



CITY OF WEST KELOWNA REGULAR COUNCIL AGENDA

Tuesday, November 24, 2020

IMMEDIATELY FOLLOWING THE PUBLIC HEARING AT 6:00 P.M.

COUNCIL CHAMBERS

2760 CAMERON ROAD, WEST KELOWNA, BC

	Pages
1. CALL THE REGULAR COUNCIL MEETING TO ORDER	
It is acknowledged that this meeting is being held on the traditional territory of the Syilx/Okanagan Peoples.	
This meeting is open to the public. In accordance with COVID-19 protocols, a viewing area that will accommodate three members of the public is available on a first come first serve basis. All representations to Council form part of the public record. This meeting is being webcast live and will be archived on the City's website.	
2. INTRODUCTION OF LATE ITEMS	
3. ADOPTION OF AGENDA	
4. ADOPTION OF MINUTES	
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5.1. Mayor Milsom	
5.1.1. Regional District of Central Okanagan Highlights from the November 12, 2020 Regional Board Meeting	14

6. DELEGATIONS

7. UNFINISHED BUSINESS

8. DIVISION REPORTS

8.1. CHIEF ADMINISTRATIVE OFFICER

8.1.1. Rose Valley Water Treatment Plant Progress Update

Verbal update from the CAO and the Director of Engineering and Public Works

8.2. DEVELOPMENT SERVICES

8.2.1. DP 20-22, Commercial Development Permit, 3788 Brown Road

16

Recommendation:

THAT Council authorize the issuance of a Development Permit (DP 20-22) to construct 42 units in one four storey building with underground parking located at 3788 Brown Road, subject to the conditions outlined in the attached Development Permit; and

THAT issuance of the Development Permit be withheld pending receipt of landscape security for the landscape plan in the amount of \$69,668.75; and

THAT if the Development Permit has not been issued within one year from the date of approval, the Permit shall be deemed to have been refused and the file closed.

8.2.2. Z 20-06, OCP and Zoning Amendment Bylaw No. 100.60 and 154.92 (3rd Reading), Unaddressed Canyon Crest Drive

52

Recommendation:

Option 1 – Give 3rd Reading

THAT Council give third reading to City of West Kelowna Official Community Plan Amendment Bylaw No. 0100.60, 2020 (File: Z 20-06); and

THAT Council give third reading to City of West Kelowna Zoning Amendment Bylaw No. 0154.92, 2020 (File: Z 20-06).

Option 2 – Postpone Consideration

THAT Council postpone consideration of 3rd reading to City of

West Kelowna Official Community Plan Amendment Bylaw No. 0100.60, 2020 (File: Z 20-06); and

THAT Council postpone consideration of 3rd reading to City of West Kelowna Zoning Amendment Bylaw No. 0154.92, 2020 (File: Z 20-06).

Option 3 – Deny Application

THAT Council rescind first and second readings of City of West Kelowna Official Community Plan Amendment Bylaw No. 0100.60, 2020 (File: Z 20-06); and

THAT Council rescind first and second readings of City of West Kelowna Zoning Amendment Bylaw No. 0154.92, 2020 (File: Z 20-06); and

THAT Council direct staff to close File: Z 20-06.

8.2.3. P 20-16 – Proposed Short Term Rental Program 54

Recommendation:

THAT Council consider and resolve to direct staff to further engage the community and stakeholders on the proposed Short Term Rental program as outlined in this report.

8.3. ENGINEERING / PUBLIC WORKS / PARKS

8.3.1. Glenrosa Road Storm and Sidewalk 77

Recommendation:

THAT Council direct staff to utilize previously approved funding to amend the Glenrosa Road Improvement contract to include sidewalk and the replacement of the storm drainage main on Glenrosa Road from Morningside Drive to the existing sidewalk to the south.

8.4. FIRE RESCUE SERVICES

8.5. CORPORATE INITIATIVES

8.5.1. Draft 2021 Communications and Engagement Plan and Policy 82

Information Report from the Communications Manager

8.5.2. 2021 Draft Economic Development and Tourism Operational Plan 111

8.6. FINANCIAL SERVICES / RECREATION AND CULTURE

8.6.1. COVID-19 Financial Impact – Recreation Services 123

Information Report from the Facilities and Recreation Manager

8.6.2. Community Holiday Light Up and Skate Events Reimagined 128

Information Report from the Recreation Supervisor

9. CORRESPONDENCE AND INFORMATION ITEMS

10. NOTICE OF MOTION

11. ADJOURNMENT OF THE REGULAR MEETING

The next Council meeting is scheduled for 1:30 p.m., Tuesday, December 8, 2020.



CITY OF WEST KELOWNA
MINUTES OF THE SPECIAL MEETING OF COUNCIL

Tuesday, November 10, 2020
COUNCIL CHAMBERS
2760 CAMERON ROAD, WEST KELOWNA, BC

MEMBERS PRESENT: Mayor Gord Milsom
Councillor Rick de Jong
Councillor Doug Findlater
Councillor Jason Friesen
Councillor Carol Zanon

MEMBERS ABSENT: Councillor Stephen Johnston
Councillor Jayson Zilkie

Staff Present: Paul Gipps, CAO
Allen Fillion, Director of Engineering / Public Works
Warren Everton, Director of Finance / CFO
Jason Brolund, Fire Chief
Sandy Webster, Director of Corporate Initiatives
Michelle Reid, Director of Human Resources
Mark Koch, Director of Development Services
Shelley Schnitzler, Legislative Services Manager/Corporate Officer
Erin Goodwin, Facilities Manager

1. CALL THE SPECIAL COUNCIL MEETING TO ORDER

The Special Council meeting was called to order at 11:00 a.m.

It was acknowledged that this meeting was held on the traditional territory of the Syilx/Okanagan Peoples.

This meeting was open to the public. In accordance with COVID-19 protocols, a viewing area that could accommodate three member of the public was available. All representations to Council form part of the public record.

2. ADDITIONS OR CHANGES TO PROCEDURAL MOTION

Add 90(1)(e)

3. ADOPTION OF AGENDA

It was moved and seconded

Resolution No. C282/20

THAT the agenda be adopted as amended.

CARRIED UNANIMOUSLY

4. PROCEDURAL MOTION

It was moved and seconded

Resolution No. C283/20

THAT Council close the meeting in accordance with Section 90(1) of the *Community Charter* for:

(c) labour relations or other employee relations;

(e) the acquisition, disposition or expropriation of land or improvements, if the Council considers that disclosure could reasonably be expected to harm the interests of the municipality;

(g) litigation or potential litigation affecting the municipality;

(k) negotiations and related discussions respecting the proposed provision of a municipal service that are at their preliminary stages and that, in the view of the council, could reasonably be expected to harm the interests of the municipality if they were held in public; and,

THAT Council close the meeting in accordance with Section 90(2) of the *Community Charter* for:

(b) the consideration of information received and held in confidence relating to negotiations between the municipality and a provincial government or the federal government or both, or between a provincial government or the federal government or both and a third party.

CARRIED UNANIMOUSLY

5. ADJOURNMENT OF THE SPECIAL COUNCIL MEETING

The Special Council meeting adjourned at 1:13 p.m.

MAYOR

LEGISLATIVE SERVICES MANAGER/CORPORATE OFFICER



CITY OF WEST KELOWNA
MINUTES OF THE REGULAR MEETING OF COUNCIL

Tuesday, November 10, 2020
COUNCIL CHAMBERS
2760 CAMERON ROAD, WEST KELOWNA, BC

MEMBERS PRESENT: Mayor Gord Milsom
Councillor Rick de Jong
Councillor Doug Findlater
Councillor Jason Friesen
Councillor Stephen Johnston
Councillor Carol Zanon

MEMBER ABSENT: Councillor Jayson Zilkie

Staff Present: Paul Gipps, CAO
Allen Fillion, Director of Engineering / Public Works
Warren Everton, Director of Finance / CFO
Sandy Webster, Director of Corporate Initiatives
Michelle Reid, Director of Human Resources
Mark Koch, Director of Development Services
Jason Brolund, Fire Chief
Brent Magnan, Planning Manager
Shelley Schnitzler, Legislative Services Manager/Corporate Officer
Erin Goodwin, Facilities Manager
Rebecca Narinesingh, Corporate Records Coordinator

1. CALL THE REGULAR COUNCIL MEETING TO ORDER

The meeting was called to order at 1:43 p.m.

It was acknowledged that this meeting was held on the traditional territory of the Syilx/Okanagan Peoples.

This meeting was open to the public and all representations to Council form part of the public record. In accordance with COVID-19 protocols, a viewing area that could accommodate three members of the public was available. This meeting was webcast live and is archived on the City's website.

2. INTRODUCTION OF LATE ITEMS

3. ADOPTION OF AGENDA

It was moved and seconded

Resolution No. C284/20

THAT the agenda be adopted as presented.

CARRIED UNANIMOUSLY

4. ADOPTION OF MINUTES

4.1 Minutes of the Special Council Meeting held October 19 and 20, 2020 at the Kelowna Yacht Club, 1370 Water Street, Kelowna, BC

It was moved and seconded

Resolution No. C285/20

THAT the minutes of the Special Council Meeting held October 19 and 20, 2020 at the Kelowna Yacht Club, 1370 Water Street, Kelowna, BC be adopted.

CARRIED UNANIMOUSLY

4.2 Minutes of the Special Council Meeting held October 27, 2020 in the City of West Kelowna Council Chambers

It was moved and seconded

Resolution No. C286/20

THAT the minutes of the Special Council Meeting held October 27, 2020 in the City of West Kelowna Council Chambers be adopted.

CARRIED UNANIMOUSLY

4.3 Minutes of the Regular Council Meeting held October 27, 2020 in the City of West Kelowna Council Chambers

It was moved and seconded

Resolution No. C287/20

THAT the minutes of the Regular Council Meeting held October 27, 2020 in the City of West Kelowna Council Chambers be adopted as amended by changing both references in 5.2 Appointments, from "Economic Development Committee" to "Central Okanagan Economic Development Commission".

CARRIED UNANIMOUSLY

5. MAYOR AND COUNCILLOR'S REPORTS

5.1 Mayor Milsom

5.1.1 Regional District of Central Okanagan Highlights from the October 26, 2020 Regional Board Meeting

5.1.2 Mayor Milsom acknowledged that Remembrance Day is Wednesday, November 11, 2020 noting that ceremonies will be different this year due to COVID-19, and encouraged virtual observance and participation on this important day.

6. DELEGATIONS

7. UNFINISHED BUSINESS

8. DIVISION REPORTS

8.1 CHIEF ADMINISTRATIVE OFFICER

8.1.1 Rose Valley Water Treatment Plant Progress Update

The Director of Engineering and Public Works provided a verbal update.

8.1.2 COVID-19 Update

The CAO provided a verbal update.

8.1.3 2020 Department Statistics – 3rd Quarter

Statistics reported from the following departments:

- Fire Department
- Development Services
- Engineering and Public Works
- Finance
- Recreation and Facilities
- Human Resources

8.2 DEVELOPMENT SERVICES

8.2.1 Z 20-07, Zoning Amendment Bylaw No. 154.95 (1st and 2nd reading), Unaddressed Asquith Road

It was moved and seconded

Resolution No. C288/20

THAT Council give first and second reading to City of West Kelowna Zoning Amendment Bylaw No. 0154.95, 2020 (File: Z 20-07); and

THAT Council direct staff to schedule the proposed bylaw amendment for Public Hearing.

CARRIED UNANIMOUSLY

8.3 ENGINEERING / PUBLIC WORKS / PARKS

8.4 FIRE RESCUE SERVICES

8.5 CORPORATE INITIATIVES

8.6 FINANCIAL SERVICES

8.6.1 BC Hydro Fast Charging Station – License of Occupation Agreement

It was moved and seconded

Resolution No. C289/20

THAT Council defer consideration of the License of Occupation in order to address the concerns brought forward by Council.

CARRIED UNANIMOUSLY

8.7 CORPORATE SERVICES / RECREATION AND CULTURE

9. CORRESPONDENCE AND INFORMATION ITEMS

10. NOTICE OF MOTION

11. ADJOURNMENT OF THE REGULAR MEETING

The meeting adjourned at 3:04 p.m.

MAYOR

LEGISLATIVE SERVICES MANAGER/CORPORATE OFFICER



CITY OF WEST KELOWNA
MINUTES OF THE SPECIAL MEETING OF COUNCIL

Tuesday, November 17, 2020
COUNCIL CHAMBERS
2760 CAMERON ROAD, WEST KELOWNA, BC

MEMBERS PRESENT: Mayor Gord Milsom
Councillor Rick de Jong (Acting Mayor)
Councillor Doug Findlater
Councillor Jason Friesen
Councillor Stephen Johnston (arrived at 1:38 p.m.)
Councillor Carol Zanon
Councillor Jayson Zilkie

Staff Present: Paul Gipps, CAO
Allen Fillion, Director of Engineering / Public Works
Warren Everton, Director of Finance / CFO
Jason Brolund, Fire Chief
Sandy Webster, Director of Corporate Initiatives
Michelle Reid, Director of Human Resources
Mark Koch, Director of Development Services
Shelley Schnitzler, Legislative Services Manager/Corporate Officer

1. CALL THE SPECIAL COUNCIL MEETING TO ORDER

The Special Council meeting was called to order at 1:35 p.m.

It was acknowledged that this meeting was held on the traditional territory of the Syilx/Okanagan Peoples.

This meeting was open to the public. In accordance with COVID-19 protocols, a viewing area that could accommodate three members of the public was available. All representations to Council form part of the public record.

2. ADDITIONS OR CHANGES TO PROCEDURAL MOTION

3. ADOPTION OF AGENDA

It was moved and seconded

Resolution No. C290/20

THAT the agenda be adopted as presented.

CARRIED UNANIMOUSLY

4. PROCEDURAL MOTION

It was moved and seconded

Resolution No. C291/20

THAT Council close the meeting in accordance with Section 90(1) of the *Community Charter* for:

(c) labour relations or other employee relations;

(k) negotiations and related discussions respecting the proposed provision of a municipal service that are at their preliminary stages and that, in the view of the council, could reasonably be expected to harm the interests of the municipality if they were held in public.

CARRIED UNANIMOUSLY

5. ADJOURNMENT OF THE SPECIAL COUNCIL MEETING

The Special Council meeting adjourned at 3:08 p.m.

ACTING MAYOR

LEGISLATIVE SERVICES MANAGER/CORPORATE OFFICER

Highlights of the Regional Board Meeting – November 12, 2020

2020 - 2021 Regional Board

At the Inaugural Statutory meeting of the Regional District Board, Kelowna Councillor Gail Given was acclaimed as Chair and will serve for a seventh year. West Kelowna Mayor Gord Milsom was also acclaimed as Vice-Chair serving for a third year. The Regional District Board consists of 13 voting members representing the Central Okanagan East and Central Okanagan West Electoral Areas, the City of Kelowna, District of Lake Country, District of Peachland and the City of West Kelowna. Westbank First Nation is represented with a non-voting member.

Regional Board Directors

Chair Gail Given - Councillor, City of Kelowna
Vice-Chair Gord Milsom - Mayor, City of West Kelowna
Mark Bartyik - Central Okanagan East Electoral Area
Wayne Carson - Central Okanagan West Electoral Area
Colin Basran - Mayor, City of Kelowna
James Baker - Mayor, District of Lake Country
Cindy Fortin - Mayor, District of Peachland
Maxine DeHart - Councillor, City of Kelowna
Charlie Hodge - Councillor, City of Kelowna
Brad Sieben - Councillor, City of Kelowna
Luke Stack - Councillor, City of Kelowna
Loyal Wooldridge - Councillor, City of Kelowna
Stephen Johnston - Councillor, City of West Kelowna
Jordan Coble, Councillor - Westbank First Nation

Regional Growth Strategy Review

The Regional Board has endorsed a planned public consultation as mandated by the *Local Government Act* for a five-year review of the Regional Growth Strategy (RGS). Once feedback from the public and stakeholders is received, the Board will determine whether to proceed with a formal review of the RGS.

Boundary Adjustment Service Bylaws

The Regional Board has adopted six bylaws adjusting the boundaries for several services provided by the RDCO in the Central Okanagan East Electoral Area. The Province approved a City of Kelowna boundary adjustment affecting five properties that were previously in the electoral area to support future plans at Kelowna International Airport. Three of the updated bylaws reflect a 2015 Kelowna boundary expansion affecting three properties.

Regional Board Meetings

Regional District office – 1450 KLO Road, Kelowna (Woodhaven Boardroom).

- **Monday, November 23 – 7:00 pm**
 - **Monday, December 7 – 7:00 pm**
-

Audio of meetings

- **Inaugural Statutory Regional Board**
- **Regular Regional Board**
- **Governance and Services Committee**

New Regional Emergency Plan

The Governance and Services Committee received a new Emergency Plan for the Central Okanagan. The plan has been completely updated, building on experiences and lessons learned from previous regional emergency responses and reflects the current best practices and operating protocols and guidelines. The plan can be viewed at rdco.com/emergencyplan. The Central Okanagan Emergency Program is a leader in BC for region-wide responses with full local government participation and support.

Joe Rich Fire Rescue is Recruiting



Joe Rich Fire Rescue welcomes new paid-on-call members to join and serve the community!

If you're in good physical condition and between the ages of 19 and 65, we'd like to hear from you.

Take the first step and contact us by November 30.

We provide successful applicants with firefighting and first medical response training to help in an emergency.

Visit rdco.com/firerecruit for details and an application package.



Interested?

(250) 469-6179

joerichfirecommunity@rdco.com

Please leave your name, phone number and email address

We'll contact you with intake information and application details

Joe Rich Community Christmas Food Drive



Support your Joe Rich Fire Rescue Annual Food Drive

Sunday, November 22 between 9:00 am and 4:00 pm, members of Joe Rich Fire Rescue will go **door-to-door** throughout the community practising physical distancing to **collect non-perishable food and cash donations** for the Central Okanagan Community Food Bank.

On the day of the event residents may also drop off donations from 9:00 am – 4:00 pm at either:

Station 51 (11481 Highway 33 East) or
Station 52 (6550 Goudie Road)

Both facilities have contactless drop areas for food donations during the community food drive.

For more information: email JoeRichFireCommunity@rdco.com or call 250-469-6179

Yard Waste Collection is back on!



Pick up every 2 weeks

March 2 to the end of December

No flower pots, bags of any kind, pet waste, kitchen scraps, rocks, soil, or sod



Please check your cart to ensure it's only yard waste, no plastic or foreign matter.

Accepted Items:

- Leaves
- Branches
- Prunings
- Needles
- Grass Clippings
- Fruit Droppings
- Size limitations apply

The Board Report is published monthly after each regular meeting of the Board of the Regional District of Central Okanagan. The Regional Board meets twice a month in regular session in the Woodhaven Boardroom at the Regional District office, 1450 KLO Road. The public is welcome to attend.



COUNCIL REPORT

To: Paul Gipps, CAO

Date: November 24, 2020

From: Chris Oliver, Planner III

File No: DP 20-22

Subject: **DP 20-22, Commercial Development Permit, 3788 Brown Road**

RECOMMENDATION

THAT Council authorize the issuance of a Development Permit (DP 20-22) to construct 42 units in one four storey building with underground parking located at 3788 Brown Road, subject to the conditions outlined in the attached Development Permit; and

THAT issuance of the Development Permit be withheld pending receipt of landscape security for the landscape plan in the amount of \$69,668.75; and

THAT if the Development Permit has not been issued within one year from the date of approval, the Permit shall be deemed to have been refused and the file closed.

STRATEGIC AREA(S) OF FOCUS

Focus on Economic Growth (Strategic Plan Priorities, 2009 and 2020-2022)

BACKGROUND

The applicant has applied for a Commercial Development Permit for 42 units of congregate housing including ancillary ground floor commercial support services. The proposed development includes a variety of unit sizes ranging from one to four bedrooms with amenities for future clients. The four storey development includes underground parking and is oriented to activate the Brown and Ingram Road frontages. The development of the vacant site will provide significant frontage improvements, added pedestrian connectivity, and generally contribute to the ongoing revitalization of Westbank Centre.

The intended future operator of the site is the Kelowna Women's Shelter (KWS) who provides a safe place for women and their children and serves the areas bound by Peachland and Oyama. KWS provides free food, shelter, counseling, support and preventative education to women and their children. Since the site is currently zoned to support the proposed use and KWS as an operator, the information presented in this report is based on the policy and form and character considerations related to the development.

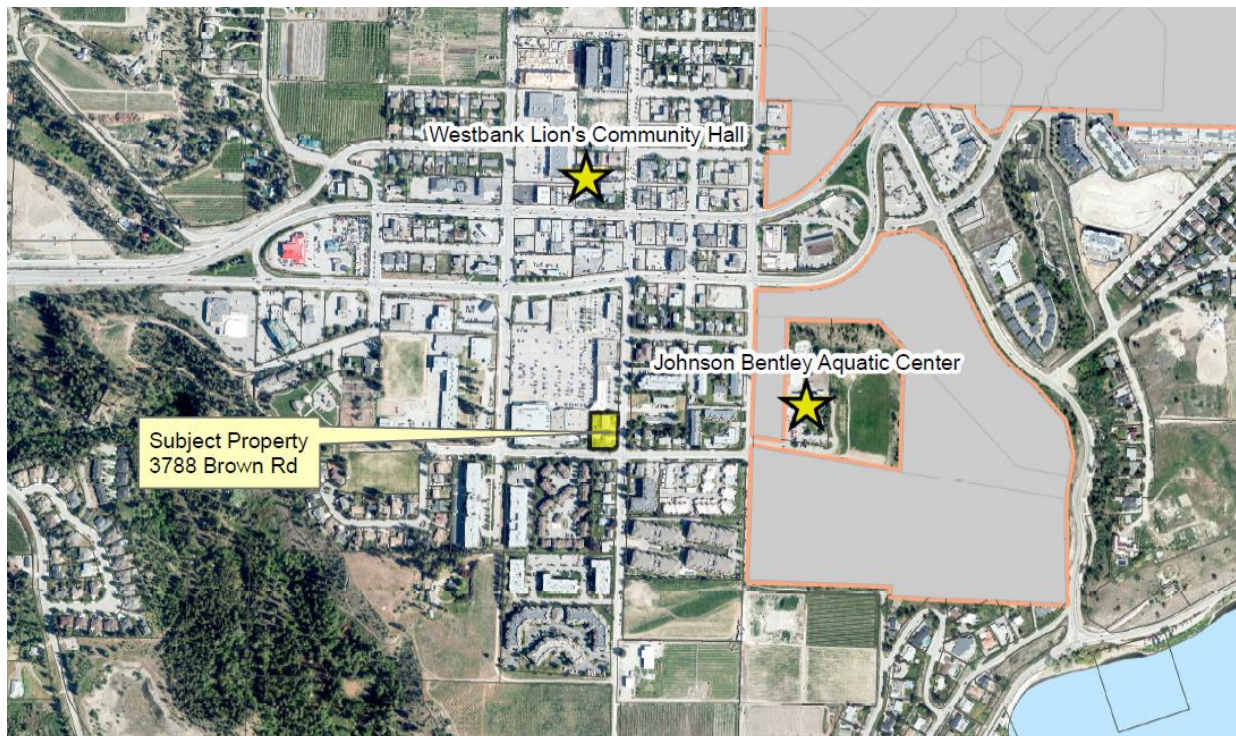
PROPERTY DETAILS

Address	3788 Brown Road		
PID	031-087-141		
Folio	36412643.585		
Lot Size	0.657 acres (2658.79 sqm)		
Owner	Provincial Rental Housing Corp.	Agent	Faction Projects
Current Zoning	C1 – Urban Centre Commercial	Proposed Zoning	C1 – Urban Centre Commercial
Current OCP	Commercial	Proposed OCP	Commercial
Current Use	Vacant	Proposed Use	Congregate Housing
Development Permit Areas	Commercial		
Hazards	None		
Agricultural Land Reserve	N/A		

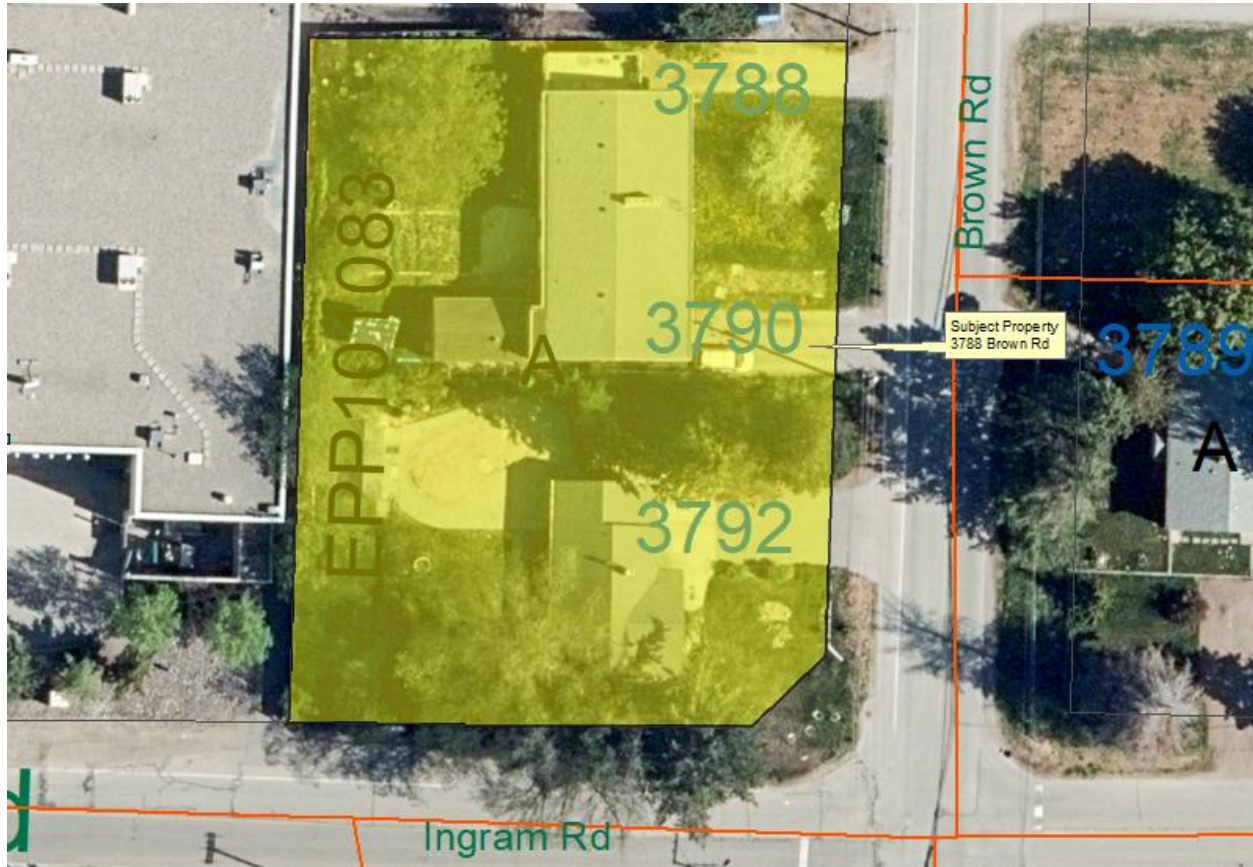
ADJACENT ZONING & LAND USES

North	^	C1 – Urban Centre Commercial
East	>	R5 – Westbank Centre Multiple Residential Zone
West	<	C1 – Urban Centre Commercial Zone
South	v	RC1 – Westbank Centre Compact Residential Zone

NEIGHBOURHOOD MAP



PROPERTY MAP



DISCUSSION

Policy Review

Westbank Centre (WBC) Revitalization Plan:

The Westbank Centre (WBC) Revitalization Plan provides a long-term vision for the Westbank Centre aimed to improve the quality of both development and the public streetscape, as well as enhancing the cultural and heritage aspects of the community. The vision for WBC is a thriving, unique, walkable, transit-oriented, and highly attractive urban place with a range of businesses, services, and cultural and civic facilities. The vision includes a concentration and mix of housing for a diversity of lifestyles, ages and income levels.

The subject property is situated at the outer edge of the WBC core where mixed-use projects and higher residential densities are encouraged, along with a diversity of housing types and tenures. The WBC Revitalization Plan area is shown within the red boundary in Figure 1. The WBC Revitalization Plan includes design guidelines that apply to development proposals within WBC and emphasize the integration of buildings with the public streetscape to encourage pedestrian-oriented design and a high-quality public streetscape. The proposal focuses on a strong presence along the streetscapes and the

integration of two pedestrian walkways. The proposal is consistent with the policies and design guidelines of the Westbank Centre Design Guidelines.

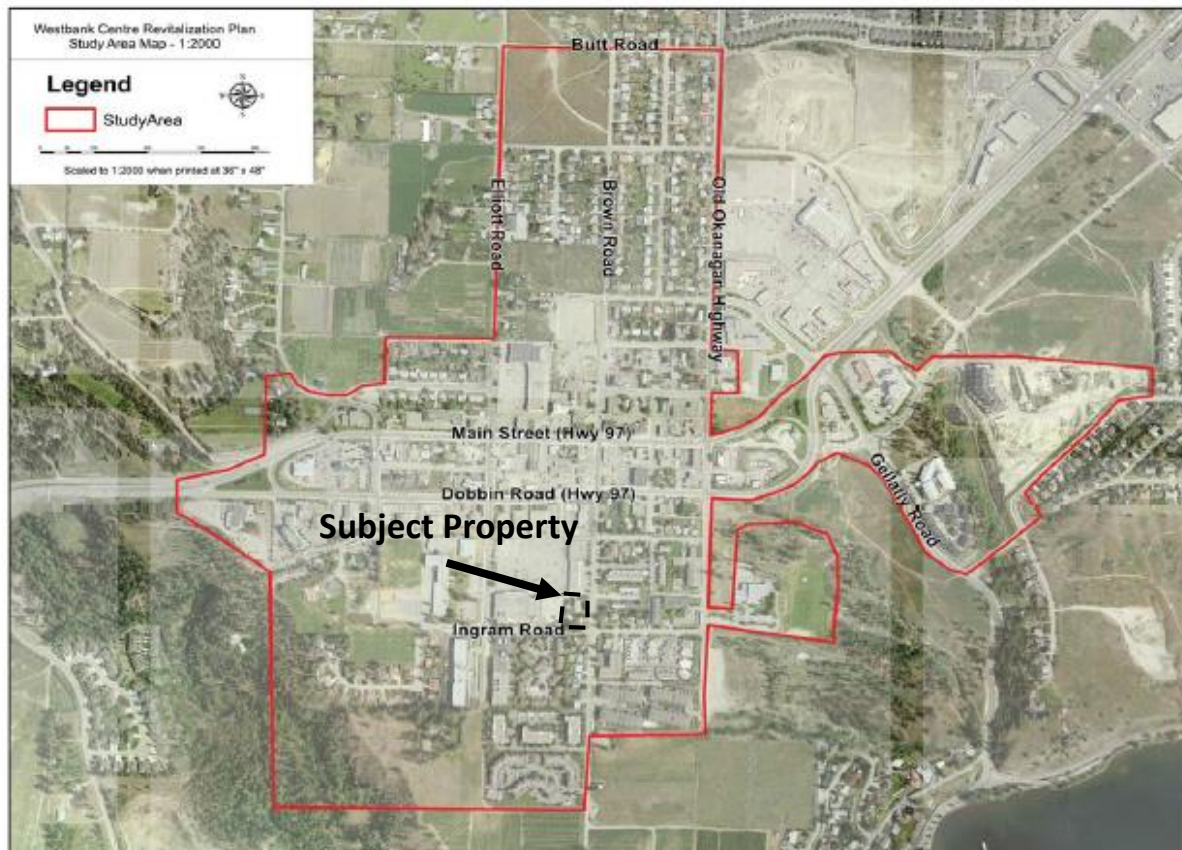


Figure 1. Westbank Centre Revitalization Plan Area

Official Community Plan (OCP) No. 0100

The subject property has a Commercial land use designation which supports a variety of built form reflecting a diversity of retail, office, and personal service uses, with opportunities for increased density and height within the Westbank Centre, and opportunity for residential uses where appropriate. The proposed development is consistent with the form and character of other multiple family housing development within the surrounding area and transitions from the commercial uses adjacent to the site. Given the location, the transition to more residential use and general form and character of the proposed 42 unit development is in alignment with the intended policy directions identified in the OCP.

Development Permit Guidelines

Development of the property is subject to the Commercial Development Permit Guidelines contained within the City's OCP which include considerations for form and character, and landscaping. The purpose of these guidelines is to ensure that development is attractive, incorporates a pedestrian scale, protects the natural environment and appropriately reflects the design values of the community.

Form and Character Review

The project architect has identified that a fundamental component to the overall concept and character of the building is related to the intended use as a women's transition shelter and housing. Inherent in the functional program of this use is the concept of movement. The clients of this building will be moving both literally and figuratively from one condition to another, with the intention to escape from challenging environments to a more positive, healthy, and self-directed environment. The material approach for the projects is intended to reflect this transition and by arranging the material across the facade in a variegated pattern of dark and light strips, there is a sense of movement as the facade shifts from dark to light. To further enhance this visual effect, thinner channels are utilized in the transition zone between the colours, while the larger widths are utilized in the calm white areas. The end result is a façade that embodies the intention of the project - to move from the dark to the light (Figures 2 to 5).



Figure 2. Illustrating the transition from dark to light along the Brown Rd. facade



Figure 3. Rendering facing SW on Brown Road (Dark)



Figure 4. Rendering facing NE at the Brown and Ingram Road Intersection (Light)



Figure 5. Rendering facing SE from the internal parking and loading area

Landscaping

The site also features a small rubberized play surface with small play structures and equipment.

The total landscape security is \$69,668.75 (\$55,735.00 X 125%). Prior to the issuance of the Permit, it is recommended that the security be required to be submitted to ensure the installation of the identified landscape plantings and hardscaping.

Zoning Bylaw

The proposal conforms to the primary uses and regulations outlined in Zoning Bylaw No. 0154 for the C1 – Urban Centre Commercial Zone, including parking (33 spaces), loading (2 spaces), bicycle parking (6 spaces), parcel coverage, setbacks, ground floor commercial requirement (~66%), and density.

Site Servicing

A functional servicing report indicates the property can be serviced and that the existing services in the area are capable of servicing the proposed development.

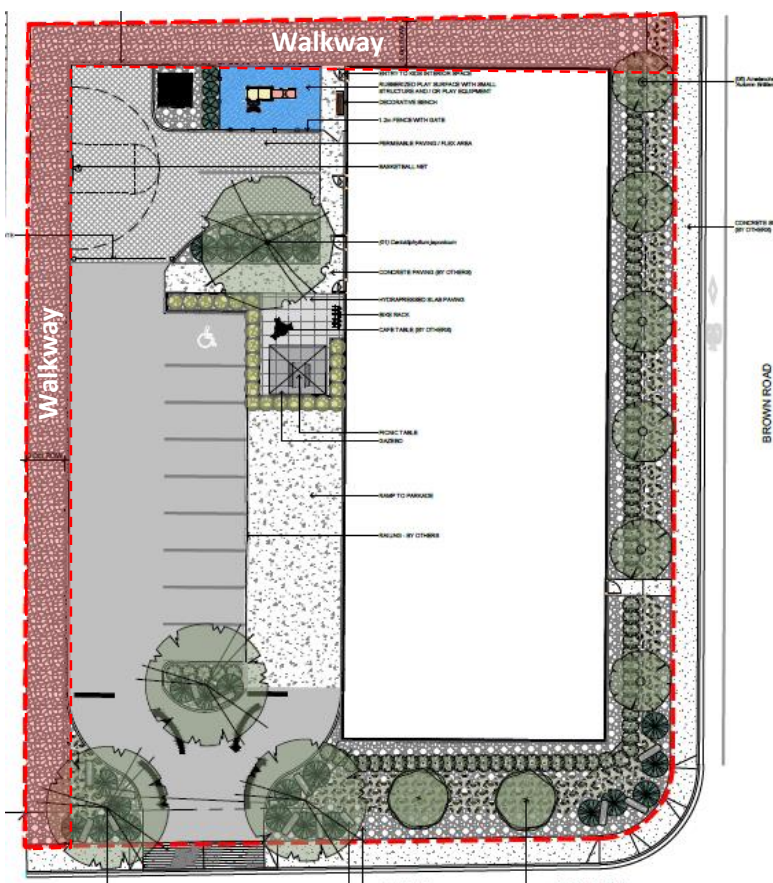


Figure 6. Landscaping and walkways

CONCLUSION

It is recommended that Council approve DP 20-22 based on the following:

- The proposal contributes to the range of housing options in West Kelowna by providing a safe housing option and support services for women and children;
- The proposal will increase residential density within the Westbank Centre neighbourhood, as encouraged by the OCP and Westbank Centre Revitalization Plan;
- The proposal is consistent with the Commercial Development Permit Guidelines contained in the OCP, where the building design includes a variety of architectural detailing and character, as well as a landscape plan that works to soften the transition from boulevard edge to building edge; and
- The proposal conforms to the primary uses and regulations outlined in Zoning Bylaw No. 0154 for the C1 – Urban Centre Commercial Zone including parking, parcel coverage, setbacks and density.

ALTERNATE MOTION

1. **THAT** Council postpone the issuance of Development Permit (DP 20-22).

Council may wish to postpone the issuance of the Development Permit and require the applicant to redesign components of the proposal in accordance with City's Official Community Plan Development Permit Guidelines.

