction Strategy
- Tree Protection Bylaw

DEPARTMENT STAFF AND STRUCTURE

The Department is comprised of a Director of Planning and Community Development with support from two Planners, two Bylaw Officers, a Building Official, a Climate Action/Emergency Program Coordinator, and a Planning Technologist. The Climate Action/Emergency Program Coordinator position is currently vacant.



The chart includes all Department resources, both employees and contracted staff. Some are shared across departments, so positions may differ from the Employee Team Organization Chart on page 12, which lists only Town-assigned employees.

* 1 permanent full-time position, and 1 two-year term position.

PLANNING SERVICES

Key Activity Levels	2022 Actual	2023 Actual	2024 Actual	2025 Actual	2026 Forecast
Employees	2	3	4	4	4
OCP Amendment Process Completed	1	0	1	1	0
Zoning Amendment Process Completed	4	2	1	4	2
Development Permit	3	4	2	4	4
Development Variance Permit	4	8	5	5	3
Subdivision Approvals	5	3	3	2	5
Temporary Use Permits	2	1	0	2	0
Board of Variance Decision	4	2	1	2	2
Council Memos (Open)	60	59	70	52	52
Council Open Motions Completed	80	89	80	114	80

BUILDING SERVICES

Key Activity Levels		2022 Actual	2023 Actual	2024 Actual	2025 Actual	2026 Forecast
Employees		1	1	1	1	1
Residential Permits	New SFD Units	23	17	11	19	20
	Suite or Garden Suites	11	15	13	12	10
	Multi Residential Units	0	68	5	4	8
	Net New Units	34	100	29	35	31
	Renovation/Addition \$\$	4,904,000	7,288,360	6,862,000	7,954,000	6,000,000
	SFD Value	15,488,000	14,685,000	8,124,000	17,867,000	16,000,000
	Multi Residential \$\$	18,000,000	20,714,572	1,650,000	913,000	1,000,000
Commercial	Dollars	1,832,000	3,409,000	1,723,000	9,234,000	3,000,000
Institutional	Dollars	3,500,000	0	262,000	5,895,000	6,000,000
Industrial	Dollars	475,000	0	0	3,300,000	500,000
Recreational	Dollars	0	0	31,000	0	50,000
Total Construction	Dollars	44,199,000	46,096,932	18,652,000	45,194,000	32,500,000
Total Permit Revenue	Dollars	178,346	338,115	132,939	269,283	180,000

BYLAW COMPLIANCE

Spring and summer continues to be busy for bylaw compliance in 2025, conducting beach patrols to educate the public regarding on-leash regulations as well as monitoring and cleanup of sites used by individuals experiencing homelessness.

Individuals living in vehicles remains heightened as indicated in previous years, which resulted in more complaints and need for monitoring. Parking infractions have also been a major challenge in 2025.

Key Activity Levels	2022 Actual	2023 Actual	2024 Actual	2025 Actual	2026 Forecast
Requests for Service (Complaints)	599	768	1004	935	960
Courtesy Notices Issues	57	136	150	118	130
Municipal Ticket Information Infraction Tickets	81	37	17	16	14
Patrols	1,936	2,664	2,855	2,918	2,865

CLIMATE ACTION

The Community Climate Change Adaptation Plan outlines objectives for community action that come under the guidance of the Climate Action/Emergency Program Coordinator. These objectives are outlined below.

- Integrate climate change thinking into future planning.
- Improve public health, safety and preparedness for climate-related events.
- Effectively manage and support a healthy urban forest.
- Continue long-term planning for sea level rise in alignment with the Waterfront Master Plan.
- Improve coordinated watershed management and planning, and increase water conservation practices and policies.
- Promote and expand use of Low Impact Development (LID) and Nature-based Solutions (NBS) for building.
- Work with community groups to manage invasive species.
- Pro-actively mitigate wild and urban interface fire risk.

Key Activity Levels	2022 Actual	2023 Actual	2024 Actual	2025 Actual	2026 Forecast
Climate Action Outreach (Persons engaged)	new	new	100	200	200
Municipal GHG Reduction in tCO ₂ e (from 2023 baseline)	new	new	1.91	14.65	unavailable

2025 HIGHLIGHTS AND ACCOMPLISHMENTS

- Official Community Plan Review Steering Committee fully engaged in Official Community Plan (OCP) review.
- Completion of the Quality of Life Survey with 1,315 responses.
- 31 in-person public events between April and June with 1,036 “participation instances”.
- Selection of Consultant for the Ways to Achieve Attainable Market Housing project, anticipated completion Q2 2026.
- Intensive community consultation to inform the Eaglecrest Acquisition and Re-visioning:
 - Small group discussions with nine community groups, including Eaglecrest residents
 - An online survey, receiving nearly 900 responses
 - Two Community Open Houses held on Sept. 29, 2025, with over 500 residents attending.
- Adoption of update to Official Community Plan Bylaw No. 900 in 2026 with a focus on housing policy, as a major milestone in the multi-year implementation of the provincial housing legislation.
- Skatepark construction completed.
- Execution of lease of Qualicum Commons from Qualicum School District 69 to stabilize existing tenants.
- Comprehensive energy audit of three primary Town-owned buildings completed to prepare for future capital funding requests (completion 2026).
- Continued refining the Town’s Development Tracker online information system.
- Hired a second bylaw enforcement officer (term contract) to provide coverage on Saturdays and to increase capacity during the week.
- Completion of Eaglecrest Purchase and associated OCP and Zoning Amendments.

CHALLENGES

- Eaglecrest Purchase process and associated OCP and Zoning Amendments were the most comprehensive Planning projects in 2025 and not anticipated in the initial 2025 work-plan.
- Although permit applications are relatively low, the Tree Protection Bylaw continued to generate a high volume of inquiries and information requests.
- Staff vacancies and recruitment processes reduced Planning capacity, compounded by staff supporting other short-staffed departments.
- Provincial requirements for extreme weather response required multiple activations.

PLANS FOR 2026

- Continued implementation of Eaglecrest Acquisition and Re-visioning Project:
 - Neighbourhood planning
 - Land development and disposition
 - Golf Course reconfiguration
 - Parkland planning.
- Zoning – minor housekeeping amendment(s) as follow up to 2025 OCP Review.
- Completion of the Pathways to Sustainable Development grant project.
- Completion of the Ways to Achieve Attainable Market Housing Report.
- Continued implementation of the Saahtlam Park Detailed Park Plan.
- Review of Qualicum Commons Lease and Management.





LOOKING AHEAD: 2027-2030 KEY PROJECTS AND INITIATIVES*

- Continued implementation of the Saahtlam Park Detailed Park Plan.
- Continued exploration of options and implementation of the Bus Garage Conceptual Plan.
- Undertake a Seniors Activity Centre Expansion Needs Assessment.
- Undertake a Park Inventory Prioritization Plan.
- Undertake an Uptown Mobility Study - Phase 2.
- Undertake a robust Accessibility Plan “Whistler Village Style”.
- Undertake an Accessibility Action Plan.
- Improve accessibility to the foreshore.
- Community Climate Change Adaptation Plan update and implementation.
- Encourage residents to use fossil fuel-free power equipment.
- Implementation of a Climate Mitigation Actions Matrix.
- Review Form and Character Guidelines to advance climate change adaptation and mitigation.
- Update the Urban Forest Master Plan.
- Complete a Community Park Site Review (facilities and more).
- Complete an Accessory Dwelling Unit Design Template.
- Review a Short Term Rentals Regulatory Framework.
- Undertake Ravensbourne Affordable Housing Initiative - Phases 1 and 2.
- Complete a Wayfinding Signage Project - Phase 1.
- Update a Youth and Family Retention and Attraction Strategy.
- Develop a Parking Management Strategy.
- Other Effective (area based) Conservation Measures (OECM) Management Plan(s).
- Ongoing changes resulting from Bill 44: Housing Statutes (Residential Development) Amendment Act 2023 including:
 - Review of Servicing bylaws
 - Review of Development Cost Charges
 - Review of Community Amenity Contribution Policy
 - 2029 Housing Needs Assessment
 - 2030 OCP and Zoning Bylaw updates.

* Subject to change based on future Council decision making.

EMERGENCY PROGRAM

The Town of Qualicum Beach, in partnership with the City of Parksville through Emergency Management Oceanside (EMO), provides comprehensive emergency management services. Working with the Regional District of Nanaimo, the Emergency Program supports large-scale emergency and disaster response for Oceanside residents. This partnership ensures an efficient, cooperative approach to emergency preparedness, mitigation, response, and recovery, with 24/7 professional support. EMO staff also collaborate closely with the Ministry of Emergency Management and Climate Readiness to strengthen regional preparedness and response.

EMO manages two volunteer programs: Oceanside Emergency Support Services (OESS) and the Oceanside Emergency Communications Team (OECT). OESS volunteers assist displaced residents by providing food, clothing, housing, and emotional support for up to 72 hours and operate reception centres and group lodging during large-scale events, with seven reception centres across Oceanside. OECT volunteers provide critical communications during emergencies, supporting the Emergency Operations Centre and partner organizations.

EMO hosts outreach seminars to enhance community and organizational resilience, and conducts annual Emergency Operations Centre training to improve response capacity.

Key Activity Levels		2022 Actual	2023 Actual	2024 Actual	2025 Actual	2026 Forecast
Staff		1	1	1	1 *	1**
Volunteers (ESS & ECT)		53	45	50	42	42
Emergency Info Packages distributed	Upon request	504	160	160	160	160
Educational Sessions (NEP)	Upon request	-	7	7	7	7
Public information at special events		-	15	15	15	15
Training Hours (volunteer & staff)		75 (staff)	3,251	3,251	3,000	3,000
EOC Exercises		New	1	2	2	2
Warming center responses		New	New	1	2	2
Cooling center responses		New	New	4	-	2
Fire Smart Assessments	Upon request	-	5	6	6	6

*Vacant 50% of 2025 **Currently Vacant

MUNICIPAL OPERATIONS

The Municipal Operations team is responsible for the construction, replacement and maintenance of all municipal infrastructure.



TRANSPORTATION

The transportation system includes: 113 km of paved roads; 1 km of gravel surface roads; 9 km of sidewalks; over 3,700 signs; 581 municipal streetlights; and 554 BC Hydro streetlights.



DRAINAGE

The drainage system includes: 49.1 km of storm mains; 12.5 km of culverts; 1,600 catch basins; 915 maintenance-holes; 9.5 km of catch basin and service laterals; and 40 km of open ditches.



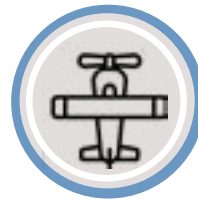
PARKS

The Parks system includes a significant inventory of over 280 hectares of green space and recreational forest areas including: the Seaside Nature Park; Community Parks (that contain six ball diamonds/soccer pitches/cricket pitches); Saahtlam Park, playgrounds at Community Park and Christleton Park; BMX Park; Skatepark; tennis courts; off-leash dog parks, and more.



BUILDINGS AND FACILITIES

The Town's facilities are comprised of 60 structures that support the critical functions of local government, municipal operations services and public safety. These facilities include: the Town Hall; Fire Hall; Civic Centre; Airport Terminal Building; Public Works Buildings and Yard; The Old School House (TOSH) Arts Centre; Parks Buildings and Yard; and more.



AIRPORT

Airport infrastructure includes: a runway that is 1,087 metres long and 23 metres wide, with six taxiways (1 private) and two aprons; 24-hour parking; an Airport terminal; a full-service restaurant; Oceanside Search and Rescue headquarters; hangar leases and the sale of Avgas and Jet A fuel.



SEWER

System infrastructure serves over 4,560 customers and includes: 83 km of sanitary mains; 0.4 km of sanitary force main; one lift station; and 1,284 maintenance-holes.

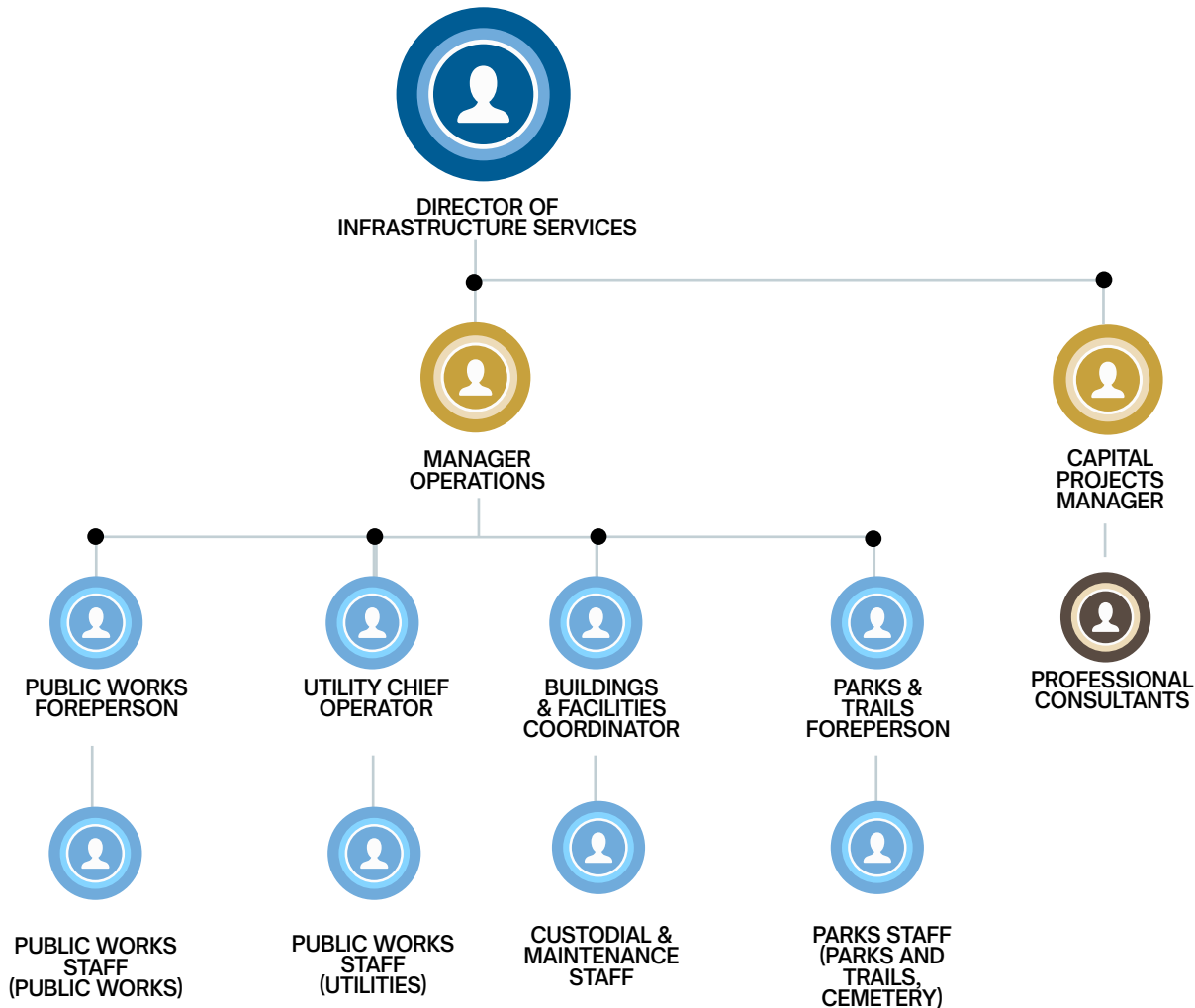


WATER

Water system infrastructure includes: nine groundwater wells; five reservoirs (Berwick (2), Village Way (1), Parks Yard (2); 113 km of watermains; and five booster stations (Berwick Road, Garrett Road, College Road, Hemsworth Road and Jones Street). More than 4,600 properties are metered and there are 456 fire hydrants.

OPERATIONS DEPARTMENT STAFF AND STRUCTURE

The Department is led by the Director of Infrastructure Services, with support from a team of dedicated employees. There is a Department total of 43.2 full-time employees which is supported by various third party professionals such as engineering consultants, archaeologists, planners and landscape architects.



The chart includes all Department resources, both employees and contracted staff. Some are shared across departments, so positions may differ from the Employee Team Organization Chart on page 12, which lists only Town-assigned employees.

