

CITY OF KELOWNA

SPECIAL MEETING -
COMMITTEE-OF-THE-WHOLE AGENDA

ACTIVITY MEETING ROOM
(New) PARKINSON ACTIVITY CENTRE - 1800 PARKINSON WAY

TUESDAY, JANUARY 22, 2013

2:00 P.M.

1. WELCOME AND INTRODUCTIONS
2. CITY UPDATES
 - 2.1 Service Request System
 - 2.2 eSubscribe (RSS Feed)
3. RESIDENTS ASSOCIATION REPRESENTATIVE (5 Min. Each)


Black Mountain-Belgo Residents Association
Clifton Highlands Community Association
Glenmore Valley Community Association
Kelowna Downtown Knox Mountain Neighbourhood Association
Kelowna South Central Association of Neighbourhood Association
KLO Central Neighbourhood Association
McKinley Landing Residents Association
Okanagan Mission Residents Association
Quail Ridge Residents Association
Rutland Residents Association

 - 3.1 What makes your Neighbourhood great?
 - 3.2 What would it take to make it even better?
 - 3.3 How can the Residents' Associations get involved to further enhance their area?
4. ROUND TABLE DISCUSSION
5. TERMINATION

NOTICE OF SPECIAL MEETING

TAKE NOTICE THAT A SPECIAL MEETING OF THE COMMITTEE-OF-THE-WHOLE OF COUNCIL FOR THE CITY OF KELOWNA WILL BE HELD AT THE (New) PARKINSON ACTIVITY CENTRE, ACTIVITY MEETING ROOM, 1800 PARKINSON WAY, KELOWNA, B.C., ON TUESDAY, JANUARY 22, 2013 AT 2:00 P.M.

This notice is given as required by Section 127 of the *Community Charter*.



Stephen Fleming
City Clerk

Kelowna, BC

January 17, 2013



City of
Kelowna

RESIDENTS ASSOCIATIONS

Jan 22, 2013 - City Update



AGENDA

1. e-Subscribe
2. Service Requests

E - SUBSCRIBE

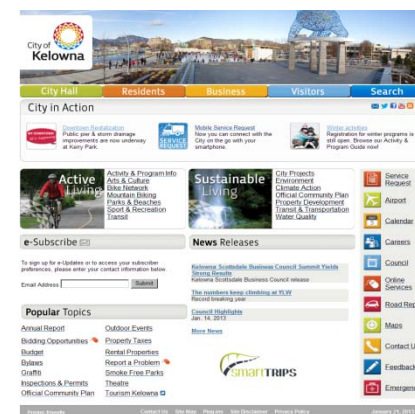
- ▶ Many ways to keep up with the business of the city ...
 - ▶ Local media, social media and our website kelowna.ca
- ▶ One of the easiest and best ways is to sign up for email notification ... or e-Subscribe.
 - ▶ A notification service that delivers municipal information directly to your inbox!



E-SUBSCRIBE - HOW DOES IT WORK?

- ▶ You subscribe to be notified when information is posted to the city web site
 - ▶ News Releases
 - ▶ Council Agendas & Minutes
 - ▶ Project Updates
 - ▶ New Initiatives and Programs
 - ▶ Jobs
 - ▶ And much more (currently 45 topics!)

- ▶ 12,000 subscribers with an average of 2.4 topics



E-SUBSCRIBE - WHERE DO YOU SIGN UP?

- ▶ Go to our kelowna.ca home page
- ▶ Register your email address with e-Subscribe
- ▶ Select the topics you wish to be notified about
- ▶ Done - it's easy!



- City Hall
- Residents
- Business
- Visitors
- Search

City in Action



[Downtown Revitalization](#)
Public pier & storm drainage improvements are now underway at Kerry Park.



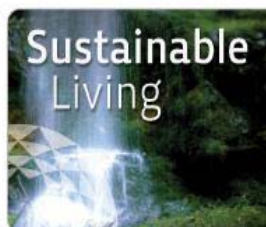
[Mobile Service Request](#)
Now you can connect with the City on the go with your smartphone.



[Winter activities](#)
Registration for winter programs is still open. Browse our Activity & Program Guide now!



[Active Living](#)
[Activity & Program Info](#)
[Arts & Culture](#)
[Bike Network](#)
[Mountain Biking](#)
[Parks & Beaches](#)
[Sport & Recreation](#)
[Transit](#)



[Sustainable Living](#)
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[Water Quality](#)

e-Subscribe

To sign up for e-Updates or to access your subscriber preferences, please enter your contact information below.


Email Address

News Releases

[Council Highlights](#)
Jan. 14, 2013

[Bernard traffic unaffected by Kerry Park work](#)
Phase 2 underway


[A new way to connect with the City](#)

 [Service Request](#)

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e-Subscribe

New Subscriber

Primary Email Address

You must enter a primary email address. You will use this to access and update your subscriptions or modify your subscriber preferences.

Email Address *

Confirm Email Address *

Optional Password

Enter an optional password to add password protection to your subscriber preferences.

Password

Confirm Password

Your contact information is used to deliver requested updates or to access your subscriber preferences.

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Quick Subscribe for ecarr@kelowna.ca

City of Kelowna offers updates on the topics below. Subscribe by checking the boxes; unsubscribe by unchecking the boxes.

Please note that your subscription to City News Releases includes all Council, Traffic and Airport News Releases. If you only wish to receive releases pertaining to one of these topics, please select them individually to avoid receiving duplication notices.

Access your [subscriber preferences](#) to update your subscriptions or modify your password or email address without adding subscriptions.

- Careers**
 - Career Opportunities
- City Council**
 - Council Agendas & Minutes
 - Council Highlights
- City News & Updates**
 - City Views newsletter
 - News Releases
 - Arts & Culture
 - Theatre News
 - Bidding Opportunities
 - Budget
 - Fire Safety Tips
 - Knox Mountain Park Stewardship
 - Public Notices
 - Quarterly Reports
 - Rental Properties
 - Road Report/Transportation News
 - Current Developments
 - Water Notices - City of Kelowna Utility
- City Projects**
- City Publications**
- Environment**
 - Environmental Updates
 - Pesticide Free
- Kelowna International Airport (YLW)**
- Emergency Operations Centre**
- smartTRIPS**
 - smartTRIPS Updates
 - Bike to Work Week
- Activity & Program Guide**
 - Activity & Program Guide


Your contact information is used to deliver requested updates or to access your subscriber preferences.

Council Highlights - Message (HTML)

Message Developer

Reply Respond Reply to All Forward Delete Actions Move to Folder Create Rule Other Actions Block Sender Junk E-mail Safe Lists Not Junk Junk E-mail Categorize Follow Up Mark as Unread Options Find

From: City of Kelowna [cityofkelowna@public.govdelivery.com] Sent: Wed 2013-01-16 9:18 AM
To: Eric Carr
Cc:
Subject: Council Highlights

 **News Releases**

News Releases




[Council Highlights](#)
01/16/2013 09:00 AM PST

Jan. 14, 2013

Parking Permit Program Council approved amendments to the Residential Parking Program, including a new policy and bylaw updates to improve parking enforcement efficiency. The changes come into effect Feb. 1 for all residential areas with time-restricted parking. Residents with valid permits in these zones are exempt from the posted time restrictions. Motorists visiting in these zones must conform to the one- or two-hour parking restrictions. These program updates will create more parking opportunities for residents living in areas that experience high volumes of visiting vehicles, such as around Prospera Place or Kelowna General Hospital.

Mobile Service Requests Council received information about a new mobile communications option for residents to provide city staff with a photo and specific location of a problem, such as graffiti. The Service Request system is available at kelowna.ca/mobileSR and is compatible with smartphones and smart devices, including iPhones, Androids, Blackberries, tablets, and iPads.

kelowna.ca


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The numbers keep climbing at YLW - Message (HTML)

Message Developer

Reply Reply to All Forward Respond Delete Move to Folder Create Rule Other Actions Actions Block Sender Not Junk Junk E-mail Safe Lists Categorize Follow Up Mark as Unread Options Find

From: City of Kelowna [cityofkelowna@public.govdelivery.com] Sent: Thu 2013-01-17 4:34 PM
To: Eric Carr
Cc:
Subject: The numbers keep climbing at YLW



News Releases

News Releases

[The numbers keep climbing at YLW](#)
01/17/2013 12:00 AM PST

Record breaking year

New destinations, new airlines and a swell in passenger numbers made 2012 a record-breaking year for Kelowna International Airport (YLW).

"We've have seen strong and consistent passenger growth in 2012," says Airport Director Sam Samaddar. "Two new air carriers, two new destinations and more partnerships with our travel and business stakeholders have helped YLW reach over 1.4 million passengers."

With 10 of the 12 months in 2012 breaking all-time highs at YLW, passenger numbers reached 1,440,952 which is 3.65 per cent above 2011 passenger total of 1,390,187.

"Although they were still busy months, May and December were the only two that did not break previous monthly records," says Samaddar. "August was the busiest month of the year, with 131,101 passengers using YLW which was 5.8 per cent ahead of August 2011 and 3.17 per cent ahead of the previous record-breaking August in 2010."

In April, Northwestern Air began twice-a-week service to Red Deer, Alta., and in December United Airlines kicked off daily service to Los Angeles, Calif., (LAX) with WestJet also offering weekly seasonal service to LAX from November to April.

YLW now offers 64 daily non-stop commercial flights with Air Canada, Alaska Airlines, Central Mountain Air, Northwestern Air, WestJet and United Airlines to Vancouver, Victoria, Prince George, Edmonton, Calgary, Red Deer, Toronto, Seattle, and Los Angeles, plus seasonal service to Las Vegas, Phoenix, Los Cabos, Puerto Vallarta, and Cancun, and sun destination charter services by Transat Holidays and Sunwing to Cancun, Puerto Vallarta and Los Cabos.

For more information on YLW visit the airport's official website at vlw.kelowna.ca

Council Agendas & Minutes - Message (HTML)

Message Developer

Reply Reply to All Forward Delete Move to Folder Create Rule Other Actions Block Sender Not Junk Junk E-mail Categorize Follow Up Mark as Unread Find

From: City of Kelowna [cityofkelowna@public.govdelivery.com] Sent: Mon 2013-01-21 11:51 AM
To: Eric Carr
Cc:
Subject: Council Agendas & Minutes



Council Agendas & Minutes

[2012-12-17 - Minutes - December 17 PM Regular Meeting.pdf](#)

01/21/2013 09:04 AM PST

[2012-12-17 - Minutes - December 17 AM Regular Meeting.pdf](#)

01/21/2013 09:03 AM PST

[2012-12-11\Regular Meeting - Minutes - December 11 Regular Meeting.pdf](#)

01/21/2013 09:02 AM PST

[2012-12-11\Public Hearing - Minutes - December 11 Public Hearing.pdf](#)

01/21/2013 09:02 AM PST

Council meeting agendas are posted weekly. Meeting minutes are approved by City Council every second week.


Career Opportunities - Message (HTML)

Message Developer

Reply Respond Reply to All Forward Delete Actions Move to Folder Create Rule Other Actions Block Sender Not Junk Junk E-mail Categorize Options Follow Up Mark as Unread Find Related Select Find

From: City of Kelowna [cityofkelowna@public.govdelivery.com] Sent: Wed 2013-01-09 6:32 AM
To: Eric Carr
Cc:
Subject: Career Opportunities

Having trouble viewing this email? [View it as a Web page.](#)



City of Kelowna Career Opportunities

It's About People, and A Great Place

Join an active, vibrant community where we put people first.

Choose from a wide range of rewarding positions, serve a great city and its people, and create a quality of life second to none. Enjoy a competitive salary, comprehensive benefits and the flexibility needed for a great work-life balance.




Current Postings:

- [Transportation and Mobility Manager](#)

01/09/2013 02:02 AM PST

Responsible for planning a sustainable public multi-modal transportation network including roads, bike paths, and sidewalks for a healthy, livable City that is resilient and adaptable over the long term. Degree in Civil Engineering or related field Relevant Experience Technical Expertise Financial Accountability Project Management Team Building Communication

kelowna.ca/careers

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This email was sent to ecarr@kelowna.ca using GovDelivery, on behalf of: City of Kelowna · 1435 Water Street · Kelowna, BC V1Y 1J4 · 250-469-8500

E-SUBSCRIBE

- ▶ Easy to Use.
- ▶ Give it a Try!



SERVICE REQUESTS

- ▶ We're in the business of Public Service
 - ▶ Every year we receive thousands of requests for service from citizens
- ▶ Large Municipalities
 - ▶ Trend is to centralized 311 Call Centres
- ▶ Mid-Sized Communities
 - ▶ Requests for service still tend to be decentralized
 - ▶ How do you put citizens in touch with the right department quickly?

SERVICE REQUEST SYSTEM

- ▶ Service Request system is a corporate-wide software system that tracks requests for service.
- ▶ It records the request, tracks our actions and responses, and measures timeline performance.
- ▶ Designed to get a request to the right department the first time.

