

Report to Council



Date: July 17, 2012

File: 0165-30

To: City Manager

From: Acting General Manager Corporate Sustainability, General Manager Community Sustainability, General Manager Community Services

Subject: Quarterly Report Update

Report Prepared by: Yvonne Turgeon for Carla Stephens, Director of Communications

Recommendation:

THAT Council receives, for information, the Quarterly Report from the Acting General Manager, Corporate Sustainability, General Manager, Community Services and General Manager, Community Sustainability dated July 17, 2012.

Purpose:

To provide Council with an update of the City's activities.

Background:

The attached PowerPoint presentation provides a brief summary of some key activities undertaken in the last quarter by the corporation.

The content of the presentation continues to evolve and staff welcomes Council's suggestions in ensuring the report is both informative and timely for our community. All contributors and contributing departments are not expected to attend the Council presentation, however if Council has specific questions that require a staff member attend the meeting, it is requested that the City Clerk be advised in advance of the meeting.

Internal Circulation:

Presentation distributed to all Directors.

Considerations not applicable to this report:

Legal/Statutory Authority:

Legal/Statutory Procedural Requirements:

Existing Policy:

Financial/Budgetary Considerations:

Personnel Implications:

External Agency/Public Comments:

Communications Comments:

Submitted by:

A handwritten signature in black ink, appearing to read "John Vos".

J. Vos, General Manager, Community Services

cc: J. Paterson, GM, Community Sustainability,
D. Gilchrist, Acting GM, Corporate Sustainability

A small, stylized red handwritten mark or signature in the bottom right corner of the page.

QUARTERLY REPORT

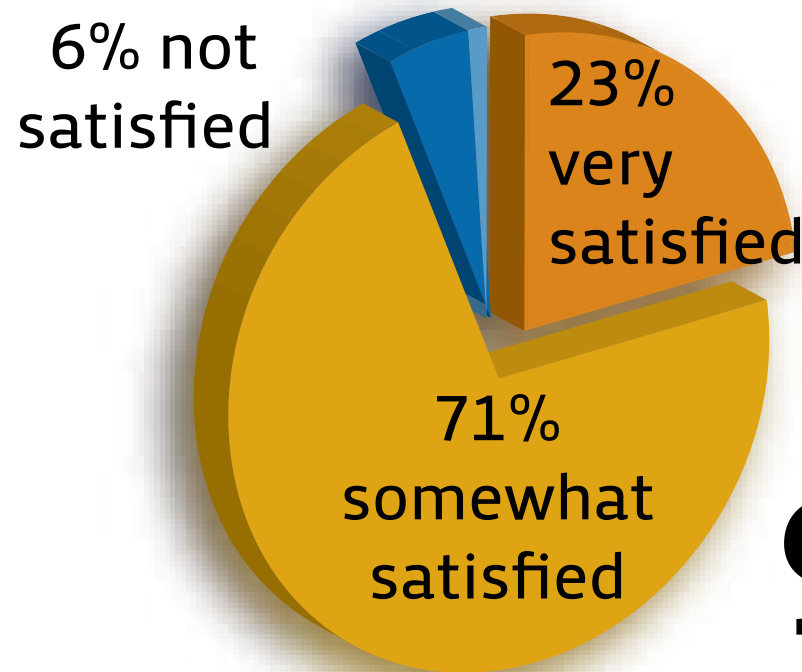
Quarter 2 - July 2012



ENGAGED COMMUNITY

- ▶ Citizen survey
 - ▶ 94% of citizens are satisfied with the overall level and quality of City services
 - ▶ 81% of citizens say they receive good value for their taxes

Satisfaction with City services



94%

PASSIONATE PUBLIC SERVICE

- ▶ Employee engagement survey
 - ▶ 1,500 ideas for improvement
 - ▶ 600 participated

- ▶ Performance reviews of all management

My work group is committed to continuous performance improvement.

