

[05-26 DPH WTP Monthly Report](#)

I. COMMITTEE MEMBER REPORTS

Verbal reports from committee members.

J. NEXT MEETING DATE

To be determined.

K. ADJOURNMENT

Motion.

1.

Time.



**MINUTES
DISTRICT OF PORT HARDY
OPERATIONAL SERVICES COMMITTEE MEETING
HELD THURSDAY, APRIL 28, 2026
COUNCIL CHAMBERS - MS TEAMS**

We respectfully acknowledge that this meeting is being held on the traditional territory of the Kwakiutl people, Gilakas'la

- PRESENT:** Councillors Janet Dorward (Chair) and Councillors Brian Texmo and Dennis Dugas
- ALSO PRESENT:** Mayor Pat Corbett-Labatt, Councillor John Tidbury, Heather Nelson-Smith, Chief Administrative Officer and Louisa Bates, Deputy Corporate Officer, Brent Borg, Fire Chief, and Anika Tarata, Port Hardy Harbour Authority and Animal Control Officer
- REGRETS:** None
-

A. CALL TO ORDER

Chair Dorward called the meeting to order at 5:15 pm and respectfully acknowledged that the meeting is being held on the traditional territory of the Kwakiutl people.

B. APPROVAL OF AGENDA AS PRESENTED (OR AMENDED)

OPS 2026-004 Moved/Seconded/Carried

THAT the April 28, 2026 agenda of the Operational Services Committee meeting be approved as presented.

C. ADOPTION OF MINUTES

1. Minutes of the Operational Services Committee meeting held February 17, 2026.

OPS 2026-005 Moved/Seconded/Carried

THAT the minutes of the Operational Services Committee meeting held February 17, 2026 be adopted as presented.

D. DELEGATIONS

None.

E. BUSINESS ARISING FROM THE MINUTES AND UNFINISHED BUSINESS

1. Operational Services Action Item Report. Re: February 2026.

Discussion included:

- Addition of gravel along the section of the Quatse River trail between Badinotti and the bridge.

F. CORRESPONDENCE

None.

G. NEW BUSINESS

None.

H. STAFF REPORTS

1. Port Hardy Animal Control. Re: February & March 2026 Monthly Reports.

Discussion included:

- Repairs to wall and ceiling due to water damages now complete.
- Two dogs currently impounded.
- Noise complaints received against a dog breed known for baying; fines may be imposed if occurrence for continues for periods longer than 10 minutes consecutively.

2. Port Hardy Harbour Authority. Re: February and March 2026 Monthly Reports.

Discussion included:

- Oil spill response process was discussed.
- Incident on vessel moored at Fisherman's Wharf.
- Federal budget and small craft harbour upgrades was discussed.
- Recreational vessel moorage counts.
- Sewer upgrades were discussed.

3. Jason Jacinto, Director of Operational Services. Re: Monthly Report.

Discussion included:

- Mayor received a petition from a local youth for an upgrade to the playground equipment at the Upper Carnarvon Park.
- Walkway maintenance between Glacier Crescent neighbourhood and Lower Carnarvon was discussed; berms built along property lines have resulted in pooling of water alongside trail.
- Drought conditions and forecast was discussed; fireban anticipated.
- Stage one water conservation measures effective May 1; reservoir storage being monitored closely.
- Staff working with neighbouring communities to address ongoing leaks.

4. Brent Borg, Fire Chief 1st Quarter 2026 Report.

Discussion included:

- Fire Chief position now fulltime.

OPERATIONAL SERVICES COMMITTEE

April 28, 2026

- Overview of upcoming workplan was provided and next steps were discussed.
- Fire department membership stable; currently have 31 volunteer firefighters.
- Training has been well received by members; team engaged and building confidence.
- FireSmart Coordinators report to Fire Chief; recently attended FireSmart Conference.
- FireSmart presentations have been arranged for delivery to local schools.
- Plans in place to attend upcoming community events.
- Primarily focus of program on community outreach and public education.
- Emergency Preparedness Fair to be held at Fire Hall No. 1 from 11-2 pm on Saturday, May 9; plan to conduct a live demo.