REVIEWED BY

Brent Magnan, Planning Manager

Mark Koch, Director of Development Services

Shelley Schnitzler, Legislative Services Manager/Corporate Officer

APPROVED FOR THE AGENDA BY

Paul Gipps, CAO

Powerpoint: Yes ☒ No ☐

Attachments:

1. Draft Development Permit (DP 20-22)



CITY OF WEST KELOWNA
DEVELOPMENT PERMIT
DP 20-22

To: Provincial Rental Housing Corporation
170- 4555 Kingsway
Burnaby, BC V5H 4V8

c/o: Faction Projects/ Alec Warrender

1. This Permit is issued subject to compliance with all of the Bylaws of the City of West Kelowna applicable thereto, except as specifically varied or supplemented by this Permit.
2. This Permit applies to and only to those lands within the City of West Kelowna described below, and any and all buildings, structures and other developments thereon:

LOT A, DL 486, ODYD, Plan EPP101083
(3788 Brown Road)

3. This Permit allows the construction of a four storey, 42 unit congregate housing building in in the **Commercial Development Permit Area (DPA 1)**, subject to the following conditions and related Schedules:
 - A. The siting, exterior design, and finish of buildings are to be in accordance with the Architectural submission (site plan, elevations, renderings, and materials and colour schedule) by Cover Architectural Collaborative Inc., dated November 10, 2020 and attached within Schedule "A";
 - B. The dimensions and siting of the structures to be constructed on the land be in general accordance with Civil Engineering Drawings (site servicing and grading plans, erosion and sediment control, and offsite works), by WSP Consulting, dated June 19, 2020 and attached within Schedule "B";
 - C. The landscaping and lighting works to be provided on the land be in accordance with Landscape Drawings by WSP Consulting, dated June 4, 2020 and attached within Schedule "C"; and
4. As a condition of the issuance of this Permit, the City of West Kelowna is holding a landscape security set out below to ensure that development is carried out in accordance with the terms and conditions of this Permit. Should any interest be earned upon the security, it shall accrue to the Permittee and be paid to the Permittee if the security is returned. The condition of the posting of the security is that should the Permittee fail to carry out the development hereby authorized, according to the terms and conditions of the Permit within the time provided, the City of West Kelowna may use the security to carry out the work by its servants, agents or contractors, and any surplus shall be paid over to the Permittee, or should the Permittee carry out the development permitted by this Permit within the time set out below, the security shall be returned to the Permittee. There is filed accordingly:

a) An Irrevocable Letter of Credit or Bank Draft in the amount of \$69,668.75.

5. The land described herein shall be developed strictly in accordance with the terms and conditions of this Permit and any plans and specifications attached to this Permit, which shall form a part hereof. Should any changes be required to this permit, please ensure that you obtain written approval from City of West Kelowna prior to making any changes.
6. If this Development Permit has not been issued within one year from approval, Development Permit DP 20-22 shall be deemed to have been refused and the file will be closed.
7. **This Permit is not a Building Permit.**
8. Subject to the terms of the permit, where the holder of a permit issued under the *Local Government Act* does not substantially commence any construction with respect to which the permit was issued within one year after the date it is issued, the permit lapses.

AUTHORIZING RESOLUTION NO. _____ PASSED BY THE MUNICIPAL COUNCIL ON _____.

Signed on _____

City Clerk

I hereby confirm that I have read and agree with the conditions of Development Permit DP 20-22 with Variances and will ensure that copies of the Permit will be provided to onsite personnel at time of construction.

Signed on _____

Property Owner or Agent

ISSUED on _____

Schedules:

- A. Architectural Submission by Cover Architectural Collaborative Inc., dated November 11, 2020
- B. Civil Engineering Plans by WSP Consulting, dated June 19, 2020
- C. Landscape Plan by WSP Consulting, dated June 4, 2020

Schedule "A"

WEST KELOWNA SUPPORTIVE HOUSING

ISSUED FOR DP
2020-11-10



ARCHITECTURAL			CIVIL	STRUCTURAL	MECHANICAL	ELECTRICAL	LANDSCAPE						
COVER ARCHITECTURAL COLLABORATIVE INC. 96 BAKER ST. NELSON, BC V1L 4G9 250 354 4445			WSP 1631 DICKSON AVENUE, SUITE 700, KELOWNA BC, V1Y 0B5 250 469 7747	ECORA 579 LAWRENCE AVE, KELOWNA, BC V1Y 6L8 250 469 9757	ROCKY POINT ENGINEERING #2-373 BAKER ST, NELSON BC, V1L 4H6 250 352 7933	FALCON ENGINEERING 1715 DICKSON AVENUE SUITE 210, KELOWNA BC, V1Y 9G6 250 762 9993	WSP 1631 DICKSON AVENUE, SUITE 700, KELOWNA BC, V1Y 0B5 250 469 7747						
A000	COVER PAGE	A220	RCP PLANS	C01	Cover Page	5100	Foundation Plan	M01	Site Plan	E1	Site Plan, Symbol Legend	L000	Cover Page
A001	GENERAL NOTES & LEGENDS	A300	ELEVATIONS	C02	Site Plan	5101	Suspended Slab Plan	M11	Foundation Plan - Plumbing	E2	Parkade Floor Plan, First Floor Plan - Lighting	LD01	Site Plan
A002	CONSTRUCTION ASSEMBLIES	A301	ELEVATIONS	C03	Servicing	5110	First Floor Framing Plan	M12	Parkade Plan - Plumbing	E3	First Floor Plan, Power & Auxiliaries, Second Floor Plan	LD02	Landscape Plan
A003	CONSTRUCTION ASSEMBLIES & BCBC CODE REVIEW	A400	BUILDING SECTIONS	C04	Grading & SWM Plan	5120	Second Floor Framing Plan	M13	First Floor Plan - Plumbing	E4	Third & Fourth Floor Plans		
A004	KEY PLANS & FIRE SEPARATION PLAN	A401	BUILDING SECTIONS	C05	Erosion & Sediment Control Plan	5130	Third Floor Framing Plan	M14	Second Floor Plan - Plumbing / HVAC	E5	Suite Plans		
A005	FIRE SEPARATION PLAN	A402	BUILDING SECTIONS	C06	Offsite Works - Curb Plan/ Profile	5140	Fourth Floor Framing Plan	M15	Third Floor Plan - Plumbing / HVAC	E6	Suite Plans		
A006	FIRE SEPARATION PLAN	A403	BUILDING SECTIONS	C07	Utility Details			M16	Fourth Floor Plan - Plumbing / HVAC	E7	Suite Plans		
A007	AREA & OCCUPANCY SCHEDULES	A500	WALL SECTIONS	C08	Roadway Details			M21	Parkade Plan - HVAC	E8	Suite Plans		
A100	SITE PLAN & BYLAW REVIEW	A600	TYPICAL DETAILS					M22	First Floor Plan - HVAC				
A200	U/G PARKING FLOOR PLAN	A601	SECTION DETAILS					M23	Roof Plan - Plumbing / HVAC				
A201	U/G PARKING FLOOR CEILING PLAN	A700	MILLWORK PLANS					M31	Unit Plans - Plumbing / HVAC				
A202	OVERALL FIRST & SECOND FLOOR PLANS	A701	MILLWORK PLANS					M32	Unit Plans - Plumbing / HVAC				
A203	OVERALL THIRD AND FOURTH FLOOR PLANS	A702	MILLWORK PLANS					M33	Unit Plans - Plumbing / HVAC				
A204	ENLARGED FLOOR PLANS - FIRST FLOOR	A800	DOOR SCHEDULE					M34	Unit Plans - Plumbing / HVAC				
A205	ENLARGED FLOOR PLANS - FIRST FLOOR	A801	DOOR SCHEDULE					M41	Mechanical Riser Diagrams & Schematics				
A206	ENLARGED FLOOR PLANS - SECOND FLOOR	A802	DOOR SCHEDULE					M42	Mechanical Riser Diagrams & Schematics				
A207	ENLARGED FLOOR PLANS - SECOND FLOOR	A803	DOOR SCHEDULE					M43	Mechanical Riser Diagrams & Schematics				
A208	ENLARGED FLOOR PLANS - THIRD FLOOR	A804	WINDOW SCHEDULES					M51	Mechanical Details				
A209	ENLARGED FLOOR PLANS - THIRD FLOOR	A805	WINDOW SCHEDULES					M52	Mechanical Details				
A210	ENLARGED FLOOR PLANS - THIRD FLOOR	A806	STOREFRONT SCHEDULES					M61	Mechanical Equipment Schedules				
A211	ENLARGED FLOOR PLANS - FOURTH FLOOR	A900	INT. FINISH PLANS					M62	Mechanical Equipment Schedules				
A212	CIRCULATION PLANS	A901	INT. FINISH PLANS					M71	Mechanical Specifications				
A213	CIRCULATION PLANS	A902	INT. FINISH PLANS					M72	Mechanical Specifications				
A214	CIRCULATION SECTION	A903	INT. FINISH PLANS					M73	Mechanical Specifications				
A215	ENLARGED SUITE PLANS	A904	INT. FINISH PLANS										
A216	ENLARGED SUITE PLANS												
A217	ENLARGED SUITE PLANS												
A218	ENLARGED SUITE PLANS												
A219	RCP PLANS												

<



ARCHITECTURE

#1 St. Peter Street
Kelowna BC
V1Y 4H6

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CONSULTANTS

CLIENT

REVISIONS

Revision	Description	Date
2	60% CD	2020 11 04
3	ISSUED FOR DP	2020 11 10

BC HOUSING SUPPORTIVE HOUSING WEST KELOWNA ADDRESS

3788 & 3792 BROWN ROAD, WEST KELOWNA
BC

PROJECT

19074

DATE

2020-11-10

REV.

3

SHEET

COVER PAGE

A000

GENERAL CONSTRUCTION NOTES

- THESE NOTES ARE TO BE READ IN CONJUNCTION WITH THE DRAWINGS AND SPECIFICATIONS, FINISHES SCHEDULE AND OWNERS SUPPLY SCHEDULE.
- CONFIRM ALL DIMENSIONS AND ELEVATIONS PRIOR TO CONSTRUCTION.
- ALL LABOUR, MATERIALS, AND PRODUCTS TO COMPLY WITH THE REQUIREMENTS OF THE BRITISH COLUMBIA BUILDING CODE 2018 EDITION (BCBC) AND ALL OTHER APPLICABLE CODES, STANDARDS AND BY-LAWS.
- BUILDING CODE, SAFETY STANDARDS, AND REGULATORY STATUTE REFERENCES ON DRAWINGS ARE FOR AUTHORITY REVIEW PURPOSES ONLY. THE PRESENCE OF THE AFOREMENTIONED NOTES DOES NOT RELEASE THE CONTRACTOR AND ALL OTHERS INVOLVED IN THE CONSTRUCTION OF THE PROJECT FROM THEIR LEGAL AND STATUTORY RESPONSIBILITY TO CONFORM TO THE LAW OF THE LAND IN CONSTRUCTION AND THE CONSTRUCTION OF THE BUILDING.
- ALL DIMENSIONS ARE TO FACE OF CONCRETE, FACE OF STUDS, OR TO GRIDLINE UNLESS NOTED OTHERWISE.
- ALL DIMENSIONS MUST BE FIELD MEASURED ON SITE AND SHOWN ON SHOP DRAWINGS. ALL DIMENSIONS MUST BE VERIFIED PRIOR TO CARRYING OUT WORK.
- IF ADJUSTMENTS ARE REQUIRED, ADVISE THE CONSULTANT PRIOR TO CARRYING OUT WORK.
- ALL AREAS ADJACENT TO AREA OF WORK ARE TO BE CONSIDERED OCCUPIED. WORK THAT IMPAIRS CORRIDOR ACCESS IS TO BE COORDINATED IN ADVANCE WITH OWNER.
- PATCH AND MAKE GOOD ALL DAMAGED FINISHES & STRUCTURE (WALL, FLOOR, & CEILING) WHICH WERE A RESULT FROM DEMOLITION OR CONSTRUCTION.
- COORDINATE WITH OWNER THE REMOVAL OF ALL EQUIPMENTS, AND SUPPLIES PRIOR TO CONSTRUCTION.
- IF CONTRACTOR FINDS ASBESTOS OR OTHER HAZARDOUS MATERIALS IN THE COURSE OF THE WORK, STOP WORK AND IMMEDIATELY REPORT TO CONSULTANT.
- PROVIDE SOLID BLOCKING AS REQUIRED IN PARTITION WALLS TO SUPPORT SHELVING, HANGER RODS, MILLWORK, SINKS, ACCESSORIES AND OTHER ITEMS THAT ARE PART OF THIS CONTRACT OR PROVIDED BY OTHERS.
- REFER TO MECHANICAL AND ELECTRICAL DRAWINGS FOR COMPLETE SPECIFICATIONS, INCLUDING COLOUR AND FINISHES OF EQUIPMENT AND COVER PLATES.
- MECHANICAL AND ELECTRICAL ITEMS SHOWN ON THESE ARCHITECTURAL DRAWINGS ARE FOR COORDINATION PURPOSES. REFER TO RESPECTIVE DISCIPLINES FOR COMPLETE LAYOUTS.
- REFER TO THE SPECIFICATIONS FOR DETAILS AROUND ALTERNATE PRICES AND CASH ALLOWANCES.
- FLOORS ARE TO BE MADE LEVEL PRIOR TO ANY FLOORING INSTALLATION.
- ALL NEW AND EXISTING PENETRATIONS AND WALLS ARE TO BE SEALED TO PREVENT AIR LEAKAGE.

ABBREVIATIONS

AC.	ACOUSTIC	GA	GAUGE	RAD.	RADIUS
ADJ.	ADJUSTABLE	GB	GRAB BAR	RB	ROLLER BLINDS
ALT.	ALTERNATE	RCP	REFLECTED CEILING PLAN	RD	ROOF DRAIN
ALUM.	ALUMINUM	GL	GLUE LAMINATED	RF	REINFORCED
AND	AND/OR	GR	GRADE	REV.D	REQUIRED
APPROX.	APPROXIMATE	GW	GYP/SUM WALL BOARD	REV.	REVISION
AVM	AVR/VAPOUR/MOISTURE	GW	GYP/SUM WALL BOARD - WATER RESISTANT	RTU	ROOF TOP UNIT
				RM	ROOM
BD.	BOARD	HCW	HOLLOW CORE WOOD	RO	ROUGH OPENING
BLDG.	BUILDING	HDR	HEADER	RWD	RAIN WATER DOWN PIPE
BLK.	BLOCK	HD.WD.	HARD WOOD	RWL	RAIN WATER LEADER
BLKG.	BLOCKING	HHS	HAND HYGIENE SINK		
BM.	BEAM	HMT	HOLLOW METAL		
BOT.	BOTTOM	HORZ.	HORIZONTAL		
		HSS	HOLLOW STRUCTURAL SECTION		
CB	CATCH BASIN	HTE	HEATER	SCW	SOLID CORE WOOD
CG	CORNER GUARD	HWT	HOT WATER TANK	SD	SOAP DISPENSER
CIP	CAST IN PLACE			SAN.D	SANITARY DISPOSAL
CJ	CONTROL JOINT	ID	INSIDE DIAMETER	SEC.G	SECURITY GRILLE
CL	CENTER LINE	IF	INSIDE FACE	SC	SEMI GLOSS
CMU	CONCRETE MASONRY UNIT	INSUL	INSULATION	SHGT.	SHEATHING
COL	COLUMN	INT.	INTERIOR	SIM	SIMILAR
COMP	COMPACTED	IT.	JOINT	SNW.G	SNOW GUARD
CONC.	CONCRETE			SOG	SLAB ON GRADE
CONT.	CONTINUOUS	LAV	LAVATORY	STC	SOUND TRANSMISSION CLASS
CORR	CORRIDOR	L.G.	LONG	SPEC.	SPECIFICATION
COV	COVER			SP	SQUARE
C/W	COMPLETE WITH	M.STD.	METAL STUD	STD	STANDARD
CSCI	CONTRACTOR SUPPLY-CONTRACTOR INSTALL	M	METER	STRUC.	STRUCTURAL
		MAIL	MATERIAL	SUSP.	SUSPENDED
		MAX.	MAXIMUM	SYM.	SYMMETRICAL
		MDP	MEDIUM DENSITY FIBREBOARD		
DEG.	DEGREE	MECH.	MECHANICAL	T&G	TONGUE AND GROOVE
DIA.	DIAMETER	MEZZ.	MEZZANINE	TBD	TO BE DETERMINED
DIAG.	DIAGONAL	MH	MANNHOLE	TEMP.	TEMPERATURE
DN.	DOWN	MIN.	MINIMUM	T/O	TOP OF
DRY.	DRYER (CLOTHES)	MISC.	MISCELLANEOUS	TP	TOILET/WASHROOM PARTITIONS
DWG(S)	DRAWING(S)	mm	MILLIMETERS	TPD	TOILET PAPER DISPENSER
		MO	MASONRY OPENING	TRANS.	TRANSFORMER
		MR	MOISTURE RESISTANT	TS	TRACK SYSTEM
		MS	MOP SINK	TV	TELEVISION
EA	EACH			TYP.	TYPICAL
EAF	EACH FACE				
ELEC.	ELECTRICAL	NIC	NOT IN CONTRACT	U/C	UNDER COUNTER
ELEV.	ELEVATION	NO	NOT TO SCALE	U/O	UNDER NOTED OTHERWISE
EQ	EQUAL			U/S	UNDERSIDE
ES	EXPOSED STRUCTURE				
EXIST.	EXISTING	O/C	ON CENTER	VB	VAPOUR BARRIER
EXP.	EXPANDED	O.D.	OUTSIDE DIAMETER	VERT.	VERTICAL
EXP.JT.	EXPANSION JOINT	O.S.F.	OUTSIDE FACE	VEST.	VESTIBULE
EXPN.	EXPANSION	OP	OPPOSITE	VLC	VERNACARE
EXTR.	EXTERIOR	OSB	ORIENTED STRAND BOARD	V.J.	V JOINT
EXT.GR.	EXTERIOR GRADE	OS/CI	OWNER SUPPLY-OWNER INSTALL	VOL	VOLUME
		OS/CI	OWNER SUPPLY-CONTRACTOR INSTALL		
		OS/VI	OWNER SUPPLY-VENDOR INSTALL		
FOC	FACE OF CURB	OWSJ	OPEN WEB STEEL JOIST	W/	WITH
F	FIRM			WD	WOOD
FD	FLOOR DRAIN	PAT	PATIENT	WF	WALL FOUNTAIN
FDR	FOUNDATION	PERM.	PERIMETER	WWM	WELDED WIRE MESH
FE	FIRE EXTINGUISHER	PG	PLATE GLASS		
FEC	FIRE EXTINGUISHER CABINET	PJ	PARALAM JOIST		
FHC	FIRE HOSE CABINET	PLY	PLYWOOD		
FIN.GD.	FINISHED GRADE	P/LAM	PLASTIC LAMINATE		
FLR	FLOOR	POLY.	POLYETHYLENE		
FP	FIRE PLACE	PP	POWER POLE		
FRP	FIBER REINFORCED PLASTIC	PWB	PARALAM STEEL CONNECTION		
FPS	FIRE SHUTTER	PSC	PRESSED STEEL FRAME		
FTG.	FOOTING	PT	PRESSURE TREATED		
FURR.	FURRING	PTD	PAPER TOWEL DISPENSER		
F/O	FACE OF	PROJ.	PROJECTION		
		PVC	POLYVINYL CHLORIDE		
		PVCW	POLYVINYL CHLORIDE WALLCOVERING		

GRAPHIC LEGEND

1

View Name

View Scale

0

GRID LINES

0

NORTH ARROW

0

SECTION REFERENCE

0

HEIGHT ELEVATION REFERENCE

0

INTERIOR/EXTERIOR ELEVATION REFERENCE

1

Ref

1

Ref

1

Ref

1

Ref

1

Ref

1

Ref

1

Ref

1

Ref

1

Ref

1

Ref

1

Ref

1

Ref

1

Ref

1

Ref

1

Ref

1

Ref

DEMOLITION KEYNOTES	EARTH
CONSTRUCTION KEYNOTES	GRAVEL
WALL TAG	INSULATION - BATT
FLOOR/ROOF TAG	INSULATION - RIGID
WINDOW TAG	INSULATION - SEMI-RIGID
DOOR TAG	INSULATION - SPRAY FOAM
ROOM TAG	LANDSCAPING
EXISTING WALL	MASONRY
EXISTING WALL TO BE DEMOLISHED	PLYWOOD
NEW WALL	SAND/GWB
FIRE SEPARATION	STEEL
EXISTING BUILDING	
HOARDING	
CONCRETE	
CONCRETE BLOCK	

KEYNOTE LEGEND- OVERALL

3	CONC. COLUMN (REFER TO STRUCT.)
4	CONC. BEAM ABOVE (REFER TO STRUCT.)
5	FOOTING BELOW (REFER TO STRUCT.)
6	PAD FOOTING BELOW (REFER TO STRUCT.)
7	300 mm RETAINING WALL (REFER TO MECH.)
8	PARTIATED PARKING STALL INDICATOR, 100mm
9	CONC. RAMP GOING ABOVE
10	CATCH BASIN (REFER TO MECH.)
11	TRENCH DRAIN (REFER TO MECH.)
15	SANITARY DRAIN PIPE (REFER TO MECH.)
16	MOP SINK (REFER TO MECH.)
17	SINK (REFER TO MECH.)
19	MECHANICAL SHAFT
22	STAIRWELL C/W METAL PIPE GUARDRAIL & HANDRAIL AS REQUIRED PER CURRENT EDITION OF 2018 BCBC. SEE CIRCULATION PLANS & SECTIONS.
32	INSTALL MOISTURE RESISTANT GWB IN WET AREAS ON WALLS & CEILINGS (W/C, JANITOR, LAUNDRY)
35	CORNER MIRROR, FACE MOUNTED
36	STORAGE SHELF
37	LINEN CLOSET SHELF
38	COAT HOD
39	COAT SHELF
41	COUNTERTOP (REFER TO MILLWORK PLANS & ELEVATION)
43	PREFABRICATED TUB
44	PREFABRICATED ACCESSIBLE SHOWER STALL
45	WATER CLOSET
46	VANITY SINK
47	WASHER/DRYER
48	MIRROR
53	RANGE W/ HOOD FAN SYSTEM
54	REFRIGERATOR
55	DISHWASHER
57	KITCHEN SINK
61	RECESSED LIGHTING (REFER TO ELEC.)
65	STOP SIGN, FACE MOUNTED
C1	
M1	BASE CABINET
M2	UPPER CABINET
P1	PAINTED GWB WALL
P4	
12	RESILIENT RUBBER WALL BASE
V1	VINYL PLANK

COVER

Architectural Collaborative Inc.

ARCHITECTURE

#1 St. James Street
V6A 1A6
200 St. James Street
V6A 1A6

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3788 & 3792 BROWN ROAD, WEST KELOWNA BC

PROJECT #

19074

DATE

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SHEET

GENERAL NOTES & LEGENDS

A001

RES. UNIT SCHEDULE - FIRST FLOOR			
Number	Name	Area	Level
121	STUDIO 1A	16.6 m²	T O SUSPENDED CONC. SLAB
123	STUDIO 1B	23.5 m²	T O SUSPENDED CONC. SLAB
122	STUDIO 2A	20.5 m²	T O SUSPENDED CONC. SLAB
124	STUDIO 2B	20.7 m²	T O SUSPENDED CONC. SLAB
125	STUDIO 2C	20.7 m²	T O SUSPENDED CONC. SLAB
127	STUDIO 2D	21.6 m²	T O SUSPENDED CONC. SLAB
128	STUDIO 2E	21.8 m²	T O SUSPENDED CONC. SLAB
126	STUDIO 3	23.3 m²	T O SUSPENDED CONC. SLAB
130	STUDIO 4A	31.4 m²	T O SUSPENDED CONC. SLAB
129	STUDIO 4B	41.6 m²	T O SUSPENDED CONC. SLAB
Grand total: 10			

RES. UNIT SCHEDULE - SECOND FLOOR			
Number	Name	Area	Level
208	UNIT A	66.6 m²	T O SECOND FLOOR
209	UNIT A1	66.6 m²	T O SECOND FLOOR
210	UNIT A2	67.5 m²	T O SECOND FLOOR
205	UNIT B	74.6 m²	T O SECOND FLOOR
204	UNIT C	74.5 m²	T O SECOND FLOOR
203	UNIT C1	74.5 m²	T O SECOND FLOOR
202	UNIT D	79.1 m²	T O SECOND FLOOR
201	UNIT E	84.6 m²	T O SECOND FLOOR
207	UNIT F	83.9 m²	T O SECOND FLOOR
206	UNIT G	119.0 m²	T O SECOND FLOOR
Grand total: 10			

RES. UNIT SCHEDULE - THIRD FLOOR			
Number	Name	Area	Level
309	UNIT A	66.6 m²	T O THIRD FLOOR
310	UNIT A1	66.6 m²	T O THIRD FLOOR
311	UNIT A2	67.5 m²	T O THIRD FLOOR
306	UNIT B	75.4 m²	T O THIRD FLOOR
305	UNIT C	74.5 m²	T O THIRD FLOOR
304	UNIT C1	74.5 m²	T O THIRD FLOOR
302	UNIT E	85.2 m²	T O THIRD FLOOR
308	UNIT F	83.8 m²	T O THIRD FLOOR
307	UNIT G	115.2 m²	T O THIRD FLOOR
303	UNIT H	77.6 m²	T O THIRD FLOOR
Grand total: 10			

RES. UNIT SCHEDULE - FOURTH FLOOR			
Number	Name	Area	Level
413	UNIT A1	66.7 m²	T O FOURTH FLOOR
414	UNIT A2	67.6 m²	T O FOURTH FLOOR
406	UNIT B1	74.0 m²	T O FOURTH FLOOR
405	UNIT C	74.5 m²	T O FOURTH FLOOR
404	UNIT C1	75.1 m²	T O FOURTH FLOOR
401	UNIT E	85.3 m²	T O FOURTH FLOOR
403	UNIT H	77.8 m²	T O FOURTH FLOOR
412	UNIT J	68.4 m²	T O FOURTH FLOOR
411	UNIT J1	45.6 m²	T O FOURTH FLOOR
410	UNIT K	63.3 m²	T O FOURTH FLOOR
409	UNIT L	59.7 m²	T O FOURTH FLOOR
408	UNIT M	49.0 m²	T O FOURTH FLOOR
Grand total: 12			

Area Schedule (Gross Building)			
Name	Area	STOREY	
UNDERGROUND PARKADE	999.8 m²	1	
MAIN FLOOR	997.4 m²	2	
SECOND FLOOR	998.2 m²	3	
THIRD FLOOR	999.2 m²	4	
FOURTH FLOOR	998.2 m²	5	
5	4991.8 m²		

OCCUPANT LOAD - TOTAL					
Number	Name	Area	Load Factor	Occupant Load	Comments
001	UNDERGROUND PARKADE	886.8 m²	46.0 m²	19.3	
002	COVER	6.6 m²	3.7 m²	1.8	
003	STORAGE	2.1 m²	0.0 m²		
004	REFUSE & RECYCLING	16.2 m²	0.0 m²		
005	STAIR 1	15.9 m²	0.0 m²		
006	STAIR 2	15.9 m²	0.0 m²		
100	VESTIBULE	4.7 m²	0.0 m²		
101	LOBBY	15.6 m²	3.7 m²	4.2	
101A	RECEPTION AREA	12.1 m²	9.6 m²	1.3	
102	CIRC	11.3 m²	3.7 m²	3.1	
103	STAIR 1	23.8 m²	0.0 m²		
104	JAN.	3.4 m²	0.0 m²		
105	ELEC.	5.6 m²	0.0 m²		
106	LONG TERM 2ND STAGE STORAGE	13.6 m²	46.0 m²	0.3	
107	CIRC	24.6 m²	3.7 m²	6.6	
107	CIRC	15.5 m²	0.0 m²		
107A	BROOM	Not Placed			
108	STORAGE	5.6 m²	46.0 m²	0.1	
109	WC	4.0 m²	0.0 m²		
110	STAFF LUNCH RM	15.7 m²	9.3 m²	1.7	
111	PRIVATE OFFICE	8.8 m²	9.3 m²	0.9	
112	INDIAE OFFICE	9.7 m²	9.3 m²	1.0	
113	ADMIN CHILDREN AREA	8.5 m²	9.3 m²	0.9	
114	OFFICE	7.7 m²	9.3 m²	0.8	
115	OFFICE	8.7 m²	9.3 m²	0.9	
116	OFFICE	9.9 m²	9.3 m²	1.1	
117	OFFICE	15.3 m²	9.3 m²	1.6	
118	SECOND STAGE AMENITY ROOM	31.9 m²	0.0 m²		
119	BF WC	3.6 m²	0.0 m²		
120	SPRINKLER RM	0.3 m²	0.0 m²		
121	STUDIO 1A	16.6 m²	1.6 m²	2.0	1 person per bed
122	STUDIO 2A	20.5 m²	10.1 m²	2.0	1 person per bed
123	STUDIO 1B	23.5 m²	23.5 m²	1.0	1 person per bed
124	STUDIO 2B	20.7 m²	10.2 m²	2.0	1 person per bed
125	STUDIO 2C	20.7 m²	10.2 m²	2.0	1 person per bed
126	STUDIO 3	23.3 m²	7.7 m²	3.0	1 person per bed
127	STUDIO 2D	21.6 m²	11.8 m²	2.0	1 person per bed
128	STUDIO 2E	21.8 m²	10.9 m²	2.0	1 person per bed
129	STUDIO 4B	41.6 m²	10.3 m²	4.1	1 person per bed
130	STUDIO 4A	31.4 m²	7.8 m²	4.0	1 person per bed
131	LOUNGE/ QUIET RM	20.0 m²	0.0 m²		
132	SACRED SPACE	18.3 m²	0.0 m²		
133	STAIR 2	20.6 m²	0.0 m²		
134	BF WC	4.3 m²	0.0 m²		
135	PROGRAM STORE	7.6 m²	46.0 m²	0.3	
136	STORAGE	12.0 m²	46.0 m²	0.3	
137	MECHANICAL	11.9 m²	0.0 m²		
138	CIRC	15.4 m²	3.7 m²	4.2	
139	LIVING RM	31.7 m²	0.0 m²		
140	MULTIPURPOSE/ PLAY	18.2 m²	0.0 m²		
141	LAUNDRY	14.3 m²	0.0 m²		
142	COMB	9.9 m²	0.0 m²		
143	DINING RM	32.6 m²	0.0 m²		
144	KITCHEN STORAGE	9.3 m²	46.0 m²	0.2	
145	SHARED KITCHEN	42.9 m²	9.3 m²	4.6	
146	BF STAFF WC	5.3 m²	0.0 m²		
147	ADMIN OFFICE	29.4 m²	9.3 m²	3.2	
148	PRIVATE	5.4 m²	0.0 m²		
149	JANITOR	6.4 m²	0.0 m²		
151	CIRC	69.2 m²	3.7 m²	18.7	
200	SUPPORT OFFICE	10.4 m²	9.3 m²	1.1	
201	UNIT E	84.6 m²	14.1 m²	6.0	2 per Sleeping room
202	UNIT D	79.1 m²	19.8 m²	4.0	2 per Sleeping room
203	UNIT C1	74.9 m²	18.7 m²	4.0	2 per Sleeping room
204	UNIT C	74.5 m²	18.6 m²	4.0	2 per Sleeping room
205	UNIT B	74.6 m²	18.6 m²	4.0	2 per Sleeping room
206	STAIR	14.7 m²	0.0 m²		
206	UNIT G	119.0 m²	14.9 m²	8.0	2 per Sleeping room
207	UNIT F	83.9 m²	14.0 m²	6.0	2 per Sleeping room
208	UNIT A	66.6 m²	16.7 m²	4.0	2 per Sleeping room
209	UNIT A1	66.6 m²	16.7 m²	4.0	2 per Sleeping room
210	UNIT A2	67.5 m²	16.9 m²	4.0	2 per Sleeping room
211	ELECTRICAL	1.7 m²	0.0 m²		
212	JANITOR	3.2 m²	0.0 m²		
213	STAIRS	14.9 m²	0.0 m²		
214	CIRC	71.2 m²	3.7 m²	19.2	
300	SUPPORT OFFICE	10.4 m²	9.3 m²	1.1	
301	STAIR 1	12.8 m²	0.0 m²		
302	UNIT E	85.2 m²	14.2 m²	6.0	2 per Sleeping room
303	UNIT H	77.6 m²	19.4 m²	4.0	2 per Sleeping room
304	UNIT C1	74.9 m²	18.7 m²	4.0	2 per Sleeping room
305	UNIT C	74.5 m²	18.6 m²	4.0	2 per Sleeping room
306	UNIT B	75.4 m²	18.9 m²	4.0	2 per Sleeping room
307	UNIT G	115.2 m²	14.3 m²	8.0	2 per Sleeping room
308	UNIT F	83.8 m²	14.0 m²	6.0	2 per Sleeping room
309	UNIT A	66.6 m²	16.7 m²	4.0	2 per Sleeping room
310	UNIT A1	66.6 m²	16.7 m²	4.0	2 per Sleeping room
311	UNIT A2	67.5 m²	16.9 m²	4.0	2 per Sleeping room
312	ELEC.	1.7 m²	0.0 m²		
313	JANITOR	3.2 m²	0.0 m²		
314	CIRC	72.5 m²	3.7 m²	19.6	
315	STAIR 2	14.3 m²	0.0 m²		
400	SUPPORT OFFICE	10.6 m²	9.3 m²	1.1	
401	UNIT E	85.3 m²	14.2 m²	6.0	2 per Sleeping room
402	CIRC	78.8 m²	3.7 m²	21.3	
403	UNIT H	77.8 m²	19.5 m²	4.0	2 per Sleeping room
404	UNIT C1	75.1 m²	18.8 m²	4.0	2 per Sleeping room
405	UNIT C	74.5 m²	18.6 m²	4.0	2 per Sleeping room
406	UNIT B1	74.0 m²	18.5 m²	4.0	2 per Sleeping room
407	STAIR	14.3 m²	0.0 m²		
408	UNIT M	49.0 m²	14.5 m²	2.0	2 per Sleeping room
409	UNIT L	59.7 m²	29.9 m²	2.0	2 per Sleeping room
410	UNIT K	63.3 m²	31.7 m²	2.0	2 per Sleeping room
411	UNIT J1	45.6 m²	22.8 m²	2.0	2 per Sleeping room
412	UNIT J	48.4 m²	24.2 m²	2.0	2 per Sleeping room
413	UNIT A1	66.7 m²	33.4 m²	2.0	2 per Sleeping room
414	UNIT A2	67.6 m²	33.8 m²	2.0	2 per Sleeping room
415	ELEC.	1.7 m²	0.0 m²		
416	JANITOR	3.2 m²	0.0 m²		
110		4554.7 m²		295.7	



ARCHITECTURE

41 St. John Street
West Kelowna BC
V9Y 1K8

CONSULTANTS

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REVISIONS

Revision	Description	Date
2	60% CD ISSUED FOR DP	2020 11 04 2020 11 03

BC HOUSING
SUPPORTIVE HOUSING
WEST KELOWNA
ADDRESS

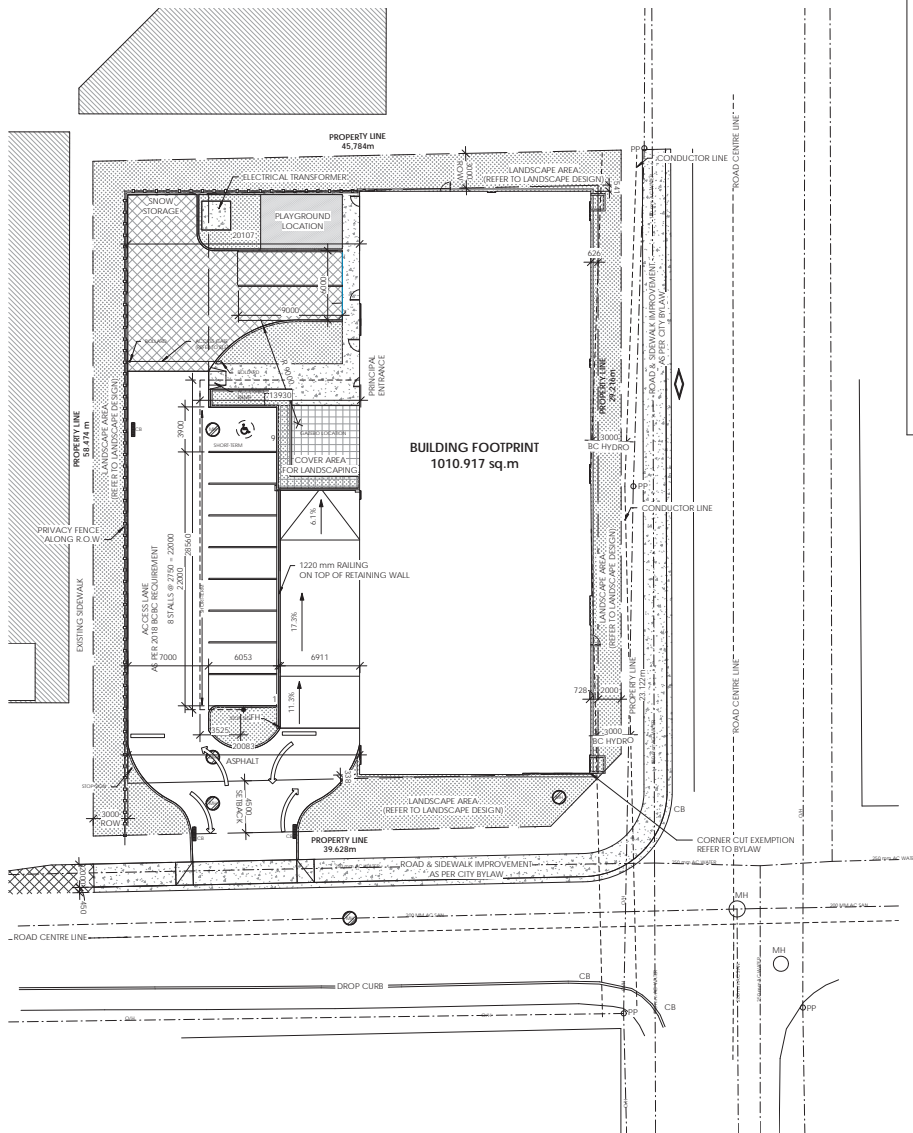
3788 & 3792 BROWN ROAD, WEST KELOWNA
BC

PROJECT #
19074

DATE
2020-11-10

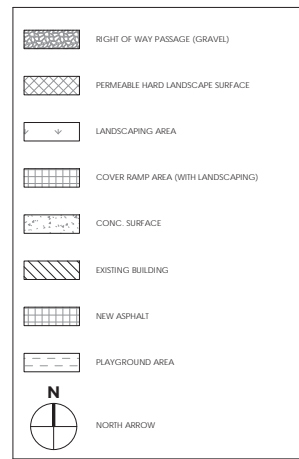
SHEET
AREA & OCCUPANCY
SCHEDULES

A007



1 SITE PLAN
1:200

SITE PLAN LEGEND



WEST KELOWNA ZONING BYLAW LEGEND

BUILDING DESCRIPTION

Zoning: C1 - Urban Centre Commercial Zone
Setbacks:
Front parcel: 2m
Rear parcel: 0m
Interior side: 0m
Exterior side: 4.5m

