

City of Kelowna

Regular Council Meeting

AGENDA



Monday, January 14, 2013

9:30 am

Knox Mountain Meeting Room (#4A)

City Hall, 1435 Water Street

Pages

1. Call to Order
2. Confirmation of Minutes
 - 2.1 Regular AM Meeting - December 17, 2012 3 - 5
3. Issues Arising from Correspondence & Community Concerns
 - 3.1 Mayor Gray, re: Issues Arising from Correspondence 30 m
 - 3.1.1 Mayor Gray, re: Christmas Lights Display 5 m

To obtain Council's direction.
 - 3.1.2 Councillor Hobson, re: Heritage BC Proposal 5 m 6 - 6

To obtain Council's direction.
 - 3.2 City Clerk, re: SILGA Call for Resolutions 2013 5 m 7 - 7

To provide Council with information on the March 01 deadline for resolutions to be submitted for the 2013 SILGA Convention, May01-03.
4. Reports
 - 4.1 City Clerk, Draft Resolution, re: Special Committee-of-the-Whole Meeting - Residents Associations 5 m 8 - 8

To schedule the Special Meeting with the Residents' Associations.

4.2	City Clerk, Draft Resolution, re: Special Committee-of-the-Whole Meeting - Okanagan Indian Band	5 m	9 - 9
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To schedule the Special Meeting with the Okanagan Indian Band.

4.3	Sr. Communications Consultant, dated January 8, 2013, re: Public Engagement Guiding Principles	60 m	10 - 24
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These principles are intended to set out what the public can expect from the City, while retaining flexibility in the way individual City departments execute the implementation of policies, projects and programs.

5. Resolution Closing the Meeting to the Public

THAT this meeting be closed to the public to Section 90(1) (e) and(j) of the Community Charter for Council to deal with matters relating to the following:

- Acquisition, Disposition or Expropriation of Land or Improvements; and
- Third Party Information.

6. Adjourn to Closed Session

Regular Meeting - A.M.

December 17, 2012

A Regular Meeting of the Municipal Council of the City of Kelowna was held in the Knox Mountain Meeting Room, 1435 Water Street, Kelowna, B.C., on December 17, 2012.

Council members in attendance: Mayor Walter Gray, Councillors Colin Basran, Maxine DeHart*, Gail Given, Robert Hobson, Mohini Singh, Luke Stack and Gerry Zimmermann.

Council members absent: Councillor Andre Blanleil.

Staff members in attendance were: City Manager, Ron Mattiussi; City Clerk, Stephen Fleming; Executive Director of Business Development, Jim Patterson*; Acting General Manager, Community Sustainability, Doug Gilchrist*; Director, Infrastructure Planning, Randy Cleveland*; Director, Policy & Planning, Signe Bagh*; Acting Director, Real Estate & Building Services, Derek Edstrom*; Senior Communications Consultant, Kari O'Rourke*; and Council Recording Secretary, Sandi Horning.

Guest: Consultant, Janet Bradshaw*.

(* denotes partial attendance)

1. CALL TO ORDER

Mayor Gray called the meeting to order at 9:36 a.m.

2. CONFIRMATION OF MINUTES

Special Meeting - November 23, 2012
Special Meeting - November 30, 2012
Regular AM Meeting - December 10, 2012

Moved by Councillor Singh/Seconded by Councillor Basran

R1096/12/12/17 THAT the Minutes of the Special Meetings of November 23, 2012 and November 30, 2012, and the Minutes of the Regular AM Meeting of December 10, 2012, be confirmed as circulated.

Carried

3. ISSUES ARISING FROM CORRESPONDENCE & COMMUNITY CONCERNS

3.1 Mayor Gray, re: Issues Arising from Correspondence

Mayor Gray:

- Advised that he did not have any correspondence to raise with Council.

3.1.1 Mayor Gray, re: Okanagan Basin Water Board

Mayor Gray:

- Advised that deadline for Okanagan Basin Water Board grants is upcoming.

Council:

- Had a brief discussion regarding the water grant program.

