



CITY OF WEST KELOWNA REGULAR COUNCIL AGENDA

Tuesday, August 27, 2019, 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 and 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

4.1 Minutes of the August 13, 2019 Special Council Meeting held August 13, 2019 in the Committee Room 4

4.2 Minutes of the August 13, 2019 Regular Council Meeting held August 13, 2019 in the Council Chambers 6

5. MAYOR AND COUNCILLOR'S REPORTS

5.1 Mayor Milsom

5.1.1 Presentation of Long Service Awards to Fire Department Staff

6. DELEGATIONS

6.1 Dave Holitzki and Azia Evans, BMX Canada 13
Request for a BMX Track and a Pump Track

7. UNFINISHED BUSINESS

8. DIVISION REPORTS

8.1 DEVELOPMENT SERVICES

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Recommended Motion:

THAT Council authorize a frontage exemption (DVP 19-08) for Lot 1, DL 2189, ODYD, Plan EPP26358 (2445 Harmon Road) to reduce the minimum required frontage regulation in Section 10.4.5 (c) of Zoning Bylaw No. 0154 for a proposed Lot “A” from 16 m to 12 m.

8.2 ENGINEERING AND PUBLIC WORKS

8.2.1	Fees and Charges Bylaw, Multi-sports Facility (adopt)	31
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Recommended Motion:

THAT Council adopt the City of West Kelowna Fees and Charges Amendment Bylaw No. 0028.63

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Information Report from the Parks and Fleet Manager

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Information Report from the Recreation and Culture Manager

8.3 FINANCE, ADMINISTRATIVE AND PROTECTIVE SERVICES

8.3.1	RDCO Request for Consent to Emergency Management Program Amendments	43
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Recommended Motion:

THAT the City of West Kelowna hereby consents to the Regional District adopting the Regional District of Central Okanagan Emergency Preparedness Service Establishment Amendment Bylaw No. 1443, 2019; and,

WHEREAS Council wishes to establish an emergency management organization, as required by the *Emergency Program Act* and to provide a framework for the municipality to develop its own operational emergency response protocols, Council hereby resolves that:

1. Pursuant to the *Emergency Program Act* (British Columbia), the emergency management organization established by under Regional District of Central Okanagan Emergency Management Program Bylaw No. 1444, 2019 is hereby established as the emergency management organization for the whole of the municipality; and,
2. All of Council’s duties and powers under the *Emergency Program Act* (British Columbia) are hereby delegated to that

emergency management organization, except for the power to make a declaration of a state of local emergency under that Act.

8.3.2 Citizens' Survey Results 64

Information Report from the Strategic Communications Manager

8.3.3 Parks and Public Spaces - Ticketing Amendment Bylaws 103

Recommended Motion:

THAT Council give first, second and third readings to Bylaw Notice Enforcement Amendment Bylaw No. 0093.44, 2019; and

THAT Council give first, second and third readings to City of West Kelowna Ticket Information Utilization Amendment Bylaw No. 0095.41, 2019.

8.4 CHIEF ADMINISTRATIVE OFFICER

8.4.1 Update on Organization Alignment

Verbal Update from the CAO

9. CORRESPONDENCE AND INFORMATION ITEMS

10. NOTICE OF MOTION

11. ADJOURNMENT OF THE REGULAR MEETING

The next Council meeting is scheduled for Tuesday, September 3, 2019 at 1:30 p.m. in the City of West Kelowna Council Chambers.



CITY OF WEST KELOWNA
MINUTES OF THE SPECIAL MEETING OF COUNCIL

Tuesday, August 13, 2019
COMMITTEE ROOM
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
Councillor Jayson Zilkie

Staff Present: Paul Gipps, CAO
Tracey Batten, Deputy CAO
Nancy Henderson, GM of Development Services
Allen Fillion, GM of Engineering and Public Works
Jason Brolund, Fire Chief
Kirsten Jones, Communications Supervisor

1. CALL THE MEETING TO ORDER

The meeting was called to order at 11:33 a.m.

2. INTRODUCTION OF LATE ITEMS

3. ADOPTION OF AGENDA

It was moved and seconded

Resolution No. C287/19

THAT the agenda be adopted as presented.

CARRIED UNANIMOUSLY

4. PROCEDURAL MOTION

It was moved and seconded

Resolution No. C288/19

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; 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 MEETING

The Special Council meeting adjourned at 11.34 a.m.

MAYOR

DEPUTY CAO / CORPORATE OFFICER



CITY OF WEST KELOWNA
MINUTES OF THE REGULAR MEETING OF COUNCIL

Tuesday, August 13, 2019
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
Councillor Jayson Zilkie

Staff Present: Paul Gipps, CAO
Tracey Batten, Deputy CAO
Nancy Henderson, GM of Development Services
Allen Fillion, GM of Engineering and Public Works
Warren Everton, CFO
Brent Magnan, Planning Manager
Bob Kusch, Parks, Recreation and Culture Manager
Kyle Reese, Roads and Drainage Supervisor
Kevin Bouchier, Recreation Manager
Chris Anderson, Public Works Manager
Michael Foster, Building Services Supervisor
Brandon Mayne, Help Desk Assistant

1. CALL THE REGULAR COUNCIL MEETING TO ORDER

The Mayor 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. This meeting was webcast live and archived on the City's website.

The meeting was called to order at 1:40 p.m.

2. INTRODUCTION OF LATE ITEMS

**2.1 Z 19-01, Zoning Amendment Bylaw No. 0154.83, 3060 Seclusion Bay Road
(Item 8.1.4 under Division Reports)**

2.2 Ride-Hailing Regulation and Driver Licence Class Requirements (Item 9.1 under Correspondence and Information Items)

Letter dated July 29, 2019 from the Sustainable Transportation Partnership of the Central Okanagan to the Honourable Claire Trevena, MLA, Minister of Transportation and Infrastructure

3. ADOPTION OF AGENDA

It was moved and seconded

Resolution No. C289/19

THAT the agenda be adopted as amended.

CARRIED UNANIMOUSLY

4. ADOPTION OF MINUTES

4.1 Minutes of the Public Hearing held Tuesday, July 23, 2019 in the City of West Kelowna Council Chambers

It was moved and seconded

Resolution No. C290/19

THAT the minutes of the Public Hearing held July 23, 2019 in the City of West Kelowna Council Chambers be adopted.

CARRIED UNANIMOUSLY

4.2 Minutes of the Regular Council Meeting held Tuesday, July 23, 2019 in the City of West Kelowna Council Chambers

It was moved and seconded

Resolution No. C291/19

THAT the minutes of the Regular Council Meeting held July 23, 2019 in the City of West Kelowna Council Chambers be adopted.

CARRIED UNANIMOUSLY

4.3 Minutes of the Special Council Meeting held Wednesday, August 7, 2019 in the City of West Kelowna Committee Room

It was moved and seconded

Resolution No. C292/19

THAT the minutes of the Special Council Meeting held August 7, 2019 in the City of West Kelowna Council Chambers be adopted.

CARRIED UNANIMOUSLY

5. MAYOR AND COUNCILLOR'S REPORTS

5.1 Mayor Milsom

5.1.1 Regional District of Central Okanagan Highlights from the July 18, 2019 Regional Board Meeting

5.1.2 Regional District of Central Okanagan Highlights from the July 29, 2019 Regional Board Meeting

5.1.3 Mayor's Reconsideration - Application for a Government Operated Cannabis Retail Outlet

In accordance with Section 131 of the *Community Charter*, the Mayor required Council reconsideration of Resolution No. C283/19 - consideration of an application for a government operated cannabis retail outlet and to vote again on the matter that was the subject of a vote. The Mayor initiated the reconsideration within 30 days following that meeting.

It was moved and seconded

Resolution No. C293/19

THAT Council direct staff to accept a Non-Medical Cannabis Retail Store Rezoning application for a Government Operated Cannabis Retail Outlet located at 2475 Dobbin Road.

CARRIED Opposed: Councillors Findlater, Friesen and Zanon

6. DELEGATIONS

7. UNFINISHED BUSINESS

8. DIVISION REPORTS

8.1 DEVELOPMENT SERVICES

8.1.1 Community Charter, Section 57 Notice on Land Title, 1543 Griffiths Place

The Mayor asked if the owner or agent for the owner of 1543 Griffiths Place would like to speak to the matter. No one came forward.

It was moved and seconded

Resolution No. C294/19

THAT Council direct the Corporate Officer to file in the Land Title Office, pursuant to Section 57 of the *Community Charter*, a notice on the title of the subject property legally described as Plan KAP26206, Lot 23, District Lot 3866, Osoyoos Division of Yale District, which shall state that a resolution relating to that land has been made under this section and that further information about it may be inspected at the Municipal Hall.

CARRIED UNANIMOUSLY

8.1.2 TUP 19-01, Temporary Use Permit, 3591 Elliott Road

It was moved and seconded

Resolution No. C295/19

THAT Council approve the issuance of a Temporary Use Permit (File: TUP 19-01) to permit a music school at 3591 Elliott Road for a period of three years subject to the conditions of the attached permit.

CARRIED UNANIMOUSLY

8.1.3 June 27, 2019 Social Issues Town Hall

It was moved and seconded

Resolution No. C296/19

THAT Council consider the public feedback received during the Social Issues Town Hall meeting at a future Committee of the Whole meeting to discuss housing and social issues as part of the 2020-2022 Strategic Priorities and budget deliberations.

CARRIED UNANIMOUSLY

8.1.4 Z 19-01, Zoning Amendment Bylaw No. 0154.83, 3060 Seclusion Bay Road

It was moved and seconded

Resolution No. C297/19

THAT Council rescind second reading of City of West Kelowna Zoning Amendment Bylaw No. 0154.83, 2019; and

THAT Council give second reading, as amended, to City of West Kelowna Zoning Amendment Bylaw No. 0154.83, 2019; and

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

CARRIED UNANIMOUSLY

8.2 ENGINEERING AND PUBLIC WORKS

8.2.1 Video Surveillance Location Approvals - Westbank Lions Hall

It was moved and seconded

Resolution No. C298/19

THAT Council approve the expansion of video surveillance at the Westbank Lions Hall, located at 2466 Main Street.

CARRIED UNANIMOUSLY

8.2.2 Road Maintenance Policies and Procedures Update

The meeting recessed at 2:57 p.m.

The meeting reconvened at 3:07 p.m.

It was moved and seconded

Resolution No. C299/19

THAT Council repeal the "Winter Roadway Maintenance Policy", dated October, 2014, and the "Snow Clearing Policy for Sidewalks, Walkways and Stairways", dated October, 2014; and

THAT Council adopt the City of West Kelowna Road Maintenance Policy and Procedures, dated August 13, 2019.

CARRIED UNANIMOUSLY

8.2.3 Fees and Charges Bylaw - Multipurpose Sports Dome

It was moved and seconded

Resolution No. C300/19

THAT Council give first, second and third reading to the City of West Kelowna Fees and Charges Amendment Bylaw No. 0028.63.

CARRIED UNANIMOUSLY

8.2.4 Summer 2019 Water Supply Update #2

Information Report from the GM of Engineering and Public Works

8.3 FINANCE, ADMINISTRATIVE AND PROTECTIVE SERVICES

8.3.1 Active Living Entreprises Ltd. and Johnson Bentley Memorial 2018 Surplus

It was moved and seconded

Resolution No. C301/19

THAT Council approve sharing 30% (\$5,267.40) of the 2018 surplus of Johnson Bentley Memorial Aquatic Centre with Active Living Entreprises Ltd.

CARRIED Opposed: Councillor Friesen

8.3.2 BC Transit Annual Operating Agreement

It was moved and seconded

Resolution No. C302/19

THAT Council authorize the Mayor and Corporate Officer to execute the 2019-2020 Annual Operating Agreement (AOA) between British Columbia Transit and the City of West Kelowna.

CARRIED UNANIMOUSLY

8.4 CHIEF ADMINISTRATIVE OFFICER

9. CORRESPONDENCE AND INFORMATION ITEMS

9.1 Ride-Hailing Regulation and Driver Licence Class Requirements

Letter dated July 29, 2019 from the Sustainable Transportation Partnership of the Central Okanagan to the Honourable Claire Trevena, MLA, Minister of Transportation and Infrastructure

10. NOTICE OF MOTION

11. ADJOURNMENT OF THE REGULAR MEETING

The meeting adjourned at 4:22 p.m.

MAYOR

DEPUTY CAO/CORPORATE OFFICER

From: noreply@esolutionsgroup.ca
Sent: August-14-19 2:35 PM
To: Delegation Requests
Subject: New Response Completed for Request to Appear As a Delegation

Hello, Please note the following response to Request to Appear As a Delegation has been submitted at Wednesday August 14th 2019 2:34 PM with reference number 2019-08-14-003.

- **Request to appear as a delegation on:**
8/27/2019
- **Name of person making the presentation:**
Azia Evans & Dave Holitzki
- **Name of the group or organization that the person is representing:**
BMX Canada
- **Daytime phone number:**
- **Email address:**
- **Presentation title:**
West Kelowna BMX
- **What is your request to Council?**
We would like to request that the City of West Kelowna put in a BMX track and a pump track. We feel that having a track would be an excellent way to get our community involved in an amazing sport.
- **Presentation points:**
As a growing city we are lacking in sport facilities and opportunities for the people who reside here. We would like to change that and we thank you for your support. We hope as a community we can all come together and make the dream a reality.

[This is an automated email notification -- please do not respond]



THIS IS BMX!

This is what it looks like...

From the moment that the starting gate slams down you and up to seven other racers blast at a full sprint toward the first obstacle, BMX racing will give you that rush of adrenaline you've been looking for. Big jumps can mean big air. Steep backsides, deep turns, and downhill sections can add up to massive speeds.

To realize the total thrill that BMX gives a rider, you really need to experience it. With over 300 BMX tracks located all around the country, there is surely a Canada BMX facility near you. Once you try BMX racing, we practically guarantee you'll be hooked for life.

Let's give our West Kelowna community a track so that we can see our kids and adults of all ages take advantage of an amazing sport.

As a growing city we are lacking in sport facilities and opportunities for the people who reside here. We would like to change that and we thank you for your support. We hope as a community we can all come together and make the dream a reality.

West Kelowna

THE GEAR

WITH BIG REWARDS, COMES A LITTLE BIT OF RISK.

FACT: BMX racing isn't any more dangerous than other youth sports. Statistics have shown that kids in the traditional (less "extreme") sports such as basketball, football, baseball and soccer suffer more injuries than in BMX racing. The reason why, perhaps, is that USA BMX requires protective gear. You can't go on the track without it. *While the level or amount of safety gear is up to you, a rider must at least sport the basics of an approved helmet, long sleeve shirt and long pants.* Below, we introduce you to all of the safety gear that is available for you to protect every area of your body.

- Full face Helmut
- Jersey
- Riding pants
- Gloves
- Chest protector
- Appropriate close toed shoes
- Knee Pads
- BMX Bike

Yearly Fee

Initial sign up is available on coaching and open track nights.

The fee is: \$65.00 + TAX

Volunteers.

Volunteers are requested every coaching and race night. A first aid attendant is also required. We count on our selves and our BMX parents and community to volunteer.

PRACTICE AND RACE TIMES.

COACHING EVERY SECOND FRIDAY

5-5:30 Half track/Striders -NO CHARGE

5:30-6:15 Novice/Intermediate \$2

6:30-7:15 Advanced/Intermediate \$2

7:15-8pm OPEN GATES ALL ABILITIES - NO CHARGE

REGULAR PRACTICE EVERY OTHER FRIDAY

5-5:30 Half track/Striders

5:30-6:15 10 and under

6:30-7:15 11 and over

7:15-8pm OPEN GATES ALL AGES

RACING MONDAY

Half track Registration 5:45-6:15 Racing at 6:30 **\$3**

Full Track Registration 5:45-6:30 Racing at 7pm. **\$5**

Local BMX Tracks.

- Vernon
- Rutland
- Penticton
- Kamloops
- Langley
- Whistler
- Chilliwack
- Osoyoos

****Most riders travel to multiple if not all tracks every week to gain points to go towards upgrading their level. This allows riders to move up, gain experience and potentially go to nationals. This also adds revenue into our city****

Camp.

Special guest coaches will come in such as "Kamp Kools" Fees range from \$90-\$300 for a multiple day summer camp of riding and fun. Kids love to come and gain more experience and learn from some of the best well known BMX riders.



START A TRACK

Dear Potential Track Operator,

For the past 40 years, USA BMX has been providing countless people the opportunity to experience the world's greatest extreme sport, BMX! USA BMX is an association that was created by track operators, for track operators, to provide centralized rules and regulations as well as insurance, with a focus on superior customer service and support. With over 370 tracks across the US and Canada and over 70,000 members, it's obvious that USA BMX is a huge success, and can soon be shared with your community.

As you may or may not know, the sport of bicycle motocross (**BMX**) racing provides people of all ages a positive activity, which promotes competition and good sportsmanship. BMX by its very nature is an individual sport that involves the entire family. In BMX, "No One Sits on the Bench"! Riders compete not only by age but also by proficiency. This allows participants to race others who are of similar age and skill level. Thousands of people throughout the world can attest to the positive effects of being involved in BMX racing.

The growth of USA BMX has been phenomenal especially in the past several years. In fact, since 1996, USA BMX has doubled in the number of members and the number of sanctioned tracks across North America. This growth is due to the foundation that USA BMX laid over 40 years ago. This foundation of programs and philosophies is still the same today with only a few modifications to meet the needs of a changing society.

USA BMX has staff dedicated to help you construct a new BMX track and create an amazing racing program. Our team will work with you step by step to simplify the process and share our knowledge from 40 years of building successful BMX racing facilities. We have ample tools at your finger tips.

We have spoke to Lance Maguire at the American Bicycle Association and he has said they would be very excited to build us a track here in West Kelowna BC. They have come down to Kelowna and built the track in Rutland. With that being said if the City of West Kelowna and Council is on board with our dream of having a BMX track in our city, we will follow up with Lance and make this a reality for our community.







< Classic crossback chair

BMX track in Cumbernauld, Scotland >





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\$25000



COUNCIL REPORT
Development Services
For the August 27, 2019 Council Meeting

DATE: August 15, 2019
TO: Paul Gipps, CAO
FROM: Levan King Cranston, Planner I
RE: Application: Development Variance Permit DVP 19-08
Legal: Lot 1, DL 2189, ODYD, Plan EPP26358
Address: 2445 Harmon Rd
Owner: Richard and Maxine Robertson

RECOMMENDED MOTION:

THAT Council authorize a frontage exemption (DVP 19-08) for Lot 1, DL 2189, ODYD, Plan EPP26358 (2445 Harmon Road) to reduce the minimum required frontage regulation in Section 10.4.5 (c) of Zoning Bylaw No. 0154 for a proposed Lot "A" from 16 m to 12 m.

RATIONALE:

The recommended motion is based on the following:

- The proposed subsequent subdivision will not negatively impact adjacent properties;
- The proposed frontage exemption, if supported, in conjunction with a future subdivision application will lead to more effective land use through the creation of a new parcel adding housing stock in an already established neighbourhood.

LEGISLATIVE REQUIREMENTS:

Section 512 of the *Local Government Act* identifies that a local government may exempt a parcel from the bylaw minimum requirements for parcel frontage.

BACKGROUND:

Proposal

The owner has applied to reduce the required frontage of a proposed new lot "A" from 16 m to 12 m in anticipation to subdivide the subject property. If the frontage exemption is approved by Council, the applicant will apply to subdivide the subject property into two parcels. Lot "A" will have reduced frontage along Harmon Road as seen in Figure 1: Site Plan with Frontage Exemption; Lot "B" will remain with 16.84 m of frontage. The owner has stated that the existing shed located on proposed lot "A", and deck attached to the existing home on lot "B" will either be removed or relocated prior to subdivision approval.



Figure 1: Site Plan with Frontage Exemption

Location and Surrounding Uses

The 1950.1 m² (0.4818 acre) property is located in the Lakeview Heights neighbourhood (Attachment 2). It is zoned Single Detached Residential (R1) and is surrounded by similarly zoned R1 parcels and is adjacent to one parcel zoned Large Parcel Single Detached Residential (R1). In addition, a large Agricultural-zoned (A1) parcel is located adjacent to the rear parcel boundary. The subject property is designated Single Family Residential in the Official Community Plan (OCP). The design of Harmon Road is constructed as a cul-de-sac, however at this location the property lines of the subject property are rectangular and in result do not fit the criteria of a cul-de-sac.



Applicant Rationale

As part of the application, the applicant submitted a rationale letter (Attachment 5). To summarize, the applicant has noted that the construction of a new dwelling on the proposed Lot "A" will be consistent in size and appearance to the homes that exist at 2449 and 2451 Harmon Road.

POLICY, LEGISLATION AND BYLAW REVIEW:

Official Community Plan (OCP) Bylaw No. 0100

The proposed frontage exemption in addition to the approval of a future subdivision application aligns with the intent of the Official Community Plan. The application will lead to providing traditional single family housing opportunities and encourage infill housing.

Zoning Bylaw No. 0154

Aside from the requested frontage exemption, the proposal is consistent with Zoning Bylaw No. 0154. The proposed new parcel size (Lot "A" 851.5 m²; Lot "B" 1098.6 m²) meets the minimum parcel size requirements (550 m²) of the R1 zone.

Works & Services Bylaw No. 0249

The driveway and services fit within the proposed 12 m of frontage. A BC Hydro utility pole is located near the front of the property and can be relocated if required at the owner's expense. If the applicant reaches the subdivision stage, road frontage improvements may be required.

REFERRAL COMMENTS:

The application was considered by internal and external agencies. There were no major concerns regarding the proposed frontage exemption, however, comments were made regarding the proposed future subdivision that will occur if the frontage exemption is supported by Council. Fortis BC identified that it is likely that the existing gas service will trespass onto the newly proposed Lot "A" if a subdivision were to occur. The developer should verify this and have the services relocated to be entirely within Lot "B" as part of the subdivision process.

PUBLIC NOTIFICATION:

In accordance with the *Local Government Act*, 29 notification letters were sent to all property owners and their tenants within 100 metres of the subject property (Attachment 3) and a notice of application sign has been placed on the subject property in accordance with the Development Applications Procedures Bylaw No. 0260. At the time of writing this report, no correspondence from the public has been received.

ALTERNATE MOTION(S):

1 – Deny Frontage Exemption Application

THAT Council deny the issuance of frontage exemption (DVP 19-08) for 2445 Harmon Road to vary Section 10.4.5 (c) of Zoning Bylaw No. 0154 to reduce the required frontage from 16 m required to 12 m proposed.

REVIEWED AND APPROVED BY:

Dallas Clowes, Senior Planner
Tracey Batten, Deputy CAO
Paul Gipps, CAO

Powerpoint: Yes ☒ No ☐

Attachments:

- 1) Draft Permit (DVP 19-08)
- 2) Context Map
- 3) Subject Property Map
- 4) Site Plan
- 5) Applicant Rationale



CITY OF WEST KELOWNA
DEVELOPMENT VARIANCE PERMIT
DVP 19-08

To: Richard and Maxine Robertson
2445 Harmon Rd
West Kelowna B.C

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 thereon:

LOT 1, DL 2189, ODYD, PLAN EPP26358 (2445 Harmon Rd)

3. This permit allows for the required frontage of the proposed Lot "A" to be reduced as shown on Schedule "A" dated March 19, 2019. Specifically, this is a frontage exemption that varies Zoning Bylaw No. 0154, S.10.4.5(c) allowing for the required frontage to be reduced from 16 m to 12 m in anticipation of a future subdivision of the subject property.
4. 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.
5. **This Permit is not a Building Permit.**

AUTHORIZING RESOLUTION NO. Cxxx/19 PASSED BY THE MUNICIPAL COUNCIL ON

_____.

ISSUED ON XXXXX XX, 2019

Signed on _____, 2019

City Clerk

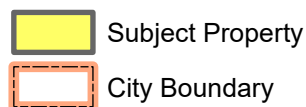


CONTEXT MAP: DVP 19-08



File: DVP 19-08

Legal Description: Lot 1, DL 2189, ODYD, Plan EPP26358



0 105 210 420 Metres





SUBJECT PROPERTY: DVP 19-08



LEGEND

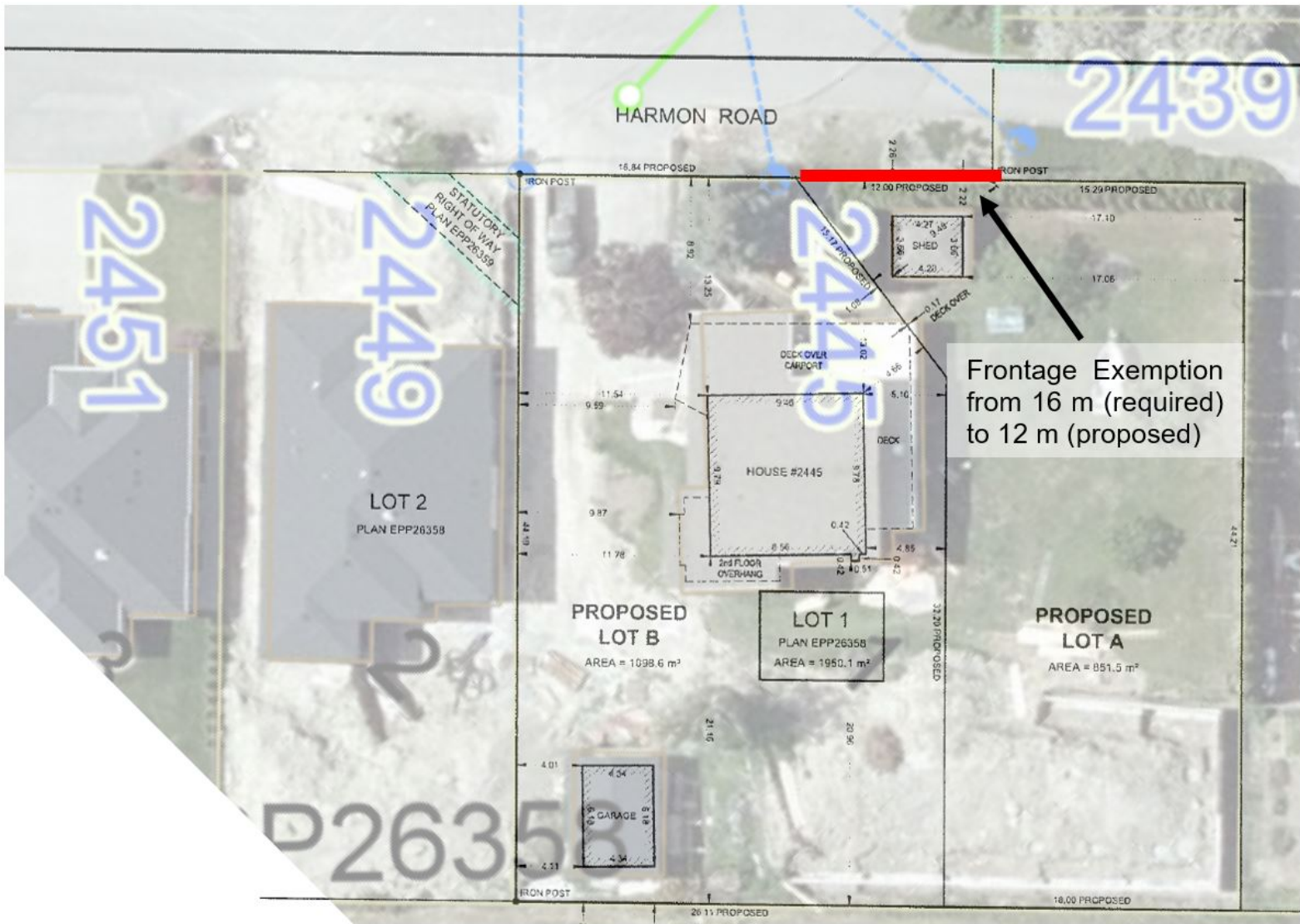
- Subject Property
- Zoning Boundary
- Parcels

File: DVP 19-08

Legal Description: Lot 1, DL 2189, ODYD, Plan EPP26358

0 35 70 140
Metres





KEY NOTE HOMES LTD

To: City of West Kelowna

April 16, 2019

I am writing this letter regarding the application for the subdivision of the property located at 2445 Harmon Rd. We are applying to subdivide the existing property into 2 lots. Through discussions with City of West Kelowna employees, it has been advised to us to initially apply for a variance. The property on Harmon Rd. is located on a cul de sac where the city has advised us that the existing frontage is not quite adequate. At present, 2445 Harmon Rd. lot size is 1950 sq. meters. The subdivision proposal would consist of one lot at 1098 sq. meters (principal residence) and the other lot at 852 sq. meters. The size of the smaller lot is consistent with the size of the lots we previously subdivided in 2012.

