



TOWN OF LAKE COWICHAN
ADMINISTRATION'S QUARTERLY REPORT TO COUNCIL

To: Mayor and Council
From: John Thomas, Chief Administrative Officer
Subject: Administration's Quarterly Report
Date: April 14th, 2026

In addition to the normal day-to-day operations, the following highlights activities undertaken by Council and Staff at the Town of Lake Cowichan during the quarter, ending March 31st, 2026. This report is jointly authored by department heads and persons reporting to the CAO.

Department	Activities/Comments
Council – Governing Body <i>(Council, Council Committees, Workshops, Seminars).</i>	<ul style="list-style-type: none">• January 13th – Committee of the Whole Meeting• January 22nd – Advisory Planning Commission Meeting• January 27th – Regular Council Meeting• February 10th – Budget Meeting - Committee of the Whole Meeting• February 24th – Budget Meeting and Regular Council Meeting• March 10th – Committee of the Whole Meeting• March 24th – Regular Council Meeting• March 26th – Advisory Planning Commission Meeting• Hosted a Freedom of the Municipality ceremony on January 17th• Members of Council participated in the commissioning of new water reservoir in partnership with Ts'uubaa-asatx First Nations.• Strategic Plan Workshop with Mayor and Council
Corporate Services <i>(Administration, Legislative Services, Climate Action, Economic Development, Human Resources, Elections,</i>	<u>Administrative/Legislative</u> <ul style="list-style-type: none">• Updated Fees and Charges Bylaw – Completed• Updated Zoning Bylaw – R3 Setback correction – Completed• Draft Delegation of (select) Development Approvals Bylaw – In Progress• Inter-Community Business License Program Bylaw – In Progress• Commenced recruitment for a Director of Bylaw and Development Services – interviews to be set for April.• Commenced recruitment for Manager of Tourism and Business Development -interviews to be set for April.



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<p><i>Special Projects)</i></p>	<ul style="list-style-type: none"> • Completed hiring of administrative staffing for Casual Receptionist and Accounts Receivable Clerk and Casual Payroll and Accounts Payable clerks (3 positions) with orientation. • Completed hiring of summer students for Public Works, Lakeview Park campground, Fire-Smart programme and Information Centre (16 positions) • Closed 6 regulatory files, 4 ongoing to March 31 <p>Elections</p> <ul style="list-style-type: none"> • Training through LGMA for the Civic election in October 2026 / Elections Bylaw is being drafted
<p>Cowichan Lake Education Centre & Tourism Centre</p> <p>(CLEC Operations, Tourism Centre Operations)</p>	<p>This first quarter of 2026 has been busy with the following activities that have include but not limited to the following highlights:</p> <ul style="list-style-type: none"> • Grant preparation. • Interviewing and hiring staff for the 2026 season for the Campground and the Visitor centre. • We have hosted several groups to the centre in February and March 'and during the months of April thru Oct the centre is reserved for almost every weekend, and the summer weeks are fully booked. I am projecting that we will meet or exceed our financial projections for The Education Centre and the campground. • Noteworthy is the fact that on the opening day of our reservations with Good Sam the Campsite generated over \$110,000.00 for summer bookings. The Town staff handled the hectic day with professionalism and a big shout out to all that were involved! • Co-ordinated operational improvements to the buildings and grounds for welcoming back guests for the next seven months of a very busy season at the Education Centre. • The public work Superintendent and I reviewed the quotes that were submitted to the Town to rejuvenate the Forest trail located at the Centre and presented our findings to the CAO for his input and his final decision.



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	<ul style="list-style-type: none">• I have also prepared a Standard operating Procedure Binder that is a detailed succession plan for my successor.
<p>Planning and Development (Bylaw, Building Inspections, Development and Building Permits, Planning Services)</p>	<p><u>Building Department</u></p> <ul style="list-style-type: none">• January – March Building Permits issued = 8 Completed = 10• January - March Dwellings started = 6 Completed = 10• 2026 Dwellings stated= 6 <p><u>Bylaw Department</u></p> <ul style="list-style-type: none">• January - March Bylaw complaints = 9• Property Maintenance complaints = 3• Animal complaints = 1• Vehicle complaints = 2• Stop work orders = 2• Illegal burning = 0• Illegal Dwellings =0• Sheltering overnight = 1 <p><u>Business License's</u></p> <ul style="list-style-type: none">• 20 Applications• 6 Pending• 1 not approved <p><u>Planning Department</u></p> <ul style="list-style-type: none">• Completed 2025 annual reporting for CMCH HAF program.• Assisted Fire Dept to prepare a grant submission to UBCM to hire a consultant to assist with digitizing utility related data for NextGen911 program.• Prepared RFP for Density Bonus/Rental Only zoning Feasibility analysis. Received 6 submissions, reviewed these and selected a successful candidate.• Prepared and presented 'Planning 101' ppt to new front counter staff.• APC meetings for January and March. The latter meeting was a brief update on Planning Dept activities <p><u>Regional matters</u> – participated in the following</p>