3.1.2 Mayor Gray, re: Meeting with the Minister of Transportation & Infrastructure

Mayor Gray:

- Advised that Norm Letnick, MLA has arranged a meeting with the City Manager, the Director, Regional Services and the Minister of Transportation & Infrastructure.

Regular Meeting - A.M.

December 17, 2012

3.1.3 Councillor Given, re: Rutland Centennial Hall

Council:

- Discussed potential future uses for the Rutland Centennial Hall and Park site and the impacts on transit plans.

Councillor Zimmermann:

- Advised that an external audit of the Society's financials records is underway.

4. REPORTS

4.1 Director, Infrastructure Planning, dated December 12, 2012, re: Lakeshore Road Improvements - 3-Lane Rationale

Guest, Consultant, Janet Bradshaw, joined the meeting at 9:48 a.m.

Staff:

- Displayed a PowerPoint presentation and responded to questions from Council.
- Distributed a handout entitled "Lakeshore Road (Richter-Lexington) and Bridge over Mission Creek.
- Confirmed that the DCC Program charge to developers is based on a 3-lane Lakeshore Road and not on a 4-lane road, as is sometimes claimed.
- Confirmed that no conclusions have been made regarding the final design of the bridge.

Acting General Manager, Community Sustainability:

- Advised that road and multi-modal improvements will eliminate or reduce on-street parking in certain areas near the Cook Street Boat Launch. There is existing parking available to absorb the on-street parking demand.

City Manager:

- Made comment on this being the Director, Infrastructure Planning's last Council presentation and spoke to the many accomplishments Mr. Cleveland either initiated or was heavily involved in.

Guest, Consultant, Janet Bradshaw, left the meeting at 10:56 a.m.

The meeting recessed at 10:56 a.m. The meeting reconvened at 11:02 a.m.

4.3 Executive Director of Business Development, Verbal Report, re: Role & Responsibility

Executive Director of Business Development:

- Displayed a PowerPoint presentation and responded to questions from Council.
- Confirmed that staff is interacting with Accelerate Okanagan, UBC-O and Okanagan College.

Council:

- Would like to see multi-family (condos/townhouses) vs. single-family dwellings when showing comparisons between the City of Kelowna and other municipalities so that the comparison is more relevant to Kelowna's workforce housing.
- Would like staff to provide the Mayor with such statistics in time for the State of the City Address to the Chamber of Commerce in February 2013.

4.3 City Manager, Verbal Report, re: 2014 UBCM Convention

Councillor DeHart declared a conflict of interest as she works in the hotel/motel industry and left the meeting at 11:48 a.m.

Regular Meeting - A.M.December 17, 2012

City Clerk:

- Distributed a copy of the email response from Tourism Kelowna regarding the potential for the City of Kelowna to host the 2014 UBCM Convention.

City Manager:

- Provided comment on the merits and challenges of hosting the 2014 UBCM Convention and the City's experience in hosting the 2004 Convention.
- Advised that UBCM plans to put out an RFP for the 2014 Convention. Kelowna will receive a copy in order to make a bid.

Council:

- Discussed the merits and challenges of hosting the 2014 UBCM Convention.

5. RESOLUTION CLOSING THE MEETING TO THE PUBLICMoved by Councillor Stack/Seconded by Councillor Given

R1097/12/12/17 THAT this meeting be closed to the public, pursuant to Section 90(1) (e), (j) and (k) of the Community Charter for Council to deal with matters relating to the following:

- Acquisition, Disposition, or Expropriation, of Land or Improvements;
- Third Party Information; and
- Provision of a Municipal Service.

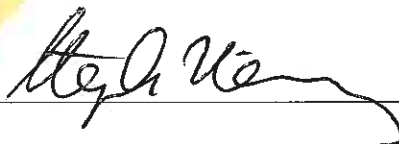
Carried6. ADJOURN TO CLOSED SESSION

The meeting adjourned to closed session at 12:02 p.m.

The meeting was declared terminated at 12:28 p.m.