Building Height: 13.260m
Number storeys above grade: 4
Number storeys below grade: 1
Number of Units:
12 Second stage Housing (4 Accessible Units)
10 Transition Housing (2 Accessible Units)

ZONING PART 11 - COMMERCIAL

LEGAL DESCRIPTION:
LOT 1 & LOT 2 DISTRICT LOT 486 OYD PLAN 28243
ADDRESS:
3788 & 3792 BROWN ROAD, WEST KELOWNA BC, V4T 2J2
ZONING:
11.1. Urban Centre Commercial Zone (C1)

1 Purpose
To accommodate a mix of uses with active commercial Frontage

2 Principal Uses, Buildings and Structures
a) Apartment;
b) Personal service establishment;
c) Congregate Housing

5 Regulation Tables		
Minimum parcel area	400 sq m	2656 sq m
Minimum parcel frontage	5.0m	
Maximum density with surface parking	2.35 FAR	4017.44 sq m GFA/ 2656 sq m Parcel Area = 1.512
with non-surface parking	2.5 FAR	
Maximum parcel coverage	100%	
Maximum building height	15m to a maximum of 4 storeys	13.260m, 4 Storeys
Parcel boundaries		
Front parcel boundary	2.0m for buildings and structures on Brown road	CONFORM
Rear	0.0m	CONFORM
Interior side	0.0m	CONFORM
Exterior side	4.5m	CONFORM

6 Other Regulations
c) Apartment and Congregate Housing
1 If apartments or congregate housing units are located on first storey of a building, no more than 40% of the Gross Floor Area of that storey may be occupied by apartments or congregate housing units and no first storey apartments or congregate housing units shall face parcel boundaries along the following highways:
a) Brown Road

ZONING PART 4 - OFF-STREET PARKING AND LOADING

Parking Proposed: (Part 4 - Off-Street Parking and Loading)

First Floor: Congregate Housing 10 Units 0.5 stalls x 10 Units = 5 stalls	
Second Floor: 7 two bedroom + bath 2 three bedroom + bath 1 four bedroom + bath	0.5 stalls x 7 two bedroom + bath = 3.5 stalls 0.5 stalls x 2 three bedroom + bath = 1 stall 0.5 stalls x 1 four bedroom + bath = .5 stalls
Third Floor: 7 two bedroom 2 three bedroom 1 four bedroom	0.5 stalls x 7 two bedroom + bath = 3.5 stalls 0.5 stalls x 2 three bedroom + bath = 1 stall 0.5 stalls x 1 four bedroom + bath = .5 stalls
Fourth Floor: 5 one bedroom 6 two bedroom 1 three bedroom	0.5 stalls x 5 one bedroom + bath = 2.5 Stalls 0.5 stalls x 6 two bedroom + bath = 3 stalls 0.5 stalls x 1 three bedroom + bath = .5 stalls

Total Congregate & apartment units

20.5 = 21 Stalls

Visitor Parking 2 Stalls

Total amount of stalls Required: 23 Parking Stalls

2 stalls to be accessible as required by Section 4.5 Accessible Parking Spaces

Bicycle Parking Requirement (Section 4.9 Bicycle Parking Requirement)

Class I requirement 4 stalls

Class II requirement 2 Stalls

Bicycle storage - Class I 4 stalls

Bicycle storage - Class II 2 stalls

Total amount 6 stalls

4.10 Loading Spaces

Required Truck or Van Space 2 truck or van loading space

Required No. Car Spaces 10 units x 0.2 per guest room 2 car spaces

Truck Loading Space Size: 3.0m x 9.0m

Car Loading Space Size: 2.5m x 7.0m

Overhead Clearance: 4.0m

4.11 Landscaping of Surface Parking and Loading Areas

a) Perimeter landscape strip or berm having a minimum width of 1.5m

b) Landscape islands, shall be provided calculated on the basis of 1.0 sq m per required parking and loading area

c) Landscape islands shall be located such that no more than 15 parking spaces occur in a continuous row without incorporating a landscaped island



ARCHITECTURE

#1 St. John Street
West Kelowna BC
V4T 2J2

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2	60% CD	2020 11 04
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BC HOUSING SUPPORTIVE HOUSING WEST KELOWNA ADDRESS

3788 & 3792 BROWN ROAD, WEST KELOWNA BC

PROJECT

19074

DATE

2020-11-10

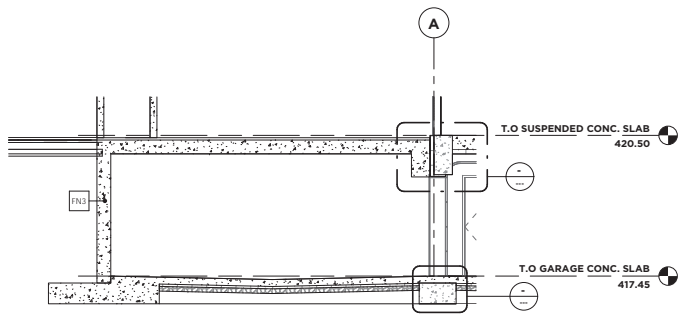
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3

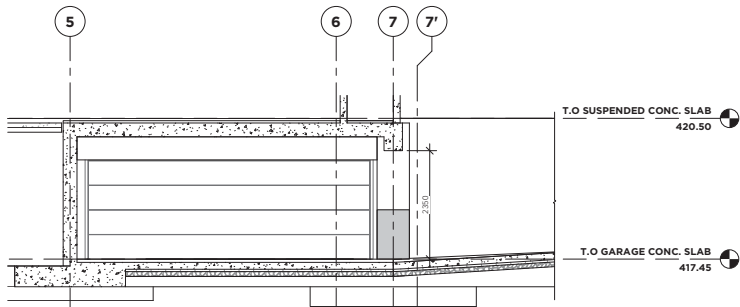
SHEET

SITE PLAN & BYLAW REVIEW

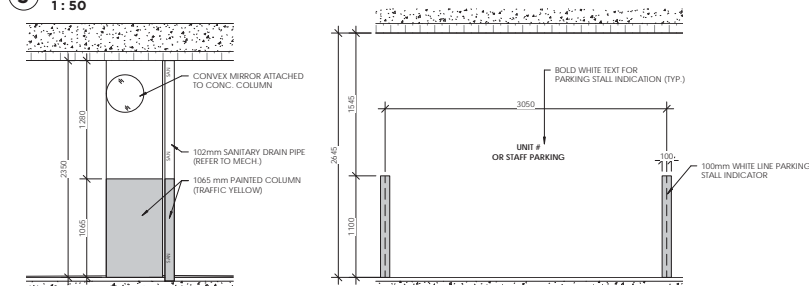
A100



2 U/G RAMP SECTION 1
1: 50



3 U/G RAMP SECTION 2
1: 50

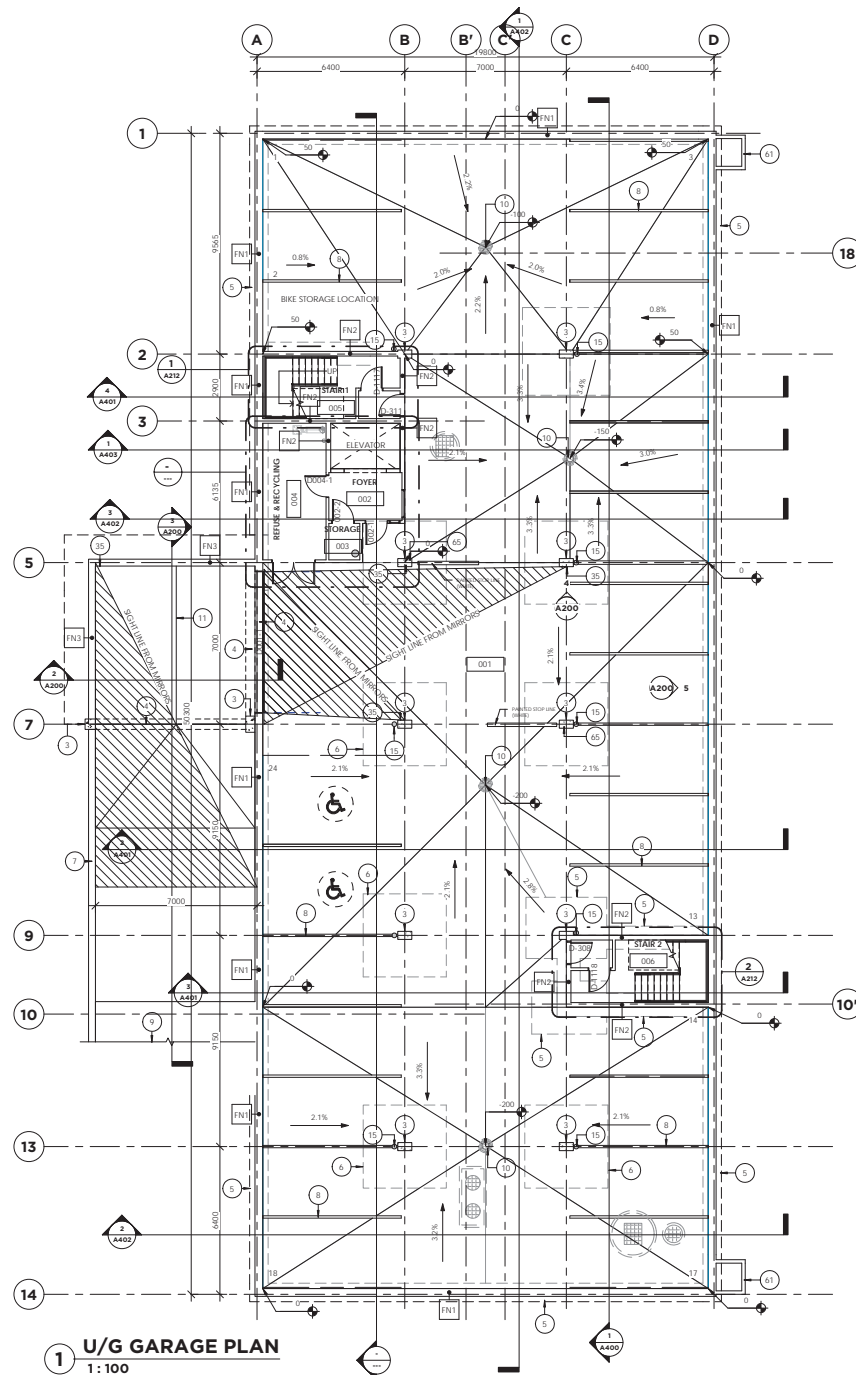


4 U/G GARAGE ELEV. 1
1: 25

5 U/G ELEV. 2
1: 25

KEYNOTE LEGEND

- 3 CONC. COLUMN (REFER TO STRUCT.)
- 4 CONC. BEAM ABOVE (REFER TO STRUCT.)
- 5 FOOTING BELOW (REFER TO STRUCT.)
- 6 PAD FOOTING BELOW (REFER TO STRUCT.)
- 7 300 mm RETAINING WALL (REFER TO STRUCT.)
- 8 PAINTED PARKING STALL INDICATOR, 100mm
- 9 CONC. RAMP GOING ABOVE
- 10 CATCH BASIN (REFER TO MECH.)
- 11 TRENCH DRAIN (REFER TO MECH.)
- 15 SANITARY DRAIN PIPE (REFER TO MECH.)
- 35 CONVEX MIRROR, FACE MOUNTED
- 61 RECESSED LIGHTING (REFER TO ELEC.)
- 65 STOP SIGN, FACE MOUNTED



1 U/G GARAGE PLAN
1: 100



ARCHITECTURE

41 St. John Street
V6Y 1A8

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**BC HOUSING
SUPPORTIVE HOUSING
WEST KELOWNA
ADDRESS**

3788 & 3792 BROWN ROAD, WEST KELOWNA
BC

PROJECT #

19074

DATE

2020-11-10

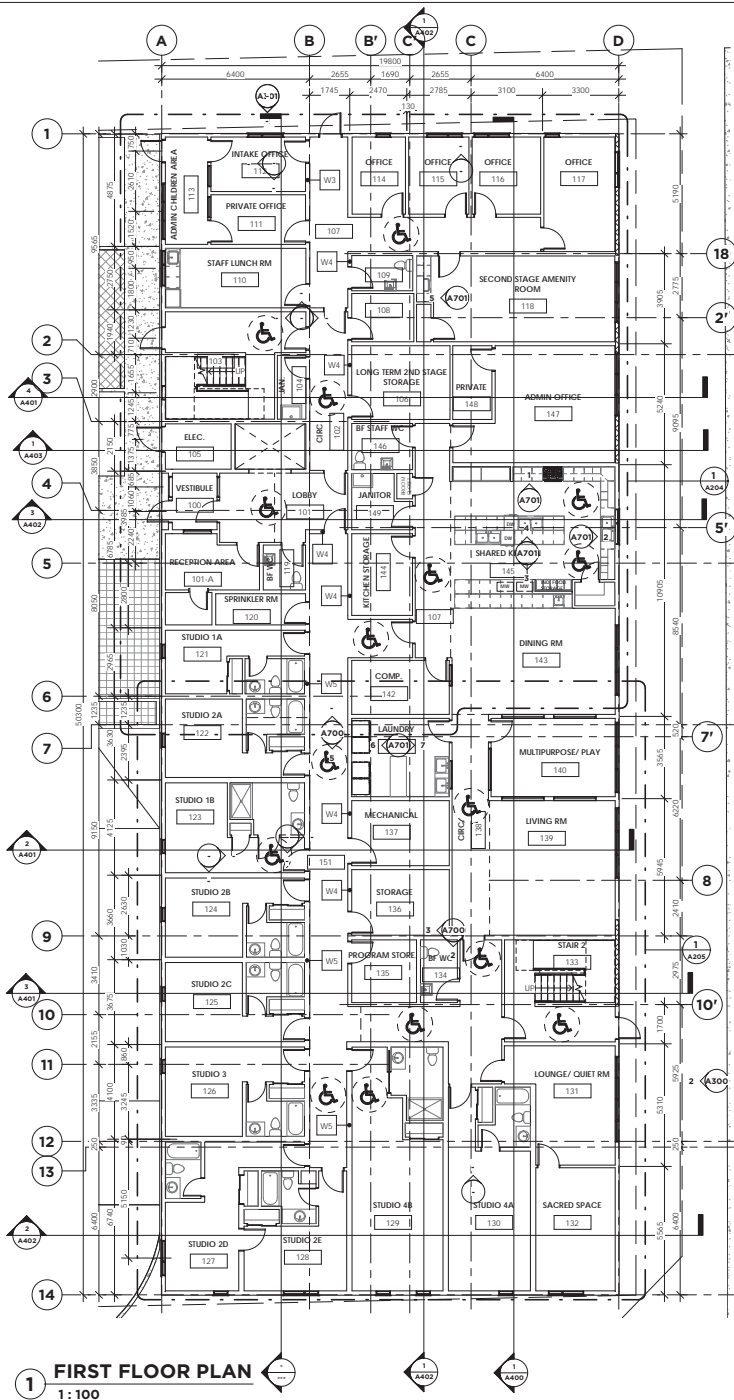
REV.

3

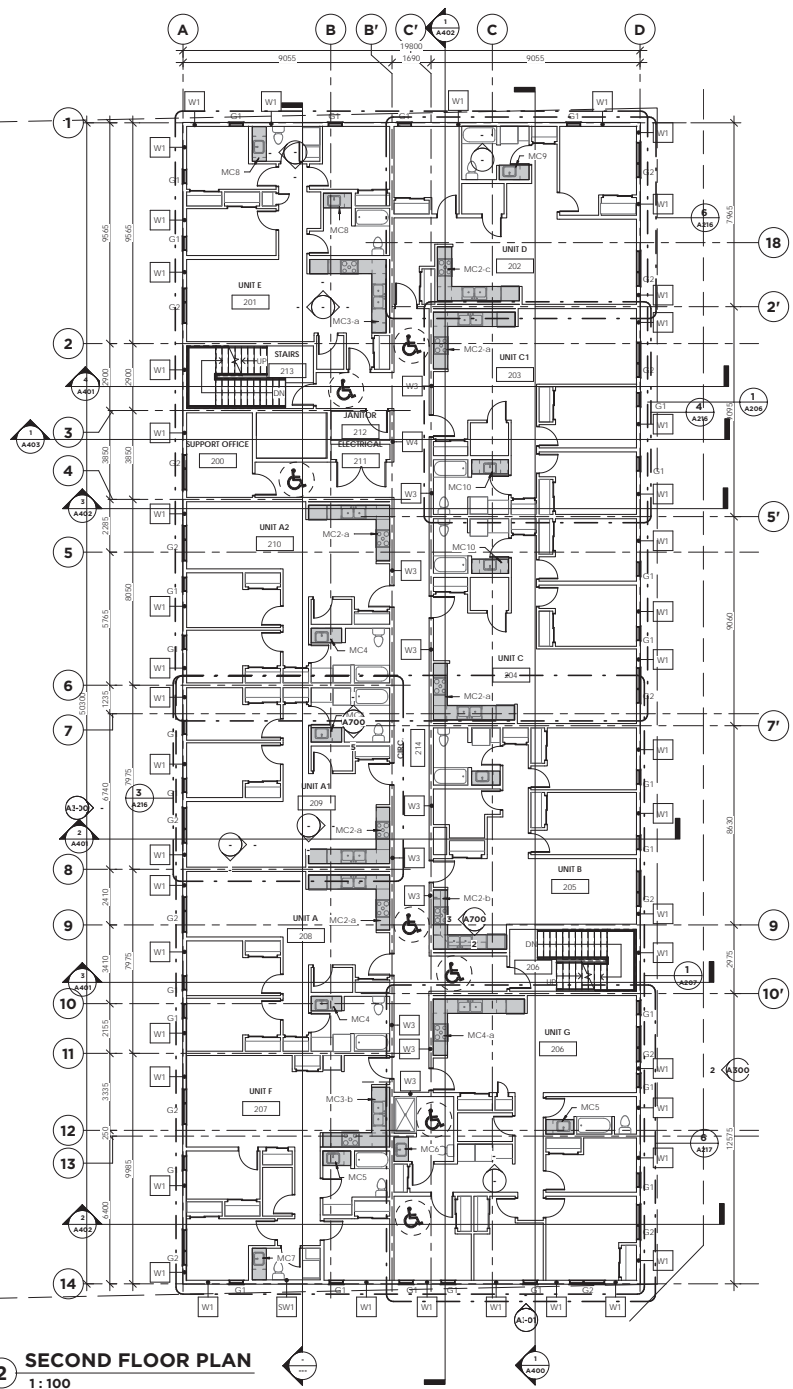
SHEET

U/G PARKING FLOOR PLAN

A200



1 FIRST FLOOR PLAN
1:100



2 SECOND FLOOR PLAN
1:100



ARCHITECTURE
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**BC HOUSING
SUPPORTIVE HOUSING
WEST KELOWNA
ADDRESS**

3788 & 3792 BROWN ROAD, WEST KELOWNA
BC

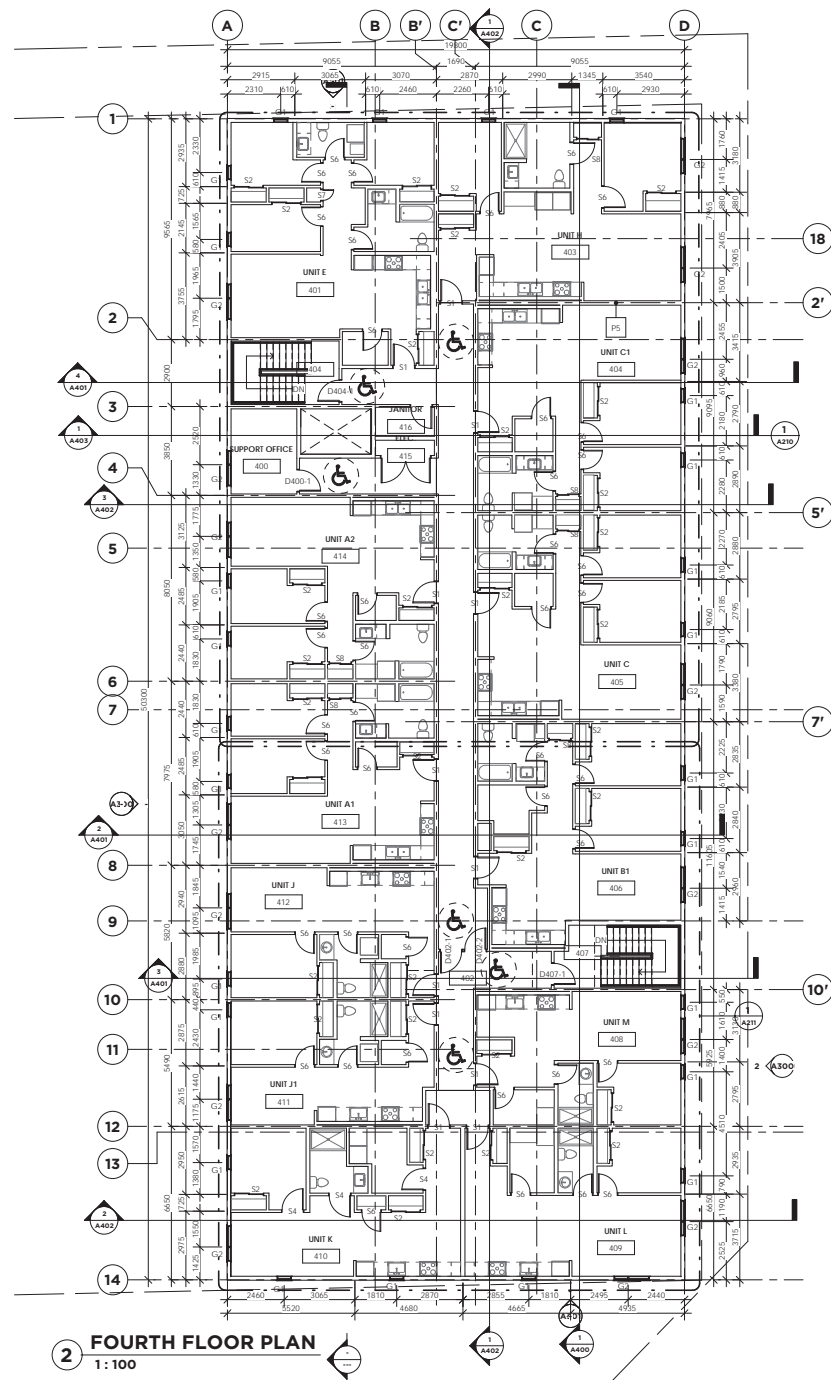
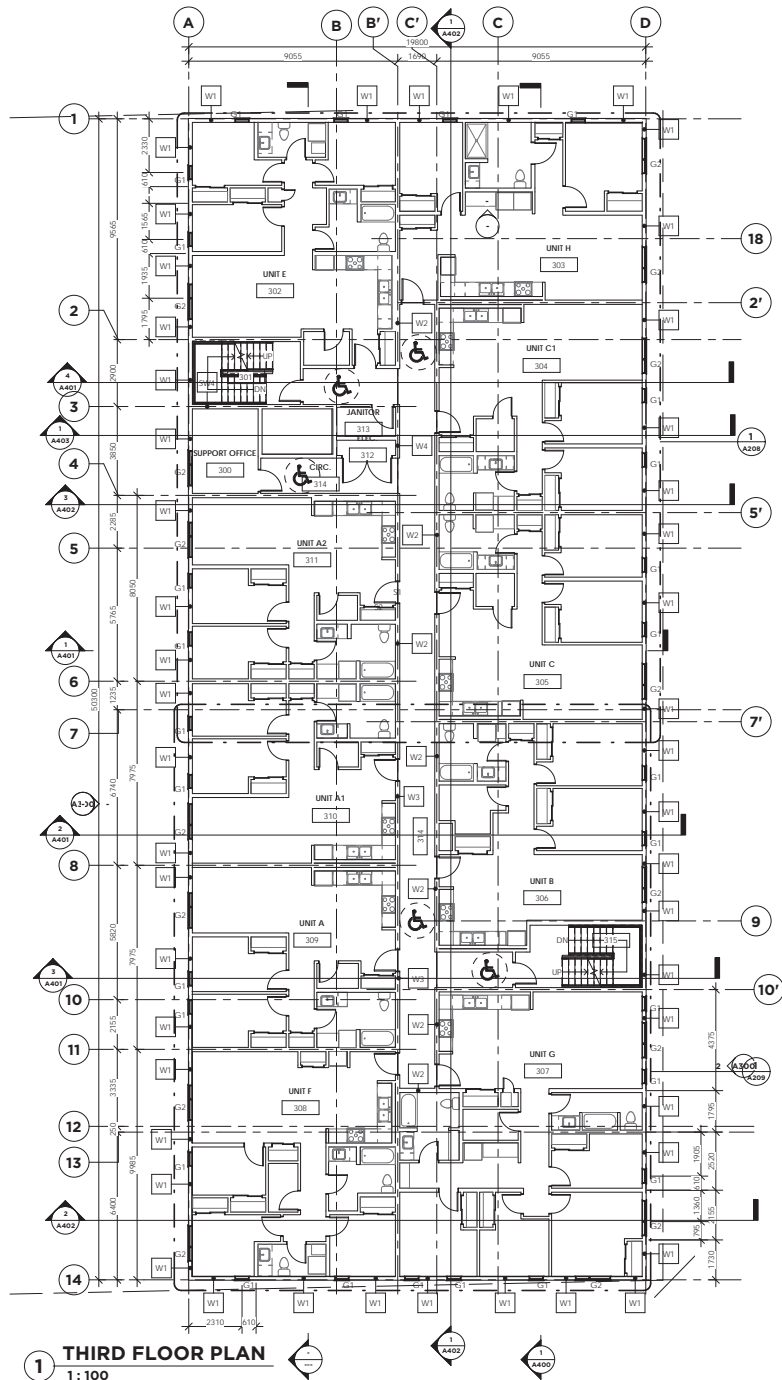
PROJECT #
19074

DATE
2020-11-10

REV.
3

SHEET
OVERALL FIRST & SECOND
FLOOR PLANS

A202



ARCHITECTURE

41 St. John Street
West Kelowna BC
V1Y 1K8

200 St. John Street
West Kelowna BC
V1Y 1K8

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BC HOUSING SUPPORTIVE HOUSING WEST KELOWNA ADDRESS

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BC

PROJECT

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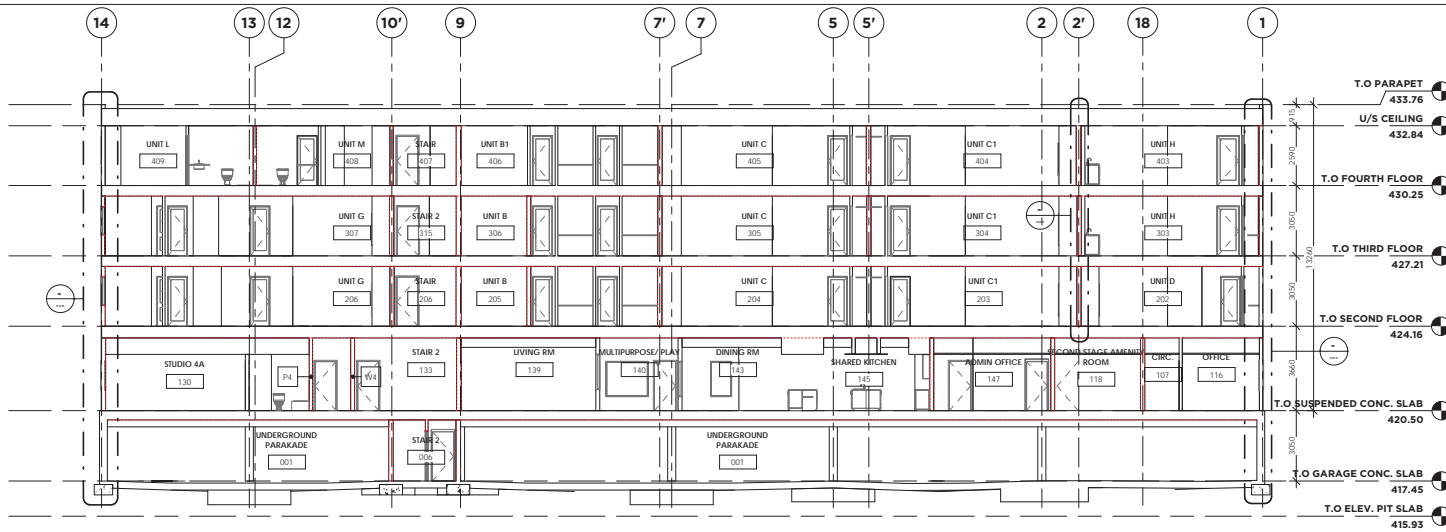
REV.

3

SHEET

OVERALL THIRD AND FOURTH
FLOOR PLANS

A203



SHEET NOTES - SECTION

- A. ALL ELEVATIONS ARE FROM DATUM ELEVATION. MAIN FLOOR - 0.00m. WHERE GEODETIC ELEVATION IS INDICATED REFER TO CIVIL AND LANDSCAPE DRAWINGS.
- B. FRAMINGS SHOWN ON ARCHITECTURAL DRAWINGS IS FOR GRAPHIC REFERENCE ONLY.
- C. STRUCTURAL DRAWINGS SHALL TAKE PRECEDENCE IN MATTERS OF FRAMING, MEMBER SIZES, CONFIGURATION & CONNECTIONS AS WELL AS CONCRETE SLABS, WALLS AND FOUNDATIONS.
- D. ANY DISCREPANCIES FOUND BETWEEN THIS SHEET AND OTHER SHEETS SHALL BE BROUGHT TO THE IMMEDIATE ATTENTION OF THE ARCHITECT FOR RESOLUTION. NO EXTRA COST WILL BE PAID FOR THE CONTRACTOR'S FAILURE TO THOROUGHLY REVIEW THE PLANS PRIOR TO CONSTRUCTION.
- E. REFER TO MECHANICAL PLANS FOR RETURN AND SUPPLY REGISTER LOCATIONS. PROVIDE WOOD FRAMING C/W GIBB BULKHEADS AT MECHANICAL DUCT WORK. WHEN DUCTS CROSS FIRE RATED PARTITIONS PROVIDE FIRE DAMPERS AND FIRE RATED BULKHEAD TO CREATE HORIZONTAL FIRE SEPARATIONS AS REQUIRED BY BCBC.
- F. REFER TO LANDSCAPE ARCHITECT'S AND CIVIL ENGINEER'S DRAWINGS FOR ALL FINISH GRADE ELEVATIONS, SITE DRAINAGE, AND HARD LANDSCAPE ELEMENT DESIGN.
- G. REFER TO DRAWINGS A001, A002 & A003 FOR ALL GENERAL PROJECT NOTES, WALLS, FLOORS AND ROOF ASSEMBLIES.
- H. CONTRACTOR TO PROVIDE SHOP DRAWINGS FOR ARCHITECT'S APPROVAL FOR ALL PREFABRICATED ITEMS PRIOR TO FABRICATION.



ARCHITECTURE

41 St. James Street
Vancouver, BC
V6A 1A8

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**BC HOUSING
SUPPORTIVE HOUSING
WEST KELOWNA
ADDRESS**

3788 & 3792 BROWN ROAD, WEST KELOWNA
BC

PROJECT #

19074

DATE 2020-11-10 **REV.** 3

SHEET
BUILDING SECTIONS

A400



WEST

NORTH



Development Permit Submission

West Kelowna Supportive Housing

2020.11.10

2



SOUTH

EAST



Development Permit Submission West Kelowna Supportive Housing

2020.11.10

3



North East

Development Permit Submission West Kelowna Supportive Housing

2020.11.10



Brown Rd. and Ingram

COVER

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Collaborative
Inc

Development Permit Submission

West Kelowna Supportive Housing

2020.11.10



Entrance

Development Permit Submission

West Kelowna Supportive Housing

2020.11.10

Schedule "B"

WEST KELOWNA BC HOUSING PROJECT

WEST KELOWNA, BC



LIST OF DRAWINGS

LIST OF DRAWINGS

ISSUED	DWG. NO	DESCRIPTION
Y	C01	COVER PAGE
Y	C02	SITE PLAN
Y	C03	SERVICING PLAN
Y	C04	GRADING PLAN
Y	C05	EROSION & SEDIMENT CONTROL PLAN
Y	C06	OFFSITE WORKS - CURB PLAN/PROFILE
Y	C07	UTILITY DETAILS
Y	C08	ROADWAY DETAILS

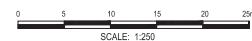


Suite 700, Landmark VI, 1631 Dickson Avenue,
Kelowna, BC V1Y 0B5
T 250 860-5500
WWW.WSP.COM

ISSUED FOR 50% CD

1. THE CONTRACTOR SHALL COMPLETE ALL TIE-INS AND DISCONNECTS FOR CITY WATER, SEWER AND DRAINAGE SYSTEMS IN THE PRESENCE OF CITY PERSONNEL. THE CONTRACTOR IS TO COORDINATE WITH THE CITY THE UTILITY CONSTRUCTION SERVICES AT LEAST 2 (TWO) FULL WORKING DAYS PRIOR TO SCHEDULED START DATE.
2. SURVEY PROVIDED BY FERROUSUM LAND SURVEYING & GEOMATICS LTD., ON NOV. 8, 2019 AND FEB. 20, 2020, ELEVATIONS ARE BASED ON A ASSUMED DATUM. ALL MEASUREMENTS AND DIMENSIONS ARE IN METRIC UNLESS NOTED OTHERWISE.
3. ALL WORK SHALL BE CONSTRUCTED IN ACCORDANCE WITH MMCO STANDARDS AND SPECIFICATIONS PROVIDED IN VOLUME 2 OF THE MASTER MUNICIPAL CONSTRUCTION DOCUMENTS (PLAINLAND EDITION).
4. HYDRO, TELEPHONE, CABLE AND GAS UTILITIES SHALL BE INSTALLED IN ACCORDANCE WITH THE MOST RECENT SPECIFICATIONS FOR EACH UTILITY.
5. THE CONTRACTOR SHALL OBTAIN ALL NECESSARY PERMITS FROM THE CITY OF WEST KENILDA, REGIONAL DISTRICT OF THE CENTRAL OKANAGAN (RDCO), AND THE CITY OF COMSTOCK PRIOR TO CONSTRUCTION.
6. THE CONTRACTOR SHALL BE RESPONSIBLE FOR FIELD LOCATING ALL EXISTING UTILITIES PRIOR TO CONSTRUCTION.
7. THE CONTRACTOR SHALL NOTIFY ALL APPROPRIATE PARTIES AND THE CITY OF WEST KENILDA, RDCO, FORTIS/BC HYDRO, TELUS, SHAW CABLE AND FORTIS GAS PRIOR TO CONSTRUCTION.
8. THE CONTRACTOR SHALL MAKE ALL NECESSARY ARRANGEMENTS, IF REQUIRED, FOR THE INSPECTION OF ALL THE REQUIRED UTILITY CONNECTIONS.
9. THE CONTRACTOR SHALL NOTIFY THE ENGINEER AT LEAST 2 FULL WORKING DAYS PRIOR TO BEGINNING OF CONSTRUCTION.
10. THE CONTRACTOR SHALL PROVIDE WRITTEN NOTICE TO ALL RESIDENTS AFFECTED BY CONSTRUCTION AT LEAST 2 FULL WORKING DAYS PRIOR TO CONSTRUCTION. COPIES OF THE NOTICE SHALL BE PROVIDED TO THE ENGINEER.
11. CONTRACTOR TO REMOVE ALL EXISTING SITE FEATURES SUCH AS EXISTING STRUCTURES, SURFACE TREATMENTS, ETC. AND STRIP TOPSOIL AS PER GEOTECHNICAL REPORT.
12. REFER TO GEOTECHNICAL REPORT COMPLETED BY INTERIOR TESTING ON JAN. 30, 2019 FOR RECOMMENDATIONS.