KEY POLICIES AND PLANS

- Road Right-of-Way Opening
- Road Shoulders
- Snow and Ice Control
- Towing Contract
- Engine Idling
- Wood Chipping Program
- Sidewalk and Parking Lot Inspection, and Maintenance
- Hydrant Maintenance
- Tangible Capital Assets
- Municipal Asset Management
- Special Events
- Off-site and Adjacent Works and Services
- Development Cost Charges Application
- Engineering Standards and Specifications
- Master Municipal Construction Documents
- Erosion and Sediment Control
- Sewer Connection and Regulation Bylaw
- Traffic Bylaw
- Tree Protection Bylaw
- Waterworks Rate and Regulation Bylaw



TRANSPORTATION AND DRAINAGE

KEY INDICATORS

Key Activity Levels		2022 Actual	2023 Actual	2024 Actual	2025 Actual	2026 Forecast
Employees		11	12	12	12	12
Sweeping	Sweep all raised curb, gutter, parking lots, roadside edges and traffic islands within one month after last freeze event	100%	80%	80%	80%	100%
Sweeping	Summer-Fall Sweep locations at least once per 30 days	100%	60%	70%	85%	100%
Sweeping	Sweeping Hours	350	210	245	300	350
Road Marking	Repaint road lines and markings by Sept 30 where more than 20% worn	75%	80%	80%	80%	100%
Road Marking	Line Painting Hours	350	900	400	400	500
Potholes and Patching	Hours	New	New	110	120	120
Mowing	Complete minimum of 2 passes at all locations and 3 at high profile locations beginning when grass reaches 300mm	60%	100%	100%	95%	100%
Shouldering	Shoulder defects of >75mm within 6 months, Highways within 60 days, with ponding within 30 days	100%	80%	100%	90%	100%
Mowing and Shouldering	Hours	1100	800	1000	1000	1000
Grading	Grade gravel areas requiring maintenance within 14 days - as per request	100%	30%	50%	70%	100%
Dust Control	Complete prior to May15 and then within 14 days of notification	100%	100%	90%	100%	100%
Winter Maintenance	Snow Plan standard cleared	100%	100%	100%	100%	100%
Winter Maintenance	Hours determined by conditions	850	1,200	1,000	800	1,000
Signs	Maintenance Hours	475	475	475	500	500
Signs (Reg & Warning)	Repaired with 24 hrs	100%	100%	100%	100%	100%
Streetlights	Arrange repairs by next business day	100%	100%	100%	100%	100%
Sidewalks	Maintenance Hours	-	650	800	700	700
Catch Basins	Cleaned every year - salt route	100%	100%	100%	100%	100%
Catch Basins	Maintenance Hours	300	300	300	600	600
Inspection Mainholes	Inspected	100%	100%	100%	100%	100%
Inspection Mainholes	Hours	New	80	80	80	80
Streetscape Garbage Receptacles	Serviced daily garbage route	100%	100%	100%	100%	100%
Streetscape Garbage Receptacles	Hours	1,850	1,850	1,850	1,850	1,850

Note: As time coding and service metrics become more refined, so does the assessment of service level achievement year over year.



TRANSPORTATION

The Transportation team manages, directs and coordinates the construction and maintenance of roads, sidewalks, multi-use paths, bike lanes, traffic control devices (signs, lines, road markings and signals), and road right-of-ways.

The transportation system includes 113 km of paved roads, 1 km of gravel roads, 9 km of sidewalks, over 3,700 signs, 581 municipal streetlights, 554 BC Hydro lease lights, two roundabouts, and two traffic signal-controlled intersections. There are 105 pedestrian crosswalks within the Municipality, 18 of which include flashing beacons that are solar powered, and seven that are hard wired.

The Department is led by a Director of Infrastructure Services with management of the staff undertaken by the Operations Manager, and day-to-day coordination of work crews undertaken by the Forepersons of staff.

2025 HIGHLIGHTS AND ACCOMPLISHMENTS

Safety

- Installed new Rectangular Rapid Flashing Beacon (RRFB) lights on the crosswalk crossing Memorial Avenue at Harlech Road.
- Installed new RRFB lights and a new crosswalk crossing Highway 19A at Hall Road.
- Installed a new speed reader board on Highway 19A across from Higson Crescent.

Core Services/Preventative Maintenance

- Hosted a successful Public Works Open House.
- Replaced the skid steer with a multi-tool tractor.
- Identified and repaired 59 sidewalk defects through the Town's annual inspection program.
- Crack sealed 15,000 meters of roadway cracks in the Chartwell and Eaglecrest subdivisions.

Capital Projects

- Completed the Bay Street Slope Stabilization Project.
- Completed the Seacrest Slope Stabilization Project.
- Completed the Highway 19A Phase II Waterfront Expansion Project to expand parking and bicycle shoulders along the waterfront.
- Replaced and upgraded the Public Works fuel system.
- Pulverize and paved Beach Road between Fern Road and Second Avenue.
- Undertook accessibility improvements on Fern Road at Primrose Street.

CHALLENGES

- Inflationary costs for materials and supplies continue to impact purchasing power.
- Long delivery times for equipment and material orders.
- Attracting and retaining qualified personnel.

PLANS FOR 2026

- Continued implementation of Community Transportation Plan priorities.
- Implement accessibility improvements identified by the Town's Accessibility Advisory Team within Council's approved budget of \$50,000.
- Continued focus on core services and preventative maintenance.

LOOKING AHEAD: 2027-2030 KEY PROJECTS AND INITIATIVES*

- Complete preliminary designs of larger capital projects to enable the Town to be grant ready.

* Subject to change based on future Council decision making.



DRAINAGE

Stormwater runoff is collected on public property through a series of catch basins, storm pipes, open ditches, creeks, rain gardens, detention ponds, and a large containment pond. Unless the water infiltrates into the ground, it flows to the ocean either directly and through pipes, or via Grandon Creek or Beach Creek.

The drainage system includes: 49.1 km of storm mains; 12.5 km of culverts; 1,600 catch basins; 915 maintenance-holes; 9.5 km of catch basin and service laterals; and 40 km of open ditches.

There are a wide variety of materials used, primarily corrugated steel pipe (CSP), concrete pipe and Polyvinyl Chloride (PVC) pipe. The largest storm pipe is a 2,400 mm concrete box culvert. Since 2018, nearly all installations and replacements have been with high density polyethylene pipe or PVC which have a very long lifespan compared to corrugated steel pipe (CSP). A large portion of the existing CSP pipes are rusted and deteriorated to the point where effectiveness is compromised.

While the condition and locations of the storm catch basins and maintenance-holes are fairly well known, more assessment is required to learn about the condition, connectivity and locations of the storm pipe network. It is estimated that the Town records contain only about 70% of the drainage system.

DEPARTMENT STAFF AND STRUCTURE

Maintenance of drainage infrastructure is led by the Director of Infrastructure Services, with staff management undertaken by the Operations Manager, and day-to-day coordination of the utility workers undertaken by the Utility Chief Operator.

2025 HIGHLIGHTS AND ACCOMPLISHMENTS

- Initiated the Master Drainage Plan.
- Removed excess accumulations of silt from caissons and the box culvert immediately upstream of the Qualicum Beach Memorial Golf Club irrigation pond on Beach Creek.
- Inspected 600 maintenance-holes (50%) following the two-year cycle inspection program and made minor repairs as necessary.
- Initiated the design of the Grandon Creek confluence to improve hydraulics and replace aging infrastructure in preparation of grant applications and construction in the Five-Year Financial Plan.
- Initiated the design of the Crescent Road West outfall to Grandon Creek storm system upgrade.
- Initiated the design of the Schoolhouse Creek tributary creek restoration.

CHALLENGES

- Absence of a Master Drainage Plan to identify key opportunities and challenges within the system, and opportunities to pass growth-related costs on to developers.
- Lack of contiguous drainage systems.
- Lack of existing storm system data to inform asset management and growth decisions.
- Inadequate stormwater management prior to release into fish bearing waterways.
- Illegal infilling of ditches resulting in larger and more costly drainage improvements to mitigate flooding as well as pre-mature deterioration of the adjacent roads.
- Climate change is causing more intense rainfalls which can overwhelm the storm system.

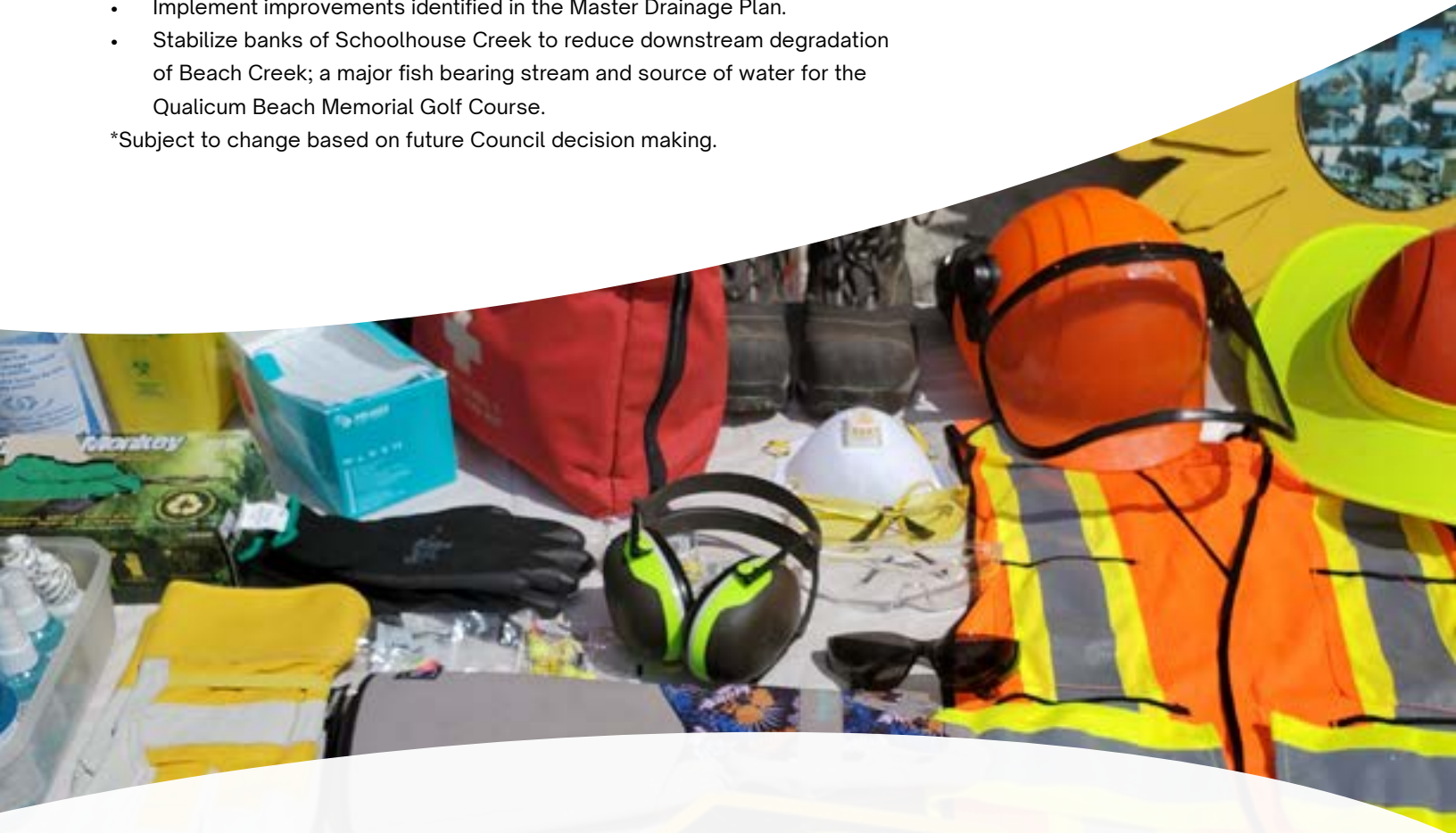
PLANS FOR 2026

- Completing the Master Drainage Plan which will provide direction on growth, Bill 44 and existing constraints and opportunities.
- Commence preliminary designs for larger capital projects, enabling timely applications for select grants.

LOOKING AHEAD: 2027-2030 KEY PROJECTS AND INITIATIVES*

- Increase closed-circuit television (CCTV) inspections of underground infrastructure to assess condition and identify potential failures.
- Commence a foreshore storm outfall replacement program.
- Implement improvements identified in the Master Drainage Plan.
- Stabilize banks of Schoolhouse Creek to reduce downstream degradation of Beach Creek; a major fish bearing stream and source of water for the Qualicum Beach Memorial Golf Course.

*Subject to change based on future Council decision making.



PARKS

The Parks Department maintains the public realm's trees, boulevards, parks, trails, fields, baskets, flower beds and cemetery. It plays a key role in enhancing the community's outdoor spaces, ensuring they are accessible, safe, and well-maintained. The Department oversees park planning, landscaping, and facility upkeep, while also supporting recreational opportunities and community events.

The Parks system includes a significant inventory of green space and recreational forest areas.

Asset	Quantity
Turf C1	9,200 m2
Turf C2	28,200 m2
Turf C3	42,700 m2
Annual beds	200 m2
Mixed Planting Beds and Street Nodes	3,800 m2
Shrub Beds	11,000 m2
Hedges	1,750 m2
Hanging Baskets	122
Concrete Street Planters	20
Trails	24 km
Street and Park Trees	630
Playgrounds	2
Skate Park	1
Cemetery	1
Benches and Picnic Tables	235
Heritage Forest Area	19 ha
Civic Centre Forest Area	38 ha

Over 280 hectares of parks and green spaces are available for the community including:

- Christleton Park
- General Money Park
- Community Parks that contain six ball diamonds / soccer pitches / cricket pitch
- Glassford Square
- Grandon Creek Trail
- Heritage Forest
- Jubilee Park
- Miraloma Park
- Seacrest Park
- Saahtlam Park
- Yambury Park
- Valhalla grounds
- Playgrounds at Community Park and Christleton Park
- BMX park
- Skatepark
- Tennis Courts
- Off-leash dog parks
- Rain Garden
- Seaside Nature Park
- Waterwise Garden

KEY POLICIES AND PLANS

- Urban Forest Master Plan
- Significant Trees of Qualicum Beach
- Waterfront Master Plan
- Bench Policy
- Notice of Removal of Trees in Community Park
- Pruning Trimming and Removal of Trees on Town Controlled Lands
- Heritage Forest Management Plan
- Dedication of Amenities
- Cemetery Bylaw

DEPARTMENT STAFF AND STRUCTURE

The Department is led by the Director of Infrastructure Services, with management of staff undertaken by the Manager of Operations, and day-to-day coordination of work crews undertaken by the Parks Foreperson.