Certified Correct:_____
Mayor

SLH/dd



City Clerk

Honourable Steve Thomson
Minister, Lands, Forests and Natural Resource Operations
Room 248
Parliament Buildings
Victoria, BC
V8V 1X4

Dear Minister:

Re: Support for Heritage BC

I would like to commend you, Minister, for the considerable efforts that you and your ministry have made over the past year to put the future of Heritage BC and heritage conservation in our province on a new and sounder foundation.

Specifically, I am writing in support of the proposal currently under consideration to transfer the advisor function for the Heritage Legacy Fund endowment to Heritage BC. This action, along with seed funding for Heritage BC, which I understand is part of the overall proposal, would provide long-term financial stability to allow Heritage BC to pursue enterprising new initiatives. Equally important, it would also provide a solid foundation for the development of an effective and viable provincial heritage program delivered by a non-government agency in partnership with government.

I believe it is essential to make a decision about the future of heritage conservation in British Columbia very soon. The approach that your ministry and the leadership of Heritage BC have worked out is practical, positive and fiscally responsible. I urge your government to act on it as soon as possible.

Sincerely,



*Southern Interior Local
Government Association*

January 7, 2013

To: All SILGA Members

Call for Resolutions for 2013 SILGA Convention

The SILGA Annual General Meeting and Convention is scheduled to be held in Salmon Arm from May 1st to 3rd, 2013. The SILGA Constitution requires that resolutions to be considered at the Annual Meeting are to be received by the Secretary-Treasurer no later than 60 days prior to this meeting. Friday March 1, 2013 will be the deadline for receipt of resolutions. .

If your local government wishes to submit a resolution for consideration at the 2013 SILGA Convention, please forward by email your resolution to alislater@shaw.ca and follow with a hard copy to 1996 Sheffield Way, Kamloops BC V2E 2M2. Any background information on the resolution would be helpful.

For information on how to properly write a resolution please refer to the website below.

<http://www.ubcm.ca/EN/main/resolutions/resolutions/resolutions-procedures.html>

Resolutions not received by March 1st will be considered late resolutions and must go through the following procedures to be considered at the AGM.

(1) Late resolutions may only be introduced if received by the Resolutions Committee Chair at least twenty-four (24) hours prior to the commencement of an Annual Meeting, providing that enough copies are supplied in order that they may be circulated to all Member Representatives at the Meeting Registration Desk at the time of registration and provided that a resolution to allow its debate receives an affirmative vote of three-fifths (60%) of the Member Representatives in attendance at the meeting;

(2) Late resolutions will be reviewed by the Resolutions Committee prior to the Meeting and only those of a subject matter which could not have been submitted by the normal deadline date outlined in section 10.4 will be considered.

Harry Kroeker
President, SILGA

1996 Sheffield Way
Kamloops, BC V2E 2M2

tel: 250-374-3678
email: alislater@shaw.ca

DRAFT RESOLUTION

Re: Special Meeting with the local Residents' Associations - January 22, 2013

THAT the Special Meeting of the Committee-of-the-Whole of Council with the local Residents' Associations, scheduled for Tuesday, January 22, 2013 be held at another location other than City Hall, being the Parkinson Activity Centre, 1800 Parkinson Way, Kelowna, B.C.

BACKGROUND:

Council requested that the special Committee-of-the-Whole meeting be scheduled with the local Residents' Associations.

Section 2.6 of Council Procedure Bylaw No. 9200 states that:

“All Council meetings and public hearings shall take place within City Hall unless Council passes a resolution to hold a particular meeting elsewhere.”

Date: November 19, 2012

File: 0550-01

DRAFT RESOLUTION

Re: Special Meeting with the Okanagan Indian Band - January 24, 2013

THAT the Special Meeting of the Committee-of-the-Whole of Council with the Okanagan Indian Band, scheduled for Thursday, January 24, 2013 be held at another location other than City Hall, being the Coast Capri Hotel, 1171 Harvey Avenue, Kelowna, B.C.

BACKGROUND:

Council requested that the special Committee-of-the-Whole meeting be scheduled with the Okanagan Indian Band.