1. CONTRACTOR TO DISPOSE OF WASTE ASPHALT/CONCRETE MATERIAL AND UNSUITABLE FILL OFFSITE TO AN APPROVED DISPOSAL SITE.
2. ALL PROPOSED CURB IS BARRIER CURB . REFER TO DETAIL "D" ON COB.
3. ASPHALT STRUCTURE TO BE PER GEOTECHNICAL RECOMMENDATION:
 ASPHALT = 50mm
 BASE GRAVEL = 100mm
 SUBBASE GRAVEL = 500mm
5. ALL PAVEMENT MARKING TO BE AS SHOWN ON SITE PLAN. ALL WHITE PAINT EXCEPT FOR DESIGNATED ACCESSIBLE PARKING SYMBOLS.



20090904 0016 00 JICH West Velours-CatB_TT CH3_Cat3_Cat3_0014 00 SITE PLW ding Aug 28, 2020 4:49pm BIR (5-star)

STORM, SANITARY, AND WATER NOTES

1. ALL MATERIALS AND CONSTRUCTION TO BE IN ACCORDANCE WITH MMCD PLATINUM EDITION.
2. UTILITY TRENCHING AS PER MMCD STANDARD DETAIL.
3. STORM MANHOLE AS PER MMCD STANDARD DETAIL.
4. STORM PIPE (200mm - 600mm) TO BE PVC ULTRA RIB.
5. MECHANICAL ENGINEER TO PROVIDE PUMPING OR BACKFLOW PREVENTION FOR BUILDING FOUNDATION WITH CONNECTED TO STORM SERVICE.
6. SANITARY PIPE TO BE PVC DR35.
7. ONSITE STORM CB TO BE SUPPLIED WITH B26-A GRATE.
8. THE CONTRACTOR IS RESPONSIBLE TO FIELD LOCATE ALL EXISTING UTILITIES PRIOR TO CONSTRUCTION. CONTRACTOR IS TO INFORM ENGINEER OF ANY INCONSISTENCIES 24 HOURS PRIOR TO CONSTRUCTION.
9. REFER TO ELECTRICAL DRAWINGS FOR PROPOSED HYDRO, TEL AND CABLE DESIGN.
10. REFER TO MECHANICAL DRAWINGS FOR BUILDING SERVICES TO 1m OUTSIDE BUILDINGS

11. WATER PIPE TO BE PVC C900 CLASS 235 DR18.
12. ALL ONSITE WATERMAINS MUST BE PRESSURE TESTED AT 200 PSI OR 50 PSI IN EXCESS OF THE SYSTEM WORKING PRESSURE, WHICHEVER IS GREATER, AND SHALL MAINTAIN THAT PRESSURE 3.5 PSI FOR 2 HOURS. WATERMAINS TO BE DISINFECTED ACCORDING TO ARWA AND MMCD STANDARDS PRIOR TO TIE-IN.
13. CONTRACTOR TO GIVE ADEQUATE NOTICE TO ENGINEER FOR INSPECTION PRIOR TO BACKFILL OF UTILITY WORKS, WATERMAIN TESTING, AND TIE-INS.
14. ALL CB LEADS TO BE 200mm PVC AT 2.0% GRADE.
15. CONTRACTOR TO CONFIRM ALL RM ELEVATIONS WITH LANDSCAPE DRAWINGS.

PRE-DEVELOPMENT RATIONAL METHOD

$$I = A \times (T)^B \quad \text{where } A = 12.2 \quad \text{and } B = -0.723 \quad T = \text{time (in hours)}$$

$$T = 3.26 \frac{(1.1 - C)^{0.5}}{S^{0.33}} \quad \text{where } T = \text{Time (mins)}$$

C = Conc coefficient

L = Travel Distance

S = Slope of Travel (%)

C = Runoff Coe.

I = Intensity

A = Runoff Area (a)

0.47 Effective 'c' Coefficient

MINOR STORM
5 YEAR RETURN
MINIMUM $T_c = 10$ MIN.

Q = CIA/360

DESIGN POINT	INCREMENT	UNOFF	EQUIV.	CUMMUL	TIME OF	INTENSITY	FLOW	CONC.	LENGTH	SLOPE	TRAVEL
FROM	TO	AREA	COEF.	AREA	EQUIV.	CONC.	CONC.	COEF.	L	(%)	TIME
		A	C	A	A	T _c	I	Q	C'	(m)	T _t
(Ha)						(min)	(mm/hr)	(L/s)			(min)
1	2	0.2664	0.47	0.1263	0.1263	11.48	40.34	14.16	0.47	50	2
											11.48

POST-DEVELOPMENT RATIONAL METHOD

Infiltration / Detention System

C = 0.90
A = 0.2664 ha
Q_{design} = 14.16 L/s

Time (min)	Intensity (mm/hr)	Q Inflow (L/s)	Q Outflow (L/s)	Inflow Incremental Volume (L)	Rain Cumulative Volume (L)	Outflow Incremental Volume (L)	Cumulative Volume (L)	Inflow - Outflow (L)	(m3)
0	0.00	0	0.00	0	0	0	0	0	0.0
5	143.26	119.3	14.16	17889	17889	2124	2124	15765	15.8
10	84.18	70.1	14.16	28401	46290	4247	6371	39919	39.9
11	78.25	65.1	14.16	4057	50347	849	7220	43127	43.1
12	73.20	60.9	14.16	3782	54129	849	8070	46060	46.1
13	68.84	57.3	14.16	3547	57677	849	8919	48757	48.8
14	65.03	54.1	14.16	3343	61020	849	9769	51251	51.3
15	61.68	51.4	14.16	3165	64185	849	10618	53667	53.6
16	58.70	48.9	14.16	3007	67192	849	11468	55724	55.7
17	56.04	46.6	14.16	2866	70057	849	12317	57740	57.7
18	53.63	44.6	14.16	2739	72796	849	13167	59630	59.6
19	51.45	42.8	14.16	2625	75421	849	14016	61405	61.4
20	49.47	41.2	14.16	2521	77941	849	14865	63076	63.1
21	47.65	39.7	14.16	2426	80367	849	15715	64652	64.7
22	45.98	38.3	14.16	2338	82705	849	16564	66141	66.1
23	44.44	37.0	14.16	2258	84964	849	17414	67550	67.5
24	43.01	35.8	14.16	2184	87148	849	18263	68884	68.9
25	41.69	34.7	14.16	2115	89263	849	19113	70150	70.2
26	40.45	33.7	14.16	2051	91314	849	19962	71352	71.4
27	39.30	32.7	14.16	1992	93306	849	20812	72495	72.5
28	38.22	31.8	14.16	1938	95242	849	21661	73581	73.6
29	37.20	31.0	14.16	1884	97126	849	22511	74615	74.6
30	36.25	30.2	14.16	1834	98960	849	23360	75600	75.6
35	32.20	26.8	14.16	8548	107508	4247	27807	79801	79.9
40	29.07	24.2	14.16	7652	115160	4247	31855	83305	83.3
45	26.56	22.1	14.16	6847	122106	4247	36109	86004	86.0
50	24.50	20.4	14.16	6376	128482	4247	40341	88133	88.1
55	22.77	19.0	14.16	5902	134384	4247	44598	89788	89.8
60	21.30	17.7	14.16	5503	139888	4247	48844	91044	91.0
70	18.92	15.8	14.16	45046	149934	8495	57338	92595	92.6
80	17.08	14.2	14.16	8993	158927	8495	65833	93994	93.1
90	15.61	13.0	14.16	8164	167091	8495	74327	95263	95.8
100	14.40	12.0	14.16	7493	174584	8495	82822	96162	96.2
110	13.38	11.1	14.16	6987	181521	8495	91311	96804	96.8
120	12.52	10.4	14.16	6468	187989	8495	99811	97278	97.3
130	11.77	9.8	14.16	6066	194055	8495	108303	97549	97.5
140	11.12	9.3	14.16	5717	199772	8495	116800	97622	97.6
150	10.55	8.8	14.16	5412	205184	8495	125205	97689	97.9
160	10.04	8.4	14.16	5141	210325	8495	133579	97636	97.6
170	9.58	8.0	14.16	4900	215294	8495	142098	97541	97.5
180	9.17	7.6	14.16	4684	219909	8495	150774	97400	97.4
240	7.36	6.1	14.16	24765	244674	50967	201744	42928	42.9
300	6.20	5.2	14.16	20510	264984	50967	252711	12271	12.3

Req'd Volume (Factor of Safety 10%) = 102 cubic meters
Provided Volume = 115.4 cubic meters

Legend

- WATER MAIN
- SANITARY SEWER
- STORM SEWER
- NATURAL GAS
- ELECTRICAL POWER
- TEL COMMUNICATIONS
- FIBER OPTIC CABLE
- PAVEMENT EDGE
- GRAVEL EDGE
- FINISH
- CONTOUR
- LIMIT OF WORKS
- TOP OF SLOPE
- BOTTOM OF SLOPE
- RETAINING WALL
- SUBSILE
- CS CURB STOP
- HYDRANT
- REDUCER
- ROBBER COUPLING
- LINE VALVE
- SEWER MANHOLE
- EX. STORM MANHOLE
- PR. OPENWELL
- PR. CH. MANHOLE
- CATCH BASIN
- TWIN CATCH BASIN
- CAP
- PR. STREET LIGHT
- EX. STREET LIGHT
- POWER POLE WITH CROSS ARM
- UTILITY POLE
- POLE ANCHOR
- UTILITY BOX
- SIGN

- CONCRETE SURFACE
- ASPHALT SURFACE
- PERMEABLE LANDSCAPE SURFACE

NOTES
• OBJECTS WITH HEAVIER LINE WEIGHTS ARE DENOTING PROPOSED WORKS

DESIGNED BY: [Signature]
CHECKED BY: [Signature]
DATE: 2024-08-14

REVISION	DATE	DESCRIPTION
A	2024-08-14	ISSUED FOR 50% CD
B	2024-08-20	ISSUED FOR DESIGN DEVELOPMENT
C	2024-08-26	ISSUED FOR DESIGN DEVELOPMENT
D	2024-08-26	ISSUED FOR DESIGN DEVELOPMENT

PROJECT NO.	2024-08-14-00	DATE	2024-08-19
DESIGNED BY	NS	CHECKED BY	NS
DESIGNED BY	SC	CHECKED BY	SC

CIVIL

wsp
Suite 700 Landmark Vt, 1000 Oakwood Avenue, Kelowna, BC V1Y 0Y5
7-206-965-0000
WWW.WSP.CO

BC HOUSING

WEST KELOWNA
SUPPORTIVE HOUSING

SERVICING PLAN

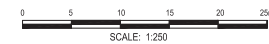
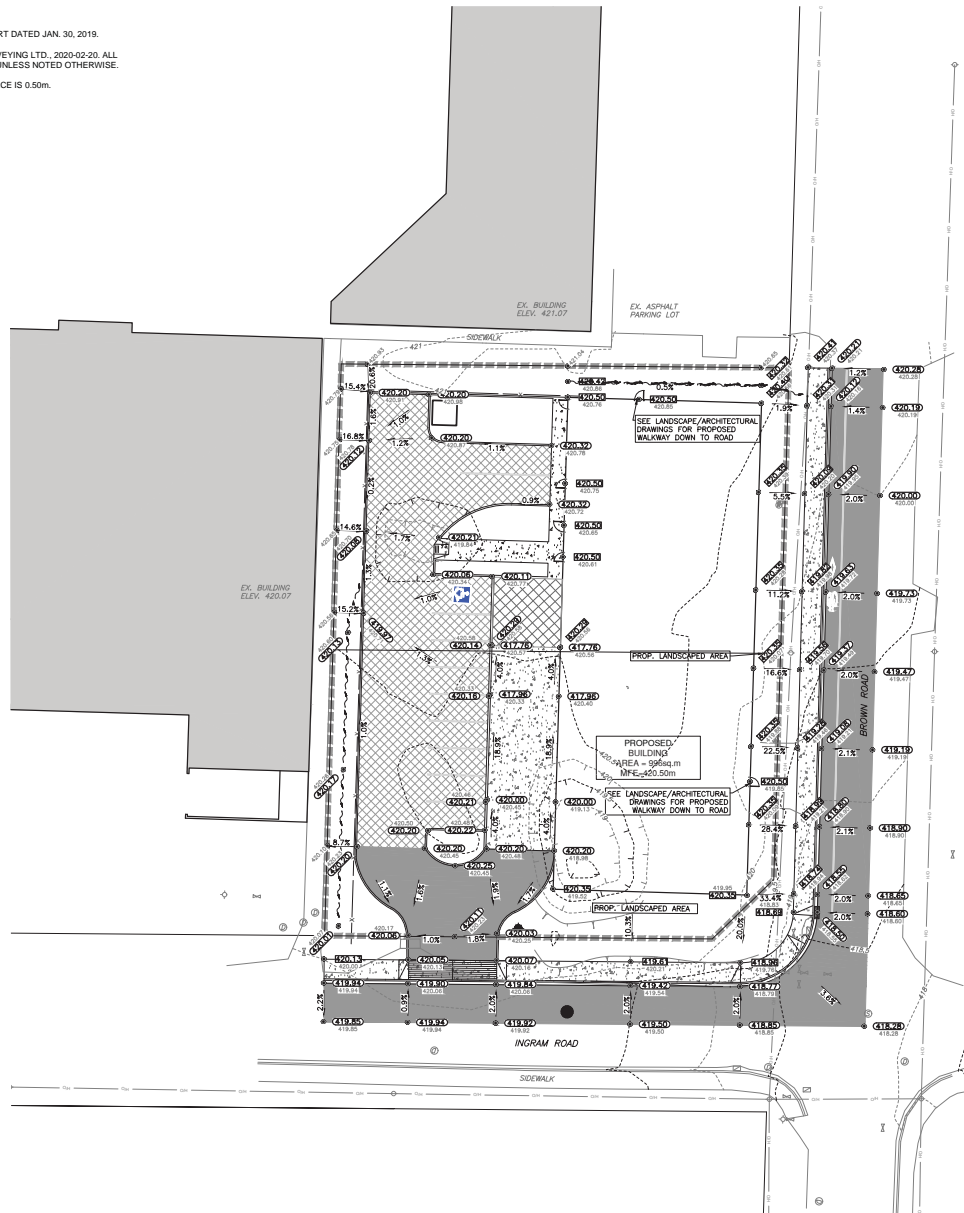
C03

ISSUED FOR 50% CD

2024-08-26

GRADING NOTES:

1. REFER TO INTERIOR TESTING SERVICES LTD. REPORT DATED JAN. 30, 2019.
2. SURVEY DATA PROVIDED BY FERGUSON LAND SURVEYING LTD., 2020-02-20. ALL MEASUREMENTS AND DIMENSIONS ARE IN METRIC UNLESS NOTED OTHERWISE.
3. CONTOUR INTERVAL FOR EXISTING GROUND SURFACE IS 0.50m.



legend

WATER MAIN	CS CURB STOP
SANITARY SEWER	HYDRANT
STORM SEWER	REDUCER
NATURAL GAS	ROBBER COUPLING
ELECTRICAL POWER	LINE VALVE
TEL COMMUNICATIONS	SEWER MANHOLE
FIBRE/SHAW CABLE	EX. STORM MANHOLE
PAVEMENT EDGE	PR. DRYWELL
GRAVEL EDGE	PR. CHIMNEY
FENCE	CATCH BASIN
CONCRETE	TWIN CATCH BASIN
LABT OF WORKS	GAP
TOP OF SLOPE	PR. STREET LIGHT
BOTTOM OF SLOPE	EX. STREET LIGHT
RETAINING WALL	POWER POLE WITH CROSS ARM
DWALE	UTILITY POLE
	POLE ANCHOR
	UTILITY BOX
	SOIL

• LANDSCAPE ELEVATION

CONCRETE SURFACE

ASPHALT SURFACE

PERMEABLE LANDSCAPE SURFACE

NOTES

* OBJECTS WITH HEAVIER LINE WEIGHTS ARE DENOTING PROPOSED WORKS

SCALE

REVISIONS

NO.	DATE	DESCRIPTION
C	2020-08-28	ISSUED FOR 50% CD
B	2020-08-20	ISSUED FOR DESIGN DEVELOPMENT
A	2020-06-19	ISSUED FOR DESIGN DEVELOPMENT

PROJECT NO. 28M-00614-00 **DATE** 2020-06-19

ORIGINAL SCALE 1:250 **IF THIS DRAWING IS NOT 20mm LONG, REUSE YOUR PLOTTING SCALE**

DESIGNED BY NS **DRAWN BY** NS

CHECKED BY SC **APPROVED BY** SC

DISCIPLINE CIVIL

CLIENT **wsp**

Suite 700, Lansdowne VI, 1011 Dickson Avenue, Kelowna, BC V1Y 0B5
1-250-860-0000
WWW.WSP.COM

PROJECT BC HOUSING

CLIENT REF. —

PROJECT WEST KELOWNA SUPPORTIVE HOUSING

FILE GRADING PLAN

PROPOSING NUMBER C04

PROJECT C

ISSUED FOR 50% CD

DATE OF 2020-08-28

EROSION AND SEDIMENT CONTROL PLAN GENERAL NOTES

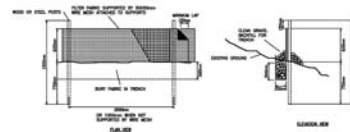
- SUPPLY AND INSTALL SILT FENCE AS REQUIRED.
- THE CONTRACTOR SHALL BE RESPONSIBLE FOR CONSTRUCTING ALL TEMPORARY BERMS, SETTLING AREAS, INTERCEPT DITCHES AND CHECK DAMS TO PREVENT SILTATION AND DOWNSTREAM EROSION.
- THE CONTRACTOR MUST MONITOR THE STATUS OF THE SITE AND THE SILT AND EROSION CONTROL MEASURES. ANY MAINTENANCE REQUIRED TO ANY OF THE SILT AND EROSION CONTROL FEATURES MUST BE CONDUCTED IMMEDIATELY.
- ALL SILT AND EROSION CONTROL PROCEDURES TO BE DONE IN ACCORDANCE WITH BEST MANAGEMENT PRACTICES FOR EROSION AND SEDIMENTATION CONTROL.
- UNDER THIS PLAN, ALL PERSONS INCLUDING BUT NOT LIMITED TO THE DEVELOPER, OWNER OF THE LAND, THE ENGINEER OF RECORD, CIVIL SUB-CONTRACTOR, BUILDER, & BUILDING SUB-TRADES ENGAGED ON SITE SHALL COMPLY WITH ALL REGULATORY REQUIREMENTS SPECIFIED BY FEDERAL, PROVINCIAL AND MUNICIPAL AUTHORITIES PERTAINING TO ON SITE MANAGEMENT AND DISCHARGE ASSOCIATED WITH EROSION AND SEDIMENT CONTROL REGULATIONS.
- THE DEVELOPER/PERSONS RESPONSIBLE SHALL COMPLETE ALL CONSTRUCTION ACTIVITIES IN A MANNER THAT ACHIEVES BEST MANAGEMENT PRACTICES TO PREVENT AND CONTAIN ON-SITE, SILT LADEN RUNOFF THAT EXCEEDS 75MG/L TSS FROM ENTERING DOWNSTREAM DRAINAGE INFRASTRUCTURE AND AQUATIC SYSTEMS.
- THE SITE SUPERVISOR IS RESPONSIBLE TO MONITOR, INSPECT, AND REPORT TO THE DEVELOPER, CONTRACTOR, AND CITY ON EROSION AND SEDIMENT CONTROL FACILITIES & SITE DISCHARGE PERFORMANCE IN ACCORDANCE TO THE CITY'S SEDIMENT CONTROL PROCESS.
- THE DEVELOPER/OWNER/PERSONS RESPONSIBLE MUST COMPLY WITH THE ESC PLAN WITHIN THE SPECIFIED TIMEFRAME, AND COMPLY WITH ALL INSTRUCTION ISSUED BY THE SITE SUPERVISOR TO RECTIFY DEFICIENCIES THAT RESULT IN NON-CONFORMANCE WITH THE PERMIT.
- ALL SITE ACCESS FROM DISTURBED AREAS TO PAVED SURFACES IS TO BE RESTRICTED AND SHALL LIMIT THE TRANSPORT OF SEDIMENT ONTO ROADWAYS.

CONSTRUCTION STAGE

- EROSION CONTROL MEASURES MUST BE IMPLEMENTED IN TWO PHASES, DESIGNATED BY (1) AND (2).
 - MUST BE IMPLEMENTED PRIOR TO CLEARING AND GRUBBING
 - MUST BE IMPLEMENTED PRIOR TO TYING INTO THE EXISTING STORM SYSTEM.
- INSTALL SPECIFIED ESC ACCESS FACILITIES/MEASURES AT ENTRY/EXIT POINTS. ALL VEHICLE MOVEMENT TO AND FROM THE SITE IS TO BE RESTRICTED TO CONTROLLED ENTRY/EXIT POINTS AS SHOWN.
- CONTRACTOR TO MAINTAIN COPY OF ESC PLAN ON-SITE, DISTRIBUTE TO SUB-TRADES AS NECESSARY, AND ENSURE ESC SIGNAGE IS IN PLACE.
- THE SITE SUPERVISOR WILL BE RESPONSIBLE FOR REVIEWING THE EXISTING ROADS DAILY AND THAT THE GENERAL CONTRACTOR SWEEPS THEM REGULARLY. FLUSHING OF ROADWAYS IS PROHIBITED.
- INSTALLATION OF SILT FENCE SHALL BE AS PER MANUFACTURER'S SPECIFICATIONS, AND AS IN DETAIL A, THIS DRAWING.
- CONTRACTOR TO IDENTIFY LOCATION OF TEMPORARY STOCKPILES FOR REVIEW BY THE ENGINEER OF RECORD PRIOR TO STOCKPILING.
- DURING EXCAVATION, DEWATERING SUMPS ARE TO BE INSTALLED AS NECESSARY. DEWATERING SUMPS WILL CONSIST OF A VERTICAL PERFORATED PIPE SURROUNDED BY DRAIN ROCK WITH A NON-WOVEN GEOTEXTILE TO SEPARATE THE NATIVE SOIL FROM THE DRAIN ROCK.
- DEWATERING WHERE REQUIRED SHOULD BE PUMPED TO FILTER BERM. ADDITIONAL BERMS TO BE INSTALLED IF REQUIRED.
- DEWATERING TO BE PUMPED TO TEMPORARY TANKS ON-SITE IF CAPACITY OF FILTER BERM IS EXCEEDED OR IS DEMONSTRATED TO BE INEFFECTIVE.
- CATCH-BASIN BASINS COMPLETE WITH PROTECTIVE MEASURES ARE TO BE INSTALLED BY THE CONTRACTOR AT THE FIRST OPPORTUNITY.
- CONTRACTOR TO CO-ORDINATE THE ELIMINATION OF TEMPORARY ESC FACILITIES IF THEY ARE NO LONGER REQUIRED OR TO FACILITATE SITE OPERATIONS WITH THE ENGINEER OF RECORD. ADDITIONAL ESC FACILITIES MAY NEED TO BE INSTALLED AS PER THE DIRECTION OF THE ENGINEER OF RECORD.

MAINTENANCE ALL STAGES (AS APPLICABLE)

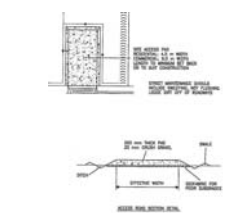
- UPON INSTRUCTION/NOTIFICATION, THE CONTRACTOR IS REQUIRED TO UNDERTAKE MAINTENANCE ACTIVITIES AS DEEMED SPECIFIED TO MODIFY OR MAINTAIN ESC FACILITIES.
- INSPECT AND REPAIR FENCE AFTER EACH STORM EVENT (1-2 YEAR STORM AND/OR +40mm RAINFALL OVER 24 HOUR DURATION) AND REMOVE SEDIMENT WHEN ACCUMULATED SILT REACHES 1/2 FENCE HEIGHT OR 225mm MAXIMUM SUGGESTED STORAGE HEIGHT.
- GRAVEL ACCESS PAD SHALL BE INSPECTED DAILY TO ENSURE FUNCTIONALITY, ADD ADDITIONAL ROCK AS REQUIRED.
- THE DEVELOPER OR BUILDER MUST REGULARLY CLEAN ON AND OFF SITE PAVED ROAD SURFACES OF ACCUMULATED SEDIMENTS AT THE END OF EACH DAY OR AS REQUIRED. NO SOIL, SAND OR OTHER MATERIAL WITH A HIGH SEDIMENT CONTENT SHALL BE DEPOSITED OR PILED OUTSIDE OF THE PROPERTY BOUNDARIES, PARTICULARLY ON PAVED ROAD SURFACES.
- ALL SEDIMENT REMOVED FROM ESC CONTROL FACILITIES TO BE DISPOSED OF IN A MANNER AS TO NOT COMPOUND OR COMPROMISE THE SEDIMENT LOADING OF OTHER CONTROL MEASURES.



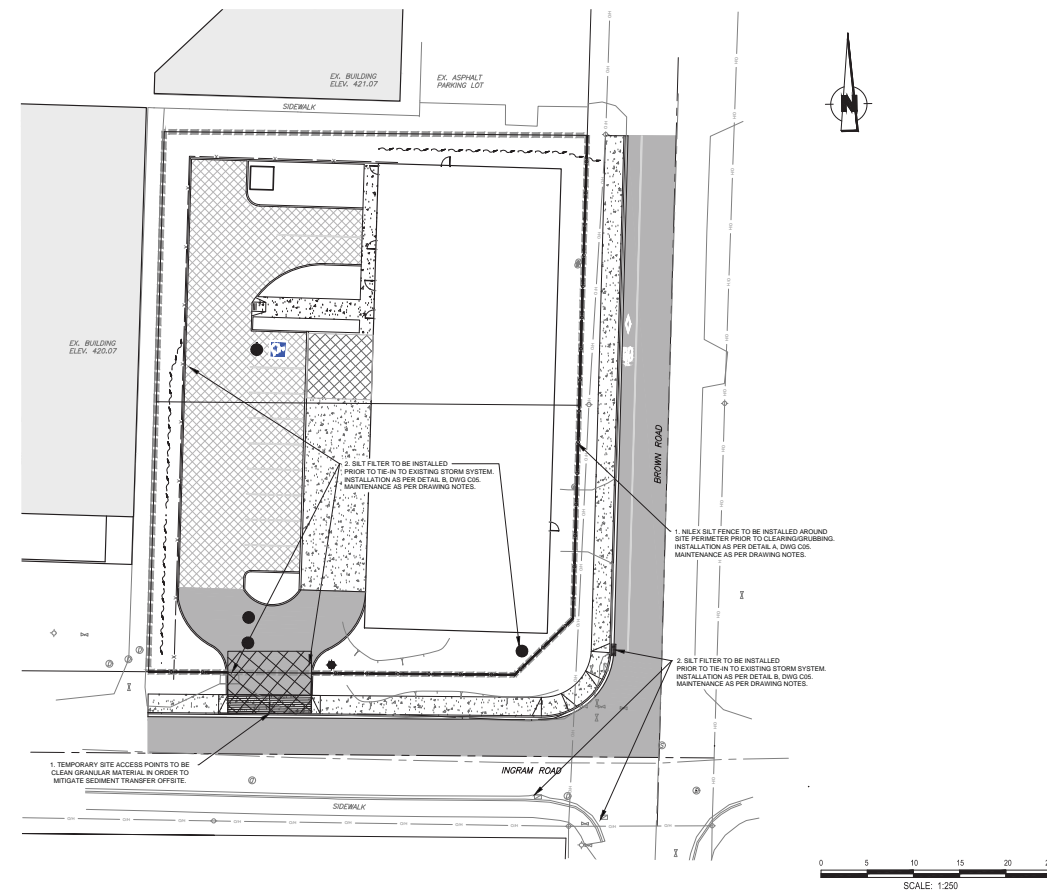
NILEX SILT FENCE
SCALE: 1:50



CB SILT FILTER
SCALE: 1:50



ACCESS ROAD SECTION
SCALE: 1:50



Legend	
WATER MAIN	CS CURB STOP
SANITARY SEWER	HYDRANT
STORM SEWER	REDUCER
NATURAL GAS	ROBBER COUPLING
ELECTRICAL POWER	LINE VALVE
TEL COMMUNICATIONS	SEWER MANHOLE
FIBEROPTIC CABLE	EX. STORM MANHOLE
PAVEMENT EDGE	PS. OPENWELL
GRAVEL EDGE	PS. CS MANHOLE
FENCE	CATCH BASIN
CONTOUR	TWIN CATCH BASIN
LIMIT OF WORKS	CAP
TOP OF SLOPE	PS. STREET LIGHT
BOTTOM OF SLOPE	EX. STREET LIGHT
RETAINING WALL	POWER POLE WITH CROSS ARM
SWALE	UTILITY POLE
	POLE ANCHOR
	UTILITY BOX
	SEA

NOTES:
• OBJECTS WITH HEAVIER LINE WEIGHTS ARE DENOTING PROPOSED WORKS.

PROPOSED:
THIS DRAWING AND ITS DATA IS A PRELIMINARY PROTECTED DESIGN INFORMATION. NOT BE USED, REPRODUCED OR
FOR ANY OTHER PURPOSE WITHOUT THE WRITTEN PERMISSION OF WSP. THE CONTRACTOR SHALL CHECK AND VERIFY ALL
DIMENSIONS AND LOCATIONS OF EXISTING AND PROPOSED WORKS. ALL CONDITIONS AND CONDITIONS PRIOR TO COMMENCEMENT
OF WORK.

REVISION	DATE	DESCRIPTION
1	2020-06-19	ISSUED FOR 50% CD

NO.	DATE	DESCRIPTION
1	2020-06-19	ISSUED FOR 50% CD

CIVIL

wsp
Suite 700, Landmark Vc, 1401 Dickson Avenue, Kelowna, BC V1Y 0B5
7-248-986-0000
WWW.WSP.COM

BC HOUSING

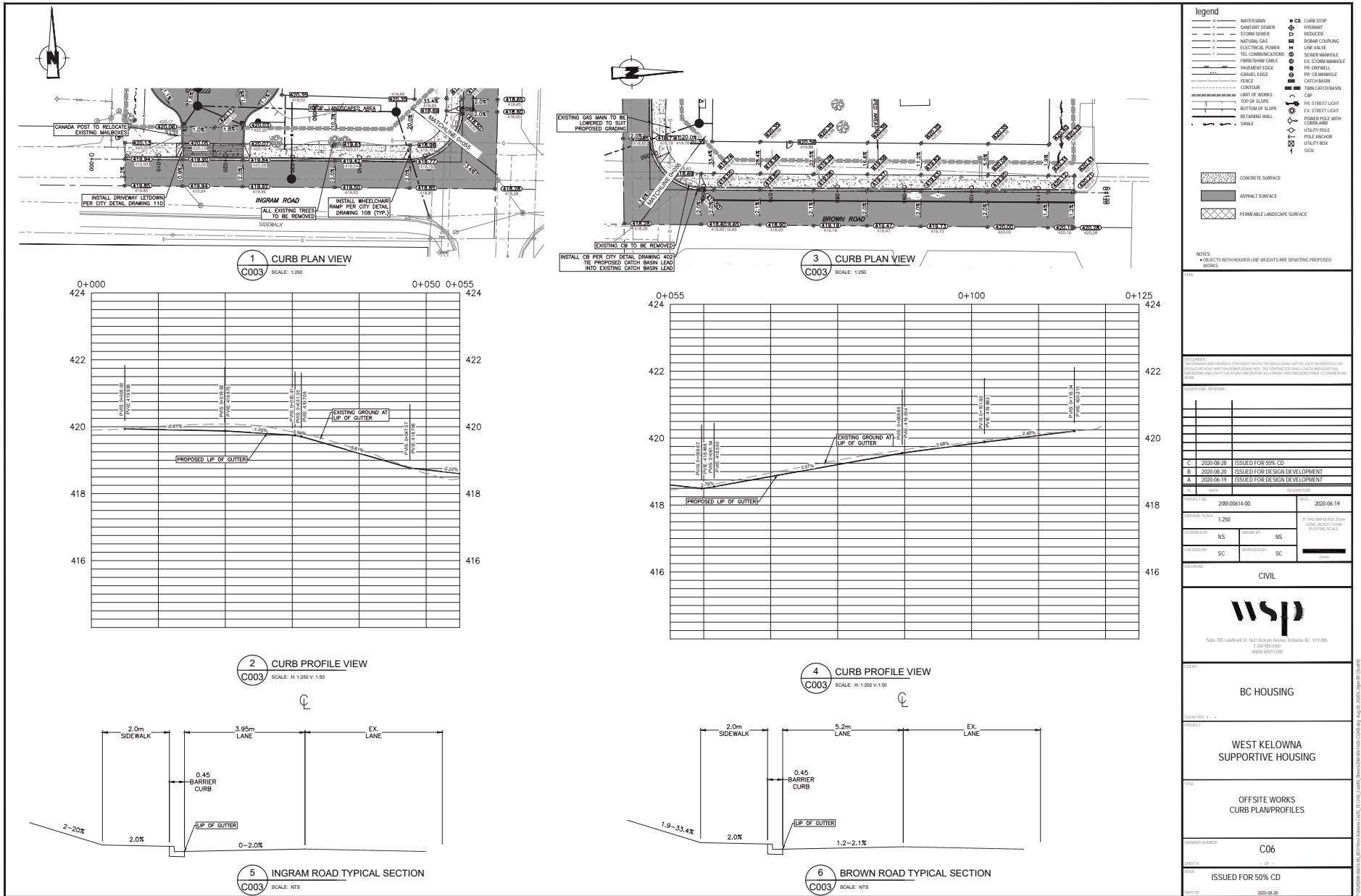
WEST KELOWNA
SUPPORTIVE HOUSING

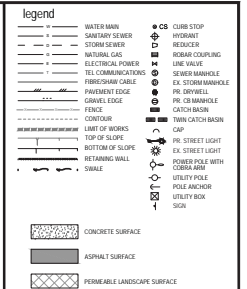
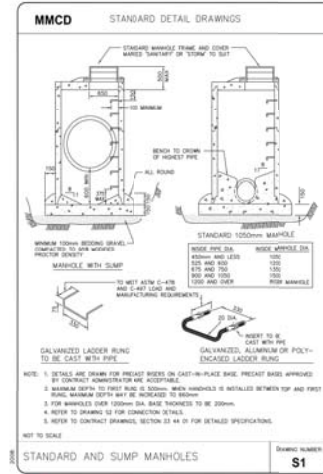
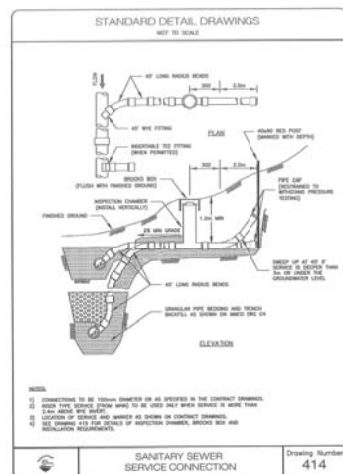
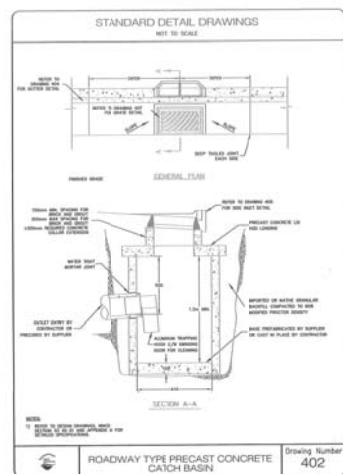
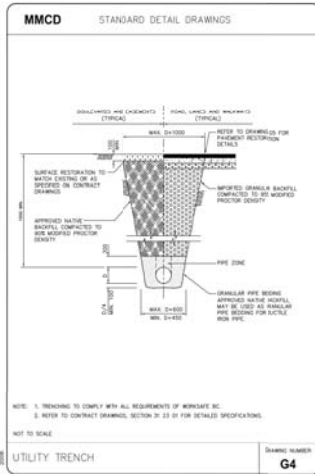
EROSION & SEDIMENT
CONTROL PLAN

C05

ISSUED FOR 50% CD

2020-06-19





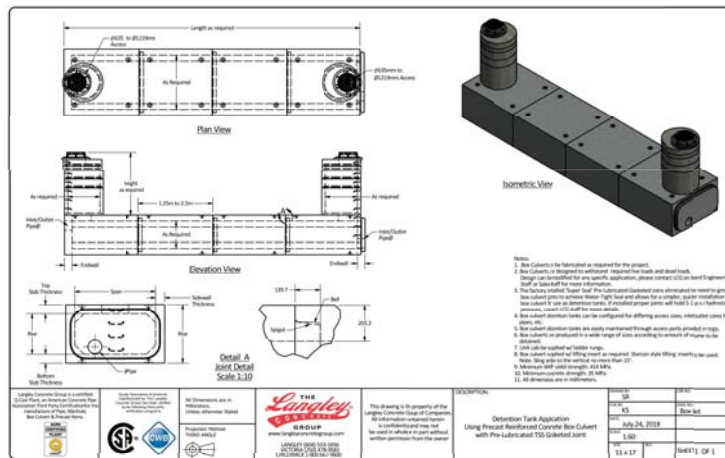
NOTES:
• OBJECTS WITH HEAVIER LINE WEIGHTS ARE DENOTING PROPOSED WORKS.