KEY INDICATORS

Service Plan		2022 Actual	2023 Actual	2024 Actual	2025 Actual	2026 Forecast
Employees		11.8	12.2	12.9	14.9	15.6
Public inquiry/complaint (non urgent)	1 day response	100%	70%	85%	100%	100%
Turf - Class 1 (Lawn) sports fields, high profile building sites in downtown core	Maintain at Service Level 1 (Well groomed) or 2 (Groomed)	100%	100%	100%	100%	100%
Turf - Class 2 (Grass) Large suburban sites, public areas, large facilities with park like conditions, industrial sites that are irrigated.	Maintain at Service Level 3 (Moderate) or 4 (Open Space/Play)	100%	100%	100%	100%	100%
Turf - Class 3 (Rough Grass) Rural sites, verges or runway, farms, highway rights-of-way, temporary grass. Not irrigated.	Maintain at Service Level 5 (Background and Natural) or 6 (Service and Industrial)	100%	70%	85%	100%	100%
Sports Fields (30,000 m2)	Mow once per week	100%	70%	85%	95%	100%
Garden Beds - Town Hall, Spirit Square, Friendship Garden annual bed, downtown planters and hanging baskets	Service Level 1 Well Groomed	100%	70%	100%	100%	100%
Garden Beds - Airport, Cemetery, Civic Centre, GM Park, Waterfront Park, Memorial Avenue Bike Path, Clock Tower Square and all other downtown core planting beds and traffic nodes	Service Level 2 Groomed	100%	70%	100%	100%	100%
Garden Beds - Firehall, Faye Smith Pavilion, Memorial and West Crescent Raingarden, Memorial South Roundabout, Village Way & Hwy 19A, Neighbourhood Cul de sacs	Service Level 3 Moderate	100%	50%	80%	100%	100%
Garden Beds - Established neighbourhood Cul de sacs and pumphouse locations	Service Level 4 Open Space/Play	100%	20%	80%	100%	100%
Garden Beds - Bio Retention planting bed, Miraloma Park west, Eagle Ridge Entrance north, Hemsworth Road along Heritage Forest	Service Level 5 Background and Natural Areas	100%	50%	70%	100%	100%
Garden Beds - Fern Road Public Works hedge	Service Level 6 Service and Industrial	100%	75%	100%	100%	100%
Trees - Downtown Core	Tree Service Level 1	100%	75%	100%	100%	100%
Trees - Public Parks and Buildings	Tree Service Level 1	100%	75%	100%	100%	100%
Trees - Memorial Avenue South	Tree Service Level 2	100%	75%	100%	100%	100%
Trees - Neighbourhoods	Tree Service Level 3	100%	35%	100%	100%	100%
Trees - Native and natural landscapes	Tree Service Level 4	100%	35%	100%	100%	100%
Trails - Beachfront Walkway	Inspections Weeekly	60%	100%	100%	100%	100%
Trails - Beachfront Walkway	Trail Service Level 1	75%	100%	100%	100%	100%
Trails - Urban Hard Surfaces	Inspections Monthly	80%	75%	100%	100%	100%
Trails - Urban Hard Surfaces	Trail Service Level 2	80%	80%	100%	100%	100%
Trails - Urban Soft Surfaces	Inspections Every 2nd Month	75%	75%	100%	100%	100%
Trails - Urban Soft Surfaces	Trail Service Level 3	80%	80%	100%	100%	100%
Trails - Nature	Inspections twice per year	100%	100%	100%	100%	100%
Trails - Nature	Trail Service Level 4	90%	90%	100%	100%	100%
Wood Chipping	Spring and Fall Program Per Year	100%	100%	100%	100%	100%
Playgrounds	Inspected each month	100%	100%	100%	100%	100%
Graffiti	Removal or cover within 7 days	100%	100%	100%	100%	100%
Waterfront Garbage Receptacles	Serviced Daily	100%	100%	100%	100%	100%
Parks Garbage Receptacles	Serviced weekly	100%	100%	100%	100%	100%
	Benches (Max 210)	200	227	227	195	195
	Picnic Tables (Max 35)	35	35	35	35	35
	Drinking Fountains	10	10	11	11	11
Irrigation Systems	Start up/winterize once per year	50	50	50	50	51

Note: As time coding and service metrics become more refined, so does the assessment of service level achievement year over year.

2025 HIGHLIGHTS AND ACCOMPLISHMENTS

- Resurfaced the tennis courts.
- Replaced the wooden staircase on Judges Row with a new aluminum staircase.
- Completed the construction and landscaping of the new skatepark.
- Replaced the fence around the Garden Road Dog Park.

CHALLENGES

- Retiring staff and repetitive long-term injuries have resulted in work backlog.
- Increases in service levels have not been reflected in increased staffing levels.

PLANS FOR 2026

- Replacement of the wire hanging baskets.
- Install Skatepark Fountain & Toilet Facility.
- Trail & Sidewalk Reconstruction (Grandon Creek & Memorial) & Island Trail Corridor Trail Network.
- Landscaping Country Club Drive along the Cottages.

LOOKING AHEAD: 2027-2030 KEY PROJECTS AND INITIATIVES*

- Further implement Pollinator Pathways.
- Implement accessibility initiatives identified in the Accessibility Plan.
- Adopt a bylaw to prohibit smoking in parks and trails (subject to future Council decision-making).

* Subject to change based on future Council decision making.



TOWN OF
Qualicum Beach
No 69

BUILDINGS AND FACILITIES

The Town's buildings and facilities support the critical functions of local government, public works services, community recreation and public safety. Over 60 different facilities and structures are maintained including, but not limited to:

- Civic Centre
- Curling Rink and Community Hall
- Airport Terminal Building
- Municipal Hall
- Fire Hall
- Public Works Buildings and Yard
- Lawn Bowling Clubhouse
- Museum Buildings
- TOSH Arts Centre
- Leigh House
- The Shore Restaurant
- Valhalla Hospice
- Office building on Sunningdale Road and two rental homes
- Old Fire Hall
- Baptist Church
- Parks Buildings and Yard
- Senior Centre (interior only)
- Seaside Nature Park gazebo
- Work sheds, storage sheds and public washrooms
- Five Water Reservoirs, five Booster Stations, and 11 Pump Houses

KEY POLICIES AND PLANS

- Facility Condition Assessment (2022)
- Entry Into and Keying of Town-owned Buildings
- Video Surveillance of Town-owned Buildings
- Annual Inspection – Leased Buildings

DEPARTMENT STAFF AND STRUCTURE

The Department is led by the Director of Infrastructure Services, with support from the Operations Manager, the Buildings and Facilities Coordinator, and staff. The maintenance team looks after municipal buildings, including the Civic Centre, Community Hall, Town Hall, Airport, and Public Works offices.

KEY INDICATORS

Maintenance activities have remained consistent with previous years. Staff are incorporating new ideas for efficiencies.

Key Activity Levels		2022 Actual	2023 Actual	2024 Actual	2025 Actual	2026 Forecast
Facility Maintenance Requests	Received	24	TBD	120	120	120
High Priority Requests	Urgent Action	8/33%	TBD	10	10	10
Occupied Building Inspections	Monthly	300	300	300	300	300
Unoccupied Structure Inspections	Annual	35	35	35	35	35
HVAC Inspections	Annual	New	TBD	24	24	24

2025 HIGHLIGHTS AND ACCOMPLISHMENTS

- Replaced two end-of-life HVAC units at Town Hall, supporting Council Chambers and common entrance space.
- Replaced two failed HVAC units supporting the staff area at Town Hall.
- Rebuilt washroom and crew office area in the Airport Hanger.
- Installed new kitchen floor at the Civic Centre and replaced lower roof torch-on layer.
- Created a drying room at the Parks shop, within the existing building.
- Upgraded The Old School House washrooms to be accessible.

CHALLENGES

- Several buildings and structures will require targeted capital funding to prolong their lives, and others approaching end-of-life will require replacement.
- Without funding a preventative maintenance program, capital costs are exponentially increasing, risking reduced use of facilities.
- Increased cost of construction and materials.
- Increased cost of maintenance for aging buildings.
- Availability of contractors.

PLANS FOR 2026

- Continue to address maintenance backlog.
- Completion of the Saahtlam Park washrooms.

LOOKING AHEAD: 2027-2030 KEY PROJECTS AND INITIATIVES*

- Continue to address building facility assessment recommendations, suggested repairs and upgrades from the current Altus Facility Condition Assessment and Capital Plan.
- Advance Operations Facilities Modernization Needs Assessment.

* Subject to change based on future Council decision making.

AIRPORT

Beginning in 1954, the Qualicum Beach Airport (CAT4) was built by volunteers of the Qualicum Beach Rotary Club. In 1957, the Province transferred 160 acres of Crown land to the Town of Qualicum Beach for airport purposes. The Airport has a paved runway that is 1,087 metres long and 23 metres wide, with displacements at each end of the runway, six taxiways (one private), and two aprons.

The Airport provides service to Qualicum Beach, Parksville, and the surrounding area. Acting as a transportation gateway, it offers scheduled flights to YVR south terminal and provides, accessible, convenient 24-hour parking.

There is full fuel service (JET A, Avgas 100LL) and tie down area for visiting aircraft. The terminal building is equipped with a lounge area for arrivals and departures and has a restaurant that is open five days per week.

Iskwew Air and Sealand Flight School both operate from the Airport. Helicopter training is also made possible to private companies, the Ministry of Forests, firefighters, the military, and BC Ambulance. BC Air Ambulance provides essential medical service to the region from the facility.

KEY POLICIES AND PROCEDURES

- Airport Establishment and Operation Bylaw
- Airport Operations Manual
- Airport Standard Operational Procedures
- Airport Emergency Response Plan
- Safety Management Systems Plan
- Wildlife Management Plan
- TP312 – Aerodrome Standards and Recommended Practices
- Transport Canada Noise Abatement Procedures



DEPARTMENT STAFF AND STRUCTURE

The CAO is the Airport Accountable Executive and is supported by the Airport Manager and Deputy Airport Manager (contract). Public Works staff have responsibility for the daily maintenance of the Airport.



The chart includes all Department resources, both employees and contracted staff. Some are shared across departments, so positions may differ from the Employee Team Organization Chart on page 12, which lists only Town-assigned employees.

2025 HIGHLIGHTS AND ACCOMPLISHMENTS

- Promoted the Good Neighbour Program which provided education and encouraged pilots to support and conform to a set of best operational flight procedures to help minimize noise disturbances within the surrounding communities.
- Held bi-annual public input meetings (via Committee of the Whole) to provide the public with opportunity to address Council on Airport related matters.
- Continued staff training as per Transport Canada regulations.
- Completed annual emergency exercise training.
- Work with NAV Canada to include Preferred Runway 11 Departure to be published in the Canadian Flight Supplement entry.
- Work with NAV Canada to include Preferred Runway 29 Arrival to be published in the Canadian Flight Supplement entry.

CHALLENGES

- Operating an airport facility with limited local revenues and without regional government participation.
- Maintaining suitably trained staffing levels.
- Significant Transport Canada regulations.

PLANS FOR 2026

- Conduct regular Transport Canada audit.
- Purchase new Airport machinery (loader, snow blower) pending Airport Capital Assistance Program 100% funding.
- Runway, taxi ways, apron, pavement overlay, pending Airport Capital Assistance Program 100% funding.
- Continue promoting and educating pilots on the Good Neighbour Program.
- Complete Obstacle Survey implementation.
- Work with NAV Canada to create additional Noise Sensitive Areas (NSAs) North side of RWY 11 – 29, Rupert Road, Aldous Road, Hemsworth Road and Cotton Wood Drive to be published in the Canadian Flight Supplement entry, (CFS).
- Work with NAV Canada to create a Visual Terminal Procedures Chart (VTPC) for circuits to be published in the Canadian Flight Supplement entry (CFS).
- Complete review of Airport Establishment and Operations Bylaw and bring forward to Council for decision making.
- Enter a 12-month lease with ALFA Aero Solutions to collect data on ADS-B equipped aircraft that arrive and depart from the Airport.
- Install additional camera (CCTV) on runway 11.

LOOKING AHEAD: 2027-2030 KEY PROJECTS AND INITIATIVES*

- Drainage improvements to aircraft tie down areas 1 and 2.
- Develop an Airport Business/Master Plan, subject to 100% grant funding (dependant on future Council decision-making).
- Provide 3-phase power to the Airport for the purpose of charging electric aircraft; grant dependent.
- Install diesel-powered generator to provide power to the Airport (runway lighting, fuel pumps, terminal building, electric aircraft charging), subject to grant funding.
- Continue promoting and educating pilots on the Good Neighbour Program.

* Subject to change based on future Council decision making.



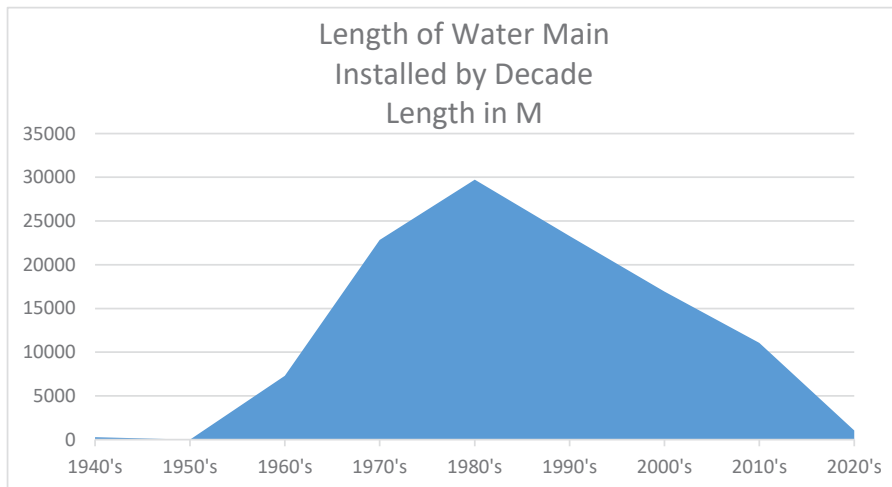
WATER UTILITY

The Qualicum Beach Water Utility System has been owned and operated by the Town since the early 1940s. Drinking water is obtained from two well-fields (River Wells and Berwick Wells) and distributed from multiple groundwater wells on land owned by the Town of Qualicum Beach.

The Utility provides safe drinking water to residents in Qualicum Beach, and bulk water is sold to the Regional District of Nanaimo for the Sandpiper region, with approximately 240 households. Residential, commercial and emergency use meets applicable firefighting standards, health standards and the *Drinking Water Protection Act*.

System infrastructure includes nine groundwater wells, five reservoirs (two on Berwick Road, two on Jones Street, one on Village Way), 108 km of watermains and five booster stations (Berwick Road, Garrett Road, College Road, Jones Street, and Hemsworth Road).

More than 4,600 properties are metered and there are 478 fire hydrants.



KEY POLICIES AND PLANS

- Waterworks Rate and Regulation Bylaw
- Environmental Operators Certification Program (EOCP) Guidelines
- *BC Drinking Water Protection Act*, BC Drinking Water Protection Regulations
- *Water Sustainability Act*, Water Sustainability Regulations
- Canadian Drinking Water Guidelines, BC Municipal Wastewater Regulations
- Water Parcel Tax Bylaw, Chartwell Water Local Area Service Bylaw
- Hydrant Maintenance

DEPARTMENT STAFF AND STRUCTURE

The Water Utility is led by the Director of Infrastructure Services. The Utility is operated and maintained by the Operations Department comprised of an Operations Manager, a Utility Chief Operator and three Utility Operators.

KEY INDICATORS*

In 2025, the Water Utility produced an estimated 1,700,000 m3 of potable water to the community. All wells were inspected and maintained, and continue to operate within Public Health Standards. Over 150 dead-ends in the system are flushed annually. There have been no non-compliance water quality tests since 2004.

In 2025, the valve maintenance and exercising program continued as usual and meter reading was completed on time. The wells continue to produce high quality drinking water and Berwick Wells are shut down for winter to recharge. Maintenance projections for 2026 are consistent with previous years. No significant changes are expected.

Key Activity Levels		2022 Actual	2023 Actual	2024 Actual	2025 Actual	2026 Forecast
Reservoir Capacity	m3	9,100	9,100	9,100	9,100	9,100
Annual water production	m3	1,431,082	1,500,000	1,500,000	1,700,000	1,500,000
Water consumption	m3	1,216,000	1,277,000	1,200,000	1,370,000	1,400,000
Water Quality tests	Number	333	333	333	333	333
Chlorine Residual tests	Number	312	320	312	312	312
Water meters	Number	3,915	3,932	3,940	4,002	4,022
Meter	Repairs	40	40	38	40	40
Meter	Replace	32	30	36	30	30
Meter readings	Reads	7,830	7,864	7,880	7,896	7,896
Hydrants	Number	439	439	444	449	449
Hydrant inspections	Inspections	439	439	444	439	439
Watermains	km	108	109	110	113	113
Service line repairs	Number	14	20	20	20	20
Water valves exercised	Number	500	600	600	600	600

**In Progress. Service levels and key indicators will be further developed in a future year.*

WATER ASSET MANAGEMENT

Water system infrastructure includes nine ground-water wells, five reservoirs (two on Berwick Road, two on Jones Street, and one on Village Way), 108 km of watermains and five booster stations (Berwick Road, Garrett Road, College Road, Hemsworth Road and Jones Street). Approximately 4,000 properties are metered and there are 456 fire hydrants. Total system replacement cost in 2019 dollars is an estimated \$109 million.

A crucial next step in the Asset Management Plan planned for 2026/2027 is the implementation and operationalization of the Asset Management Strategy and Plan.

While the strategy is being implemented, a five-year capital program provides for the renewal and replacement of wells, mains and equipment components, and the addition of new water infrastructure.

The capital program is primarily funded through reserves which are set aside each year from water parcel and user charges to the community, supplemented by a small amount of developer contributions.