I. COMMITTEE MEMBER REPORTS

Additional discussion included:

- Sightlines along Gray St. and Market St.; brush needs to be trimmed back.
- Plans for the Granville St. intersection were discussed.
- Highway 19 and Coal Harbour Road intersection was discussed; historically high collision area.
- Suggestion that additional signage be installed; intersection under jurisdiction of Ministry of Transportation and Transit.
- Request for brushing along Coal Harbour Road intersection to be submitted to Mainroad.

J. NEXT MEETING DATE

June 23, 2026 at 5:15 pm.

K. ADJOURNMENT

OPS 2026-006 Moved

THAT the meeting be adjourned at 6:07 pm.

Operational Services Committee Action Item Report - April 2026					
Meeting Date	Meeting Item Description	Description	Follow-Up Status	Staff Responsible	Comments
February 17, 2026	Request for additional gravel along road section of Quatse River trail	Staff to add gravel along road section of trail	In Progress	Heather Nelson-Smith	
February 17, 2026	Request for brushing and additional signage to be sent to Mainroad	Staff to prepare a letter to Mainroad	In Progress	Heather Nelson-Smith	

**DISTRICT OF PORT HARDY ANIMAL CONTROL SERVICES & SHELTER OPERATIONS
2026 April**

Dogs from previous month		1
Dogs Surrendered		1
Dogs Impounded		1
LESS		
Dogs Claimed by		
Dogs Adopted		
Dogs Transferred for Adoption		
Dogs Euthanized	1	
TOTAL DOGS AT END OF MONTH		2

Cats from previous month		0
Cats Surrendered		
Cats Impounded		
LESS		
Cats Claimed by		
Cats Adopted		
Cats Transferred for Adoption		
Cats Euthanized		
TOTAL CATS AT END OF MONTH		0

PHONE USAGE	
Calls	196
Texts	5

ACO ROUNDS	6
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COMPLAINTS	
New	2
Ongoing	1
Closed	3
Year to Date	5

NOTES

Dog euth'd due to biting, no rescue willing to accept. COMPLAINTS: Dog bite, reported to RCMP then forwarded to ACO. Dog reported to be consistently at large. Dog had not been spotted at large, several documented patrols, have not seen this dog out. Worked with RCMP and DPH re complicated cat surrender. File created.
Two women drove from lower mainland to surrender their dog to the PH animal shelter. Large & unruly, I ordered them to the SPCA.

Tags sold:
Volunteer(s):
Jennifer/ dog walking

Apr

S	M	T	W	T	F	S
			1.1	2.1	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20.1	21	22.1	23.1	24.1	25.1
26.1	27.2	28	29.2	30.2		

**DISTRICT OF PORT HARDY ANIMAL CONTROL SERVICES & SHELTER OPERATIONS
2026 May**

Dogs from previous month		2
Dogs Surrendered		
Dogs Impounded		2
LESS		
Dogs Claimed by	2	
Dogs Adopted	1	
Dogs Transferred for Adoption	1	
Dogs Euthanized		
TOTAL DOGS AT END OF MONTH		0

Cats from previous month		0
Cats Surrendered		1
Cats Impounded		
LESS		
Cats Claimed by		
Cats Adopted		
Cats Transferred for Adoption	1	
Cats Euthanized		
TOTAL CATS AT END OF MONTH		0

PHONE USAGE	
Calls	179
Texts	28

ACO ROUNDS	5
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COMPLAINTS	
New	2
Ongoing. BE08-	1
Closed	6
Year to Date	8

NOTES

NI Vet accepted dog on euth list to attempt re-home, charged DPH \$117.
 Increased patrols at Storey's Beach to encourage curbing of dogs.
 ACO used photo line up to confirm identity of dog involved with complaint

Tags sold: 1

Volunteer(s):

J.Chapman

M.Tognela

May

S	M	T	W	T	F	S
					1-2	2-2
3-2	4-2	5	6	7	8	9
10	11-1	12-1	13-1	14-1	15-1	16
17	18	19	20	21	22-1	23-1
24	25	26	27	28	29	30
31						