WHAT'S A SERVICE REQUEST?

Something needs
to be fixed ...



SERVICE REQUEST SYSTEM

Something needs to
be investigated ...



SERVICE REQUEST SYSTEM

Someone wants us
to solve a problem ...



SERVICE REQUEST SYSTEM

Someone needs
some information ...



SERVICE REQUEST SYSTEM

Sometimes

Someone wants to pay
us a compliment!



SERVICE REQUEST NUMBERS - 2012

▶ Total	18000
▶ Bylaw	- 3600 - 20%
▶ Parks	- 2700 - 15%
▶ Graffiti	- 2300 - 13%
▶ Utilities	- 2100 - 12%
▶ Roadways	- 1800 - 10%
▶ Traffic	- 1200 - 7%
▶ Other	- 4300 - 23%



Top 6 ==> 77%

SERVICE REQUEST CHANNELS - 2012

- ▶ **Traditional - about 15,100 - 84%**
 - ▶ phone, counter, letters, email

- ▶ **Internet - about 2900 - 16%**
 - ▶ Convenient for citizens - 24x7
 - ▶ Reduces number of specialized email addresses
 - ▶ Provides high-quality information
 - ▶ Efficient - no staff resources required for intake
 - ▶ Effective - directed to right department automatically

INTERNET SERVICE REQUESTS - HOW DO YOU SUBMIT ONE?

- ▶ Go to our kelowna.ca home page
- ▶ There are several links that all lead to the Service Request system.





City Hall

Residents

Business

Visitors

Search

City in Action



[Downtown Revitalization](#)

Public pier & storm drainage improvements are now underway at Kerry Park.



[Mobile Service Request](#)

Now you can connect with the City on the go with your smartphone.



[Winter activities](#)

Registration for winter programs is still open. Browse our Activity & Program Guide now!



Active Living

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News Releases

[Kelowna Scottsdale Business Council Summit Yields Strong Results](#)

Kelowna Scottsdale Business Council release

[The numbers keep climbing at YLW](#)

Record breaking year

[Council Highlights](#)


Jan. 14, 2013

[More News](#)

Popular Topics

[Annual Report](#)

[Outdoor Events](#)


[Bidding Opportunities](#) 

[Property Taxes](#)

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[Rental Properties](#)

[Bylaws](#)

[Report a Problem](#) 

[Graffiti](#)

[Smoke Free Parks](#)

[Inspections & Permits](#)

[Theatre](#)

[Official Community Plan](#)

[Tourism Kelowna](#) 



1. Select Service Type

2. Enter Service Location

3. Enter Request Details

4. Enter Contact and Submit

Welcome! Online Service Requests makes it easy for citizens to request a broad range of services. Step by step instructions will guide you through the process from start to finish.

Please note that if your request is of an urgent nature, or if there is a public safety component to your request (regarding water, sewer, parks, solid waste, roads and snow removal) you should call the Customer Service line at 250-469-8600. Calls will be received during regular business hours and after hours.

If your request is an emergency please call 911.

Choose a service request type from the pull-down menu, or type one or two keywords in the box provided and click "Go".

Service Type:

- or -

Keywords:

Any Word All Words Exact Phrase

[Mobile Version](#)

[Privacy Policy](#)

City of Kelowna © 2013

1. Select Service Type 2. Enter Service Location 3. Enter Request Details 4. Enter Contact and Submit

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If your request is an emergency please call 911.

Choose a service request type from the pull-down menu, or type one or two keywords in the box provided and click "Go".

Service Type:

Keywords:

- Dead Animal - Roadway
- Debris/Litter - Public Property
- Debris/Litter - Roads
- Development Applications - Agri-tourist accommodation
- Development Applications - Development Cost Charges (DCC)
- Development Applications - Natural Environment
- Development Applications - Official Community Plan (OCP) Amendments
- Development Applications - Process
- Development Applications - Secondary Suites
- Development Applications - Site Contamination
- Dog - Control
- Dog - License
- Drainage/Storm Water
- Electrical
- Fences/Gates/Chain Link - Parks and Public Spaces
- Fire Hydrants
- Freedom of Information and Protection of Privacy
- Garbage/Recycling/Yard Waste - Cart Size
- Garbage/Recycling/Yard Waste - Damaged or Stolen Carts
- Garbage/Recycling/Yard Waste - New House
- Garbage/Recycling/Yard Waste - Operations
- Garbage/Recycling/Yard Waste - Residential Billing
- Glenmore Landfill
- Graffiti
- HandyDart/Taxi-Saver Programs
- Heritage - Buildings
- Heritage - Grants
- Illegal Suite
- Kelowna Art Gallery
- Kelowna Museums

1. Select Service Type

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Welcome! Online Service Requests makes it easy for citizens to request a broad range of services. Step by step instructions will guide you through the process from start to finish.

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Service Type:

- or -

Keywords:

Any Word All Words Exact Phrase

[Mobile Version](#)

[Privacy Policy](#)

City of Kelowna © 2013

1. Select Service Type

2. Enter Service Location

3. Enter Request Details

4. Enter Contact and Submit

Service Type:

- or -

Keywords:

Any Word All Words Exact Phrase


Search Results for Any Word: graf

Please read the usage notes and click on "Request This Service" to continue.
Otherwise, select a Service Type or do another keyword search.

1. Graffiti

Use to report graffiti vandalism on private and public properties. Prior to requesting this service, we encourage you to visit the [Graffiti Management](#) section of our website for detailed information.

2. Unsightly Premise

Use to report an unsightly private property, except for graffiti. To report graffiti, please select "Graffiti" from the Service Type listbox above. Prior to requesting this service, we encourage you to view the [Unsightly Premises Bylaw](#)  on our website for detailed information.

1. Select Service Type

2. Enter Service Location

3. Enter Request Details

4. Enter Contact and Submit

Service Type: Graffiti

Service Location:

Enter an Address, or Location Details, or place marker on map.

When providing an Address, enter at least a Street name, and a number/unit if possible.

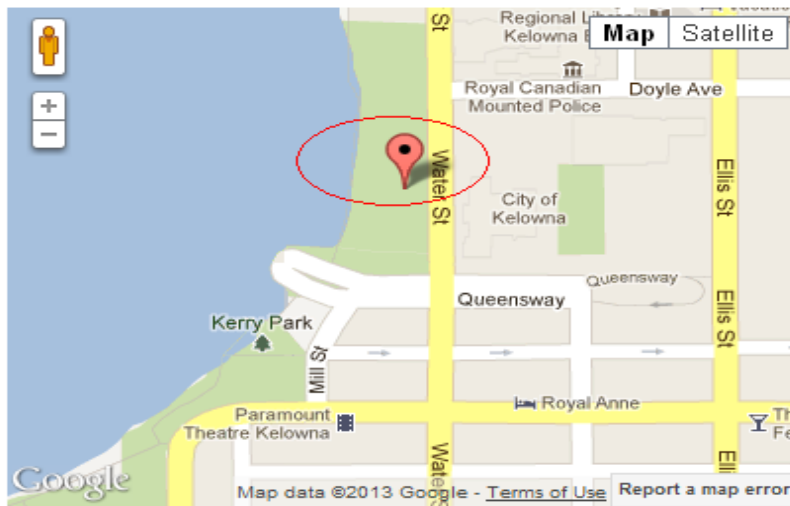
Use the Location Details to provide additional information such as intersection, block number, civic facility, park name, or other landmark information.

Street: Number: Unit:

If your Street name is not in the drop down list it is not within the City of Kelowna boundary and your request should be directed to the appropriate neighbouring jurisdiction.

Location Details:

eg. Intersection of Bernard and Water, 400 block, City Hall, Ben Lee Park, The Sails



Click and drag the marker to the location of this request.

Approximate Address:
1414-1420 Water Street

Find My Marker

Drop Marker Here

Reset

Continue

1. Select Service Type

2. Enter Service Location

3. Enter Request Details

4. Enter Contact and Submit

Service Type: Graffiti

Location: Stuart Park - north side of zamboni building

Request Details:

All fields marked with a * are mandatory.

What type of structure is the graffiti on? *

Building

Is it on public or private property? *

Public Property

Please describe the graffiti and indicate if it contains profanity or if it is offensive:

Black tag with profanity - 3 feet across!!

When did you observe this graffiti (date/time)? *

Jan 22, 2013 - 7:00 a.m.

Additional Information:

Repeat offender - I've seen this tag before in City Park. Looks like spray paint on concrete wall of building (not marker pen).

173 characters left

Continue

1. Select Service Type**2. Enter Service Location****3. Enter Request Details****4. Enter Contact and Submit**

Service Type: Graffiti

Location: Stuart Park - north side of zamboni building

Request Details:

What type of structure is the graffiti on? Building

Is it on public or private property? Public Property

Please describe the graffiti and indicate if it contains profanity or if it is offensive: Black tag with profanity - 3 feet across!!

When did you observe this graffiti (date/time)? Jan 22, 2013 - 7:00 a.m.

Repeat offender - I've seen this tag before in City Park. Looks like spray paint on concrete wall of building (not marker pen).

Attach an Image:

Browse...

File is restricted to an image format (JPG, GIF, PNG, etc. Maximum size of 2MB)

Contact:

Enter name and/or business/organization name.

Enter a phone number or email where you can be contacted if we require additional information.

Suggested format for phone numbers is 250-469-0000.

First Name:

Jane

Last Name:

Public

and/or

Business Name:

Address:

Phone:

Work Phone:

123-456-7890

Email:

abc@abc.ca

If you need to provide additional information and would like someone to contact you, please check:

Submit

Thank you for request 151304. Please retain this number for future reference.

Your request has been forwarded to the Graffiti Coordinator, 250-469-0000. If you need to contact us, please allow two business days for staff to review your request.

Make another [Service Request](#).

Service Type: Graffiti

Location: Stuart Park - north side of Zamboni building

Information:

What type of structure is the graffiti on? Building

Is it on public or private property? Public Property

Please describe the graffiti and indicate if it contains profanity or if it is offensive Black tag with profanity - 3 feet across!!

When did you observe this graffiti (date/time)? June 20, 2011 - 7:00 a.m.

Repeat offender - I've seen this tag before in City Park. Looks like spray paint on concrete wall of building (not marker pen).

Contact:

Jane Public

123-456-7890

abc@abc.ca

2011-06-20 1:24 PM

MOBILE SERVICE REQUESTS

- ▶ Stay connected to us with your mobile device while you are on the go!
- ▶ Enter kelowna.ca/mobileSR into the browser on your smart phone or tablet
- ▶ The Web app will work on devices that have an HTML 5 browser including:
 - ▶ Apple iPhones and iPads
 - ▶ Android phones and tablets
 - ▶ Blackberry devices



City of Kelowna

Create Service Request

- With Map
- Without Map
- Emergencies**
- About

The City of Kelowna mobile service request system is best suited for use with HTML5 compliant browsers on iPhone, Android and Blackberry devices.

If you are having difficulty using this mobile version, phone 250-469-8500, 8am to 4pm, Monday to Friday.

[Full Website Version](#)

City of Kelowna

Home Next

Map Satellite

Find Pin Drop Pin My Location Map Help



Home

City of Kelowna

Map



Approximate Address:
3449-3549 McCulloch Road

Service Type *

Pothole/Patching



Description *

Large pothole!!!

First Name *

Joe


Last Name *

Public

Email *

joe@email.com

Phone

 Upload an Image

*Upload function is not supported by all devices.
Please consider the file size of your image, higher
resolutions can take a long time to upload.*

Submit

SERVICE REQUEST SYSTEM

- ▶ It's all about responsive and passionate customer service!
- ▶ We're trying to make it as easy and convenient to contact us as we can!



QUESTIONS?

- ▶ E-Subscribe
- ▶ Service Requests

KLOCNA
KLO Central
Neighbourhood Association



City of Kelowna

Special Meeting
Committee-of-the-Whole
January 22, 2013

Richard Borroughs, President

What makes KLOCNA great?

- People - diverse and vibrant (approximately 14,000)
- Location - Golden triangle
- Multi purpose community (live, work, play, Okanagan College)
- Pandsoy Village by the Lake
 - OCP Urban Centre, unique destination

KLOCNA

- Opportunities:
 1. Request \$1000 for web site development
 - a. Enhance membership communication
 - b. City communication channel to neighbourhood

KLOCNA

- Opportunities continued:
 2. Request Padosy Village – Cedar Park Plaza vision charette
 - This piece of Kelowna is a gold nugget and important legacy (another KITZ etc.)
 - Met with property owners, developers, Mayor, membership vision survey
 - Charette process creates ownership e.g. Downtown Plan success
 - Budget?

KLOCNA

- Opportunities continued:
- 3. Request Council action development and approval of **“Advancing the Participation and Effectiveness of Community Associations Discussion Paper”**
 - It outlines how Kelowna Community Associations can help achieve the City’s Vision and Sustainability goals (OCP 2030)
 - Clarify roles, policy, resourcing, action plans, communications etc.