The next five years of infrastructure replacement will continue to be focused on watermains coordinated with the replacement of other road, sewer and drain projects. Key projects include Asbestos Cement (AC) watermain replacement on Seacrest Place, Berwick Road North and Eaglecrest Drive. Cast iron main, concrete main and AC replacements will continue through the foreseeable future.

2025 HIGHLIGHTS AND ACCOMPLISHMENTS

- Completed the design of the Little Qualicum Riverbank Stabilization Project intended to stop further erosion along the Town's river wellfield, and applied for a construction grant in 2025.
- Replaced AC watermain on Illiqua Road and Hemlock Street.
- Replaced AC watermain on the Seacrest Place hill.
- Undertook significant fire hydrant maintenance with two new installations, one upgrade, and 90 quick connect fittings installed.
- Improved sports field irrigation system and metered flow to reduce water use and improve coverage.
- Flushed 117 dead-end locations to ensure water quality.
- Updated water system model to confirm fire flows and support a water master plan update.
- Completed SCADA audit of all SCADA related components.
- Replaced the aging Berwick 2 well pump.
- Awarded the prestigious "Best of the Best" B.C. & Yukon Tap Water Taste Test award.

CHALLENGES

- Extended dry periods caused by climate change increases water consumption and maintenance requirements.
- Aging water infrastructure and 27 km of AC pipes, with some showing a remaining life expectancy of less than 15 years.
- Protection of drinking water sources to ensure future water supply.

PLANS FOR 2026

- Update the Water Master Plan enabling proper asset management and preparation for growth, including Bill 44, and supporting preventative maintenance.
- Inspect and clean reservoirs.
- Replace AC watermain on Seacrest Place.

LOOKING AHEAD: 2027-2030 KEY PROJECTS AND INITIATIVES*

- Continue program to replace over \$1 million of AC watermain every year over the course of 10 years.
- Commence Little Qualicum Riverbank Stabilization Project.
- Install emergency backup generator for the River wellfield to ensure disaster mitigation and uninterrupted water/fire service.

* Subject to change based on future Council decision making.



SANITARY SEWER UTILITY

The Qualicum Beach Sanitary Sewer Utility System collects wastewater from businesses and residents of Qualicum Beach and delivers it to the Regional District of Nanaimo (RDN) French Creek Pollution Control Centre via the foreshore interceptor along the beach.

The sewer system consists primarily of PVC pipes in relatively good condition. Sewer backups are uncommon and the preventative maintenance inspections are intended to identify problems before backups occur to private property.

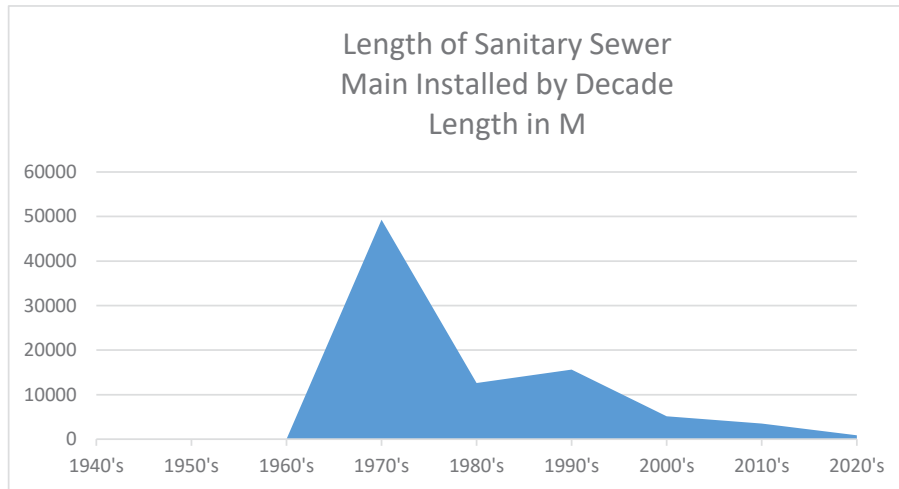
System infrastructure serves over 4,560 customers and includes 83 km of sanitary mains, 0.4 km of sanitary force main, one lift station, and 1,284 maintenance-holes.

The majority of the sanitary sewer mains were installed in the mid-to-late 1970s.

The RDN owned sewer interceptor that runs along the waterfront is constructed with reinforced concrete and was installed in 1977.

With the exception of the Higson Lift Station 150 mm force-main, all of the Town's sewer system is gravity-fed with pipes ranging in size from 100 mm to 350 mm. The system replacement cost is estimated to be \$67 million.





KEY POLICIES AND PLANS

- *Provincial Environmental Management Act*
- *Federal Fisheries Act*
- Sewer Connection and Regulation Bylaw, Sewer Parcel Tax Bylaw, and Sewer User Rates Bylaw

DEPARTMENT STAFF AND STRUCTURE

The Sanitary Sewer Utility is led by the Director of Infrastructure Services with support from the Manager of Operations, and operated and maintained by the Operations Department, comprised of the Utility Chief Operator and Utility Operators.

KEY INDICATORS

In 2025, the Qualicum Beach Sanitary Sewer Utility operated continuously during the year, within public health standards, and with no odour complaints that were attributed to the Town sewer system. The Higson Lift Station is regularly inspected and cleaned, and every sanitary maintenance-hole is inspected on a two-year rotation. There were no significant non-compliance events during the year.

Maintenance projections for 2026 are consistent with previous years. No significant changes are expected.

Key Activity Levels		2021 Actual	2022 Actual	2023 Actual	2024 Actual	2025 Forecast
Employees		5	4	3	4	4
Sanitary Mainholes	Inspected	481	666	400	500	650
Lift Station	Inspected	12	12	12	14	12
Flushing Hall Rd dissipator	Cleanings	9	9	9	9	9
Known sagging service lines	Number of lines	2	1	1	2	2

**In Progress. Service levels and key indicators will be further developed in a future year.*

SANITARY SEWER ASSET MANAGEMENT PROGRAM

The sanitary sewer system is in relatively good condition and all mains were installed after the mid-1970s. The system inventory is quite accurate and maintenance records are regularly updated. Data is in the process of being entered into the Asset Management Plan, similar to the road analysis, where it can be integrated with other utility and road information to optimize capital works projects.

Because all of the flow from the sanitary sewer system is treated at the French Creek Pollution Control Centre, volume is metered and Qualicum Beach pays a percentage of the total plant treatment costs. As a result, periodic inflow and infiltration inspections target groundwater and stormwater inflow and infiltration into the sanitary sewer pipes, helping to reduce the cost of RDN treatment.

A five-year capital program provides for the renewal and replacement of components, and includes provision for the assessment of the network for system optimization, and prioritization of improvements.

2025 HIGHLIGHTS AND ACCOMPLISHMENTS

- Inspected 50% of sewer mainholes on annual two year program and made repairs as necessary.

CHALLENGES

- Increased costs associated with treating unnecessary inflow and infiltration of stormwater into the Town's sanitary sewer system that unnecessarily cost the Town a significant charge per year. The 2026-2030 Financial Plan includes a budget provision to implement a sewer trunk main inspection program to help identify sources of infiltration with the goal of eliminating storm water infiltration to reduce the flow to the sewer treatment plant.

PLANS FOR 2026

- Commence a sewer truck main video inspection and smoke testing program to check the condition of sewer infrastructure, as well as identifying locations of storm water intrusion, in an effort to reduce the volume of affluent requiring treatment.

LOOKING AHEAD: 2027-2030 KEY PROJECTS AND INITIATIVES*

- Continue with video inspection and the smoke testing program as well as identifying sources of unnecessary inflow and infiltration.

* Subject to change based on future Council decision making.



PROJECTS & HIGHLIGHTS



The Eaglecrest Golf Course Revisioning Project represents one of the most significant investments and transformative opportunities in the history of the Town of Qualicum Beach. In 2025, Council made the once-in-a-generation decision to purchase the 105-acre Eaglecrest Golf Course property to secure local control over its future and ensure the land continues to provide lasting benefits for the community.

The acquisition was driven by a vision to protect valuable green space, preserve community amenities, and create opportunities that support the Town's long-term environmental, recreational, and housing goals. By bringing the property into public ownership, the Town gained the ability to guide future land use in a manner that reflects community priorities.

The revisioning process balances the preservation of approximately 40 acres of parkland with the continued operation of a community golf course and the creation of thoughtfully planned housing opportunities. The project will enhance public access to nature, expand recreational opportunities, and help address housing needs identified in the Town's Official Community Plan.

Through careful planning and community engagement, the Eaglecrest lands are being transformed into a legacy asset that will benefit current and future generations.

Purchase Announcement & Engagement

In July 2025 the Town announced a once-in-a-generation opportunity to purchase the Eaglecrest Golf Course lands. The land purchase proposed to preserve approximately 40 percent of the property (about 40 acres) as parkland, with the remaining lands to be home to a nine-hole golf course and carefully planned housing developments. The agreement was subject to public consultation, technical assessments and due diligence.

Engagement

A comprehensive public engagement process was undertaken to ensure the project reflected community values and delivered meaningful benefits for current and future generations:

- **Sept 2025** - A Public Open House saw more than 500 residents come out to hear more about the revisioning of the land and provide input on future uses and community priorities.
- **Sept 2025** - A community-wide survey was launched to broaden opportunities for public participation and feedback.
- **Oct 2025** - An official Public Hearing drew approximately 400 attendees, who provided input on the proposed zoning and Official Community Plan (OCP) amendments related to the Eaglecrest Golf Course lands.
- **Aug-Oct 2025** - Meetings with Residents' Associations, golf course members and community groups to gauge support for the purchase.

Public feedback played an important role in shaping the plans, resulting in amendments that increased parkland, reduced development density in several areas, and strengthened connections between neighbourhoods and green spaces.

Funding

The Eaglecrest purchase was structured to avoid placing any financial burden on taxpayers. The \$8.5 million purchase price is being funded through the future sale of up to 10% of the lands for housing development, with proceeds helping offset acquisition costs.

A significant contribution of \$2.125 million was also provided by the Christopher Foundation. As a condition of the donation, approximately 40 acres of the property will be permanently preserved as protected parkland, ensuring the long-term conservation of valuable natural areas for public enjoyment and environmental stewardship. Our gratitude and thanks goes out to the Christopher Foundation for this generous donation.

Purchase & Engagement Timeline

- **July 2025** - Purchase announced
- **Aug 2025** - meetings with Residents' Associations, golf course members and community groups
- **Sept 9, 2025** - Public Open House sessions
- **Sept 17 & Oct 22, 2025** - Bylaw readings
- **Oct 6, 2025** - Zoning & OCP Public Hearing
- **Nov 1, 2025** - Due diligence deadline
- **Dec 2025** - Purchase finalized



Eaglecrest Neighbourhood Planning

Following the Town's purchase of the Eaglecrest Golf Course lands, work began on a Preliminary Neighbourhood Plan to help guide the future evolution of the Eaglecrest neighbourhood. The planning process focused on neighbourhood-scale considerations, including transportation and circulation, parks and green space connections, neighbourhood character, and how future development could be integrated with the existing community in a thoughtful and compatible manner.

Engagement

The engagement process was designed to gather input from both Eaglecrest residents and the broader Qualicum Beach community. Feedback was sought in two key areas:

- **Neighbourhood Scale Planning** – to provide context for the overall neighbourhood elements such as form and character, traffic and circulation patterns, parks, and outdoor recreation.
- **Parcel-Specific Planning** – to provide input on the closed portion of the Golf Course located to the west of Country Club Drive to help inform development conditions around the disposal of the land, intended for sale in 2026 and beyond.

Community feedback provided valuable insight into how the neighbourhood can preserve and enhance the natural features, character, and quality of life that residents value. The Preliminary Neighbourhood Plan will help guide future planning decisions and ensure that development within the area contributes positively to the broader community.

Project Timeline

- **Jan 2026** - Neighbourhood Plan announced
- **Feb-Mar 2026** - Eaglecrest Resident Engagement
- **Mar 2026** - Public Survey
- **Apr 2026** - Public Engagement
- **Jun 2026** - Preliminary Neighbourhood Plan drafted



Eaglecrest Golf Course Reconfiguration

Work is underway to reconfigure the Eaglecrest Golf Course into a par-35 nine-hole layout, ensuring the Course remains a valued recreational amenity. The project includes reshaping existing holes, constructing new holes, creating a new pond, improving drainage, and upgrading irrigation infrastructure to enhance both playability and long-term sustainability.

The preliminary design was developed through consultation with Eaglecrest Golf Course members and informed by the expertise of third-party golf course renovation specialist Keso Turf Supplies. Grass Roots Enterprises was selected as the design-build contractor and is also working to create an optimal course configuration that balances golfer experience, operational efficiency, and safety.

An opening date for the Golf Course has not yet been determined and will depend on construction progress and site conditions.

Project Timeline

- **Dec 2025** – Conceptual design consultation started
- **Dec 2025** – Request for Proposal issued
- **Jan 2026** – Request for Proposal extended
- **Feb 2026** – Contract awarded
- **TBD** - Opening of Golf Course



Restaurant & Golf Course Operator

To support the long-term success of the Eaglecrest Golf Course lands, the Town undertook a competitive Request for Proposal process to select an operator for the Restaurant and Golf Course.

Extreme Eatz Restaurants Inc. was selected based on its experience in restaurant operations and golf course management. The restaurant lease represents the first phase of agreements for the Eaglecrest lands, with a golf course operations agreement currently being finalized.

The Town and Extreme Eatz invested more than \$300,000 in upgrades to the clubhouse, including kitchen equipment, furnishings, patio improvements, and other enhancements.

The restaurant, The Shack Taphouse, officially opened in June 2026 with a ribbon-cutting ceremony with Mayor and Council, marking an important milestone in the revitalization of the Eaglecrest Golf Course lands.

Project Timeline

- **Sept 2025** – Request for Proposal issued
- **Mar 2026** - Operator Announcement
- **April - May 2026** - Clubhouse renovations
- **Jun 2026** - Restaurant Opened



Part of the team who collaborated to re-imagine the Eaglecrest Golf Course Restaurant from left: Councillor Anne Skipsey, Councillor Jean Young, Councillor Petronella Vander Valk, Mayor Teunis Westbroek, Kymon Giakoumakis, Oura Giakoumakis, Neil Bidewell, Heather Svensen, and Luke Sales.

Eaglecrest Golf Land Sales

To help fund the purchase of the Golf Course lands, without impact to taxation, the Town is offering specific development lands for sale. This approach balances long-term community priorities, including recreation, housing, environmental protection, and public access, while supporting the financial sustainability of the acquisition.

Proposed zoning changes were subject to public consultation in 2025, including a Public Hearing, before being adopted by Council. Additional input on specific parcels, including lands along Country Club Drive, was gathered through the Eaglecrest Neighbourhood Planning process.

Proceeds from future land sales will help offset the cost of purchasing the Eaglecrest Golf Course lands and support the project's long-term vision.

Key land parcels currently being offered for sale by the Town include:

- **Blind Bogey Drive** - 0.35 hectare (0.86 acres) of subdividable land, backing directly onto covenant-protected green space.
- **Country Club Drive West** - 2.5 hectares (6.1 acres) of pre-zoned, decommissioned Golf Course land. The land is being offered through a Request for Proposal process to seek a qualified proponent to acquire and develop all or part of the lands.
- **Royal Dornoch Drive** - 0.07 hectares (0.17 acres) is zoned Residential 1, with Golf Course views.
- **Fairways Drive** - two 0.07 hectares (0.17 acres) are zoned Residential 1, with treed backdrop, and backing onto covenant-protected green space.

Project Timeline

- **Apr 2026** - Fairways Drive offered for sale
- **Apr 2026** - Royal Dornoch Drive offered for sale
- **May 2026** - Blind Bogey offered for sale
- **May 2026** - Country Club Drive W Request for Proposal issued



The Town of Qualicum Beach was proud to announce that its tap water was named the “Best of the Best” in the BC & Yukon Tap Water Taste Test.

This friendly competition, hosted by the BC Water & Waste during its annual conference, invited water providers from across BC and the Yukon to compete. Samples were evaluated by appearance, aroma, taste, mouth feel, aftertaste, and overall impression, with the goal of raising awareness about the importance of water systems in protecting public health and the environment.