As licensed builders in West Kelowna, my wife and I are looking to build a home on the proposed lot consistent in size and appearance as the homes we built at 2449 and 2451 Harmon Rd. At present, we are building homes in the Tallus Ridge subdivision. The home that we would construct on the proposed lot would be of that same design and architecture. We feel that approach would fit in nicely with the existing neighborhood.

Richard and Maxine Robertson





COUNCIL REPORT
Engineering and Public Works
For the August 27, 2019 Council Meeting

DATE: August 20, 2019
TO: Paul Gipps, CAO
FROM: Kevin Bouchier Recreation Supervisor
RE: Fees and Charges Bylaw – Multipurpose Sports Dome

RECOMMENDED MOTION:

THAT Council adopt the City of West Kelowna Fees and Charges Amendment Bylaw No. 0028.63

SUMMARY:

The proposed fees and charges for the new Multi Sport Dome were given first, second and third reading by Council at the August 13, 2019 meeting. To determine the facility rental rates, staff examined how similar Sport Dome facilities operate in other Okanagan communities. The review included the following:

- Comparison of Sport Dome/Indoor field rental fees.
- Comparison of Sport Dome facility operations and the role that Youth Soccer Associations play in facility operations.
- Review of Youth Soccer Association usage of Sport Dome Facilities.
- Definition of prime and non prime time hours for Sport Dome facilities.

In some Okanagan communities the Sport Dome is operated by Youth Soccer Associations. The West Kelowna Sport Dome will be operated by the City and will provide a variety of recreation opportunities for the community.

Through the Contribution Agreement with the City of West Kelowna, Westside Youth Soccer Association will have an hourly rate of \$55 for use of the Sport Dome.

Fees and charges for the Multi Sport Dome will be in affect for an 18-month term ending March 31, 2021. Sport Dome expenditures and facility rental fees will be reviewed after one year of operation. Necessary adjustments will be implemented for April 1, 2021 which will put the Sport Dome fee schedule in line with other Recreation fees under the Fees and Charges Bylaw.

COUNCIL REPORT/RESOLUTION HISTORY:

Date	Report Topic/Resolution	Resolution No.
August 13, 2019	Fees and Charges Bylaw - Multipurpose Sports Dome THAT Council give first, second and third reading to the City of West Kelowna Fees and Charges Amendment Bylaw No. 0028.63.	C300/19

REVIEWED AND APPROVED BY:

Tracey Batten, Deputy CAO
Paul Gipps, CAO

Powerpoint: Yes ☐ No ☒

Attachments:
Bylaw No. 0028.63

CITY OF WEST KELOWNA

BYLAW NO. 0028.63

A BYLAW TO AMEND THE FEES AND CHARGES BYLAW

WHEREAS the Council of the City of West Kelowna wishes to amend “District of West Kelowna Fees and Charges Bylaw 2009 No. 0028” under the provisions of the *Community Charter*;

THEREFORE BE IT RESOLVED that the Council of the City of West Kelowna in open meeting assembled, hereby enacts as follows:

1. Title

This Bylaw may be cited as the “City of West Kelowna Fees and Charges Amendment Bylaw No. 0028.63, 2019”.

2. Amendments

“District of West Kelowna Fees and Charges Bylaw 2009 No. 0028” is hereby amended as follows:

2.1 By adding the following rental fees to Schedule 13 for the use of the Multipurpose Sports Dome:

Multipurpose Sports Dome

(excluding tax)

Rental Rates in Effect Until March 31, 2021

	Per Hour
Full Field – Prime Rate	\$175.00
Full Field – Non Prime Rate	\$110.00
Half Field – Prime Rate	\$87.50
Half Field – Non Prime Rate	\$55.00
Westside Youth Soccer Association Rate	\$55.00

Prime Rate use is defined as:

- Weekdays: 3:00 pm – 11:00 pm
- Weekends: 8:00 am – 11:00 pm

Non Prime Rate is defined as:

- Weekdays: 6:00 am – 3:00 pm
- Weekends: 6:00 am – 8:00 am

READ A FIRST, SECOND AND THIRD TIME THIS 13TH DAY OF AUGUST, 2019
ADOPTED

MAYOR

CITY CLERK



INFORMATION ONLY COUNCIL REPORT
Engineering & Public Works
For the August 27, 2019 Council Meeting

DATE: August 8, 2019
TO: Paul Gipps, CAO
FROM: Stacey Harding, Parks & Fleet Operations Manager
RE: Fleet Update

BACKGROUND:

This report is to provide Council with an update on the City's Fleet Department. The report will provide an accounting of our inventory, administrative tools and staff in place to purchase, operate and dispose of fleet assets.

Council will also be updated on policies and procedures for purchasing, best practices and operating costs. A further review of how, since incorporation, the fleet has developed and where we plan to go in the future as technology improves.

History of the CWK Fleet

From an administrative perspective, the City operates two separate fleets, one being the Fire Rescue Fleet and the other the Operations Fleet. The Operations Fleet is broken into Departments for accounting purposes however; the Fleet Manager oversees all the fleet.

At the time of the incorporation, the City inherited fleet from the Regional District of Central Okanagan, the Westbank Irrigation District and the Lakeview Irrigation District. This included pickup trucks and a modest quantity of water system and parks equipment. The Fire Rescue fleet also transferred. At the time, the Operations fleet was equipped to provide a rural standard of community maintenance and repairs, however, much planning was in the works to urbanize with added and improved services. These improvements necessitated fleet growth such as a street sweeper and excavators. Staff also developed policies and procedures around vehicle acquisition, departmental uses and procedures.

Council's Policies include:

- Anti-Idling
- Code of Ethics
- Purchasing
- Vehicle and Equipment Acquisition, Replacement and Disposal
- Health and Safety

In addition, Staff Policies include:

- Code of Conduct
- Per diem, Travel & Mileage
- Vehicle Use

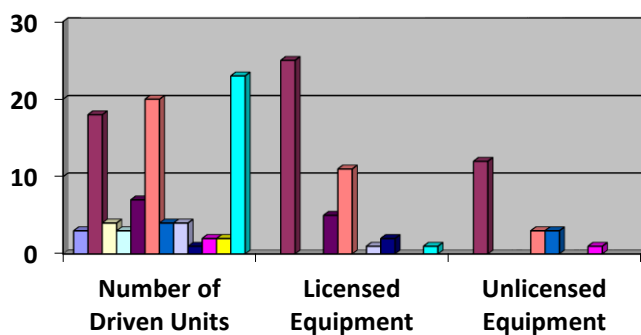
The Fleet Department utilizes the Vehicle and Equipment Acquisition, Replacement and Disposal Policy to maintain an effective, efficient fleet, to ensure all equipment meets safety codes and regulations. All obsolete or excess equipment is disposed of to maximize the return value to the City.

This policy assists in determining the useful working life of its units and the replacement schedule, which identifies the replacement year and estimated cost. The replacement schedule with cost is useful to Finance as they forecast financial plans and how fleet replacement influences future Capital expenses.

As of mid July 2019, the Fleet consists of 155 total units.

Total Fleet Units per Department

Department	Number of Units	Licensed Equipment	Unlicensed Equipment
City Hall Pooled Vehicles	3		
Parks	18	25	12
Bylaw	4		
Inspections	3		
Roads	7	5	
Utilities	20	11	3
Facilities	4		3
Engineering	4	1	
Recreation	1	2	
Mechanics	2		1
RCMP	2		
Fire	23	1	
Total	91	45	19



Note:

- Driven units include cars, trucks, etc.
- Licensed units included trailers, bobcats, skidoos, etc.
- Unlicensed equipment includes snow blowers, welders, rototillers, field line painter, etc.

Staffing and Preventative Maintenance Program

The City currently employs two (2), full time, mechanics who maintain and repair both fleets. The mechanic shop is located at the Mount Boucherie Arena and consists of two work bays. Both mechanics vehicles are also equipped for field service work.

Both mechanics hold highly rated Heavy Duty Red Seal designations and are annually trained in emergency vehicle maintenance. Worth noting, the industry average in Canada for fleet mechanics is one (1) mechanic for every fifty (50) serviceable units, currently CWK staff are at 76.5 units per employee.

One clerk provides administrative services for the Fleet, Parks and the Cemetery Department. She is responsible for insurance, licencing, accident reporting and maintaining asset data through RTA Fleet Management Software. Fleet staff utilize this program to ensure preventative maintenance is completed, on a timely basis, and repairs costs are allocated to the corresponding department.

Operations Fleet Purchasing and Disposition

New fleet requests are made during the annual budget deliberation process and require Council's approval. Each vehicle/equipment request must identify if it's for a new unit or is replacing an aged or obsolete unit. Larger equipment requests are required to have detailed business cases for justification and some are a requirement of an approved FTE's duties.

For replacement requests, staff follows the Vehicle and Equipment Acquisition, Replacement and Disposal Policy, which defines when a unit reaches a predetermined useful life (e.g. a car or light truck to be inspected at either 12 years of service or 160,000 km). The mechanic completes an inspection and uses a matrix to determine a score, (e.g. as a unit ages the score eventual hits the 35 point threshold). Once the score reaches this threshold and it is determined that high repair costs are on the horizon, the units are brought forward to Council as a replacement request. Each request also includes the fate of the old unit, which sometimes means they are retained for a one-time student season, but all make their way to the auction in the fall.

West Kelowna Fire Rescue Fleet

A fire department's apparatus and equipment are its key firefighting tools. A reliable, mission-ready fleet is a requirement for WKFR to be successful in its mandate to safely protect life and property. Fire apparatus, consisting of fire engines, bush trucks, water tenders and ladder trucks are complex and represent a considerable investment. The fleet must be properly sized and equipped in order to meet the current firefighting requirements of the community, as well as flexible to meet the demands of a growing community (upwards and outwards) and a changing climate.

Fire Underwriters states that fire apparatus should be placed in frontline service for the first fifteen years of service. During this period, it has been shown that apparatus effectively responds and performs as designed without failure at least 95% of the time. For the next five years, it should be held in reserve status for use at major fires or used as a temporary replacement for out-of-service first line apparatus. Fire Underwriters states that apparatus should be retired from service at twenty years of age.

Today, the WKFR fleet is operated under an industry best practices preventative maintenance program, which balances operational reliability and safety, while serving to maximize the service life of individual apparatus within the WKFR fleet. WKFR has established and maintained a Capital Plan that includes an apparatus replacement cycle that draws upon NFPA, Fire Underwriters Survey, best practices and input from the CWK Fleet Manager and Mechanic. Apparatus' are replaced only when needed and optimized for the West Kelowna firefighting context and the requirement to fight fires in the Wildland Urban Interface (WUI).

At its January 16, 2018, Special Council Meeting, Council was provided a presentation on the WKFR Capital Plan. Council provided a motion of support for the plan in principle for the next 10 years. Each year, WKFR fleet capital requirements are brought to Council for consideration as a part of the annual budget process. Currently, two (2) new fire engines are under construction, with delivery expected in the fall of 2019. They are four-wheel drive and built on a smaller chassis, specifically for the paid-on-call stations in Rose Valley and Glenrosa. Over the next 5 years, the WKFR Capital Plan envisions the replacement of two (2) fire engines, two (2) water tenders and five (5) administrative/command vehicles at an estimated cost of approximately \$8 million.

Insurance Costs

The fleet carries coverage from several different sources. It is broken out as some forms of coverage are cheaper when provided from different sources.

- Basic Auto Plan coverage is mandatory and is provided by ICBC. The 2019, ICBC fleet premiums totalled \$74,364.23
- Collision and Comprehensive on light vehicles is provided by Intact Auto Insurance at a cost of \$24,110.00.
- Collision and Comprehensive on heavy vehicles is provided by Cowan Insurance at a cost of \$24,178.00.
- Excess Third Party Liability coverage was highly recommended for our fleet elevating coverage from \$5 million to \$10 million (municipal fleet industry standard). Cowan Insurance provided the lowest annual price point, for this coverage, at a cost of \$9,223.00. (Cowan also provides insurance for our buildings and insurable corporate assets.)
- A mandatory ICBC licencing fee is also paid with an annual cost of \$1,974.

Fleet Insurance Costs for 2019

Type	2019 Cost
Basic Auto Plan (ICBC)	\$ 72,162.00
Collision & Comprehensive to Light Vehicles (Intact - \$500 Deductible)	\$ 22,947.00
Collision & Comprehensive to Heavy Unit (Cowan - \$5,000 Deductible)	\$23,514.00
Excess Third Party Liability (Cowan)	\$9,223.00
Licencing	\$ 1,974.00
Total	\$ 127,846.00

Fuel Consumption

Vehicle fuel consumption is considered during the tendering process. Questions such as what are the uses, is it hauling materials, does it idle for long periods and other question are also considered when selecting motor type and size.

The City uses Petro-Canada for bulk fuel. A competitive pricing process was used at the time Petro Canada was selected to provide the City with both diesel and gasoline. Consumption records are uploaded to our fleet software program and are physically reviewed monthly. Investigations into anomalies are completed. The City currently has two hybrid units, which are dual powered with electric and gas.

Future Technology

In certain local commuting applications, electric cars will soon be considered. The price points are dropping and the battery mileage length per charge is increasing as technology improves. It is expected that within two years the first electric, single axle, transport trucks will be on the market.

A contributing factor to operating electric cars are the charging stations. There are three types of charging stations, some of which come with considerable expense. Type 3 quick charge stations are the types we see BC Hydro installing around the Province. West Kelowna has one on Brown Rd. Types 1 and 2 are the types the City's units will utilize. As the City expands into permanent facilities these stations will be considered for installation at the construction stage to reduce costs.

It is planned that the new Public Works Yard will have several charging stations. In the future, when Council is presented with the first, electric only, car purchase request a detailed business case with justifications and cost comparisons will be provided.

Higher up front cost may equate to savings over the life of the unit. In time, it is estimated that positions such as building inspectors, bylaw and engineering techs whom commute locally for their work will transition to this new technology.

Reviewed and approved by:

Tracey Batten, Deputy CAO
Paul Gipps, CAO

Powerpoint: No X ☐



INFORMATION ONLY COUNCIL REPORT
Engineering & Public Works
For the August 27, 2019 Council Meeting

DATE: August 20, 2019
TO: Paul Gipps, CAO
FROM: Bob Kusch, Recreation and Culture Manager
RE: Update – Recreation Programming and Facilities Master Plan

The community engagement process for the Recreation Programming and Facilities Master Plan is about to commence and this report is to inform Council of the steps being taken and the timeline to be followed.

BACKGROUND:

As part of the 2019 budget deliberations, Council approved funding to undertake a Recreation Programming and Facilities Master Plan. The recommendation to Council to complete a new master plan was brought forward by staff as the last Parks and Recreation Master Plan was completed in 2010 with a follow up Parks Master Plan in 2016. At the time of the Parks Master Plan it was determined by staff that Recreation should not be included as this should be looked at specifically and independently and allow a complete focus on Recreation Services. It is believed it is timely for this plan to be completed in 2019/20

West Kelowna is a community with a population of approximately 35,000 and a service area population of approximately 52,000. Recreation Services are currently being provided in the following facilities and with the associated partners where indicated:

1. Royal LePage Place and Jim Lind Arena
2. Webber Road Community Centre (Okanagan Boys and Girls Club)
3. Westside Youth Centre (Okanagan Boys and Girls Club)
4. Westbank Lions Community Centre
5. Lakeview Heights Community Hall
6. Johnson Bentley Memorial Aquatic Centre (ActiveLiving Entreprises)
7. Westside Seniors Center (Westside Senior Citizens Service Association)
8. Mount Boucherie Secondary School, Mar Jok Elementary School, George Pringle Elementary School, Constable Neil Bruce Middle School and Glenrosa Middle School.

A review of the needs and demands for recreation programming and facilities to provide them will assist Council in determining priorities in the future to compliment the programming within the facilities listed above. Comparison of recreation service provision in other similar communities in B.C. will also be part of the process.

The Master Plan community engagement process will provide information to Council in two specific areas:

1. The current status of recreation programming within West Kelowna that is being provided by the City and its partner providers (Boys and Girls Club, Active Living – Johnson Bentley Memorial Aquatic Centre for example) and to clarify the strengths of the programming and any gaps and weaknesses. Once this information is gathered the report will provide recommendations on the priority areas for improvement.
2. Assess the existing recreation facilities and determine what new indoor facilities or existing facility improvements are necessary to achieve the recommended recreation programming improvements.

During the months of March and April of this year staff undertook a request for proposals process to attain the services of a consultant to lead the process as indicated above. Through a strong interview and scoring procedure staff secured the services of Expedition Management Consulting and have been working with them over the last six weeks to create the timeline and process for community engagement and consultation. The attached document from Expedition provides the timeline and consultation process and dates that will begin this month. Council will also be contacted by Expedition for telephone interviews to attain Council's thoughts and wishes for the future of the provision of recreation and necessary facilities.

Within the timeline it should be noted that an update to Council will occur sometime in the Fall and that a draft Master Plan will be presented to Council in the Spring of 2020 with the final Master Plan presented to Council by March 31, 2020.

FINANCIAL IMPLICATIONS:

The 2019 budget allocation for the Recreation Programming and Facilities Master Plan is \$115,000 and approximately \$94,000 has been committed at the date of this report.

REVIEWED AND APPROVED BY:

Tracey Batten, Deputy CAO
Paul Gipps, CAO

Powerpoint: Yes X

Attachments:
Timeline and Engagement Plan

City of West Kelowna Council Briefing Note Recreation Programming and Facilities Master Plan

Submitted To: City of West Kelowna
Submitted By: Expedition Management Consulting Ltd.
Date: August 20, 2019

Project Purpose

The project will develop a recreation programming and facilities master plan that will provide guidance to Council and Administration in making decisions that best meet the needs of the community.

Project Timeline*



Community Engagement Activities

The consultant team and the City are working together to implement the following community engagement activities.

Activity	Date*
Hard copy survey collection at community events	July – August, 2019
Stakeholder interviews	August – September, 2019
Online public survey	September 6 – 27, 2019
Online stakeholder survey	September 6 – 27, 2019
Staffed engagement stations and facilitated stakeholder input sessions	September 18 – 19, 2019
Community visioning session booth	October 24, 2019
Draft Master Plan review	Spring, 2020

City Council Engagement Activities

Activity	Date*
One-on-one interviews with Council members	September, 2019
Project update presentation to City Council	Fall, 2019
Draft Master Plan presentation to City Council	Spring, 2020
Final Master Plan presentation to City Council	Spring, 2020

*Dates subject to change depending on the needs of the project.



COUNCIL REPORT
Finance, Administrative & Protective Services
For the August 27, 2019 Council Meeting

DATE: August 16, 2019
TO: Paul Gipps, CAO
FROM: Tracey Batten, Deputy CAO
RE: Central Okanagan Emergency Management Program Amendments

RECOMMENDED MOTION:

THAT the City of West Kelowna hereby consents to the Regional District adopting the Regional District of Central Okanagan Emergency Preparedness Service Establishment Amendment Bylaw No. 1443, 2019; and,

WHEREAS Council wishes to establish an emergency management organization, as required by the *Emergency Program Act* and to provide a framework for the municipality to develop its own operational emergency response protocols, Council hereby resolves that:

1. Pursuant to the *Emergency Program Act* (British Columbia), the emergency management organization established by under Regional District of Central Okanagan Emergency Management Program Bylaw No. 1444, 2019 is hereby established as the emergency management organization for the whole of the municipality; and,
2. All of Council's duties and powers under the *Emergency Program Act* (British Columbia) are hereby delegated to that emergency management organization, except for the power to make a declaration of a state of local emergency under that Act.

RATIONALE:

The proposed amendments to the Emergency Preparedness Service Establishment Amendment Bylaw No. 1443 update participating areas, refer to additional cost recovery methods and rename the bylaw using current legislative terminology (first resolution).

RDCO Bylaw No. 1444 Emergency Management Program Bylaw provides the structure and guidelines for the program. This bylaw reflects current provincial regulations and current RDCO emergency management operating guidelines (second resolution). All amendments have been presented to the RDCO CAO committee where they received unanimous support.

LEGISLATIVE REQUIREMENTS:

In accordance with Section 346 of the *Local Government Act*, consent to the bylaw on behalf of the municipal participating area may be given by Council on behalf of the electors.

BACKGROUND:

The City of West Kelowna participates in the Central Okanagan Emergency Management Program with Central Okanagan East Electoral Area, Central Okanagan West Electoral Area, the District of Peachland, the City of Kelowna and the District of Lake Country. Westbank First Nation participates in the program through a service agreement with RDCO.

As outlined in the attached RDCO Governance and Services Committee Report, the bylaw to establish the regional emergency management service was adopted in January, 1992. The companion emergency program bylaw establishing the operational parameters of the program was adopted in 1995.

Both bylaws have gone through an extensive review by the RDCO and have been updated to reflect current legislation and practices.

Review and recommendation:

City of West Kelowna staff have reviewed the amendments and processes established through these bylaws. The bylaws accurately reflect and bring further clarity to the regional emergency program. As stated in the RDCO report regarding Emergency Program Bylaw No. 635:

“It should be noted that the Central Okanagan Regional Emergency Management Program is touted as one of the best in the Province.”

Council endorsement of the Emergency Management Program amendments is fully supported.

Next steps:

Prior to the Regional District considering the bylaws for adoption, the City of West Kelowna must give consent on behalf of the electors through Council resolution for the establishment bylaw (RDCO Bylaw No. 1443) and provide a resolution establishing the emergency management program for the municipality and delegating Council authority to the emergency management organization (RDCO Bylaw No. 1444). Each participating municipality is required to do the same.

FINANCIAL IMPLICATIONS:

The City of West Kelowna participates in the Central Okanagan Emergency Management program through the Regional District and contributes to the program through the yearly RDCO tax requisition.

ALTERNATE MOTIONS(S):

THAT Council postpone consideration of the proposed RDCO Emergency Management Program Amendments and request further information from the Regional District.

REVIEWED AND APPROVED BY:

Paul Gipps, CAO

Powerpoint: Yes ☐ No X

Attachments:

RDCO Letter dated July 23, 2019 and Governance & Services Committee Reports
RDCO Bylaw Nos. 1443 and 1444



Corporate Service

1450 K.L.O. Road
Kelowna, B.C. V1W 3Z4

Telephone: 250-469-6224
Fax: 250-763-0606
www.regionaldistrict.com

July 23, 2019
File No: 0110-01

City of Kelowna
Doug Gilchrist
City Manager
1435 Water Street
Kelowna, BC V1Y 1J4
Via Email: dgilchrist@kelowna.ca

District of Lake Country
Alberto De Feo
Chief Administrative Officer
10150 Bottom Wood Lake Road
Lake Country, BC V4V 2M1
Via Email: adefeo@lakecountry.bc.ca

District of Peachland
Elsie Lemke
Chief Administrative Officer
5806 Beach Avenue
Peachland, BC V0H 1X7
Via Email: elemke@peachland.ca

City of West Kelowna
Paul Gipps
Chief Administrative Officer
2760 Cameron Road
West Kelowna, BC V1Z 2T6
Via Email: paul.gipps@westkelownacity.ca

Dear Administrators:

Re: Central Okanagan Emergency Management Program Amendments

As you will recall, the proposed amendments to the Central Okanagan Emergency Management Program were presented to the RDCO CAO Committee on June 19, 2019 and received unanimous support.

The Regional Board at its meeting of July 18, 2019 considered the amendments and gave reading consideration to the following Bylaws:

- Regional District of Central Okanagan Emergency Preparedness Service Establishment Amendment Bylaw No. 1443, 2019; and
- Regional District of Central Okanagan Emergency Management Program Bylaw No. 1444, 2019

As a municipal partner, you are required to bring this matter forward to your respective Councils for consideration and provide "consent" to the adoption of Bylaw No. 1443 in accordance with Section 346 of the *Local Government Act* (example below).

THAT the City of hereby consents to the Regional District adopting the Regional District of Central Okanagan Emergency Preparedness Service Establishment Amendment Bylaw No. 1443, 2019.