KSAN Report for the Committee of the Whole - January 22nd, 2013

KSAN represents the area between the lakeshore and Guisachan, and between Rose Ave and Harvey Ave with a jog to include Bernard Ave. This includes Kelowna General Hospital, the Abbott Street Heritage District, the Marshall Street Heritage Conservation Area, Bernard-Lawrence Neighbourhood, Capri Shopping Centre and Central Green. KSAN has operated as a neighbourhood association for the past 20 years and as such has had many interactions with the City of Kelowna.

Our strengths and assets are the older homes in the area, many of which have been carefully and conscientiously restored by their owners. The above 3 areas have become a significant tourist attraction and KSAN has created and distributed 3 brochures outlining a brief history of many of the buildings in each area, most recently creating a self-guided walking tour of the Bernard-Lawrence area with historical signs having been installed beside many of the homes. These brochures are available throughout the area, including at City Hall.

We are proud of our efforts in helping to promote the historical significance of these structures within our area and to help to preserve these unique parts of our city and bring attention to the fact that we have some true treasures close to the downtown area that are worth preserving and protecting.

What can we hope for in future for the KSAN neighbourhood? A continuation of the commitment of City staff, Mayor and Council to protect these special areas in respect to rezoning applications and future developments. Once lost or changed from what they are now, they can never be recreated. *And the character of "Old Kelowna" will be lost*

There are other areas within KSAN boundaries such as Central Green that are available for various developments that we feel do not fit within these heritage conservation areas.

How can we do more? By being informed of any and all development proposals within our area, we can provide positive as well as negative input to the developer early in the process. And we can continue to promote our historical signage project for any interested homeowner.

Thank you for listening to our thoughts and for arranging this meeting today.

Sincerely,

Bev Kalmakoff, Secretary for KSAN



**Okanagan Mission Residents
Association
City of Kelowna**

Special Meeting
Committee-of-the-Whole
January 22, 2013
Mark Thompson, President

What makes the Okanagan Mission Neighbourhood Great?

- **Relatively new housing and continuing new development**
- **Significantly influenced by the positive attributes of the lake**
- **Generally considered Safe**
- **Natural beauty and ample green and park space**
- **Great people, average household income, demographics**
- **A community of significant history**
- **Moderate and small business services growing**
- **Capital News Centre, the H2O Centre, Schools**

Defining Neighbourhoods

- **Note: To think of the Okanagan Mission as a Neighbourhood is a significant stretch. The Okanagan Mission contains several neighbourhoods which are not technically identified or recognized on official City Maps. Area boundaries are not necessarily consistent between various jurisdictions in the City. Kettle Valley, Crawford Estates and Cedar Creek are only some of the neighbourhoods within our boundaries.**

What would make it even Better?

- **Clarity of distinct Neighbourhoods**
- **Completion of the Dehart Park**
- **Completion of the Lakeshore Road widening Project and Mission Creek Bridge**
- **Additional arterial connection to the area**
- **Improve safety with better speed prevention**
- **Endorsement and Participation including funding of the Community Schools Initiative**
- **Improvement in Transit Services**
- **Assignment of two Councillors designated as liaison Councillors for the area**
- **Enhanced Community Facility Hours of Operation**
- **Improved park maintenance**

How can the Residents' Associations get involved to further enhance their area?

Some things we have done:

- Developing a new contemporary website as an electronic communications hub for our residents and other stakeholders
- Moving our publication called the Okanagan Mission REVIEW to also drive people to our web site www.omra.ca and the advancement of the Okanagan Mission REVIEW Publication by increasing the number of pages of community oriented articles plus “Theme Editions” that will increase advertising revenue.
- We are thinking of ourselves more as a Community Association which includes more than just residents. Businesses, workers, visitors, schools, churches and other organizations including our elected officials are part of the total community.

How can the Residents' Associations get involved to further enhance their area? (Continued)

- **Here are some things that we are intending to work on:**
 - **Developing a face book page to assist in two way communication in addition to surveys.**
 - **Develop better relationships and dialogue with City planners, MLAs, MPs and others**
 - **Develop our first major social event in 2013**
 - **We will attempt to find a place to call home for the Association preferably within the Community School Initiative at OKM subject to an appropriate design implementation**

How can the Residents' Associations get involved to further enhance their area? (Continued)

- **Participating in the City Capital and Operating budget discussions that affect our area.**
- **Working closely with other Community Association participants party to a “Discussion Paper” - “Advancing the Participation and Effectiveness of Community Associations”**
- **Achieving partial funding from the City of Kelowna congruent with the principles contained in the “Discussion Paper”**

Action Request

Request Council to participate collaboratively towards having a meaningful dialogue with respect to Advancing the Participation and Effectiveness of Community Associations Discussion Paper

- **It outlines how Kelowna Community Associations can help achieve the City's Vision and Sustainability goals (OCP 2030)**
- **Meaningful dialogue will clarify roles, policy, resourcing, action plans, communications etc.**

Action Request

Request that *the City of Kelowna embrace the concept of providing funding to our Kelowna Community Association congruent with the principles outlined in the Discussion Paper “Advancing the Participation and Effectiveness of Community Associations” identified in section 3.2 as items 1-7.*

Thank-You



The Okanagan Mission Residents Association

3.1 What makes your Neighbourhood great?

- Good Cross section of relatively new housing and continuing new development
- Much of the area is significantly influenced by the positive attributes of the lake.
- Generally considered Safe
- Significant environmental beauty and ample green space and in general ample park space
- Great people, average household income, demographics
- A community of significant history
- Moderate and small business services growing
- Capital News Centre, the H2O Centre, Schools and other public facilities

Note: To think of the Okanagan Mission as a Neighbourhood is a significant stretch. The Okanagan Mission contains several neighbourhoods which are not technically identified or recognized on official City Maps. Area boundaries are not necessarily consistent between various jurisdictions in the City. Kettle Valley, Crawford Estates and Cedar Creek are only some of the neighbourhoods within our boundaries.

3.2 What would it take to make it even better?

- Clarity of distinct Neighbourhoods
- Completion of the Dehart Park (Now a park in planning for over a decade and no clear capital plan to complete the park over any reasonable time line.)
- Completion of the Lakeshore Road widening Project and Mission Creek Bridge
- Additional arterial connection to the area Gordon and Lakeshore insufficient for future growth
- Improve safety with better speed prevention programs – speed is an issue on various roads like Gordon and Lakeshore roads both with numerous school zones.
- Endorsement and Participation including funding of the Community Schools Initiative which will Improve coordination and provision of Public Meeting Space
- Improvement in Transit Services for the area
- Assignment of two Councillors designated as liaison Councillors for the area
- Enhanced Community Facility Hours of Operation
- Improved park maintenance

3.3 How can the Residents' Associations get involved to further enhance their area?

- Here are a few things we have done:
 - Developing a new contemporary website as an electronic communications hub for our residents and other stakeholders
 - Moving our publication called the Okanagan Mission REVIEW to also drive people to our web site www.omra.ca and the advancement of the Okanagan Mission REVIEW Publication by increasing the number of pages of community oriented articles plus Theme Editions that will increase advertising.
 - We are thinking of ourselves more as a Community Association which includes more than just residents. Businesses, workers, visitors, schools, churches and other organizations including our elected officials are part of the total community.
- Here are some things that we are intending to work on:
 - We are also developing a face book page to assist in two way communication in addition to surveys.
 - We need to develop better relationships and dialogue with City planners, MLAs, MPs and other relevant government contacts to discuss community priorities
 - We will develop our first major social event in 2013 in an attempt to bring residents together
 - We will attempt to find a place to call home for the Association preferably within the Community School Initiative at OKM subject to an appropriate design implementation
 - Participating in the City Capital and Operating budget discussions that affect our area.
 - Working closely with other Community Association participants party to a "Discussion Paper" -- "Advancing the Participation and Effectiveness of Community Associations"
 - Achieving partial funding from the City of Kelowna as suggested in the "Discussion Paper"

Okanagan Mission Residents Association notes for presentation to the City of Kelowna Committee of the Whole Jan 22 2013 as presented by Mark Thompson President

Discussion Paper

Advancing the Participation and Effectiveness of Community Associations

Prepared for

The Coalition of Kelowna Community Associations
(CKCA)*

DATE: Jan 22 2013
TO: Stakeholders
FROM: The Coalition of Kelowna Community Associations
Prepared By: Richard Burroughs and Mark Thompson on behalf of CKCA
RE: Community/Resident Associations

RECOMMENDATIONS:

- a) *That this Discussion Paper be considered by all Kelowna Community Associations for review and input by each Board; and*
- b) *That CKCA continue to adjust this paper where appropriate with a Goal to publicly present our findings and recommendations to City Council in the spring of 2013.*

The purpose of this report is to provide a basis for discussion and new policy development with respect to the recognized role, policies and funding of the Kelowna Community/Resident Associations.

This report draws significantly from the City of Kelowna OCP and a report prepared by Theresa Eichler, MCIP Community Planning Manager, 2001 and approved for submission to Council by R.L (Ron) Mattiussi, ACP, MCIP then the Director of Planning & Development Services, City of Kelowna

The Coalition of the Kelowna Community Associations (CKCA) wishes to emphasize that this paper is only a discussion paper at this stage. The association's representatives that have participated in this process to date may not necessarily individually agree with each and every recommendation or comment noted in this paper, but are open to collective discussions about them.

***CKCA is only one of several naming considerations**

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Kelowna Community/Resident Associations*

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E-mail: magraham@telus.net
Website: <http://rutlandresidents.com>

CLIFTON HIGHLANDS COMMUNITY ASSOCIATION

Fred Barrett
382 Prince Edward Drive
Kelowna, BC
V1V 1M1
Phone: (250) 868-3344
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KLO CENTRAL NEIGHBOURHOOD ASSOCIATION

Richard Borroughs
2425 Taylor Crescent
Kelowna, BC V1Y 1L9
Phone: 250-979-2959
Email: rborrouq@telusplanet.net

KELOWNA SOUTH CENTRAL ASSOCIATION OF NEIGHBOURHOODS KSA

<http://www.ksan-kelowna.ca/>
Email: beejaykay@telus.net
(Bev Kalmakoff - Secretary)

The Association has not provided updated information to the City, but has a website.

OKANAGAN MISSION RESIDENTS ASSOCIATION

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Kelowna, BC V1W 4J2
Phone 250-764-9357 or 778-477-5776
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QUAIL RIDGE RESIDENTS' ASSOCIATION

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Julee Ann Richmond, Vice President
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***Represents the participants invited to the joint meetings of the Kelowna Community/Resident Associations for general discussions and the development of the Discussion Paper as a precursor to finalization of a Position Paper**

Note: The Associations listed above may not necessarily individually agree with each and every recommendation or comment in this paper, but are open to collective discussions about them.

Note: The Quail Ridge Residents Association has not yet participated in this process.

Executive Summary

If there is a true desire by the City of Kelowna to have viable and effective Community Associations, there is so much more that needs to be done. There is a clear need for Community Associations in collaboration with the City to review the issues that Community Associations face with an aim to implement appropriate changes to Advance the Participation and Effectiveness of Community Associations.

The comments in this discussion paper are at least in part the result of five hours of Joint meetings of the Community/Resident Associations in Dec 2012 and Jan 2013. All but the Quail Ridge Resident's Association representatives have participated in discussions to date and neither firm endorsement nor rejection of the comments and recommendations contained in this document has yet occurred. Certain liberties have been taken in the creation of this paper to have a reasonable starting place to have meaningful discussions. Our resources at this time are extremely limited to perform this type of work. However we believe this Discussion Paper clearly provides assistance to encourage discussion and it will help build a framework to proceed with further professional research and development.

We anticipate that this paper will be presented to all Community Associations and other stakeholders who will review and make recommendations for changes that should be considered before a formal presentation to City Council in the spring of 2013.

We submit that there has been limited significant collective Community Association advancement in participation and effectiveness in the past decade. In fact there is discussion that the interchange between the City and the Community Associations as declined in the past decade. Indeed it is clear that it is time for change. To become the effective Community Associations that the City indicates are desirable will require a commitment to at least partial City funding and encouragement of Community Associations both indirectly and directly.

The Cities goal should be to rapidly implement reasonable new policies congruent with partial funding and the encouragement of Community Associations all aimed at the Advancement, Participation and Effectiveness of

the Kelowna Community Associations.

This paper is intended to assist the process of opening a meaningful dialogue.

**“Let us not allow what we can’t do
stop us from doing what we can do.”**

We believe that the Kelowna Community Associations are committed to assisting the performance of proper research to determine the most appropriate path to attain new standards of excellence for the Kelowna Community Associations. While Community Associations intend to lead this research we realize that we cannot do this research alone. We will ideally need the City to participate with funds, encouragement and professional input.

This Discussion Paper draws upon a 2001 City Report that is used in part as background for our comments. Highlighting throughout sections of the original 2001 report utilized is to draw special attention to information contained in the 2001 report. We also purposely quote and utilize the Kelowna OCP as guidance. Our current comments and recommendations in the main body of this Discussion Paper are contained in text boxes. The Summary and the Summary Recommendations can stand alone. Our comments are not intended to be exhaustive as this is intended to be a dynamic document which only represents discussion up to Jan 22 2013. We believe that each individual Community Association and others will bring forward additional comments and recommendations in due course.