92%

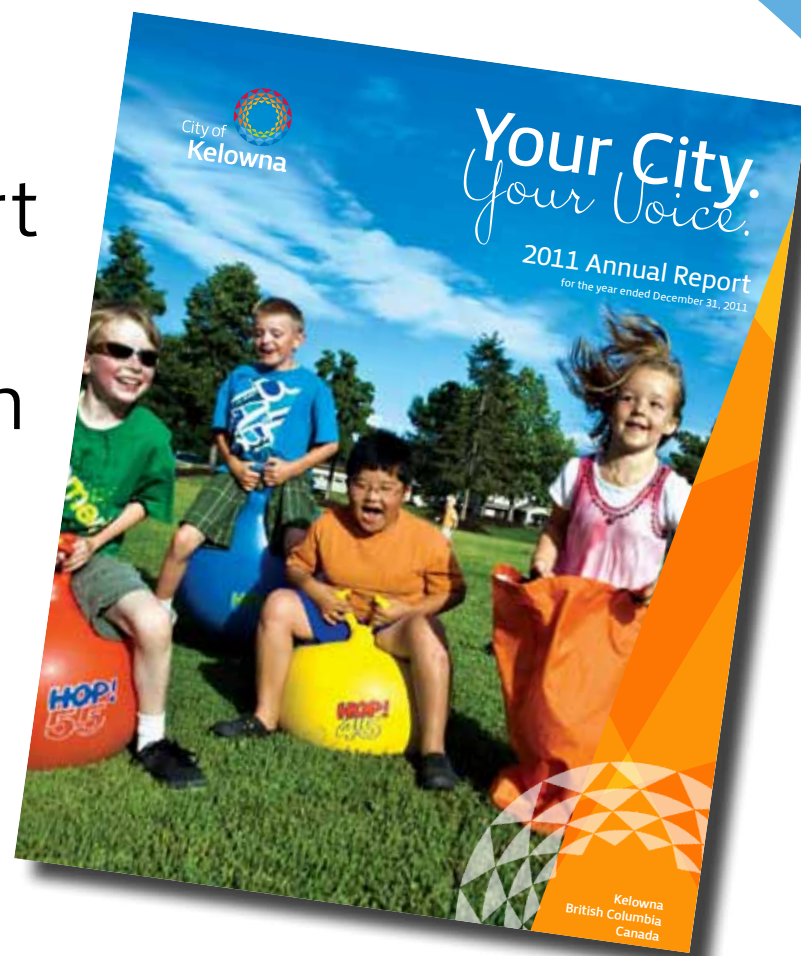
- ▶ Seasonal community services staff recruited

My direct supervisor encourages suggestions for improving the department.

87%

ENGAGED COMMUNITY

- ▶ Completed audit, financial statements and annual report
 - ▶ Theme *Your City Your Voice* highlighted the consultation and development of plans that will guide our future growth
- ▶ Final budget and five-year financial plan presented to Council - final tax rate 1.12%



ENGAGED COMMUNITY

- ▶ Tax notices sent out
 - ▶ 56,739 properties
 - ▶ City Views newsletter sent out to all households
- ▶ Issued two editions of City e-newsletter (May & June)
- ▶ Marked local government awareness week; launched public engagement news feed at kelowna.ca/getinvolved





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[High Streamflow Advisory and Mission Creek Monitoring](#)

[Joe Rich Area Property and Mission Creek Monitored](#)

[Rains Raise Creek Levels](#)

[Disaster Financial Assistance Approved](#)

[Joe Rich area Evacuation Alert Rescinded](#)

[Local State of Emergency Cancelled - Evacuation Alert Continues](#)

[Local State of Emergency and Evacuation Alert Continue](#)

[Local State of Emergency Declared to protect Mission Creek](#)

[Joe Rich Evacuation Alert Continues](#)

[Joe Rich Evacuation Alert](#)

Streamflow Advisory Ends - Creekside Safety Urged

posted by: [Public Info. Officer](#) at Wednesday, July 04, 2012 12:23:00 PM

The BC River Forecast Centre has ended a High Streamflow Advisory for Mission Creek.

While the creek flow and level has dropped over the past 24 hours, the Central Okanagan Regional Emergency Program continues to urge residents to stay safely back from the edge of local creeks and streams. Creek banks could be slippery due to the recent high water levels and in some places, may have sustained erosion and undercutting.