In addition, in order to legitimize the adoption of Bylaw No. 1444, pursuant to the *Emergency Program Act*, all municipal participants must adopt a Council resolution worded as follows:

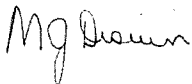
"Whereas council wishes to establish an emergency management organization, as required by the Emergency Program Act and to provide a framework for the municipality to develop its own operational emergency response protocols, Council hereby resolves that:

- 1. Pursuant to the Emergency Program Act (British Columbia), the emergency management organization established by under Regional District of Central Okanagan Emergency Management Program Bylaw No. 1444, 2019 is hereby established as the emergency management organization for the whole of the municipality and.*
- 2. All of council's duties and powers under the Emergency Program Act (British Columbia) are hereby delegated to that emergency management organization, except for the power to make a declaration of a state of local emergency under that Act."*

The Regional District requests the attached bylaws (staff report attached as well) be placed on a future Council agenda; staff would be pleased to attend the meeting to address any questions Council may have. Once the resolutions have been adopted please forward the consent to my attention.

Should have you have any questions please do not hesitate to contact Brian Reardon, CAO or the undersigned.

Yours truly,



Mary Jane Drouin
Manager – Corporate

Encls: RDCO Staff Reports; and
Regional District of Central Okanagan Emergency Preparedness Service Establishment
Amendment Bylaw No. 1443, 2019
Regional District of Central Okanagan Emergency Management Program Bylaw No.
1444, 2019



Governance & Services Committee

TO: Governance and Services Committee
FROM: Brian Reardon, CAO
DATE: July 2, 2019
SUBJECT: Proposed Amendments to the Preparation for Emergencies Bylaw No. 489, 1991

Purpose: To amend the Regional District of Central Okanagan Preparation for Emergencies Bylaw No. 489, 1991.

Executive Summary:

As part of the systematic review of all documents associated with service establishment bylaws, staff is pleased to present proposed amendments to the Preparation for Emergencies Bylaw No. 489, 1991. This bylaw authorizes the Regional District of Central Okanagan (RDCO) to provide a service for the preparation for emergencies. This bylaw has its origins going back 27+ years.

Proposed amendments being brought forward for the Committee's consideration include adding a description of the service, updating the participating areas to reflect municipal incorporations and renaming the electoral areas', expressly refer to additional cost recovery methods, and to rename the bylaw using current legislative terminology. These proposed amendments were presented to the RDCO CAO Committee on June 19, 2019 and received unanimous support.

Should the Committee support the proposed amendments, a motion supporting staff's recommendation below would be in order. In terms of process, all amendments to service establishment bylaws must receive approval from the Inspector of Municipalities in Victoria before the Board is able to give final consideration and approval to this bylaw. We will also be seeking consent from the Electoral Areas and Municipalities to approve this amendment bylaw.

RECOMMENDATION:

THAT the Governance and Services Committee recommend the Board approve First, Second and Third Readings to Regional District of Central Okanagan Emergency Preparedness Service Establishment Amendment Bylaw No. 1443, 2019 and seek 'consent' from the service participants in accordance with Sections 346 and 347 of the *Local Government Act*.

Respectfully Submitted:

Brian Reardon, CAO

Background:

In the fall of 1991 the Regional Board gave initial readings to Bylaw No. 489 being a bylaw to establish and operate an extended service for the preparation for emergencies. This service establishment bylaw was subsequently approved by the Inspector of Municipalities and referred back to the Regional Board in January, 1992 at which point it was approved. The participants in the service included the District of Peachland and Electoral Areas "A", "G", "H" and "I".

A lot has happened with the service in following 27+ years. In 1993, a year after the creation of the service, the Board approved an Emergency Program Bylaw No. 576 that set out the parameters on how the program would operate. In July, 1994 the Board approved Amendment Bylaw No. 589 which added the City of Kelowna as a new participant to the service and converted a sub-regional service into a fully regional service. In 1995, a year after the City of Kelowna joined the service the Board approved an updated Emergency Program Bylaw (Bylaw No. 635).

Service Establishment Bylaw No. 489, 1991 has been amended twice since its adoption. The first amendment, Bylaw No. 506, 1992, added a reference to the applicable section of the then Municipal Act that establishes a service. Then in July 1994, Bylaw No. 589 added the City of Kelowna as a participant in the service and provided changes to the cost allocation formula.

With respect to the service establishment bylaw, staff is recommending changes that include:

Proposed Amendments	Reasoning:
Add a Description of the Service	Pursuant to Section 339(1) (a) of the <i>Local Government Act</i> an establishing bylaw must describe the service. Bylaw No. 489, 1991, as amended, currently has no description.
Updating the Participating Areas in the Service	Since the adoption of Bylaw 489 in 1991 the District of Lake Country and the City of West Kelowna have incorporated. Also, the names of the two Electoral Areas have been changed.
Include Additional Cost Recovery Methods	In addition to the current method of recovering costs through property value taxes, it is deemed prudent to also recover costs by way of agreement, enterprise, gift, grant or otherwise in accordance with the <i>Local Government Act</i> .
Rename the Bylaw using Current Legislative Terminology	The current bylaw name implies the scope of the service is for the " <i>preparation for emergencies</i> ". In fact the Provincial legislation regulating this type of service includes preparation for, response to, and recovery from emergencies.

These proposed amendments were presented to the RDCO CAO Committee on June 19th, 2019 and received unanimous support.

Financial Considerations:

Recognizing that the service has evolved significantly over time, one of the guiding principles in redrafting this bylaw was to reflect our current practice that has made our Emergency Management Program one of the best in the Province. To that end, the provisions contained in the "Emergency Preparedness Service Establishment Amendment Bylaw No. 1443, 2019" will not increase costs associated with this service. To the contrary, by adding the authority to generate other revenue streams we hope we will be able to offset program costs in the future.

Organizational Issues: None.**External Implications:**

Updating this service establishment bylaw will clarify the current scope of the program, reflect current participants in the service and bring our current procedures into compliance with all legislative requirements. This will be appreciated by all of our municipal partners and Westbank First Nation. WFN is a valued partner in the service and participates through a service agreement with the RDCO.

All of our municipal partners will be required to bring this matter forward to their respective Council for consideration and provide "consent" to the adoption of Bylaw No. 1443, 2019 in accordance with Section 346 of the *Local Government Act*.

Additionally, both Electoral Area Directors will be asked to provide their "consent" to the adoption of Bylaw No. 1443, 2019 in accordance with Section 347 of the *Local Government Act*.

Alternative Recommendation:

Regional District of Central Okanagan Preparation for Emergencies Bylaw No. 489, 1991 is more than 27 years old, does not meet current legislative requirements, and limits our ability to provide this service in an effective manner. The proposed amendments to this service establishment bylaw reflect our current practice which has been in place for more than two decades. The recommendation in this report aims to align the bylaw provisions with our current practice and meet current legislative requirements.

As such, staff has no alternative recommendation at this time.

Attachment(s): Bylaw No. 489, 1991
Bylaw No. 506, 1992
Bylaw No. 589, 1994
Draft Bylaw No. 1443, 2019



Governance & Services Committee

TO: Governance and Services Committee

FROM: Brian Reardon
Chief Administrative Officer

DATE: July 5, 2019

SUBJECT: Proposed Update to Emergency Program Bylaw No. 635, 1995

Purpose: To replace and rescind Regional District of Central Okanagan Emergency Program Bylaw No. 635, 1995.

Executive Summary:

As part of the systematic review of all documents associated with service establishment bylaws, staff is pleased to present a complete rewrite of the Emergency Program Bylaw No. 635, 1995. This bylaw establishes the operational parameters under which the Regional District of Central Okanagan (RDCO) provides a regional emergency management program.

The program has evolved significantly in the past 24+ years. Upon review, it became apparent that a complete rewrite and rescindment of the current bylaw would be necessary in order to meet current provincial regulations and match our current operating guidelines.

It should be noted that the Central Okanagan Regional Emergency Management Program is touted as one of the best in the Province. This is in large part due to lessons learned in the 2003 Kelowna Fire Storm, the 2017 & '18 flood seasons and the expertise of our Emergency Program Coordinators over the years. The new Emergency Management Program Bylaw was developed in collaboration with our Emergency Program Coordinator, Travis Whiting, with the assistance of our solicitors and presented to the RDCO CAO Committee on June 19, 2019 which received unanimous support.

Should the Committee support the proposed amendments, a motion supporting staff's recommendation below would be in order. In addition, the wording of the Council Resolution mentioned under External Implications of this report will be forwarded to all municipal partners.

RECOMMENDATION:

THAT the Governance and Services Committee recommend the Regional Board approve First, Second, and Third Readings and Adoption of the Regional District of Central Okanagan Emergency Management Program Bylaw No. 1444, 2019.

Respectfully Submitted:

Brian Reardon, CAO

Background:

Four months after the City of Kelowna became a participant in the extended service for the preparation for emergencies the Regional Board adopted RDCO Emergency Program Bylaw No. 576, 1993 being a bylaw that established the operational parameters under which the Regional District of Central Okanagan provides a regional emergency management program in accordance with the powers conferred to it in Provincial Regulation #445/92.

Bylaw No. 576 was subsequently repealed when, in the spring of 1995, the Regional Board gave initial readings and adopted Bylaw No. 635 which added the newly incorporated District of Lake Country as a participant. Bylaw No. 635 has remained unchanged to this day.

A lot has happened with the service in the 24+ following years. Amongst them are the lessons learned during the 2003 Kelowna Fire Storm and the 2017/18 Flood Seasons. Despite the best of intentions, the paperwork related to this service never kept up with the evolution of the program and the changes that had to be made to keep the program running. It was out of necessity that new operating guidelines were introduced and with time have become established practice over the years.

Upon review, it became apparent that a complete rewrite and rescindment of the current bylaw would be necessary in order to meet current provincial regulations and reflect our current operating guidelines. In 2017, just weeks before record setting flooding occurred in the Okanagan Valley, a complete review of Bylaw No. 635 was identified as a top priority.

It should be noted that the Central Okanagan Regional Emergency Management Program is touted as one of the best in the Province. This is in large part due to lessons learned in the 2003 Kelowna Fire Storm, the 2017 & '18 flood seasons and the expertise of our Emergency Program Coordinators.

The new Emergency Management Program Bylaw was developed in collaboration with our Emergency Program Coordinator, Travis Whiting and led by the RDCO Chief Administrative Officer, with assistance from our solicitors at Young Anderson. Our systematic approach included this new draft bylaw being presented to the RDCO CAO Committee on June 19th, 2019 which received unanimous support.

Guiding Principles:

The guiding principles used to develop Emergency Management Program Bylaw No. 1444 are:

- Must meet all requirements of the Provincial Emergency Program Act,
- Must meet all requirements of the BC Emergency Program Management Regulation,
- Must conform to the B.C. Emergency Management System (BCEMS),
- Must reflect current RDCO EOC operating guidelines and established practices,
- Must be structured as a regional program with a clear reporting structure,
- New bylaw to be written to replicate the systems and structure used in 2018. Any deviations from that are identified, explained and agreed to prior to moving forward,
- New bylaw to be written with the appropriate delegated authority to the Emergency Management Organization and the Regional District CAO.

Emergency Management Program Bylaw No. 1444, 2019 is based on the principles noted above. At its core it has the Board, an Emergency Management Organization, an Emergency

Program Coordinator, and an Emergency Operations Centre Director as the four entities and persons that form the Regional District's Emergency Management Program. The roles, responsibilities, and authority of each person and entity are described in the bylaw.

The draft Emergency Management Program Bylaw No. 1444, 2019 envisions the Regional Board delegating its full authority to the Emergency Management Organization comprised of the CAO's from each member municipality plus the Emergency Program Coordinator. It is also based on the continuation of a Service Agreement with the City of Kelowna for the provision of an Emergency Program Coordinator and the Emergency Operations Centre itself.

The Emergency Management Organization is responsible for developing and implanting the Emergency Management Program, including emergency plans and other preparedness, response and recovery measures for emergencies and disasters. This is further explained in Section 4.3 of Bylaw No. 1444.

The Emergency Program Coordinator is appointed by the Regional District CAO, reports to the Regional District CAO, and is responsible for providing leadership and administration services to the Emergency Management Program. This is further explained in Section 5.3 of Bylaw No. 1444.

The Emergency Operations Centre (EOC) Director is designated using criteria approved by the Emergency Management Organization and will depend on the location(s) of the emergency, the Director's proximity to the EOC and the nature of the emergency. The default EOC Director at this time is the Regional District CAO. The EOC Director is accountable to the Emergency Management Organization. Emergency Response Authority is further explained in Section 6 of Bylaw No. 1444.

The Regional Board and Municipal Councils retain the exclusive authority to declare a State of Local Emergency, which is something that cannot be delegated.

Financial Considerations:

The adoption of the Regional District of Central Okanagan Emergency Management Program Bylaw No. 1444, 2019 reflects current operational requirements and in of itself will not result in any increase in costs.

The other financial consideration associated in the adoption of this bylaw can be found in Section 7 of Bylaw No. 1444 which includes provisions that regulate maximum spending limits for the Regional District CAO when responding to Electoral Area Emergencies and Disasters. Municipalities establish maximum spending limits for their CAO's through a separate municipal bylaw.

Organizational Issues:

The adoption of Regional District of Central Okanagan Emergency Management Program Bylaw No. 1444, 2019 will create a true regional emergency management program that is rooted under the authority of the Regional District, is written with shared decision making and collaboration in mind and maintains the grit and essence of the best Emergency Management Program in the province.

External Implications:

In order to legitimize the adoption of this Emergency Program Bylaw all municipal participants in the RDCO Emergency Preparedness Service must adopt a Council resolution worded as follows:

"Whereas council wishes to establish an emergency management organization, as required by the Emergency Program Act and to provide a framework for the municipality to develop its own operational emergency response protocols, Council hereby resolves that:

- 1. Pursuant to the Emergency Program Act (British Columbia), the emergency management organization established by under Regional District of Central Okanagan Emergency Management Program Bylaw No. 1444, 2019 is hereby established as the emergency management organization for the whole of the municipality and.*
- 2. All of council's duties and powers under the Emergency Program Act (British Columbia) are hereby delegated to that emergency management organization, except for the power to make a declaration of a state of local emergency under that Act."*

The wording of the resolution was provided by our solicitors at Young Anderson and has been reviewed and approved by myself and our Emergency Program Coordinator. It provides the necessary linkages to the Regional District Emergency Management Program and formalizes council's delegation of duties and powers, except for the power to make a declaration of a state of local emergency under the Emergency Program Act.

Alternative Recommendation:

Regional District of Central Okanagan Emergency Program Bylaw No. 635, 1995 is more than 24 years old, does not reflect our current practice, and limits our ability to provide this service in an effective manner. The recommendation in this report aims to align the new bylaw provisions with our established practices and meet current legislative requirements.

As such staff has no alternative recommendation at this time.

Attachment(s): Bylaw No. 576, 1993
Bylaw No. 635, 1995
Draft Bylaw No. 1444, 2019

REGIONAL DISTRICT OF CENTRAL OKANAGAN

BYLAW NO. 1443

Being a bylaw to amend the Regional District of Central Okanagan Preparation for Emergencies Bylaw No. 489, 1991.

WHEREAS a regional district may, under section 332(1) [*General authority for services*] of the *Local Government Act* operate any service that the board considers necessary or desirable for all or part of the regional district subject to certain limitations and conditions;

AND WHEREAS under section 338(1) [*Establishing bylaws required for most services*] of the *Local Government Act*, in order to operate a service the board of a regional district must first adopt an establishing bylaw for the service;

AND WHEREAS the Regional District of Central Okanagan is a local authority under the *Emergency Program Act*;

AND WHEREAS the Regional Board has established a service for the preparation for emergencies, through the adoption of the Regional District of Central Okanagan Preparation for Emergencies Bylaw No. 489, 1991;

AND WHEREAS the Regional Board wishes to amend Bylaw No. 489, 1991, to modernize the description of the service, update the participating areas to reflect municipal incorporations and expressly refer to additional cost recovery methods under the *Local Government Act*;

AND WHEREAS consent from the participating Municipalities and Electoral Areas has been obtained pursuant to Sections 346 and 347, respectively, of the *Local Government Act*.

NOW THEREFORE the Regional Board of the Regional District of Central Okanagan in open meeting assembled enacts as follows:

1. That the Regional District of Central Okanagan Preparation for Emergencies Bylaw No. 489, 1991, as amended be further amended by deleting Sections 1, 2, 3, 4, and 5 in their entirety and replacing them with the following:

"Service Description

1. The service of regional emergency management, planning and coordination, including:
 - a. developing or assisting in the development of strategies, plans and programs for:
 - i. the prevention of,
 - ii. preparation for,
 - iii. response to, and
 - iv. recovery from

regional emergencies, which, for the purposes of this bylaw, means an emergency or disaster that affects or threatens more than one of

the participating areas or that activates the Regional Emergency Operations Centre by the Emergency Program Coordinator and/or the Emergency Operations Centre Director ;

- b. supporting and coordinating or assisting in supporting and coordinating:
 - i. the management and implementation of the plans, strategies and programs referred to in subsection 1(a) of this bylaw, and
 - ii. the preparation for, response to and recovery from regional emergencies;
- c. establishing, operating and maintaining or assisting in the establishment, operation and maintenance of regional emergency facilities; and
- d. preparing for, responding to and recovering from or assisting in the preparation for, response to and recovery from emergencies that affect or may affect the delivery of services provided by the participating areas;

is hereby established.

Participating Areas

- 2. The participating areas for the service consist of all of Central Okanagan East Electoral Area (electoral area "I"), Central Okanagan West Electoral Area (electoral area "J"), the District of Peachland, the City of Kelowna, the District of Lake Country and the City of West Kelowna.

Service Area

- 3. The service area for the service is all of the area within the boundaries of the participating areas.

Cost Recovery

- 4. The costs of the service shall be recovered by:
 - a. property value taxes imposed in accordance with *Part 11 – Regional Districts: Financial Management, Division 3 [Requisition and Tax Collection]* of the *Local Government Act*;
 - b. revenues raised by other means authorized under the *Local Government Act* or another Act; and
 - c. revenues received by way of agreement, enterprise, gift, grant or otherwise.

Cost Apportionment

5. The costs of the service, after deducting the revenues (if any) raised or received under subsections 4(b) and (c) above, shall be apportioned among the participating areas on the basis of converted value of land and improvements in those areas pursuant to Section 380(2) *[Apportionment of costs]* of the *Local Government Act*."
2. This bylaw may be cited for all purposes as the 'Regional District of Central Okanagan Emergency Preparedness Service Establishment Amendment Bylaw No. 1443, 2019'.

READ A FIRST TIME THIS	DAY OF	, 2019
READ A SECOND TIME THIS	DAY OF	, 2019
READ A THIRD TIME THIS	DAY OF	, 2019
APPROVED BY INSPECTOR THIS	DAY OF	, 2019
ADOPTED THIS	DAY OF	, 2019

CHAIRPERSON

DIRECTOR OF CORPORATE SERVICES

I hereby certify the foregoing to be a true and correct copy of Bylaw No. 1443 cited as the "Regional District of Central Okanagan Emergency Preparedness Service Establishment Amendment Bylaw No. 1443, 2019" as read a third time by the Regional Board on the ____ day of ____ 2019.

Dated at Kelowna, B.C. this
____ day of ____ 2019

DIRECTOR OF CORPORATE SERVICES

I hereby certify the foregoing to be a true and correct copy of Bylaw No. 1443 cited as the "Regional District of Central Okanagan Emergency Preparedness Service Establishment Amendment Bylaw No. 1443, 2019" as adopted by the Regional Board on the ____ day of ____ 2019.

Dated at Kelowna, B.C. this
____ day of ____ 2019

DIRECTOR OF CORPORATE SERVICES

REGIONAL DISTRICT OF CENTRAL OKANAGAN
EMERGENCY MANAGEMENT PROGRAM BYLAW NO. 1444, 2019

Being a bylaw to update, modernize and replace the current Regional District of Central
Okanagan Emergency Program Bylaw No. 635, 1995

WHEREAS:

- A. The Regional District of Central Okanagan has, by Preparation for Emergencies Service Establishing Bylaw No. 489, 1991, and amendments made thereto, established the service for the preparation for emergencies;
- B. The Board wishes to provide a comprehensive regional emergency management program by a coordinated response of the Board, its member municipal councils and Westbank First Nation Council, and their respective officers and employees, volunteer service groups and external agencies, that will respond to natural and man-made emergencies and disasters with the goal of preserving life, property, the local economy and the environment in a comprehensive approach using prevention, preparedness, response and recovery, all in a manner that will ensure the continuity of government;
- C. The Board has, through Emergency Program Bylaw No. 635, 1995, established a regional emergency management program in accordance with the *Emergency Program Act*; AND
- D. The Board wishes to update and modernize the provisions of its Emergency Program Bylaw, to amend the Committee structure, to clarify the reporting structure, and to delegate Board authority to the EOC Director in order to effectively execute the RDCO Emergency Management Program.

NOW THEREFORE the Regional Board of the Regional District of Central Okanagan in open meeting assembled enacts as follows:

1. Interpretation

- 1.1. In this bylaw, "Act" means the *Emergency Program Act*.
- 1.2. Unless otherwise specifically stated, the words used in this bylaw shall have the same meaning as words have in the *Act*.
 - a) "Board" means the board of the Regional District,
 - b) "CAO" means the Chief Administrative Officer, Administrator or City Manager of the applicable organization.
 - c) "Chair" means that person elected by the Board as chair.
 - d) "Region" means all of the area within the boundaries of the Regional District.
 - e) "Regional District" means the Regional District of Central Okanagan.

- f) "Declaration of a State of Local Emergency" means a declaration, pursuant to Section 12(1) of the *Act* by the Chair, or by a municipal council or Mayor, or by a Band Council or Chief as the case may be, that an emergency exists or is imminent.
- g) "Disaster" has the same meaning as under the *Act*, being "a calamity that:
 - i. is caused by accident, fire, explosion or technical failure or by the forces of nature, and
 - ii. has resulted in serious harm to the health, safety or welfare of people, or in widespread damage to property.
- h) "Emergency" has the same meaning as under the *Act*, being "a present or imminent event or circumstance that:
 - i. is caused by accident, fire, explosion or technical failure or the forces of nature, and
 - ii. requires prompt coordination of action or special regulation of persons or property, to protect health, safety or welfare of a person or to limit damage to property".
- i) "Emergency Program Coordinator" means the person appointed by the Regional District CAO as coordinator for the Emergency Management Organization pursuant to section 6(3.1) of the *Act*.
- j) "Emergency Management Organization" means the organization of that name established under this bylaw.
- k) "Emergency Management Program" means the organization, plan and procedures established from time to time for overall coordination of emergency planning, preparedness, response and recovery actions within the Region.
- l) "EOC" means the Emergency Operations Centre as defined in the Emergency Management Program, or such other facility as may be designated from time to time as the EOC.
- m) "EOC Director" means the person with overall responsibility and authority for coordinating the site support response and recovery in the Regional District EOC.

2. Emergency Program

- 2.1. The following entities and persons are part of the Regional District's Emergency Management Program:
- a) the Board,
 - b) an Emergency Management Organization,
 - c) an Emergency Program Coordinator, and
 - d) an Emergency Operations Centre Director.

3. The Board

- 3.1. In accordance with the section 6(1) of the *Act*, the Board is at all times responsible for the direction and control of the response of the Board to an emergency or disaster, and in particular:

- a) in accordance with the Act, the Board may declare a State of Local Emergency in an electoral area;
 - b) the Board may delegate its powers and duties under the Act, as required, and to monitor the use of such powers; and
 - c) to prepare, or cause to be prepared an emergency plan respecting preparation for, response to, and recovery from an emergency or disaster.
- 3.2. Notwithstanding the provisions of subsection 3.1, in accordance with the Act the Chair may carry out the responsibilities specified in clause (a), provided the Chair has used best efforts to obtain the consent of the other members of the Board.

4. Emergency Management Organization

- 4.1. The Board hereby delegates its responsibilities and powers under the *Act*, except for the power to make a Declaration of a State of Local Emergency, to the Emergency Management Organization.
- 4.2. An Emergency Management Organization consisting of the following persons is hereby established pursuant to section 6(3) of the Act:
- a) the CAO for each of the following:
 - i. the City of Kelowna,
 - ii. the City of West Kelowna,
 - iii. the District of Peachland,
 - iv. the District of Lake Country,
 - v. the Regional District, and
 - b) the Emergency Program Coordinator.

The Emergency Management Organization is accountable to the Board and shall have as its Chair, the CAO from the Regional District.

- 4.3. The Emergency Management Organization shall be responsible for the following:
- a) developing and implementing the Emergency Management Program, including emergency plans and other preparedness, response and recovery measures for emergencies and disasters,
 - b) providing strategic direction and oversight to the Emergency Program Coordinator,
 - c) recommending the appointment of the Emergency Program Coordinator;
 - d) providing oversight of the Emergency Management Program;
 - e) producing an Emergency Plan Manual based on the principles of the British Columbia Emergency Management System, which manual shall provide a general framework that covers preparedness, response, and recovery plans within which the Emergency Management Organization can formulate roles and responsibilities to deal with emergencies and disasters (for clarity, minor amendments, such as names, addresses and telephone numbers in the Emergency Plan Manual may be approved by the Emergency Program Coordinator),.

- f) completing the annual Emergency Management Program budget and work plan then forwarding it to the Regional District Chief Financial Officer,
- g) approving emergency plans and procedures developed by the Emergency Program Coordinator,
- h) establishing such sub-committees and working groups as it deems necessary to carry out its duties and obligations.

5. Emergency Program Coordinator

- 5.1. The Board hereby delegates to the Regional District CAO the responsibility and power to appoint the Emergency Program Coordinator.
- 5.2. The Emergency Program Coordinator is accountable to the Regional District CAO.
- 5.3. The Emergency Program Coordinator is responsible for:
 - a) providing leadership and administration for the emergency management program,
 - b) coordinating and/or supervising any sub-committees or work groups,
 - c) developing a Strategic Plan, action plans and budget,
 - d) maintaining all emergency plans and documentation,
 - e) providing an annual status report on the level of preparedness,
 - f) coordinating a training and exercise program,
 - g) coordinating with other governments, non-government agencies, First Nations and private sector organizations,
 - h) establishing and maintaining an EOC, and
 - i) establishing, coordinating and supporting volunteer programs.
- 5.4. The Emergency Program Coordinator will produce an annual program budget and work plan and submit it to the Regional District CAO prior to January 1st.
- 5.5. The Emergency Program Coordinator may establish committees and working groups as considered necessary to assist with carrying out the Emergency Coordinator's duties and obligations.