A TYPICAL UTILITY TRENCH DETAIL
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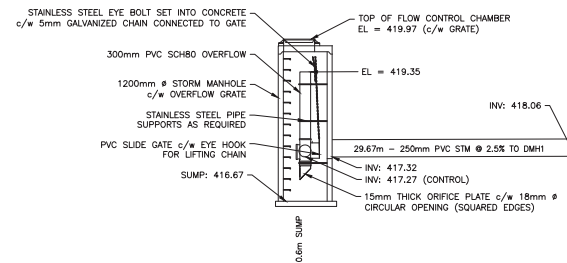
B CATCH BASIN DETAIL
SCALE: nts

C SEWER SERVICE DETAIL
SCALE: nts

D MANHOLE DETAIL
SCALE: nts

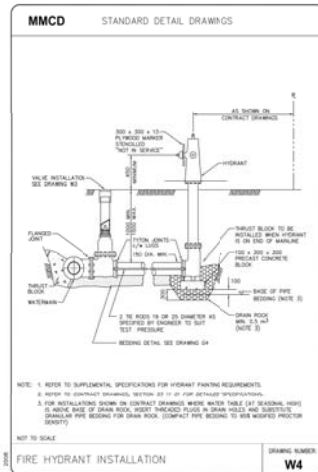


E 3050x1200 BOX CULVERT CONFIGURATION
SCALE: nts

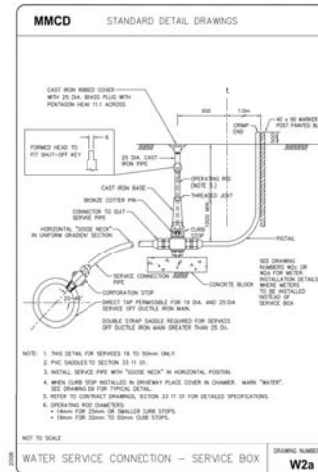


F FLOW CONTROL MANHOLE DETAIL
SCALE: nts

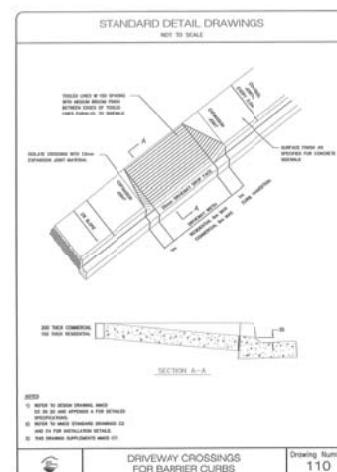
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B	2020-06-20	ISSUED FOR DESIGN DEVELOPMENT	
A	2020-06-19	ISSUED FOR DESIGN DEVELOPMENT	
PROJECT NO.		2004-00614-00	
SHEET NO.		1/250	
DESIGNED BY		NS	
DRAWN BY		SC	
CHECKED BY		NS	
APPROVED BY		SC	
PROJECT NAME		CIVIL	
PROJECT LOCATION		wsp	
PROJECT ADDRESS		Suite 700, Lansdowne Rd, 1025, Okanagan Mission, Kelowna, BC V1Y 0B5 T 250 860-0300 www.wsp.co.uk	
PROJECT TYPE		BC HOUSING	
PROJECT DESCRIPTION		WEST KELOWNA SUPPORTIVE HOUSING	
PROJECT DETAILS		UTILITY DETAILS	
PROJECT NUMBER		C07	
PROJECT DATE		2020-06-20	
PROJECT STATUS		ISSUED FOR 50% CD	



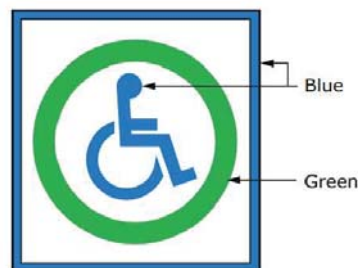
A HYDRANT DETAIL
SCALE: nts



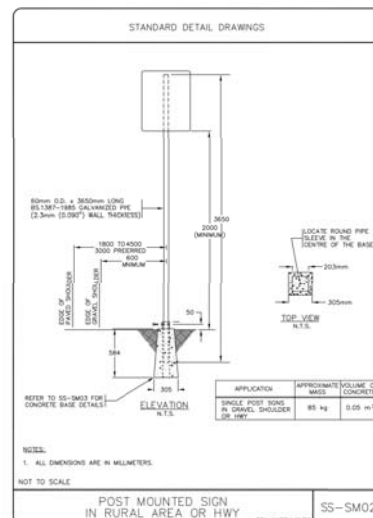
B WATER SERVICE DETAIL
SCALE: nts



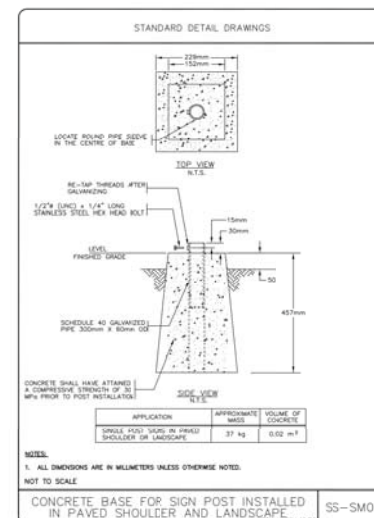
C DRIVEWAY LETDOWN DETAIL
SCALE: nts



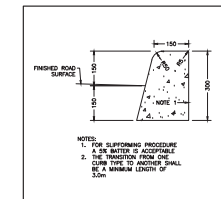
E DESIGNATED ACCESSIBLE PARKING SIGN
SCALE: nts



F SIGN POST DETAIL
SCALE: nts



G SIGN BASE DETAIL
SCALE: nts



D BARRIER CURB DETAIL
SCALE: nts

legend	
WATER MAIN	CS CURB STOP
SANITARY SEWER	HYDRANT
STORM SEWER	REDUCER
NATURAL GAS	ROBAR COUPLING
ELECTRICAL POWER	LINE VALVE
TEL COMMUNICATIONS	SEWER MANHOLE
FIBEROPTIC CABLE	EX. STORM MANHOLE
PAVEMENT EDGE	PR. OPENWELL
GRAVEL EDGE	PR. CH MANHOLE
FENCE	CATCH BASIN
CONTOUR	TWIN CATCH BASIN
LIMIT OF WORKS	CAP
TOP OF SLOPE	PR. STREET LIGHT
BOTTOM OF SLOPE	EX. STREET LIGHT
RETAINING WALL	POWER POLE WITH CROSS ARM
SUBSISTE	UTILITY POLE
	POLE ANCHOR
	UTILITY BOX
	SIGN

CONCRETE SURFACE
ASPHALT SURFACE
PERMEABLE LANDSCAPE SURFACE

NOTES:

- OBJECTS WITH HEAVIER LINE WEIGHTS ARE DENOTING PROPOSED WORKS

PROJECT NO.	2004-00614-00
DATE	2004-06-19
DESIGNED BY	NS
CHECKED BY	SC
APPROVED BY	SC

CIVIL

BC HOUSING

WEST KELOWNA SUPPORTIVE HOUSING

TYPICAL DETAILS

DRAWING NUMBER: **C08**

ISSUED FOR 50% CD

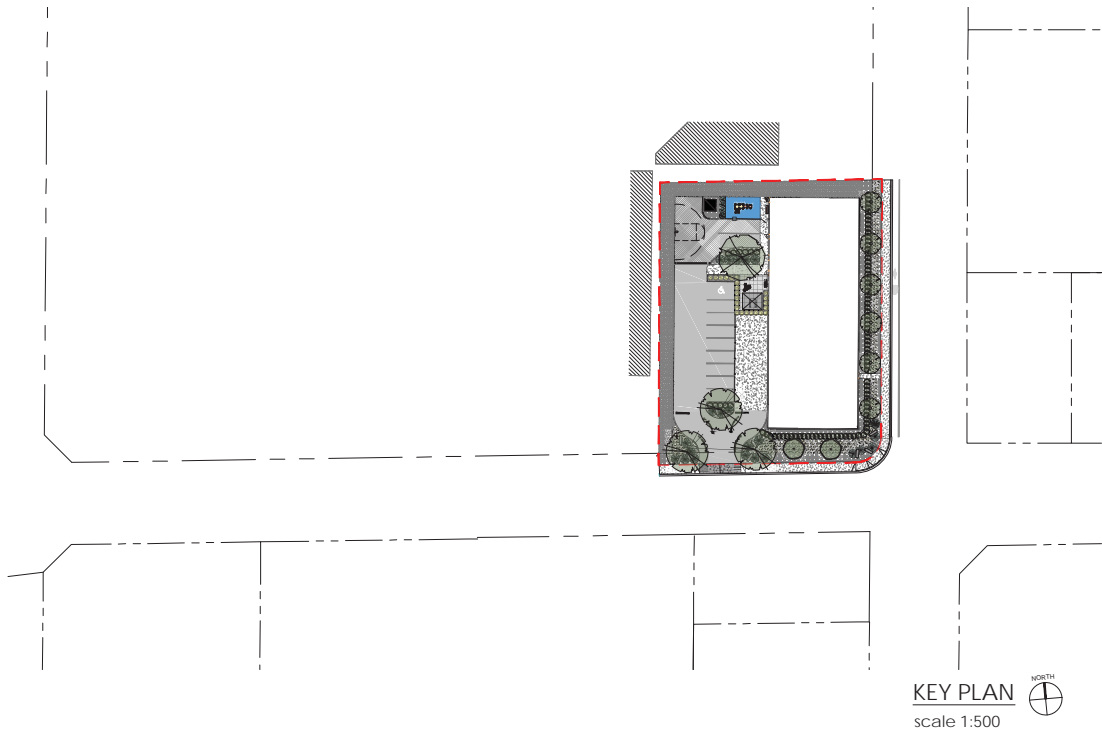
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BCH - BROWN ROAD, WEST KELOWNA, BC

ISSUED FOR DEVELOPMENT PERMIT
2020-06-04

Schedule "C"



KEY PLAN
scale 1:500

CONSULTANT WSP GROUP LIMITED
SUITE 700-1631 DICKSON AVENUE
KELOWNA, BC V1Y 0B5

DRAWING LIST L000 COVER PAGE
LDP1 SITE PLAN
LDP2 LANDSCAPE DETAILS

LANDSCAPE DEVELOPMENT NOTES

1. PLANT MATERIALS AND CONSTRUCTION METHODS SHALL CONFORM TO MINIMUM STANDARDS ESTABLISHED IN THE CANADIAN LANDSCAPE STANDARD (CURRENT EDITION). PLANT MATERIAL SELECTIONS ARE CONCEPTUAL ONLY. FINAL PLANTING SELECTIONS MAY VARY DEPENDING UPON AVAILABILITY.
2. THE LANDSCAPE DESIGN DESIGNATED HEREIN IS CONCEPTUAL BUT REFLECTS THE MINIMUM ACCEPTABLE QUALITY AND SIZE.
3. THIS DRAWING DEPICTS FORM AND CHARACTER AND IS TO BE USED FOR DEVELOPMENT PERMIT SUBMISSION ONLY. IT IS NOT INTENDED FOR USE AS A CONSTRUCTION DOCUMENT.

PLANTING NOTES

1. ALL PLANT MATERIAL SUPPLIED AND PLACED BY THE CONTRACTOR MUST BE CERTIFIED TO BE FREE OF SUDDEN OAK DEATH (PHYPHTHORA RANKIUM), ACCORDING TO THE CANADIAN FOOD INSPECTION AGENCY (CFIA), OR CANADIAN LANDSCAPE STANDARDS. THE CONTRACTOR WILL BE HELD RESPONSIBLE TO THE OWNER FOR THE SUPPLY AND PLACEMENT OF DISEASED PLANTS RESULTING FROM HIS NEGLIGENCE. PLANT MATERIAL AND PRODUCTS SHALL BE AVAILABLE FOR OPTIONAL INSPECTION BY LANDSCAPE ARCHITECT AT SOURCE OF SUPPLY. THE CONTRACTOR SHALL PROVIDE A(1) YEAR REPLACEMENT GUARANTEE ON ALL PLANT MATERIAL TO THE OWNER FROM THE DATE OF SUBSTANTIAL PERFORMANCE.
2. THE QUANTITIES SHOWN ON THE LABELS ARE NOT TO BE CONSTRUED AS THE COMPLETE AND ACCURATE LIMITS OF THE CONTRACT. FURNISH AND INSTALL ALL PLANTS SHOWN SCHEMATICALLY ON THE DRAWINGS.
3. FIBER WOOD MULCH IS TO BE PLACED AT 60mm MIN. DEPTH TO THE PLANTING AREAS AS SHOWN ON THE DRAWINGS. NO PLASTIC FILM OR WEED BARRIER FABRIC IS PERMITTED UNLESS OTHERWISE SPECIFIED ON THE DRAWINGS. THE WOOD MULCH PRODUCT SHALL BE NON MATTING, FREE OF CHUNKS, STICKS, SOILS, STONES, CHEMICALS, ROOTS AND SALT.
4. GROWING MEDIUM SHALL BE PLACED AT 450mm MIN. DEPTH IN ALL PLANTING AREAS, UNLESS OTHERWISE SHOWN IN THE DRAWINGS. SOIL TO MEET PROPERTIES OF TYPE 2P FOR PLANTING AREAS, AS PER TABLE 6-3 IN THE LATEST EDITION OF THE CANADIAN LANDSCAPE STANDARDS.
5. ALL LANDSCAPE AREAS TO BE IRRIGATED WITH AN EFFICIENT AUTOMATIC IRRIGATION SYSTEM.



PLANNING, LANDSCAPE ARCHITECTURE - URBAN DESIGN
Suite 700-1631 Dickson Ave Kelowna, BC V1Y 0B5 | wspgroup.com

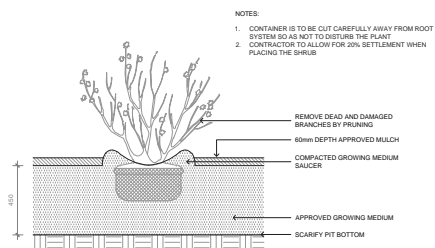
BC HOUSING
SUPPORTIVE HOUSING
WEST KELOWNA

ADDRESS
3788 & 3792 BROWN ROAD,
WEST KELOWNA, BC

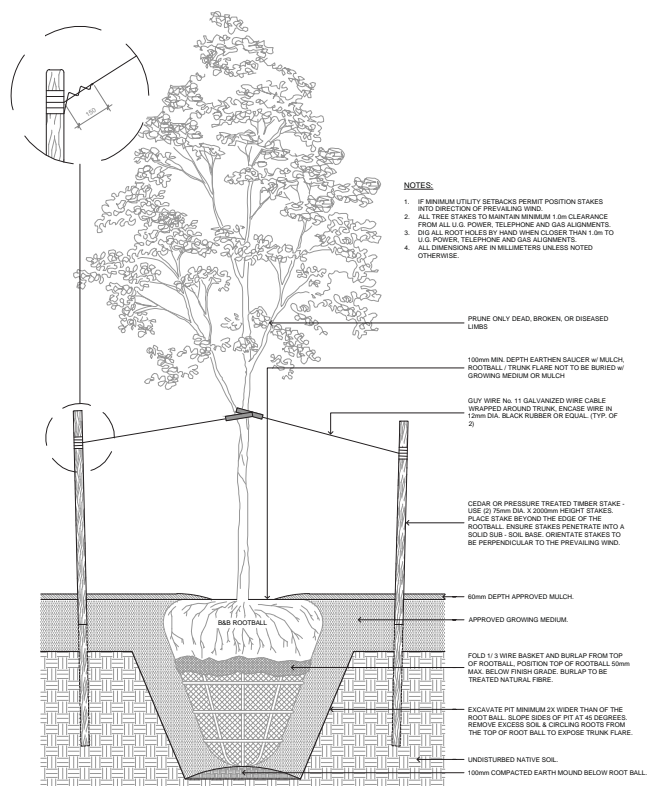
DATE
04/06/20

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COVER PAGE





1 TYPICAL SHRUB PLANTING
LDP2 SCALE: 1:15



2 TYPICAL TREE PLANTING
LDP2 SCALE: 1:20



COUNCIL REPORT

To: Paul Gipps, CAO

Date: November 24, 2020

From: Carla Eaton, Planner III

File No: Z 20-06

Subject: **Z 20-06, OCP and Zoning Amendment Bylaw No. 100.60 and 154.92 (3rd Reading), Unaddressed Canyon Crest Drive**

OPTIONS FOR COUNCIL'S CONSIDERATION:

Option 1 – Give 3rd Reading

THAT Council give third reading to City of West Kelowna Official Community Plan Amendment Bylaw No. 0100.60, 2020 (File: Z 20-06); and

THAT Council give third reading to City of West Kelowna Zoning Amendment Bylaw No. 0154.92, 2020 (File: Z 20-06).

Option 2 – Postpone Consideration

THAT Council postpone consideration of 3rd reading to City of West Kelowna Official Community Plan Amendment Bylaw No. 0100.60, 2020 (File: Z 20-06); and

THAT Council postpone consideration of 3rd reading to City of West Kelowna Zoning Amendment Bylaw No. 0154.92, 2020 (File: Z 20-06).

Option 3 – Deny Application

THAT Council rescind first and second readings of City of West Kelowna Official Community Plan Amendment Bylaw No. 0100.60, 2020 (File: Z 20-06); and

THAT Council rescind first and second readings of City of West Kelowna Zoning Amendment Bylaw No. 0154.92, 2020 (File: Z 20-06); and

THAT Council direct staff to close File: Z 20-06.

BACKGROUND

Option 1 – Give 3rd Reading

Should Council choose to give third reading, staff will prepare the bylaws for consideration of adoption.

Option 2 – Postpone Consideration

Should Council postpone consideration of the proposed amendment bylaws, further direction to staff on how to proceed is required.

Option 3 – Deny Application

Should Council deny the proposed amendment bylaws, the application will be closed in accordance with the Development Applications Procedures Bylaw No. 0260. Council shall not reconsider an application of this nature for the property for a period of six months.

COUNCIL REPORT / RESOLUTION HISTORY

Date	Report Topic / Resolution	Resolution No.
Nov 24, 2020	Public Hearing held	N/A
Oct 27, 2020	THAT Council give first and second reading to City of West Kelowna Official Community Plan Amendment Bylaw No. 0100.60, 2020 (File: Z 20-06); and THAT Council give first and second reading to City of West Kelowna Zoning Amendment Bylaw No. 0154.92, 2020 (File: Z 20-06); and THAT Council direct staff to schedule the proposed bylaw amendments for Public Hearing.	C276/20

REVIEWED BY

Brent Magnan, Planning Manager

Mark Koch, Director of Development Services

Shelley Schnitzler, Legislative Services Manager/Corporate Officer

APPROVED FOR THE AGENDA BY

Paul Gipps, CAO

Powerpoint: Yes ☐ No ☒



COUNCIL REPORT

To: Paul Gipps, CAO

Date: November 24, 2020

From: Hailey Rilkoff, Planner II

File No: P 20-16

Subject: **P 20-16 – Proposed Short Term Rental Program**

RECOMMENDATION

THAT Council consider and resolve to direct staff to further engage the community and stakeholders on the proposed Short Term Rental program as outlined in this report.

STRATEGIC AREA(S) OF FOCUS

Economic Growth and Prosperity – Policies and advocacy to enhance economic prosperity; Continued growth in tourism.

EXECUTIVE SUMMARY

This report outlines the considerations for regulating short term rental accommodations in the City of West Kelowna. A proposed regulation program is outlined with a corresponding bylaw compliance and enforcement strategy as well as a stakeholder and public engagement plan.

BACKGROUND

On September 29, 2020, Council directed staff to review best practices for Short Term Rentals within the Okanagan Region and to prepare a draft regulatory program for Short Term Rentals. A draft program has been developed to be endorsed by Council, based on regionally consistent practices and incorporating the West Kelowna context. Stakeholder and public engagement will be sought to provide feedback on the draft program prior to bylaw amendments being considered by Council.

Additional resources have also been identified as a need for the City's Bylaw Compliance & Enforcement Department in order to proactively enforce and seek compliance with the upcoming changes to regulations around short term rentals.

Policy & Bylaw Review

Official Community Plan Bylaw No. 0100

The City's Official Community Plan (OCP) identifies the critical need to maintain the existing stock of affordable housing and increase opportunities for the development of new affordable housing. Affordable housing in the context of the City's OCP includes affordable home ownership, affordable rental accommodation and subsidized housing. The OCP supports secondary suites as a form of affordable infill housing, however the OCP's objectives, policies and actions do not currently address short term rentals.

When considering tourism, the OCP's Economic Sustainability objectives encourage a sustainable tourism economy with a strong economic mix¹ and providing services to a broad range of user groups². The OCP supports growth and change in the local economy, while placing importance on protecting residents' quality of life³.

Zoning Bylaw No. 0154

Currently, the Zoning Bylaw prohibits vacation rentals that are not bed and breakfasts, agri-tourism accommodations, or resort apartments and townhouse uses. Agri-tourism accommodations are permitted on A1 – Agriculture zoned properties while resort apartment and resort townhouse uses are permitted in the C6 – Tourist and Resort Commercial zone.

Bed and breakfasts, which are only permitted in single detached dwellings and must be operated by the dwelling's occupant, are permitted in a variety of zones as a secondary use. Bed and breakfasts are not permitted on parcels with secondary suites or carriage houses. Zones which permit bed and breakfasts as secondary uses include Agricultural (A1); Rural Residential (RU1-RU5), and Residential (R1 & R1L). A key difference between a bed and breakfast and a Short Term Rental is the expectation that a bed and breakfast is hosted and that the operator is on-site during a guest's stay.

Table 1 - Bed and Breakfast Regulations At a Glance	
Permitted Dwelling Forms	Within a Single Detached Dwelling
Parcel Criteria	Not permitted on properties with a Secondary Suite or Carriage House; Connection to community sewer system required (<i>unless written approval for septic disposal capacity</i>)
Occupancy	Up to 4 Guest Rooms (No more than 8 guests)
Operator	Must be the occupant of the Single Detached Dwelling
Bookings	Multiple bookings permitted
Required Parking	1.0 parking space per guest room
Business Licence Fee	\$135 – includes inspections

Short Term Rental Market

As of July 2020, there were approximately 378 short term rental units currently operating within the City of West Kelowna and 460 short term rental listings (as operators can list the same unit on multiple platforms). Pre-pandemic, there were 420 active short term

¹ OCP, 3.9.1 Economic Sustainability Objectives, Objective 4.

² OCP, 3.9.1 Economic Sustainability Objectives, Objective 5.

³ OCP, 3.9.1 Economic Sustainability Objectives, Objective 7.

rental units in West Kelowna (January 2020). Most short term rental listings in West Kelowna are entire homes (82%) and single detached dwellings (76%). In comparison, there are 372 traditional accommodation units in West Kelowna which includes hotel/motel rooms (158), resort rooms (148) and bed and breakfasts (66).

West Kelowna's Housing Context

The Regional Housing Needs Assessment prepared in November of 2019 for the Central Okanagan, outlined the current state of housing in the region, with some data specific to West Kelowna. The reports analysis of housing ownership for West Kelowna demonstrated that 84% of West Kelowna households are 'owner households' while 16% are 'renter households'⁴. According to 2016 Census data, West Kelowna's housing structure mix is primarily single detached dwellings (74%)⁵. Rental vacancy rates have been below 2% since 2013.⁶

Based on Business Licensing statistics, there are approximately 464 Secondary Suites in West Kelowna which have active, delinquent or inactive Business Licences. The Building Department has 51 permits for the legalization of unauthorized secondary suites which are in-stream. While there are additional unauthorized secondary suites within the City, there is no way to determine the number of these unauthorized suites. There are 17 Carriage Houses with active Business Licences.

Regional Practices

In conducting a review of regional practices, staff considered regulations that have been adopted or are under consideration in other local and BC municipalities. The regional municipalities reviewed were Kelowna, Lake Country and Penticton, with other BC municipalities including Gibsons, Nelson, Pemberton, Squamish, and Tofino. Many regulation components were consistent, such as requiring a business licence, a principal residence requirement for the operator, requiring on-site parking, and maximum occupancies for Short Term Rentals.

Guiding Principles

A Regional Planning Lab in 2019, led by the Regional District of Central Okanagan has identified the following four Regional Short Term Rental Goals⁷:

1. *Preserve long term rental stock*
2. *Recognize vacation rentals are important to the Central Okanagan*
3. *Explore compliance monitoring partnerships*
4. *Implement consistent safety standards through business licensing*

Short Term Rental regulations are being proposed with consideration to the four regional goals, the current context in West Kelowna, and based on previous discussions with

⁴ Regional Housing Needs Assessment, Regional District of Central Okanagan, November 2019

⁵ Regional Housing Needs Assessment, Regional District of Central Okanagan, November 2019

⁶ How We Live, #OURWK, 2020

⁷ https://www.regionaldistrict.com/media/257325/Regional_Planning_2019_Winter_Bulletin.pdf

Council. The following are West Kelowna's proposed Guiding Principals in relation to Short Term Rentals:

1. *Mitigate Negative Neighbourhood Impacts*
2. *Protect Long Term Rentals*
3. *Recognize Importance of Short Term Rentals for Tourism*
4. *Comprehensive Licensing, Compliance & Enforcement*

DISCUSSION

Proposed Short Term Rental Regulations

The proposed draft regulation and enforcement program for Short Term Rentals are based on regionally consistent practices and the proposed Guiding Principles. The proposed regulation program for Short Term Rentals prioritize mitigating potential negative impacts to neighbourhoods and protecting the long-term rental inventory, while at the same time accommodating Short Term Rentals for the benefit of visitors and residents.

Table 2 - Proposed Short Term Rental Regulations	
Permitted Dwelling Forms	Within a Single Detached Dwelling
Parcel Criteria	Not permitted on properties with a Secondary Suite or Carriage House; Connection to community sewer system required (<i>unless written approval for septic disposal capacity</i>)
Occupancy	Up to 3 Guest Rooms (No more than 6 guests)
Operator	Must be the occupant of the Single Detached Dwelling;
Bookings	Only 1 booking at a time permitted
Required Parking	1.0 parking space for 1-2 guest rooms 2.0 parking spaces for 3 guest rooms
Additional Licencing Requirements	Entire dwelling may be rented while operator is away (Maximum 6 guests)
	A local contact must be identified to respond to concerns if the operator is away
	Operator must sign a Good Neighbour Agreement
	Operator must provide proof of occupancy (through homeowner grant, drivers licence, government records or utility bills)
	Operator must provide a Self-Evaluation Safety Audit

The proposed regulations were developed to be consistent with the City's Bed & Breakfast regulations. Key differences include a reduced occupancy of only 3 guest rooms to a maximum of 6 guests, only one booking at a time permitted, and that the entire dwelling may be rented while the operator is away. See Attachment 1 for a comprehensive overview of the draft Short Term Rental regulations and which City bylaws they would be included within.

Other Regulation Options

While the above regulations outline the proposed regulation program based on the Guiding Principles and regionally consistent practices, other options which may be considered based on Council direction and results of the proposed Public & Stakeholder Engagement Program could include:

- Permitting Short Term Rentals on properties with Secondary Suites or Carriage Houses (while restricting the Short Term Rental to within the Single Detached Dwelling);
- Permitting Short Term Rentals within Secondary Suites or Carriage Houses (Only one dwelling would be permitted as a Short Term Rental per property);
- Higher licence fees may be considered for Secondary Suites and Carriage Houses to work to protect long-term rentals;
- Licence caps to limit the number of Short Term Rental business licences within the City or within specific neighbourhoods or geographic areas;
- Requirement of a Short Term Rental operator to notify neighbours of the use and contact information in case of any neighbour concerns; or
- Restrictions on the number of nights a Short Term Rental can be rented for annually.

The above options were all regulatory or licencing approaches seen in effect within a BC municipality, however they were not identified as a regionally consistent practice. Additional technical review may be required for the inclusion of any of the above regulatory options to determine applicability of other regulations (such as BC Building Code) and how to administer or manage additional restrictions such as licence caps or maximum rental nights.

Business Licencing

Operator and Local Contact

The operator of a Short Term Rental must be the occupant of the Single Detached Dwelling. This could be the owner of the property as confirmed by the homeowners grant, or a long-term tenant of the property (with approval from the owner) as confirmed by a driver's licence, government records or utility bills in the operator's name. This requirement is to ensure that the operator maintains the dwelling as their principal residence (where the operator lives, conducts daily affairs, and is generally the residence used for government records). An operator may rent the entire dwelling during times when they are away, however the maximum of 6 guests must still be met.

A local contact is required to be identified as part of the application for a Short Term Rental business licence. The local contact must be available to respond to City staff concerns within a reasonable time frame when the operator of a Short Term Rental is away.

Good Neighbour Agreement

Operators applying for a Short Term Rental business licence will be required to sign a Good Neighbour Agreement, which outlines a code of conduct and expectations for the

operator to adhere to, which will reiterate the applicable City bylaws and regulations. See Attachment 1 for an example of a draft agreement.

Fire Inspections

A Fire Inspection will be required for all Short Term Rentals as part of the initial application requirements. This is consistent with the Fire Department's inspection requirements for Bed & Breakfasts which, as of 2020, only require an 'Initial Inspection'. The Fire Department estimates that the time required to complete each inspection is 2.25 hours (including administration and travel time). Operators applying for a Short Term Rental business licence will also be required to complete a Self-Evaluation Safety Audit annually. Operators would complete the safety audit to attest that required safety devices and procedures are in place such as smoke alarms, fire extinguishers, carbon monoxide alarms, and fire safety plans. See Attachment 1 for an example of a draft safety audit.

Business Licences

Using projected rates of licensing of existing operators based on statistics provided by the City of Kelowna's Business Licencing Department, the following is a breakdown of potential revenues from licensing. West Kelowna could project approximately 96 Short Term Rental operators would obtain licences once regulations are in place (approximately 20% of the number of pre regulation listings).

Table 3 – Potential Licencing Numbers		
	Kelowna	West Kelowna (<i>anticipated</i>)
Pre Regulation Listings	2,700	420
Reduction % with Regulations	62%	62%
Post Regulation Listings	1,020	155
% Listings who Licence	62%	62%
Short Term Rental Business Licences	634	96

It is proposed that the Licence Fee for a Short Term Rental be determined with the goal to offset the proposed Bylaw Compliance & Enforcement Program. Table 4 provides a comparison of Business Licencing fees across the Province for Short Term Rentals regulated in a similar manner to West Kelowna's proposed regulations. The City's current Business Licence Fee for a Bed & Breakfast is \$135 annually.

Table 4 – Short Term Rental Business Licencing Fee Comparison							
Lake Country	Gibsons	Penticton	Pemberton	Kelowna	Nelson	Tofino	Squamish
\$100	\$200	\$180 - \$250	\$300	\$345	\$200 - \$450	\$450 - \$750	\$450 - \$900

Bylaw Compliance & Enforcement Program

The proposed Short Term Rental Compliance & Enforcement Program (Attachment 2), anticipates required staff resources, enforcement measures, identification of listed properties and proactive enforcement.

Table 5 - Proposed Short Term Rental Compliance & Enforcement Program

Additional Staff Resources	<ul style="list-style-type: none"> • Business Licencing Supervisor; • Casual clerk during initial intake period
Enhanced Enforcement Measures	<ul style="list-style-type: none"> • Short Term Rental regulations within Zoning & Business Licencing Bylaws; • Bulletin outlining requirements and expectations; • Additional Offences and Fines with new STR regulations; • Increased maximum daily fine of \$1,000
Identification of Short Term Rental Properties	<ul style="list-style-type: none"> • Third party contractor to identify listings on multiple sites; • Ongoing identification of new listings
Proactive Enforcement	<ul style="list-style-type: none"> • Third party contractor to send automated compliance letters; • Second letter to be sent within 30 days if no response received; • Referred to Bylaw for enforcement action if compliance is not achieved.

Additional Staff Resources

As part of the 2021 budget, staff are requesting a full time Business Licencing Supervisor be responsible for and oversee the strategic direction of business licencing services. This position would lead the implementation of the Short Term Rental licencing program and manage the proactive enforcement of the Short Term Rental regulations.

It is also anticipated that the Business Licence Clerk (currently a 0.5 FTE term position) would be unable to solely manage the initial round of Short Term Rental business licence applications once regulations are in place. This 0.5 FTE term position will be reviewed later in 2021 for full time status. The utilization of a casual Clerk during the initial intake period (Spring/Summer 2021) is proposed as needed.

Enhanced Enforcement Measures

Utilizing the regionally consistent practices approach to regulating short term rentals was also applied when reviewing enforcement options. It was important to ensure that the proposed regulations would be enforceable and it is proposed to introduce a graduating scale of penalties for non-compliance, with the ability for the Business Licence Supervisor to suspend or revoke a licence if compliance cannot be achieved within a reasonable time frame.

An overview of the potential new offences which would be introduced or enhanced as part of the bylaw amendments are included in Attachment 2. It is proposed to increase the maximum daily fine within the City's Municipal Ticket Information Utilization Bylaw No. 0095 (MTI Bylaw) to act as a deterrent for non-compliance from \$500 to \$1,000. Tickets under the MTI Bylaw can only be served in person and cannot be mailed.

Third Party Contractor

It is proposed that a third party contractor be used to provide proactive identification and communication to active Short Term Rentals. Staff have been in contact with one potential contractor who has provided an overview of potential services and costs, with costs based

on the number of listings requiring monitoring. Services proposed to be contracted include:

- address identification of active listings,
- automated compliance letters for listings who are in contravention of any of the regulations, and
- the ability to track the status and outcome of each compliance letter.

The procurement of a third party contract for these services would go through the Informal Quote or Formal Quote/Bid procurement process depending on the level of service determined to be required⁸.

It is anticipated that the use of a third party company to carry out the above noted services will significantly reduce the amount of enforcement that would normally expected to be needed by Business Licensing and Bylaw Compliance Staff to obtain compliance. Complaint based enforcement though the Bylaw Department will still be necessary and form part of the enforcement strategy, particularly as it relates to nuisance issues. After the Short Term Rental regulation program has been in effect for some time, third party monitoring may no longer be required as operators become familiar with the regulations and staff work to gain compliance.

Public & Stakeholder Engagement Plan

Council directed staff to prepare an engagement plan to seek public and stakeholder feedback on the draft Short Term Rental regulations. With current restrictions and public health advisories in effect due to COVID-19, staff will lead an online engagement process. Engagement is proposed to take place starting November 30th and run until the end of 2020. While there are identified limitations to conducting public engagement during December, with competing engagement programs and the holiday season, the timing was necessary in order to have regulations in place by the beginning of the 2021 tourism season. The timing proposed for the engagement was derived by working backwards from a proposed May 2021 implementation date.

It is the intent of the engagement plan to engage on proposed enforcement, regulation, and implementation of Short Term Rentals. It is not the intent of this engagement process to gauge public opinion on whether regulation is required, rather, how it is to be implemented, and to what extent it should be regulated. Once engagement is completed on the draft regulations, proposed bylaw amendments will be prepared for Council's consideration.

Proposed Engagement Tools

A project webpage is available on the City's website which includes background information on the project, key timelines, and links to the online questionnaire (when available). The project webpage will be updated regularly as the project progresses and provides a hub for information on the proposed Short Term Rental regulations.

⁸ Section 5.3 Purchasing Thresholds & Process Requirements, CWK Purchasing Policy

It is proposed to utilize the City's new engagement platform, Engagement HQ (Bang the Table) to deliver the online questionnaire. The questionnaire will outline the proposed regulations and seek feedback from stakeholders and the public on whether the draft program presented addresses the context of West Kelowna. Staff will use the questionnaire results to inform the refinement of draft regulations in addition to City policies and guidelines, regionally consistent practices and internal department requirements and feedback.

Table 5 - Proposed Public & Stakeholder Engagement Plan	
City Webpage	<ul style="list-style-type: none"> Project webpage serves as a hub for access to information, updates, and ways to stay involved in the engagement process.
Engagement HQ Questionnaire	<ul style="list-style-type: none"> Online questionnaire for public and stakeholders to provide feedback through Engagement HQ (Bang the Table); Option for residents to pick up a paper copy of the questionnaire if needed.
Social Media Posts	<ul style="list-style-type: none"> Regular social media posts throughout the engagement process; Posts will provide background information and ways to be involved; Posts to update on the engagement process; Utilizing Facebook, Instagram, Twitter
E-Notifications	<ul style="list-style-type: none"> Email Notification at the launch of the engagement process to existing City mailing list; Key messaging will direct interested recipients to the online questionnaire and project webpage
Newspaper Ads	<ul style="list-style-type: none"> Two newspaper advertisements in West Kelowna News; Provide project information and how to access the online questionnaire.

Engagement Audience

Public engagement with the community of West Kelowna will gather feedback on the proposed regulations and provide a lens from residents. Public engagement is meant to capture those not directly involved in the Short Term Rental industry, but may have a vested interest in the operation of these businesses. Neighbourhood Associations will be invited to participate in the online questionnaire.

Community stakeholders have been identified that will be invited to participate in the engagement process, and may encourage and advocate for others to participate as well. Stakeholders have been identified and include Short Term Rental operators, accommodation and tourism providers, and industry associations.