We believe that there are definitely a number of recommendations contained herein that deserve rapid attention as opposed to demanding a panacea of perfection in documentation before taking any action.

The recommendations that follow are drawn from each section and are duplicated within the main body of the report. The numbering used for the recommendations is used to identify the section of this report that provides some background for the recommendations.

The recommendations are put with the utmost respect for City Council and the individual Community Associations as the final decision makers on where this process will ultimately lead.

When reading the recommendations please understand that they are put in good faith. Some will be seen as inappropriate at this time and others will need amendments. We fully expect that some additional new recommendations will come forward in the process.

Summary of Recommendations:

2.1 Recommendation:

That the City of Kelowna and the Coalition of Kelowna Community Associations agree to jointly and collaboratively review the issues that face Community Associations and focus on development of new policies and funding solutions to Advance the Role, Participation and Effectiveness of Community Associations.

2.4 Recommendation:

That the City of Kelowna actively encourage Board Members of Community Associations to consider appointments to City Committees Boards and Commissions.

2.5.1 Recommendation:

That the main page of Kelowna.ca include a link to all open development proposals for Zoning Changes, OCP Amendments and Development Permit Applications.

2.5.10 Recommendations:

- a) That the Kelowna.ca website include information on Community Association meetings and Events; and***
- b) That a format for material to be submitted to the City Web Site be established; and***
- c) That Hyperlinks to Community Association Web Sites be highlighted.***

2.6 Recommendation:

That the City of Kelowna and the Kelowna Community Associations jointly and in collaboration with each other establish the role, structure and procedures for Community Associations to most effectively engage appropriate public input to the Development Proposal process with an emphasis but not limited to large projects.

2.8 Recommendation:

That the City of Kelowna specify individuals that are considered to jointly carry out the role of the previously named Social Planner.

2.9.1 1Recommendations:

- a) That the City of Kelowna revisit the budgetary item “City Social Development Grants” showing a comparison with the amount allocated by other Cities on a per Capita Basis; and***
- b) That a budget item be established within this category or a new category specifically targeted for Community Associations.***

3.1 Recommendations:

- a) *That the City of Kelowna establish the Boundaries and names of neighbourhoods within the City.*
- b) *That Community Association areas also be identified by subsectors and neighbourhoods contained therein.*
- c) *That the boundaries of the Kelowna Community Associations be reviewed by the City of Kelowna jointly and collaboratively with the Community Associations with an objective to be sure that all areas of the City be included within the boundaries of a Community Association; and*

3.2 Recommendations:

- a) *That the City of Kelowna embrace the concept of providing funding to the Kelowna Community Associations as outlined in this report identified in section 3.2 as items 1-7.*
- b) *That the City of Kelowna agree in principal to establish a new funding formula in both cash and in kind to assist the Kelowna Community Associations to grow, prosper and become true collaborative partners of the City of Kelowna.*

3.4 Recommendations:

- a) *That boundaries be geographically assigned to create four approximately equal Quadrants of the City based on population; and*
- b) *That the City seek the assistance and collaboration of the Kelowna Community Associations to establish the appropriate quadrant boundaries; and*
- c) *That two City Councillors be assigned to each quadrant as the official City Liaison Councillors for the Community associations contained in that quadrant.*

3.5 Recommendation:

That the City Of Kelowna in partnership with the City of Kelowna Community Associations commit to facilitate a joint and collaborative objective community discussion about the pros and cons of a Ward System of election for Civic Government in Kelowna.

3.8.1 Recommendation:

That the City of Kelowna establish a policy to advertise within the Kelowna Community Association publications and web sites as a matter of preferred placement.

4. Recommendation:

That the City of Kelowna assist the Kelowna Community Associations evolve in a way that is collaborative and congruent with the City of Kelowna OCP maintenance and amendment process while continuously Advancing the Participation and Effectiveness of the Community Associations.

1. Policy Advancement

A City initiative to enhance communications with Residents Associations has been in place at least since the approval of the Strategic Plan in 1992. The following policy is contained in the OCP:

The City of Kelowna will...develop a clear policy to effectively facilitate and support communication and co-operation with the Residents Associations and other grass roots organizations .

Much research has been conducted towards developing such a policy. Models from other municipalities across North America were examined in 2000-2001 with a view of finding workable options for Kelowna. Common themes from other areas served to illustrate that Kelowna is at the very early stages of working with such groups; as follows:

- *Well organized systems of cooperation and communication between cities and neighbourhood or residents groups have generally been developed over decades and exist in much larger municipalities. Kelowna's residents associations first gained recognition in the early 1990s as a result of a Healthy Communities initiative organized by the City and funded by the Province.*

However to date it is clear that the implementation is certainly less than optimal.

- *Municipalities with sophisticated systems of community organization either fund such organizations on an annual basis, or assign staff to provide service support to the associations (or a combination of both). For example in 2000 Edmonton commits one full time coordinator for every 3 community leagues; provides an annual operating grant of between \$3,000 - \$4000 to each community league; and provides a \$115,000 annual operating grant to the Federation of Community Leagues. This is also part of the Edmonton model of delivery for recreation programs.*

It is clear from this statement that at least some notable Cities recognize the need to partially fund Community Associations.

- *In the 2001 report it was stated that "Kelowna has limited resources to commit to such activities."*

This is only an opinion and should be reconsidered and addressed from the perspective of what improvements in community quality of life may be achieved by providing some level of financial support incentive to Community Associations. Some reasonable amount of funding is congruent with the stated objectives in the OCP.

The following is quoted direct from City Policy 305 of 2002

POLICY 305 **Council Policy** Guidelines for
**Communications & Cooperation between the City and
 Residents Associations** APPROVED May 13, 2002

The City recognizes Residents Associations as organized groups that are well-suited to a wide range of activities intended to improve their neighbourhoods including, but not limited to:

- a) Conduct community development work in their neighbourhoods, such as recreation-oriented initiatives, in cooperation with City parks & recreation staff, or RCMP community programs;
- b) Identify projects to benefit the neighbourhood and work with the City to realize such projects;
- c) Take advantage of existing City-level processes and structures to become more involved and better informed of proposed change in their neighbourhoods and City-initiated projects;
- d) Work with the City on long-term projects or initiatives to improve communication and participation in such projects at the community level;
- e) Conduct independent fundraising to realize neighbourhood objectives;
- f) Continue involvement with the City in the planning process as it addresses policy, zoning and other issues affecting the community;
- g) Provide public input and involvement in all matters pertaining to planning for the future of the city.

B. STRATEGIC PLAN DIRECTION

Goal 3... To foster the social and physical well-being of residents and visitors. Objective 8 Provide meaningful opportunities for a broader range of input from residents and agencies on major direction taken by the City.

2 Background:

In 2001 it was stated "Despite the limitations faced by the City of Kelowna, and the short history of existence of these groups, incremental progress has been made in response to requests for assistance and access to City-level information and processes." Some of these efforts in place at the time are outlined below:

2.1 Healthy Communities Initiative

It is not well recognized that the impetus for the majority of existing residents

associations in the City was through City-level efforts as part of a Healthy Communities Initiative in 1989 and 1990. The City received \$30,000 of provincial funding at the time to help find ways of involving the community in improving its quality of life. The impetus for residents associations came out of numerous meetings in various parts of the City to

The Healthy Communities Initiative was well intentioned however the City has not yet fully engaged as initially intended at the time to receive the benefits that Community Associations can offer. The Advisory Planning Commission concept that was created in response to the Healthy Communities Initiative was discontinued in 2012 . This paper does not address the discontinuance of APC except to say that the benefits that APC presented have not yet been adequately addressed. This Gap needs consideration in a go forward plan.

2.1 Recommendation:

That the City of Kelowna and the Coalition of Kelowna Community Associations agree to jointly and collaboratively review the issues that face Community Associations and focus on development of new policies and funding solutions to Advance the Role, Participation and Effectiveness of Community

advise the community of opportunities to organize such groups. This initiative was behind the provision of start-up assistance for residents associations, which was originally established with \$2,000 of the provincial money set aside for this purpose. It was also the root of the idea to create the Advisory Planning Commission. Both of these are described below.

2.2 Start-up Assistance

In 1993, Council passed two resolutions (May & October) to commit start-up funds to neighbourhoods wishing to establish associations. In October of 1993, the criteria were clarified to indicate that a maximum one-time grant of \$500 would be administered by the Planning & Development Services Department to each geographic area of the City in which Neighbourhood Association formation activities are occurring (#S1190/93/10/18). The funds were to be provided from Council Contingency on an “as required” basis. As of 2001 this commitment has not been changed, and is therefore upheld.

This Start-Up Assistance grant program seems at best to be out of date. A review of what is needed now should take place. Addressing the question - What is the ideal population range requirement resulting in ideal Community Association representation of our citizens?

2.3 Advisory Planning Commission:

As a result of the healthy communities initiative conducted by the City in the early 1990s, the Advisory Planning Commission was created to provide an opportunity for public input into development applications very early in the process. The Commission consists of nine members of the public who act to help facilitate this public input forum between the applicant and members of the affected neighbourhoods.

(Discontinued in 2012)

2.4 Other Committees of Council:

As of 2001 committees appointed by Council typically looked for representation from the community, in particular by members of Residents Associations. Examples include the Town Centre Implementation Committee, the Social Planning Board, the Community Housing Needs Committee, and the Public Art Committee, to name a few. In addition, the City has recently taken steps to make these meetings more accessible to the public (in response to changes to the Local Government Act).

Community Associations do not appear to be looked to on a regular basis to fill committee positions. Where possible this is encouraged as it would strengthen the quality of input that all Community Associations could provide on other matters.

2.4 Recommendation:

That the City of Kelowna actively encourage Board Members of Community Associations to consider appointments to City Committees, Boards and Commissions.

2.5 City Web Page (www.city.kelowna.bc.ca):

Since the introduction of the City's external web page, considerable information is now directly accessible to Residents Associations, as it is to anyone with access to the Internet. It is expected that at least some of the members of each association should be able to access this information. Examples of available information include:

2.5.1 Development Application Files

As of October 2001, a database of development application files listing all open files as of the moment they are opened in our system, is available to the public. This database is searchable by road and application type.

Current Open Development Applications under consideration should be easily accessible to the public
We believe that City Council should encourage developers to meet with Community Associations at appropriate intervals including an initial approach before making a formal application to the City.

2.5.1 Recommendation:

That the main page of Kelowna.ca include a link to all open development proposals for Zoning Changes, OCP Amendments and Development Permit Applications.

2.5.2 Council Agendas

Generally available 4 days before the meeting, at the same time as they are available to City Councillors and staff;

On line Council Agendas are an effective means to inform all interested parties. It is critical that all background reports that the Council will receive with the Agenda are also available to the public.

2.5.3 Council Minutes

Published on the web page, along with highlights published immediately following the meeting.

2.5.4 Calendar of Meetings

A calendar on the web page provides the times and dates of Council and Council Committees at least one month ahead of time.

2.5.5 Committee Meetings

In the same manner as Council, all agendas & minutes for statutory committees of Council are now available on the City's web page (under Council, Committees) The terms of reference for each committee are available here as well.

2.5.6 City Services and Departments

Descriptions of City functions, departments and items of news or interest are updated on a regular basis on the web page.

2.5.7 Community Section

This part of the web page publishes contact information for Residents Associations, provides contact information for the City, includes links to other web pages; includes grant information for the City; and provides information on civic awards.

2.5.8 Documents

Complete documents published by the City are placed on the web page available for free access or downloading to anyone. Examples include (but are not limited to) Official Community Plan policies, the complete Zoning By-law and most other City By-laws, Crime Prevention Design Guidelines, backgrounders on the OCP review process, information bulletins on secondary suites & home based businesses, and grant applications and procedures.

2.5.9 Maps

It is now possible to access the City's map system for the entire City, including zoning map information, property boundaries and other basic mapped information.

2.5.10 News Items

Under "What's New", the City includes its media releases, Council Highlights and other community announcements.

Identification of specific Community Association Events and Links to the Community Association Web sites is desirable.

The Current main page of Kelowna.ca displays the following (Jan 14 2013)

News Releases

[Kelowna Scottsdale Business Council Summit Yields Strong Results](#)
Kelowna Scottsdale Business Council release

[The numbers keep climbing at YLW](#)
Record breaking year

[Council Highlights](#)
Jan. 14, 2013

[More News](#)

2.5.10 Recommendations:

- a) That the Kelowna.ca website include information on Community Association meetings and Events; and**
- b) That a format for material to be submitted to the City Web Site be established; and**
- c) That Hyperlinks to Community Association Web Sites be highlighted.**

2.6 Consultation on Large Projects

The City has made a concerted effort, through the Planning and Development Services Department, and, more recently within other departments (e.g. Works and Utilities), to consult or include residents associations on large projects. For example, long range planning projects such as the various sector plans, the Foreshore Plan and the review of the OCP, as well as the re-writing of the City's zoning by-law have included the formation of focus groups, which representatives of residents associations are invited to join.