[Read More >>](#)

High Streamflow Advisory and Mission Creek Monitoring

posted by: [Public Info. Officer](#) at Tuesday, July 03, 2012 11:57:00 AM

With more localized thundershower activity today in the Central Okanagan and possible heavy rains over the Mission Creek

Current Emergency Status



No Current Emergency

Visit our [Be Prepared](#) page and learn how to protect your family and property in the case of an emergency.

Subscribe to Emergency Notifications

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Quick Links

- [RCMP](#)
- [Kelowna Fire Department](#)
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A NATURAL, PROTECTED ENVIRONMENT

- ▶ Emergency Operations Centre
 - ▶ Coordinated the funding of over \$250,000 in emergency works
 - ▶ Mill Creek Diversion
 - ▶ Emergency drainage Mission Creek & Truswell Rd, Bulman Rd Bridge & KLO Bridge



A NATURAL, PROTECTED ENVIRONMENT

- ▶ 158 tonnes of wood have been removed from public beaches
- ▶ Hot Sands beach and City Park promenade threatened by erosion; repairs made to temporary retaining wall
- ▶ Gravel trap constructed at Priest Creek

EMERGENCY PREPAREDNESS

- ▶ May 30 tabletop emergency exercise at UBC Okanagan campus in response to a simulated major aircraft accident
 - ▶ Over 100 participants from 40+ agencies
 - ▶ Largest tabletop exercise that has ever taken place in our region



A NATURAL, PROTECTED ENVIRONMENT

- ▶ Kelowna's Community Climate Action Plan endorsed by City Council on May 28
- ▶ City is working with utility companies and major stakeholders to provide new programs, opportunities, infrastructure and incentives to help reach the 33% reduction target



A NATURAL, PROTECTED ENVIRONMENT

- ▶ \$162,500 for forest fuel reduction
- ▶ Adopt-a-Stream & Yellow Fish Road volunteers donated 90 hours to clean local streams
- ▶ Bike to Work Week
 - ▶ 1,400 cyclists pedaled over 57,000 km
 - ▶ Saved 13 tonnes of CO₂





What's YOUR WAY?

Marty, Bike Manager Fresh Air Concept

- Marty chooses to bike to work instead of driving because it's faster.
- This busy father of two still makes time to train for this year's Ironman triathlon.

- ▶ smartTRIPS
- ▶ 10-week trip planning pilot in Pandosy
- ▶ 25 trips per person totaling over 12,500 kms of active transportation

DIVERSE, SUSTAINABLE INFRASTRUCTURE

- ▶ Installed acoustic paneling in the H2O Centre to reduce the ambient noise level
 - ▶ Project Value \$230,000
- ▶ Laurel Packinghouse upgrades
 - ▶ New air conditioning system
 - ▶ Accessibility ramp
- ▶ New transformer and primary electrical system installed at Memorial Arena

DIVERSE, SUSTAINABLE INFRASTRUCTURE

- ▶ Construction has commenced on the first leg of John Hindle Dr and new landfill scale area facility.
 - ▶ Project Value \$9.4 million
- ▶ Paving projects also completed on Gordon Drive, Richter St and Springfield Rd
- ▶ A \$11.2 million construction tender awarded to CGL Contracting for the Bernard Avenue Revitalization; works commences in August

DIVERSE, SUSTAINABLE INFRASTRUCTURE

- ▶ Waterfront upgrades:
 - ▶ Removal of old structures to make way for the new Queensway public marina and pier
 - ▶ Expansion at the commercial marina to accommodate the Spirit of Kelowna 42-foot tour boat
 - ▶ Activity concessions for paddle board and kayak rentals set up at City Park & Waterfront Park

RESPONSIVE CUSTOMER SERVICE

- ▶ City launched online billing for its utilities, encouraging customers to go paperless.
- ▶ 444 customers registered between April 26 and June 19

| Q2 | 2010 | 2011 | 2012 |
|------------------|-------|-------|-------|
| Service Requests | 5,195 | 6,477 | 5,465 |

A GROWING PROGRESSIVE ECONOMY

- ▶ 30% increase in building applications processed during the same quarter in 2011 (479)
- ▶ Slight increase in building permits to 531
 - ▶ 10% increase in single family dwellings
 - ▶ 31 new single family lots created through subdivision

| | 2010 | 2011 | 2012 |
|------------------|---------|---------|---------|
| Building Permits | \$63.8m | \$80.5m | \$56.5m |
| Development App. | 129 | 83 | 116 |