All three Council Committees will be engaged for comments regarding the proposed regulations (Agricultural Advisory Committee, Advisory Planning Committee and Economic Development Committee). Internal departments have been referred and participated in preparation of the proposed draft regulations. Ongoing input from internal departments will be required as the proposed regulations are further refined and administrative details of business licensing are determined.

NEXT STEPS

Following Councils endorsement of the proposed Short Term Rental regulations, public and stakeholder engagement will begin. Once engagement is completed (by the end of 2020), starting in early 2021 staff will review the results of the questionnaire and comments received from Council committees and various internal and external agencies. The proposed regulations may be refined or amended based on the results of the engagement, while maintaining regulations that are based upon the Guiding Principles and are regionally consistent.

Staff will then draft bylaw amendments to regulate the operation, licencing and enforcement of Short Term Rentals for Councils consideration, and if supported, will be moved forward to a public hearing. Staff anticipate regulations could be adopted by April/May of 2021 at the beginning of the tourism/accommodation season. Bylaw amendments will be required to the following bylaws:

- Zoning Bylaw No. 0154
- Business Licensing and Regulations Bylaw No. 0087
- Fees & Charges Bylaw No. 0028
- Bylaw Dispute Adjudication Bylaw No. 0093
- Municipal Ticket Information Utilization Bylaw No. 0095

FINANCIAL IMPLICATIONS

It is not anticipated that Business Licencing fees for Short Term Rentals would be able to completely cover the required resources necessary to implement the program. A budget request has been submitted by the Development Services Department for the Business Licencing Supervisor position. Additional resources will be required to be allocated to the Short Term Rental program to achieve the proposed compliance and enforcement program.

Potential annual costs for third party monitoring (based on the projected number of listings post regulation of approximately 155) are estimated at \$3,000 CAD for compliance monitoring and \$5,000 CAD for address identification. This cost may be higher in the first year of regulation if listing numbers are higher.

The Province has an agreement with one online accommodation platform (OAP) for Short Term Rentals, AirBnB, to automatically collect a Municipal and Regional District Tax

(MRDT) from all bookings. Only municipalities with an MRDT in place receive OAP revenue disbursed by the Province. West Kelowna does not currently have an MRDT in place. Consultation and support from tourism industry stakeholders would be required as well as a minimum of 51% of accommodation providers (representing 51% of the total accommodation units) in support of the MRDT application to the Province. ⁹

COUNCIL REPORT / RESOLUTION HISTORY

Date	Report Topic / Resolution	Resolution No.
September 29, 2020	Council provided direction to staff that short term rentals be regulated, and that the creation of regulations for short term rentals be done through the review of regional practices and consultation with both stakeholders and the public. Council's direction followed the decision points presented to Council.	-
September 17, 2019	THAT Council direct staff to investigate and report back to Council regarding Air BnB and short term rentals in West Kelowna within the next 6 months.	C327/19

REVIEWED BY

Brent Magnan, Planning Manager

Mark Koch, Director of Development Services

Shelley Schnitzler, Legislative Services Manager/Corporate Officer

APPROVED FOR THE AGENDA BY

Paul Gipps, CAO

Powerpoint: Yes ☒ No ☐

Attachments:

1. Draft Short Term Rental Regulations
2. Draft Compliance & Enforcement Program
3. Draft Engagement Plan

⁹ Destination BC – MRDT Program Requirements <https://www.destinationbc.ca/what-we-do/funding-sources/mrdt/program-requirements-application-procedure/>



PROPOSED SHORT TERM RENTAL REGULATIONS

File No: P 20-16
Subject: Proposed Bylaw Amendments & Regulations

CITY OF WEST KELOWNA
PLANNING DEPARTMENT

ATTACHMENT: 1

FILE NO.: P 20-16



Zoning Bylaw No. 0154

SHORT TERM RENTALS

- .1 A short term rental shall only be conducted within a principal single detached dwelling.
- .2 An occupant of the single detached dwelling shall be the operator of the short term rental.
- .3 No more than 3 guest rooms are permitted in a short term rental and no more than 6 guests are permitted in a short term rental at any one time.
- .4 Guest rooms shall only be rented for rental periods of less than 1 month.
- .5 A short term rental is permitted to have no more than 1 non-internally illuminated sign to a maximum size of 3000 mm² (465 in²) that is attached to the principal single detached dwelling or located elsewhere on the parcel and a minimum distance of 1.5 m (4.9 ft) from any parcel boundary.
- .6 There shall be no exterior indication that a short term rental is in operation on any parcel, except for permitted signage and required parking.
- .7 A short term rental shall not be permitted without connection to a community sewer system unless:
 - (a) The parcel receives the written approval of a Registered Onsite Wastewater Practitioner (ROWP) for septic disposal capacity.
- .8 A short term rental is not permitted on a parcel that contains a secondary suite or carriage house.

PARKING REGULATIONS

USE	NUMBER OF REQUIRED PARKING SPACES
Short Term Rental	1.0 per 1 or 2 guest rooms 2.0 per 3 guest rooms

Business Licencing and Regulations Bylaw No. 0087

DEFINITIONS

“Short Term Rental” means the accessory use of a single detached dwelling, or a portion of it, that provides temporary accommodation for paying guests for a period of less than 30 days, but does not include Bed & Breakfast.

SHORT TERM RENTALS

.1 A person must not carry on business as an operator of a short term rental unless the person holds a valid licence issued under the provisions of this Bylaw.

.2 Without limiting Section 2.1, a person applying for the issuance or renewal of a licence to operate a short term rental must, in addition to meeting the requirements of Zoning Bylaw No. 0154:

- (a) Make an application to the Licence Inspector on the form provided for short term rental business licence applications;
- (b) Provide, in the form satisfactory to the Licence Inspector, evidence that:
 - a. The operator owns the dwelling where the short term rental is offered, or
 - b. The owner of the property has consented to the use of the property as a short term rental;
- (c) When the property where the short term rental is offered is located within a Strata, provide a letter from the strata council confirming that the use of the dwelling for short term rentals does not contradict any bylaws of the strata corporation or applicable provisions of the Strata Property Act;
- (d) Provide in the form satisfactory to the Licence Inspector, evidence that the premises where the short term rental is offered is occupied by the operator as their principal residence;
- (e) Provide the name and contact information for a Local Contact who is designated by the operator as an alternate contact for the Short Term Rental accommodation;
- (f) Submit in the form satisfactory to the Licence Inspector a Self-Evaluation Safety Audit;
- (g) Provide a floor plan of the dwelling in which the short term rental is offered, identifying the location of smoke alarms, carbon monoxide alarms, fire extinguishers, fire exits, each guest room, the types of bed in each guest room and the location of any sofa beds (Fire Safety Plan);
- (h) Provide a parking plan which complies with the parking requirements of Zoning Bylaw No. 0154; and
- (i) Provide any other information the Licence Inspector may require for the purposes of ensuring compliance with the City's bylaws and other enactments.

.3 The operator of a short term rental must ensure that any marketing or listing for the short term rental includes the licence number of a valid licence issued for that dwelling under this Bylaw.

.4 Should the operator of a short term rental be absent overnight from their principle residence at a time when the short term rental is rented, the operator must ensure that the name and contact information of the Local Contact is prominently displayed in the dwelling.

.5 The operator or Local Contact of a short term rental must respond or attend at the dwelling within 2 hours of being requested to do so by the Licence Inspector.

.6 An operator of a Short Term Rental must:

- (a) Operate a short term rental only within a licenced dwelling;
- (b) Display the licence inside the entry way to the dwelling;
- (c) Display in each approved guest room, and in the entryway of the Short Term rental accommodation, a fire safety plan; and

- (d) Ensure that no more than one booking is permitted for the short term rental within the dwelling at one time.

.7 An operator of a short term rental must not:

- (a) Rent out any guest rooms or provide any sleeping accommodation within any secondary suite, carriage house, vehicle, recreational vehicle, tent or accessory building; or
- (b) Allow to be used as guest rooms, any rooms that are not approved and identified on the licence application for that dwelling as guest rooms.

DRAFT

Short Term Rental Operator Good Neighbour Agreement

This agreement made this _____ day of _____, 20____

WHEREAS _____ (the "Operator"):

Wishes to demonstrate to the City of West Kelowna (the "City"), and the Citizens of West Kelowna their effort to be a responsible Short Term Rental operator within the City of West Kelowna.

Recognizes their role as a responsible operator and neighbor within the community and agrees to work with the City and its departments to resolve all concerns.

Wishes to promote West Kelowna as a vibrant, safe, and attractive community for the enjoyment of everyone, including residents, visitors, businesses, and their workers.

Recognizes that non-compliance with the Short Term Rental Operator Good Neighbour Agreement may be brought to the attention of the Business Licensing Supervisor, Licence Inspector, or City Council, and may trigger a licence suspension and/or revocation hearing.

Recognizes that Short Term Rental operators have a civic responsibility to address the conduct of their guests; and that the Good Neighbor Bylaw No. 0151, Traffic Bylaw No. 0092 and other City Bylaws require that certain standards of conduct and maintenance apply to their properties used for Short Term Rentals.

Recognizes that should the Operator's licence be suspended or cancelled and any Short Term Rental bookings and/or nuisance incidents pertaining to the operation of a Short Term Rental continue to occur and remain unresolved, the City may exercise its power to pursue additional enforcement action including increasing fines and/or legal injunctive action.

AND WHEREAS the City wishes to:

Commend the Operator for their recognition of their civic responsibilities, and commitment to fostering a good working relationship with the City and the Operator's neighbours.

Demonstrate its commitment to early resolution of disputes with the Operator in relation to this Agreement whenever possible.

NOW THEREFORE in conjunction with and in consideration of obtaining, continuing to hold, or renewing a Short Term Rental business licence, the Licensee covenants and agrees with the City to comply with the conditions set out in Business Licensing and Regulation Bylaw No. 0087.

IN WITNESS WHEREOF the parties have executed this agreement in the City of West Kelowna, Province of British Columbia, this _____ day of _____, 20____

The business Operator
by its authorized signatory
(Owner/Operator)

On Behalf of the City of West Kelowna
by its Business Licence Inspector

X. _____

X. _____

Short Term Rental Self-Evaluation Safety Audit Attestation

Please initial each section applicable to your Short Term Rental
and return to City of West Kelowna Business Licencing Department:

Owner/Operator: _____

Emergency Contact name/phone: _____

Address: _____

Phone: _____ Email: _____

- | | (initial) |
|---|-----------|
| 1. Smoke Alarms tested & logged monthly (As per BC Fire Code) | _____ |
| 2. Fire Extinguisher Service – (annual service by Certified Technician) | _____ |
| 3. Fire Safety Plan posted (review and update annually) | _____ |
| 4. Means of egress operable and unobstructed (bedroom doors & windows) | _____ |
| 5. Carbon Monoxide Alarms tested annually (as per manufactures recommend) | _____ |
| 6. Electrical installations used and maintained so as not to constitute a fire hazard | _____ |
| 7. Barbeque soap leak test (propane or natural gas) annually | _____ |
| 8. Chimney cleaning – if applicable _____ | _____ |
| 9. Interior/Exterior passage ways maintained free and clear of obstructions | _____ |

Note: The City and/or West Kelowna Fire Department may conduct random inspections annually for safety compliance.

I hereby attest that the above have been tested, inspected and maintained as required by the City of West Kelowna's Business Licence and Regulation Bylaw No. 0087 and submittal of this safety audit report checklist is assurance that the conditions are consistent with those set out within City of West Kelowna Business Licence and Regulation Bylaw No. 0087.

Owner/Operator Signature: _____ Date: _____



PROPOSED SHORT TERM RENTAL BYLAW COMPLIANCE & ENFORCEMENT PROGRAM

File No: P 20-16
Subject: Proposed Compliance & Enforcement

CITY OF WEST KELOWNA PLANNING DEPARTMENT	
ATTACHMENT: <u>2</u>	
FILE NO.: <u>P 20-16</u>	

Staff Resources

Staff are requesting the addition of a new position, a full time Business Licensing Supervisor. This position would be responsible for and oversee the strategic direction of business licensing services through planning, developing and monitoring internal processes. The Business Licensing Supervisor would lead the implementation of an effective Short Term Rental regulation program, and manage the proactive enforcement of these regulations.

Currently the Business License Clerk position is located at the City Hall front counter and is a shared position with the Planning Department (0.5/FTE) for each department. The existing 0.5 business licensing clerk position term position, which will be filled as of November 23, is not anticipated to be able to also handle the expected influx of Short Term Rental applications. This 0.5 FTE term position will be reviewed later in 2021 for full time status. The additional application intake and review period (Spring/Summer 2021) will initially be supplemented with the use of a casual clerk as needed.

Enhanced Enforcement Measures

Utilizing the regionally consistent practices approach to regulating short term rentals was also applied when reviewing enforcement options. The Business Licence Supervisor would have the ability to suspend or revoke a licence if compliance cannot be achieved within a reasonable time frame under the Business Licencing Bylaw.

New offences would be introduced as part of the bylaw amendments to the Business Licencing and Regulation Bylaw No. 0087, Bylaw Dispute Adjudication Bylaw No. 0093, and Municipal Ticket Information Utilization Bylaw No. 0095. It is proposed to increase the maximum daily fine for some offences, to act as a deterrent for non-compliance, from \$500 to \$1,000. It was important to ensure that the proposed regulations would be enforceable and it is proposed to introduce a graduating scale of penalties for non-compliance with the Short Term Rental regulations.

Offences which would carry the maximum daily fine of \$500 under the Bylaw Dispute Adjudication Bylaw No. 0093 and \$1,000 under the Municipal Ticket Information Utilization Bylaw No. 0095 include operating a short term rental without a licence, permitting multiple bookings at one time, and using a secondary suite or carriage house for a Short Term Rental.

Offence	Bylaw	Maximum Daily Fine		Existing	Proposed
		Bylaw No. 0093	Bylaw No. 0095		
Contravene permitted uses (specified in each Zone)	Zoning	\$500	\$1,000	X	
Contravene Short Term Rental rules (1 st Offence)	Zoning	\$250	\$250		X
Contravene Short Term Rental rules (2 nd Offence)	Zoning	\$350	\$350		X
Contravene Short Term Rental rules (Continuing Offence)	Zoning	\$500	\$1,000		X
Contravene parking and loading standards	Zoning	\$100	\$100	X	
No Business Licence	Business Licencing	\$500	\$1,000	X	X
Marketing without Licence Number	Business Licencing	\$100	\$100		X
Fail to display Local Contact information	Business Licencing	\$100	\$100		X
Fail to attend short term rental within required time period	Business Licencing	\$250	\$250		X
Fail to display business licence	Business Licencing	\$50	\$50	X	
Fail to display fire evacuation plan in each short term rental guest room	Business Licencing	\$100	\$100		X
Operate short term rental contrary to licence conditions	Business Licencing	\$500	\$1,000		X
Permit multiple bookings at one time	Business Licencing	\$500	\$1,000		X
Use secondary suite or carriage house for short term rental	Business Licencing	\$500	\$1,000		X
Use unauthorized guest room for short term rental	Business Licencing	\$500	\$1,000		X

Third Party Contractor

To mitigate impacts to staff resourcing, it is proposed that a third party company with the expertise and sophisticated software needed to cost effectively identify Short Term Rental properties be contracted. The procurement of a third party contract for these services would go through the Informal Quote or Formal Quote/Bid procurement process depending on the

level of service determined to be required. This process could take up to 6-8 weeks prior to selecting a contractor to provide the service. A third party company that is the successful proponent of this process could reasonably need an additional 4-6 weeks to implement their program.

Staff have been in contact with one potential contractor who has provided an overview of potential services and costs, with costs based on the number of listings requiring monitoring. Services proposed to be contracted include address identification of active listings, automated compliance letters for listings who are in contravention of any of the regulations, the ability to track the status and outcome of each compliance letter.

IDENTIFICATION OF SHORT TERM RENTAL PROPERTIES

Short Term Rental listings can be spread across multiple websites, with new platforms for Short Term Rental listings being introduced all of the time. There are over 50 potential platforms for listing Short Term Rentals including AirBnB, VRBO (Vacation Rentals By Owner), HomeAway, and Booking.com. Short Term Rental listings are constantly being added, changed or removed.

Without utilizing a sophisticated data base system, there would be a significant drain on staff time to identify non-compliant Short Term Rentals. Address data is usually hidden from listings, a third party contractor would use both software and human analysts to identify the exact address and owner information for each identifiable Short Term Rental.

PROACTIVE ENFORCEMENT

Staff propose the use of the third party contractor to support the necessary compliance and enforcement efforts utilizing software capable of searching multiple listings across multiple online accommodation platforms to effectively provide accurate and enforceable information. The monitoring and communication services proposed would follow the below process with the assistance of the third party contractor:

- Identified non-compliant Short Term Rental properties would initially receive a letter advising of the compliance requirements;
- If there was no response, a second letter would be sent within 30 days;
- If compliance was not achieved or if there was still no response, the property would be referred to Bylaw for enforcement action.

The Business Licencing department would work to achieve compliance with the Short Term Rental through the letter notification process. The property would be referred to the Bylaw Department for follow up enforcement if compliance could not be achieved.

It is anticipated that the use of a third party company to carry out the above noted services will significantly reduce the amount of enforcement that would normally expected to be needed by Business Licensing and Bylaw Compliance Staff to obtain compliance. Complaint based enforcement though the Bylaw Department will still be necessary and form part of the enforcement strategy, particularly as it relates to nuisance issues.



PROPOSED SHORT TERM RENTAL PUBLIC & STAKEHOLDER ENGAGEMENT PROGRAM

File No: P 20-16
Subject: Proposed Engagement Program

CITY OF WEST KELOWNA
PLANNING DEPARTMENT

ATTACHMENT: 3

FILE NO.: P 20-16



Engagement Outcomes

It is the intent of the engagement plan to engage the public and stakeholders on proposed regulation, enforcement and implementation of Short Term Rentals. It is not the intent of this engagement process to gauge public opinion on whether regulation is required, rather, how it is to be implemented, and to what extent it should be regulated. Once engagement is completed on the draft regulations, proposed bylaw amendments will be prepared for Council's consideration.

COVID-19

With current restrictions and advisories in effect due to COVID-19, staff will lead an online engagement process, as there are limited opportunities to have in-person meetings and engagement. If in-person engagement is required, physical distancing will be maintained, masks will be required in accordance with the City's policies and all recommendations from the BC Public Health Officer will apply.

Timeline

Staff propose to launch the online questionnaire, which is currently under development, on November 30th, 2020, with the questionnaire to close on December 24th, 2020 (Phase 3). Starting in early 2021 staff will review the results of the questionnaire and comments received from Council committees and various internal and external agencies (Phase 4).



Staff will then draft bylaw amendments to regulate the operation, licencing and enforcement of Short Term Rentals for Councils consideration, and if supported, will be moved forward to a public hearing (Phase 5). Staff anticipate regulations could be adopted by April/May of 2021 at the beginning of the tourism/accommodation season.

Engagement Audiences

Public engagement with the community of West Kelowna will be gather feedback on the proposed regulations and provide a lens from residents. Public engagement is meant to capture

those not directly involved in the Short Term Rental industry, but may have a vested interest in the operation of these businesses. Neighbourhood Associations will be invited to participate in the online questionnaire.

Community stakeholders have been identified that will be invited to participate in the engagement process, and may encourage and advocate for others to participate as well. Stakeholders have been identified and include Short Term Rental operators, accommodation and tourism providers, and industry associations.

All three Council Committees will be engaged for comments regarding the proposed regulations (Agricultural Advisory Committee, Advisory Planning Committee and Economic Development Committee). Internal departments have been referred and participated in preparation of the proposed draft regulations. Ongoing input from internal departments will be required as the proposed regulations are further refined and administrative details of business licensing are determined.

Stakeholder	Impact/Affect	Political/Social/Economic Influences
B&B Operators/Owners	<ul style="list-style-type: none"> Regulated, tourism and accommodations provider. 	<ul style="list-style-type: none"> Influence on Hotel, Resort, and STR prices.
Canadian Homebuilders Association	<ul style="list-style-type: none"> Development industry – housing and accommodations. 	<ul style="list-style-type: none"> Housing and development costs.
Greater Westside Board of Trade	<ul style="list-style-type: none"> Community interests in business, economy, growth, and tourism. 	<ul style="list-style-type: none"> Local business growth.
Hotels	<ul style="list-style-type: none"> Regulated, tourism and accommodations provider. 	<ul style="list-style-type: none"> Influence on B&B, Resort, and STR prices.
Local Tourism Businesses/Attractions	<ul style="list-style-type: none"> Tourism attractions. 	<ul style="list-style-type: none"> Local economies and tourism.
Neighbourhood Associations	<ul style="list-style-type: none"> Neighbourhood interests, housing, and quality of life. 	<ul style="list-style-type: none"> Community quality, attraction of or deterrent of accommodations.
RDCO	<ul style="list-style-type: none"> Regional interests in housing, affordability, health, and regulation. 	<ul style="list-style-type: none"> Interests in tax collection, regulation, licencing, fees, and fines.
Resorts	<ul style="list-style-type: none"> Regulated, tourism and accommodations provider. 	<ul style="list-style-type: none"> Influence on B&B, Hotel, and STR prices.
Short Term Rental Operators/Owners	<ul style="list-style-type: none"> Unregulated, tourism and accommodations provider. 	<ul style="list-style-type: none"> Influence on B&B, Hotel, and Resort prices.
Tourism Kelowna	<ul style="list-style-type: none"> Accommodations resource. 	<ul style="list-style-type: none"> Local economic interests and competition within region
UDI	<ul style="list-style-type: none"> Development industry – housing and accommodations interests. 	<ul style="list-style-type: none"> Housing and development costs.
Visit Westside	<ul style="list-style-type: none"> Accommodations resource. 	<ul style="list-style-type: none"> Local economic interests and competition within region.
West Kelowna Economic Development Committee	<ul style="list-style-type: none"> Interests in business, tourism, impacts to agriculture and growth. 	<ul style="list-style-type: none"> Local economic growth and business attraction.
Westbank First Nation	<ul style="list-style-type: none"> Municipal interests in housing, affordability, health, and regulation. 	<ul style="list-style-type: none"> Interests in tax collection, regulation, licencing, fees, and fines.

Engagement Platform Summary

A project webpage is available on the City's website which includes background information on the project, key timelines, and links to the online questionnaire (when available). The project webpage will be updated regularly as the project progresses and provides a hub for information on the proposed Short Term Rental regulations.

It is proposed to utilize the City's new engagement platform, Engagement HQ (Bang the Table) to deliver an online questionnaire. The questionnaire will outline the proposed regulations and seek feedback from stakeholders and the public on whether the draft program presented addresses the context of West Kelowna. Staff will use the questionnaire results to inform the refinement of draft regulations in addition to City policies and guidelines, regionally consistent practices and internal department requirements and feedback.

Engagement Platform	Activity Description Highlights/Objectives	Engagement Dates
CWK Web Page: Short-term Rentals Regulation	The CWK web project page will serve as a hub for access to information, updates, and ways to stay involved in the engagement process. The webpage will feature: <ul style="list-style-type: none"> - Background information - Reports - Questionnaire link - Project timeline and engagement process - Updates 	Phase 2 – 5 October 30 to May 1
Social Media Posts	Regular social media posts will be provided throughout the engagement process. Posts will be provided through a 'soft-launch' period, which will provide background information and ways to get involved, followed by the engagement phase which will provide users with regular updates on the process. Media outlets: <ul style="list-style-type: none"> - Facebook - Instagram - Twitter - City Webpage 	Phase 3 Soft Launch Nov 18 to Nov 24 Phase 3 Consultation Nov 30 to Dec 24 Phase 4 – 5 General Updates Jan to May
Questionnaire (EngagementHQ)	Questionnaire through EngagementHQ (Bang the Table). Questionnaire to include: <ul style="list-style-type: none"> - Level and measure of enforcement; - Fees and Fines; - Use and Regulation; and - Impact/benefit – personal and business. 	Phase 3 Nov 30 to Dec 24
E-Notifications	Notification sent to existing mailing list to include background and rationale. Key messaging will direct interested recipients to project website.	Phase 3 Pre-Launch Nov 23 to Nov 27 Reminder Dec 7 to Dec 11 Final Call Dec 20
West Kelowna News	Small advertisement – providing overview of proposed regulation of STRs in WK, and how people may get involved to have their say on how this should be enforced.	Phase 3 Nov 30 to Dec 24

LIMITATIONS

Engagement & Timing

Traditionally, public engagement during December can be a limitation for projects, as participation typically falls off as a result of competing interests in seasonal activities, travel, and holiday preparation. However, December is also a slower season for the tourism industry which may increase stakeholder engagement rates. While COVID-19 has impacted many aspects of travel and activities, there are still demands around the season that may limit the engagement process. To avoid a drop off in participation, or a lack of community input, the proposed draft engagement plan may be amended to include two consultation phases. The first could take place between November and December and focus on stakeholder engagement, and the second could take place in January and focus on community engagement. To ensure ample feedback is received for both processes, the online questionnaire would be live during the duration of both processes.

Competing Projects

During the scheduled timeline for Short Term Rental engagement, the City will also be undertaking the annual Citizen Survey, and Phase 2 engagement of OURWK – Community Visioning. Public burnout and participation fatigue is a possibility, and may impact the consultation process and quality.



COUNCIL REPORT

To: Paul Gipps, CAO

Date: November 24, 2020

From: Rob Hillis, Engineering Manager

File No: 5330-20-46

Subject: **Glenrosa Road Storm and Sidewalk**

RECOMMENDATION

THAT Council direct staff to utilize previously approved funding to amend the Glenrosa Road Improvement contract to include sidewalk and the replacement of the storm drainage main on Glenrosa Road from Morningside Drive to the existing sidewalk to the south.

STRATEGIC AREA OF FOCUS

Invest in Infrastructure

BACKGROUND

The Glenrosa Road improvement project was awarded to BC General Contracting Inc. on April 14, 2020 for \$4,702,864.97. The total expected costs for the work, including land acquisition, contract administration, inspecting, geotechnical engineering, and utilities is \$6,750,000. The 2019 and 2020 Budgets included the following capital improvement projects, totaling \$8,975,000:

- Glenrosa Road Improvements, \$6,500,000
- McIver Pedestrian Improvements, \$1,100,000
- McIver Road Watermain, \$250,000
- Glenrosa Sidewalk, \$600,000
- Glenrosa Road Erosion Protection, \$250,000
- McTaggart Drainage Improvements, \$275,000

The contract allows the contractor until November 2021 to substantially complete the project as it was anticipated that the entire contract was too large to be completed in one construction season. To date, the contractor has completed the majority of Glenrosa Road Improvements, Glenrosa Sidewalk, Glenrosa Erosion Protection, and the McIver Road Watermain portions of the contract. The McIver sidewalk and McTaggart Drainage Improvements are scheduled to be completed in 2021. The contractor is on schedule and budget.

During the design process it was identified that the Glenrosa storm system was in need of improvements, both upstream and downstream of the proposed Glenrosa Road improvements. Additional projects and funding were approved in the 2020 Budget to improve the drainage system, Glenrosa Road Erosion Protection and McTaggart Road Drainage Improvements. In addition to the contracted works, there is a 285m section of 600mm diameter pipe that is undersized along Glenrosa Road from Morningside Drive to a storm crossing that leads to Walnut Glen Drive. This section is recommended to be replaced with a 1,200mm diameter storm main that will be able to convey the storm flows from the contributing area. The new main would be placed in the roadway and require the replacement of an existing curb. The curb is a rollover type curb that does not suit an arterial roadway. The curb would be replaced with a barrier type curb and sidewalk. This would provide a concrete sidewalk on both sides of Glenrosa road from the Webber roundabout to McGinnis Road, approximately 1.6 km of roadway.

The cost to add this to the contract is \$1,350,000. This cost includes all project costs (design, construction administration, inspections, testing, etc.) and the City has requested and received a change order from the contractor to consider. The pricing is coupled with a contract that the City received favorable pricing through a competitive process. By including this work in the existing contract, the City will complete a pedestrian connection to the existing sidewalk that was installed with the Webber roundabout and correct a deficiency in the drainage system. This opportunity would utilize the previously approved project funding and complete a pedestrian connection economically and expeditiously. The project is planned to be completed by November 2021.

FINANCIAL IMPLICATIONS

The Glenrosa Road improvement project was allocated the following funds:

Project	Funding	Expected Costs
Glenrosa Road Improvements	\$6,500,000	\$5,045,000
Mclver Pedestrian Improvements	\$1,100,000	\$660,000
Mclver Road Watermain	\$250,000	\$270,000
Glenrosa Sidewalk	\$600,000	\$250,000
Glenrosa Road Erosion Protection	\$250,000	\$250,000
McTaggart Drainage Improvements	\$275,000	\$275,000
Total	\$8,975,000	\$6,750,000

There was \$8,975,000 in funding allocated in the 2019 and 2020 Budgets for the construction of the Glenrosa Road Improvements and the associated projects. Current projections have the costs expected to be \$6,750,000 for the works. The additional work is expected to cost \$1,350,000 and be within the previously approved project funding.

COUNCIL REPORT / RESOLUTION HISTORY

Date	Report Topic / Resolution	Resolution No.
April 23, 2019	THAT Council authorize the Mayor and Corporate Officer to execute an agreement with Allnorth Consultants Limited for consulting services for the design of Glenrosa Road and McIver pedestrian Improvements in the amount of Two Hundred and Seventy Three Thousand, Six Hundred and Ninety Nine Dollars (\$273,699).	C176/19

REVIEWED BY

Allen Fillion, Director of Engineering & PW

Warren Everton, Director of Finance/CFO

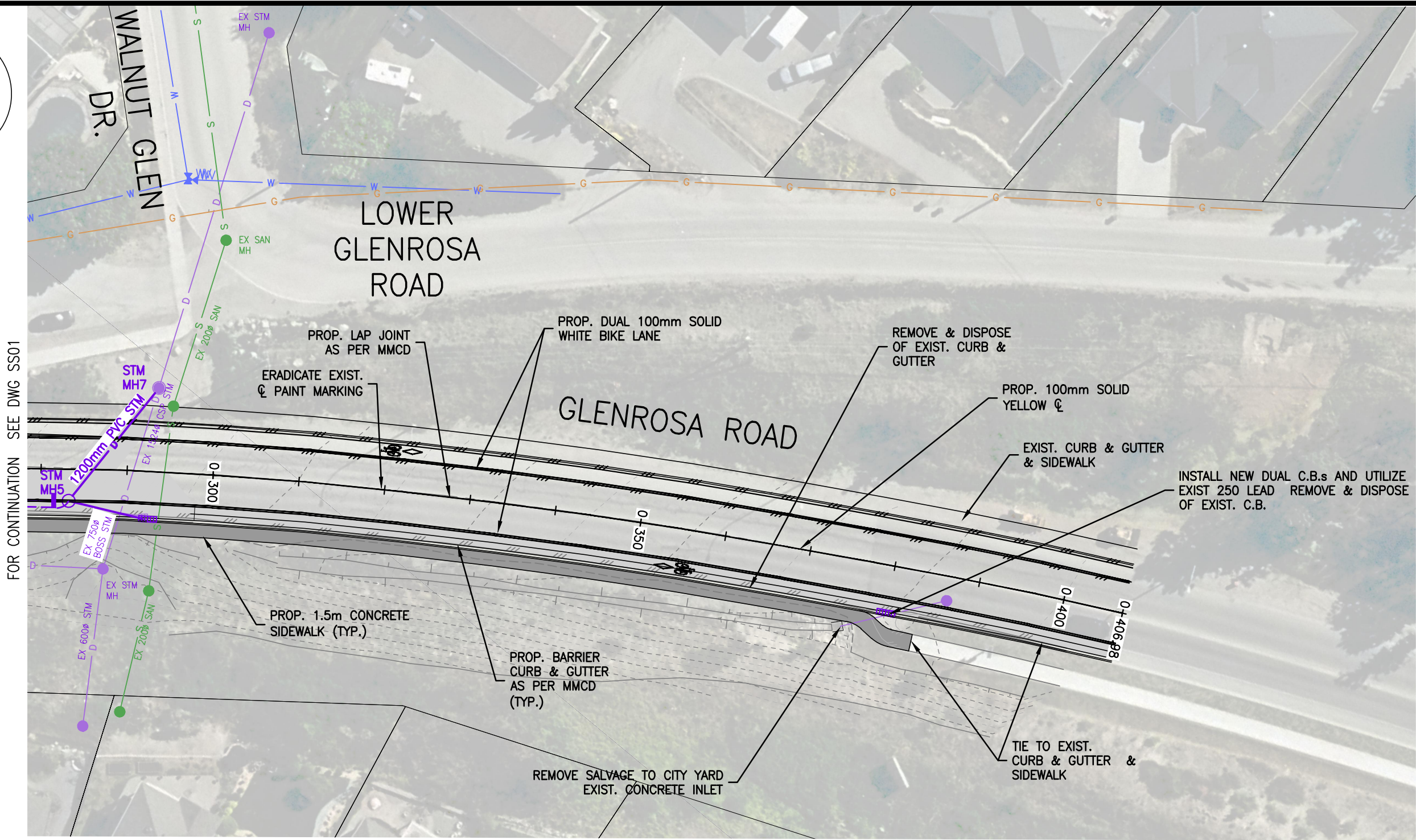
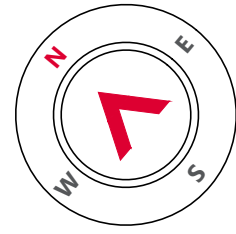
Shelley Schnitzler, Legislative Services Manager/Corporate Officer

APPROVED FOR THE AGENDA BY

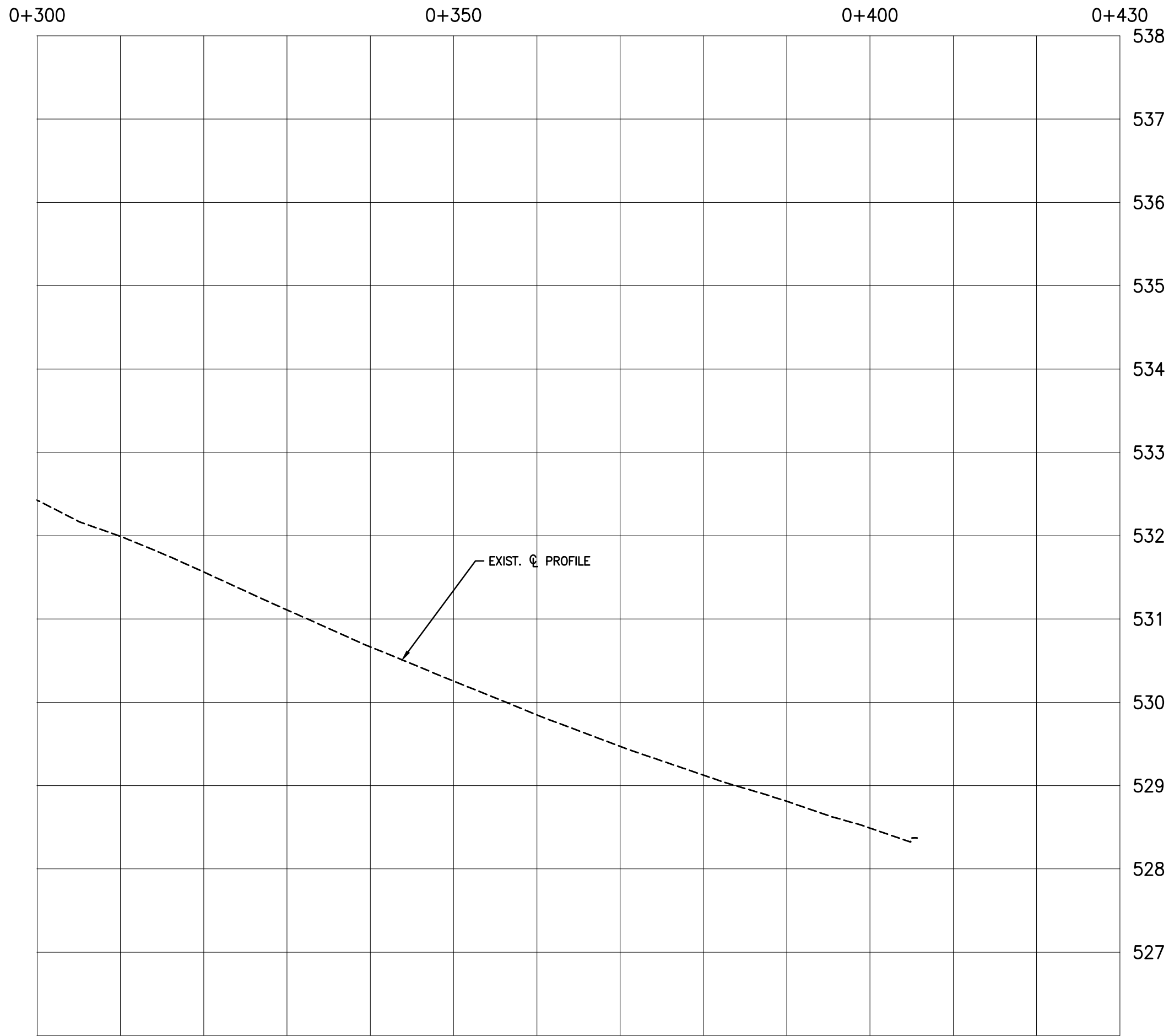
Paul Gipps, CAO

Powerpoint: Yes ☒ No ☐

Attachments: 1) Lower Glenrosa Storm-SS01
2) Lower Glenrosa Storm-SS02



NOTE:
ROTATE MANHOLE LIDS
TO SOUTHBOUND BIKE
LANE SIDE (TYP.)