The previously proposed consultation process of 2001 to include Community Associations has been minimal to date. Community Associations have not truly received significant invitations in the recent past. Having said that, Community Associations are not necessarily well equipped at present to provide the most desirable consultation. It is assumed that funding issues can be overcome. A permissive process should apply for any sized project small or large. It is clear that larger projects should ideally include Community Association input.

However the new Proposed Development Application Review Process design is a top priority for Community Associations.

- a) It is suggested that ideally the Community Association would potentially be involved at three different stages in the Development Process.
 - 1. Consultation at the blue sky stage of development considerations. (City and Developers)
 - 2. Consultation at the Application Stage
 - 3. Comment at the Official Hearing Stage if warranted
- b) It is suggested that to be most effective, Community Associations need to get more members out to community sessions regarding "development proposals".
- c) It is suggested that Community associations can effectively disseminate news from the City to residents in a targeted manner, while also providing the City with an accurate 'pulse' of sentiment and ideas from the residents of an area. Establishing an Information conduit between City council/staff and residents is desirable. In order to have the capacity to do this, we would need help and or financial assistance to:
 - 1. Get a community association publication(s) established
 - 2. Increase the membership/community awareness of CAs via various marketing avenues.

There is willingness and a desire to collaborate with City Council, Staff and Developers in the development zoning, OCP amendments and permitting process.

Involving residents in the planning process from the very start can be a creative, powerful, and effective tool that results in decreased planning costs to developers, faster and more streamlined process, and increased harmony and satisfaction amongst residents. Having development zoning, OCP amendments and permit applications reach City Council that the residents hate/oppose creates myriad of conflict, damage to the relationship between City Council and residents, as well as countless hours and dollars wasted (mainly for the developer) in a planning process that ultimately fails at the 11th hour. The new Downtown Plan is an excellent example drawn upon to crosscheck in regards to any new proposed development for the downtown.

The community engagement process that is being undertaken during the Pleasantvale Housing re-development project in the KDKM community is an example where you can see first-hand the residents working collaboratively with the project architects to arrive at a plan that meets the needs of all - the developer, the City, and the residents of the community. This is a creative, powerful, effective and streamlined process which can be documented. With respect to how we can begin to formalize this process between the City and Community Associations it is suggested that Juliet Anderton would be a good person to interview. She is a consultant leading the Pleasantvale re-development planning process with respect to community engagement. The model she follows, along with a few adaptations could provide guidance for how this process should be developed.

2.6 Recommendation:

That the City of Kelowna and the Kelowna Community Associations jointly and in collaboration with each other establish the role, structure and procedures for Community Associations to most effectively engage appropriate public input to the Development Proposal process with an emphasis but not limited to large projects.

2.7 Public Information Publications

The City has been increasing its efforts to provide publications to help clarify City-level procedures and requirements. Examples include information bulletins that are provided on the web page and available at City Hall. (e.g. secondary suites, home-based businesses, residential density spectrum to illustrate zoning densities, housing resources handbook). A more comprehensive effort is a Community Resource Handbook, which explains most of the procedures that occur within the planning and development services department. However, with the recent changes to introduce One Stop approaches to development services in this department, considerable updates are now necessary to the draft Handbook, delaying its availability to the public.

2.8 City Contact

The Community Planning Manager position has been identified as a contact for Residents Associations. This has reiterated at a special information session held for Residents Associations with Councillors and staff in October of 1997; and is stated on the contact list for Residents Associations that is published by the City. **Few Associations have taken advantage of this resource, and many still contact other departments (particularly the Mayor's office) and staff members to make changes to the contact list.** The City's action, however, is consistent with the direction of the 1992 Strategic Plan:

"The City, through its Social Planner¹, will provide assistance to residents wishing to establish and maintain neighbourhood associations and will provide assistance to associations wishing to become familiar with the City's decision-making processes. Issues to be addressed include the role and mandate of neighbourhood associations and the organization and administration of associations"

In the past upon request, staff has met with the Mission South Slopes, Okanagan Mission (Planning Director), South Glenmore, Rutland, North End, Residents Associations, CORA, and a potential McKinley group, to give presentations regarding City processes and opportunities for involvement. A presentation of this nature was also made in conjunction with a seminar on Partners in Parks at the Parkinson Recreation Centre. On December 6, 2000, all Residents Associations were invited to review the procedures outlined in this report. Subsequent to that meeting, specific issue meetings have been arranged for the Okanagan Mission and Mission South Slopes Associations with City staff.

As noted the Social Planner's position was eliminated and the work previously performed by the Social Planner is now conducted within the realm of community planning. In general the Community Associations are pleased with the input received.

2.8 Recommendation:

That the City of Kelowna specify the individuals that are considered to jointly carry out the role of the previously named Social Planner.

2.9 Other Forms of Assistance

2.9.1 Community Social Development Grants

Since the Community Social Development Grants program was initiated in 1993, a \$1,500 grant went to establish the Rutland Citizen Patrol Society in 1994, and in 1997, 2 grants, totaling \$5,800, were awarded to the South Glenmore Residents Association to establish a Neighbourhood Watch Program and to initiate a Citizens' Patrol.

The City Social Development Grants for 2013 are set at approximately \$80,000 and are administered by the Kelowna Foundation. A recent information meeting was very well attended and it is apparent that there will be a substantial number of applicants that will receive less funding than is perhaps merited. \$80,000 is a very small amount for a community of approximately 120,000 people. The amount is less than \$1 per capita.

2.9.1 Recommendations:

- a) That the City of Kelowna revisit the budgetary item "City Social Development Grants" showing a comparison with the amount allocated by other Cities on a per Capita Basis; and**
- b) That a budget item be established within this category or a new category specifically targeted for Community Associations.**

2.9.2 Parks Programs

The City's Parks and Leisure Services Department operates a number of programs that work with Residents Associations or similar groups in direct and indirect relationships. The Partners in Parks program has successfully completed projects in cooperation with Residents Associations in a number of areas of the City. A new park, named Knowles Park, at the corner of Ethel and Bernard in cooperation with the Kelowna South Central Neighbourhood Association is one example. The Quilchena playground in the Kettle Valley area included partnerships with the Mission South Slopes Residents Association. The dog parks program works with such groups, as does the volunteer integration program. The Mission Creek trail development project is a large project that resulted in a significant measure of success with community involvement.

[1 The "social planner" position referred to here was eliminated and work within this area is now conducted within the realm of community planning.](#)

3 Current Issues

Certain items are raised repeatedly as issues between Residents Associations and the City. These are identified as follows:

3.1 Publication of Contact Information

The City has always provided the service of publishing contact information for residents associations. Initially, this was in the form of a list published by the Planning and Development Services Department and provided in the City's Recreation Guide. The Planning Department also has a book available which gives information, including the executive for the various groups, the boundaries of each area covered by a residents association, the registration number of the non-profit society status of these associations, and any other information provided by the associations to the City. **The responsibility for provision and updating of this information lies with the associations.** Now, the contact information is also provided on the City's web page.

With this service comes responsibilities under the requirements of the Freedom of Information and Protection of Privacy Act. Coupled with these responsibilities have been communication problems within the City structure, and on behalf of residents and community associations regarding the manner in which this information is updated and which groups should be included. **A disclaimer and instructions for inclusion of new information on the list are provided on the contact list, but this has not resulted in much improvement.** The contact list for Residents Associations includes personal information (i.e.: name, address, phone number). Publication of personal information requires written authorization from the owner of the information, including the reason/context within which it will be published (Legislative and Records Supervisor). This has been a relatively straight-forward issue that, in itself, creates difficulties. For example, representatives of associations will typically contact the Mayor's office and request changes to published information, verbally, as opposed to in writing, and without contacting the appointed staff person.

The City's publication of contact information and other details pertinent to neighbourhood associations or groups implies that the City recognizes these groups. Although this is not necessarily the case, it has not presented significant problems up until now. **Concerns regarding the ability of these groups to fairly represent the interests of the majority of residents in the area they identify as their neighbourhood are expressed elsewhere in this report.** Another concern is that one or two of the groups that have been included on the City's contact list have not identified their boundaries or registered as a non-profit society.

*The City publishes the contact list on the City web page www.city.kelowna.bc.ca under community information, and within its **quarterly Recreation Guide.***

The 2001 report showed concern about the number of members that Community Associations may have. However there has been no apparent assistance from the City to help build community association membership. The City has implemented a policy used to recognize Community (Resident) Associations. This policy needs review. It is further recognized that all communities in Kelowna should be included within a Community Association Boundary. Additional Community Associations may not be necessary to achieve this and furthermore the pros and cons of amalgamating Community Association areas or significantly increasing the number of Community Associations should be considered. For Example the Rutland Community Association represents approximately 30,000 people as compared with the McKinley Landing Association which represents approximately 1000 people. Some discussion has suggested that there is merit in considering four only large Community Association areas of roughly an equal population to that of Rutland with each Community Association area containing Neighborhood Associations. It is unusual that Kelowna does not readily identify “Neighbourhoods” in the planning process such as is commonly found in other Cities. This in itself is considered a partial reason for the lack of significant growth and participation of Community Association.

3.1 Recommendations:

- a) *That the City of Kelowna establish the Boundaries and names of neighbourhoods within the City; and*
- b) *That Community Association areas also be identified by subsectors and neighbourhoods contained therein; and*
- c) *That the boundaries of the Kelowna Community Associations be reviewed by the City of Kelowna jointly and collaboratively with the Community Associations with an objective to be sure that all areas of the City be included within the boundaries of a Community Association.*

3.2 Financial Assistance

The City's ability to provide financial assistance to residents associations is presently through various programs that may not be adequately recognized. Examples include Partners in Parks or other parks and recreation-oriented community development activities, the community programs of the RCMP, or grants provided under the City's approved grant programs. (e.g. Community Social Development Grants, Grants to Address the Sexual Exploitation of Youth, Public Art Grants, Kelowna Heritage Foundation Grants, Grants in Aid for Cultural or Recreational Purposes). The requirements of each grant program must be satisfied. Further assistance is offered through in-kind services of staff and access to City resources. Finally, the original commitment for start-up funds still holds. This was originally approved in 1993 in order to help new Residents' Associations get established. The following recommendation

serves to re-state the City's existing commitment to start-up funds:

If the City of Kelowna wishes to have viable Community Associations it is critical that a City Policy with respect to partial funding of Community Associations be considered.

There is evidence that other cities provide some funding to ensure that viable Community Associations are developed and are sustainable.

There are various forms of funding both direct and indirect that should be considered.

- 1. Provision of meeting facilities**
- 2. Annual Operating grants (Example \$1000 Base and some matching of at least a portion of other revenues)**
- 3. Special Project Grants (Example funding Web Site Development or Enhancement)**
- 4. Establishing a physical presence assistance**
- 5. Placing Advertising within Community Association Publications and Web Sites**
- 6. Staff assistance at regular meetings**
- 7. Staff assistance to educate Community Associations on city policy, project initiatives and budgetary background Information.**

A review of how other Cities leverage Community Associations and the funding they provide should be considered.

A reallocation of certain City budget line items may fund a significant portion of the needs. Discussion should take place to establish the appropriate level of funding.

3.2 Recommendations:

- a) That the City of Kelowna embrace the concept of providing funding to the Kelowna Community Associations as outlined in this report identified in section 3.2 as items 1-7.**
- b) That the City of Kelowna agree in principal to establish a new funding formula in both cash and in kind to assist the Kelowna Community Associations to grow, prosper and become true collaborative partners of the City of Kelowna.**

3.3 City Contact

Since 1995, the Community Planning Manager position has been available to the Residents Associations as a resource person and is the contact person for information publication or other purposes. This information has been provided and stated at meetings with the various groups. It is also supported by City policy, as indicated previously.

See discussion elsewhere in this document where liaison and support for Community Associations now occurs within the Planning Department.

3.4 Requests for City Representation at Neighbourhood Meetings

As noted earlier, past experience with requests by residents associations for attendance by City representatives (staff or councillors) has demonstrated communication failures due to the tendency by these groups to view this as an opportunity to express frustration with a wide variety of past incidents perceived to involve the City. The result is an unworkable situation, since no, one City representative can speak to every past incident involving City-level services. A broad cross-section of expertise and departments exists at the City level, and answering individual incidents means tracking down the right department and person following the meeting, in order to return answers to the residents association. Policy direction indicates that the Community Planning Manager is designated to assist residents associations (see 2.8 of this report). However, the City Manager should be aware of such requests. Therefore, it would be more productive if a group would identify a topic and contact the City, through the City Manager. The City Manager would then ask the Community Planning Manager to arrange for City representation regarding that topic, if necessary. In some cases, it is simply a matter of getting back to the residents' association representative with information from the correct source.