Section 2.6 of Council Procedure Bylaw No. 9200 states that:

“All Council meetings and public hearings shall take place within City Hall unless Council passes a resolution to hold a particular meeting elsewhere.”

Date: November 19, 2012

File: 0550-01

Report to Council



Date: January 8, 2013
File: 0160-20
To: City Manager
From: Kari O'Rourke, Sr. Communications Consultant
Subject: Public Engagement Guiding Principles

Recommendation:

THAT Council endorses the draft Guiding Principles as attached to the Report of the Sr. Communications Consultant dated January 8, 2013 in order to support government officials and staff in the design and implementation of a consistent, effective and high quality public engagement framework.

Purpose:

These principles are intended to set out what the public can expect from the City, while retaining flexibility in the way individual City departments execute the implementation of policies, projects and programs.

Background:

Communications is in the process of developing a policy, framework and toolkit for staff to guide public engagement activities.

The establishment of guiding principles will provide staff the direction required to develop a public engagement framework resulting in quality outcomes and ensuring Council is presented with balanced and complete information for better decision making and governance.

Considerations not applicable to this report:

Internal Circulation:

Legal/Statutory Authority:

Legal/Statutory Procedural Requirements:

Existing Policy:

Financial/Budgetary Considerations:

Personnel Implications: N/A

External Agency/Public Comments: N/A

Communications Comments:

Alternate Recommendation:

Submitted by:

Kari O'Rourke, Sr. Communications Consultant

Approved for inclusion:

☐

Public Engagement draft Guiding Principles for Council Consideration

The following draft principles represent a road map to guide government officials and staff in establishing a consistent, effective and high-quality public engagement process. They incorporate examples from other communities and have been adapted for Council's consideration.

These questions help define the engagement approach and provide clarity around expectations.

- 1) What is the decision?
- 2) Who decides?
- 3) What promise are we making to those involved?
- 4) How will the input inform the final outcome?
- 5) What is achieved by involving the public in the decision?

These principles are intended to set out what the public can expect from the City, while retaining the flexibility in the way individual city departments carry out their work.

Principles	Characteristics	Outcomes/Benefits
1) Accountability City leaders and staff are accountable for ensuring meaningful public engagement.	<ul style="list-style-type: none">• Resources are applied appropriately to public engagement activities• Community members' time and resources are respected and used effectively• Public engagement processes are evaluated on a regular basis to foster ongoing learning and improvement• Evaluation methods are tailored to different audiences to ensure meaningful feedback from all parties involved in a process, including community members, stakeholder groups, staff and management• Best practices are identified and shared	<ul style="list-style-type: none">• Improved strategies and tools for outreach and decision-making• Increased sense of trust in government from the community• Improved internal reporting mechanisms

Principles	Characteristics	Outcomes/Benefits
2) Inclusiveness Public dialogue and decision-making processes, reach out to, and encourage participation of the community.	<ul style="list-style-type: none"> • Effort to accommodate diverse needs, background, values and challenges • Participation in the process reflects the diversity of the community affected by the outcome • Culturally appropriate and effective strategies and techniques are used to involve diverse constituencies directly affected • City staff follow-up with under-engaged groups to see how the process worked for their community members • Assessment is made to identify communities impacted by a program, project or policy. The active participation of these communities is identified early on, influence the process design and are reaffirmed throughout the process • Two-way channels to share information and provide opportunities for open and constructive dialogue • Community members feel heard and feel that their input is valued and informs the process • Community members trust the process • City staff engage in ongoing monitoring of relationships 	<ul style="list-style-type: none"> • City policies, projects and programs respond to the full range of needs and priorities in the community • Trust and respect for government increases among community members • City staff and members of more traditionally-engaged communities understand the value of including under-engaged communities • Equity is increased by actively involving communities that historically have been overlooked from decision-making processes • Members of under-engaged communities increase their participation in civic life • Process leaves neighbourhoods and communities stronger, better informed and increases their capacity to participate in the future; helps develop new leaders

