The City of Duncan is the heart of the Cowichan Valley, providing many important services and amenities to a growing population within the region. Residents enjoy easy access to healthcare, a wide variety of retail shops, essential professional services, and a rich cultural experience. We are a major business centre for the key drivers of the regional economy: fishing, farming, forestry, and tourism industries.

Our downtown features a number of heritage buildings, as well as a large array of small, exquisite shops and restaurants catering to all tastes. Enjoy the cultural comings and goings and our eclectic selection of food and artisan merchandise at the weekly outdoor Saturday Farmer’s Market - one of the largest on Vancouver Island - or tour the world’s largest collection of outdoor totems.

The City of Duncan is a member of the Cowichan Valley Regional District (CVRD). The CVRD provides regional governance and services to both electoral areas and member municipalities – Duncan, North Cowichan, Ladysmith, and Lake Cowichan. For the City of Duncan, the CVRD provides emergency planning, economic development, regional parks, as well as a wide array of other services that benefit the City’s residents.

On behalf of the staff and council at the City of Duncan we would like to welcome you to your new home and community. The reasons people choose to move into the City are as unique as the City itself, and we are always excited to welcome newcomers and invite you to explore the many gifts your new home has to offer.

The City of Duncan is located on the unceded traditional territory of the Hul'qumi'num speaking, Quw'utsun (Cowichan) people who are rich in culture and history. In the mid 1800’s when people began to settle on Vancouver Island, life for First Nations communities was changed forever. We value and respect our relationships with all of our neighbours know that working together gives us strength and direction that serves everyone in our communities.

The City was incorporated March 4, 1912 and has become the heart of the Cowichan Valley. We have a vibrant and beautiful urban core, shops and services along our shared highway corridor and a famous year-round Saturday Farmers market.

Parks and trails throughout the city are well loved, this is where you will find people from all walks of life sharing stories and enjoying the place we all call home.

Thank you for choosing Duncan, our incredible City staff is here to support you in any way they can. If you see me or any member of City Council around town, make sure to introduce yourself so we can welcome you in person.

With respect and gratitude,
Mayor Michelle Staples
Dogs over four months old must be licensed yearly, and must wear the tag on their collar. Dog licences may be purchased at City Hall or at Coastal Animal Control Services (2202 Herd Road - 250.748.3395).

Residents may apply for a licence for up to six backyard hens by submitting an application. Certain zoning restrictions apply and there are also specific siting requirements for a coop or pen.

The Development Services Department provides assistance in the areas of land use, community planning, building permits, and inspections. The department is guided by the Official Community Plan, Zoning Bylaw, Building Bylaw, Maintenance of Property Bylaw, Sign Bylaw, and the BC Building Code, and ensures that projects are consistent with the City’s bylaws and policies. Before beginning work on your property, including making exterior changes, reconfiguring the interior space, or adding a secondary suite, owners should contact the Development Services Department to determine allowable changes and if permits are required.

All outside burning, including campfires, is prohibited within the boundaries of Duncan. The sale, disposal, or discharge of fireworks is also prohibited. However, individuals may apply for a permit for public displays of fireworks.

Eight parks and numerous green spaces dot the City: Centennial Park, Charles Hoey V.C. Memorial Park, China Gardens Park, Heiwa Park, Kin Park, McAdam Park (multi-use sports fields), Rotary Park, and Station Street Park. Many Regional Parks, trails, and facilities are also located nearby, with a full list at www.crvrd.bc.ca/parks

The City shares costs for Island Savings Centre and the Cowichan Aquatic Centre to provide a wide range of exercise and recreation programs including swimming, ice sports, fitness classes, and pickleball. The facilities are located next to each other at 2653 and 2687 James Street. For the full Island Savings Centre recreation guide and Cowichan Aquatic Centre schedules, visit www.crvrd.bc.ca/island-savings-centre or www.northcowichan.ca/EN/main/departments/parks-recreation/schedules.html

Organics are collected weekly; garbage and recycling are collected every other week; and yard waste and glass items are collected once each month between March and December only. For a collection map, collection schedule, and solid waste guide, go to www.duncan.ca/garbage-recycling

Road works and maintenance are the responsibility of the City’s Public Works department. Street sweeping occurs every third week of the month, provided that roads are clear of snow and ice. When snow and ice are present, the City’s plows clear the streets on a priority basis: busiest streets first, followed by downtown streets, and then residential streets.

Boulevards are maintained by adjacent property owners or occupants. Maintenance includes weeding, mowing, and ensuring shrubs do not encroach onto sidewalks and driveways. Boulevard trees, however, are maintained by the City.

Property tax notices will arrive in your mailbox after the Victoria Day long weekend in May. The due date to pay is the first business day in July. If you have not received your property tax notice by May 31, please contact City Hall (info below).

Four deep wells and two reservoirs extracting water from an aquifer comprise the City’s water sources. The water system covers about five square kilometres and serves a population of about 15,000 extending into other neighbouring communities. Please direct your questions about water billing to City Hall (info below).

The Cowichan River - which replenishes Duncan's aquifer - often experiences critically low levels during the summer months. For this reason, the City automatically engages Stage 1 watering restrictions between May 1 and October 31. Watering restrictions are often elevated to Stage 2 or 3. For updates on watering restrictions and information on water conservation, please visit www.duncan.ca/residents/water-and-sewer/water-restrictions-conservation

Please report water or sewer issues immediately to the Public Works department (info below).

The public transit system, administered by BC Transit, includes 16 routes and handyDART services connecting Duncan and neighbouring communities. More info at www.bctransit.com/cowichan-valley

CITY HALL
200 Craig Street
Duncan, BC V9L 1W3
250.746.6126
duncan@duncan.ca

PUBLIC WORKS
1091 Marchmont Road
Duncan, BC V9L 2M8
250.746.5321
250.746.7192 (after hours)
public@duncan.ca

FIRE DEPARTMENT
468 Duncan Street
P.O. Box 155
Duncan, BC V9L 3X3
911 (Emergency)
250.746.5211 (Non-emergency)