6. Emergency Response Authority

- 6.1. The Emergency Management Program will conform to the "*B.C. Emergency Management System*" (BCEMS).
- 6.2. The Emergency Management Organization will determine the criteria and implement a policy & procedure that designates who the EOC Director is under various conditions and stages of EOC activation.
- 6.3. The EOC Director is accountable to the Emergency Management Organization.

- 6.4. Pursuant to Section 8 of the *Act*, the EOC Director may, whether or not a Declaration of a State of Local Emergency has been made, implement all or portions of the Emergency Management Program, if, in the opinion of the EOC Director, there is an emergency disaster within the Region.
- 6.5. Pursuant to Section 12 of the *Act*, upon issuance of a Declaration of a State of Local Emergency, the EOC Director will implement the applicable portions of the Emergency Management Program.
- 6.6. For clarity, in the case of an emergency or disaster, the jurisdiction or jurisdictions in which the emergency or disaster occurs, shall have the primary responsibility for response to the emergency or disaster, including all associated costs, including the recovery of such costs from the Provincial and/or Federal emergency funding resources.
- 6.7. The Regional District and the Westbank First Nation have entered into an agreement, and may enter into further agreements in the future, establishing and setting out the relationship between the Regional District and the Westbank First Nation in respect of equitable distribution of costs pertaining to the subject matter of this bylaw, and including the role of the CAO from the Westbank First Nation, the role of the Westbank First Nation in the Emergency Management Organization and the roles of the Westbank First Nation, CAO of the Westbank First Nation, Emergency Management Organization, Emergency Program Coordinator and EOC Director in relation to emergencies and disasters affecting the jurisdiction of the Westbank First Nation.

7. Emergency Expenditures for Electoral Area Emergencies and Disasters

- 7.1. Pursuant to *Section 401 [Limit on Expenditures]* of the *Local Government Act*, the Regional District CAO is authorized to make expenditures on behalf of the Regional District which are not included in the financial plan of the Regional District, where such expenditures are required for the preservation of life, health and the protection of property during an emergency or disaster in the electoral areas, on the following basis:
 - a) Up to and including two hundred and fifty thousand dollars (\$250,000), after consultation with the Chair; and
 - b) All amounts exceeding two hundred and fifty thousand dollars (\$250,000), with the prior written approval of the Chair.

Any expenditure made under this section must be presented to the Board in a report under the signature of the Chair.

8. Liability

- 8.1. In accordance with the *Act*, no person, including, without limitation, the Board, its municipal Councils, their respective officers and employees, the Chair, members of Regional District of Central Okanagan Emergency Management Organization, a volunteer and any other persons appointed, authorized or requested to carry out measures relating to emergencies or disasters, is liable for any loss, cost, expense, damages or injury to persons or property that result from:

- a) the person in good faith doing or omitting to do any act that the person is appointed, authorized or required to do under this bylaw, unless, in doing or omitting to do the act, the person was grossly negligent, or
- b) any acts done or omitted to be done by one or more of the persons who were, under this bylaw, appointed, authorized or required by the person to do the acts, unless in appointing, authorizing or requiring those persons to do the acts, the person was not acting in good faith.

9. Repeal

- 9.1. Regional District of Central Okanagan Emergency Program Bylaw No. 635, 1995 as adopted by the Regional Board on the 8th day of May 1995 is hereby repealed.

10. Citation

- 10.1. This bylaw may be cited for all purposes as the "Regional District of Central Okanagan Emergency Management Program Bylaw No. 1444, 2019.

READ A FIRST TIME THIS DAY OF 2019

READ A SECOND TIME THIS DAY OF 2019

READ A THIRD TIME THIS DAY OF 2019

ADOPTED THIS DAY OF 2019

CHAIRPERSON

DIRECTOR OF CORPORATE SERVICES

I hereby certify the foregoing to be a true and correct copy of Bylaw No. 1444 cited as the "Regional District of Central Okanagan Emergency Management Program Bylaw No. 1444, 2019" as read a third time and adopted by the Regional Board on the day of 2019.

Dated at Kelowna, B.C. this
day of 2019

DIRECTOR OF CORPORATE SERVICES



INFORMATION ONLY COUNCIL REPORT
Finance, Administrative & Protective Services
For the August 27, 2019 Regular Council Meeting

DATE: August 20, 2019
TO: Paul Gipps, CAO
FROM: Kirsten Jones, Strategic Communications Manager
RE: 2019 Citizens' Survey Results

EXECUTIVE SUMMARY:

Council agreed to take a different approach to its annual survey of West Kelowna residents in 2019 in the interest of encouraging more surveys to be completed and a more accurate demographic sampling. The 2019 Citizens' Survey was mailed as usual to 1,000 randomly-selected households but was also offered online for the first year ever. The result was 284 surveys returned in the mail and 683 completed online and a larger sampling from residents under 55 years old.

The mailed and online survey results, when compared, are similar and help to establish confidence in online, voluntary surveys despite not meeting the criteria of a statistically-accurate survey.

Both surveys indicate the following services are not meeting expectations:

- **Drinking water quality**
- **Roads**
- **Road Maintenance**
- **Sidewalks**
- **Growth & Development Planning**
- **Illegal Dumping Cleanup Program**
- **Economic Development**
- **Recreation Program for Teenagers**

Also, the mailed survey results indicated **Dedicated Bicycle Lanes** and the online survey results indicated **Protection of Waterways** as areas not meeting expectations.

BACKGROUND:

The 2019 Citizens' Survey was conducted in the month of June with two, concurrent surveys offered. The City of West Kelowna mailed 1,000 surveys to randomly-selected households across the community. The survey was also offered online. Council agreed at its meeting on May 14, 2019 to offer the survey online in 2019 in an effort to encourage more responses and to secure a more accurate demographic polling.

Completed Surveys

The City received 283 completed mailed surveys in 2019. This is typical of the mailed survey. In 2018, the City received 281 completed surveys, a lower number than was received in 2017 (317) and 2016 (360). The City received 608 completed online surveys. This number can likely be increased in future with some adjustments to the survey. Approximately 300 surveys were abandoned with a common concern of respondents being that the survey was too long.

Age Demographics

The mailed survey, which has been offered each year since 2008, typically has a higher-than-proportional age demographic. For instance, in 2018, 69% of respondents were 55 years of age or older. The 2019 mailed surveys indicate just over 64% of respondents were over the age of 55 (with 17%, or 49 respondents, not answering the question). By contrast, the online survey age demographics indicate 40% of respondents are 55 years of age or older. The demographics of the online survey align more closely with the statistical age demographics of the community than the mailed survey demographics (35% of West Kelowna's population is 55 years of age or older; 2016 Census.)

RESULTS

Importance Versus Quality

A key element of both the online and mailed survey is the Importance Versus Quality comparison. Respondents are asked to rate a service for importance and then again for quality. The data is graphed and clearly indicates when a larger than normal discrepancy exists between service level and importance. Discrepancies determine if a service exceeds, meets, or falls short of taxpayers' expectations.

Results of the Importance Versus Quality comparison are broken out by Mailed and Online Responses and listed with last year's survey results.

NOT MEETING EXPECTATIONS		
2019 MAILED RESPONSES	2019 ONLINE RESPONSES	2018 MAILED RESPONSES
<ul style="list-style-type: none">• Drinking Water Quality• Roads• Road Maintenance• Sidewalks• Growth & Development Planning• Illegal Dumping Cleanup Program• Economic Development Recreation Programs for Teenagers• Dedicated Bicycle Lanes	<ul style="list-style-type: none">• Drinking Water Quality• Roads• Road Maintenance• Protection of Waterways• Sidewalks• Growth & Development Planning• Economic Development• Illegal Dumping Cleanup Program• Recreation Programs for Teenagers	<ul style="list-style-type: none">• Drinking Water Quality• Road Maintenance• Roads• Street Lighting• Sidewalks• Illegal Dumping Cleanup Program• Growth & Development Planning• Building Inspection

EXCEEDING EXPECTATIONS		
2019 MAILED RESPONSES	2019 ONLINE RESPONSES	2018 MAILED RESPONSES
<ul style="list-style-type: none"> Swimming Pool Arenas Public Library Soccer/Football Fields West Kelowna Website Ball Fields Skateboard/Bike Parks Tennis/Pickleball Courts 	<ul style="list-style-type: none"> Yard Waste Collection Arenas Public Library Noise Control West Kelowna Website Soccer/Football Fields Ball Fields Animal Control Skateboard/Bike Parks Tennis/Pickleball Courts 	<ul style="list-style-type: none"> Recreational Trails Swimming Pool Arenas Public Library Sports Fields – Soccer/Football Sports Fields – Baseball West Kelowna Website

MEETING EXPECTATIONS		
2019 MAILED RESPONSES	2019 ONLINE RESPONSES	2018 MAILED RESPONSES
<ul style="list-style-type: none"> Residential Recycling Trash Collection Fire Department First Response Snow Clearing/Removal Fire Fighting Emergency 911 Ease of Travel by Car Police Enforcement Sewage Treatment Yard Waste Collection Fire Prevention Air Quality Beaches Street Lighting Water Conservation Efforts Protection of Waterways Parks (Open Space) Recreational Trails Playgrounds Noise Control Recreation Programs for Seniors Economic Development 	<ul style="list-style-type: none"> Fire Fighting Fire Department First Response Emergency 911 Fire Prevention Police Enforcement Snow Clearing/Removal Beaches Air Quality Ease of Travel by Car Parks (Open Space) Residential Recycling Trash Collection Sewage Treatment Recreational Trails Street Lighting Water Conservation Efforts Playgrounds Swimming Pool Recreation Programs for Children Bylaw Enforcement Personal Customer Service 	<ul style="list-style-type: none"> Ease of Travel by Car Snow Clearing/Removal Residential Recycling Trash Collection Fire Department First Response Fire Fighting Emergency 911 Police Enforcement Beaches Air Quality Fire Prevention Yard Waste Collection Sewage Treatment Parks (Open Space) Protection of Waterways Water Conservation Efforts Noise Control Playgrounds Personal Customer Economic Development Bylaw Enforcement Recreation Programs for Seniors

MEETING EXPECTATIONS - Continued

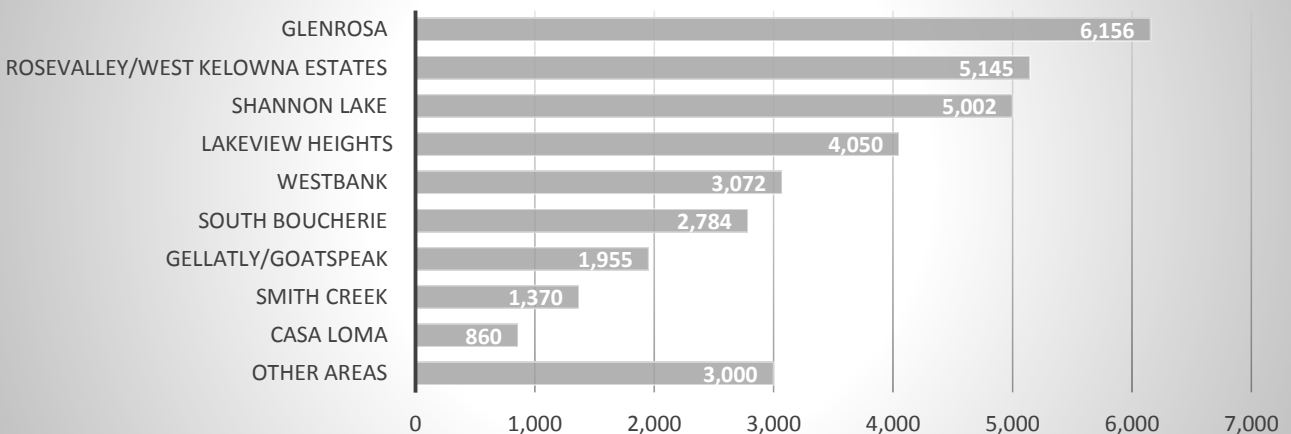
2019 MAILED RESPONSES	2019 ONLINE RESPONSES	2018 MAILED RESPONSES
<ul style="list-style-type: none"> • Bylaw Enforcement • Recreation Programs for Adults • Personal Customer Service • Recreation Programs for Children • Building Inspection • Recreation Programs for Pre-School • Tourism Promotion • Community Centres - Halls • Ease of Travel by Transit • Boat Launch with Parking Facilities • Animal Control • Marina • Cemetery • Museum 	<ul style="list-style-type: none"> • Recreation programs for Seniors • Recreation Programs for Adults • Recreation Programs for Pre-School • Building Inspection • Tourism Promotion • Community Centres - Halls • Dedicated Bicycle Lanes • Ease of Travel by Transit • Boat Launch with Parking Facilities • Marina • Cemetery • Museum 	<ul style="list-style-type: none"> • Recreation Programs for Teenagers • Recreation Programs for Adults • Recreation Programs for Children • Community Centres - Halls • Dedicated Bicycle Lanes • Recreation Programs for Pre-School • Tourism Promotion • Boat Launch with Parking Facilities • Ease of Travel by Transit • Animal Control • Marina • Cemetery • Tennis/Pickleball Courts • Skateboards/Bike Parks • Museum

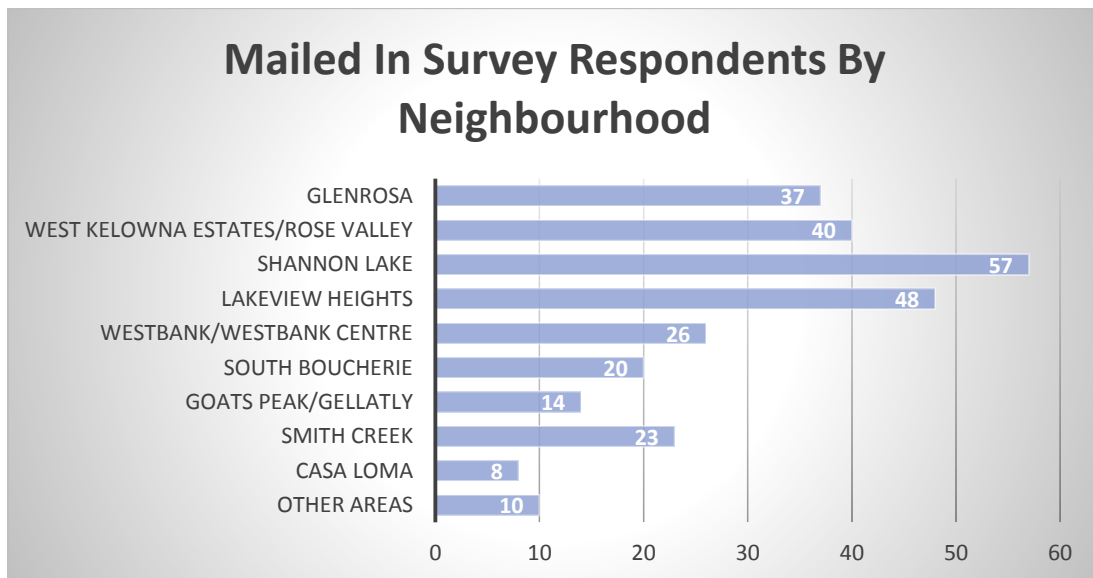
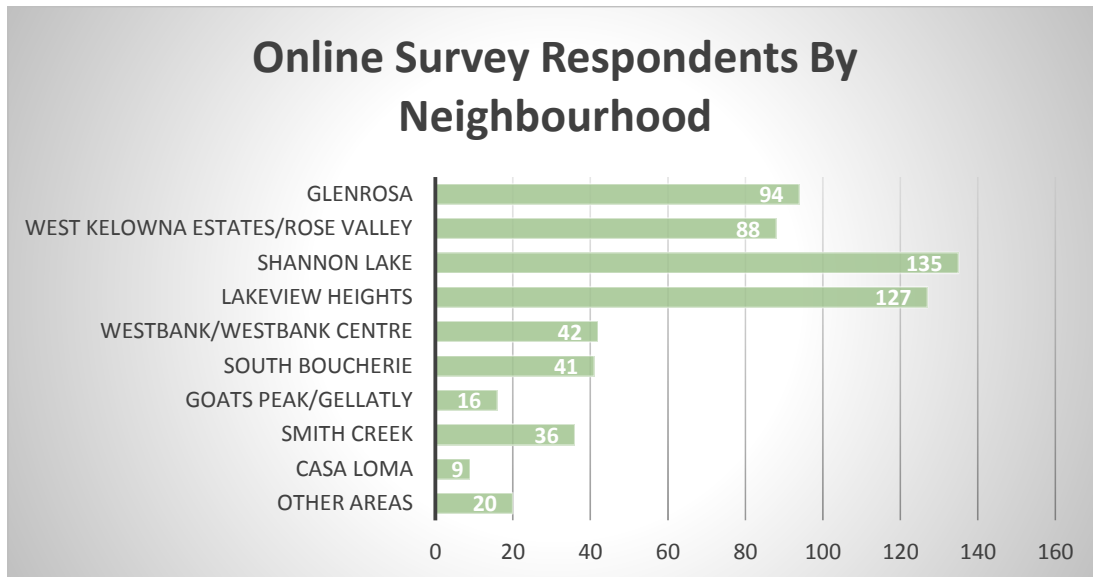
Demographics

Neighbourhoods

- Survey respondents were asked to indicate what neighbourhood of West Kelowna they live in, see graphs below. The survey indicates slightly more than proportional representation in both the Mailed and Online Surveys from Shannon Lake, Lakeview Heights and Smith Creek and less than proportional representation from Glenrosa.

Population by Neighbourhood (2011 Census)





Age & Gender

- The Mailed survey sampling indicated a greater than proportional representation from people over the age of 55 with 64.59% compared to the City's population statistics (2016 Census) which indicates 35% of residents are over the age of 55. The Online sampling, with 40% over the age of 55, generally adheres to the City's population statistics.
- Over 49% of Mailed survey respondents are male; over 61% of Online survey respondents are female

Workplace

- The Mailed sampling indicates 46.29% of respondents are retired with Online results indicating 24.51% are retired.

Quality of Life

- 85.16% of Mailed survey respondents indicate their quality of life in West Kelowna is Good or Very Good compared to 81.91% of Online survey respondents.

- 41.34% of Mailed survey respondents indicate the performance of their elected officials as Good or Very Good, down from 45% in 2018. 40.79% of Online respondents indicated the performance as Good or Very Good.

Strategic Planning

- 52.3% of Mailed survey respondents and 51.97% of Online respondents indicated that West Kelowna is growing at the right pace; 36.75% of Mailed survey respondents and 32.4% of Online respondents indicated that growth is too fast.
- A slight majority of respondents in both surveys indicate they are Somewhat or Very Knowledgeable about the City's Master Transportation Plan, Official Community Plan, Westbank Centre Revitalization Plan and Recreational Trails Master Plan but the majority of respondents in both surveys indicate no knowledge of the City's Agriculture Plan, Economic Development Strategy, CNR Wharf Plan, Memorial Park Plan or Parks Master Plan.

Core Infrastructure Ranking

- Survey respondents were asked to rank from one to six, with one being most important, how they would invest core infrastructure capital funding. Below are the results from the Mailed and Online survey, as well as from the 2018 survey.

RANKED CORE INFRASTRUCTURE FUNDING		
2019 MAILED RESPONSES	2019 ONLINE RESPONSES	2018 MAILED RESPONSES
1. Water Infrastructure 2. Roads 3. Sidewalks 4. Environmental Protection 5. Sewer Infrastructure 6. Drainage Infrastructure	1. Water Infrastructure 2. Roads 3. Sidewalks 4. Environmental Protection 5. Drainage Infrastructure 6. Sewer Infrastructure	1. Water Infrastructure 2. Roads 3. Drainage Infrastructure 4. Sewer Infrastructure 5. Sidewalks 6. Environmental Protection

- 40.28% of Mailed respondents and 41.28% of Online respondents would support a 1% tax increase for their chosen core infrastructure investments.
- 20.49% of Mailed respondents and 27.63% of Online respondents would support a 5% tax increase for their chosen core infrastructure investments.

Discretionary Infrastructure Ranking

- Survey respondents were asked to rank from one to 10, with one being most important, how they would invest discretionary infrastructure capital funding. Below are the results from the Mailed and Online survey, as well as from the 2018 survey.

RANKED DISCRETIONARY INFRASTRUCTURE FUNDING		
2019 MAILED RESPONSES	2019 ONLINE RESPONSES	2018 MAILED RESPONSES
1. Waterfront Parks 2. Beautification/Revitalization 3. Bicycle Lanes 4. Running/Walking Track	1. Waterfront Parks 2. Beautification/Revitalization 3. Bicycle Lanes 4. All Weather Sportsfield	1. Waterfront Parks 2. Bicycle Lanes 3. Beautification/Revitalization 4. Running/Walking Track

2019 MAILED RESPONSES	2019 ONLINE RESPONSES	2018 MAILED RESPONSES
5. All Weather Sports Field 6. Soccer Fields 7. Outdoor Swimming Pool 8. Boat Launches 9. Outdoor Sports Field Lighting 10. Baseball Fields	5. Running/Walking Track 6. Outdoor Swimming Pool 7. Outdoor Sports Field Lighting 8. Boat Launches 9. Ball Field 10. Soccer Fields	5. All Weather Sports Field 6. Baseball Fields 7. Boat Launches 8. Soccer Fields 9. Outdoor Swimming Pool <i>(Note: Outdoor Sports Field Lighting) was removed in 2018</i>

- 37.10% of Mailed respondents and 40.78% of Online respondents would support a 1% tax increase for their chosen discretionary infrastructure investments.
- 13.07% of Mailed respondents and 15.63% of Online respondents would support a 5% tax increase for their chosen discretionary infrastructure investments.

Westbank Centre

- 68.2% of Mailed respondents and 66.12% of Online respondents indicate they visit Westbank Centre once a week or more.
- Respondents were asked what encourages them to or discourages them from visiting Westbank Centre. Below is a summary of the comments provided with a full listing of written comments provided in Council's *2019 Citizens' Survey Results* binder. Some respondents had multiple answers, in total there were 849 reasons. 178 (21%) comments were encouragements and 671 (79%) comments were discouragements.

Encouragements (35%) – Mailed Responses			
Most noted issues	Number of Responses	% of Total Responses	Common themes
Business/Amenities	66	23%	<ul style="list-style-type: none"> • Groceries • Drug Stores • Hardware • Coffee • Medical offices
Proximity/Convenience	27	9%	<ul style="list-style-type: none"> • Close to home • Stores are close in proximity
Discouragements (65%) – Mailed Responses			
Traffic/Congestion/Noise	38	13%	<ul style="list-style-type: none"> • Need Bypass or Divert Highway • One way couplets need to go • Traffic lights need better timing
Lack of variety	36	12%	<ul style="list-style-type: none"> • Lack of unique/independent businesses • More restaurants

Discouragements (65%) – Mailed Responses continued			
Most noted issues	Number of Responses	% of Total Responses	Common themes
Ugly/Rundown	32	11%	<ul style="list-style-type: none"> • Out dated • Old and run down • Needs revitalization
Drugs/Crime/Homeless	24	8%	<ul style="list-style-type: none"> • Bus loop • Homeless/Beggars • Public discomfort
Lack of parking	22	7%	<ul style="list-style-type: none"> • Parking on side of highway • More parking areas needed

Encouragements (21%) – Online Responses			
Most noted issues	Number of Responses	% of Total Responses	Common themes
Business/Amenities	116	14%	<ul style="list-style-type: none"> • Library • Groceries • Coffee • Breweries • Restaurants
Proximity/Convenience	28	3%	<ul style="list-style-type: none"> • Proximity to homes in area • Far from others

Discouragements (79%) – Online Responses			
Homeless/Drugs/Crime/Safety	137	16%	<ul style="list-style-type: none"> • Main St. • Bus Loop • Lions Hall • Loitering • Crime • Discomfort/Fear
Traffic/Congestion/Noise	119	14%	<ul style="list-style-type: none"> • Highway • Traffic flow • Traffic light timing • Cross highway driveway • One way streets • Not family friendly • Loud
Ugly/Rundown/Dirty	99	12%	<ul style="list-style-type: none"> • Empty buildings • Old/Ugly • Not family friendly • Not cohesive
Lack of variety	81	9%	<ul style="list-style-type: none"> • More sit down restaurants • More retail stores • Missing Lakeview

Discouragements (79%) – Online Responses continued			
Most noted issues	Number of Responses	% of Total Responses	Common themes
No reason to go there	56	7%	<ul style="list-style-type: none"> • Not much to do • No reason to go there
Parking	52	6%	<ul style="list-style-type: none"> • Free parking – Good • Lack of available spots • Side of highway dangerous • Need more
Lack of culture/character	41	5%	<ul style="list-style-type: none"> • Lack of public art/entertainment • Westside needs to be known for something • Lack of local unique shops • Nothing memorable

Top Issues

Respondents were asked what were the three top issues facing West Kelowna Council today. Issues have been summarized in the table below. A full listing of responses is provided in Council's *2019 Citizens' Survey Results* binder.

Most Important Issues – Mailed Responses			
Most Important Issue	Number of Respondents	Percentage of Respondents (226)	Common themes
Water issues/quality	82	36%	<ul style="list-style-type: none"> • Quality needs improvement • Treatment plants need work • Upgrade our water system
Traffic/ Congestion	60	26%	<ul style="list-style-type: none"> • By-pass needed • Too much traffic congestion • No one way couplet • Divert Highway
Development/ Growth	56	25%	<ul style="list-style-type: none"> • More long term planning needed • City's rapid growth • Take into account how to support said growth • Attract new developers
Homelessness/ Crime	56	25%	<ul style="list-style-type: none"> • Fix the homeless problem • More RCMP needed • More break-ins occurring
Roads	47	21%	<ul style="list-style-type: none"> • Roads need fixing • Road planning needs improvement • Consider more roundabouts

- Less common, but duly noted issues indicated by Mailed survey respondents include:
 - more sidewalks and streetlights needed
 - Westbank Centre concerns (no downtown core, needs updating, more local business attraction and homeless concerns)
 - Environment and green space concerns (more public lakefront, recycling program improvements).
 - Taxation concerns (too high, not used responsibly, need for larger tax base)

Most Important Issues – Online Responses			
Most Important Issue	Number of Respondents	Percentage of Respondents (1282)	Common themes
Water Quality	221	17%	<ul style="list-style-type: none"> • Rose Valley Water Treatment Plant • Lakeview Heights Water System • Clean drinking water • Less advisories • Needs addressing
Homeless/Crime/Safety	193	15%	<ul style="list-style-type: none"> • Community feels unsafe • Address shelter i.e. placement, hours of operation, etc. • Needs addressing
Traffic	119	9%	<ul style="list-style-type: none"> • Highway • Congestion • Speeding • Couplet • Traffic flow • Bypass/Overpass • Traffic control/calming
Roads	101	8%	<ul style="list-style-type: none"> • Bike lanes • Maintenance • Roundabouts • Drainage/Sewer
Development/Growth/Planning	93	7%	<ul style="list-style-type: none"> • More structured planning • Open to/support growth • Think in the future • Lack of planning • Plan more eco friendly

- Less common, but duly noted issues indicated by Online survey respondents include:
 - Need for proper cross walks, sidewalks and lighting in residential and school areas
 - Consider pedestrian overpass
 - Infrastructure revitalization, keep clean, updating
 - More parks, respect/protect green spaces
 - Development and tourism
 - Develop waterfront
 - park upkeep
 - Compost/Recycling programs

Bylaw Enforcement

- 74.56% of Mailed survey respondents and 69.74% of Online survey respondents indicate they do not support a tax increase to change Bylaw Enforcement to a proactive level of service. In 2018, 78% of respondents did not support.