A GROWING PROGRESSIVE ECONOMY

Kelowna International Airport

- ▶ Airport Way Phase 2 underway - \$1.1 million
- ▶ Runway Rehabilitation work began in June using hot-in-place recycling technology
- ▶ Northwestern Air to Red Deer on Fridays & Sundays
- ▶ Second White Spot restaurant opened

| Q2 | 2010 | 2011 | 2012 |
|------------|---------|---------|---------|
| Passengers | 365,758 | 365,108 | 326,997 |

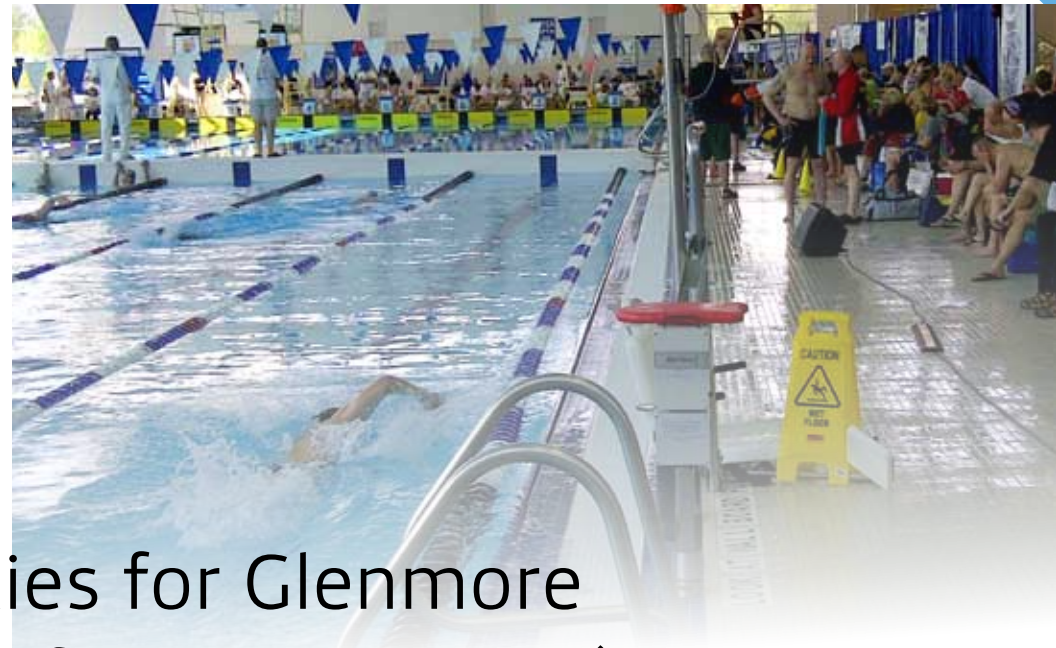


YLV

Kelowna International Airport

A HEALTHY, ACTIVE COMMUNITY

- ▶ H₂O Centre hosted Masters Nationals
 - ▶ 500 participants
 - ▶ Two World Records
 - 26 Canadian records
- ▶ Acquired three properties for Glenmore Recreation Park (\$2.3m for 8.2 hectares)



| Q2 | 2010 | 2011 | 2012 |
|---------------|--------|--------|--------|
| Program hours | 11,724 | 11,550 | 12,226 |

A HEALTHY, ACTIVE COMMUNITY

- ▶ Father Pandosy Mission celebrated 150 years
 - ▶ Commemorative sculpture donated to the City's public art collection
 - ▶ Crystal Przybille artist



A HEALTHY, ACTIVE COMMUNITY

- ▶ \$100,679 affordable rental housing grant
- ▶ \$49,300 grants for community social development
- ▶ \$22,000 grant to prevent the sexual exploitation of youth

A HEALTHY, ACTIVE COMMUNITY

- ▶ 50th anniversary celebrations
 - ▶ opened September 13, 1962
 - ▶ Media launch June 19 to kicked off anniversary season



Kelowna
Community
Theatre



QUARTERLY REPORT