REPORTING FOR THE MONTH OF: April 2026					
HARBOUR AUTHORITY HOURS OF OPERATION					
Monday to Friday: 9:00 AM 4:00 PM					
Closed/ Stats: Fri 3/ Mon 4 Easter Weekend					
			Anika Tarata	123	
			Sally Catarata	125.5	
			Mack Frick	126.5	
			Erin Haigh	16	
			Total Man hours:	391	
			Total year to date:	1535.5	
MOORAGE	REC	1108	BOAT COUNT	Current Month	164
	FN Rec.	566		Year to date	652
	CFV	753			
	FN CFV	423			
	TOTAL	2850			
OPERATIONAL HIGHLIGHTS:					
JM fixed plate frame at the FW Parking lot that covers water main					
ASL2026-010P RCMP on site to remove someone from a vessel					
Water has been turned on for the at FW for season					
Boat Launch at FW has been powerwashed for the season					
ASL2026-011P Seagate ballard hit.					
New Parking signs arrived and fire plan decals. They have been put up					
Ladders replace at SF docks by S&S Diving					
ASL2026-020H Oil sheen over harbour					
Seagate Pier has been powerwashed for the season					
ASL2026-012P Seagate garbage bin filled with refused material					
ASI2026-021H Oil sheen- owner removed vessel to have repaired					
ASL2026-013P Garbage put in the back of a facility user's vehicle					
ASL2026-022H Large oil sheen through facility FW					
Large tree moved from C dock at FW, with the help of Port Hardy Diving					
Anika attended COTW, updated on harbour and shelter					
Anika attended HAABC meeting in Courtenay as vice president					
CAPITAL PROJECTS/ MAJOR MAINTENANCE:					
Boat launch right side is in bad condition, rebar showing. Anika discussed with Tony					
DOCUMENTED INCIDENTS THIS MONTH					
ON WATER	ENVIRO	3	ON LAND	DAMAGE	1
	DAMAGE			VANDAL	
	THEFT			THEFT	
	SINKING			INJURY	
	OTHER			OTHER	3
Report drafted by: Sally Catarata					
Approved by: Anika Tarata					
Date submitted: May 4 2026					

OPERATIONAL SERVICES COMMITTEE STAFF REPORT



To: Mayor and Council
Subject: Operational Services Update April 2026
Meeting: Operational Services Committee June 23, 2026
Department: Senior Staff
Staff Contact: Heather Nelson-Smith, Chief Administrative Officer

PURPOSE:

The purpose of this report is to provide a clear and timely overview of Operational Services activities for April 2026, including key accomplishments, ongoing work, and emerging issues to be aware of.

CURRENT STATUS / WORK COMPLETED

This report summarizes operational activities across Utilities, Public Works/Parks, and Building Maintenance for April 2026 and provides context for current priorities and upcoming work.

Utilities

Water Treatment Plant (WTP)

- Maintained full regulatory compliance with **no permit violations**.
- Monthly reporting completed and submitted to Island Health.
- Continued coordination on Carbon Dioxide (CO₂) system upgrades and equipment replacement.
- Implemented battery replacements on Programmable Logic Controllers (PLCs); system disruptions were resolved on-site.
- Ongoing investigation into reservoir level monitoring accuracy linked to system polling changes.

Water Distribution

- Completed monthly water meter readings.
- Advanced installation of monitoring systems on Pressure Reducing Valve (PRV) infrastructure to improve leak detection and flow monitoring.
- Installed boards at Kains Lake Dam to support seasonal water retention.
- Completed hydrant maintenance program (40 units serviced).
- Continued implementation of Environmental Systems Research Institute (ESRI) asset management software.

Wastewater Treatment

- Maintained compliance with **no permit violations**.
- Completed quarterly regulatory reporting requirements.
- Identified operational issues with dissolved oxygen monitoring equipment and presate tank level controls; corrective actions underway.
- Initiated repairs to screening equipment components.

Wastewater Collection

- Completed maintenance inspections of lift stations and pumps.

- Added operational capacity through the acquisition of a new mobile generator and replacement pump inventory.
- Completed review of Request for Proposals (RFP) for Cedar Heights lift station upgrades.

Safety

- Completed confined space rescue training and safety simulations.
- Conducted mask fit testing and fall protection inspections.
- Completed annual inspection of emergency rescue equipment and initiated procurement of an Automated External Defibrillator (AED).