There is a different type of representation of the City offered by the Mayor and Council. In such situations, it is not appropriate for specific councillors to be approached with the request. Each Councillor and the Mayor represent City-wide interests and requests for attendance should be handled based on availability, not by area. If political presence at a meeting is requested, then the request should formally be made to the Mayor and all of Council, through the Mayor's office.

2001 Recommendations were:

- *That a request by a residents or neighbourhood association for City staff representation at a meeting be made, in writing, to the City Manager with the following requirements:*
- *A topic or issue must be clearly identified by the residents or neighbourhood association.*
- *An agenda must be provided with a time slot set aside for the City representative to either present an issue and/or answer questions from the group.*
- *Two weeks advance notice of the meeting is necessary.*
- *The City Manager will coordinate appropriate representation and a response through the Community Planning Manager*

That a request by a residents or neighbourhood association for City political representation at a meeting must be made by a formal, written request to the Mayor and

all of Council, through the Mayor's office. Political representation will then be arranged, based on availability. An agenda, with the identified topic(s) or issues, identified time slots and two weeks' notice would also be necessary, as outlined above.

Community Associations strongly recommend that Councillors should be formally appointed to be a Liaison Councillor for specific Community Associations. If there are 8 Community Associations of relative equal size this would mean one Councillor for Each Association. If there were 16 Community Associations of relative equal size this would mean one Councillor assigned to 2 Community Associations. If there were only 4 Community Associations this would mean two Councillors for each Association. In general the concept of councillors being evenly distributed by population is desirable. The current reality is that the Kelowna Community Associations represent significantly different population sizes. Addressing the issue of creating relatively equal Community Associations will require significant thought and likely significant compromise.

3.4 Recommendations:

- a) That boundaries be geographically assigned to create four approximately equal Quadrants of the City based on population; and***
- b) That the City seek the assistance and collaboration of the Kelowna Community Associations to establish the appropriate quadrant boundaries; and***
- c) That two City Councillors be assigned to each quadrant as the official City Liaison Councillors for the Community associations contained in that quadrant.***

3.5 Boundaries

Some residents associations believe that the City should establish the boundaries for residents associations. Certainly, in municipalities that have developed an organized system for community development by nurturing neighbourhoods, funding and managing the activities of associations, it makes sense that the boundaries used to identify such organizations coincide with the boundaries used by the municipality for conducting business and/or research. In provinces that use a ward system of electing municipal politicians, groups that form based on the ward system can be politically desirable.

Conversely, ward boundaries tend to create divisiveness in a municipality as to which ward and its politicians are perceived as receiving greater benefits from tax dollars.

The statement that ward boundaries tend to create divisiveness in a municipality should not be taken at face value. Ward Systems are implemented in the majority of Cities across Canada. Research is required to establish the pros and cons of a municipal ward system implementation in Kelowna. If wards are such a bad idea why do most Cities in Canada have ward systems, why do MLAs and MPs get elected effectively by wards? Recent discussion with the Mayor has indicated that a significant structured public dialogue would be appropriate. A detailed plan to have an objective assessment should be considered. Ideally the City in partnership with all Community Associations would participate in a “community discussion” about Ward Systems within Kelowna.

3.5 Recommendation:

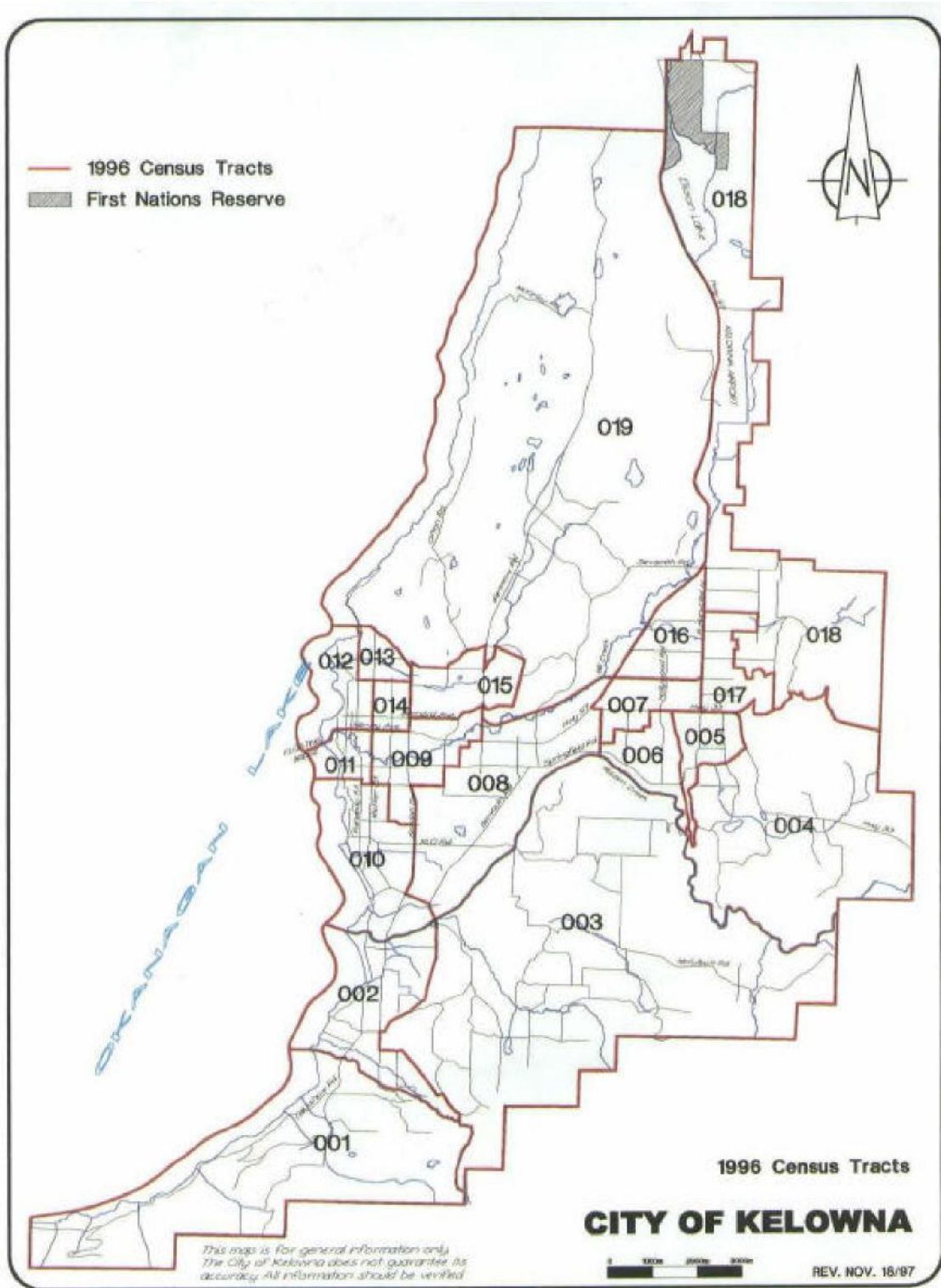
That the City Of Kelowna in partnership with the City of Kelowna Community Associations commit to facilitate a joint and collaborative objective community discussion about the pros and cons of a Ward System of election for Civic Government in Kelowna.

Other municipalities use boundaries that coincide with planning area boundaries to define areas for neighbourhood associations. Census tracts from U.S. examples generate a way in which statistics can easily be correlated with the issues faced by a community organization. In Kelowna, the City has identified Sectors for which detailed plans have been, or are being developed. Some of these areas have sub-areas for which neighbourhood plans have also been developed. Since Residents Associations are consulted in the development of such City-level plans, it would be advantageous if the boundaries of these groups could correlate with Sector boundaries on some level. Residents Associations that have been registered as non-profit societies have defined their own boundaries in order to become a society. A comparison of the map of existing Residents Association boundaries and the Sector Plan map from the OCP shows remarkable similarities. If the City were to have influence over boundaries for Residents Associations, the suggestion to be consistent with either Sector Plan boundaries or census tracts would seem most reasonable. This way, the City would be better able to assist such organizations with information (e.g. demographics) about their areas, or to involve them in the development of policies, which have the greatest relevance in terms of geographic area. Until the City is in a position to fund such organizations, imposing boundaries is not feasible.

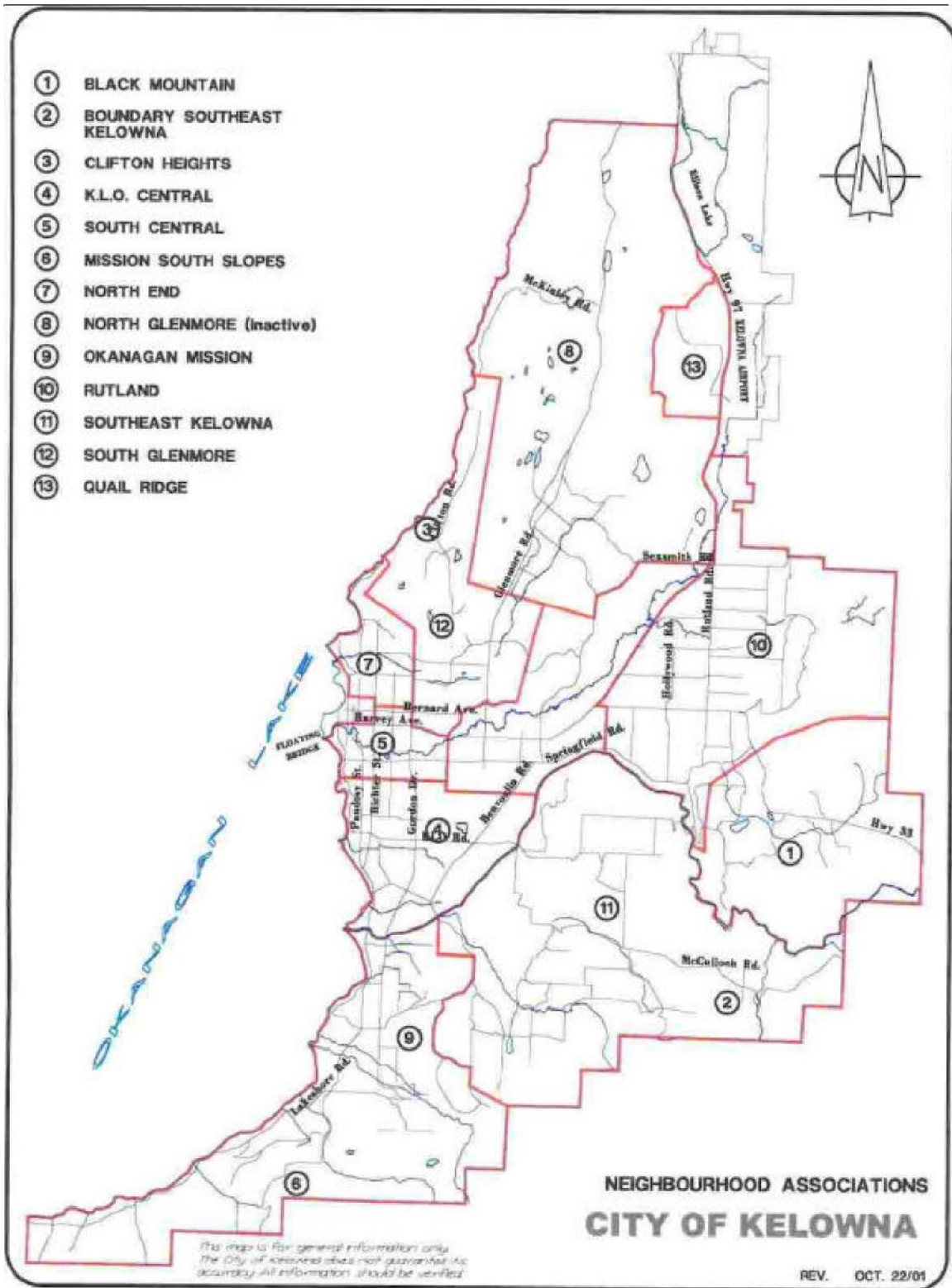
The 2001 report recommendation was:

That the City suggest that boundaries established for Residents Associations be consistent with the boundaries of the Sectors Plans identified in the OCP; or, alternatively, that these boundaries coincide with census tract boundaries.