The winning sample, drawn from a regular residential faucet, was entered by the Town’s Manager of Operations, Chris Stanger, who thought ‘why not’ enter a sample. Although confident of the water’s high quality, he was not prepared for the high praise received from the judges. The Town not only won in its population category, but also achieved the highest score of all categories, outperforming cities with populations over 100,000 with much more sophisticated systems.

The Town is fortunate to draw its water from two aquifers: the River wellfield and the Berwick wellfield. Both wellfields are high-quality and quantity groundwater sources that require minimal chemical treatment. The primary supply comes from the River wellfield, a high-production aquifer in the delta of the Little Qualicum River that provides a sustainable production of water before it overflows into the ocean. The secondary Berwick wellfield rests over the winter season and then supplies additional water during peak summer times.

“This award is a testament to the exceptional quality of our local aquifers and the expertise of our Operations team who manages them,” said Mayor Teunis Westbroek. “It confirms what residents already know - Qualicum Beach really does have some of the best water around.”



In 2025, the Town completed a major reconstruction of the Qualicum Beach Skatepark, creating a modern, accessible, and inclusive recreation space for residents and visitors of all ages and skill levels.

The project was guided by extensive community engagement, including input from local skateboarders, families, and youth, to ensure the new design reflected the needs and interests of users. The redesigned facility featured improved flow between elements, enhanced sightlines for safety, new riding features, and upgraded accessibility throughout the site.

Construction was completed by New Line Skateparks, a nationally recognized skatepark design and construction firm. The project represented a significant investment in youth recreation and active living, with funding supported by the Town, community fundraising efforts, and generous contributions from local donors.

The upgraded skatepark has quickly become a popular community gathering place, providing opportunities for recreation, physical activity, skill development, and social connection.

A community ribbon-cutting celebration was held to mark the completion of the project, recognizing the many residents, volunteers, donors, and partners whose support helped bring the new skatepark to life.

Project Timeline

- **Jun 2023** – Feasibility Study RFP
- **Sept 2023** – RFP for Design & Build issued
- **Feb 2024** – Feasibility Study and Final Concept Report presented to Council
- **Feb 2025** – Construction started
- **Jun 2025** – Official Opening Ceremony



The Seacrest Place Slope Stabilization project was undertaken in 2025 to ensure the long-term safety and reliable access for residents in the Eaglecrest subdivision.

This critical infrastructure project addressed significant ground movement caused by poor drainage, weak soils, and steep slopes. The work stabilized the hillside through the construction of a mechanically stabilized earth retaining wall, upgrades to underground utilities, and improved drainage systems designed to prevent future shifting.

The project also included new guardrails and roadway paving, providing a safe and secure route for the 26 homes along Seacrest Place. These improvements protect not only the roadway itself, but also essential underground infrastructure, including water, stormwater, sanitary sewer, natural gas, electrical, and communication services.

Completed on time and within its \$2.586 million budget, the project represents a significant investment in the Town's infrastructure resilience and long-term asset management.

Project Timeline

- **Jan 2025** – Tender issued
- **Mar 2025** – Tender awarded & Project commenced
- **Oct 2025** – Project completed



After 26 years of distinguished service, Qualicum Beach Town Crier Len Mustard retired from his ceremonial role as one of the community's most recognizable ambassadors. Len and his wife Marie were honoured at a Council meeting in June 2025, where their many years of service were recognized with gratitude and appreciation.

Since his appointment in 1999, Len brought his distinctive voice, ceremonial flair, and heartfelt pride to countless parades, community celebrations, and civic ceremonies. Throughout many years of service, Marie accompanied him, bringing warmth and grace to every occasion.

In recognition of their contributions, the Town sponsored two seats at the Village Theatre through the ECHO Players' "Take a Seat" initiative, ensuring Len and Marie will always have a special place in the Town's cultural community. The sponsored seats and a framed certificate of appreciation were presented at the Town's Volunteer Appreciation event in December 2024.

Len and Marie made their final official appearance at the 2025 Family Day Parade, where residents gathered to offer their thanks and best wishes. Their retirement marked the end of a remarkable chapter in the Town's history and an opportunity to celebrate their lasting contributions to community life.

"The Town of Qualicum Beach remembers and celebrates Leonard H. Mustard, who sadly passed away in May 2026, leaving an indelible mark on our community."

On behalf of Council, staff and the people of Qualicum Beach, we extend out deepest sympathy and condolences to the Mustard family."

Mayor, Teunis Westbroek





The Ways to Achieve Attainable Market Housing (WAAMH) project set out to explore housing options that support Priority Housing Groups including young adults and families, local workers, seniors over 75, and people living with disabilities.

Following on from the 2024 Interim Housing Needs Report which identified the number of homes needed over the next 20 years, the WAAMH project focuses on housing types that could realistically be delivered in Qualicum Beach.

Residents had the opportunity to share input through a community survey and open house. Housing ideas gathered from the public, staff, advisory committees and Council, will be evaluated against criteria that measure how effectively they support Priority Housing Groups. Feasibility profiles will be developed for the highest-scoring solutions.

The project will result in actionable recommendations that balance community housing needs with the practical realities of market housing development, including Town policy alignment, land availability, local market conditions, and financial feasibility.

Project Timeline

- **April 2026** – Community Engagement: Receiving housing ideas from the public to evaluate for feasibility
- **Summer 2026** – WAAMH Plan to be finalized

In June 2025, the Town entered into a one-year lease agreement to operate the Qualicum Commons. This one-year lease allowed the Town to undertake due diligence to understand the possibilities and challenges presented by the building owned by the Qualicum School District.

In April 2026, nearing the end of the one-year lease, Council made the difficult decision that they could not support a long-term role in operating the facility. The decision was driven by the condition of the building, including failing building systems, significant capital repair requirements, associated operating costs, and the potential significant financial impact on Qualicum Beach taxpayers.

The Town and the Oceanside Commons Society engaged in discussions regarding a potential transition of management responsibilities through a sublease arrangement. While Council was optimistic that the Society would assume management of the facility, the Society subsequently advised the Town that it was unable to pursue a sublease option.

Recognizing the importance of the services provided at the facility, the Town will enter into a final one-year lease agreement with the Qualicum School District to allow tenants time to find alternate locations in the next year. During this period, the Town will remain solely responsible for operating the facility; maintaining current service levels and undertaking only minor repairs funded through tenant revenues, unless urgent capital repairs become necessary.

Existing tenants will be offered a lease renewal through to June 30, 2027, providing time to secure alternative accommodation for their operations. Council has also directed staff to advise the Qualicum School District of the Town's interest in further exploring the potential acquisition of the property.



To replace the Town's aging street banners, the Town launched a Street Banner Artist Program inviting artists with a connection to Qualicum Beach to submit original artwork.

More than 100 submissions were received from artists across Vancouver Island. Following a juried selection process, six local artists and 10 pieces of artwork were chosen to showcase the community's unique character, natural landscapes, and vibrant culture. The banners were installed throughout the Town and will remain on display year-round, adding colour and local artistic expression to public spaces.

A reception hosted by The Old School House (TOSH) Arts Centre, celebrated the artists behind the new street banners. It also created an opportunity to thank the judging panel, Illana Hester, (Executive Director of TOSH Arts Centre), Daniella Novak (CAO Qualicum Beach Chamber of Commerce), Councillor Jean Young, Lynette Twigge (Town's Parks Foreperson), and Heather Svensen (Town's Director of Corporate Services).



Sylvie Peltier with her artwork, 'Unexpected Visitor'



Daniel Francis Gray with his artwork, 'Art in the Garden'



Angie Ooms shown with her photo 'The Journey Ends in Gold' and inset 'Qualicum's Gold Coast Calling'



Nixon Godberson, with 'Untitled', painted specifically for this program



Jeff Shields representing his late wife Susan Schaefer, with Susan's work 'Look Up' and 'The Whisker Family'



Marion-Lea Jamieson (unable to attend the event) with her works from top left 'Golden Bird', 'Pine Tree', and 'Resting Deer'

The Bay Street Stabilization Project was a priority initiative aimed at stabilizing the road, protecting surrounding properties, and protecting the sanitary sewer line that serves over 300 homes.

The project team completed all major works on the hill including a new storm system, road base reconstruction and stabilization, paving, barrier and shoulder work. The slope was also reseeded to further stabilize the area.

This project was a major focus for Council, recognizing its critical importance in protecting infrastructure and the homes of local residents.

This project was completed on time and within budget, by David Stalker Excavating, who was awarded the contract with a bid price of \$600,000.

Project Timeline

- **Jun 2024** - Tender issued
- **Jul 2024** – Tender awarded
- **Sept 2024** – Construction commenced
- **Mar 2025** - Construction completed



In July 2025, the Residences at Qualicum Station opened 56 new affordable homes for people with low to moderate incomes. Located at 136 Village Way West, the project marked a significant step forward in addressing local housing needs.

The building is owned and operated by the Qualicum-Parksville Kiwanis Housing Society and was designed to support seniors, families, and people with disabilities struggling to find affordable housing. The land, valued at \$3.3 million, is owned by the Town and leased to the Society for a nominal fee.

Built with a budget of approximately \$22 million, the project was delivered by the Province through BC Housing’s Community Housing Fund in partnership with the Government of Canada through the Canada Mortgage and Housing Corporation (CMHC). The Town of Qualicum Beach, the Qualicum-Parksville Kiwanis Housing Society, and the Federation of Canadian Municipalities also supported the development.

The development includes studios with one, two and three bedroom apartments, as well as seven three-bedroom townhomes with private fenced yards. Rents start at \$445 for a studio, with 70% of units offered at income-based rents set at 30% of gross monthly income. The remaining units are rented at market rates for moderate-income households, ranging from \$1,100 to \$2,200 per month.



Community Partnerships and Events



COMMUNITY PARTNERSHIPS AND EVENTS

The Town of Qualicum Beach collaborates with local organizations to foster a community enriched with arts and culture, and to bolster its economy while preserving its charming small-town character. The Town works together with the Qualicum Beach Chamber of Commerce, the Parksville Qualicum Beach Tourism Association, the Qualicum Beach Historical and Museum Society, and numerous other organizations and volunteers to provide services, events and other amenities for the Town.

COMMUNITY EVENTS

Special event programming helps create a sense of community identity, belonging, pride, and spirit. It showcases Qualicum Beach to residents and visitors as a great place to visit, live, work, and play.

The Town, along with many community partners, volunteers and event organizers work together to hold special events. The following is a list of events the Town was involved in for 2025:

- Coldest Night of the Year – February
- Youth Appreciation Lunch – May
- ORCA Mother's Day Race – May
- Public Works Day - May
- Family Day - May
- Mindfulness in May - May
- Seaside Cruizers Street Dance - June
- Show n' Shine - June
- Grad Parade - June
- Triathlon - June
- QB Legion Canada Day Celebrations - July
- Uptown Market - July to August
- Twilight Concert Series - June, July, August
- Beach Day - July
- Arts and Music Festival - July
- Halloween - October
- Remembrance Day - November
- Moonlight Madness - November



FAMILY DAY CELEBRATION

Since 1976, the Family Day Celebration has been sponsored by the Town of Qualicum Beach and organized by staff and a dedicated group of volunteers.

Held annually on the last Sunday of May, the event features a pancake breakfast at the Civic Centre, a street parade along Second Avenue, and an afternoon of activities, entertainment, and food at the Community Playing Field, followed by a free swim at Ravensong Aquatic Centre.

The 2025 celebration was particularly memorable as it marked the final official appearance of Town Crier Len Mustard and his wife Marie after 26 years of dedicated service to the community. Other highlights included a VI Skydive exhibition, dog agility demonstration, and a full day of live entertainment. More than 30 community groups hosted interactive exhibits, while musicians, dancers, and magicians kept crowds engaged throughout the day. The event once again showcased the strong community spirit that continues to make Qualicum Beach a vibrant and connected place to live..

COMMUNITY EVENTS



Beach Day is a cherished annual event that celebrates Qualicum Beach's prized waterfront and the vibrant community it supports. Organized by a dedicated volunteer committee and supported by staff, the event combines beach-side fun with a strong environmental message. Through hands-on educational activities, live entertainment, and interactive exhibits, Beach Day fosters awareness of the ocean as a vital community resource while encouraging environmental stewardship in an engaging and accessible way.

The 2025 Beach Day featured a wide array of family-friendly activities, including marine education displays, music, food, and beach games.



The Volunteer Appreciation is an opportunity for Council to honour its community volunteers, as well as to award the 'Above & Beyond Award'. In 2025 Council recognized longtime community volunteer Pat Jacobson for her exceptional dedication to environmental stewardship, community service, and civic engagement.

Pat epitomizes the spirit of the Above & Beyond Award, contributing her time, expertise, and leadership across numerous local organizations. At the Volunteer Reception it was said that "Pat reminds us of what citizen leadership truly looks like: thoughtful, consistent, community-minded, and deeply rooted in a love for Qualicum Beach".

Pat serves as Director of the Qualicum Beach Streamkeepers and was instrumental in the habitat restoration and redesign of the Seaside Nature Park. She is the Director of the Qualicum Beach Friends of the Forests, and has contributed to the Heritage Forest Commission, the Brown Property Preservation Society, Pollinator Pathway projects, the Friends of French Creek Conservation Society, and the Arrowsmith Naturalists.

Pat was presented the Award at the Town's Volunteer Appreciation Reception, which welcomed representatives from over 120 local groups in Qualicum Beach. The Reception closed with a sincere thank you from Council to all the volunteer representatives, saying, "Your unwavering dedication and selfless contributions have been the driving force behind our community's positive impact. Your generosity of time and spirit shines brightly, and we are profoundly grateful for the difference you make every day."

This event underscores the vital role of volunteers in enhancing community well-being through participation in Town Committees and broader organizations.



In celebration of Public Works Week, the Town opens its doors to provide a behind-the-scenes look at the essential services that keep Qualicum Beach running. The event gives residents an opportunity to meet staff, tour facilities, explore equipment, and learn how services such as roads, water, parks, and infrastructure are managed.

More than 200 children from area schools attended, taking part in hands-on activities and demonstrations. Students watched the vector truck in action, learned about sign painting, climbed into tractor cabs, and even planted their own sunflower to take home.

The annual event helps build awareness and appreciation for the dedicated Public Works and Parks staff who support the community every day.





