City of Kelowna
Regular Council Meeting
AGENDA

Monday, March 11, 2013
8:30 am
Knox Mountain Meeting Room (#4A)
City Hall, 1435 Water Street

Pages

1. Call to Order

2. Confirmation of Minutes   3 - 5

    Regular AM Meeting - March 4, 2013

3. Issues Arising from Correspondence & Community Concerns

    3.1   Mayor Gray, re: Issues Arising from Correspondence   30 m

4. Reports

    4.1   Development Process Review Project – Update   20 m   6 - 10

          To update Council on the progress of the
          Development Process Review project.

5. Resolution Closing the Meeting to the Public

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

    • Acquisition, Disposition, or Expropriation, of Land or
       Improvements
    • Third Party Information

6.　　Adjourn to Closed Session

City of Kelowna
Regular Council Meeting
Minutes

Date: Monday, March 4, 2013
Time: 10:30 am
Location: Knox Mountain Meeting Room (#4A)
                       City Hall, 1435 Water Street

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

Council members absent: Councillor Andre Blanleil

Staff members in attendance: City Manager, Ron Mattiussi, City Clerk, Stephen Fleming; Utilities Planning Manager, Andrew Reeder; and Council Recording Secretary, Arlene McClelland

(* denotes partial attendance)

1.   **Call to Order**

      Mayor Gray called the meeting to order at 10:35 a.m.

2.   **Confirmation of Minutes**

Moved by Councillor Given/Seconded by Councillor DeHart

      R130/13/03/04 THAT the Minutes of the Regular AM Meetings of February 18, 2013 and February 25, 2013 be confirmed as circulated.

                                                                              Carried

3.   **Issues Arising from Correspondence & Community Concerns**

      3.1.   **Mayor Gray, re: Issues Arising from Correspondence**

             3.1.1 Mayor Gray, re: Date of Next Municipal Election

      Mayor Gray:
      -    Advised that the UBCM Executive Board sent a letter to the Minister regarding the change in election date from October to November. The Board letter asked that the change take affect in 2017 rather than 2014.

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3.1.2 Councillor Basran, re: <u>Gospel Mission Outreach</u>

Councillor Basran:
- Advised that the Gospel Mission Outreach Van has been receiving parking tickets and inquired if they could be exempt from receiving tickets while they are out helping people in the community.

City Manager:
- Stated that the City is approached by social agencies with similar requests from time to time but there is no policy or program that speaks to the request.

3.1.3 Councillor Singh, re: <u>UBC Vancouver</u>

Councillor Singh:
- Advised that the UBC-O Chancellor agrees that there is a good relationship between the city and UBC.

3.1.4 Councillor Stack, re: <u>Vacation Rentals</u>

Councillor Stack:
- Inquired if the city could cross reference provincial hotel tax list with the City's business license data.

Staff:
- Will report back to Council.

3.2.   Mayor Gray, re: Okanagan Basin Water Board - Request for Balanced Milfoil Control Regulation and Long-term Permitting

<u>Moved by Councillor Stack/Seconded by Councillor Zimmermann</u>

<u>R131/13/03/04</u> THAT Council authorizes the Mayor, on behalf of Council, to write a letter to the Minister of Forests, Lands and Natural Resource Operations in support of the Okanagan Basin Water Board's request for balanced milfoil control regulation and long-term permitting.

<u>Carried</u>

3.3.   Mayor Gray, re: Okanagan Basin Water Board - Response to Threat of Costly Invasive Zebra and Quagga Mussels spreading into Western Canada

<u>Moved by Councillor Stack/Seconded by Councillor Zimmermann</u>

<u>R132/13/03/04</u> THAT Council authorizes the Mayor, on behalf of Council, to write a letter to the Federal Minister of Environment, the Provincial Minister of Forests, Lands and Natural Resource Operations, the Federal Minister of Fisheries and Oceans, and the Provincial Minister of the Environment in support of the Okanagan Basin Water Board's request to take immediate action to prevent the spread of invasive Zebra and Quagga mussels to British Columbia and all un-infested parts of Canada.

<u>Carried</u>

4.   **Resolution Closing the Meeting to the Public**

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

-   Acquisition, Disposition, or Expropriation, of Land or Improvements.

5.   **Adjourn to Closed Session**

The meeting adjourned to a closed session at 10:57 a.m.

The meeting was declared terminated at 12:04 p.m.