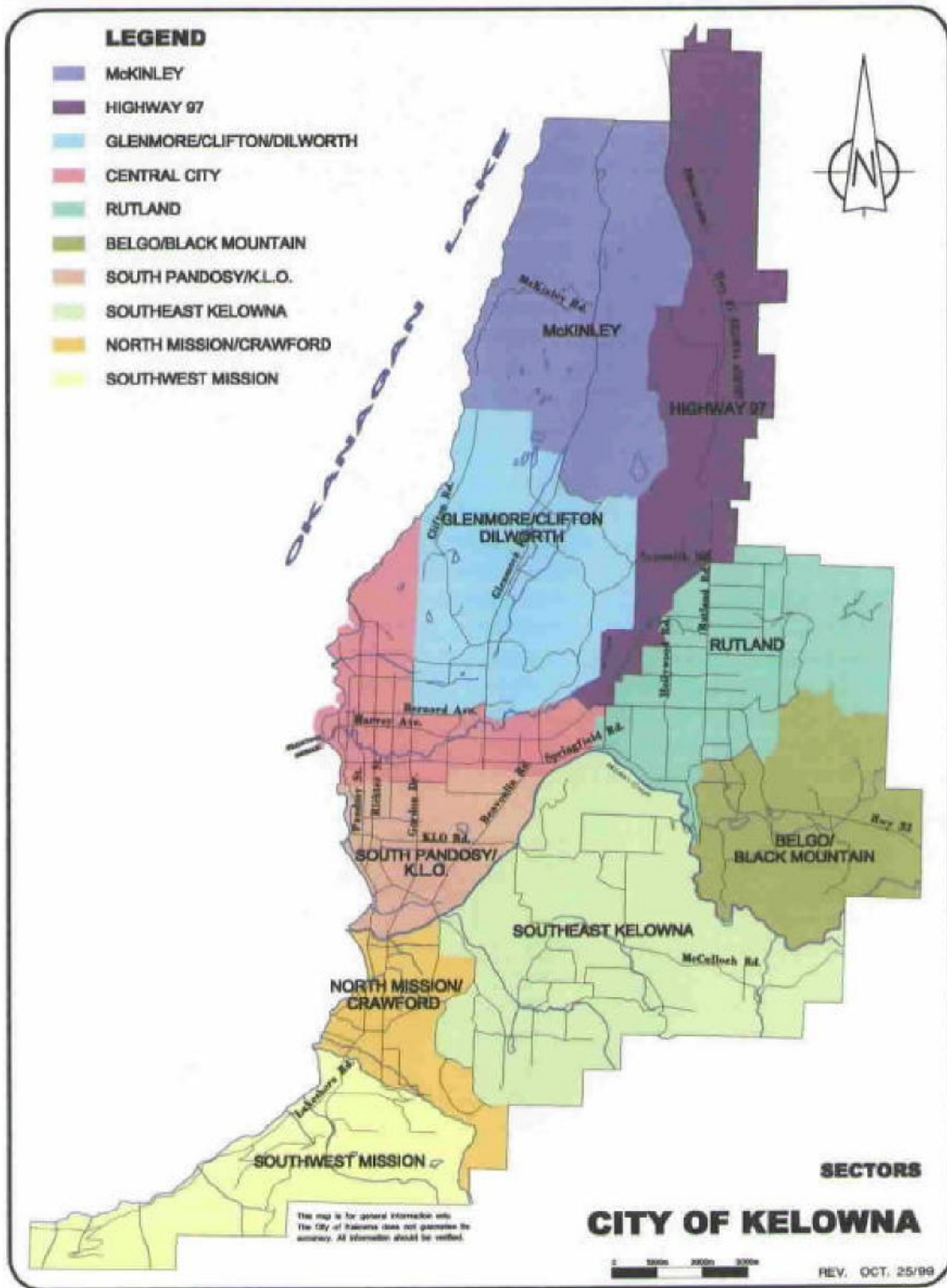
As identified elsewhere a review of the appropriate number of Community associations and their boundaries should occur. An official identification of “Neighborhoods” should be considered a critical issue.



Map 1 - Census Tracts



Map 2 - Existing Neighbourhood Association Boundaries



Map 3 - Sectors in the City

Sub Sector and Neighbourhood identification should be included within mapping to identify Community Association Boundaries.

3.6 Notification of Meetings

The recurring point that is raised by Residents Associations in Kelowna is the request for written notification of meetings, accompanied by the full agenda package, as early as possible in the process. Although the City values the input from Residents Associations on a wide range of issues, it is not viable to include their input in the same manner as that of a technical or public agency. The Associations are an extension of the general public, and planning processes are the most publicly accessible of any political decision-making processes. Up to now, the response to the time concern on behalf of the City has been to create the Advisory Planning Commission (APC), and to refer developers directly to Residents Associations before they even reach the proposal stage. Of course, without an application, the City has no ability to give notice or provide information. In terms of notification of the meetings of the APC, these are always advertised as follows:

- In both newspapers 10 days prior to the meeting
- By signs posted on the properties affected by proposals that are on the APC agenda, 10 days prior to the meeting

The impact of the discontinuance of the APC needs to be considered and appropriately addressed. APC was an avenue for Community Associations to be heard at a significant step in the Development Approval Process. In the event that the Community Associations felt that APC did not fairly address their concerns then they could also attend the Council Hearing and had an excellent chance to further prepare with good knowledge and effectively present to the Hearing. Please see section 2.6 for additional comment.

- On the notice board visible from the outside of the Council Chambers²
On the Calendar provided on the City's Web Page³ On the wall in the City Hall lobby, along with copies of the applications that are on the agenda, two weeks prior to the meeting.

3.7 Development Files

In the discussions that have taken place with Residents Associations, it is development proposals that generate the most interest for the Associations. Another point raised by the Associations, is that by the time development proposals reach City Council, it is already too late for the Residents Associations to have had effective input. These statements have been made based on lack of awareness of City processes, and meeting schedules of the individual associations.

With the recent improvements in computer applications, particularly with the progression of the City's web page, it is now possible to provide access to the public to the development files that are currently within the process stages at City Hall. As soon as a file is open, it will be accessible from this database. More detailed information would need to be obtained by contacting City staff (identified in the database), but the capability to know what is in front of the City for review will be provided from the point at which the City has received an application and opened a file. The database is now available on the web page under "Facts & Stats" from the home page and has searching capabilities based on the application type and the street location. The onus to remain informed, regarding the development applications before the City, will remain with the associations and general public to consult the development database, and then tap into the existing processes.

While promoting the availability of the database, it is still critical to be aware that a staff recommendation is not formulated until all of the information needed for a complete assessment of the proposal is available. This is done as part of the later stages of the development process. While the planning and development officer can provide more details regarding any particular proposal and the stages in the process, a staff opinion will not be available until the report is ready for Council. The staff report is also available on the web page, once it has been included on the Agenda for a Council meeting.

² All other Council-appointed Committee meetings are also advertised in this manner.

³ Same applies as above.

2001 Report Recommendations:

That, with respect to development processes, including the Advisory Planning Commission, Residents Associations take advantage of the various forms of notice that are currently provided by the City, including:

1. *The City's web page www.city.kelowna.bc.ca , under Calendar:*
2. *The City's open development application database on the web page, under "Facts & Stats";*
3. *Agendas, staff reports, minutes posted on the web page, under Council, Committees;*
4. *Notices on properties affected by development activity;*
5. *Notices of agendas of the APC, complete with copies of the applications posted in the City Hall Lobby 2 weeks prior to the meeting.*
6. *Notices in the newspapers of APC meetings, at least 10 days prior to the meeting;*
7. *Notices of the official public hearings required under the Local Government Act provided:*
 - By mail or delivery service to residents and property owners within 100 metres of the property;*
 - In newspaper advertisements one week prior to the public hearing*
 - By notices posted on the property 10 days prior to the public hearing.*

3.8 Other Forms of Notice

For other projects of a City-initiated nature, and typically of longer duration, the City will send written notice to Residents Associations inviting their participation and advising of events such as workshops, open houses and other forms of public meetings. Although not formalized, this practice can be made official and continue.

2001 Report Recommendations:

That, with respect to meetings or events held by the City that are not part of the development application review process, notices will be provided in the following manner:

1. *For meetings of Committees or Boards that are appointed by City Council, or City Council:*
 - *On the City's web page www.city.kelowna.bc.ca under Calendar;*
 - *Council agendas and minutes provided on the web page, under Council – Meetings;*
 - *By a notice posted on the doorway for the Council Chambers facing Water Street the week of the meeting.*
2. *For open houses, workshops, public meetings or other events that result in physical change within a neighbourhood:*

- *By mailed written notice to applicable residents associations that are included on the list published by the City at least two weeks prior to the event;*
- **On the City’s web page www.city.kelowna.bc.ca under Calendar;**
- **In the newspapers at least one week prior to the event;**
- **Where feasible or appropriate, in the City’s Recreation Guide that is published quarterly.**

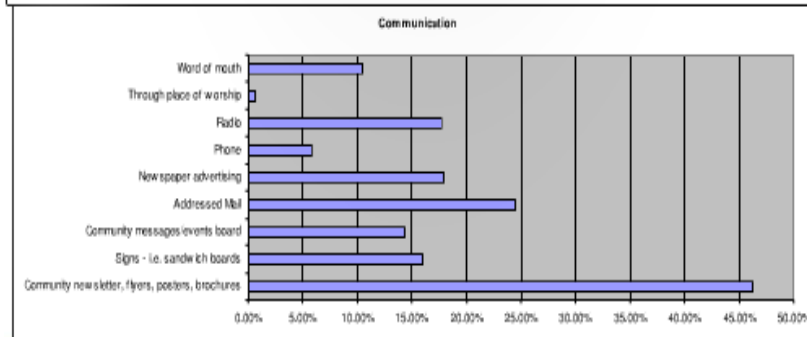
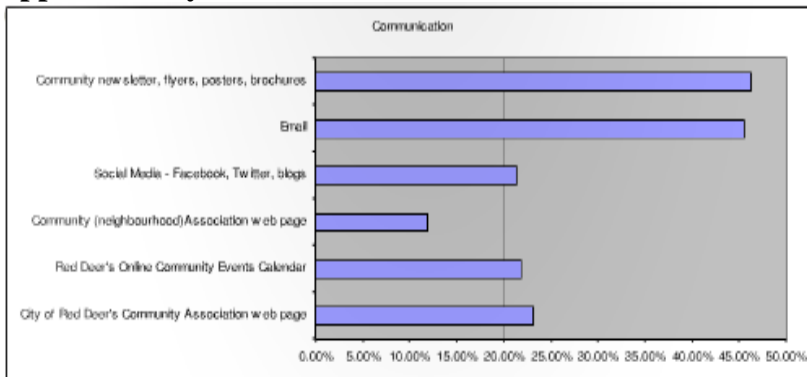
3.8.1 “Council Highlights” – Newspaper Display Advertisement

The Communications Department publishes highlights every Friday in both local newspapers summarizing the activities of City Council, under a recognizable “City of Kelowna” banner. “Council Highlights” are also posted on the City’s web page under “What’s New?”

However evidence suggests that the most desirable location to publish Council Highlights is not a newspaper.

What are your top three preferred methods of receiving information about what’s happening in your neighbourhood?

In a Red Deer Survey, Community Newsletter, Flyers, posters and brochures were preferred by over 45% of respondents as opposed to Newspapers at approximately 17%.



Community Association publications would appear to be the most desirable form of communications about what is happening in the City and Neighbourhoods. Consideration should be given to encouraging and utilizing Community Association publications and web sites to effectively communicate Council highlights and other important information about what is happening in the communities. The advantage of community publications is the ability to target specific communications such as information about large projects etc. within an area of the City.

3.8.1 Recommendation:

That the City of Kelowna establish a policy to advertise within the Kelowna Community Association publications and web sites as a matter of preferred placement.

3.9 Publications

The City has been consistently trying to improve the level of information available to the public regarding its processes and major projects. The draft Community Resources Handbook is intended to provide a clear means of understanding development processes, clearly outlining all opportunities for public input. Aside from this, information bulletins on specific issues, progress reports on projects such as the review of the OCP, guidelines and research reports are being produced with increased frequency. Crime Prevention Through Environmental Design Guidelines and Hillside Development Guidelines were sent to Residents Associations, for example. Formalization and promotion of these sources of information are appropriate directions for the City.

2001 Recommendations:

That the City will continue to develop and improve information bulletins and publications to update the community regarding initiatives and opportunities at the City level. These publications will be made available in the following manner:

- *On the City's web page www.city.kelowna.bc.ca organized so as to facilitate use by the community.*
- *Advertised by a notice in the newspapers under Council Highlights, with the identifying City banner;*
- *From the appropriate department within the City structure at a cost that is reflective of the City's costs to produce paper copies of the publication. Information bulletins of no more than 2 pages will be made available free of charge.*
- *For longer publications of interest to the broad community, copies will be:*
 1. *Mailed to all residents associations that are included on the City's list of contacts for these groups;*
 2. *Placed in the Ellis Street Regional library and at the KLO and North Campuses of OUC.*

Please see comments in 3.8.1 above

3.10 Representation by Population

One issue that has yet to be resolved is the ability of residents' or neighbourhood associations to effectively represent the population within their defined boundaries. A 1992 planning report to Kelowna Council recommended that each association should represent an area with a minimum population of 5,000, and that at least half of the households within that population be represented by the corresponding association (Council did not approve this recommendation). In 1994, staff conducted a review of membership of the associations at the time in comparison to the population in the areas they served. Most demonstrated less than 10% representation for the corresponding area. The areas represented at the time had populations ranging from 400 (Toovey Heights) to 32,000 (Rutland).