FINANCIAL INFORMATION

Town of Qualicum Beach
Statement of 2026 Property Tax Exemptions – Bylaw 913 & 914

Legal Description	Civic Address	Organization	Value of Permissive Exemption	
			Total Taxes	Municipal Portion
Lots 2 and 3, Plan 3414, District Lot 101A, Newcastle Land District;	2945/2949 Island Highway West	Rotary Club of Qualicum Beach – Welch Park	26,574	13,597
Lot 6, Block 10, Plan 1894, District Lot 78, Newcastle Land District;	211 Fern Road West	Rotary Club of Qualicum Beach – Sunrise	8,247	4,221
Lot 1, Plan 27288, District Lot 78, Newcastle Land District;	250 First Avenue West	Kiwanis Housing	56,050	24,977
That part of District Lots 58 and 59 Newcastle District shown on Plan EPP106404	136 Village Way West	Kiwanis Housing	35,348	15,751
Lot A, Plan 8548, District Lot 78, Newcastle Land District;	110 Second Avenue West	Village Theatre	7,227	3,131
Portion of District Lot 101 & 101A, Newcastle Land District, SW PT NE of PL3868; SW PT NE of PL3868; REM SW PT; PT SW of RD; NE PT SW of RD;	2711 Island Highway West	Tourist Bureau	4,920	2,131
Portion of Lot B, Plan VIP58293, District Lot 59 & 60, Newcastle Land District, Except Plan VIP59287;	644 Memorial Avenue	Curling Rink	4,268	1,849
Portion of Lot 9, Plan 2047, District Lot 78, Newcastle Land District Except Plan 27288, 42165, VIP55424, VIP60676;	665 Jones Street	Lawn Bowling Club	4,395	2,030
Portion of Lot A, District Lot 124, Nanoose District, Plan 42657 Except That Part in Plan 44330,	Lease A3 – 1000 Ravensbourne Lane	Beaufort Squadron @ Airport	5,034	2,576
Portion of Lot A, District Lot 124, Nanoose District, Plan 42657 Except That Part in Plan 44330,	Lease D1 – 1000 Ravensbourne Lane	Arrowsmith Search and Rescue @ Airport	13,250	5,740
Lot A, Plan 16180, District Lot 57, Newcastle Land District, Except PART IN PLAN 3022 RW;	587 Beach Road	Museum	6,069	3,038
Lot 3&4, Plan 2005, Block 17, District Lot 58, Land District 35,	181 Sunningdale Road West	Sea Legacy	6,580	2,932
Lot A, Plan 9145, District Lot 63 and remainder of Plan 1026, DL 57-62, Newcastle Land District;	469 Memorial Avenue	Qualicum Beach Memorial Golf Club	58,798	28,625
Lot 1, Plan 13424, District Lot 57, Newcastle Land District;	210 Crescent Road West	Valhalla - Hospice	25,410	11,007
Lot A, Plan EPP115395, District Lot 78, Newcastle Land District;	122 Fern Road West	TOSH Arts Centre	43,548	18,865
Strata Lot 1, Plan VIS5454, District Lot 78, Newcastle Land District	703 Memorial Avenue	Qualicum Beach Seniors' Activity Centre	8,937	3,871

Lot A, Plan EPP12448	744 Primrose St	Qualicum Commons	102,231	44,286
Lot B, Plan EPP115395	733 Memorial Ave	Naked Naturals – Parking Lot	28,695	12,430
Block 5, Plan 1894, DL 78, Newcastle Land District;	180 Veterans' Way	Royal Canadian Legion Branch #76	14,202	6,799
Lot A, Plan VIP66629, District Lot 78 & 88, Nanoose Land District, Nanoose and Newcastle Districts Mile 99.13 to 100.114 – portion of VIP 66629; PID 024-135-232	E&N Railway	Island Corridor Foundation	19,306	10,248
Lot A, Plan VIP 66629, District Lot 78 & 88, Nanoose Land District, & Newcastle Land District except there out 0.21 acre lease – see Folio 565-01163.100; Mile 100.14 to 101.59 – portion of VIP66629 inside Qualicum Beach – located between Hollywood & First Avenue, VIP 70053-70058 73117-73120 – No Adj. E&N RW – Island Corridor Foundation	E&N Railway	Island Corridor Foundation	31,554	16,749
Lot A, Plan VIP 68672, District Lot 52-78, Newcastle Land District EXCEPT PLAN VIP74072-E & N R/W located in the Town-Mile 101.59 TO 103.297, VIP70059,70060, 70115, 70118, 70119, 70125,70332,70488, 73107-73116 – No Adj.	E&N Railway	Island Corridor Foundation	36,286	19,261
District Lot 52-60, Nanoose Land District, VIA Rail Lease situated on E&N R/W, DL 52 to 60 Incl. & Part of DL 78 within the Town of Qualicum Beach	174 Railway Street Train Station	Island Corridor Foundation	5,515	2,389
Portion of Lot 1-4, Lot 9-11, Block 2, Plan VIP3938, District Lot 17, Newcastle Land District. PID 006-131-531, 006-131-557, 006-131-565, 006-131-573, 006-131-603, 006-131-620, 006-131-646, 000-238-449, 000-238-457, 000-238-473, 000-238-481.	3319 Island Hwy West	St. Andrews Lodge Historical & Cultural Society	4,428	1,973
Lot 1, Plan 2080, District Lot 78, Newcastle Land District;	330 Dorset Rd	Into the Woods Early Learning Childcare Society	39,235	20,082
Lot A, Plan 19140, District Lot 78, Newcastle Land District;	591 Arbutus Street	Church of Jesus Christ of Latter-Day Saints	1,825	934
Lot 12, Block 5, Plan 1835, District Lot 53, Newcastle Land District;	423 First Avenue West	Jehovah's Witnesses	11,689	5,983
Lot A, Plan 50661, District Lot 58/59, Newcastle Land District;	138 Hoylake Road West	St. Mark's Anglican Church	7,521	3,850
Lot A, VIP58293, District Lot 60, Newcastle Land District;	150 Village Way	St. Stephen's United Church	3,597	1,841
Lot 1, Plan 13066, District Lot 122, Nanoose Land District;	825 Village Way	Christian Fellowship Centre	19,834	10,151
Plan VIP59287, District Lot 57 & 58, Newcastle Land District, those parts shown as "Road to be Closed";	600 Beach Road	Qualicum Community Baptist Church	8,178	4,186



TOWN OF QUALICUM BEACH

And Independent Auditor's Report thereon
Year ended December 31, 2025



TOWN OF QUALICUM BEACH

MANAGEMENT'S RESPONSIBILITY FOR THE CONSOLIDATED FINANCIAL STATEMENTS

The accompanying consolidated financial statements of the Town of Qualicum Beach (the "Town") are the responsibility of the Town's management and have been prepared in compliance with legislation, and in accordance with generally accepted accounting principles for local governments established by the Public Sector Accounting Board of the Chartered Professional Accountants of Canada. A summary of the significant accounting policies are described in Note 1 to the consolidated financial statements. The preparation of consolidated financial statements necessarily involves the use of estimates based on management's judgment, particularly when transactions affecting the current accounting period cannot be finalized with certainty until future periods.

The Town's management maintains a system of internal controls designed to provide reasonable assurance that assets are safeguarded, transactions are properly authorized and recorded in compliance with legislative and regulatory requirements, and reliable financial information is available on a timely basis for preparation of the consolidated financial statements. These systems are monitored and evaluated by management.

Mayor and Council meet with management and the external auditors to review the consolidated financial statements and discuss any significant financial reporting or internal control matters prior to their approval of the consolidated financial statements.

The consolidated financial statements have been audited by KPMG LLP, independent external auditors appointed by the Town. The accompanying Independent Auditor's Report outlines their responsibilities, the scope of their examination and their opinion on the Town's consolidated financial statements.



Director of Finance



KPMG LLP

177 Victoria Street, Suite 400
Prince George, BC V2L 5R8
Canada
Telephone 250 563 7151
Fax 250 563 5693

INDEPENDENT AUDITOR'S REPORT

To the Mayor and Council of the of Town of Qualicum Beach

Opinion

We have audited the consolidated financial statements of Town of Qualicum Beach (the Town), which comprise:

the consolidated statement of financial position as at December 31, 2025

the consolidated statement of operation and accumulated surplus for the year then ended

the consolidated statement of changes in net financial assets for the year then ended

the consolidated statement of cash flows for the year then ended

and notes to the consolidated financial statements, including a summary of significant accounting policies

(Hereinafter referred to as the "financial statements").

In our opinion, the accompanying financial statements present fairly, in all material respects, the consolidated financial position of the Town as at December 31, 2025 and its consolidated results of operations, its consolidated changes in net financial assets, and its consolidated cash flows for the year then ended in accordance with Canadian public sector accounting standards.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the **"Auditor's Responsibilities for the Audit of the Financial Statements"** section of our auditor's report.

We are independent of the Town in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other Information

Management is responsible for the other information. The other information comprises:

- Information, other than the financial statements and the auditor's report thereon, included in:
 - Schedule 1 - Canada Community Building Fund, and
 - Schedule 2 - Growing Communities Fund.



Our opinion on the financial statements does not cover the other information and we do not and will not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information, identified above and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated.

We obtained the information, other than the financial statements and the auditor's report thereon, included in Schedule 1 - Canada Community Building Fund, and Schedule 2 - Growing Communities Fund as at the date of this auditor's report.

If, based on the work we have performed on this other information, we conclude that there is a material misstatement of this other information, we are required to report that fact in the auditor's report.

We have nothing to report in this regard.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian public sector accounting standards, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Town's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Town or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Town's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit.



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We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion.

The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Town's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Town's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Town to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.
- Obtain sufficient appropriate audit evidence regarding the financial information of the entities or business activities within the Town to express an opinion on the financial statements. We are responsible for the direction, supervision and performance of the group audit. We remain solely responsible for our audit opinion.

Chartered Professional Accountants

Prince George, Canada

May 15, 2026



TOWN OF QUALICUM BEACH

Consolidated Statement of Financial Position

December 31, 2025, with comparative information for 2024

	2025	2024
Financial assets:		
Cash and cash equivalents (note 3)	\$ 22,937,184	\$ 28,142,587
Accounts receivable (note 4)	2,673,224	4,636,953
Municipal Finance Authority debt reserve fund deposit	5,491	57,560
	<u>25,615,899</u>	<u>32,837,100</u>
Financial liabilities:		
Accounts payable and accrued liabilities (note 5)	2,142,989	2,446,283
Accrued employee benefits	798,932	808,807
Deferred revenue (note 6)	655,217	1,057,033
Unearned revenue (note 7)	5,407,566	5,527,672
Performance bonds and deposits	982,160	942,619
Long-term debt (note 8)	2,165,161	2,688,092
Asset retirement obligation (note 9)	307,130	307,130
	<u>12,459,155</u>	<u>13,777,636</u>
Net financial assets	13,156,744	19,059,464
Non-financial assets:		
Inventories	192,053	163,276
Prepaid expenses	294,045	94,398
Tangible capital assets (note 10)	156,218,703	139,790,670
	<u>156,704,801</u>	<u>140,048,344</u>
Commitments and contingencies (note 16)		
Accumulated surplus (note 11)	\$ 169,861,545	\$ 159,107,808

See accompanying notes to consolidated financial statements.



TOWN OF QUALICUM BEACH

Consolidated Statement of Operation and Accumulated Surplus

Year ended December 31, 2025, with comparative information for 2024

	2025 Budget (note 18)	2025 Actual	2024 Actual
Revenue (note 17):			
Net taxation (note 13)	\$ 15,822,300	\$ 15,807,436	\$ 14,641,109
Sales of services	3,763,700	4,172,963	3,907,986
Other revenue from own sources	1,660,100	1,831,492	1,608,977
Interest and tax penalties	694,500	949,336	1,446,723
Government transfers (note 14)	7,582,500	2,190,957	4,553,749
Capital contributions	-	-	970,570
Other income (note 15)	439,000	8,900,270	2,206,067
Gain on sale of tangible capital assets	-	17,386	32,379
Total revenue	29,962,100	33,869,840	29,367,560
Expenses (note 17):			
General government services	3,563,600	3,494,473	3,178,667
Protective services	3,625,000	3,254,415	2,980,163
Transportation services	4,785,600	7,442,785	6,961,058
Solid waste services	1,061,500	1,093,694	987,291
Water services	1,954,800	2,499,107	2,407,564
Sewer services	712,200	850,228	996,574
Planning and development services	1,765,700	1,321,440	1,221,724
Parks and community services	2,861,800	3,159,961	2,685,430
Total expenses	20,330,200	23,116,103	21,418,471
Annual surplus	9,631,900	10,753,737	7,949,089
Accumulated surplus, beginning of year	159,107,808	159,107,808	151,158,719
Accumulated surplus, end of the year	\$ 168,739,708	\$ 169,861,545	\$ 159,107,808

See accompanying notes to consolidated financial statements.



TOWN OF QUALICUM BEACH

Consolidated Statement of Changes in Net Financial Assets

Year ended December 31, 2025, with comparative information for 2024

	2025 Budget (note 18)	2025	2024
Annual surplus	\$ 9,631,900	\$ 10,753,737	\$ 7,949,089
Acquisition of tangible capital assets	(16,215,800)	(20,869,620)	(9,561,800)
Amortization of tangible capital assets	-	4,383,297	3,839,821
Proceeds on sale of tangible capital assets	-	75,676	120,000
Gain on disposal of tangible capital assets	-	(17,386)	(32,379)
	(16,215,800)	(16,428,033)	(5,634,358)
Use of inventories	-	163,276	180,961
Purchase of inventories	-	(192,053)	(163,276)
Use of prepaid expenses	-	94,398	96,488
Acquisition of prepaid expenses	-	(294,045)	(94,398)
	-	(228,424)	19,775
Change in net financial assets	(6,441,200)	(5,902,720)	2,334,506
Net financial assets, beginning of year	19,059,464	19,059,464	16,724,958
Net financial assets, end of year	\$ 12,475,564	\$ 13,156,744	\$ 19,059,464

See accompanying notes to consolidated financial statements.



TOWN OF QUALICUM BEACH

Consolidated Statement of Cash Flows

Year ended December 31, 2025, with comparative information for 2024

	2025	2024
Cash and cash equivalents provided by (used in):		
Operations:		
Annual surplus	\$ 10,753,737	\$ 7,949,089
Items not involving cash:		
Gain on disposal of tangible capital assets	(17,386)	(32,379)
Amortization of tangible capital assets	4,383,297	3,839,821
	15,119,648	11,756,531
Changes in non-cash operating working capital:		
Accounts receivable	1,963,729	(1,165,782)
Municipal Finance Authority debt reserve fund deposit	52,069	(1,937)
Inventories	(28,777)	17,685
Prepaid expenses	(199,647)	2,090
Accounts payable and accrued liabilities	(303,294)	(1,774,428)
Accrued employee benefits	(9,875)	88,497
Deferred revenue	(401,816)	98,638
Unearned revenue	(120,106)	341,299
Performance bonds and deposits	39,541	(123,092)
	16,111,472	9,239,501
Financing:		
Repayment of long-term debt	(1,062,931)	(1,009,396)
Proceeds from long-term debt	540,000	-
	(522,931)	(1,009,396)
Investing:		
Acquisition of tangible capital assets	(20,869,620)	(9,561,800)
Proceeds on disposal of tangible capital assets	75,676	120,000
	(20,793,944)	(9,441,800)
Decrease in cash and cash equivalents	(5,205,403)	(1,211,695)
Cash and cash equivalents, beginning of year	28,142,587	29,354,282
Cash and cash equivalents, end of year	\$ 22,937,184	\$ 28,142,587
Non-cash transactions:		
Deemed donation on acquisition of tangible capital assets	4,480,000	-
	4,480,000	-

See accompanying notes to consolidated financial statements.

Notes to Consolidated Financial Statements

Year ended December 31, 2025

Nature of operations:

The Town of Qualicum Beach (the "Entity") was incorporated on May 5, 1942 under the provisions of the Local Government Act of British Columbia. The Town's principal activities include the provision of services to residents of Qualicum Beach. These include general government services, protective services, transportation services, solid waste services, water services, sewer services, planning and development services, and parks and community services.

1. Significant accounting policies:

These consolidated financial statements of the Town are prepared in accordance with Canadian generally accepted accounting principles for governments as recommended by the Public Sector Accounting Board ("PSAB") of the Chartered Professional Accountants of Canada. Significant accounting policies adopted by the Town are as follows:

(a) Basis of consolidation:

(i) Consolidated entities:

The consolidated financial statements reflect the assets, liabilities, revenues and expenses of the Town. The Town is comprised of all organizations, committees and local boards accountable for the administration of its financial affairs and resources to the Town and which are owned or controlled by the Town.

(ii) Accounting for Region and School Board transactions:

The taxation, other revenues, expenses, assets and liabilities with respect to the operations of the Region and the School Board are not reflected in these consolidated financial statements.

(iii) Trust funds:

Trust funds and their related operations administered by the Town are not included in these consolidated financial statements.



TOWN OF QUALICUM BEACH

Notes to Consolidated Financial Statements (continued)

Year ended December 31, 2025

1. Significant accounting policies (continued):

(b) Basis of accounting:

The Town follows the accrual method of accounting for revenues and expenses. Revenues are normally recognized in the year in which they are earned and measurable. Expenses are recognized as they are incurred and measurable as a result of receipt of goods or services and/or the creation of a legal obligation to pay.

(c) Revenue recognition:

Taxation and user fee revenues are recognized in accordance with the provisions of the Community Charter. The Town is required to act as the agent for the collection of certain taxes and fees imposed by other authorities. Collections for other authorities are excluded from the Town's taxation revenues, except for the taxes collected for the Vancouver Island Regional Library.

The Town is entitled to collect interest and penalties on overdue taxes. This revenue is recorded in the period the interest and penalties are levied.

Revenue from the sales of services, other revenue from own sources, as well as other income, are recorded as revenue when the performance obligations are met.

Government transfers, which include legislative grants, are recognized as revenue in the financial statements when the transfer is authorized and any eligibility criteria are met, except to the extent that transfer stipulations give rise to an obligation that meets the definition of a liability. Transfer revenue is recognized in the statement of operations as the stipulations for liabilities are settled.