REFERENCE DRAWINGS		
DRAWING NO	DRAWING DESCRIPTION/TITLE	REF
-	-	1

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A	20/11/04	ISSUED FOR REVIEW	AC SD
REV	YY/MM/DD	DESCRIPTION	DRWN APVD

CLIENT:



TITLE: STORM & ROAD WORKS STA. 0+310 to STA. 0+407 PLAN PROFILE			
CLIENT NO:	DRWN:	AC	DATE: 20/11/03
PROJECT NO:	DSGN:	SD	DATE: 20/11/03
DRAWING SIZE:	CHKD:	-	DATE: -
SCALE:	APVD:	-	DATE: -

PROJECT: LOWER GLENROSA STORM SEWER UPGRADE	
DWG NO:	REV:
19KW0005-175-SS02	A



INFORMATION ONLY COUNCIL REPORT

To: Paul Gipps, CAO

Date: November 24, 2020

From: Kari O'Rourke, Communications Manager

Subject: **Draft 2021 Communications and Engagement Plan and Policy**

PURPOSE

- 1) To provide Council with a progress update of the Draft 2021 Communications and Engagement Plan and administrative Policy;
- 2) To provide Council with the opportunity for input prior to the end of December 2020, before staff finalize and implement the Plan and Policy in January 2021.

STRATEGIC AREA(S) OF FOCUS

Communications and engagement supports the delivery of projects and initiatives under all four pillars of Council's *Strategic Priorities (2020 – 2022)*:

- Strengthening Our Community
- Invest in Infrastructure
- Foster Safety and Well-being
- Economic Growth and Prosperity

BACKGROUND

Staff has developed an overarching corporate Communications and Engagement Plan (the Plan) and administrative Policy (the Policy) that sets out the strategic framework to achieve transparent, timely and accurate communications and engagement with our external and internal audiences.

Staff have been developing and implementing a more centralized and integrated communications and engagement approach across our departments. This provides greater efficiency in our operations and how we communicate and engage our many programs, services and initiatives on an annual basis. Our intention is to better support the needs of our internal and external audiences, enhance our processes and more effectively manage our content to create shared understanding, inspire meaningful dialogue and strengthen our relationships.

The Plan outlines a roadmap of ‘what’ we do and ‘how’ that’s guided by our principles, goals and key strategies, in combination with our tools and methods, to deliver effective and measurable results. The administrative Policy provides the framework when defining, implementing and evaluating communications and engagement processes outside of our statutory requirements.

Informed by Council’s *Strategic Priorities (2020-2022)*, the Plan and Policy supports working closely with stakeholders and the public so issues and opportunities are included as part of city-wide decision-making. From Community Visioning to Capital project engagement, we are aligning our annual work plan to better coordinate and enhance our service levels in a responsible and adaptable way.

Together, the Plan and Policy will guide how we proactively deliver a combination of print, electronic and community relations tools and methods to reach members of our community and stakeholders at the right time with the right message to achieve results.

The Plan and Policy are intended to be living documents that will undergo improvements to ensure we are meeting our goals and the changing needs of our community.

Next Steps

Council’s feedback will shape the final Plan and Policy, and the drafts will also be made available on the City’s website should the public wish to provide input throughout December 2020. The final Plan and Policy will be re-posted to the City’s website in January 2021. Evaluation will be conducted on as-needed and annual basis to ensure that our roadmap remains flexible and accountable to meet the changing needs over time.

REVIEWED BY

Sandy Webster, Director of Corporate Initiatives

Shelley Schnitzler, Legislative Services Manager/Corporate Officer

APPROVED FOR THE AGENDA BY

Paul Gipps, CAO

Powerpoint: Yes ☒ No ☐

Attachments:

1. Communication and Engagement Plan (DRAFT)
2. Communications and Engagement Policy 2021 (DRAFT)
3. Annual Topics Calendar (2020)
4. Example Communications deliverables at-a-glance (August and September 2020)
5. Stakeholder List with Map (2020)
6. International Association of Public Participation (IAP2 Spectrum)

DRAFT



COMMUNICATIONS AND ENGAGEMENT PLAN

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WHAT'S INSIDE



The City of West Kelowna's Communications and Engagement Plan and Communications and Engagement Policy sets out the strategic framework to achieve transparent, timely and accurate communication and engagement with our audiences both internally and externally.

We incorporated as a City in 2007 – we are 13-years young! We're growing and we want our community to remain informed and involved in how we grow together. Council's direction is clear – we need a higher level of information, engagement and partnerships across the Greater Westside and with our advocacy in British Columbia.

As the City's first ever **Corporate Communications and Engagement Plan**, underpinned by a new and centralized Communications and Engagement Policy, we're underway with defined goals, the roadmap to get us there and why it all matters.

Using an integrated communications approach, our strategy includes how our people, processes and content all work together across city operations to inspire meaningful dialogue, shared understanding and increase trusted relationships in all that we do.



THE WHAT – this Plan identifies 'what' we do, our goals, principles, team and who we serve, the tools and methods we use, our audience groups and more. This Plan conveys that we strategically combine the use of print, electronic and community relations tools and methods so we reach the right people at the right time with the right message to achieve results. In 2021 and beyond, our goals, deliverables, benchmarks and our success measures will demonstrate how we have accomplished what we set out to do each year.



THE HOW – this Plan also identifies 'how' we reach our goals through our annual work planning, implementation and ongoing evaluation. This includes gaining a better understanding of our audience groups, their attitudes and opinions and what's important to them that helps to inform our future. From ground-level to Council's Strategic Priorities, how we effectively communicate and engage are paramount to support the City's overall success.



MOVING FORWARD WITH COMMUNITY INPUT – we'll be seeking input from our community about what we're doing well and what they'd like to see improved in the way we communicate and engage. Community attitudes and opinions are important to inform Council and guide staff as we remain fiscally responsible yet provide a higher level of communication and engagement in meaningful ways.

Then, our next steps are finalizing our Policy and Plan prior to the first quarter of 2021, implementation and internal/external awareness, evaluation and making reasonable adjustments as we go. This Plan is a living document so we'll keep doing what's working well and refine our efforts to continuously improve to meet the changing needs of our community.

The Next 10

This Plan and Policy is designed with the Next 10 in mind. What does the next decade look like in our community, and how will our communications and engagement provide an effective structure yet remain flexible to support the success of all departments, programs and initiatives across the City? How will we meet the changing communication and engagement needs of our community? This is a chance to define where we're going and how best to get there year-over-year.

This is our 'start here' roadmap so let's get to it...

A PRINCIPLED APPROACH

During our planning, implementation and ongoing evaluation, these overarching principles underpin all that we do:

1

Putting The Community First – We value what’s important to our community and how we can help. We will seek to better understand what matters to them and why through their lens. We will also be a leader in our humble and highly-responsive approach to communications and engagement.

2

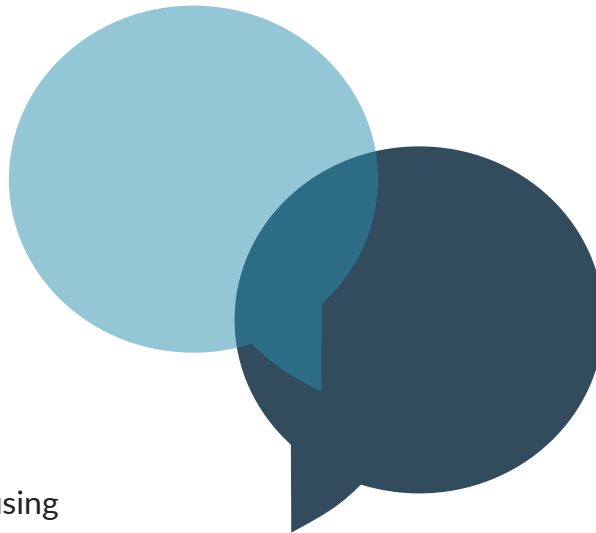
Fostering Trusting Relationships – Building and maintaining trust in all that we do is paramount. Words matter. Attitudes and opinions matter. Transparency and respect matters. We will do what we say and the proof is in our actions.

3

Informing and Involving Early and Often – We will inform and engage more through our print, electronic and community relations tools and methods. We will listen more and be highly responsive to input that guides informed decision-making.

4

Remaining Responsible and Adaptable – Our programs, initiatives and our interactions will directly support our goals using a best practice approach and fiscal responsibility.



OUR GOALS

Our goals link directly to our Policy and the strategies mentioned throughout this Plan that are intended to:

1 PROVIDE OPEN, HONEST AND TRANSPARENT COMMUNICATIONS WITH LESS GOVERNMENT SPEAK AND MORE COMMUNITY-FOCUSED RELATIONS.

- Increase our advanced and final notifications, enhance the way we layer our content and the tools/methods we use, and ensure we implement a no-surprise rule.
- Increase our one-on-one and small group interactions to make sure stakeholders and the public are well informed, engaged and truly understood.
- Proactively communicate with easy-to-understand language, and to provide the community with increased access to ask questions of our subject matter experts.

2 INCREASE ACCURATE AND TIMELY INFORMATION AND ENGAGEMENT OPPORTUNITIES WHERE INFORMED DECISIONS CAN BE MADE, AND REPORT OUT ON OUR PROGRESS.

- Increase our digital presence to provide greater remote opportunities to be informed and engaged, including the use Bang The Table (online engagement platform), using e-notifications to provide information and a call to action, increase digital meetings and workshops and other tactics.
- Increase our understanding of who our community members are in each area through greater research, survey data and statistics.
- Complete Consultation Summary Reports after our engagement opportunities have concluded to demonstrate how feedback has been considered and used to inform our way forward.

3 PROVIDE RESPONSIVE INTERNAL AND EXTERNAL CUSTOMER SERVICE THAT SUPPORTS A POSITIVE AND MORE STRATEGIC REPUTATION.

- Support and align internal City department communication and engagement initiatives through a centralized and coordinated work plan approach.
- Increase our efficiencies using an integrated communications approach across departments so communications is part of operational planning from the outset.
- Maximize city-wide strategic information and outreach to increase public participation without causing outreach fatigue.

4 REMAIN PROACTIVE, EFFECTIVE AND TRUSTWORTHY WITH OUR MEDIA RELATIONS THAT HELPS JOURNALISTS TELL AN ACCURATE, BALANCED AND FAIR STORY.

- Be highly responsive to promptly address the needs of the media with the background, facts, why it matters and provide them with our next steps.
- Change public perception that indeed we conduct business in a transparent and highly accountable way.
- Increase our social media presence as a provider of fact-based information and opportunities to help with increased online journalism

If we begin with the end in mind, we want to be regarded as a kind, trustworthy and community-focused partner, a leader in applying strategic communication and engagement best practices and keep our stakeholders and the public well informed and involved with no surprises.

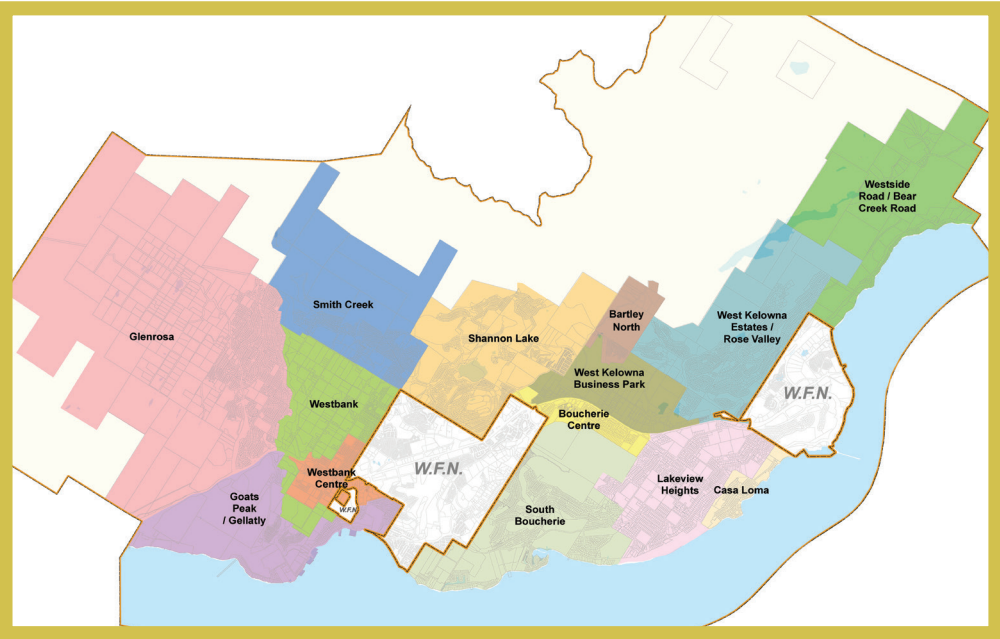
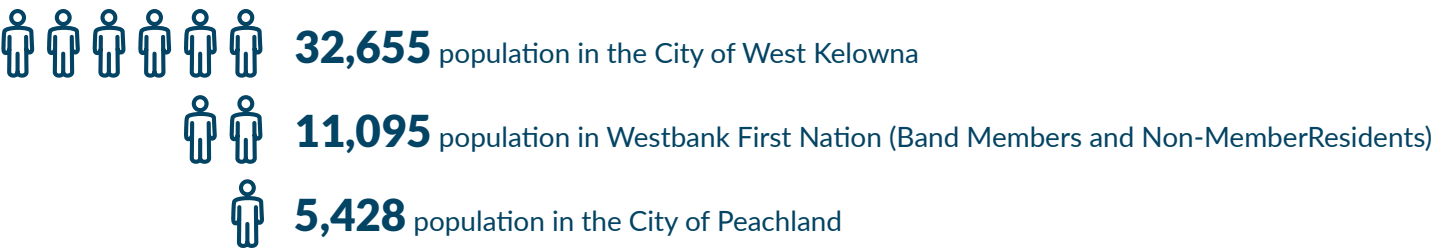
OUR TEAM

Who We Are

Reporting to the Director of Corporate Initiatives, our Communications and Engagement Department (the Team) consists of 2.5 staff dedicated to communication and engagement activities: one Communications and Engagement Manager; one Communications Supervisor (with grant oversight); and one Communications Co-coordinator (-50% time for grant applications).

Who We Serve

The Team provides two-way communications to residents, businesses, stakeholders and government partners to be a part of making West Kelowna a great place to live, work and enjoy.



Communicating in a Complex World

The City of West Kelowna collaborates regularly with local governments such as Peachland and Westbank First Nation and the Regional District of Central Okanagan. As a young municipality centred in a growing region, governance and community issues are becoming more complex.


All of Us Working Together

Our team serves as a gateway to support City staff for strategic communications planning, visual identity and daily communications needs.


We are working on an annual work plan process to better coordinate support for departments, streamline activities and highlight gaps for continual review and improvement.

Internal communications outside of Human Resources employee engagement activities includes the delivery of key information to frontline staff about relevant and timely updates to aid in responding to public inquiries. Methods include a mix of print, electronic and one-on-one engagement.

INTERNAL TOOLS AND METHODS




Intranet - Grapevine and All Staff Microsoft Teams




Emails




Staff meetings



Briefing notes



Key points



Video updates

Our external outreach uses similar tools such as print, electronic methods which is described later in the plan.

KEY MESSAGES

Overarching Messaging

Overarching corporate messaging derives from *Council's Strategic Priorities (2020 - 2022)* and typically include how Council and staff are delivering on those priorities. Examples include:

- Council's Vision is that the City of West Kelowna is a responsive, solution-oriented local government that works in partnership with the community and others to create opportunities for growth and prosperity. We're continuing to put our plans in place to reflect what Council and the community envisions so please participate in our consultations to help shape our future!
- We're investing in infrastructure, our economic growth and prosperity, we're strengthening our community and fostering safety and well-being. As each initiative within these four Strategic Priority pillars is planned and implemented, we'll be working closely with stakeholders and the public so issues and opportunities are included.
- From Community Visioning to capital project consultations, we're aligning our operational plan communication and consultations to better coordinate and enhance our service levels.
- Your opinion matters and we want to hear from you!
- We need your opinion to help make West Kelowna one of the most desirable places to live, work and enjoy. Have your say and stay connected with us.

Departmental and Project-specific Messaging

The Communications and Engagement Department serves as a gateway to support City staff for strategic communications planning, visual identity and daily communications needs.

Internal communications outside of Human Resources employee engagement activities includes the delivery of key information to frontline staff about relevant and timely updates to aid in responding to public inquiries. Methods include a mix of print, electronic and one-on-one engagement.



**FOSTER SAFETY
AND WELL-BEING**



**STRENGTHEN
OUR COMMUNITY**



**ECONOMIC GROWTH
AND PROSPERITY**

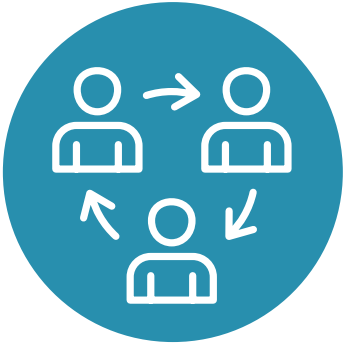


**INVEST IN
INFRASTRUCTURE**



A CLOSE-KNIT COMMUNITY

We remain focused on strengthening our relationship with the community, government and organizations with an interest in West Kelowna. The City shall continue to invest in group and one-on-one interactions, increasing and maintaining an inclusive, collaborative and participatory approach to its community relations.



As City-led projects occur that bring change to neighbourhoods in some form or another, we will inform and involve early and often to help guide decision making. We will build awareness, create opportunities to learn in our efforts to reduce delays and experience unforeseen stakeholder issues.

Community relations and engagement is built on relationships and improves situations, shapes decisions and help set policy direction based on common goals and aspirations. We will continue to improve the way we interact with a number of community groups, agencies and other levels of government and our stakeholders.

Emphasize Youth Engagement

The focus on growth and sustainability means we will be discussing changes that must happen over time. To energize the discussions and reach a key demographic, outreach to youth will also be emphasized ongoing.

Use Strongly Engaged Citizens as a Resource

Recognizing that there is a group of citizens who are well engaged on traditional city matters and have a lot of knowledge and skills, engagement with the “informed minority” will be a priority. This will mean connecting early and often with community associations, the development community, and other established stakeholders, challenging them with difficult issues and trade-offs, and asking for their support to raise awareness and participation rates.

Target Audiences

The following is a preliminary draft list of stakeholders who may have an interest in the development in City-led projects, programs, policy development and service delivery. The list will serve as a starting point to help inform the development and delivery of engagement activities. This list can be reviewed and supplemented throughout the process.

a. Broad Public

- City of West Kelowna residents
- Business or property owners
- Individuals who work, shop or play and enjoy in West Kelowna

b. Organized Groups

Neighbourhood Organizations

- Neighbourhood Associations
- Community Centres & Community Organizations
- Service Clubs
- Youth Ambassadors
- Social Agencies, Low Income Advocacy groups, Non-profit Housing Providers
- Sports and Recreation groups
- Alternative Transportation Advocacy groups
- Cultural Associations
- Non-profit sector – arts organizations, service providers
- Environmental groups
- Seniors’ Centres

Business Community

- Businesses
- Greater Westside Board of Trade
- Urban Development Institute
- Rental associations
- Property management companies
- Developers

Education Stakeholders

- School District
- Parent Advisory Groups
- High Schools
- Children and Youth – through the School District
- UBC Okanagan
- Okanagan College

c. Governments and Government Agencies

- Area MLAs and MPs
- Regional District of Central Okanagan
- Councils of adjacent municipalities (Peachland, Westbank First Nation, Kelowna, Lake Country)
- First Nation (Okanagan Nation Alliance, Métis Community Services Society of BC)
- Provincial and Federal Governments and their agencies
- BC Transit
- Interior Health

d. City of West Kelowna

- West Kelowna City Council
- Employees
- Project Teams
- City of West Kelowna staff
- Fire Rescue Services
- Police Services

e. Media

- Print
- TV
- Radio
- Online
- Social

TOOLS, METHODS AND TIMING

West Kelowna In the Know

A variety of communications and engagement strategies and platforms focusing on different stakeholder segments remains a focus area. A combination of print, electronic and community relations methods broaden the reach within the community and allows information to be received based on preferences.

In a world of continual change, the sheer volume of information that is produced and consumed each day reinforces the value of customizable bite-size content, delivered through the appropriate communications channels at the right time.

An opportunity exists to examine a more coordinated approach to content delivery that will lead to sharing of City news and updates and increased engagement from the community.



Print Communications



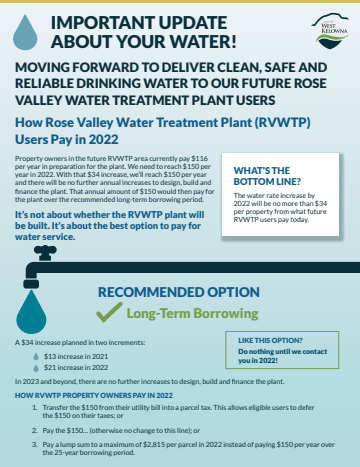
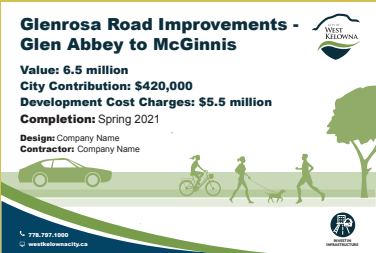
Digital Communications



Online survey and engagement tools

PRINT

- Mailouts
- Brochures
- Fact Sheets
- Display Boards
- Signage
- Advertising
- Posters



Given the traditional reliance on print we will continue to produce materials using local vendors when possible for the purpose of informing the public and/or stakeholders when electronic means are not adequate or in addition to a mix of other tools and tactics.

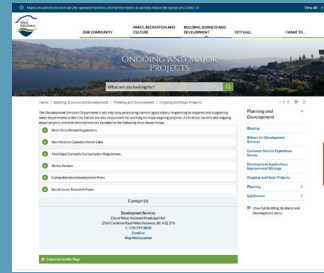
As print materials are developed under the purview of the Communications and Engagement Department we will consider design to enhance readability, eliminate City-speak, less text and included of more digital elements for greater understanding.

Strategies

- Establish visual identity guidelines and branding of City materials to create consistency and brand voice.
- Prepare writing style guidelines for internal staff to support content development for reports, signage, bulletins and guidelines for programs or services.
- Prepare a suite of self-serve branded templates for staff and contactors to produce signage, brochures, fact sheets, bulletins, and other informational materials.
- Establish the Communications and Engagement Department as the go-to advisors for communications and outreach.

DIGITAL

- Website
- E-notification/updates – In Your Community
- Social media channels
- Webcast/Zoom/MS Teams
- Engagement platforms
- Photography and videography



Increase in Digital Presence

We will continue to strive for accurate and timely information 24/7 that is well-organized and intuitively designed to enhance the public's experience. Access to City news, webcasts, highlights, good news stories, e-subscribe updates (In Your Community) and calendar of events will be promoted as the primary source of information and written in plain language.

Our strategy will increase our digital presence so we can inform and engage our community, particularly during COVID-19.

Social Media Channels

The City uses Facebook, Instagram, Twitter and YouTube as its main social media channels for sharing City and partners' news and is managed by the Communications and Engagement Department.

Creating a personality and humanizing the City is an important part of our social media presence.

Reaching people through their preferred method is a key part of government communications and social media continues to be a powerful engagement tool to promote dialogue. It is a significant channel to inform large audiences and create calls to action. Social media is also a hub for crisis communications and continues to be the official source of City information outside of the Central Okanagan Emergency Operation Centre (EOC).

One of our goals for 2021, will see the development of a social media strategy to continuously improve our outreach on the City social media channels for optimal coordination and effectiveness.

Social media has many opportunities to engage but it also presents challenges in monitoring, issues management and curbing inappropriate behaviour. This must be carefully managed to protect members of our community and the City.

Online Survey and Engagement Tools

Online engagement tools are key to involve a larger segment of West Kelowna's population, including the Greater Westside. Ensuring there is a variety of methods and platforms like SurveyMonkey, MS Teams and EngagementHQ/Bang The Table lead to higher levels of public participation.

As part of any process, reporting back on what we heard and outreach outcomes will be an important part of the engagement process. Easy-to-use reporting tools and analytics will be a beneficial metric to understand reach and outcomes.

Strategies

- Increase the City's digital presence on existing channels through the use of video, photography and content.
- Develop Key Performance Indicators to measure level of digital engagement on City platforms using a mix of methods including social media.
- Develop a social media strategy to help guide the City's short and long term objectives for a friendly and welcoming social media presence.
- Ongoing review of the Policy and supporting the Plan.

BE STRATEGIC
WE WILL CREATE AND FOLLOW
A ROAD MAP THAT ALIGNS OUR
COMMUNICATIONS
WITH THE GOALS OF
OUR STRATEGIC PLAN

COMMUNITY RELATIONS

A Community in Dialogue

Meaningful relationships helps strengthen our community. They ensure we work in harmony with members of our community and partners to be responsive and welcoming while balancing the responsibility to govern. Although the COVID-19 pandemic has changed the way we engage today, we know it isn't forever. We will adjust as conditions change to community relations and engagement activities that contribute to better decision making and improved governance overall.

And, when it is done well we ensure the most appropriate strategies and tactics are implemented with the efficient use of resources.

Creating a consistent approach to guide public and stakeholder engagement will strengthen our relationships and improve consistency with the community, government and organizations with an interest in West Kelowna. And while some decisions may not see universal support, those involved in the process will have a greater understanding of why.

Through a mix of face-to-face interactions and digital platforms we will continue to reach out to the broader community and to those members that don't typically engage with local government.

Strategies:

- Endeavour to learn more about residents' and stakeholders' communications preferences and how they would like to be engaged.
- Establish an engagement framework that provides a road map and criteria to staff to involve partners, stakeholders and members of the community.
- Continue to gauge citizen satisfaction and priorities for investment through various market research methods during key activities:
 - Annual budget consultation
 - Communications surveys
 - Exit survey questionnaires for City-led capital projects in various design and delivery phases.
- Undertake the development of a Crisis Communications Plan.
- Develop performance measures to assess progress and report out annually to Council and City staff.



MEDIA RELATIONS

We are committed to providing timely, accurate and factual information across our West Kelowna community.

City news is released on the City's official channels and amplified through its platforms. All media inquiries are centralized through the Department to aid in identifying the appropriate subject expert or spokesperson and closing the loop in a timely manner.

Our Team continues to provide media relations support and protocols to support Council and staff to ensure that information released to the public is consistent, factual and timely through various methods.

For Government and government-related organizational announcements, we will follow the appropriate communications protocols as outlined by the federal and provincial government and develop integrated communications procedures with our regional partners on an as-needed basis.

Strategies

- Support subject experts with media training and provide accurate and factual information to help respond to media inquiries.
- Continue to monitor issues and be proactive in our response.
- Continue our role as the Public Information Officer for the EOC during emergency events within our jurisdiction.



We recognize the importance of our local media in changing times and continue to be proactive to address issues that matter to our community and help spread the word.



MEASUREMENT AND EVALUATION

Measuring up

We recognize how important it is to evaluate goals and objectives of communications for City initiatives and Council's Strategic Priorities. In measuring our effectiveness we are able to adjust and fine tune our service levels and prioritize limited resources to meet the highest need of the City.

In any evaluation process, there needs to be good datasets to help understand if we were successful. This will include (but not be limited to) analytics from City inputs:

- Electronic communications (websites, social media, engagement platform, e-subscriber system)
- Project-specific inputs (feedback forms/questionnaires, Citizen Surveys, sentiment analysis)
- Media monitoring/evaluation
- Census data
- Market research both quantitative and qualitative data



CONCLUSION

Our Department has made huge strides and will continue to foster greater understanding of City-led initiatives and regionally significant issues of importance to our community.

We want to get to know our community better and apply those continual learnings for greater understanding and delivering results.

Moving forward we will continue to seek input from our internal and external groups to ensure we are effectively communicating and engaging to contribute to the City's overall success.

Other appendixes:

- Communications and Engagement Policy (DRAFT)
- Annual Topics Calendar 2020
- Example Comms Deliverables at-a-glance (August and September)
- Stakeholder List with Map
- International Association of Public Participation (IAP2 Spectrum)

Humanizing the City and enhancing our communications process will build trust and increase engagement overall and at the same time build capacity internally.



WESTKELOWNACITY.CA



CITY OF WEST KELOWNA STAFF POLICY

APPROVAL DATE:

DEPARTMENT: COMMUNICATIONS AND ENGAGEMENT DEPARTMENT
SUBJECT: DRAFT COMMUNICATIONS AND ENGAGEMENT POLICY

NUMBER:

The City of West Kelowna's Council is committed to a strategic, transparent and inclusive approach to its corporate communications and engagement. This includes building and maintaining trusting relationships internally with city-wide departmental staff, and externally with stakeholders and the public. To serve the public, the City will combine the use of print, electronic and community relations that seeks to inform, consult, involve, collaborate and empower internal and external audiences that supports the delivery of strategic public participation (P2) goals.

This Policy underpins Council's and staff's corporate communications and engagement commitment and ultimately supports the delivery of Council's *Strategic Priorities (2020-2022)*.

This Policy has been developed during COVID-19 and remains flexible as communications and engagement conditions change.

PURPOSE

The purpose of this Policy is to set out the City's commitment and framework that fosters and promotes communication and engagement in strategic and meaningful ways that will result in:

- 1) Open, honest and transparent communications with less government speak and more community-focused relations
- 2) Accurate and timely information, engagement and reporting our progress
- 3) Responsive internal and external customer service that supports a positive reputation
- 4) Proactive, effective and trustworthy media relations that helps media tell an accurate, balanced and fair story
- 5) Social media engagement that fosters meaningful and respectful awareness and understanding
- 6) Reliable information provided where decisions can be made by our community with feedback considered that helps inform our way forward
- 7) Fiscal accountability in how we reach and engage with our diverse audience in the most effective way as it matters to them
- 8) Recognition as a genuine community partner and leader in adhering to best practices

This Policy is also intended to work in conjunction with other relative Policies across the City. Further, this Policy will be appended to the City's Communication and Engagement Plan and posted on the City's website.

SCOPE

This Policy applies to the City of West Kelowna's communication and engagement strategy, plan and activities that are non-legislative in accordance with the *Local Government Act* in British Columbia.

POLICY

The City will consider the following factors which shall be used to guide our communication and engagement procedures, our strategy and implementation to benefit our operations and the community:

Defining

- Defining the process, intentions and expected outcomes – strategically planning goals, a meaningful process, materials and aligning staff that together serves the community's interests.
- Understanding opportunities and risk – thoughtful planning that centres on how to best prevent and mitigate issues and minimize risks (misunderstanding, community upset etc.).
- Evaluating community area and impact – understanding who, what, where, when, why, for how long, the intended outcome, what's next, reporting our progress and how to stay connected is critically important in our planning and implementation.
- Defining target audiences – primary and secondary individuals and groups who may have an interest and our responsibility to keep them informed and engaged.
- Defining the type of public participation – inform, consult, involve, collaborate or empower (International Association of Public Participation spectrum) along with how we will be strategic (combining print, electronic and community relations).
- Developing materials, methods and our timing – providing more real-time information that is easy to understand, less text-heavy and more interactive.

Implementing

- Using an integrated communications approach – ensuring departmental staff collaborate internally to plan the most co-ordinated way forward.
- Adhering to legislative requirements – upholding statutory requirements in parallel with non-statutory communications and engagement.
- Clearly outlining the subject matter – using plain language and providing key subject matter experts to help the community understand.

Evaluating

- Ensuring financial accountability – demonstrating how we implement broad reach with local solutions to keep our costs low yet our interactions high.
- Implementing ongoing evaluation – measuring our outcomes against our intent and continuously making adjustments that benefits our community.

Communication and Engagement Responsibilities

1. The City of West Kelowna is the only official source for information related to the City of West Kelowna.
2. Notwithstanding the legislative requirements for communication and engagement, this section outlines non-statutory communication and engagement. Statutory requirements will be addressed by all City departments under the designated Corporate Officer.
3. The City shall not engage in political promotions in its print, electronic or community relations activities. The City shall not publish political campaign information.

4. The City shall use its discretion to post and/or promote third-party information as deemed appropriate.

Digital Presence (such as website, social media, engagement platforms, e-notifications, photography and videography)

- The City shall maintain an accurate website and social media presence that provides access to 24/7 information written in plain language and simple for the public to understand. The City will also provide helpful links to resources to whenever possible to improve customer service.
- The City shall utilize external digital e-subscription services for activities such as providing the public with e-notifications and provide the public with electronic feedback forms. Subscribing to these services shall include the appropriate disclaimer for digital communications and personal information storage.
- The City shall use engagement platforms for active online engagement opportunities with our community including EngagementHQ and Survey Monkey, to provide feedback and insight for informed decision making.
- The City shall not engage in digital interactions, such as responding to social media posts, that the City deems to be disrespectful, defamatory, discriminating, offensive, harassing, threatening or the equivalent. At its discretion, the City shall remove such posts from its social media platforms and shall foster professional, respectful and fact-based exchanges.
- Photographs and video taken by the City in the public domain shall be published in the City's print and electronic material where appropriate. Photographs and video acquired shall be owned by the City.
- In addition to the City's main platform, members of Council may wish to use their own digital media platforms respecting their Code of Conduct as an elected official. The City shall not engage in digital interactions for the purposes of political promotion.

Print (such as handouts, display boards, feedback forms)

- The City shall use a variety of print material to inform and engage the public written in plain language, available at meetings and events and posted on the City's website. The City endeavours to provide local community benefits by using local vendors for its print material where possible.
- Content of material should reflect the magnitude and complexity of the subject matter using plain language and graphics to easily create shared understanding between the public and the City.
- Materials provided the City shall be in English. If French-language requirements exist, with Federal announcements for example, English text will be followed by French text.

Community Relations (such as group and one-on-one interactions)

- The City remains focussed on strengthening its relationship with the community, government and organizations with an interest in West Kelowna. The City shall continue to invest in group and one-on-one interactions, increasing and maintaining an inclusive, collaborative and participatory approach to its community relations.
- The City shall conduct ongoing meetings and provide materials that support Council and staff personally informing and engaging stakeholders and the public.
- The City shall take a proactive approach to providing information, minimizing issues, seeking continuous feedback and reporting progress to Council that accurately represents issues and opportunities in West Kelowna.

Spokesperson Responsibilities

Members of Council

1. The Mayor is the official spokesperson for the City of West Kelowna.
2. The Mayor may designate the Acting Mayor and/or the West Kelowna as an alternate spokesperson.
3. Members of Council shall consult with the Mayor prior to engaging in media relations activity unless an alternative protocol is established.
4. Councillors may speak to media on issues or opportunities important to them. However, all official City communications would be represented via Mayor and/or Chief Administrative Officer.
5. Correspondence from the public addressed to Council will be received through the Executive Assistant who reports to the West Kelowna. Replies will be promptly led by the Executive Assistant who will liaise with Council and staff and provide a timely and accurate response.
6. For Government and government-related organizational announcements, where funding partners exist, the ascending order of spokespersons for in-person announcements and for print and electronic quotes shall be:
 - 1) Government of Canada
 - 2) Province of British Columbia
 - 3) City of West Kelowna

Deviations from this protocol shall be approved by Federal and Provincial government partners with written agreement by all parties.

7. For joint announcements and events with Westbank First Nation, the City and Westbank First Nation shall develop its procedure on an as-needed basis as part of a continued partnership approach.

8. For regional partners and municipalities within the Regional District of Central Okanagan, the City will work in collaboration with the applicable organization to develop its procedures for integrated communications.

West Kelowna Staff

1. The Chief Administrative Officer shall act as the designated staff-level spokesperson as directed by the Mayor.
2. The Chief Administrative Officer may designate management staff to act as an alternate spokesperson, particularly where subject-matter expertise is required.
3. Staff will assist the media by promptly providing timely, accurate and transparent information through the Corporate Initiatives Division. Staff shall not provide official comment to the media in an official spokesperson role unless approved through the Chief Administrative Officer and Corporate Initiatives Division.

Policy and Procedure Deviations

This Policy shall be reviewed along with the Communications and Engagement Plan on an annual or as-needed basis. Deviations from the Policy shall be reviewed with the Chief Administrative Officer and the Corporate Initiatives Division to determine if an update to this Policy is appropriate.