In the summer of 2001, students hired by the planning department contacted the Residents Associations to update information, including membership. The following information was collected:

<i>KLO Central Neighbourhood Association</i>	<i>25 members</i>
<i>Mission South Slopes Residents Association</i>	<i>125 members</i>
<i>North End Residents Association</i>	<i>20 members</i>
<i>Okanagan Mission Residents Association</i>	<i>450 members</i>
<i>Quail Ridge Residents Association</i>	<i>120 members</i>
<i>Rutland Residents Association</i>	<i>50 members</i>
<i>South Glenmore Residents Association</i>	<i>450 members</i>
<i>Clifton Highlands Community Association</i>	<i>50 members</i>
<i>Kelowna South Central Association of Neighbourhoods.</i>	<i>65 members</i>

The other associations did not provide this information and some did not respond to correspondence from the City. Since the initiation of residents associations, staff is aware that the North Glenmore Association is no longer active. However, we have gained a new association for Quail Ridge, and there is an un-official community association for the Clifton highlands area. It has become impossible to reach two of the listed Residents' Associations, unless someone representing these groups voluntarily comes forward. The ones not responding are as follows:

Boundary Southeast Kelowna Residents Association

South and East Kelowna Residents Association

The following Association did not respond to the request for membership

information: *Black Mountain Residents Association*

The boundaries used to date by residents associations have not matched boundaries the City uses for planning purposes, but most residents associations fall within the limits of sector planning areas. A quick comparison of the available membership information against the populations (in the table below) of each sector shows that it would not be appropriate to consider the associations as representative of their geographic areas. The fact that they are organized groups of interested citizens, however, is of interest to the City. Past efforts to include such groups in the City's long range planning projects should therefore be continued. Other projects suited to the existing structure include Partners in Parks projects,

RCMP Community Policing programs & other City initiated projects where public participation is important.

In research done by planning staff of other cities in Canada and the United States⁴ with active residents associations, population requirements range from 300 to 18,000.

⁴ [For a list of the municipalities that were researched, check the attachments to the report](#)

Table 3-2 – Estimated 2000 Population by Sector (Building Permits to Dec 1999) from Draft OCP with Corresponding Residents Associations

Sector #	Name	People	Residents Associations in that Area	Members
1	McKinley	1,075		N/a
2	Highway 97 North	820	Quail Ridge Residents Association	120
3	Glenmore / Clifton / Dilworth	16,961	South Glenmore Residents Association Clifton Heights Community Association	450 50
4	Central City	22,363	North End Residents Association Kelowna South Central Association of Neighbourhoods	20 65
5	Rutland	24,051	Rutland Residents Association	50
6	Belgo / Black Mountain	3,162	Black Mountain Residents Association	N/a
7	South Pandosy / KLO	14,269	KLO Central Neighbourhood Association	25
8	Southeast Kelowna	5,270	Boundary Southeast Kelowna Residents Association; South & East Kelowna Residents Association	N/a
9	North Mission / Crawford	6,360	Okanagan Mission Residents Association (represents area including Southwest Mission)	450
10	Southwest Mission	3,303	Mission South Slopes Residents Association	125
Total		97,634		1,355

The specific number of current members of each association is not easily determined. It is however clear that the numbers have not changed significantly over the past decade. This is clear evidence that rethinking how best to improve Community Association Participation and Effectiveness is timely.

4 Role of Residents Associations

There has been a consistent lack of clarity around the role that residents associations should serve in Kelowna. In 1992, a planning report was adopted by Council as “the framework upon which community-wide discussions can be initiated toward the establishment of a network of Neighbourhood Associations across the City”.

This report drew from the example of the Portland, Oregon system of neighbourhood associations. Many of the proposals provided in the 1992 planning report have not gone ahead in the fashion presented. Representation by population, discussed above, is one example. The planning report suggested that each association would be registered as a non-profit society. Council did not approve this requirement, although the benefits of this form of organization include, not only set requirements for conduct as a non-profit society, but also eligibility for a broad range of funding programs. Therefore, registration as a non-profit society is still being recommended, and has been addressed by the majority of the existing Residents’ Associations.

The report also indicated that “each neighbourhood association would be a member of a Citywide coalition of associations established to provide a collective voice in activities of a broad nature affecting the community at large”. Initially, there was a federation of associations, which then re-formed as the Council of Residents’ Associations (CORA), by 1994. In a letter to the Mayor, dated July 14, 1994, CORA identified its purpose as follows:

“to provide support and to act as a liaison for residents associations. CORA will serve as a forum for the members of CORA to bring forward issues and information on matters of interest and to promote responsible government, community planning and to preserve a livable community and environment for the present and future residents of Kelowna.”

It also stated that it would not act as a conduit for information between the City and the residents’ associations, but expected the City to contact each residents’ association on City-wide issues.

Based on the research done at the time, the 1992 planning report identified the purpose of Neighbourhood Associations as:

“to make recommendations in an advisory capacity concerning any particular action, policy or other matter including, but not limited to a community land use and servicing planning, parks and recreation, social planning, environmental matters and City financial issues. Alternatively, the option of active participation in the actual operation of services and/or facilities is to be considered in activities such as Parks and Recreation delivery.”

More recent research on structure of neighbourhood or residents associations across Canada and the U. S. demonstrated a wide range of differences. In particular, reliance on a U.S. model such as Portland is not necessarily appropriate in the Kelowna situation. Not only is there a much longer history in such places, that are also larger cities, but the American municipal political structure is far different than the Canadian model. The American associations of neighbourhoods seem to have greater political influence partly due to their identity as non-partisan representation of the community, unlike American municipal politicians, whose federal political support is known. In Canada, non-partisan representation of the community is a duplication of the role of municipal councils. Based on the above discussion the following is recommended:

2001 Recommendations

That the role of residents associations be recognized as organized groups that are well-suited to:

- *conduct community development work in their neighbourhoods, such as recreation-oriented initiatives, in cooperation with City Parks & Recreation staff, or RCMP community programs;*
- *identify projects to benefit the neighbourhood & work with the City to realize such projects;*
- *take advantage of existing City-level processes and structures to become more involved and better-informed of change in their neighbourhoods and City-initiated projects.*
- *Work with the City on long-term projects or initiatives to improve communication and participation in such projects at the community level.*
- *Conduct independent fund-raising to realize neighbourhood objectives.*

Other Municipalities that were researched for Models of Neighbourhood Organizations:

Calgary
Edmonton
Montreal
Dayton, Ohio
Jacksonville, Florida
Portland, Oregon
Minneapolis,
Minnesota
Roanoke, Virginia
Seattle, Washington

The Canadian Cities used for comparison in the 2001 report while useful are not the only appropriate comparisons. The 2001 documentation with respect to City of Kelowna Policy was a start but the results over a decade are not impressive. On a go forward basis significant review of other cities on this matter and a literature review would in all probability assist the Community Associations of Kelowna and the City develop new improved directions.

The role for the Kelowna Community Associations as defined in the 2001 report requires an update. One research paper defines the role to be:

- a) The encouragement of and provision for social contact**
- b) The development of groups with an educational purpose**
- c) Efforts to coordinate and extend local services**
- d) Represent neighborhoods to the authorities.**

Community Associations may gain considerable guidance and direction set by the Goals for a Sustainable Future as outlined in the Current City of Kelowna OCP.

The objectives and policies in each of the Kelowna OCP chapters are focused on creating a sustainable community. Some of the main goals of this OCP are to:

- 1. Contain Urban Growth. Reduce greenfield urban sprawl and focus growth in compact, connected and mixed-use (residential and commercial) urban and village centers.**
- 2. Address Housing Needs of All Residents. Address housing needs of all residents by working towards an adequate supply of a variety of housing.**
- 3. Feature a Balanced Transportation Network. Increase the attractiveness, convenience and safety of all modes of transportation by implementing “complete streets” that are designed to serve a broader range of transportation modes, focusing on pedestrians, cyclists and transit service, and function in the context of surrounding land uses.**
- 4. Improve Energy Efficiency and Performance of Buildings. Improve the energy efficiency and environmental performance of buildings and infrastructure by embracing sustainable solutions, such as district energy systems, and by providing clear guidelines and incentives for green components for developers.**
- 5. Foster Sustainable Prosperity. Foster a healthy, dynamic and sustainable economy by retaining and attracting youth and talent, supporting business, encouraging appropriate new investment, providing for environmentally sound growth and improving the quality of life for Kelowna residents.**
- 6. Protect and Enhance Natural Areas. Protect and enhance natural areas by creating an open space network that protects sensitive ecosystems, including watersheds, and links important habitat areas.**
- 7. Provide Spectacular Parks. Provide spectacular parks where people pursue active, creative and healthy lifestyles close to where they live and work.**
- 8. Develop distinctive and attractive neighbourhoods and urban centres with safe, accessible public spaces that enhance investment.**
- 9. Enable Healthy and Productive Agriculture. Promote healthy and productive agriculture through diverse strategies that protect farmlands and food production.**
- 10. Encourage Cultural Vibrancy. Encourage cultural vibrancy and quality of life for residents by supporting cultural initiatives that celebrate Kelowna’s distinctive history, culture, identity and arts.**

Community Vision

What sort of city will Kelowna be in 20 years?

According to community input into the Official Community Plan (OCP) 2010 - 2030, people want a city where:

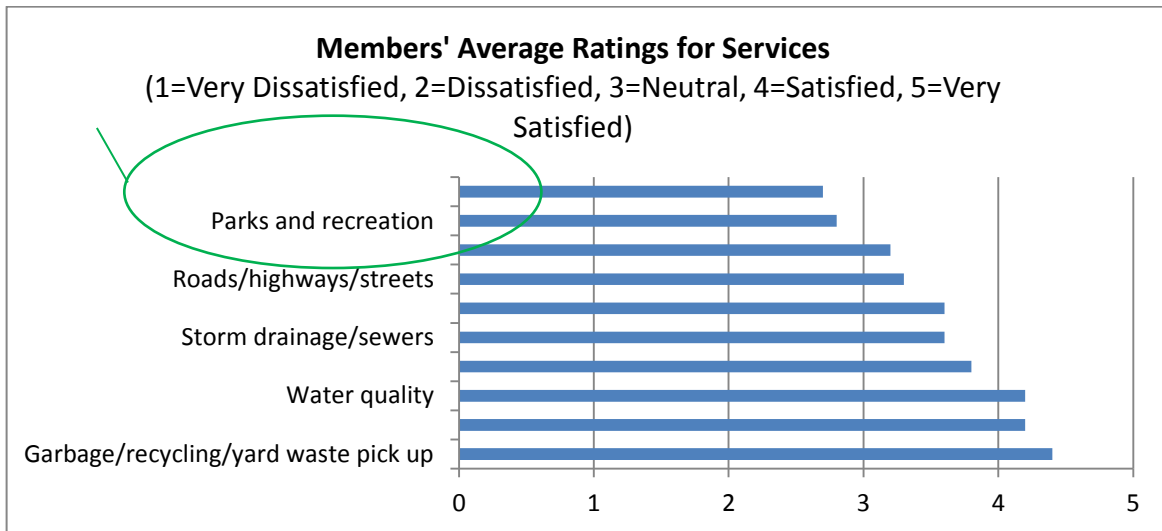
- **Urban communities are compact and walkable;**
- **Housing is available and affordable for all residents;**
- **People feel safe downtown and in their own neighbourhoods;**
- **The natural environment (land and water) is protected and preserved;**
- **Walking paths and bicycle routes connect to key destinations;**
- **The economy is growing, vibrant and bringing in new businesses;**
- **Buildings and public spaces are attractive places; and,**
- **Recreation and cultural opportunities are plentiful.**

Community Associations play a direct role in making the City of Kelowna OCP vision and objectives come true. Community Association objectives are in general the same as those identified in the OCP. This in itself identifies the obvious requirement for the Role of Community Associations to dynamically participate in the development, maintenance and the review of proposed amendments to the OCP. To do this effectively the Kelowna Community Associations need to evolve with strengthened participation to be effective.

4. Recommendation:

That the City of Kelowna assist the Kelowna Community Associations evolve in a way that is collaborative and congruent with the City of Kelowna OCP maintenance and amendment process while continuously Advancing the Participation and Effectiveness of the Community Associations.

The BlackMountain-Belgo Association is just one example of an association that has developed survey methods. Other associations are currently looking to develop comprehensive survey methodology. The following is an example showing how BlackMountain-Belgo members rated varied services.



Kelowna Community Associations

Common issues Identified Nov 24 2012

***This was the starting point of review which has evolved into the development of this Discussion Paper**

- i. **Transparency of Information**
- ii. **Increasing Community memberships**
- iii. **Funding / Finances**
- iv. **Communications**
- v. **Building "Credibility" with City Council / Developers / etc.**
- vi. **Inconsistent Focus per Community Association**
- vii. **Lack of Resources – need assistance to deal with issues (development, etc.)**
- viii. **Lack of Response from City Council / Developers**
- ix. **Gaining Public Support for common issues**
- x. **Relationship Management**

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