Revenue unearned in the current period is reported on the consolidated statement of financial position as deferred revenue and unearned revenue.

(d) Investment income:

Investment income is reported as revenue in the period earned. When required by the funding government or related Act, investment income earned on deferred revenue is added to the investment and forms part of the deferred revenue balance.

Notes to Consolidated Financial Statements (continued)

Year ended December 31, 2025

1. Significant accounting policies (continued):

(e) Cash and cash equivalents:

Cash equivalents include short-term highly liquid investments with a term to maturity of 90 days or less at acquisition.

(f) Assets held for sale:

Assets held for sale are those expected to be sold within one year. They are valued at the lower of cost or expected net realizable value. When a decline in net realizable value is determined to be other than temporary, the impairment is recognized in the consolidated statement of operations and accumulated surplus.

(g) Accrued employee benefits:

The Town and its employees make contributions to the Municipal Pension Plan. These contributions are expensed as incurred.

In addition to the Municipal Pension Plan, sick leave and other retirement benefits are also available to the Town's employees. The costs of these benefits are determined based on years of service and best estimates of retirement ages and expected future salary and wage increases. The obligations under these benefit plans are accrued based on projected benefits earned as the employees render services necessary to earn the future benefits.

(h) Non-financial assets:

Non-financial assets are not available to discharge existing liabilities and are held for use in the provision of services. They have useful lives extending beyond the current year and are not intended for sale in the ordinary course of operations.

(i) Inventories:

Inventories of supplies held for consumption are recorded at the lower of cost and replacement cost.



TOWN OF QUALICUM BEACH

Notes to Consolidated Financial Statements (continued)

Year ended December 31, 2025

1. Significant accounting policies (continued):

(h) Non-financial assets (continued):

(ii) Tangible capital assets:

Tangible capital assets are recorded at cost which includes amounts that are directly attributable to acquisition, construction, development or betterment of the asset. The cost, less residual value, of the tangible capital assets, excluding land, are amortized on a straight-line basis over their estimated useful lives as follows:

Asset	Useful life - Years
Buildings	5-50
Equipment	3-20
Land improvements	10-75
Transportation	20-75
Water and sewer	50-80

A full year of amortization is charged in the year that an asset becomes available for productive use and none in the year of disposal.

Assets under construction are not amortized until the asset is available for productive use.

(iii) Contributions of tangible capital assets:

Tangible capital assets received as contributions are recorded at their fair value at the date of receipt and also are recorded as revenue.

(iv) Interest capitalization:

The Town does not capitalize interest costs associated with the acquisition or construction of a tangible capital asset.

Notes to Consolidated Financial Statements (continued)

Year ended December 31, 2025

1. Significant accounting policies (continued):

(i) Use of estimates:

The preparation of the financial statements in conformity with Canadian public sector accounting standards requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements and the reported amounts of revenue and expenses during the year. Significant items subject to such estimates and assumptions include the carrying value of tangible capital assets, collectibility of accounts receivable, accrued liabilities, obligations related to employee future benefits, and the provision for asset retirement obligations.

Actual results could differ from those estimates.

(j) Contaminated sites:

Contaminated sites are defined as the result of contamination being introduced in air, soil, water or sediment of a chemical, organic, or radioactive material or live organism that exceeds an environmental standard.

A liability for remediation of contaminated sites is recognized when all of the following criteria are met:

- a) an environmental standard exists;
- b) contamination exceeds the environmental standard;
- c) the organization is directly responsible or accepts responsibility for the contamination;
- d) it is expected that future economic benefits will be given up; and
- e) a reasonable estimate of the liability can be made.



TOWN OF QUALICUM BEACH

Notes to Consolidated Financial Statements (continued)

Year ended December 31, 2025

1. Significant accounting policies (continued):

(k) Asset retirement obligation:

An asset retirement obligation is recognized when, as at the financial reporting date, all of the following criteria are met:

- a) there is a legal obligation to incur retirement costs in relation to a tangible capital asset;
- b) the past transaction or event giving rise to the liability has occurred;
- c) it is expected that future economic benefits will be given up; and
- d) a reasonable estimate of the amount can be made.

The estimate of the asset retirement obligation includes costs directly attributable to the asset retirement activities.

If the tangible capital asset is in productive use, the estimated obligation is recorded as a liability and increase to the related tangible capital asset. The increase to the tangible capital asset is amortized in accordance with the amortization accounting policy outlined in note 1(h)(ii). The carrying value of the liability is reviewed at each financial reporting date with changes to the amount of the original estimate of cash flows recorded as an adjustment to the asset retirement obligations liability and related tangible capital asset.

If the tangible capital asset is unrecognized or no longer in productive use, the asset retirement costs are expensed.



TOWN OF QUALICUM BEACH

Notes to Consolidated Financial Statements (continued)

Year ended December 31, 2025

1. Significant accounting policies (continued):

(i) Financial instruments:

Financial instruments include cash and cash equivalents, accounts receivable, accounts payable and accrued liabilities, accrued employee benefits, performance bonds and deposits, and long-term debt. Cash and cash equivalents include cash, high-interest savings accounts and short-term highly liquid investments that are readily convertible to known amount of cash and are subject to insignificant risk of changes in value.

Financial instruments are recorded at fair value on initial recognition. Equity instruments quoted in an active market and derivatives are subsequently measured at fair value as at the reporting date. All other financial instruments are subsequently measured at cost or amortized cost unless the Town has elected to carry the financial instrument at fair value. The Town has elected to carry any financial instruments at cost.

Unrealized changes in fair value would be recognized on the consolidated statement of remeasurement gains and losses. They are recorded in the consolidated statement of operations when they are realized. There are no unrealized changes in fair value as at December 31, 2025 and 2024 as the Town does not hold any equity instruments quoted in an active market nor any derivatives. As a result, the Town does not have a consolidated statement of remeasurement gains and losses.

Transaction costs incurred on the acquisition of financial instruments subsequently measured at fair value are expensed as incurred. Transaction costs incurred on the acquisition of financial instruments recorded at cost or amortized cost are included in the cost.

Sales and purchases of investments are recorded on the trade date.

All financial assets are assessed for impairment on an annual basis. When a decline is determined to be other than temporary, the amount of the loss is reported in the consolidated statement of operations.



TOWN OF QUALICUM BEACH

Notes to Consolidated Financial Statements (continued)

Year ended December 31, 2025

2. Changes in accounting policies:

(a) Future accounting pronouncements:

These standards and amendments were not effective for the year ended December 31, 2025, and have therefore not been applied in preparing these consolidated financial statements. Management is currently assessing the impact of the following accounting standards updates on the future consolidated financial statements.

- i. Concepts Underlying Financial Performance. The revised conceptual framework will replace the existing conceptual framework, which consists of Section PS 1000, Financial Statement Concepts, and Section PS 1100, Financial Statement Objectives. The conceptual framework is to be adopted prospectively. This revised conceptual framework is effective for fiscal years beginning on or after April 1, 2026 (the Town's December 31, 2027 year end).
- ii. PS 1202, Financial Statement Presentation, will replace the current section PS 1201. The Town is currently assessing the impact of this standard on the future financial statements. Prior period amounts would need to be restated to conform to the presentation requirements for comparative financial information. This standard is effective for fiscal years beginning on or after April 1, 2026 (the Town's December 31, 2027 year end).
- iii. PS 3251, Employee Benefits, will replace the current sections PS 3250 and PS 3255. The proposed section is currently undergoing discussions where further changes are expected as a result of the re-exposure comments. Effective date is currently not determined.

3. Cash and cash equivalents:

Included in cash and cash equivalents is \$292,033 (2024 - \$270,654) that is invested on behalf of the cemetery trust fund. These funds may only be used for the upkeep and care of the cemetery and burial plots.



TOWN OF QUALICUM BEACH

Notes to Consolidated Financial Statements (continued)

Year ended December 31, 2025

4. Accounts receivable:

	2025	2024
Property taxes	\$ 819,001	\$ 458,609
Water rates	359,709	361,443
Sewer rates	211,427	208,794
Solid waste	241,781	227,110
Local area service tax receivable	510,601	546,319
Other grants receivables	75,204	-
Receivable from federal government	191,864	1,005,715
Receivable from provincial government	82,741	1,565,369
Interest receivable	53,152	94,220
Trade receivables	127,744	169,374
	<u>\$ 2,673,224</u>	<u>\$ 4,636,953</u>

5. Accounts payable and accrued liabilities:

	2025	2024
Trade payables	\$ 1,379,589	\$ 1,726,271
Payable to federal government	345,897	444,474
Payable to provincial government	374,095	47,618
Holdbacks payable	43,408	227,920
	<u>\$ 2,142,989</u>	<u>\$ 2,446,283</u>



TOWN OF QUALICUM BEACH

Notes to Consolidated Financial Statements (continued)

Year ended December 31, 2025

6. Deferred revenue:

	Balance, beginning of year	Contributions	Revenue Recognized	Balance, end of the year
323 Hall Rd Shoreline	\$ 45,000	\$ -	\$ -	\$ 45,000
BC Active Transportation - Waterfront Pathway	211,747	250,000	461,747	-
Community Action Initiative	72,706	120,000	78,608	114,098
Indigenous Engagement Funding	40,000	42,000	40,000	42,000
Local Government Climate Action Program	448,316	-	44,562	403,754
REDIP - Economic Development	100,000	-	56,260	43,740
UBCM - Community Emergency	40,968	-	40,968	-
UBCM - Firesmart Coordinator and Outreach	73,996	-	73,996	-
UBCM - Next Gen 911 Grant	22,500	-	17,675	4,825
Other	1,800	-	-	1,800
	\$ 1,057,033	\$ 412,000	\$ 813,816	\$ 655,217



TOWN OF QUALICUM BEACH

Notes to Consolidated Financial Statements (continued)

Year ended December 31, 2025

7. Unearned revenue:

	2025	2024
Prepaid taxes	\$ 1,914,149	\$ 1,655,376
Prepaid utilities	22,891	18,318
Development cost charges	2,773,841	3,264,160
Off street parking	383,915	376,407
Land lease	139,375	139,375
Building permits	75,906	8,479
Building licenses	22,400	4,470
Other	75,089	61,087
	\$ 5,407,566	\$ 5,527,672

Development cost charges (DCCs) includes statutory reserves that are required to be set-up under section 188(2) of the Community Charter. When the related costs are incurred, the DCCs are recognized as revenue (note 15).

8. Long-term debt:

	2025	2024
Municipal Finance Authority Loan repaid during the year. \$	-	\$ 462,936
Municipal Finance Authority loan bearing interest at a daily floating rate, payments of \$17,156 monthly including interest, due December 31, 2027.	399,538	588,461
Municipal Finance Authority loan bearing interest at a daily floating rate, payments of \$38,322 monthly including interest, due October 31, 2028.	1,225,623	1,636,695
Municipal Finance Authority loan bearing interest at 4.13% per annum, payments of \$10,375 annually plus interest of \$11,151 semi-annually, due June 25, 2055.	540,000	-
	\$ 2,165,161	\$ 2,688,092



TOWN OF QUALICUM BEACH

Notes to Consolidated Financial Statements (continued)

Year ended December 31, 2025

8. Long-term debt (continued):

Principal repayments and estimated actuarial earnings are as follows:

	Principal repayments	Estimated actuarial earnings	Total
2026	\$ 638,575	\$ -	\$ 638,575
2027	656,033	368	656,401
2028	361,677	750	362,427
2029	10,375	1,145	11,520
2030	10,375	1,553	11,928
Thereafter	259,368	224,942	484,310
	<u>\$ 1,936,403</u>	<u>\$ 228,758</u>	<u>\$ 2,165,161</u>

Principal repayments are deposited by MFA in a fund and earns income called actuarial earnings which, together with principal repayments, are expected to be sufficient to retire the debt at maturity. An actuarial adjustment is associated with each principal payment and is a non-cash reduction in the debt balance based on expected actuarial earnings.

9. Assets retirement obligation:

The Town owns and operates several buildings that are known to have asbestos, which represents a health hazard upon demolition of the buildings and there is a legal obligation to remove it. Following the adoption of PS 3280 - Asset Retirement Obligations, the Town recognized an obligation relating to the removal and post-removal care of the asbestos in these buildings as estimated in the amount of \$307,130.



Notes to Consolidated Financial Statements (continued)

Year ended December 31, 2025

10. Tangible capital assets:

The Town manages and controls various works of art located at Town sites and public display areas including paintings and a sculpture. These assets are not recorded as tangible capital assets and are not amortized.

2025										
	Work in progress	Land	Buildings	Equipment	Transportation	Land improvements	Water	Sewer	Total	
Cost:										
Balance, beginning of year	\$ 8,783,938	\$ 38,432,522	\$ 36,269,862	\$ 11,139,209	\$ 73,148,971	\$ 32,535,750	\$ 16,990,336	\$ 11,635,821	\$ 228,936,409	
Additions	652,574	12,119,197	1,504,854	1,067,607	3,303,640	1,556,308	645,440	-	20,869,520	
Disposal	-	-	(123,204)	(35,441)	(81,843)	-	(8,004)	-	(248,492)	
Transfers	(7,921,521)	-	-	-	2,842,294	3,523,620	1,555,607	-	-	
Balance, end of year	1,514,991	50,551,719	37,651,512	12,191,375	79,213,062	37,615,676	19,183,379	11,635,821	249,557,537	
Accumulated amortization:										
Balance, beginning of year	-	-	14,072,469	4,806,387	42,800,062	13,816,365	7,240,111	6,410,345	89,145,739	
Amortization	-	-	1,065,684	751,628	1,315,148	782,348	274,049	194,440	4,383,297	
Disposals	-	-	(83,778)	(35,442)	(65,494)	-	(5,488)	-	(190,202)	
Balance, end of year	-	-	15,054,375	5,522,573	44,049,716	14,598,713	7,508,672	6,604,785	93,336,834	
Net book value	\$ 1,514,991	\$ 50,551,719	\$ 22,597,137	\$ 6,668,802	\$ 35,163,346	\$ 23,016,965	\$ 11,674,707	\$ 5,031,036	\$ 156,218,703	



Notes to Consolidated Financial Statements (continued)

Year ended December 31, 2025

10. Tangible capital assets (continued):

2024									
	Work in progress	Land	Buildings	Equipment	Transportation	Improvements	Land	Water	Sewer
Cost:									
Balance, beginning of year	\$ 6,454,075	\$ 38,432,522	\$ 36,038,646	\$ 10,080,745	\$ 71,343,490	\$ 30,263,357	\$ 16,393,560	\$ 11,182,867	\$ 220,189,062
Additions	5,306,339	-	231,216	1,659,630	522,258	1,004,281	451,417	386,659	9,561,800
Disposal	-	-	-	(772,393)	(42,060)	-	-	-	(814,453)
Transfers	(2,975,476)	-	-	171,227	1,325,283	1,268,112	145,359	66,485	-
Balance, end of year	8,783,938	38,432,522	36,269,862	11,139,209	73,148,971	32,535,750	16,990,336	11,635,821	228,936,409
Accumulated amortization:									
Balance, beginning of year	-	-	13,283,640	4,775,898	41,606,518	13,153,283	6,997,506	6,215,905	86,032,750
Amortization	-	-	788,829	715,261	1,235,604	663,082	242,605	194,440	3,839,821
Disposals	-	-	-	(684,772)	(42,060)	-	-	-	(726,832)
Balance, end of year	-	-	14,072,469	4,806,387	42,800,062	13,816,365	7,240,111	6,410,345	89,145,739
Net book value	\$ 8,783,938	\$ 38,432,522	\$ 22,197,393	\$ 6,332,822	\$ 30,348,909	\$ 18,719,385	\$ 9,750,225	\$ 5,225,476	\$ 139,790,670



TOWN OF QUALICUM BEACH

Notes to Consolidated Financial Statements (continued)