Principles	Characteristics	Outcomes/Benefits
3) Transparency Public decision-making processes are accessible, honest and understandable.	<ul style="list-style-type: none"> • Public decision-making processes are accessible, open, honest and understandable and occur with enough lead time to participate effectively • Closes the loop -- shows how input was used • Refines the purpose of the engagement to effectively manage relationships and expectations 	<ul style="list-style-type: none"> • Community members have a better understanding and are able to participate effectively • Builds credibility and trust • Continues to build on cooperation and respect • Government understanding of community opinions and needs is enhanced
4) Fiscally Sustainable Ensure methods and <i>resources</i> for public notice and engagement reflect the magnitude and complexity of the initiative.	<ul style="list-style-type: none"> • Appropriate level of resources are used effectively and efficiently • Helps manage expectations and prioritize corporate resources 	<ul style="list-style-type: none"> • Improved resource allocation will achieve engagement goals
5) Early Involvement Helps identify issues and look at opportunities and challenges during concept development, design and implementation of City policies, projects and programs.	<ul style="list-style-type: none"> • Community members are involved as early as possible • Community members help define the problem/ issues to inform the final outcome of policies, projects and programs • Community members help inform the process for outreach and decision making 	<ul style="list-style-type: none"> • Better project scoping, more predictable processes and more realistic and pragmatic assessment of process time and resources needed • Early and broad community support for the policy, project or program • Identification of potential problem areas before they become an issue

Principles	Characteristics	Outcomes/Benefits
6) Timely communications Ensure there is enough time within the engagement process to provide information to the community.	<ul style="list-style-type: none"> • Ensure the community is informed and kept up to date • Communications occur at appropriate defined stages • Communications includes two-way response 	<ul style="list-style-type: none"> • Community trusts that the City will report out on in a timely manner on issues that affect them
7) Clear and accessible information	<ul style="list-style-type: none"> • Ensures the use of plain language in a wide variety of formats and channels of communication 	<ul style="list-style-type: none"> • Community members can easily access information and understand the goals and objectives and their opportunities for involvement
8) Suitable process Design and implementation of public engagement <i>processes</i> and <i>techniques</i> that reflect the magnitude and complexity of the initiative. Processes adapt to changing needs and issues as they move forward.	<ul style="list-style-type: none"> • Community members are allowed an opportunity to give meaningful input regarding what the community needs from government • Process facilitators have the skills, experience and resources needed to be effective • Careful planning of project timelines take into account the length of time for effective public engagement • Touch points in the process to periodically check in to see how it's working 	<ul style="list-style-type: none"> • Builds understanding around the purpose of the policy, project or program and why it's being done • Conflict is reduced as are challenges to the process • Communication is more efficient and effective • Outcomes are sustainable • Public confidence and trust built through good processes can carry on to future process • Clearly define purpose of engagement early on to manage expectations

**Guiding Principles Best Practices: Municipalities of Victoria, Burlington, Oakville, Edmonton and Portland*

Related Policies

OCP Policy 10.2.1:

Stakeholder Involvement: Involve a broad range of interests identifying solutions for emerging issues, including residents, businesses, non-profits, major institutions, and utility providers, with a particular effort given to involving those typically not engaged in community decisions.

Sustainable Municipal Infrastructure Policy 352:

The City will engage the public in the ongoing evolution of the “multiple-bottom line” framework to ensure that the public interest is met.

Council Policy 190: Healthy Community

Council Policy 272: Handling of Petitions Received by the Public

Council Policy 305: Guidelines for Communications and Cooperation Between the City and Residents Associations

PUBLIC ENGAGEMENT GUIDING PRINCIPLES COUNCIL WORKSHOP



ENGAGED PLANNING COLLABORATE INCLUSION
LEARN TRANSPARENT IMPACT
DIALOGUE CONVERSATION FACILITATE
UNDERSTANDING DEMOCRACY
INPUT PARTICIPATORY Stakeholders