Recreational Trails

Respondents were asked to rank from 1 to 3 where West Kelowna Council should pursue development of recreational trails. Below are the results.

RANKED RECREATIONAL TRAIL DEVELOPMENT		
2019 MAILED RESPONSES	2019 ONLINE RESPONSES	2018 MAILED RESPONSES
1. Waterfront Trails 2. Neighbourhood Trails 3. Backcountry/Crown Land	1. Waterfront Trails 2. Neighbourhood Trails 3. Backcountry/Crown Land	1. Waterfront Trails 2. Neighbourhood Trails 3. Backcountry/Crown Land

Affordable Housing

- 44.52% of Mailed survey respondents and 56.58% of Online respondents indicated they don't feel there is enough entry level housing in West Kelowna.
- 45.95% of Mailed survey respondents and 39.64% of Online respondents indicated they don't feel there is enough entry level housing for seniors in West Kelowna.

City Services

- Online bill payment option and continues to be the top ranked customer service enhancement in both surveys; online business licensing is also ranked high by Mailed survey respondents.
- 52.3% of Mailed survey respondents and 56.09% of Online respondents indicate the service provided by City staff is Good or Very Good.
- 60.78% of Mailed survey respondents and 59.38% of Online respondents indicate the quality of special and seasonal events is Good or Very Good. A slight majority of Mailed respondents indicate they would like to see the same amount of events and a slight majority of Online respondents would like to see more events.
- Garbage collection is rated Good or Very Good by 79.86% of Mailed respondents and 77.31% of Online respondents.
- Economic Development Initiatives are indicated as Important or Very Important by the majority of respondents in both surveys, with the notable exception of Foreign Labour Recruitment which was indicated as Not Important by the majority of Online respondents.
- Transit continues to never be used by vast majority of respondents to both surveys (81.27% of Mailed and 81.74% of Online)

- The survey continues to be the top way respondents in both surveys would like to be involved in municipal budget decisions.
- The majority of respondents indicate that website, telephone, email and in-person visits to municipal hall are the way they connect with the City.
- 81.27% of Mailed respondents do not follow the City on social media channels; 55.10% of Online respondents do not.

Additional Comments

Respondents in both surveys were asked to provide additional comments. Following is a summary of the comments. A full listing of responses is provided in Council's *2019 Citizens' Survey Results* binder.

There were 141 Mailed responses. Of those, 19 (13%) were positive, 110 (78%) were negative, and 12 (9%) were neutral. Key comments that were frequently mentioned are listed below.

Additional Comments – Mailed Surveys				
Most frequent comments	Number of respondents	Common Themes	Positive	Negative
Traffic/ Congestion	14	Divert highway HWY97 congestion	0	14
Developments/ Planning	12	More strategic planning Prepare for population increase	1	9
City Staff	11	Work Hard Professional Shouldn't be as many Shouldn't be paid as much	3	8
Council	10	Less focus on tourists more on locals Council is forward thinking	3	6
Taxes/ Budget	10	Property Taxes too High Unfair distribution of funds	0	10
Sewer and Water	9	Poor Water Quality Need Water Plant	0	8
Boucherie Wine Trail	7	Waste of money Disappointing Beautiful Please build more	2	5

There were 329 Mailed responses. Of those, 60 (18%) were positive, 265 (81%) were negative, neutral. Key comments that were frequently mentioned are listed below.

Additional Comments – Online Surveys				
Most frequent comments	Number of respondents	Common Themes	Positive	Negative
Thank You/ Good Job	31	Good job Keep up the good work West Kelowna is a beautiful place to live	31	0

Additional Comments – Online Surveys				
Most frequent comments	Number of respondents	Common Themes	Positive	Negative
Sidewalks/ Streetlights/ Pedestrian Safety	25	More sidewalks More streetlights Shannon Lake Rd. needs more sidewalks More sidewalks near schools	0	25
Developments/ Planning	21	More forward thinking Plan for rapid growth More structured planning	0	21
Council	21	Need to be more forward thinking Represent the citizens Listen to peoples concerns i.e. Emails, letters, social media, etc. Good Job	10	11
Environment/ Parks/ Waterfront	21	Need more park up keep Maintain natural beauty with enviro efforts Revitalize lake front	0	21
Traffic/Congestion/ Flow	20	Highway Overpass Bottleneck creates congestion Speed Noise	0	20
Homeless/ Crime	20	Needs addressing Community feels unsafe	0	20

Improvements to Council to consider for next year's survey

- Reducing the size of the survey by removing questions that provide little informational value. Online respondents in particular declared the survey was too long and several respondents did not complete surveys.
- Monitoring of results combined with social media investment to reach target neighbourhoods to improve proportional representation.

FINANCIAL IMPLICATIONS:

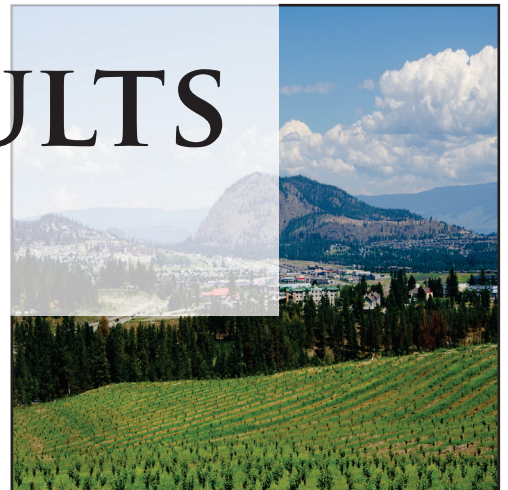
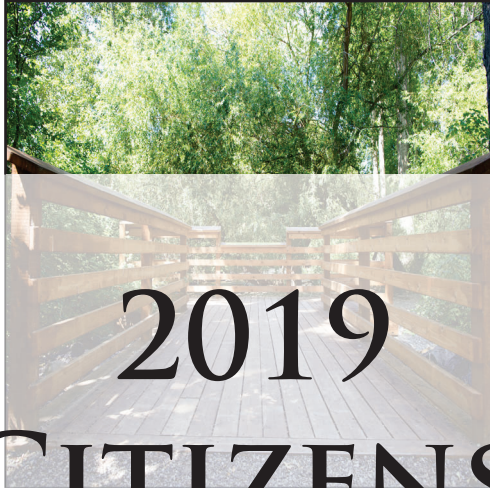
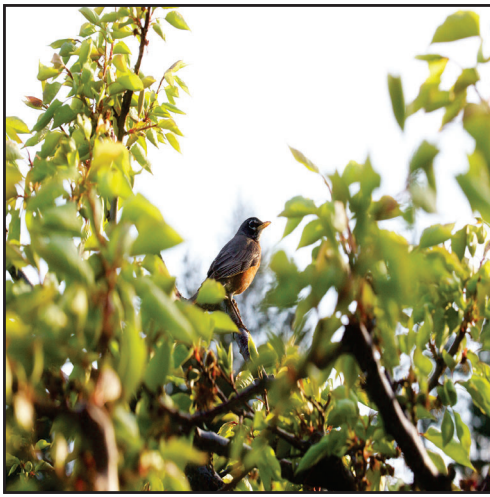
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REVIEWED AND APPROVED BY:

Tracey Batten, Deputy CAO
Paul Gipps, CAO

Powerpoint: Yes X No ☐

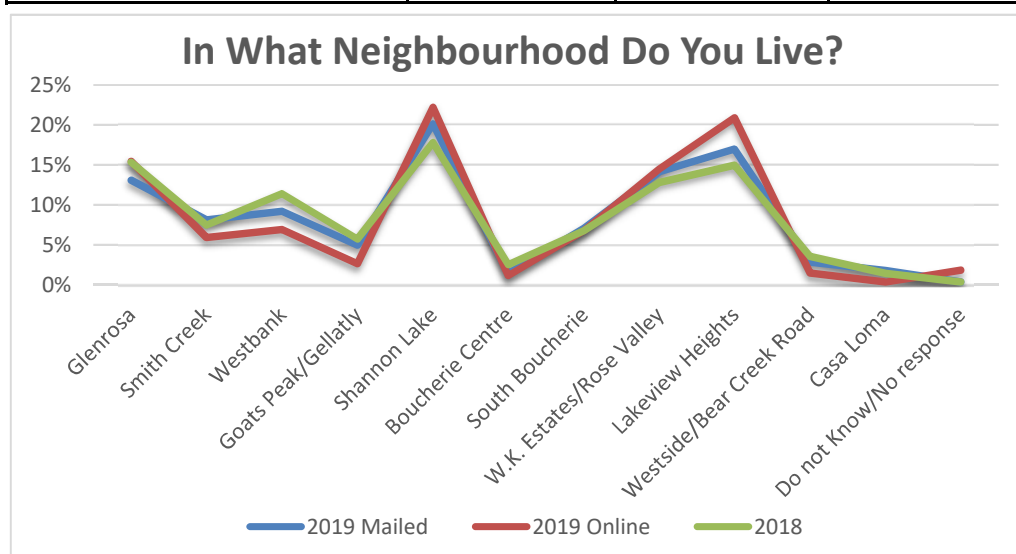
Attachments: 2019 Citizens' Survey Results



2019 CITIZENS' SURVEY RESULTS

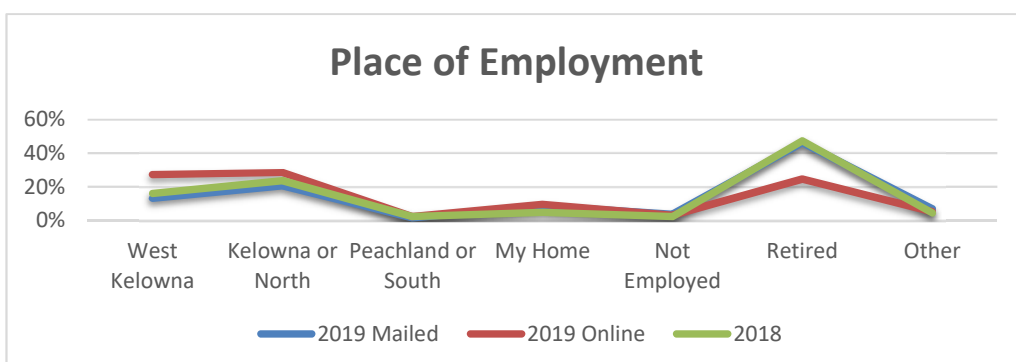
1. In which zone of West Kelowna do you live or own property?

	2019 Mailed	2019 Online	2018
Glenrosa	13.07%	15.46%	15.30%
Smith Creek	8.13%	5.92%	7.47%
Westbank	9.19%	6.91%	11.39%
Goats Peak/Gellatly	4.95%	2.63%	5.69%
Shannon Lake	20.14%	22.20%	17.79%
Boucherie Centre	1.41%	1.15%	2.49%
South Boucherie	7.07%	6.74%	6.76%
W.K. Estates/Rose Valley	14.13%	14.47%	12.81%
Lakeview Heights	16.96%	20.89%	14.95%
Westside/Bear Creek Road	2.83%	1.48%	3.56%
Casa Loma	1.77%	0.33%	1.42%
Do not Know/No response	0.35%	1.81%	0.36%



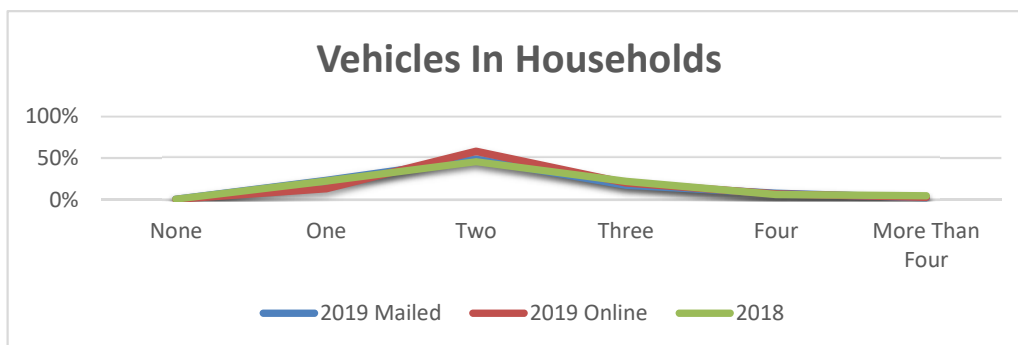
2. Please indicate the location of your employment or business.

	2019 Mailed	2019 Online	2018
West Kelowna	13.07%	27.30%	16.01%
Kelowna or North	20.49%	28.45%	23.49%
Peachland or South	1.41%	2.14%	2.14%
My Home	8.48%	9.54%	4.63%
Not Employed	3.53%	2.96%	2.14%
Retired	46.29%	24.51%	47.33%
Other	6.71%	5.10%	4.27%



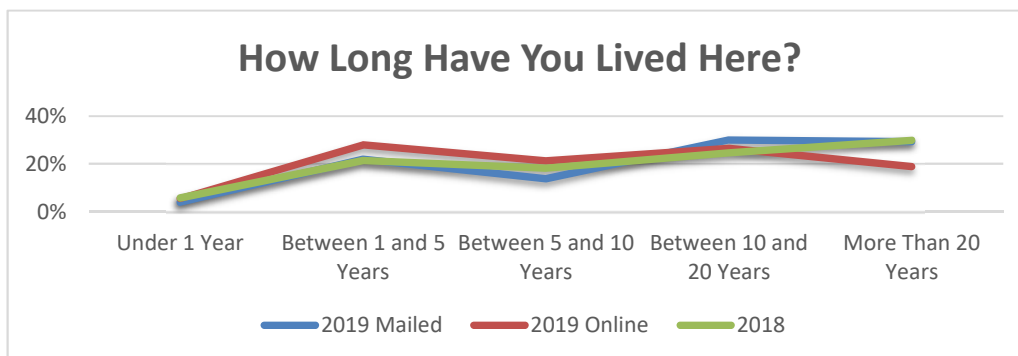
3. How many vehicles are part of your household?

	2019 Mailed	2019 Online	2018
None	0.35%	0.00%	0.36%
One	22.97%	12.99%	22.06%
Two	48.41%	58.06%	45.55%
Three	17.31%	19.74%	21.71%
Four	7.42%	6.58%	6.05%
More Than Four	2.12%	2.63%	4.27%



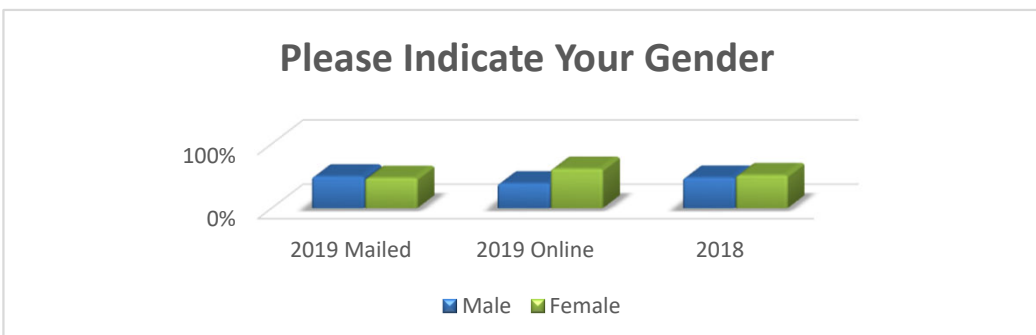
4. How long have you lived or owned property in West Kelowna?

	2019 Mailed	2019 Online	2018
Under 1 Year	3.89%	5.43%	5.69%
Between 1 and 5 Years	21.91%	27.96%	21.35%
Between 5 and 10 Years	13.78%	21.22%	18.15%
Between 10 and 20 Years	30.04%	26.48%	24.56%
More Than 20 Years	29.33%	18.91%	29.89%



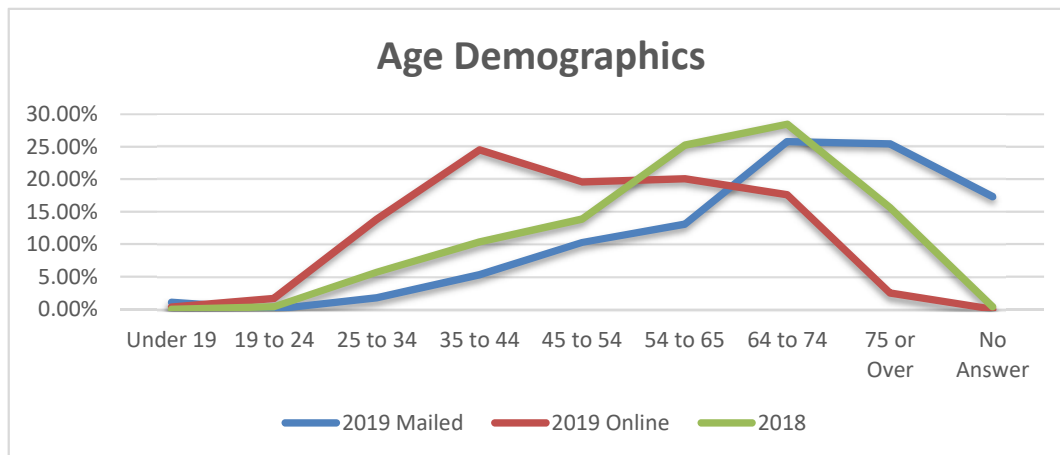
5. Please indicate your gender.

	2019 Mailed	2019 Online	2018
Male	49.47%	38.65%	47.69%
Female	47.35%	61.35%	51.60%



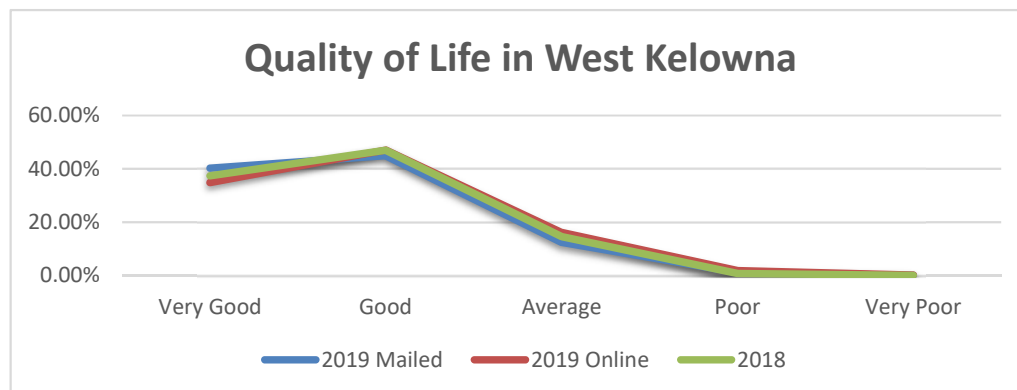
6. Please indicate your age group.

	2019 Mailed	2019 Online	2018
Under 19	1.06%	0.33%	0.00%
19 to 24	0.00%	1.64%	0.36%
25 to 34	1.77%	13.82%	5.69%
35 to 44	5.30%	24.51%	10.32%
45 to 54	10.25%	19.57%	13.88%
54 to 65	13.07%	20.07%	25.27%
64 to 74	25.80%	17.60%	28.47%
75 or Over	25.44%	2.47%	15.66%
No Answer	17.31%	0.00%	0.36%



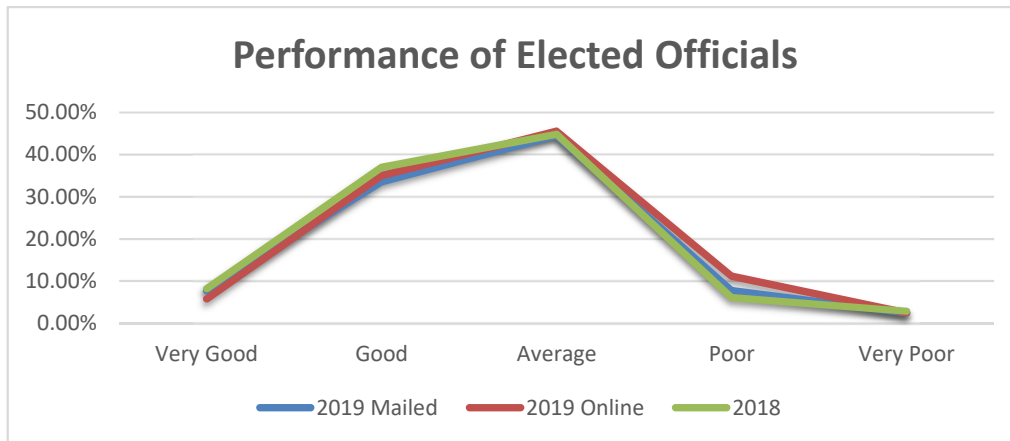
7. Taking all things in consideration, how would you rate your overall quality of life in West Kelowna?

	2019 Mailed	2019 Online	2018
Very Good	40.28%	34.87%	37.37%
Good	44.88%	47.04%	46.98%
Average	12.37%	16.12%	14.59%
Poor	1.06%	1.81%	0.71%
Very Poor	0.00%	0.16%	0.00%



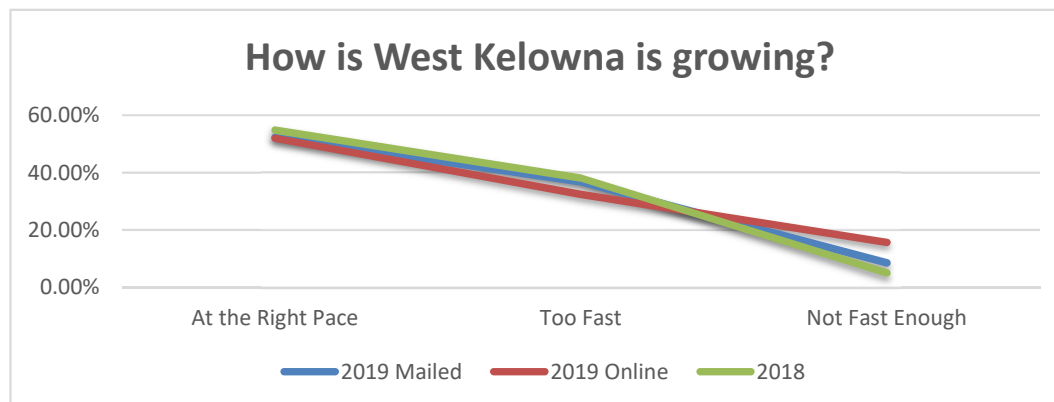
8. In general, how would you rate the performance of your elected officials, West Kelowna Council?

	2019 Mailed	2019 Online	2018
Very Good	7.77%	5.76%	8.19%
Good	33.57%	35.03%	37.01%
Average	44.52%	45.56%	44.84%
Poor	7.77%	11.18%	6.05%
Very Poor	2.47%	2.47%	2.85%



9. How do you feel West Kelowna is growing?

	2019 Mailed	2019 Online	2018
At the Right Pace	52.30%	51.97%	54.80%
Too Fast	36.75%	32.40%	38.08%
Not Fast Enough	8.48%	15.63%	4.98%



10. Please indicate your awareness about the City of West Kelowna's strategic plans.

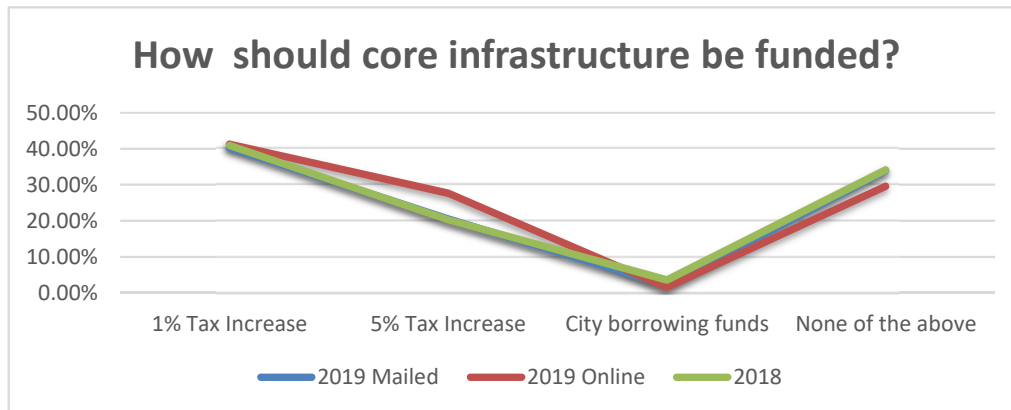
2019 Mailed	Very Knowledgeable %	Somewhat Knowledgeable %	Never Heard of It %
Master Transportation Plan	3.89	51.94	41.34
Official Community Plan	6.01	54.42	35.34
Westbank Centre Revitalization Plan	4.24	55.48	36.4
Recreational Trails Master Plan	4.59	48.06	43.46
Agriculture Plan	1.06	27.92	66.43
Economic Development Strategy	2.83	38.87	53.36
CNR Wharf Park Plan	4.24	45.94	46.29
Memorial Park Plan	0.71	32.16	62.9
Parks Master Plan	1.06	36.75	57.95
2019 Online	Very Knowledgeable	Somewhat Knowledgeable	Never Heard of It
Master Transportation Plan	5.93%	53.87%	40.20%
Official Community Plan	7.93%	55.21%	36.86%
Westbank Centre Revitalization Plan	7.30%	54.23%	38.47%
Recreational Trails Master Plan	5.44%	46.79%	47.78%
Agriculture Plan	2.98%	25.62%	71.40%
Economic Development Strategy	4.49%	41.53%	53.99%
CNR Wharf Park Plan	6.12%	39.34%	54.55%
Memorial Park Plan	2.64%	28.34%	69.03%
Parks Master Plan	4.29%	32.84%	62.87%
2018 Mailed	Very Knowledgeable	Somewhat Knowledgeable	Never Heard of It
Master Transportation Plan	4.63	49.47	42.35
Official Community Plan	6.05	50.18	40.21
Westbank Centre Revitalization Plan	6.41	54.8	35.94
Recreational Trails Master Plan	3.56	47.33	46.62
Agriculture Plan	1.78	26.33	69.04
Economic Development Strategy	2.85	42.7	51.25
CNR Wharf Park Plan	4.63	38.08	54.45
Memorial Park Plan	1.42	30.96	64.77
Parks Master Plan	2.14	35.94	58.01

11. How do you think West Kelowna Council should invest its core infrastructure capital funding? Please rank from 1 to 6 with 1 being the most important.