Public Works / Parks

- Completed infrastructure upgrades, including skate park lighting, cemetery expansion, road construction, and drainage installation.
- Supported community initiatives, including Pitch-In Day, in collaboration with local partners.
- Conducted seasonal maintenance, including street sweeping, storm system inspections, and culvert checks.
- Completed hazard tree removal, park maintenance, and athletic field preparation.
- Advanced Rotary Park improvements and completed playground inspections.

Fleet

- Completed routine servicing and inspections across fleet units.
- Undertook repairs and maintenance on heavy equipment and operational vehicles.

Building Maintenance

- Completed repairs and upgrades across multiple facilities, including library roof and lighting repairs, Civic Centre sprinkler system repairs, and Curling Club improvements.
- Coordinated infrastructure and site works, including Fire Hall container installation, arena access work, and Municipal Hall improvements.
- Completed Bear Cove preseason maintenance and advanced Rotary Park playground preparation.

UPCOMING WORK / NEXT STEPS

Utilities

- Sewer manhole sealing to address inflow and infiltration (I/I).
- Advancement of 2026 capital projects.
- Integration of seasonal staffing (summer students).

Public Works / Parks

- Continued seasonal maintenance and infrastructure upgrades.
- Expansion of stormwater and road rehabilitation programs.

Building Maintenance

- Installation of Rotary Park playground equipment.
- Completion of signage, concrete works, and Visitor Centre upgrades.
- Ongoing Fire Hall infrastructure improvements.

OPERATIONAL CONSIDERATIONS / ISSUES

- Reservoir levels are trending lower than the previous year following a dry April, despite higher winter precipitation; continued monitoring is required, and water restrictions may be necessary.
- Ongoing equipment and instrumentation issues require vendor coordination and maintenance planning.
- Seasonal workload pressures are increasing across all service areas.

COMMUNITY IMPACT

Operational Services work continues to support safe and reliable infrastructure for residents, including water and wastewater services, transportation networks, parks, and public facilities.

Seasonal maintenance and capital improvements may result in temporary service disruptions; advance notice will be provided where possible.

FINANCIAL:

All work outlined in this report is being completed within the approved 2026 operating budget. No additional funding is requested.

Respectfully submitted,



Heather Nelson-Smith,
Chief Administrative Officer

OPERATIONAL SERVICES COMMITTEE STAFF REPORT



To: Mayor and Council
Subject: Operational Services Update May 2026
Meeting: Operational Services Committee June 23, 2026
Department: Senior Staff
Staff Contact: Heather Nelson-Smith, Chief Administrative Officer

PURPOSE:

The purpose of this report is to provide a clear and timely overview of Operational Services activities for May 2026, including key accomplishments, ongoing work, and emerging issues to be aware of.

CURRENT STATUS / WORK COMPLETED

This report summarizes operational activities across Utilities, Public Works/Parks, and Building Maintenance for May 2026 and provides context for current priorities and upcoming work.

Utilities

Utilities operations remained fully compliant with regulatory requirements, with no permit violations reported in either water or wastewater systems.

Water System

- Continued operation of the Water Treatment Plant with all required reporting submitted to Island Health
- Stage 2 water restrictions implemented in response to below-average precipitation and drought conditions
- Ongoing installation of real-time water monitoring systems, improving visibility into consumption and high-flow conditions
- Progression of the hydrant servicing program, with over 100 hydrants serviced to date

Wastewater System

- Continued compliance with provincial and federal regulations
- Completion of repairs to treatment plant screening unit, improving system reliability
- Ongoing troubleshooting of sensors and process equipment (e.g., dissolved oxygen probe). Investigation into performance issues at Peel Street lift station

Capital & Asset Management

- Award of SCADA upgrade project, supporting improved system monitoring and automation
- Advancement of backup power installation for Cedar Heights lift station
- Infrastructure review activities, including Quatse Bridge

Public Works / Parks

Public Works and Parks operations transitioned fully into peak seasonal service delivery, with expanded staffing and increased service levels.