STRATEGIC ALIGNMENT

Corporate & Council Focus

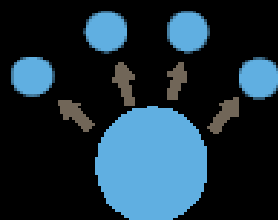
- ▶ The City of Kelowna is a progressive municipality that interacts with the public in many ways and is accessible to its residents
- ▶ An engaged community is one where residents are actively encouraged to participate, invited into the process and fully equipped with the knowledge and information to help develop and deliver policies, projects, programs and services
- ▶ Corporate Plan: Engaged Communities
 - ▶ Find successful ways to engage the public in decision-making and service delivery
- ▶ Council Priorities include a number of initiatives which will benefit from effective public engagement practices and meet the goals of an Engaged Community
- ▶ A Council Focus: Achieving Quality Outcomes
 - ▶ Engage residents and key stakeholders in community building, investment and decision making processes and work with the community and with administration to make the challenging decisions (in a timely manner) when required

PAST SUCCESSES

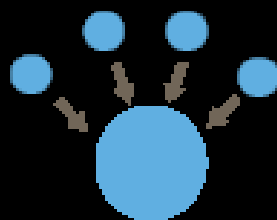
- ▶ “It went far beyond my expectations [...] we’re really contributing to something that might help.” *Downtown Plan Charrette participant.*
- ▶ “They have kept us informed up to the minute with regards to interruptions and have done a stellar job [...] From the staff and owners we thank you all.” *Restaurant owner’s Letter to the Editor re: Bernard Avenue Phase 1 construction.*
- ▶ “It is nice to see that City Hall is receptive to the challenges before us..specifically when it comes to retaining customer access for our business. Much appreciated!” *Email to Bernard Avenue Liaison from Interior Savings.*

WHAT WE DO TODAY

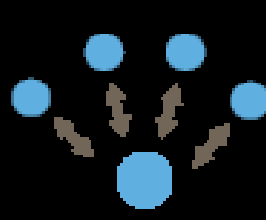
Continuum of Public Engagement



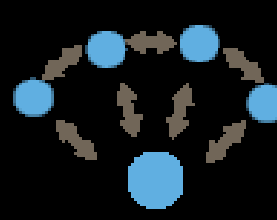
Inform



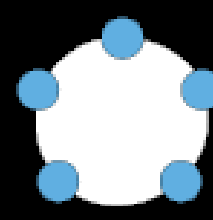
consult



Involve



collaborate



empower

GOAL	To provide balanced and objective information in a timely manner.	To obtain feedback on analysis, issues, alternatives and decisions	To work with public to make sure that concerns and aspirations are considered and understood.	To partner with the public in each aspect of the decision-making	To place final decision-making in the hands of the public.
PROMISE	"We will keep you informed."	"We will listen to and acknowledge your concerns."	"We will work with you to ensure your concerns and aspirations are directly reflected in the decisions made."	"We will look to you for advise and innovation and incorporate this in decisions as much as possible."	"We will implement what you decide."

WHAT WE'RE NOT DOING

- ▶ Engaging in a consistent manner
 - ▶ when and how we engage
- ▶ Aligning resources effectively
 - ▶ leverage opportunities at strategic times and minimize overlap
- ▶ Using channels to their potential
 - ▶ GIS mapping, crowdsourcing, mobile website, e-subscribe
- ▶ Finding creative ways to solicit input
 - ▶ less open houses and go where the people are

WHAT “BETTER” LOOKS LIKE

- ▶ Better engagement makes for better decisions and stronger communities
- ▶ Respond to the public’s desire for greater involvement; earlier
- ▶ Provide staff the framework to facilitate the engagement of those potentially affected by or interested in a decision
- ▶ Provide balanced and complete information to Council for better decision making and governance

PROPOSED SCHEDULE



BEST PRACTICES

- ▶ City of Victoria - Civic Engagement Strategy
- ▶ City of Edmonton - Involving Edmonton
- ▶ City of Calgary - Engage Policy
- ▶ City of Oakville - Public Engagement Guiding Principles
- ▶ City of Burlington - Community Engagement Charter
- ▶ Capital Regional District - Public Participation Framework
- ▶ City of Portland - Community Involvement Policy and Neighbourhood Involvement Office