2019 Mailed	2019 Online	2018 Mailed
1. Water Infrastructure	1. Water Infrastructure	1. Water Infrastructure
2. Roads	2. Roads	2. Roads
3. Sidewalks	3. Sidewalks	3. Drainage Infrastructure
4. Environmental Protection	4. Environmental Protection	4. Sewer Infrastructure
5. Sewer Infrastructure	5. Drainage Infrastructure	5. Sidewalks
6. Drainage Infrastructure	6. Sewer Infrastructure	6. Environmental Protection

11a. What approach to fund your chosen core infrastructure investments would you support?

	2019 Mailed	2019 Online	2018
1% Tax Increase	40.28%	41.28%	40.93%
5% Tax Increase	20.49%	27.63%	20.28%
City borrowing funds	2.12%	1.48%	3.56%
None of the above	33.92%	29.61%	34.16%

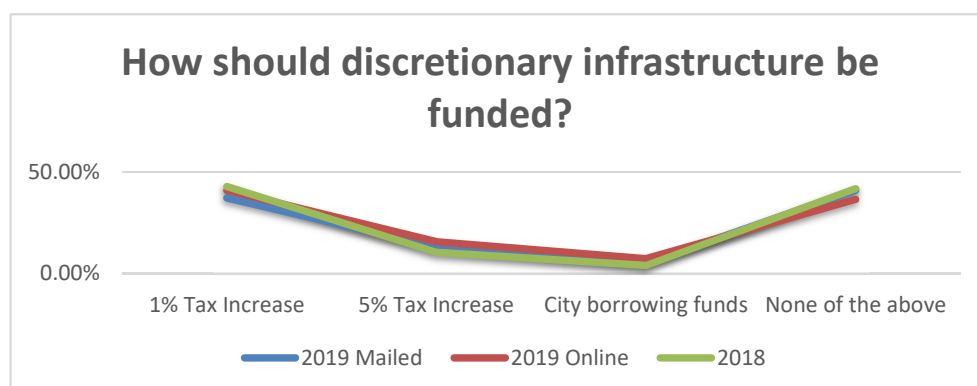


12. How do you think West Kelowna Council should invest its discretionary capital funding? Please rank from 1 to 10 with 1 being the most important.

2019 Mailed	2019 Online	2018 Mailed
1. Waterfront Parks	1. Waterfront Parks	1. Waterfront Parks
2. Beautification/Revitalization	2. Beautification/Revitalization	2. Bicycle Lanes
3. Bicycle Lanes	3. Bicycle Lanes	3. Beautification/Revitalization
4. Running/Walking Track	4. All Weather Sports Field	4. Running/Walking Track
5. All Weather Sports Field	5. Running/Walking Track	5. All Weather Sports Field
6. Soccer Fields	6. Outdoor Swimming Pool	6. Baseball Fields
7. Outdoor Swimming Pool	7. Outdoor Sports Field Lighting	7. Boat Launches
8. Boat Launches	8. Boat Launches	8. Soccer Fields
9. Outdoor Sports Field Lighting	9. Ball Fields	9. Outdoor Swimming Pool
10. Baseball Fields	10. Soccer Fields	

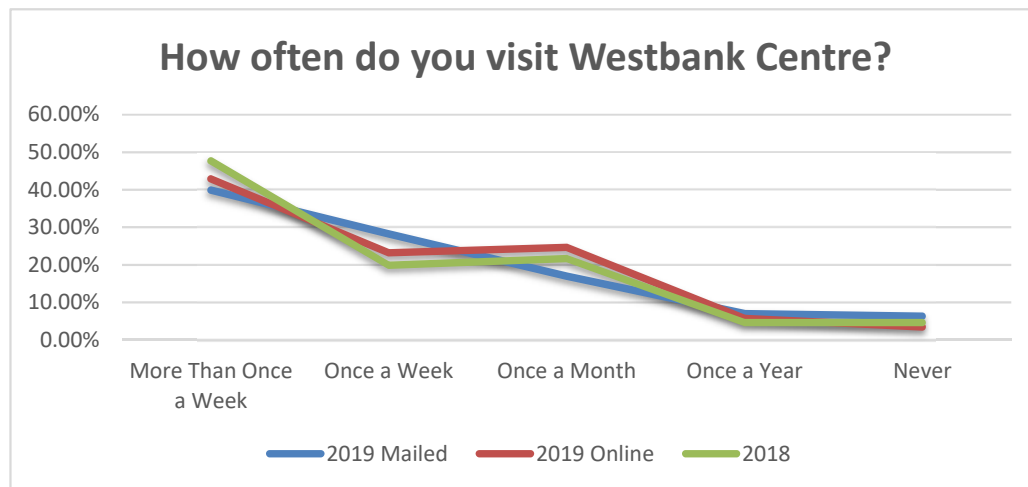
12a. What approach to fund your chosen discretionary infrastructure investments would you support?

	2019 Mailed	2019 Online	2018
1% Tax Increase	37.10%	40.79%	42.70%
5% Tax Increase	13.07%	15.63%	10.32%
City borrowing funds	4.95%	7.24%	3.91%
None of the above	40.99%	36.35%	41.64%



13. In the past year, how often have you been to West Kelowna's downtown, Westbank Centre?

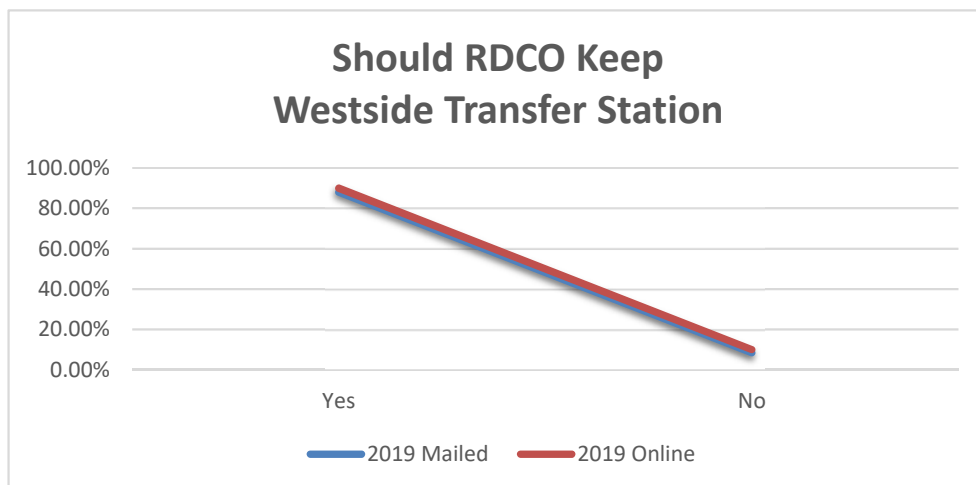
	2019 Mailed	2019 Online	2018
More Than Once a Week	39.93%	42.93%	47.69%
Once a Week	28.27%	23.19%	19.93%
Once a Month	16.96%	24.67%	21.71%
Once a Year	7.07%	5.76%	4.63%
Never	6.36%	3.45%	4.63%



****PLEASE NOTE - Questions 13a. and 14 asked for written comments; a summary of comments was provided to Council with a full listing of comments provided in Council's 2019 Citizens' Survey Results Binder.**

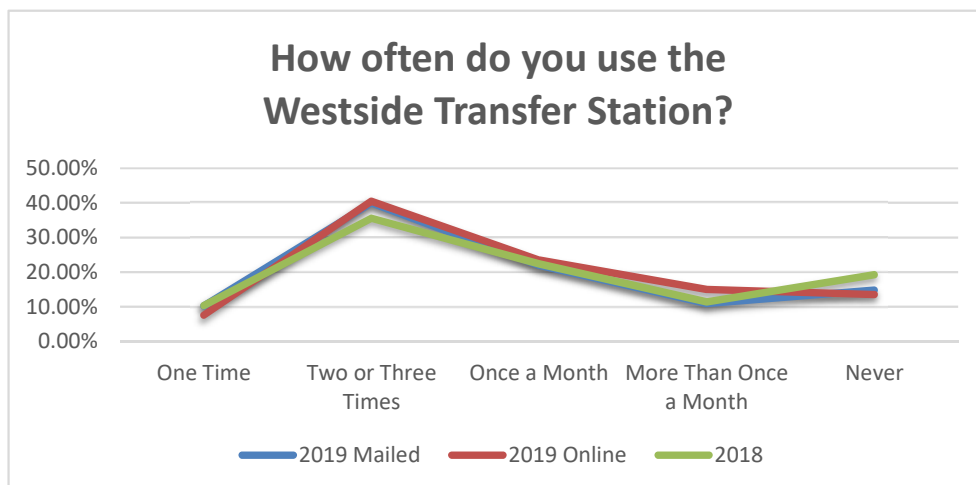
15. Should the Regional District of Central Okanagan continue to operate the temporary Westside Transfer Station for residential waste and recycling drop off at the current annual cost of \$32.51 per West Kelowna property? (the Glenmore Landfill in Kelowna is the closest alternative to drop off yard and household waste.)

	2019 Mailed	2019 Online	2018
Yes	87.99%	89.97%	Not asked in 2018
No	8.48%	10.03%	



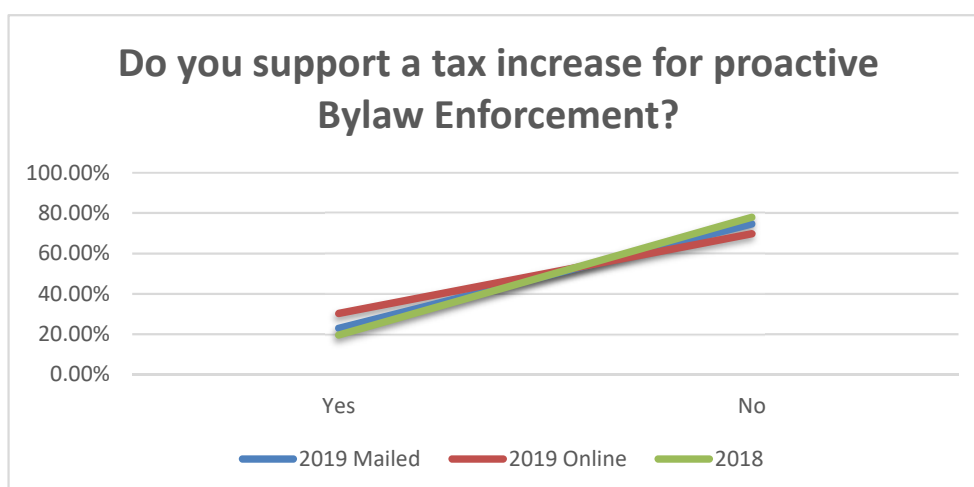
16. In the past year, how often have you used the Westside Transfer Station for garbage or recycling?

	2019 Mailed	2019 Online	2018
One Time	10.25%	7.57%	10.32%
Two or Three Times	39.93%	40.46%	35.59%
Once a Month	21.91%	23.52%	22.42%
More Than Once a Month	10.95%	14.97%	11.39%
Never	14.84%	13.49%	19.22%



17. Currently, Bylaw Enforcement in the municipality is based on complaints. Do you think West Kelowna Council should consider a tax increase to change this to a proactive (seeking out infractions) service level?

	2019 Mailed	2019 Online	2018
Yes	22.97%	30.26%	19.57%
No	74.56%	69.74%	77.94%

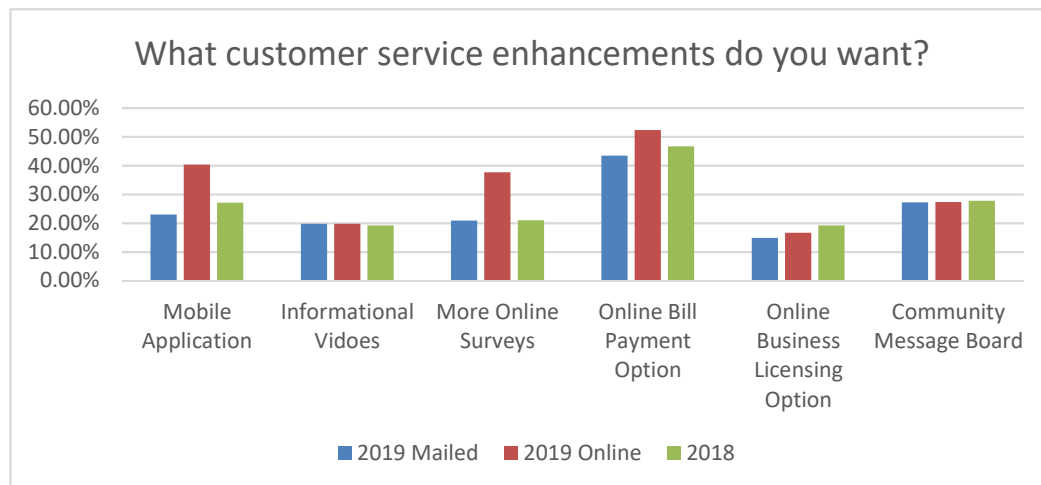


18. Please rank from 1 to 3 where West Kelowna Council should pursue development of recreational trail networks, with 1 being the most important.

2019 Mailed	2019 Online	2018 Mailed
1. Waterfront Trails	1. Waterfront Trails	1. Waterfront Trails
2. Neighbourhood Trails	2. Neighbourhood Trails	2. Neighbourhood Trails
3. Backcountry/Crown Land	3. Backcountry/Crown Land	3. Backcountry/Crown Land

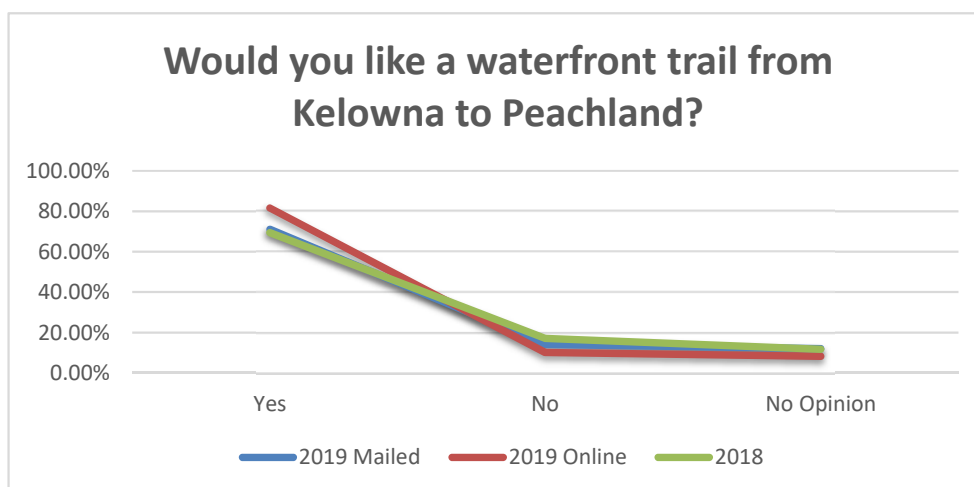
19. Please pick the top two customer service enhancements you would like Council to pursue.

	2019 Mailed	2019 Online	2018
Mobile Application	22.97%	40.30%	27.05%
Informational Vidoes	19.79%	19.74%	19.22%
More Online Surveys	20.85%	37.66%	21.00%
Online Bill Payment Option	43.46%	52.30%	46.62%
Online Business Licensing Option	14.84%	16.61%	19.22%
Community Message Board	27.21%	27.30%	27.76%



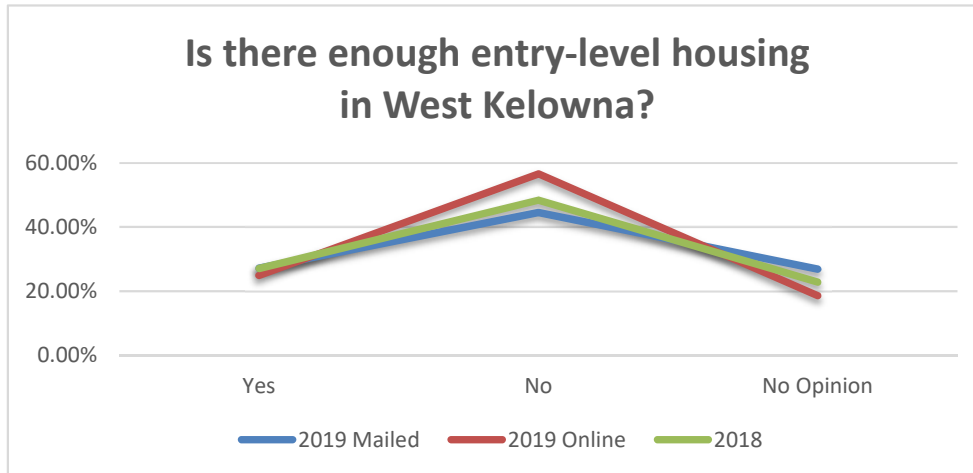
20. Are you interested in a community trail along the waterfront bewteen Kelowna and Peachland?

	2019 Mailed	2019 Online	2018
Yes	71.02%	81.58%	69.40%
No	14.13%	10.20%	17.08%
No Opinion	12.01%	8.22%	11.74%



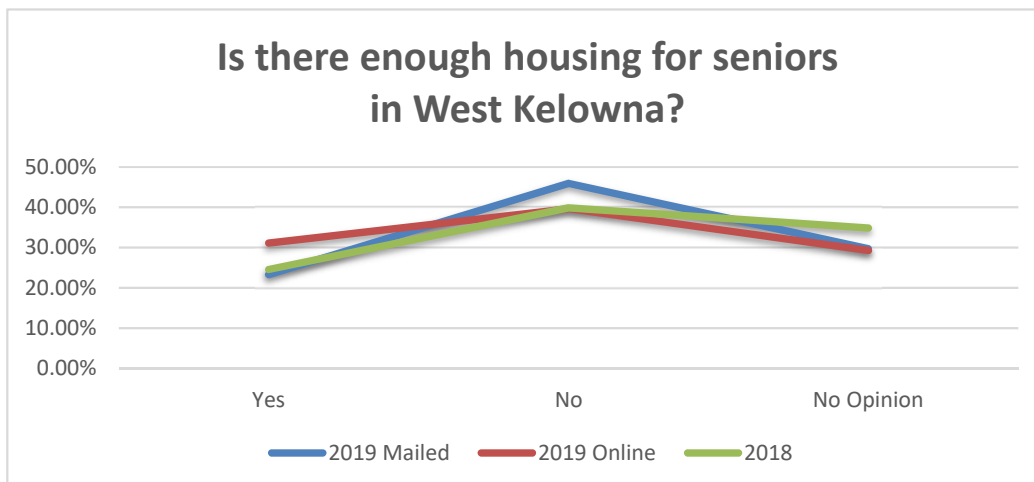
21. Do you think there is enough entry-level housing in West Kelowna?

	2019 Mailed	2019 Online	2018
Yes	27.21%	24.84%	27.05%
No	44.52%	56.58%	48.40%
No Opinion	26.86%	18.59%	22.78%



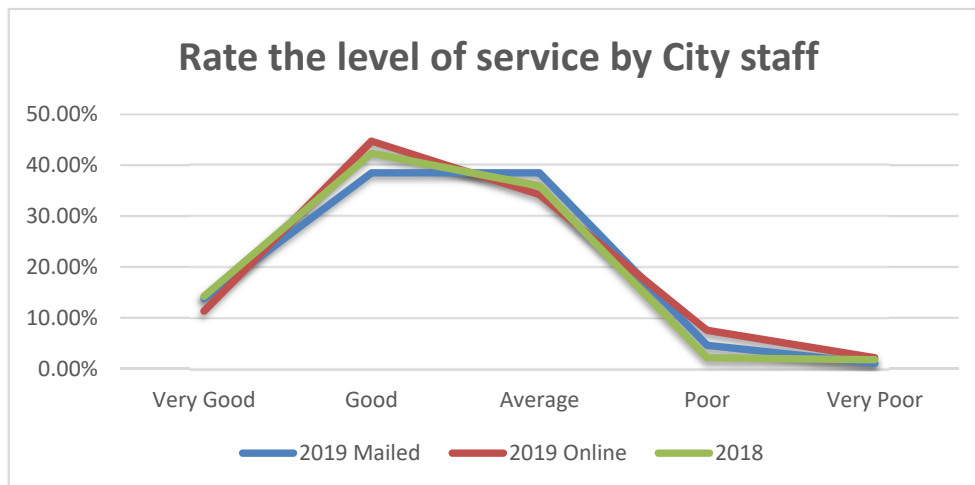
22. Do you think there is enough housing for seniors in West Kelowna?

	2019 Mailed	2019 Online	2018
Yes	23.32%	31.09%	24.56%
No	45.94%	39.64%	39.86%
No Opinion	29.68%	29.28%	34.88%



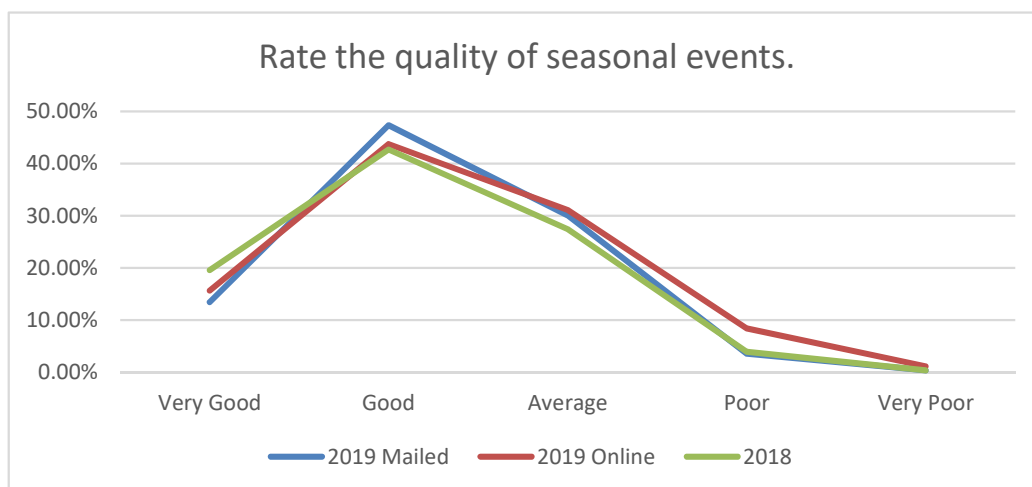
23. How would you rate the level of service provided by staff of the City of West Kelowna?

	2019 Mailed	2019 Online	2018
Very Good	13.78%	11.35%	14.23%
Good	38.52%	44.74%	42.35%
Average	38.52%	34.21%	35.94%
Poor	4.59%	7.57%	2.14%
Very Poor	1.06%	2.14%	1.78%



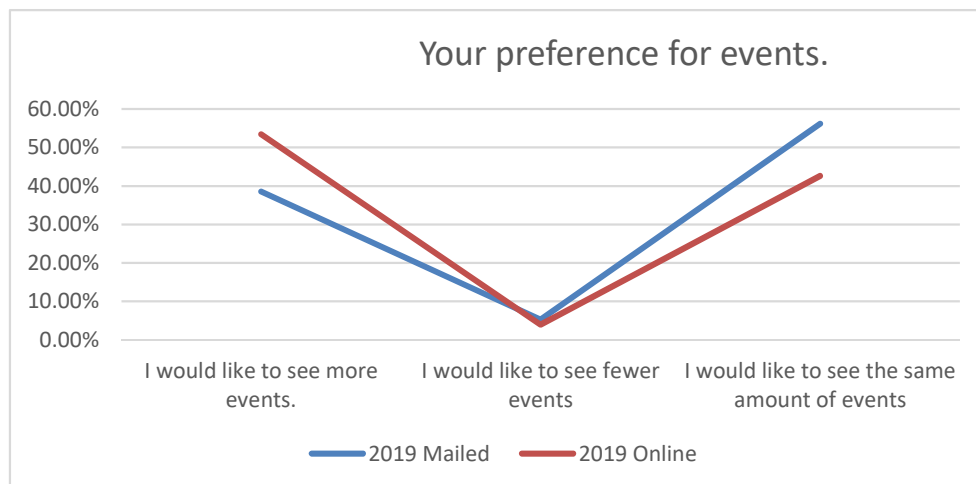
24. How would you rate the quality of special and seasonal events in your community (Music in the Park, City Centre Light Up, Easter Eggstravaganza)

	2019 Mailed	2019 Online	2018
Very Good	13.43%	15.63%	19.57%
Good	47.35%	43.75%	42.70%
Average	30.04%	31.09%	27.40%
Poor	3.53%	8.39%	3.91%
Very Poor	0.35%	1.15%	0.36%



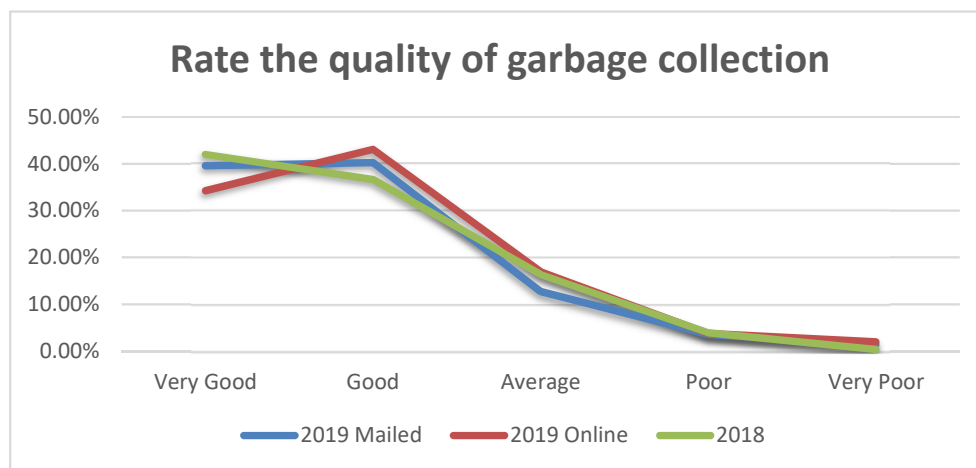
24a. Please indicate your preference regarding special and seasonal events in West Kelowna.