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	<ul style="list-style-type: none"> • Emergency Shelter and Supportive Housing Siting Policy Focus Group <p>noApplications</p> <ul style="list-style-type: none"> • 5 Development Permit and DVP application staff report to Council in Q1 • Subdivision application – Emerald Valley – follow up Completed Preliminary Layout Review (PLR) letter for ph 6 of the Slopes. • LCRB referral for cannabis retail at 88 Cowichan Lake Rd, processed TUP2026-02 for the same. • Processed TUP2026-01 for 87A South Shore Rd • Building Permit, Business license and Bylaw Enforcement reviews • Responded to FOI requests as necessary <p>Bylaws</p> <ul style="list-style-type: none"> • Drafted development approval procedures bylaw no. 1125, Presented draft bylaw to Council members in a workshop Prepared and administered public questionnaire for the same. Finalized bylaws. • Meetings with developers and applicants as needed.
<p>Financial Services <i>(Accounting, Finance Management, Payables, Receivables).</i></p>	<ul style="list-style-type: none"> • 2025 Mais year end Completed. • 2026 utility bills mailed out at the end of January. • 2026 Budget finalized, work to start on financial plan bylaw. • 2026 tax rate increase set at 4%, annual rates bylaw forthcoming • 2026 Business license renewal reminders sent out for 46 outstanding renewals. • 2025 Annual Financial Audit is well on the way and nearing completion with presentation to Council followed by the public in May 2026.
<p>Protective Services <i>(Fire and Rescue Services, Fire Smart)</i></p>	<p>Overview During this quarter, the Fire Department maintained a high level of operational readiness while responding to a wide range of emergency and public service incidents. Members continued regular training, equipment checks, and officer coverage to ensure effective emergency response and community safety.</p>



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	<p>Operational & Administrative Activity</p> <ul style="list-style-type: none"> • Business Meetings: 3 • Officer Duty Shifts Covered: 21 • Training Practices Held: 9 • Apparatus / Truck Checks Completed: 4 <p>Emergency Response Activity</p> <p>The department responded to 36 emergency and service calls, including:</p> <p>Medical & First Response</p> <ul style="list-style-type: none"> • First Responder Calls: 5 • Lift Assists: 3 • Medical Aids: 2 • Overdose: 1 • Cardiac Arrest: 1 <p>Fire & Life Safety</p> <ul style="list-style-type: none"> • Fire / Smoke Incidents: 6 • Structure Fire (Mutual Aid): 1 • Alarm Activations: 3 <p>Rescue, Public Service & Other</p> <ul style="list-style-type: none"> • Motor Vehicle Incidents (MVI): 8 • River Rescue: 1 • Public Service Call: 1 • Hydro / Electrical Trouble: 3 <p>Summary</p> <p>This quarter reflects a balanced focus on emergency response, training, and officer coverage, with a continued emphasis on medical response and motor vehicle incidents. Mutual aid and rescue capabilities remain an important component of service delivery. The department continues to provide reliable emergency services while maintaining readiness through regular training and equipment checks.</p>
<p>Public Works</p> <p><i>(Operations, Facilities,</i></p>	<ul style="list-style-type: none"> • Public Works continues to do inspections and repairs on public Facilities and Infrastructure.



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<p><i>Parks, Roads, Infrastructure Management, Water/Sewer)</i></p>	<ul style="list-style-type: none"> • Recently we have Improved some parking areas in Town, installed new parking wheel stops and gravel. We have been improving lighting around Town. • We are moving forward with some renovations and an addition of two more examination rooms at the Kaatza Health building to better suit the extra volume of patients. • We have scheduled a few small repairs at The Bell Tower school building. • The Water Treatment Plant is operating as per design and is in good operating condition. We plan on doing some fire smart work around the buildings. • Town water main flushing is in Progress. • A new raw water pump at North Shore Road has been installed and will back in operation soon. • The Town staff continues working on the Sewer lagoon upgrades. • We have now received the environmental assessment report. This is our largest project for the next few years. • We are planning one watermain line upgrade in 2026. The design is ready and the project will be tendered this summer. • We will be tendering the design work for a new water main line from the Water Reservoir to South Shore Road. • The Town gardeners are back on the job for the season, and the Town has hired one additional gardener to fill a vacancy. • We have interviewed and hired our summer student staff and they will be on the job in June.
<p>Emerging Issues of Note <i>(Items which may become a priority within 1-3 months)</i></p>	<ul style="list-style-type: none"> • April 14th – Parcel Tax Review • Members of Council will be planning to attend the Association of Vancouver Island Coastal Communities (AVICC) Conference in Victoria, BC – April 24th to 26th • Federation of Canadian Municipalities Conference in Edmonton, Alberta – June 4th to 6th, 2026 – Mayor McGonigle attending. <p>From the 2025 quarter report</p> <ul style="list-style-type: none"> • Strategic OCP review include climate adaptation and meeting Bill 44 requirements • Density Bonus and Rental only Zoning Review – prepare RFP terms of reference



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	<ul style="list-style-type: none">• Short term rental• R-3 zoning amendments for permitted uses• Procurement policy implementation
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Respectfully Submitted,

John Thomas, MBA
Chief Administrative Officer

Co-authors of this report:

- Alex Guterson, Bylaw Enforcement Officer & Building Inspector
- Brigid Reynolds, Planner
- Dalton Smith, Manager of CLEC Operations
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- Jas Sandhu, Superintendent of Public Works
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