Certified Correct:

_____   _____
Mayor   City Clerk

/acm

Report to Council

Date: February 25, 2013

RIM #: 0610-51

To: City Manager

From: Doug Gilchrist, Acting General Manager Community Sustainability

Title: Development Process Review Project – Update

Report Prepared by: Ryan Smith, Acting Manager – Land Use Management

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Recommendation:

THAT Council receives, for information, the report from the Acting General Manager of Community Sustainability dated February 25, 2013 with respect to the Development Process Review.

Purpose:

To inform Council on the status of the Development Process Review initiative.

Background:

A comprehensive review and rethink of how development processes are delivered by the City was a key priority recommended in the City's 2012 Core Services Review and a highly ranked item in the 2012 City of Kelowna Business Process Review.

The City's development processes have been in place for a considerable time with only minor updating. New/additional regulation has been progressively added as circumstances have required. The sources of new regulation can be traced back to a variety of factors including delegation of responsibility from higher levels of government, reaction to citizen concerns and the perception of negative impacts from some forms of development. This has gradually contributed to a development and business environment that leans more towards regulation than facilitation. While both are necessary elements of the process, it is important to periodically revisit the balance between them.

A project charter for the Development Process Review project was completed during the first week of January 2013 and set the following goals for the project:

Moving forward we will ensure that the City's development processes are:

- Adding Value
- Transparent
- Professional
- Offer consistent and certain outcomes
- Fair and equitable

- Timely and relevant
- Communicated clearly
- Customer service focused

Since getting underway in January, the Development Process Review project remains focused and is on schedule.

Tasks Completed:

1) **Completed a visioning session -** in order to identify the most important components of the development process an internal visioning session was conducted. The aim was to take a step back and consider what the "ideal" would look like, from the customer's perspective, when going through the City's development process.

2) **Conducted a historical review** - previous work has been completed on the development process (2007 and 2012) that has informed this project.

3) **Held detailed interviews** - 14 past customers and more than 20 staff were interviewed by the project team as a means of obtaining input and feedback on; the process challenges today, the areas of greatest success and improvement opportunities.

4) **Deployed an online survey** – 20 UDI and CHBA members completed an on-line survey as a further means of obtaining feedback.

5) **Provided a suggestions/issues box** – a further tool was used to generate staff ideas.

6) **Feedback review** – all information received to date has been compiled, categorized and evaluated.

7) **Prioritization** – The project team has completed a priority ranking of identified issues raised through the interview process (based on items identified in the Visioning session).

Next Steps:

1) Confirm priority areas of improvement for the Development Process based on ranking, practicality, resources, stakeholder feedback and Council input.

2) Create an implementation plan to begin addressing highest value improvement opportunities. The implementation plan will, in part, be based upon a best practices review of top Canadian municipalities and private industry practices.

3) Consider feedback from Council.

4) Delivery of final report and recommendations.

5) Communicate out to stakeholders.

6) Implement recommendations.

The project will be completed by the end of March and it is expected that improvements could begin shortly after the delivery of the report at the direction of the General Manager of Community Sustainability.

As necessary, amendments to existing bylaws, regulations and Council policies will be brought forward to a public meeting for consideration.

Internal Circulation:

Acting Director, Infrastructure Planning
Acting Director, Policy and Planning
Director, Development Services
Director, Civic Operations
Urban Land Use Manager
Environment and Land Use Manager

External Agency/Public Comments:

UDI has been kept abreast of the philosophy and objectives of the Development Process Review and is extremely supportive. They will continue to be an active participant in the process.

Personnel Implications:

The Development Process Review is being completed via existing staff through a temporary secondment.

Legal/Statutory Procedural Requirements:

Recommendations will be implemented in a way which complements and respects the provincial regulatory requirements. These include the Local Government Act, Community Charter, Land Title Act and Strata Property Act.

Existing Policy:

Existing policy/regulating documents that may be impacted by the results of the Development Process Review are:

a) Official Community Plan
b) Subdivision and Development Servicing Bylaw
c) Development Application Procedures Bylaw
d) Zoning Bylaw
e) Development Application Procedures Bylaw

Considerations not applicable to this report:

Legal/Statutory Authority: N/A

Financial/Budgetary Considerations: N/A

Communications Comments: N/A

Alternate Recommendation: N/A

Submitted by:

D. Gilchrist, Acting General Manager of Community Sustainability

Approved for inclusion: ☐ (the department director initials here)

cc: Acting Director, Infrastructure Planning
        Acting Director, Policy and Planning
        Director, Development Services
        Director, Civic Operations
        Director, Corporate Services
        Urban Land Use Manager
        Environment and Land Use Manager