	2019 Mailed	2019 Online	2018
I would like to see more events.	38.52%	53.45%	Not asked in 2018
I would like to see fewer events	5.30%	3.95%	
I would like to see the same amount of events	56.18%	42.60%	



25. How do you rate the quality of residential garbage, recycling and yard waste collection in West Kelowna?

	2019 Mailed	2019 Online	2018
Very Good	39.58%	34.21%	41.99%
Good	40.28%	43.09%	36.65%
Average	12.72%	16.94%	16.37%
Poor	3.53%	3.78%	3.91%
Very Poor	1.41%	1.97%	0.36%

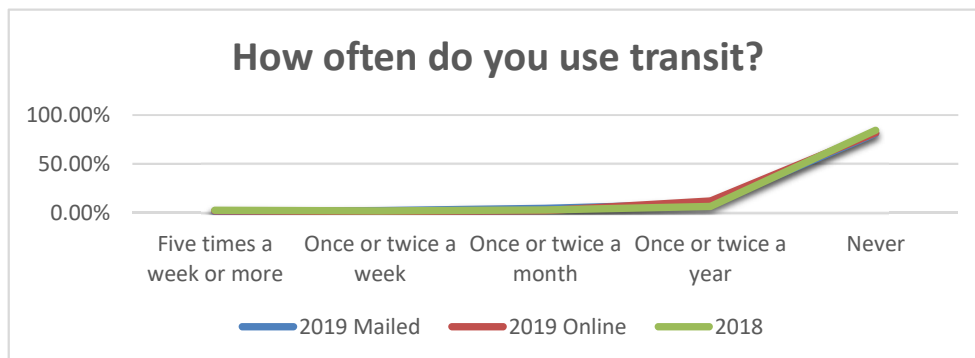


26. Please rank the importance of the following economic development initiatives.

2019 Mailed	Very Important %	Important %	Not Important %
Assisting local business to grow and succeed	45.23	42.05	7.07
Assisting local farmers to grow and succeed	51.59	35.69	6.71
Attracting investment	46.29	36.4	10.25
Foreign labour recruitment	8.13	38.52	45.94
Improve development approval and permitting processes	34.63	47.7	10.95
Promoting West Kelowna as a place to live, work, invest and retire.	43.46	37.46	12.72
Revitalizing Westbank Centre	50.53	31.45	13.43
Tourism marketing	24.38	47	22.26
2019 Online	Very Important %	Important %	Not Important %
Assisting local business to grow and succeed	59.05%	35.86%	5.10%
Assisting local farmers to grow and succeed	62.83%	32.07%	5.10%
Attracting investment	50.17%	42.72%	7.12%
Foreign labour recruitment	5.33%	38.67%	56.00%
Improve development approval and permitting processes	33.44%	51.49%	15.07%
Promoting West Kelowna as a place to live, work, invest and retire.	46.29%	38.39%	15.32%
Revitalizing Westbank Centre	54.61%	32.07%	13.32%
Tourism marketing	33.00%	47.03%	19.97%
2018 Mailed	Very Important %	Important %	Not Important %
Assisting local business to grow and succeed	49.47	40.57	5.34
Assisting local farmers to grow and succeed	54.45	36.65	4.98
Attracting investment	41.28	44.13	10.32
Foreign labour recruitment	6.05	39.15	49.11
Improve development approval and permitting processes	31.32	47.33	16.01
Promoting West Kelowna as a place to live, work, invest and retire.	41.64	41.99	14.23
Revitalizing Westbank Centre	37.01	38.79	21.71
Tourism marketing	21	53.38	21

27. How often do you typically use the transit system in West Kelowna?

	2019 Mailed	2019 Online	2018
Five times a week or more	1.41%	2.14%	2.85%
Once or twice a week	2.47%	1.48%	2.14%
Once or twice a month	4.59%	2.47%	3.20%
Once or twice a year	9.19%	12.17%	6.76%
Never	81.27%	81.74%	84.34%

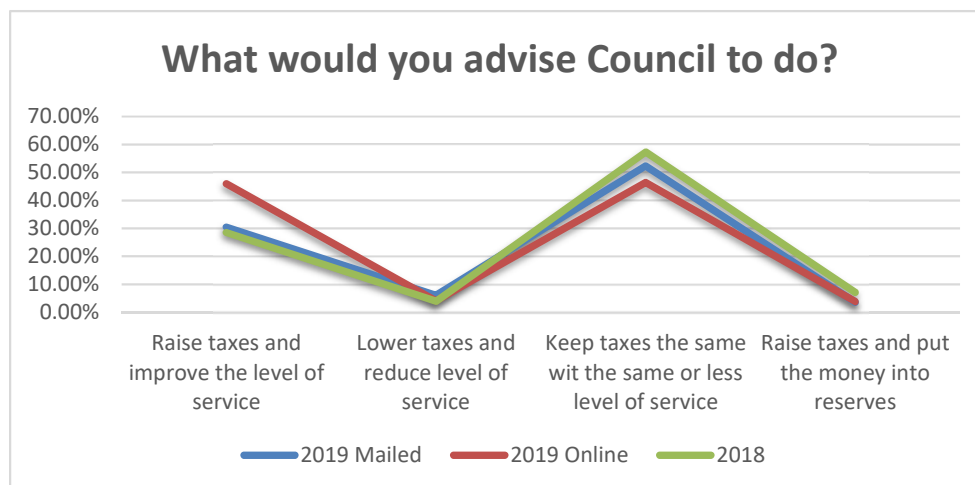


28. Please indicate if you agree or disagree with the following statements regarding West Kelowna's transit service:

2019 Mailed	Agree	Mostly Agree	Disagree	Mostly Disagree
I would use transit more if it was more frequent	16.96	15.19	28.98	18.37
I would use transit more if it was offered in my area	16.96	12.37	30.74	18.73
I would use transit more if it cost less	5.3	12.01	40.99	20.14
I would use transit if buses and bus stops were safer	10.95	18.02	31.1	20.14
I would never use transit	32.51	15.9	26.5	12.72
2019 Online	Agree	Mostly Agree	Disagree	Mostly Disagree
I would use transit more if it was more frequent	19.57%	23.91%	32.11%	24.41%
I would use transit more if it was offered in my area	22.65%	19.30%	33.05%	25.00%
I would use transit more if it cost less	8.56%	12.08%	47.99%	31.38%
I would use transit if buses and bus stops were safer	16.67%	15.15%	39.56%	28.62%
I would never use transit	29.59%	20.99%	31.24%	18.18%
2018 Mailed	Agree	Mostly Agree	Disagree	Mostly Disagree
I would use transit more if it was more frequent	22.42	Not asked in 2018	51.6	Not asked in 2018
I would use transit more if it was offered in my area	27.05		46.26	
I would use transit more if it cost less	6.05		64.41	
I would use transit if buses and bus stops were safer	13.17		57.3	
I would never use transit	65.48		25.62	

29. If faced with the following choices, what would you advise West Kelowna Council to do?

	2019 Mailed	2019 Online	2018
Raise taxes and improve the level of service	30.39%	45.89%	28.47%
Lower taxes and reduce level of service	6.01%	3.95%	3.91%
Keep taxes the same wit the same or less level of service	52.30%	46.38%	57.30%
Raise taxes and put the money into reserves	3.53%	3.78%	7.12%

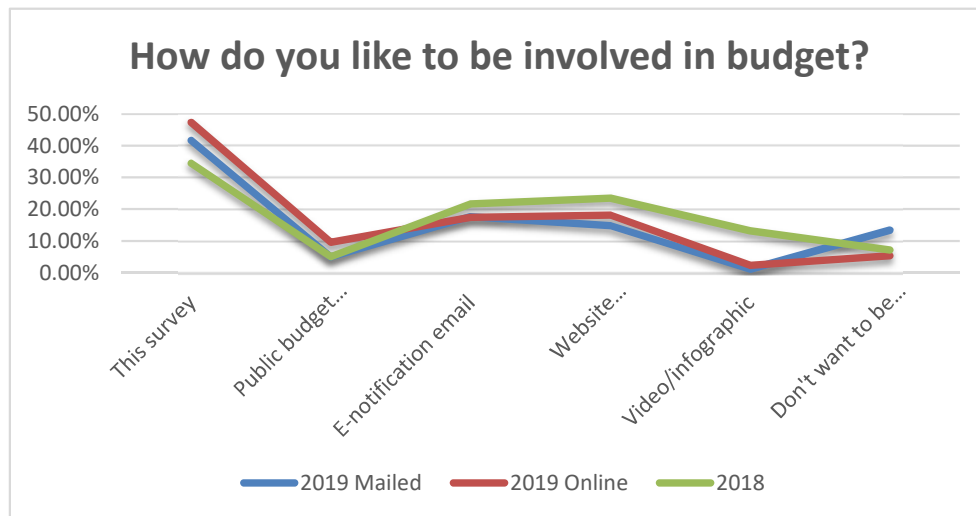


30. Please indicate how much West Kelowna Council should rely on the following sources of revenue:

2019 Mailed	Rely More	Same	Rely Less
Property Taxes	17.31	62.9	11.31
User fees and charges	36.4	43.82	10.25
Long-term borrowing	14.49	46.29	28.98
Reserves/savings	17.31	58.3	14.49
2019 Online	Rely More	Same	Rely Less
Property Taxes	17.91%	70.98%	11.11%
User fees and charges	43.12%	49.75%	7.13%
Long-term borrowing	23.83%	50.67%	25.50%
Reserves/savings	22.11%	66.00%	11.89%
2018 Mailed	Rely More	Same	Rely Less
Property Taxes	12.46	71.17	9.61
User fees and charges	37.72	48.04	6.76
Long-term borrowing	21	43.42	27.05
Reserves/savings	18.51	60.85	13.17

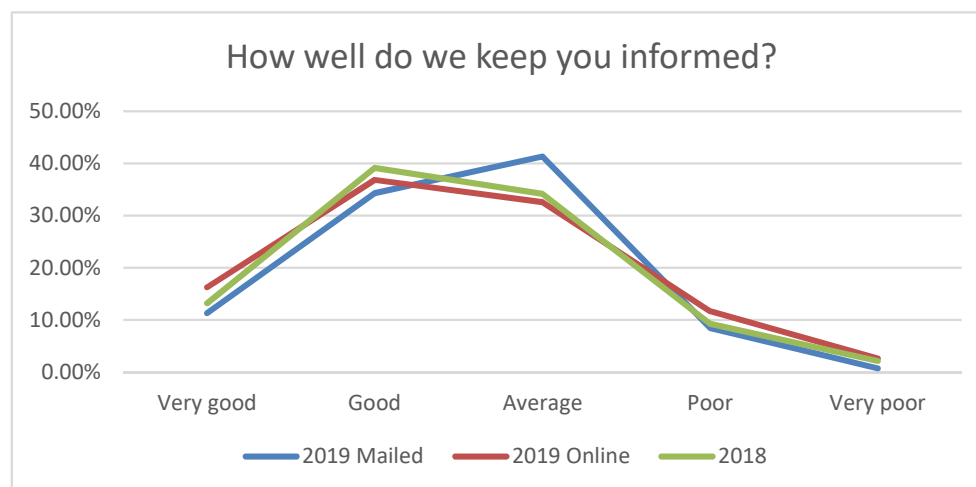
31. How do you like to be involved in the municipal budget decisions?

	2019 Mailed	2019 Online	2018
This survey	41.70%	47.37%	34.52%
Public budget meeting	4.95%	9.54%	4.98%
E-notification email	17.67%	17.43%	21.71%
Website information	14.84%	18.09%	23.49%
Video/infographic	1.06%	2.30%	13.17%
Don't want to be involved	13.43%	5.26%	7.12%



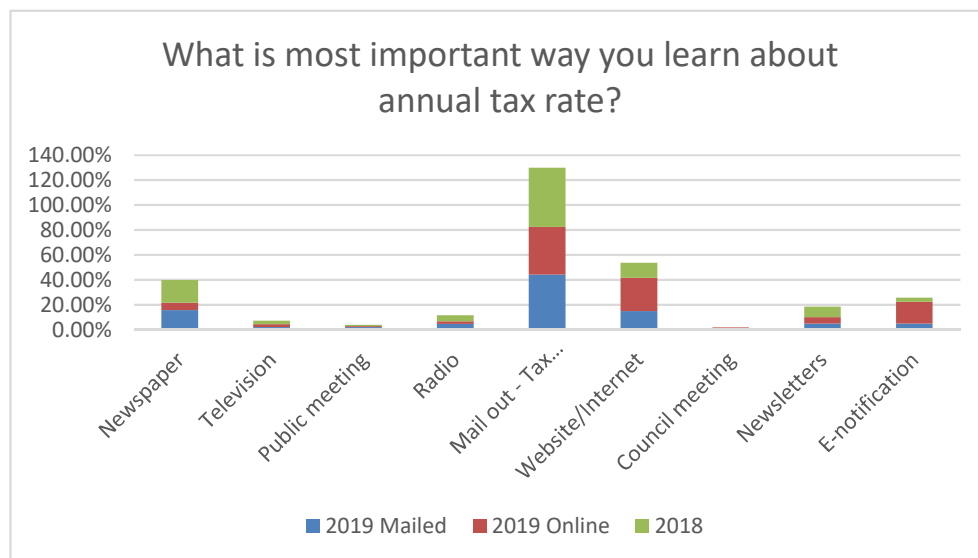
32. How do you rate the City of West Kelowna at keeping you informed about news, events or recreation programs?

	2019 Mailed	2019 Online	2018
Very good	11.31%	16.28%	13.17%
Good	34.28%	36.84%	39.15%
Average	41.34%	32.57%	34.16%
Poor	8.48%	11.68%	9.25%
Very poor	0.71%	2.63%	2.14%



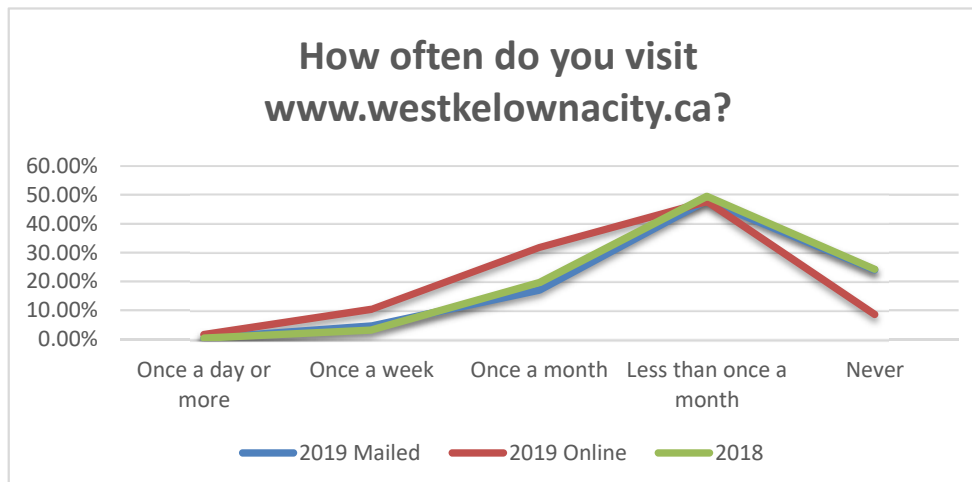
33. What is the single most important way you learn about the annual tax rate and municipal budget?

	2019 Mailed	2019 Online	2018
Newspaper	15.55%	6.09%	18.15%
Television	2.12%	2.30%	2.85%
Public meeting	2.12%	0.66%	1.07%
Radio	4.59%	1.97%	4.98%
Mail out - Tax notice	44.17%	38.32%	47.33%
Website/Internet	14.84%	26.64%	12.10%
Council meeting	0.35%	1.48%	0.00%
Newsletters	4.95%	5.10%	8.54%
E-notification	4.95%	17.43%	3.20%



34. How often do you access the City of West Kelowna's website, www.westkelownacity.ca?

	2019 Mailed	2019 Online	2018
Once a day or more	0.35%	1.64%	0.36%
Once a week	4.59%	10.36%	3.20%
Once a month	16.96%	31.74%	19.57%
Less than once a month	48.06%	47.70%	49.47%
Never	24.03%	8.55%	24.20%

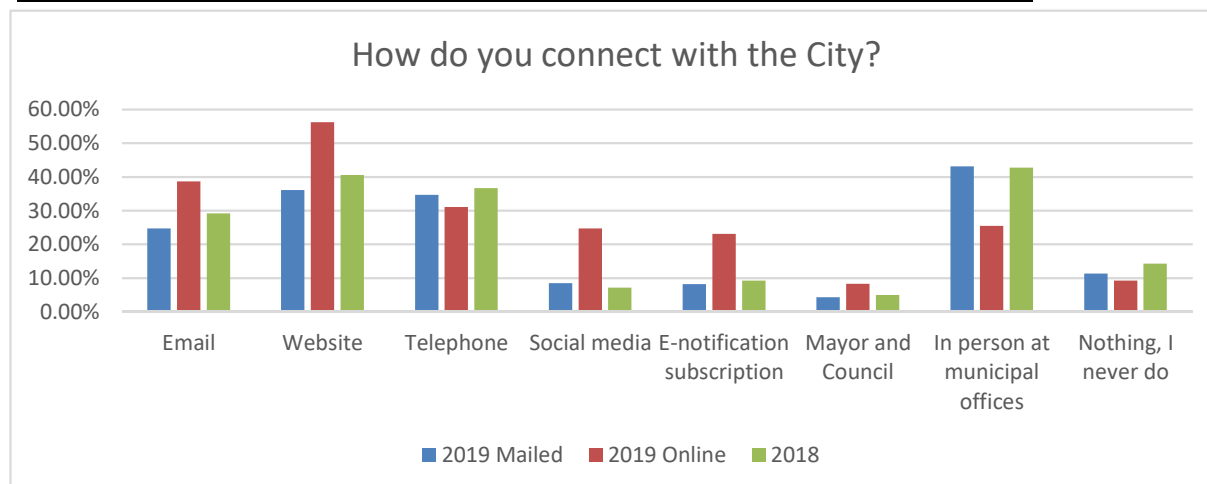


35. If you have accessed www.westkelownacity.ca, the City of West Kelowna's website, please rate it for:

2019 Mailed	Very Good	Good	Average	Poor	Very Poor
Visual Appearance	10.25	35.69	19.43	1.06	0.35
Ease of use	5.3	27.92	27.56	5.3	0.71
Comprehensive information	5.3	30.04	26.86	3.53	0.71
Online services	4.95	27.92	26.86	4.95	0.35
Online mapping	7.42	27.56	21.2	6.01	1.06
2019 Online	Very Good	Good	Average	Poor	Very Poor
Visual Appearance	18.01%	51.75%	27.80%	1.40%	1.05%
Ease of use	10.92%	42.08%	37.50%	7.39%	2.11%
Comprehensive information	9.98%	47.29%	35.38%	6.48%	0.88%
Online services	8.10%	37.85%	44.01%	9.33%	0.70%
Online mapping	14.21%	38.19%	37.30%	8.70%	1.60%
2018 Mailed	Very Good	Good	Average	Poor	Very Poor
Visual Appearance	13.17	31.32	23.84	1.78	0
Ease of use	6.76	28.11	28.83	4.98	1.07
Comprehensive information	4.63	27.05	34.52	2.49	0.36
Online services	5.69	26.33	29.18	5.69	0.36
Online mapping	7.47	24.91	26.33	6.05	1.42

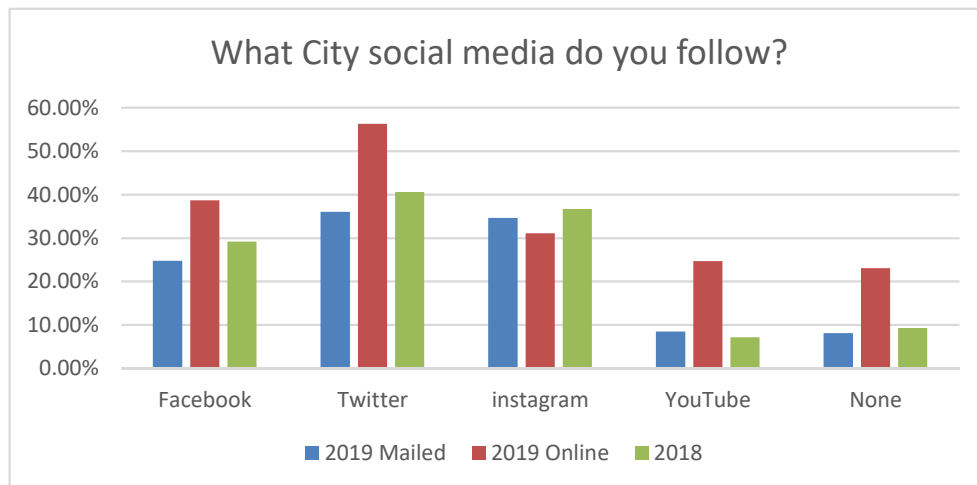
36. How do you currently connect with the City of West Kelowna? (check all that apply)

	2019 Mailed	2019 Online	2018
Email	24.73%	38.65%	29.18%
Website	36.04%	56.25%	40.57%
Telephone	34.63%	31.09%	36.65%
Social media	8.48%	24.67%	7.12%
E-notification subscription	8.13%	23.03%	9.25%
Mayor and Council	4.24%	8.22%	4.98%
In person at municipal offices	43.11%	25.49%	42.70%
Nothing, I never do	11.31%	9.21%	14.23%

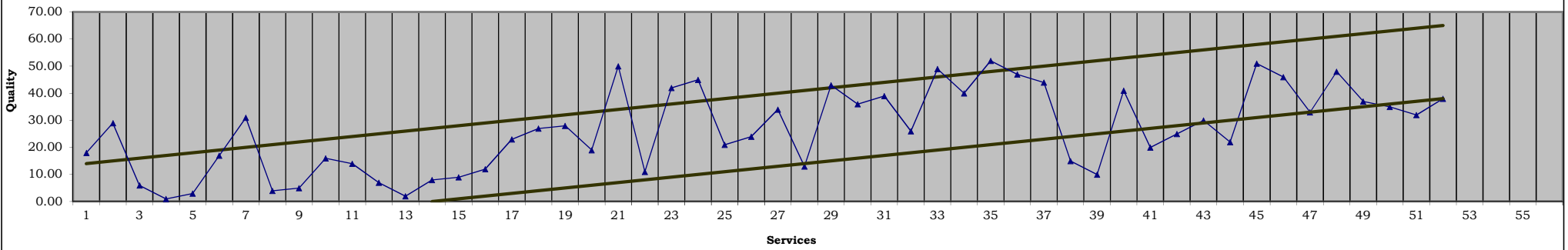


37. What City of West Kelowna social media do you follow? (Check all that apply).

	2019 Mailed	2019 Online	2018
Facebook	24.73%	38.65%	29.18%
Twitter	36.04%	56.25%	40.57%
instagram	34.63%	31.09%	36.65%
YouTube	8.48%	24.67%	7.12%
None	8.13%	23.03%	9.25%



City of West Kelowna 2019 Citizen Survey - MAILED RESULTS



Importance
1 = Most Important
52= Least Important

Quality
1 = Highest Quality
52= Lowest Quality

Service		Impor %	Quality		Service		Impor %	Quality	
Drinking Water Quality	1	86.93%	18	42.40%	Recreation Programs for Seniors	27	51.94%	34	28.27%
Roads	2	78.80%	29	33.92%	Swimming Pool	28	50.88%	13	50.53%
Residential Recycling	3	78.80%	6	65.72%	Economic Development	29	50.18%	43	21.55%
Trash Collection	4	77.39%	1	73.50%	Bylaw Enforcement	30	48.76%	36	27.21%
Fire Department First Response	5	77.39%	3	68.55%	Recreation Programs for Adults	31	48.76%	39	25.44%
Snow Clearing/Removal	6	77.39%	17	46.29%	Personal Customer Service	32	48.06%	26	36.04%
Road Maintenance	7	77.39%	31	31.10%	Recreation Programs for Teenagers	33	46.64%	49	16.25%
Fire Fighting	8	75.97%	4	68.20%	Recreation Programs for Children	34	44.88%	40	25.44%
Emergency 911	9	75.27%	5	68.20%	Dedicated Bicycle Lanes	35	43.46%	52	7.77%
Ease of Travel by Car	10	74.91%	16	47.35%	Building Inspection	36	42.40%	47	19.43%
Police Enforcement	11	74.56%	14	49.82%	Recreation Prgrms for Pre-School	37	42.05%	44	21.55%
Sewage Treatment	12	72.08%	7	56.54%	Arenas	38	41.70%	15	47.35%
Yard Waste Collection	13	71.73%	2	71.38%	Public Library	39	41.34%	10	53.19%
Fire Prevention	14	71.38%	8	54.42%	Tourism Promotion	40	40.64%	41	24.03%
Air Quality	15	71.38%	9	53.71%	Soccer/Football Fields	41	37.81%	20	42.05%
Beaches	16	70.67%	12	50.53%	West Kelowna Website	42	36.75%	25	36.40%
Street Lighting	17	67.84%	23	38.16%	Community Centres - Halls	43	36.75%	30	33.92%
Water Conservation Efforts	18	67.49%	27	34.63%	Ball Fields	44	35.69%	22	40.28%
Protection of Waterways	19	66.08%	28	34.63%	Ease of Travel by Transit	45	34.63%	51	9.19%
Parks (Open Space)	20	63.60%	19	42.05%	Boat Launch with Parking Facilities	46	34.28%	46	19.43%
Sidewalks	21	63.60%	50	14.49%	Animal Control	47	31.45%	33	30.04%
Recreational Trails	22	62.90%	11	53.00%	Marina	48	27.21%	48	17.31%
Growth & Development Planning	23	59.01%	42	21.91%	Cemetery	49	26.15%	37	26.86%
Illegal Dumping Cleanup Program	24	58.66%	45	20.85%	Skateboards/Bike Parks	50	23.32%	35	27.56%
Playgrounds	25	53.71%	21	40.64%	Tennis/Pickleball Courts	51	22.26%	32	30.39%
Noise Control	26	52.30%	24	37.81%	Museum	52	20.49%	38	26.15%