Operations & Service Delivery

- Hiring and onboarding of **five summer students**, increasing operational capacity. Delivery of community-facing initiatives, including:
 - Spring Clean-Up program in partnership with local volunteers
 - Public Works Week engagement with approximately 100 students
 - Event support, including Hardy Hustle and recreation programming

Infrastructure & Maintenance

- Ongoing road maintenance including grading, brushing, and spot repairs across priority routes
- Stormwater system maintenance through sweeping and inspections
- Preparation of sports fields and parks for seasonal use
- Routine inspections and repairs of parks and playgrounds, including vandalism repairs

Assets & Improvements

- Landscaping and annual planting across District properties
- Installation of new public amenities, including memorial benches
- Coordination of invasive species (knotweed) control program

Fleet

- Ongoing inspection, repair, and maintenance of fleet assets:
 - Completion of CVI inspections
 - Repairs to loaders, mowers, and specialized equipment
 - Coordination of contracted repairs for larger units

Building Maintenance

Building Maintenance focused on the delivery of visible community infrastructure projects alongside ongoing facility maintenance.

Capital & Project Work

- Completion of Rotary Park playground replacement, including site improvements
- Installation of a new totem pole and relocation of public art features, including the Carrot
- Construction of new welcome sign foundations and electrical servicing
- Completion of concrete works, including new walkway and pads

Facilities Maintenance

- Upgrades and repairs at key civic facilities, including:
 - Visitor Centre (washroom upgrades and fixture installations)
 - Harbour office repairs and improvements
 - Museum plumbing repairs
 - Fire Hall Sea-can installation

General Maintenance

- Repair and maintenance of public infrastructure, including:
 - Bear Cove boat ramp components
 - Electrical servicing across multiple sites

UPCOMING WORK / NEXT STEPS

Utilities

- Sewer manhole sealing program to address inflow and infiltration

- Continued advancement of SCADA upgrades and capital projects
- Ongoing monitoring of water supply conditions and potential escalation of restrictions

Public Works / Parks

- Continued seasonal maintenance (roads, drainage, parks)
- Ongoing support for community events and recreational programming
- Continued invasive species control and asset maintenance programs

Building Maintenance

- Installation of welcome signage and completion of related electrical work
- Additional facility improvements and site upgrades
- Continued support for operational infrastructure needs

OPERATIONAL CONSIDERATIONS / ISSUES

- **Water Supply Risk:** Continued low precipitation levels and declining reservoir performance present an ongoing risk to water availability, requiring continued monitoring and enforcement of conservation measures.
- **Aging Infrastructure:** Ongoing repairs across wastewater systems and facilities highlight continued pressure on aging assets and the importance of capital renewal planning.
- **Increased Seasonal Demand:** Transition to peak season results in higher service expectations across parks, roads, and facilities, requiring effective coordination of staffing and resources.
- **Fleet Reliability:** Continued reliance on maintenance and repairs to keep critical equipment operational, particularly during peak service periods.

COMMUNITY IMPACT

The work completed in May directly supports:

- Safe and reliable drinking water and wastewater services
- Accessible, well-maintained parks and recreational facilities
- Improved public infrastructure and community amenities
- Delivery of community programs and events

Temporary disruptions may occur as maintenance and capital projects continue; however, these works are essential to maintaining service levels and community safety

FINANCIAL:

All work outlined in this report is being completed within the approved 2026 operating budget. No additional funding is requested.