Year ended December 31, 2025

11. Accumulated surplus:

	2025	2024
Surplus:		
Investment in tangible capital assets (note 12)	\$ 153,746,412	\$ 136,795,448
General operating	2,744,694	2,161,599
Water operating	1,110,544	1,061,617
Sewer operating	322,679	226,865
	157,924,329	140,245,529
Statutory Reserves:		
Property reserve fund	80,374	1,233,966
Park land reserve fund	133,038	287,959
Emissions reduction reserve fund	27,802	26,794
Park improvements reserve fund	109,236	105,277
Cemetery reserve fund	304,063	292,004
Asset replacement reserve fund	4,364,853	5,384,623
New asset investment reserve fund	1,240,645	1,360,722
Water infrastructure reserve fund	2,798,325	2,528,105
Sewer infrastructure reserve fund	963,638	597,250
Growing communities fund	41,597	3,573,510
Curling building reserve fund	95,678	128,532
	10,159,249	15,518,742
Non Statutory Reserves:		
Municipal Finance Authority debt reserve fund	5,491	57,560
Arrowsmith water reserve	94,093	82,270
Fire Equipment Replacement	63,201	-
Affordable housing reserve	-	450,000
Developer contribution reserve	110,390	104,202
Local government capacity funding reserve	131,885	191,885
Tree replacement	33,000	30,200
Skate board park donation reserve	6,747	51,160
Community Works (Gas Tax) reserve	724,360	1,199,265
Election reserve fund	30,000	20,000
Strategic initiatives reserve fund	(21,200)	781,995
Community amenity contributions reserve	600,000	375,000
	1,777,967	3,343,537
	\$ 169,861,545	\$ 159,107,808



TOWN OF QUALICUM BEACH

Notes to Consolidated Financial Statements (continued)

Year ended December 31, 2025

12. Investment in tangible capital assets:

	2025	2024
Investment in tangible capital assets, beginning of the year	\$ 136,795,448	\$ 130,151,694
Add:		
Acquisition of tangible capital assets	20,869,620	9,561,800
Repayment of long-term debt	1,062,931	1,009,396
Less:		
Amortization	(4,383,297)	(3,839,821)
Net book value of tangible capital asset disposals	(58,290)	(87,621)
Loan proceeds	(540,000)	-
Investment in tangible capital assets, end of year	\$ 153,746,412	\$ 136,795,448



TOWN OF QUALICUM BEACH

Notes to Consolidated Financial Statements (continued)

Year ended December 31, 2025

13. Net taxation revenue:

	2025	2024
Taxes collected:		
General	\$ 13,116,446	\$ 12,118,665
Parcel tax - water	1,232,400	1,128,000
Parcel tax - sewer	289,380	263,048
1% utility tax	154,759	152,810
	14,792,985	13,662,523
Taxes collected for other government services:		
Education	6,756,182	6,341,526
Regional District of Nanaimo	6,092,449	5,403,906
Nanaimo Regional Hospital District	2,779,357	2,254,335
Vancouver Island Regional Library	748,241	715,090
B.C. Assessment Authority	189,561	178,239
Municipal Finance Authority	1,032	998
	16,566,822	14,894,094
Less taxes paid to other governments	(15,826,598)	(14,191,776)
	740,224	702,318
Grants-in-lieu of taxes:		
Federal government	18,455	17,294
Taxes paid to other governments	(10,150)	(9,494)
Fortis BC	76,520	93,197
B.C. Hydro	189,402	175,271
	274,227	276,268
	\$ 15,807,436	\$ 14,641,109



TOWN OF QUALICUM BEACH

Notes to Consolidated Financial Statements (continued)

Year ended December 31, 2025

14. Government transfers:

The government transfers reported on the consolidated statement of operations and accumulated surplus are:

	2025	2024
Provincial grants		
Unconditional	\$ 432,000	\$ 868,225
Conditional	724,414	801,052
Capital	64,059	1,672,700
	<u>1,220,473</u>	<u>3,341,977</u>
Federal grants		
Conditional	-	4,759
Capital	487,013	487,013
	<u>487,013</u>	<u>491,772</u>
Other governments and agencies		
Unconditional	356,767	-
Conditional	75,879	-
Capital	50,825	720,000
	<u>483,471</u>	<u>720,000</u>
	<u>\$ 2,190,957</u>	<u>\$ 4,553,749</u>



TOWN OF QUALICUM BEACH

Notes to Consolidated Financial Statements (continued)

Year ended December 31, 2025

15. Other income:

	2025	2024
Cash received in-lieu of park dedication	\$ -	\$ 174,000
Community amenity contributions	834,250	375,000
Donations	6,688,486	51,160
Grants	182,265	129,836
Local area service taxes - East Village	-	1,325,000
Provincial emergency program recoveries	59,205	38,291
Development cost charges	1,071,679	57,448
Other	64,385	55,332
	<u>\$ 8,900,270</u>	<u>\$ 2,206,067</u>

Community amenity contributions (CACs) is a voluntary contribution that a developer provides to a municipality, typically as part of a rezoning or development approval process, to help offset the impacts of increased density or population growth. In 2025, the Town received \$834,250 (2024 - \$375,000) in CAC.

In 2025, the Town acquired the Eaglecrest Golf Course for \$8,500,000. The property's appraised value was approximately \$12,980,000, as a result the difference of \$4,480,000 has been recorded as donation revenue. Furthermore, the Town received a cash donation in the amount \$2,125,000 to support this purchase.

The local area service taxes - East Village relates to the recovery of costs incurred for the underground servicing and beautification work performed on Second Avenue East.

Development cost charges (DCCs) are one-time fees imposed by local governments on developers to pay for infrastructure needed to support new growth, including water, sewer, drainage, roads, and parkland acquisition. When DCCs are received, they are initially recorded as unearned revenue (see note 7). When DCCs are used to fund eligible projects, they are recognized as revenue. In 2025, the Town recognized \$1,071,679 (2024 - \$57,448) to fund eligible projects.



TOWN OF QUALICUM BEACH

Notes to Consolidated Financial Statements (continued)

Year ended December 31, 2025

16. Commitments and contingencies:

(a) Regional District

The Town is responsible, as a member of the Regional District of Nanaimo and the Nanaimo Regional Hospital District, for its proportion of any operating deficits or capital debt related to functions in which it participates.

(b) Municipal Pension Plan

The Town and its employees contribute to the Municipal Pension Plan (a jointly trustee pension plan). The board of trustees, representing plan members and employers, is responsible for administering the plan, including investment of assets and administration of benefits. The plan is a multi-employer defined benefit pension plan. Basic pension benefits are based on a formula. As at December 31, 2024, the plan has about 273,000 active members and approximately 133,000 retired members. Active members include approximately 47,000 contributors from local governments.

Every three years, an actuarial valuation is performed to assess the financial position of the plan and adequacy of plan funding. The actuary determines an appropriate combined employer and member contribution rate to fund the plan. The actuary's calculated contribution rate is based on the entry age normal cost method, which produces the long-term rate of member and employer contributions sufficient to provide benefits for average future entrants to the plan. This rate may be adjusted for the amortization of any actuarial funding surplus and will be adjusted for the amortization of any unfunded actuarial liability.

The most recent actuarial valuation for the Municipal Pension Plan as at December 31, 2024, indicated a \$2,675 million funding surplus for basic pension benefits on a going concern basis.

The Town paid \$570,274 (2024 - \$520,275) for employer contributions to the plan in fiscal 2025.

The next valuation will be as at December 31, 2027.

Employers participating in the plan record their pension expense as the amount of employer contributions made during the fiscal year (defined contribution pension plan accounting). This is because the plan records accrued liabilities and accrued assets for the plan in aggregate, resulting in no consistent and reliable basis for allocating the obligation, assets and cost to individual employers participating in the plan.

Notes to Consolidated Financial Statements (continued)

Year ended December 31, 2025

16. Commitments and contingencies (continued):

(c) Municipal Finance Authority contingent demand notes

Under borrowing arrangements with the MFA, the Town is required to lodge security by means of a demand note and an interest-bearing cash deposit based on the amount of the borrowing. As a condition of the borrowing, a portion of the debenture proceeds is withheld by the MFA as a debt reserve fund. This deposit is included in the Town's financial assets and is held by the MFA as security against the possibility of debt repayment default. If the debt is repaid without default, the deposit is refunded to the Town. At December 31, 2025, there was a contingent demand note of \$10,938 (2024 - \$212,517) which was not included in the financial statements of the Town.

(d) Municipal Insurance Association of British Columbia

The Town is a participant in the Municipal Insurance Association of British Columbia (the "Association"). Should the Association pay out claims in excess of premiums received, it is possible that the Town, along with other participants, would be required to contribute towards the deficit. Management does not consider payment under this contingency to be likely and therefore no amounts have been accrued.

(e) Contingent liabilities

The Town may, from time to time, be involved in legal proceedings, claims, and litigation that arise in the normal course of business. It is considered that the potential claims would not materially affect the Town's financial statements and any amounts ultimately settled will be recorded in the period in which the claim is resolved. At December 31, 2025, there are no claims outstanding.

17. Segmented information:

The Town is a diversified municipal government that provides a wide range of services to its residents. The following is a description of the types of services included in each of the main segments of the Town's financial statements:

General government services

Services related to general corporate and legislative governance and administration as well as human resources, information technology and financial management.

Notes to Consolidated Financial Statements (continued)

Year ended December 31, 2025

17. Segmented information (continued):

Protective services

Services related to providing fire protection, bylaw enforcement and building inspection to the Town, as well as the Town's share of expenses related to providing policing.

Transportation services

Services related to the delivery of municipal public works services including the development and maintenance of roadway systems, street lighting, airport operations and other public works and engineering related services.

Solid waste services

Services related to the collection of garbage and chipping as well as environmental testing and monitoring.

Water services

Services related to the delivery of water and the planning and development and maintenance of the Town's water infrastructure.

Sewer services

Services related to the sanitary sewer removal and the planning and development and maintenance of the Town's sewer infrastructure.

Planning and development services

Services related to planning for development and for improving quality of life and sustainability initiatives.

Parks and community services

Services related to the development and maintenance of parks and trails, municipal landscaping, and providing and maintaining recreation and cultural buildings.

The following statement provides additional information for the foregoing functions. The accounting policies used in these segments are consistent with those followed in the preparation of the consolidated financial statements as disclosed in Note 1.



Notes to Consolidated Financial Statements (continued)

Year ended December 31, 2025

17. Segmented information (continued):

	2025							
	General government services	Protective services	Transportation services	Solid waste services	Water services	Sewer services	Planning and development services	Parks and community services
Revenue:								
Net taxation	\$ 14,285,656	\$ 170,221	\$ -	\$ -	\$ 1,232,400	\$ 289,380	\$ -	\$ -
Sale of services	5,926	-	13,427	954,579	1,964,902	788,798	241,838	33,272
Other revenue from own sources	768,090	921,853	-	-	-	-	-	143,549
Interest and tax penalties	949,336	-	-	-	-	-	-	-
Government transfers	485,535	426,919	1,080,899	-	64,059	-	-	133,545
Other	132,845	59,205	491,984	-	-	-	-	8,226,236
Gain on disposal of assets	17,366	-	-	-	-	-	-	-
Total revenues	16,642,774	1,578,198	1,576,310	954,579	3,261,361	1,078,178	241,838	8,536,602
Expenses:								
Salaries, wages and employee benefits	2,442,574	1,218,170	1,946,182	182,855	840,691	255,013	851,870	1,437,837
Goods and services	785,897	1,870,969	2,311,319	910,839	1,217,245	405,517	469,570	1,462,279
Amortization	142,024	165,276	3,185,284	-	441,171	189,698	-	259,845
Fiscal services	123,978	-	-	-	-	-	-	-
Total expenses	3,494,473	3,254,415	7,442,785	1,093,694	2,499,107	850,228	1,321,440	3,159,961
Annual surplus (deficit)	\$ 13,148,301	\$ (1,676,217)	\$ (5,866,475)	\$ (139,115)	\$ 762,254	\$ 227,950	\$ (1,079,602)	\$ 5,376,641
								\$ 10,753,737



Notes to Consolidated Financial Statements (continued)

Year ended December 31, 2025

17. Segmented information (continued):

2024									
	General government services	Protective services	Transportation services	Solid waste services	Water services	Sewer services	Planning and development services	Parks and community services	Total
Revenue:									
Net taxation	\$ 13,250,061	\$ -	\$ -	\$ -	\$ 1,128,000	\$ 263,048	\$ -	\$ -	14,641,109
Sale of services	6,000	136,172	6,750	849,817	1,829,004	770,912	288,698	20,633	3,907,966
Other revenue from own sources	608,335	-	859,967	-	-	-	-	140,675	1,608,977
Interest and tax penalties	1,446,723	-	-	-	-	-	-	-	1,446,723
Government transfers	435,600	266,720	2,159,712	-	730,000	-	308,434	652,283	4,553,749
Capital contributions	-	-	287,070	-	330,000	353,500	-	-	970,570
Other income	1,726,857	132,743	88,769	-	21,532	-	55,035	181,131	2,206,067
Gain on disposal of assets	32,379	-	-	-	-	-	-	-	32,379
Total revenues	17,505,955	535,635	3,402,268	849,817	4,038,536	1,387,460	653,167	994,722	29,367,560
Expenses:									
Salaries, wages and employee benefits	2,286,760	1,228,727	1,996,026	188,218	779,928	270,646	706,991	1,074,074	8,531,370
Goods and services	590,443	1,605,255	2,147,761	799,073	1,237,436	558,147	514,733	1,381,532	8,834,380
Amortization	88,565	146,181	2,817,271	-	390,200	167,781	-	229,824	3,839,822
Fiscal services	212,899	-	-	-	-	-	-	-	212,899
Total expenses	3,178,667	2,980,163	6,961,058	987,291	2,407,564	996,574	1,221,724	2,685,430	21,418,471
Annual surplus (deficit)	\$ 14,327,288	\$ (2,444,528)	\$ (3,558,790)	\$ (137,474)	\$ 1,630,972	\$ 390,886	\$ (568,557)	\$ (1,690,708)	\$ 7,949,089



TOWN OF QUALICUM BEACH

Notes to Consolidated Financial Statements (continued)

Year ended December 31, 2025

18. Budget data

The budget data presented in these consolidated financial statements is based upon the 2025 operating and capital budgets approved by Council via Bylaw 908 on March 19, 2025.

The table below reconciles the approved budget to the budget figures reported in these consolidated financial statements:

	Budget amount
Revenue:	
Operating budget	\$ 29,962,100
Add:	
Transfers from surplus or reserves	11,990,800
Total revenue	41,952,900
Expenses:	
Operating budget	20,330,200
Capital budget	16,215,800
Add:	
Transfers to reserves	4,371,400
Debt principal repayments	1,035,500
Total expenses	41,952,900
	\$ -

19. Comparative information:

Certain 2024 comparative figures have been reclassified to conform with the consolidated financial statement presentation adopted for the current year. The changes had no impact on prior year annual surplus.

Schedule 1 - Canada Community Building Fund

Year ended December 31, 2025
(Unaudited)

	2025	2024
Opening balance	\$ 1,199,265	\$ 939,812
Grant funds received	487,013	487,013
Interest earned	52,780	-
	1,739,058	1,426,825
Project expenditures	1,014,698	227,560
	\$ 724,360	\$ 1,199,265

Canada Community Building Fund grants are provided by the Government of Canada. Use of the funding is established by a funding agreement between the Municipality and the Union of British Columbia Municipalities. Canada Community Buildings Fund grants may be used towards designated public transport, community energy, water, wastewater, solid waste and capacity building projects, as specified in the funding agreement.



TOWN OF QUALICUM BEACH

Schedule 2 - Growing Communities Fund

Year ended December 31, 2025
(Unaudited)

The Province of British Columbia distributed conditional Growing Communities Fund (GCF) grants to communities at the end of March 2023 to help local governments build community infrastructure and amenities to meet the demands of population growth. The GCF provided a one-time total of \$1 billion in grants to all 161 municipalities and 27 regional districts in British Columbia.

The Town received \$3,346,000 of GCF funding in March 2023.

	2025	2024
Growing Community Fund	\$ 3,573,510	\$ 3,414,107
Project expenditures:		
Eaglecrest golf course purchase	2,100,000	-
Saahtlam Park washrooms, playground and food truck services	166,307	-
Seacrest Road replacement - slope stabilization	700,000	-
Skate park project	700,000	11,200
	(92,797)	3,402,907
Interest earned	134,394	170,603
	\$ 41,597	\$ 3,573,510

TOWN OF QUALICUM BEACH

201-660 Primrose St
Qualicum Beach
Ph: 250 752 6921

qbtown@qualicumbeach.com
qualicumbeach.com
facebook.com/QualicumBeachTown
instagram.com/qualicumbeachtown