**2019 Citizens' Survey - Mailed
Importance vs Quality Comparison
ABOVE THE LINE - NOT MEETING EXPECTATIONS**

Importance No.	Service	Importance %	Quality No.	Quality %
1	Drinking Water Quality	86.93%	18	42.40%
2	Roads	78.80%	29	33.92%
7	Road Maintenance	77.39%	31	31.10%
21	Sidewalks	63.60%	50	14.49%
23	Growth & Development Planning	59.01%	42	21.91%
24	Illegal Dumping Cleanup Program	58.66%	45	20.85%
29	Economic Development	50.18%	43	21.55%
33	Recreation Programs for Teenagers	46.64%	49	16.25%
35	Dedicated Bicycle Lanes	43.46%	52	7.77%

**2019 Citizens' Survey - Mailed
Importance vs Quality Comparison
BELOW THE LINE - EXCEEDING EXPECTATIONS**

Importance No.	Service	Importance %	Quality No.	Quality %
28	Swimming Pool	50.88%	13	50.53%
38	Arenas	41.70%	15	47.35%
39	Public Library	41.34%	10	53.19%
41	Soccer/Football Fields	37.81%	20	42.05%
42	West Kelowna Website	36.75%	25	36.40%
44	Ball Fields	35.69%	22	40.28%
50	Skateboards/Bike Parks	23.32%	35	27.56%
51	Tennis/Pickleball Courts	22.26%	32	30.39%

**2018 Citizens' Survey - Mailed
Importance vs Quality Comparison
ABOVE THE LINE - NOT MEETING EXPECTATIONS**

Importance No.	Service	Importance %	Quality No.	Quality %
1	Drinking Water Quality	83.27%	19	36.65%
2	Road Maintenance	79.72%	30	30.96%
5	Roads	78.65%	33	27.40%
10	Street Lighting	74.38%	24	35.23%
19	Sidewalks	64.41%	50	13.52%
22	Illegal Dumping Cleanup Program	58.36%	42	23.84%
25	Growth & Development Planning	51.96%	48	19.57%
33	Recreation Programs for Teenagers	44.84%	46	19.93%
35	Building Inspection	43.06%	49	17.08%

**2018 Citizens' Survey - Mailed
Importance vs Quality Comparison
BELOW THE LINE - EXCEEDING EXPECTATIONS**

Importance No.	Service	Importance %	Quality No.	Quality %
23	Recreational Trails	58.01%	7	59.79%
29	Swimming Pool	49.47%	13	45.91%
32	Arenas	47.33%	15	43.77%
37	Public Library	41.99%	17	41.28%
41	Sports Fields - Soccer/Football	38.43%	26	35.23%
44	Sports Fields - Baseball	37.72%	23	35.23%
46	West Kelowna website	36.30%	28	33.81%

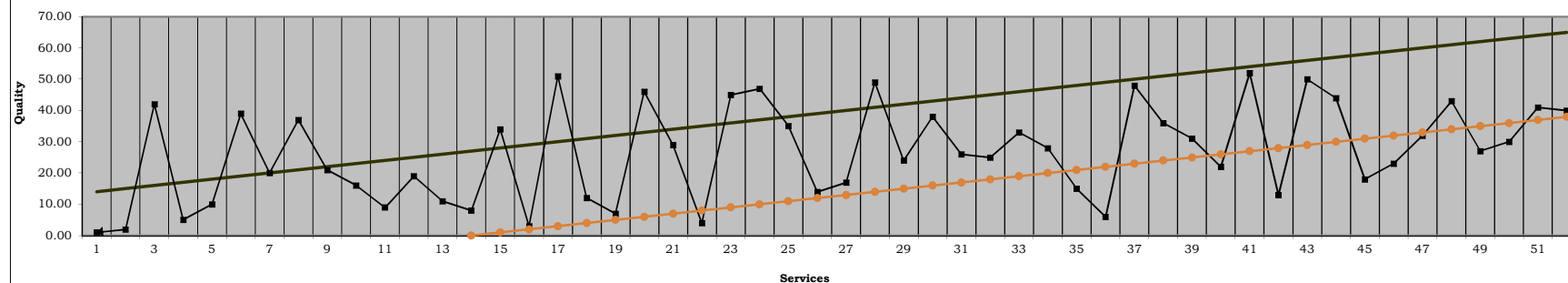
**2019 Citizens' Survey - Mailed
Importance vs Quality Comparison
IN BETWEEN LINES - MEETING EXPECTATIONS**

Importance No.	Service	Importance %	Quality No.	Quality %
3	Residential Recycling	78.80%	6	65.72%
4	Trash Collection	77.39%	1	73.50%
5	Fire Department First Response	77.39%	3	68.55%
6	Snow Clearing/Removal	77.39%	17	46.29%
8	Fire Fighting	75.97%	4	68.20%
9	Emergency 911	75.27%	5	68.20%
10	Ease of Travel by Car	74.91%	16	47.35%
11	Police Enforcement	74.56%	14	49.82%
12	Sewage Treatment	72.08%	7	56.54%
13	Yard Waste Collection	71.73%	2	71.38%
14	Fire Prevention	71.38%	8	54.42%
15	Air Quality	71.38%	9	53.71%
16	Beaches	70.67%	12	50.53%
17	Street Lighting	67.84%	23	38.16%
18	Water Conservation Efforts	67.49%	27	34.63%
19	Protection of Waterways	66.08%	28	34.63%
20	Parks (Open Space)	63.60%	19	42.05%
22	Recreational Trails	62.90%	11	53.00%
25	Playgrounds	53.71%	21	40.64%
26	Noise Control	52.30%	24	37.81%
27	Recreation Programs for Seniors	51.94%	34	28.27%
29	Economic Development	50.18%	43	21.55%
30	Bylaw Enforcement	48.76%	36	27.21%
31	Recreation Programs for Adults	48.76%	39	25.44%
32	Personal Customer Service	48.06%	26	36.04%
34	Recreation Programs for Children	44.88%	40	25.44%
36	Building Inspection	42.40%	47	19.43%
37	Recreation Programs for Pre-School	42.05%	44	21.55%
40	Tourism Promotion	40.64%	41	24.03%
43	Community Centres - Halls	36.75%	30	33.92%
45	Ease of Travel by Transit	34.63%	51	9.19%
46	Boat Launch with Parking Facilities	34.28%	46	19.43%
47	Animal Control	31.45%	33	30.04%
48	Marina	27.21%	48	17.31%
49	Cemetery	26.15%	37	26.86%
52	Museum	20.49%	38	26.15%

**2018 Citizens' Survey - Mailed
Importance vs Quality Comparison
IN BETWEEN LINES - MEETING EXPECTATIONS**

Importance No.	Service	Importance %	Quality No.	Quality %
3	Ease of Travel by Car	79.72%	16	41.64%
4	Snow Clearing/Removal	79.00%	14	44.13%
6	Residential Recycling	76.51%	5	62.63%
7	Trash Collection	76.16%	2	70.82%
8	Fire Department First Response	76.16%	3	67.26%
9	Fire Fighting	75.44%	1	72.60%
11	Emergency 911	73.31%	6	59.79%
12	Police Enforcement	71.89%	12	46.62%
13	Beaches	71.53%	10	51.96%
14	Air Quality	71.53%	8	58.72%
15	Fire Prevention	70.82%	9	53.38%
16	Yard Waste Collection	69.75%	4	66.19%
17	Sewage Treatment	69.75%	11	51.60%
18	Parks (Open Space)	64.77%	18	39.86%
20	Protection of Waterways	64.41%	25	35.23%
21	Water Conservation Efforts	58.72%	21	36.30%
24	Noise Control	54.09%	29	32.03%
26	Playgrounds	50.89%	22	35.94%
27	Personal Customer	50.18%	20	36.30%
28	Economic Development	50.18%	40	24.56%
30	Bylaw Enforcement	47.69%	31	28.11%
31	Recreation Programs for Seniors	47.69%	32	27.76%
33	Recreation Programs for Teenagers	44.84%	46	19.93%
34	Recreation Programs for Adults	44.48%	34	27.05%
36	Recreation Programs for Children	41.99%	36	25.98%
38	Community Centres - Halls	41.64%	27	34.88%
39	Dedicated Bicycle Lanes	41.28%	52	6.41%
40	Recreation Programs for Pre-School	40.57%	37	25.27%
42	Tourism Promotion	38.08%	35	26.33%
43	Boat Launch with Parking Facilities	37.72%	38	25.27%
45	Ease of Travel by Transit	37.01%	51	7.12%
47	Animal Control	33.10%	41	24.20%
48	Marina	31.32%	47	19.93%
49	Cemetery	30.25%	45	21.35%
50	Tennis/Pickleball Courts	27.05%	39	24.91%
51	Skateboards/Bike Parks	21.71%	44	22.78%
52	Museum	19.93%	43	23.13%

**City of West Kelowna
2019 Citizen Survey - ONLINE RESULTS**



Importance
1 = Most Important
52 = Least Important

Quality
1 = Highest Quality
52 = Lowest Quality

Service	Impor %	Quality	Service	Impor %	Quality
Fire Fighting	1 91.60%	1 77.93%	Swimming Pool	27 65.40%	17 47.61%
Fire Department First Response	2 90.28%	2 76.07%	Recreation programs for Teenagers	28 64.94%	49 18.67%
Drinking Water Quality	3 90.12%	42 27.30%	Recreation Programs for Children	29 62.57%	24 40.19%
Emergency 911	4 88.18%	5 66.25%	Bylaw Enforcement	30 60.86%	38 30.18%
Fire Prevention	5 87.54%	10 55.60%	Personal Customer Service	31 57.29%	26 37.99%
Roads	6 87.41%	39 29.15%	Recreation programs for Seniors	32 56.66%	25 38.23%
Police Enforcement	7 85.69%	20 43.90%	Recreation Programs for Adults	33 56.29%	33 33.51%
Road Maintenance	8 85.30%	37 30.74%	Recreation Programs for Pre-School	34 54.90%	28 36.91%
Snow Clearing/Removal	9 83.53%	21 43.67%	Arenas	35 52.18%	15 49.82%
Beaches	10 82.13%	16 48.46%	Public Library	36 50.52%	6 60.45%
Air Quality	11 80.70%	9 56.51%	Building Inspection	37 50.35%	48 18.89%
Ease of Travel by Car	12 80.34%	19 44.22%	Tourism Promotion	38 49.83%	36 30.97%
Parks (Open Space)	13 77.31%	11 51.47%	Community Centres - Halls	39 49.82%	31 35.25%
Residential Recycling	14 76.61%	8 60.11%	Noise Control	40 48.33%	22 43.04%
Protection of Waterways	15 75.13%	34 33.46%	Dedicated Bicycle Lanes	41 47.86%	52 8.33%
Trash Collection	16 74.74%	3 72.45%	West Kelowna Website	42 47.67%	13 50.60%
Sidewalks	17 74.32%	51 9.56%	Ease of Travel by Transit	43 46.79%	50 10.15%
Sewage Treatment	18 74.22%	12 50.80%	Boat Launch with Parking Facilities	44 40.28%	44 26.74%
Recreational Trails	19 73.35%	7 60.17%	Soccer/Football Fields	45 36.93%	18 45.94%
Growth and Development Planning	20 71.60%	46 22.99%	Ball Fields	46 34.75%	23 42.59%
Street Lighting	21 71.04%	29 36.15%	Animal Control	47 33.91%	32 34.84%
Yard waste Collection	22 70.86%	4 68.14%	Marina	48 33.86%	43 27.09%
Economic Development	23 66.90%	45 26.07%	Skateboard/Bike Parks	49 32.75%	27 37.71%
Illegal Dumping Cleanup Program	24 66.50%	47 19.21%	Tennis/Pickleball Courts	50 27.64%	30 35.42%
Water Conservation Efforts	25 66.26%	35 32.92%	Cemetery	51 23.88%	41 27.96%
Playgrounds	26 66.08%	14 49.83%	Museum	52 22.66%	40 28.77%

2019 Citizens' Survey - Online
Importance vs Quality Comparison
ABOVE THE LINE - NOT MEETING EXPECTATIONS

Importance No.	Service	Importance %	Quality No.	Quality %
3	Drinking Water Quality	90.12%	42	27.30%
6	Roads	87.41%	39	29.15%
8	Road Maintenance	85.30%	37	30.74%
15	Protection of Waterways	75.13%	34	33.46%
17	Sidewalks	74.32%	51	9.56%
20	Growth and Development Planning	71.60%	46	22.99%
23	Economic Development	66.90%	45	26.07%
24	Illegal Dumping Cleanup Program	66.50%	47	19.21%
28	Recreation programs for Teenagers	64.94%	49	18.67%

2019 Citizens' Survey - Online
Importance vs Quality Comparison
BELOW THE LINE - EXCEEDING EXPECTATIONS

Importance No.	Service	Importance %	Quality No.	Quality %
22	Yard waste Collection	70.86%	4	68.14%
35	Arenas	52.18%	15	49.82%
36	Public Library	50.52%	6	60.45%
40	Noise Control	48.33%	22	43.04%
42	West Kelowna Website	47.67%	13	50.60%
45	Soccer/Football Fields	36.93%	18	45.94%
46	Ball Fields	34.75%	23	42.59%
47	Animal Control	33.91%	32	34.84%
49	Skateboard/Bike Parks	32.75%	27	37.71%
50	Tennis/Pickleball Courts	27.64%	30	35.42%

2019 Citizens' Survey - Online
Importance vs Quality Comparison
IN BETWEEN LINES - MEETING EXPECTATIONS

Importance No.	Service	Importance %	Quality No.	Quality %
1	Fire Fighting	91.60%	1	77.93%
2	Fire Department First Response	90.28%	2	76.07%
4	Emergency 911	88.18%	5	66.25%
5	Fire Prevention	87.54%	10	55.60%
7	Police Enforcement	85.69%	20	43.90%
9	Snow Clearing/Removal	83.53%	21	43.67%
10	Beaches	82.13%	16	48.46%
11	Air Quality	80.70%	9	56.51%
12	Ease of Travel by Car	80.34%	19	44.22%
13	Parks (Open Space)	77.31%	11	51.47%
14	Residential Recycling	76.61%	8	60.11%
16	Trash Collection	74.74%	3	72.45%
18	Sewage Treatment	74.22%	12	50.80%
19	Recreational Trails	73.35%	7	60.17%
21	Street Lighting	71.04%	29	36.15%
25	Water Conservation Efforts	66.26%	35	32.92%
26	Playgrounds	66.08%	14	49.83%
27	Swimming Pool	65.40%	17	47.61%
29	Recreation Programs for Children	62.57%	24	40.19%
30	Bylaw Enforcement	60.86%	38	30.18%
31	Personal Customer Service	57.29%	26	37.99%
32	Recreation programs for Seniors	56.66%	25	38.23%
33	Recreation Programs for Adults	56.29%	33	33.51%
34	Recreation Programs for Pre-School	54.90%	28	36.91%
37	Building Inspection	50.35%	48	18.89%
38	Tourism Promotion	49.83%	36	30.97%
39	Community Centres - Halls	49.82%	31	35.25%
41	Dedicated Bicycle Lanes	47.86%	52	8.33%
43	Ease of Travel by Transit	46.79%	50	10.15%
44	Boat Launch with Parking Facilities	40.28%	44	26.74%
48	Marina	33.86%	43	27.09%
51	Cemetery	23.88%	41	27.96%
52	Museum	22.66%	40	28.77%



COUNCIL REPORT
Finance, Administrative & Protective Services
For the August 27, 2019 Council Meeting

DATE: August 14, 2019

TO: Paul Gipps, CAO

FROM: Shelley Schnitzler, Legislative Services Manager
Mike Cain, Bylaw Compliance and Enforcement Supervisor

RE: Bylaw Amendment No. 0093.44 and Bylaw Amendment No. 0095.41, Minor wording changes to the Ticketing Bylaws for the Parks and Public Spaces Bylaw

RECOMMENDED MOTION:

THAT Council give first, second and third readings to Bylaw Notice Enforcement Amendment Bylaw No. 0093.44, 2019; and

THAT Council give first, second and third readings to City of West Kelowna Ticket Information Utilization Amendment Bylaw No. 0095.41, 2019.

BACKGROUND:

This is a housekeeping amendment to the Bylaw Notice Enforcement Bylaw and the Ticket Information Utilization Bylaw for the purpose of clarifying ticketing language.

The current bylaw language implies that it is an offence to only moor contrary to posted signage; however, the intent is that the language include all areas that may or may not have signage posted.

ALTERNATE MOTION:

- That Council defer consideration of Bylaw Notice Enforcement Amendment Bylaw No. 0093.44, 2019 and City of West Kelowna Ticket Information Utilization Amendment Bylaw No. 0095.41, 2019.

Additional direction from Council would be required.

REVIEWED AND APPROVED BY:

Tracey Batten, Deputy CAO
Paul Gipps, CAO

Powerpoint: Yes ☐ No ☒

Attachments: Bylaw Amendment No. 0093.44 and copy of current Schedule 12
Bylaw Amendment No. 0095.41 and copy of current Schedule 12

CITY OF WEST KELOWNA

BYLAW NO. 0093.44

A BYLAW TO AMEND THE BYLAW NOTICE ENFORCEMENT BYLAW

WHEREAS the Council of the City of West Kelowna wishes to amend the Bylaw Notice Enforcement Bylaw No. 0093;

THEREFORE BE IT RESOLVED that the Council of the City of West Kelowna in open meeting assembled, hereby enacts as follows:

1. Title

This Bylaw may be cited as the "BYLAW NOTICE ENFORCEMENT AMENDMENT BYLAW NO. 0093.44, 2019".

2. Amendments

"Bylaw Notice Enforcement Bylaw 2010 No. 0093" is hereby amended as follows:

2.1 By deleting Section 3.9 a) of Schedule 12 in its entirety and replacing with the following Section 3.9 a):

Unlawful mooring or beaching	3.9 a)	\$100.00
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READ A FIRST, SECOND AND THIRD TIME THIS
ADOPTED

MAYOR

CITY CLERK

SCHEDULE 12 OF BYLAW NO. 0093

Ticket Offences for Parks and Public Space Bylaw No. 0184

Ticket Offence	Section #	Fine
Enter a park or public space when prohibited	3.1 b)	\$ 500.00
Use contrary to regulations	3.1 c)	\$ 75.00
Person or vehicle in Parks between dusk & 6 am	3.1 d)	\$ 75.00
Person in closed park	3.1 e)	\$ 500.00
Access without permit	3.1 f)	\$ 250.00
Interfere or feed birds/wildlife	3.2 a)	\$ 75.00
Permit dog at large in park or public space	3.2 b)	\$ 100.00
Permit dog in park	3.2 c)	\$ 100.00
Fail to dispose of feces	3.2 e)	\$ 100.00
Permit animal in beach or swim area	3.2 f)	\$ 100.00
Prohibited animal in park or public space	3.2 h)	\$ 75.00
Damage park or public place	3.3 a)	\$ 500.00
Damage vegetation or City asset	3.3 b)	\$ 500.00
Damage park or public space signs	3.3 c)	\$ 100.00
Drain or redirect water	3.3 d)	\$ 100.00
Litter not in receptacle	3.4 a)	\$ 50.00
Leave garbage in park or public space	3.4 b)	\$ 250.00
Swing a golf club or propel a golf ball	3.5 a)	\$ 100.00
Prohibited weapon	3.5 b)	\$ 100.00
Explode material	3.5 c)	\$ 250.00
Fight in park or public space	3.5 d)	\$ 500.00
Urinate or defecate	3.5 f)	\$ 100.00
Operate remote control devices	3.5 g)	\$ 100.00
Vehicle outside of designated area	3.5 h)	\$ 75.00
Loitering in park or public space	3.5 i)	\$ 75.00
Place or remove apparatus	3.5 j)	\$ 100.00
Use structure contrary to regulations	3.6 a)	\$ 50.00
Erect tent, building, or structure in park or public space	3.6 b)	\$ 50.00
Use of electrical or utility service without a permit	3.6 d)	\$ 50.00

Play without permission	3.7 a)	\$ 100.00
Use contrary to regulations	3.7 b) & c)	\$ 50.00
Assembly	3.8 a)	\$ 100.00
Obstruct or interfere with public	3.8 b)	\$ 100.00
Moor contrary to posted signage	3.9 a)	\$ 100.00
Watercraft in swim area	3.9 b)	\$ 200.00
Illegal watercraft use	3.9 c)	\$ 100.00
Launch or load a watercraft where prohibited	3.9 d)	\$ 100.00
Liquor in park or public space	3.10 a)	\$ 100.00
Smoke in park or public space	3.10 b)	\$ 100.00
Smoke cannabis not on private parcel	3.10 c)	\$ 500.00
Drug paraphernalia	3.10 d)	\$ 500.00
Make fire in park or public space	3.11 a)	\$ 500.00
Place burning material	3.11 b)	\$ 500.00
Operate non-propane BBQ without permit	3.11 c)	\$ 250.00
Sell in park	3.12 a)	\$ 100.00
Conduct business in park	3.12 b)	\$ 100.00
Advertise in a park	3.12 c)	\$ 75.00
Service vehicle in a park	3.13 a)	\$ 100.00
Park in closed park	3.13 b)	\$ 75.00
Unsafe use of vehicle	3.13 c)	\$ 100.00
Fail to stop	3.13 d)	\$ 100.00
Drive contrary to signage	3.13 e)	\$ 100.00
Obstruct or interfere with public	3.13 f)	\$ 100.00
Park outside of designated area	3.13 g)	\$ 100.00
Park in disabled area	3.13 g)	\$ 100.00
Damage trees	3.14 a), b) & c)	\$ 500.00
Unauthorized encroachment	3.15	\$ 75.00

CITY OF WEST KELOWNA

BYLAW NO. 0095.41

A BYLAW TO AMEND THE TICKET INFORMATION UTILIZATION BYLAW

WHEREAS the Council of the City of West Kelowna wishes to amend the Ticket Information Utilization Bylaw No. 0095;

THEREFORE BE IT RESOLVED that the Council of the City of West Kelowna in open meeting assembled, hereby enacts as follows:

1. Title

This Bylaw may be cited as the "CITY OF WEST KELOWNA TICKET INFORMATION UTILIZATION BYLAW NO. 0095.41, 2019".

2. Amendments

"City of West Kelowna Ticket Information Utilization Bylaw No. 0095" is hereby amended as follows:

2.1 By deleting Section 3.9 a) of Schedule 12 in its entirety and replacing with the following Section 3.9 a):

Unlawful mooring or beaching	3.9 a)	\$100.00
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READ A FIRST, SECOND AND THIRD TIME THIS
ADOPTED

MAYOR

CITY CLERK

SCHEDULE 12 OF BYLAW NO. 0095

Ticket Offences for Parks and Public Spaces Bylaw No. 0184

Ticket Offence	Section #	Fine
Enter a park or public space when prohibited	3.1 b)	\$ 500.00
Use contrary to regulations	3.1 c)	\$ 75.00
Person or vehicle in Parks between dusk & 6 am	3.1 d)	\$ 75.00
Person in closed park	3.1 e)	\$ 500.00
Access without permit	3.1 f)	\$ 250.00
Interfere or feed birds/wildlife	3.2 a)	\$ 75.00
Permit dog at large in park or public space	3.2 b)	\$ 100.00
Permit dog in park	3.2 c)	\$ 100.00
Fail to dispose of feces	3.2 e)	\$ 100.00
Permit animal in beach or swim area	3.2 f)	\$ 100.00
Prohibited animal in park or public space	3.2 h)	\$ 75.00
Damage park or public space	3.3 a)	\$ 500.00
Damage vegetation or City asset	3.3 b)	\$ 500.00
Damage park or public space signs	3.3 c)	\$ 100.00
Drain or redirect water	3.3 d)	\$ 100.00
Litter not in receptacle	3.4 a)	\$ 50.00
Leave garbage in park or public space	3.4 b)	\$ 250.00
Swing a golf club or propel a golf ball	3.5 a)	\$ 100.00
Prohibited weapon	3.5 b)	\$ 100.00
Explode material	3.5 c)	\$ 250.00
Fight in park or public space	3.5 d)	\$ 500.00
Urinate or defecate	3.5 f)	\$ 100.00
Operate remote control devices	3.5 g)	\$ 100.00
Vehicle outside of designated area	3.5 h)	\$ 75.00
Loitering in park or public space	3.5 i)	\$ 75.00
Place or remove apparatus	3.5 j)	\$ 100.00
Use structure contrary to regulations	3.6 a)	\$ 50.00
Erect tent, building, or structure in park or public space	3.6 b)	\$ 50.00
Use of electrical or utility service without a permit	3.6 d)	\$ 50.00

Play without permission	3.7 a)	\$ 100.00
Use contrary to regulations	3.7 b) & c)	\$ 50.00
Assembly	3.8 a)	\$ 100.00
Obstruct or interfere with public	3.8 b)	\$ 100.00
Moor contrary to posted signage	3.9 a)	\$ 100.00
Watercraft in swim area	3.9 b)	\$ 200.00
Illegal watercraft use	3.9 c)	\$ 100.00
Launch or load a watercraft where prohibited	3.9 d)	\$ 100.00
Liquor in park or public space	3.10 a)	\$ 100.00
Smoke in park or public space	3.10 b)	\$ 100.00
Smoke cannabis not on private parcel	3.10 c)	\$ 500.00
Drug paraphernalia	3.10 d)	\$ 500.00
Make fire in park or public space	3.11 a)	\$ 500.00
Place burning material	3.11 b)	\$ 500.00
Operate non-propane BBQ without permit	3.11 c)	\$ 250.00
Sell in park	3.12 a)	\$ 100.00
Conduct business in park	3.12 b)	\$ 100.00
Advertise in a park	3.12 c)	\$ 75.00
Service vehicle in a park	3.13 a)	\$ 100.00
Park in closed park	3.13 b)	\$ 75.00
Unsafe use of vehicle	3.13 c)	\$ 100.00
Fail to stop	3.13 d)	\$ 100.00
Drive contrary to signage	3.13 e)	\$ 100.00
Obstruct or interfere with public	3.13 f)	\$ 100.00
Park outside of designated area	3.13 g)	\$ 100.00
Park in disabled area	3.13 g)	\$ 100.00
Damage trees	3.14 a), b) & c)	\$ 500.00
Unauthorized encroachment	3.15	\$ 75.00