Respectfully submitted,



Heather Nelson-Smith,
Chief Administrative Officer

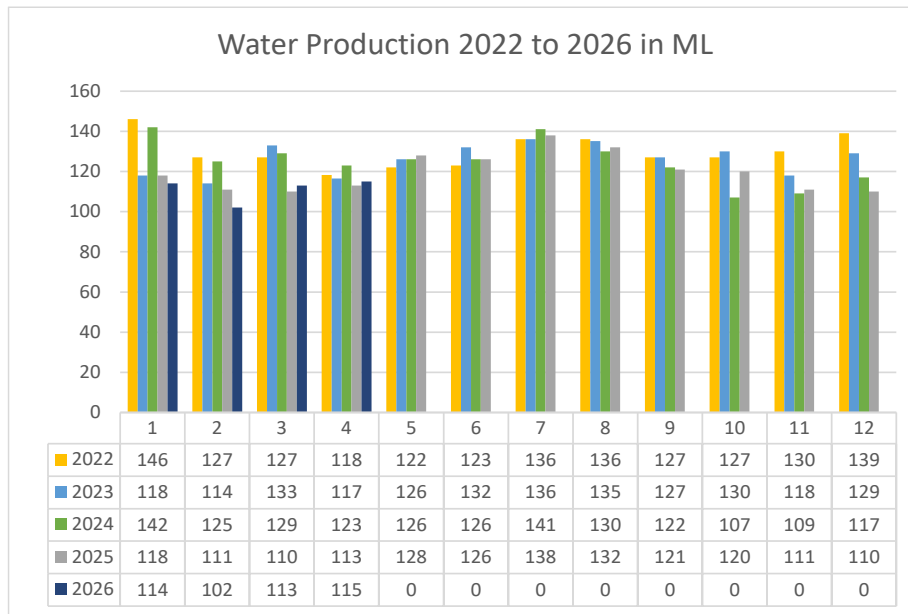
PORT HARDY WATER OPERATIONS REPORT
APRIL 2026

PLANT SUMMARY

Located at the northern end of Vancouver Island, Port Hardy has a population of approximately 5000 people. The town’s raw water source is the Tsulquate River, which is known to have a brown tint caused by tannins and lignans. In 2000, the Water Treatment Plant was commissioned, and it utilizes a Dissolved Air Flotation (DAF) system, which has proven to be highly effective in treating highly coloured water. ISOPAC 6 and Soda Ash are used to remove colour, particles, sediment and organics that are present. After DAF treatment, a filter aid polymer called Hydrofloc 400 is added in trace amounts to improve the coagulation of fine particles just before the filters. Silica sand and anthracite make up the mixed media used for filtration. Post-filtration, lime slurry, carbon dioxide, and sodium hypochlorite are injected for alkalinity, pH adjustment and disinfection.

OPERATIONS SUMMARY AND HIGHLIGHTS

- In April, the water treatment plant produced 115 ML of potable drinking water.
- Coliform samples were collected from determined points within the distribution system this month and were tested at the British Columbia Center for Disease Control (BCCDC)
- Trihalomethane (THM) and Haloacetic Acid (HAA) testing was completed for Quarter 2 2026. All results were within acceptable limits
- Monthly water meters were read for information
- Work has started to plan the replacement of the VFD on Treated Water Pump #1. White Pacific and North Island Power are working together to map the drive to make the transition less difficult
- The level transducer at Bear Cove Reservoir is being problematic and will lose signal, causing the reservoir to fill. A replacement unit is on order. Further investigation is needed on this matter



PORT HARDY WATER OPERATIONS REPORT
MAY 2026

PLANT SUMMARY

Located at the northern end of Vancouver Island, Port Hardy has a population of approximately 5000 people. The town’s raw water source is the Tzulquate River, which is known to have a brown tint caused by tannins and lignans. In 2000, the Water Treatment Plant was commissioned, and it utilizes a Dissolved Air Flotation (DAF) system, which has proven to be highly effective in treating highly coloured water. ISOPAC 6 and Soda Ash are used to remove colour, particles, sediment and organics that are present. After DAF treatment, a filter aid polymer called Hydrofloc 400 is added in trace amounts to improve the coagulation of fine particles just before the filters. Silica sand and anthracite make up the mixed media used for filtration. Post-filtration, lime slurry, carbon dioxide, and sodium hypochlorite are injected for alkalinity, pH adjustment and disinfection.

OPERATIONS SUMMARY AND HIGHLIGHTS

- In May, the water treatment plant produced 127 ML of potable drinking water.
- Coliform samples were collected from determined points within the distribution system this month and were tested at the British Columbia Center for Disease Control (BCCDC)
- Monthly water meters were read for information
- New water service connected on Jensen Cove Road
- Water service repairs on McDougal Road and Hardy Bay Road
- Planned water outage on Market Street on the 27th for renovations at a local business
- Hydrant maintenance is ongoing. New software is tracking the progress and issues
- Beach sampling were taken along Storey’s Beach