CAO Approval:
Date:



Corporate Communications Annual Topics Calendar

Jan	Feb	Mar	Apr	May	June
<ul style="list-style-type: none"> Budget engagement Bus. licence renewal Thin ice warning Snow events/parking Student hiring <p><i>Council Highlights and Capital Projects communications occurs throughout the year.</i></p>	<ul style="list-style-type: none"> Budget communications Yard waste - RDDO Road maintenance/potholes State of the City Snow Star program Snow events/parking Spring Rec Guide Family Day Pink Shirt Day EOC messaging 	<ul style="list-style-type: none"> Budget communications Road maintenance Street sweeping Spring Rec. Guide Open burns - RDCO Capital projects Water quality Spring break Cemetery clean-up Easter closures Parcel tax roll Spring Break 	<ul style="list-style-type: none"> Slow down/move over Floods/flood prep Goose control Budget communications Bear awareness Open burning regs. Easter Sports Fields open SILGA Pitch-in Week – RDCO Nat. Day of Mourning Earth Day Volunteer week 	<ul style="list-style-type: none"> Bylaw summer hours FireSmart Family Day Bear awareness Floods/fires/burning Water quality - runoff Spray Park opens Line painting Annual Report Property Tax notices Flood season FireSmart Family Day Victoria Day Public Works Week Bike to Work Week 	<ul style="list-style-type: none"> Sprinkling regulations Floods/fires Summer Rec Guide Home Owner Grants Tax deadline Music in the Park Water quality Fire season prep Annual Report
July	Aug	Sept	Oct	Nov	Dec
<ul style="list-style-type: none"> Forest fires/EOC Campfire bans Sprinkling regulations Water conservation Tax deadline Canada Day Westside Daze Parks Play Days Music in the Park 	<ul style="list-style-type: none"> Forest Fires/EOC Sprinkling regulations Water conservation Water quality - algae Fall Rec Guide BC Day Music in the Park Parks Play Days 	<ul style="list-style-type: none"> Bear awareness Back to school safety Water quality- algae Labour Day School returns Tax Sale UBCM 	<ul style="list-style-type: none"> Fire Prevention Week Bear awareness Water quality – algae Sports Fields Close Tax exemptions Grants-in-Aid Thanksgiving 	<ul style="list-style-type: none"> Water rate bylaw Water quality - algae Winter Rec. Guide Remembrance Day Snow Removal communications 	<ul style="list-style-type: none"> Light Up Skate With Santa Yard waste ends - RDCO Utility billing communications Council Holiday Message Holiday Skate Schedule Snow events/parking Christmas Closure Winter Break Firefighter Food Drive

Communications and Engagement Deliverables - A Month in Review

<i>Method</i>	<i>Description</i>	<i>Statistics</i>	<i>Purpose</i>	<i>Engagement/Reach</i>
Website	The City's website provides the most up to date information for City-related initiatives.	Pageviews 81,776 Unique Pageviews 68,349	Inform/ Engage	Top 5 pages visited: 1. Main page 2. Rec Guide page 3. Water Quality Page 4. Johnson Bentley page 5. Current job opportunities page
E-updates, News Releases /PSAs and more	Our immediate and effective way to connect with residents through our subscribers list to send our news releases, water quality info and project updates.	15 sent in the month of the August to a total of 41,661 subscribers	Inform	3,692 total subscribers: Top 3 subscription categories: 1. News & Alerts (2,891) 2. BWN/Water Quality (1,639) 3. Fire Hazard & Campfire ban (718)
Facebook	A way for us to share immediate and important information with the community. This can include sharing our news releases, individual posts and sharing important updates from our partners like the RDCO, WildSafeBC etc.	49 posts over the month of August	Inform/ Engage	39,168 accounts reached over the month 2,783 users engaged over the month of February Total page Likes on August 31, 2020: 3,055

Twitter	A way for us to share immediate and important information with the community. This can include sharing our news releases, individual posts and sharing important updates from our partners.	52 tweets sent over the month	Inform/ Engage	18,600 total tweet impressions 513 profile visits 14 new followers
Instagram	A way for us to share immediate and important information with the community. This can include sharing our news releases, individual posts and sharing important updates from our partners.	Posts during a one-week period in Sep.: 9	Inform/ Engage	Followers: 2,395 Impressions in a one-week period: 5,217 Accounts reached in a one week period: 963
YouTube/ Videos	Videos allow us to share our message in an informative and engaging manner. These videos can be share on the website, on social media and internally.	4 total videos created	Inform/ Engage	1,066 views on YouTube 7,685 views on Facebook Instagram Story video analytics not available
Direct Mail	This method allows us to target project updates to residents impacted by initiatives.	1 Direct Mailer sent to 8,267 residents		Subject to Petition Against package and explainer document
Surveys	A method of connecting with the community digitally that allows us to educate on projects and hear back from the community on what matters most to them.	One main OurWK survey and mini surveys shared	Inform/ Engage	1,409 Community Questionnaires received 469 Mini weekly surveys received 5,290 distinct inputs received



September 2020 at a glance

Communications and Engagement Deliverables - A Month in Review

<i>Method</i>	<i>Description</i>	<i>Statistics</i>	<i>Purpose</i>	<i>Engagement/Reach</i>
Website	The City's website provides the most up to date information for City-related initiatives.	Pageviews 84,227 Unique Pageviews 69,795	Inform/ Engage	Top 5 pages visited: 1. Main page 2. Rec Guide page 3. Johnson Bentley page 4. Current job opportunities 5. News Release page
E-updates, News Releases /PSAs and more	Our immediate and effective way to regularly connect with residents through our subscribers list to send City news releases, water quality info and project updates based on their preferences.	17 sent in the month of Sep. to a total of 52,000 subscribers	Inform	3,710 total subscribers: Top 3 subscription categories: 1. News & Alerts (2,891) 2. BWN/Water Quality (1,639) 3. Fire Hazards & Campfire Bans (723)
Facebook	A way for us to share immediate and important information with the community. This can include sharing our news releases, individual posts and sharing important updates from our partners like the RDCO, WildSafeBC etc.	54 posts over the month	Inform/ Engage	39,217 accounts reached over the month 2,616 users engaged over the month of February Total page Likes on September 30, 2020: 3,074

Twitter	A way for us to share immediate and important information with the community. This can include sharing our news releases, individual posts and sharing important updates from our partners.	46 tweets sent over the month of August	Inform/ Engage	20,700 total tweet impressions 306 profile visits 23 new followers
Instagram	A way for us to share immediate and important information with the community. This can include sharing our news releases, individual posts and sharing important updates from our partners.	Posts in a one-week period in August : 8	Inform/ Engage	Followers: 2,325 Impressions in a one-week period: 5,678 Accounts reached in a one week period: 972
YouTube/ Videos	Videos allow us to share our message in an informative and engaging manner. These videos can be share on the website, on social media and internally.	5 total videos created	Inform/ Engage	1,250 views on YouTube 1,946 views on Facebook Cannot easily pull past views on Instagram
Direct Mail	This method allows us to give specific regional-focused project updates to impacted residents.	2 direct mailers sent to a total of 8,267 residents	Inform	1. RWVTP: What's in your package explainer document 2. Glenrosa: Stage 2 Residential mailer
Surveys	A method of connecting with the community digitally that allows us to educate on projects and hear back from the community on what matters most to them.	One main OurWK survey and several mini surveys shared throughout August and September	Inform/ Engage	1,409 Community Questionnaires received 469 mini weekly surveys received 5,290 distinct inputs received

Stakeholder Groups	Organization
Broad Public	City of West Kelowna residents
Government	MLAs - Province of BC MPs - Government of Canada Westbank First Nation City of Kelowna District of Lake Country District of Peachland Regional District of Central Okanagan
City Committees	Agricultural Advisory Committee Advisory Planning Commission Economic Development Committee
Government Associations	UBCM FCM SILGA LGMA
Emergency Services	Royal Canadian Mounted Police BC Ambulance Central Okanagan Emergency Operations Central Okanagan Search and Rescue
Government Agencies	Interior Health Ministry of Transportation and Infrastructure BC Housing BC Transit Forests, Lands, Natural Resource Operations & Rural Development Agricultural Land Commission BC Wildfire
Health	Interior Health - Brookhaven Care Centre Interior Health - West Kelowna Health Centre Interior Health - Primary Care Centre Westside Health Network Society Baptist Housing Enhanced Living Communities
Non-profit/Societies	BC Conservation Foundation Wildsafe BC Central Okanagan Food Bank RCMP Community Policing - West Kelowna Kelowna Chamber of Commerce Habitat for Humanity Westside Celebration Society (Westside Daze & Celebrate Canada Day) Modo Co-operative Rose Valley Community Garden Society Society of Hope, Providence Vista - Affordable Housing Salvation Army
Business, EcDec & Tourism	Greater Westside Board of Trade Urban Development Institute RDCO Economic Development Commission Women's Enterprise Centre Accelerate Okanagan Community Futures of the Central Okanagan
Academic	School District 23 Administration Office Mount Boucherie Secondary School Constable Neil Bruce Middle School Glenrosa Middle School Chief Tomat Middle School Shannon Lake Elementary Helen Gorman Elementary Hudson Elementary School George Pringle Elementary School Rose Valley Elementary Mar Jok Elementary School Okanagan College UBC Okanagan

Churches & Bible Camps	The Church of Jesus Christ of Latter-Day Saints Emmanuel Church Westbank Green Bay Bible Camps Lakeview Heights Baptist Church Kingdom Hall of Jehovah's Witnesses Morning Star Bible Camp Our Lady of Lourdes Catholic Church Potter's House Community Church Powers Creek Community Church Redeemer Lutheran Church St. George's Anglican Church Sunridge Community Church Westbank United Church Westside Alliance Church
Libraries & Museum	Central Okanagan Library Friends of Westbank Library Westbank Museum Sncewips Heritage Museum
Sport & Recreation	KidSport West Kelowna Westside Minor Hockey Telemark Nordic Club West Kelowna Pickleball Club West Kelowna Yacht Club Gellatly Bay Trails and Parks Society West Kelowna Trails Society
Service Clubs & Legion	Kinsmen Club of West Kelowna Rotary Club of West Kelowna Daybreak Royal Canadian Legion Westbank Lions Club
Indigenous Organizations	Okanagan Nation Alliance Kelowna Métis Society of BC
Neighbourhood Associations	Shannon Lake Neighbourhood Association Smith Creek Residents' Association Casa Local Community Association Glenrosa Residents Association Lakeview Neighbourhood Association Gellatly Bay/Goats Peak Community Association
Seniors Clubs	Westbank Lions Seniors' Housing Society Westside Senior Citizen Service Association Activity Centre
Youth	Okanagan Boys and Girls Club, Webber Road Community Centre Mayor's Youth Ambassadors



IAP2 Spectrum of Public Participation

IAP2's Spectrum of Public Participation was designed to assist with the selection of the level of participation that defines the public's role in any public participation process. The Spectrum is used internationally, and it is found in public participation plans around the world.

INCREASING IMPACT ON THE DECISION					
	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.



INFORMATION ONLY COUNCIL REPORT

To: Paul Gipps, CAO

Date: November 24, 2020

From: John Perrott, Economic Development and
Tourism Manager

File No: 6750-30

Subject: **2021 Draft Economic Development and Tourism Operational Plan**

PURPOSE

The purpose of this report is to:

- 1) Provide Council with the 2021 Draft Economic Development and Tourism Operational Plan (the Plan); and
- 2) To seek Council's feedback into the draft Plan in preparation for a Council workshop in early 2021 and prior to Council adopting the final Plan.

STRATEGIC AREA(S) OF FOCUS

Economic Growth and Prosperity – support initiatives that promote the community's livability, local business growth, agriculture, wineries, natural beauty, amenities, rich culture, and other attributes that position West Kelowna as a place to live, invest, work, and play.

BACKGROUND

The Plan (Appendix A) outlines the services and activities to be completed by the Economic Development and Tourism Department in 2021 to support Council's priority of Economic Growth and Prosperity. As a draft, this Plan is anticipated to be updated following an economic development workshop with Council, anticipated for early 2021.

The development of this Plan has included input and feedback gathered to date by the Economic Development and Tourism Manager from Council's Economic Development Committee, as well as outreach and engagement with businesses and community leaders, City staff, and by reviewing Council's *Strategic Priorities (2020 – 2022)* document.

DISCUSSION

While 2020 got off to a traditional start with planned activities and typical engagement within the community, by mid-March activities were significantly disrupted due to the onset of COVID-19. For businesses in the community, direction from the Provincial Health Officer resulted in mandated closures of some businesses, office workers to work from

home, and the cancellation of business and leisure travel. The Economic Development and Tourism Department, like others throughout the province, had to identify how it could support all businesses in the community through this difficult time. Many traditional services and activities were paused or halted (e.g. tourism marketing and promotion, business visitation, etc.) while other services and activities (e.g. providing businesses with information on COVID-19 supports, programs, and services) were prioritized as part of the City's response efforts.

While it appears that West Kelowna and the Okanagan region have generally remained stable economically, a degree of uncertainty continues to remain heading into 2021 with recent increases in transmission and evolving approaches to managing emerging outbreaks by the Provincial Health Officer. This may lead to further disruptions to business operations and employment depending on the severity of the pandemic within the region.

Due to this uncertainty, our prevailing view is that with this ongoing pandemic status, we continue to remain in the Response Phase of the Emergency Management Model. We will continue to monitor the pandemic and its impacts on businesses for 2021 and remain flexible to adapt services and activities to meet the needs of West Kelowna businesses.



Table 1: Emergency Management Model

Addressing Economic Development Services Due to COVID-19

Like many local businesses, the Economic Development and Tourism Department has had to reflect on its service offerings and consider possible changes in its service delivery to better support businesses in 2021. The majority of the supports and programs utilized by West Kelowna businesses during the pandemic were funded by provincial and federal governments and then administered by regional services providers. As such, the strong network developed over years by the Economic Development and Tourism Manager with regional service providers and industry organizations made connecting West Kelowna businesses to those programs and resources more effective. Continued participation in the Regional Economic Response Action Team will be critical for learning about emerging support programs and services as they are announced.

Moving forward, the Economic Development and Tourism Department will establish a formal system to communicate directly with West Kelowna business license holders. Having such a system in place will allow proactive communication activities by the Department to share relevant and emerging information from regional service providers to businesses where appropriate. Beginning with the 2021 business license renewal process, the department will work to establish a database of business email addresses and utilize an email management system that will create opportunities to broadly reach out to businesses in West Kelowna in 2021 and beyond.

Secondly, work is underway to establish operational and community economic metrics for the Economic Development and Tourism Department to better assess and understand resource allocation and community economic health. Establishing operating metrics will help future decision-making on resource allocation to balance between responding to service requests and inquires and completing proactive projects. Establishing West Kelowna-specific community economic metrics will assist with identifying opportunities or challenges facing the community economically and shape future decision-making.

City of West Kelowna Economic Development Committee

Council's Economic Development Committee met monthly from April through November 2020 to share their perspective and experiences on the impacts on local businesses due to COVID-19. The diversity of the member's backgrounds and careers provide unique and timely insights about what various industry sectors within West Kelowna were experiencing and helped to inform decisions on economic development services and future planning. At the October Economic Development Committee meeting, members were asked to identify trends and influences that should be considered as part of developing the 2021 Draft Economic Development and Tourism Operational Plan. Highlights from this discussion include:

- Businesses are more comfortable with employees working from home or remotely. This could create increased interest for relocations to West Kelowna for lifestyle while maintaining current employment.
- Consumers are making more purchases online and some of those online purchases are with local businesses.
- Not all businesses have been adversely impacted - some businesses are looking to grow through new acquisitions or opening additional locations.
- Local businesses have demonstrated a lot of innovation in the operation of their businesses: curbside pick-ups, meal kits, introducing online services (reservations, shopping, etc.), and supporting office employees to work remotely.
- Some business have had issues with supply chain disruptions that have left their business with limited ability to sell products later in the year due to limited inventory levels.
- Provincial and Federal Government subsidies have had a positive impact to local businesses during the first months of COVID-19 although some programs held back workers from returning to their jobs.
- Tourism activity in 2021 will likely mirror what was experienced in the summer of 2020 with in-province travelers seeking to spend time outdoors, making travel decisions in a shorter time frame based on consumer confidence of a destination and its business, and seeking alternative to traditional accommodation options.

Economic Development Workshop with Council

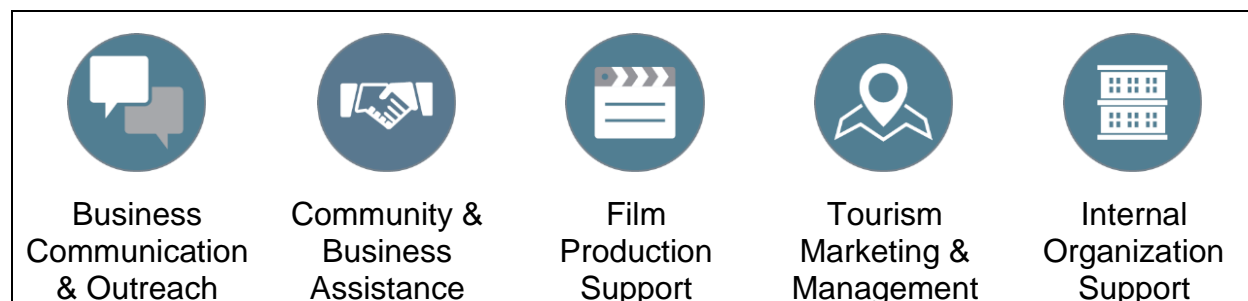
Nearing the close of 2020, the 2017 *West Kelowna Economic Development Plan* has reached the end of its expected lifespan of 36 to 48 months. That multi-year document identified a number of multi-year goals to shape the delivery of economic development and tourism activities. Looking forward, the Economic Development and Tourism Department would like to conduct a workshop with Council early in 2021 to identify new multi-year goals economic development and tourism (COVID-19 response, recovery and beyond) that can provide the focus for this and subsequent annual operational plans. This workshop is anticipated to include the following components:

- Introduction to current approaches to economic development
- Overview of the existing regional and municipal economic development and tourism service delivery model
- Community economic highlights and successes over the last decade and informing our way forward
- Identification of economic opportunities and trends that can influence West Kelowna
- Identification of economic development and tourism goals to direct future department activity.

Tactics identified in the attached Plan are expected to be realigned based on the outcomes goals identified in the workshop. Staff will then bring forward the 2021 Economic Development and Tourism Operational Plan back to Council for their consideration and resolve to accept the Plan.

2021 Economic Development and Tourism Operational Plan

The attached 2021 Draft Economic Development and Tourism Operational Plan has been developed to provide initial direction to Council on the areas of department focus for the start of the new year. The plan identifies the tactics, rational, and measurement in the following areas:



The Plan was presented to Council's Economic Development Committee during their meeting on November 18, 2020 for review and comment. At that meeting, members of the Committee provided the following motion:

“THAT the Economic Development Committee recommends that the 2021 Economic Development and Tourism Operational Plan be brought forward to Council for their consideration.”

NEXT STEPS

The Economic Development and Tourism Department will develop the format of the 2021 workshop in collaboration with our senior management team. The content of the workshop will derive from this draft Plan and previous resources developed by the City. Additionally, consideration will also be given to how the City’s Plan works in conjunction with the Central Okanagan Regional District’s Economic Response Action Team and the Mayor’s and Chief’s Regional Recovery Task Force efforts.

Subsequently, staff will incorporate Council’s input with the goal to enable Council to consider and resolve to accept the final Plan with amendments as they feel appropriate in early 2021. Further, as part of our quarterly updates to Council, adjustments to goals or tactics in the Plan would be recommended based on the changing environment with COVID-19.

FINANCIAL IMPLICATIONS

The costs to implement the activities outlined in the 2021 Draft Economic Development and Tourism Operational Plan will be made as a request to Council in December as part of the 2021 budget process.

REVIEWED BY

Sandy Webster, Director of Corporate Initiatives

Shelley Schnitzler, Legislative Services Manager/Corporate Officer

APPROVED FOR THE AGENDA BY

Paul Gipps, CAO

PowerPoint: Yes ☒ No ☐

Attachments: 2021 Draft Economic Development and Tourism Operational Plan



City of West Kelowna
**2021 Draft Economic Development & Tourism
Operational Plan**

November 24, 2020



**Business Communication &
Outreach**



**Community & Business
Assistance**



Film Production Support



**Tourism Marketing &
Management**



**Internal Organization
Support**



Business Communication & Outreach

Goal: To establish regular communication channels between the Economic Development & Tourism Department and West Kelowna businesses through online and in person methods.

Our Goal	Rational	How will we gauge its impact
Establish a database of West Kelowna Business License Holders contact information.	Use this database for electronic communication in 2021 including quarterly e-newsletters and periodic notices for important information.	Size of database.
Establish a quarterly business focused e-newsletter.	Use the newsletter to increase awareness of community and regional business-related programs, services, and community information relevant to West Kelowna businesses and investors.	Newsletter analytics (open rates, bounce rated, etc.), Number of communications sent, and measurements of effectiveness (e.g. surveys).
Establish a Community Economic Indicators Dashboard as part of the City's Website.	To gain a deeper understanding of community-specific economic data-points to help gauge the economic climate of West Kelowna.	Website analytics and measurements of effectiveness (e.g. surveys).
Increased in-person or digital visits with West Kelowna business owners to learn about what opportunities and challenges are facing them.	To support an ongoing understanding of West Kelowna businesses and identify potential support efforts.	Targeting 35 to 40 in-depth business visits through in-person or virtual formats.

Note: Please see the last page of this Plan for an outline of the community and regional partners we expect to work with and the kinds of projects we may work on together.



Community & Business Investment Assistance

Goal: To provide information and assistance to instill confidence in entrepreneurs and individuals seeking to invest in West Kelowna.

Our Goal	Rational	How will we gauge its impact
Assist businesses and investors to navigate City departments with introductions, advocacy, and support.	To provide entrepreneurs and investors with an advocate when they look to navigate City Hall policies and processes for their specific projects in West Kelowna.	Annual measurement of inquiries and requests, measurement of effectiveness (e.g. surveys, telephone follow-ups, etc.)
Provide community information, referrals, and support for business site selection.	To assist entrepreneurs and investors with community statistical information, community contacts, and site selection support to encourage them to locate or grow their business in West Kelowna.	
Connect local businesses with available community and regional business support programs and facilitate connections among businesses for potential collaborations or business opportunities.	To help increase awareness and access to support programs and services. Increase opportunities for West Kelowna business-to-business support and collaborations.	
Establish and promote website resources focused on home-based and remote workers on the City's Economic Development web page.	Due to COVID-19, more organizations are allowing their staff to work remotely on a part-time or full-time basis. West Kelowna is a desirable destination for those workers due to the combination of strong telecommunication infrastructure and lifestyle opportunities.	



Film Production Support

Goal: To provide support for film productions in West Kelowna and maximize the economic benefit in West Kelowna and across the Greater Westside.

Our Goal	Rational	How will we gauge its impact
Facilitate film permit requests to film in West Kelowna.	To make it easier for film production firms to navigate City Hall guidelines and permits to shoot film and television productions in West Kelowna.	Annual reporting on the number of film permits requested. Annual reporting on the number of film productions completed.
Develop Community Filming Guidelines.	To provide easy to understand and follow guidelines that balance being supportive and open for film production while minimizing resident and business impacts.	Implementation of guidelines by end of Q1 2021. Feedback from Okanagan Film Commission & production companies.
Assist in linking and connecting film productions companies with Westside businesses.	To maximize the economic opportunity created by film productions occurring in West Kelowna for West Kelowna businesses as suppliers to the production or as film locations.	Annual reporting on number of film permits managed.
Establish internal communications about film productions planned or occurring in West Kelowna.	To increase awareness of film activity occurring in West Kelowna amongst members of Council and City Staff.	Number of internal communication notices sent out and feedback from members of Council and City Staff.



Tourism Marketing & Management

Goal: To attract visitors to West Kelowna and the Greater Westside who will support our tourism businesses throughout the year.

Our Goal	Rational	How will we gauge its impact
Deliver Visit Westside Destination Marketing activities focused on in-region (COVID-19) travellers and provincially as recommended by Destination British Columbia.	To continue to highlight tourism experiences to visitors within the Okanagan region to entice them to spend more time in West Kelowna.	Annual reporting of website & social media metrics. Annual tracking of earned and paid advertising.
Contract the Westbank Museum to provide Visitor Services on an annual basis.	Visitors access Visitor Information Services year-round while the Museum is open to the public – shifting from a seasonal contract will allow for greater recognition and measurement of guests served annually.	Monthly reporting of visitors served at the Visitor Centre.
Improve tourism identity (Wine Trail etc) within the Farm Loop (Glencoe & Elliot Road) area.	Support increased visitation and awareness to wineries, breweries, and cideries in the Farm Loop area through the installation of visual enhancements (barrel stacks, banners, signs, etc.).	Feedback from businesses and visitors on our effectiveness.
Assess the interest by West Kelowna eligible accommodation providers to implement a Municipal and Regional District Tax (e.g. Hotel Tax) for funding future tourism marketing services.	With Council considering allowing Short Term Rentals, implementing a municipal MRDT would allow the City to access Online Accommodation Provider MRDT funds collected by the Province of BC for tourism promotion or affordable housing.	Report to Council following consultation with all eligible accommodation providers within West Kelowna.
Engage with the Westside tourism industry through digital communication tools.	To keep tourism business apprised of information on support programs, partnership opportunities, and new tourism experiences for cross referrals for their guests.	Digital communication analytics, business feedback on our effectiveness.



Internal Organization Support

Goal: To help improve City Department engagement and lessen impacts of projects to West Kelowna businesses.

Our Goal	Rational	How will we gauge its impact
Development Services Department	Examples of projects where support can be provided include short-term rentals, business licensing, community visioning, land-use, social planning, etc.	Annual reporting on supports provided and feedback from City staff in the departments.
Engineering & Public Works Department	Examples of projects where support can be provided include road closure permits for film production, capital projects that impact businesses, tourism signage improvements, etc.	
Parks & Recreation Department	Examples of projects where support can be provided include promoting parks and trails, community events, liaising with community businesses.	
Communications & Engagement Department	Examples of projects where support can be provided include coordination of economic development and tourism messaging, engaging with businesses, etc.	

Note: Beginning in 2021, Economic Development and Tourism Department statistics will be included as part of the Quarterly Department Statistics report provided to Council.

Partnerships: In 2020, the Economic Development and Tourism Department will work with a number of community and regional organizations and service providers to support economic activity in West Kelowna. Examples include:

Who we will work with	How we can collaborate
Westbank First Nation	<ul style="list-style-type: none"> • Visit Westside Tourism Marketing • Public Service Announcements for Tourism • Community Marketing – Resident Attraction
Greater Westside Board of Trade	<ul style="list-style-type: none"> • Ongoing support as an ex-officio Board Member for Board & Staff • Key Business Award Sponsorship • Information & best practice sharing
Central Okanagan Economic Development Commission	<ul style="list-style-type: none"> • Member of the Advisory Committee • Business assistance for entrepreneurs • Regional Business Walks • Information & best practice sharing
Regional Economic Response Action Team	<ul style="list-style-type: none"> • Information sharing on programs and services to support businesses during COVID-19 Response period
Community Tourism Organizations (TOTA, Tourism Kelowna, BC Ale Trail, Westside Wine Trail, BC Wine Institute, etc.).	<ul style="list-style-type: none"> • Collaborative marketing and promotional activities • Joint Application for Marketing Funds from Destination British Columbia • Information and best practice sharing • Serving as committee members



INFORMATION ONLY COUNCIL REPORT

To: Paul Gipps, CAO

Date: November 24, 2020

From: Erin Goodwin, Facilities and Recreation Manager

Subject: **COVID-19 Financial Impact – Recreation Services**

EXECUTIVE SUMMARY

The purpose of this report is to provide Council a COVID-19 update related to the financial impacts associated with City of West Kelowna (CWK) Recreation Services.

The report will also provide a summary of the 2021 budget amendments being proposed to try to alleviate some of the financial impacts COVID-19 has created.

BACKGROUND

In March 2020, the Province of BC declared a state of emergency, banned mass gatherings of more than 50 people, and imposed restrictions and orders that forced various types of businesses and facilities to close their doors to the public, including CWK recreational facilities.

The closures had a significant financial impact to CWK recreational services that resulted in loss of revenue for the CWK Recreation Department and Johnson Bentley Memorial Aquatic Centre (JBMAC).

Note: The CWK has an operating agreement with Active Living Enterprises Ltd. (ALE) for the Johnson Bentley Memorial Aquatic Centre. The CWK pays approximately \$53,000 per month to assist in the annual operation of JBMAC. This amount was reduced to about \$25,000 during the pandemic closure and increased to about \$42,000 when the facility was partially opened during the months of June, July, and August. Once the aquatic centre was fully operational in September, ALE started receiving the monthly \$53,000 payment again.

The current agreement with ALE is written with the intention of the annual operating budget for JBMAC being a break-even budget. If the budget is ever in a profit situation, then ALE can submit a request to share those profits with the CWK. If the budget is ever in a deficit situation, then any shortfall shall be the responsibility of the CWK to pay.

Due to the COVID-19 pandemic, JBMAC anticipates having a shortfall in revenue for both 2020 and 2021. As a result, an additional payment by the CWK would be required to create a break-even budget for this facility.

Listed below is some of the rationale associated with lost revenue in 2020

Rationale for Lost Revenue - 2020	
CWK Recreation Department	Johnson Bentley Memorial Aquatic Centre
<ul style="list-style-type: none"> • Recreational facilities and programs were shut down for approximately 3 months. • Ice rentals require an additional 15 minutes to ensure proper COVID-19 procedures are being maintained which includes but is not limited to additional cleaning between user groups. • 30 minutes between user groups instead of 15 minutes results in about 4-5 hours of lost revenue per day (\$150,000 per year). • Larger social events in our community halls had to be cancelled to comply with Province's Gathering and Events Order (weddings, parties, etc) • Some programs were cancelled due to reductions in registrations. • Other programs could not run because of COVID-19 guideline restrictions. • Some programs had to reduce class sizes to comply with social distancing requirements and other provincial guidelines. • To maintain proper social distancing, CWK employees were moved to temporary locations that normally could be rented out for revenue. Some of these locations included Royal LePage Place, Westbank Lions Hall, Lakeview Heights Community Hall. 	<ul style="list-style-type: none"> • Operation was closed from March 17th to June 29th • Phased -in re-opening with no water in the pool until September. • Limited dry floor classes permitted to be offered due to COVID-19 restrictions • Limited class participants due to COVID-19 restrictions • No use of lockers (rentals) permitted due to COVID-19 restrictions • No merchandise sales during this period • No vending machine (income) due to high touch point COVID-19 restrictions • Reduced hours of operation due to COVID-19 restrictions • Pool /swimming area was closed until phase II limited implementation commencing September 24th. • No public swims, no rental groups, no steam room etc. • Limited pool water class sizes and number of classes due to COVID-19 restrictions.

Budget Breakdown - 2020

Due to COVID-19, the CWK anticipates a shortfall in revenues for both the Recreation Department and JBMAC. The CWK also anticipates expense savings due to reductions in wages, program supplies, office supplies, equipment rentals, contracted services, utilities, etc.

Below are the 2020 projected values for revenue and expenses.

Projected Budget Values - 2020		
	CWK Recreation Dept	JBMAC
Revenue Budget	\$2,021,300	\$1,424,327
Projected Revenues	\$1,573,000	\$924,327
Revenue Net Loss	\$448,300	\$500,000
Expense Budget	\$1,514,277	\$1,424,327
Projected Expenses	\$1,256,650	\$1,000,300
Expense Net Savings	\$257,627	\$424,000
Total Net Result	(\$190,673)	(\$76,000)
Grand Total	(\$266,673)	

Listed below is a general overview of some of the areas that had significant revenue losses in 2020.

2020 Projected Revenue Loss – Recreation Department	
Budget Item	Projected Net Loss
Sport Dome Rentals	\$145,000
Ice Rentals	\$130,000
Lions Hall Rentals	\$57,000
Field Rentals	\$40,000
Rec Programs	\$35,000
Leisure Guide Advertising	\$15,000
Lakeview Heights Community Hall Rentals	\$5,000

2020 Projected Revenue Loss – JBMAC	
Budget Item	Projected Net Loss
Aquatic Instructional Programs	\$105,000
General Programs	\$100,000
Aquatic Recreational Programs	\$78,000
Try 3 Passes	\$77,000
CWK COVID-19 Subside Adjustments	\$75,000
Fitness Programs	\$20,000
Swim Club	\$18,000
Circuit Revenue	\$11,000
Locker Rentals	\$9,500

2021 Proposed Budget

Recreation Department

2021 Projected Expense Estimates	\$1,300,000
2021 Projected Revenue Estimates	\$1,600,000
Projected Net Total	\$300,000

NOTE: Facility operational costs are not included in the Recreation Department expenses; however, they are partially funded by Recreation Department revenues. These costs are included in the Facilities Department budget with no anticipated reductions in 2021.

During a typical budget year, the Recreation Department would normally see a projected net total closer to \$500,000.

Net Loss (2021 vs 2019): **\$200,000**
(2019 was the last full budget year prior to COVID-19)

Johnson Bentley Memorial Aquatic Centre

2021 Projected Expense Estimates	\$1,233,689
2021 Projected Revenue Estimates <i>(before CWK contract contribution)</i>	\$516,063
2020 CWK Management Contract Contribution	\$632,827
2021 Proposed CWK Contract Increase	\$84,799
Projected Net Total	\$0.00 <i>(balanced budget)</i>

CONCLUSION

COVID-19 has had a significant financial impact to City of West Kelowna Recreational Services, including the Johnson Bentley Memorial Aquatic Centre. Active Living Enterprises and the Recreation Department continue to work with the Finance Department to try to find creative ways to generate revenue and reduce expenses to lessen the overall financial impacts.

In saying this, there are many physical and mental benefits when offering recreational services during this pandemic period where people are coping with fear, anxiety, stress, financial concerns, sadness, boredom, and isolation.

Some of those benefits include, but are not limited to the following:

**(courtesy of Health Link BC)*

Health Link BC Benefits of Keeping Active	
Decreases in: <ul style="list-style-type: none"> • Anger • Anxiety • Confusion • Depression • Headaches • Stress and tension (you'll likely be able to cope better with stress) 	Increases in: <ul style="list-style-type: none"> • Assertiveness • Confidence and feeling able to do things • Emotional stability • Independence • Memory • Having a positive mood • Perception • Positive body image • Feeling of well-being • Self-worth and self-esteem

Our goal is to continue offering recreational services to the community and not have to shut down any of our facilities.

The CWK and Active Living Enterprises will continue creating a safe environment by operating our facilities in a manner that complies with the Provincial Health Officer orders and the recommendations of organizations such as the BCRPA, Via Sport, RFABC, and Life Saving Society.

FINANCIAL IMPLICATIONS

Estimated Net Loss (2020):	\$266,673
<i>JBMAC</i>	<i>\$76,000</i>
<i>CWK Recreation Dept</i>	<i>\$190,673</i>

Estimated Net Loss (2021):	\$284,799
<i>Recreation Department 2019 vs 2021 budget numbers.</i>	<i>\$200,000</i>
<i>Additional subsidy request for JBMAC balanced budget</i>	<i>\$84,799</i>

REVIEWED BY

Warren Everton, Director of Finance/CFO

Shelley Schnitzler, Legislative Services Manager/Corporate Officer

APPROVED FOR THE AGENDA BY

Paul Gipps, CAO

Powerpoint: Yes ☒ No ☐



INFORMATION ONLY COUNCIL REPORT

To: Paul Gipps, CAO

Date: November 24, 2020

From: Kevin Bouchier, Recreation Supervisor

Subject: **Community Holiday Light Up and Skate Events Reimagined**

BACKGROUND

Due to COVID-19 and the Provincial Health Officer's (PHO) order on mass gatherings, the City of West Kelowna (CWK) is unable to host its traditional Community Light Up event on Brown Road. Instead, the CWK is creating a reimagined Community Light Up that will provide a series of events and opportunities to celebrate the holiday season that will comply with the PHO order.

Community Light Up 2020 includes a self-guided Twinkle Tour that the community can enjoy starting December 4th for the duration of the holiday season. This activity allows residents to enjoy the reimagined community light up at their leisure and within their own safe groups/bubble. The activity will be supported by an online mapping application program that shows the locations associated with the Twinkle Tour, which includes the City of West Kelowna holiday light displays. The online system will provide residents and businesses the opportunity to request that their property be included on the self-guided tour map. This event includes a contest where a panel of judges will award a local restaurant gift card to the winners of the following categories:

- Most Festive Residential House
- Most Festive Business
- Most Festive Balcony
- Most Festive Large Property

Contest winner will be announced on December 20th.

The City's Parks department intends to install the same compliment of lights as in past years. For 2020, there will be enhanced decoration and lighting throughout the tour and new light post banners at Main Street, Dobbin Road, Brown Road and City Hall parking lot.

The City Twinkle Tour will include the following CWK locations:

- Brown Road
- CNR Wharf
- Gellatly Waterfront and Bridge (New)
- Mt. Boucherie Complex

- Westlake Roundabout (New)
- The Wine Trail Roundabouts (New)
- Parks Department Office and Compound on Elliott Road
- Fire Hall 31

Westbank First Nation (WFN) has been invited to participate in the Twinkle Tour. Residents living in WFN are welcome to participate in the contest and City Staff will add WFN facilities to the tour as required. WFN has agreed to promote the Light Up event in their community.

The annual Skate with Santa event will become five Holiday Skate events that will host a maximum of 40 patrons per session; participants can register for each event through the City's online registration system. There will be a public skate as well as a parent and tot skate component to each event along with:

- Holiday themed decorations, lights, and inflatables in Jim Lind arena.
- Holiday themed music.
- Take away activities for children and families such as holiday crafts, cookie decorating and scavenger hunts.

The Holiday Skate events will be held on Dec.6, 13, 20, 27 and Jan 3. Information about these events will be available to the community on the City website and in the Winter 2021 Recreation Guide on November 26th.

A Public Service Announcement is planned for the end of November to announce the safe alternatives offered through this year's reimagined Light Up and Holiday Skate events. Additional communications will include promotion of modified activities through e-subscription service and the City's social media channels. The City's website will have a dedicated link as an accessible central source to find City-organized activities during the holiday season.

FINANCIAL IMPLICATIONS

There are no additional costs for the CWK to host the proposed 2020 reimagined light up events. All costs will be covered through the CWK annual operating budget.

REVIEWED BY

Warren Everton, Director of Finance/CFO

Shelley Schnitzler, Legislative Services Manager/Corporate Officer

APPROVED FOR THE AGENDA BY

Paul Gipps, CAO

Powerpoint: Yes ☐ No ☒