

City of Kelowna

Regular Council Meeting

AGENDA



Monday, February 23, 2015

8:30 am

Knox Mountain Meeting Room (#4A)

City Hall, 1435 Water Street

Pages

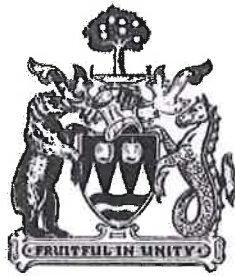
1. Call to Order
2. Confirmation of Minutes 3 - 5
Regular AM Meeting - February 16, 2015
3. Reports
 - 3.1 Strong Neighbourhood Project Update 45 m 6 - 44
To provide Council with an update on the Strong Neighbourhood Project, including community engagement activities, initial findings, timelines and 2015 pilot projects.
 - 3.2 Agricultural Compliance and Enforcement Strategy 60 m 45 - 86
To update Council on the Agricultural Compliance and Enforcement Strategy.
 - 3.3 SILGA Resolutions - Verbal Update 15 m 87 - 88
To provide Council with an update on SILGA resolutions.
4. Resolution Closing the Meeting to the Public
THAT this meeting be closed to the public pursuant to Section 90(1) (b) and (k) of the *Community Charter* for Council to deal with matters relating to the following:
 - Municipal Award or Honour; and
 - Provision of a Municipal Service.
5. Adjourn to Closed Session
6. Reconvene to Open Session

7. Issues Arising from Correspondence & Community Concerns

7.1 Mayor Basran, re: Issues Arising from Correspondence

30 m

8. Termination



City of Kelowna Regular Council Meeting Minutes

Date: Monday, February 16, 2015
 Location: Knox Mountain Meeting Room (#4A)
 City Hall, 1435 Water Street

Council Members Present: Mayor Colin Basran and Councillors Maxine DeHart, Ryan Donn, Gail Given, Tracy Gray, Charlie Hodge, Brad Sieben, Mohini Singh and Luke Stack

Staff Present: City Manager, Ron Mattiussi; City Clerk, Stephen Fleming; Divisional Director, Community Planning & Real Estate, Doug Gilchrist*; and Council Services Coordinator, Sandi Horning

(* denotes partial attendance)

1. Call to Order

Mayor Basran called the meeting to order at 9:37 a.m.

2. Confirmation of Minutes

Moved By Councillor Stack/Seconded By Councillor DeHart

R089/15/02/16 THAT the Minutes of the Regular AM Meeting of February 2, 2015 be confirmed as circulated.

Carried

3. Resolution Closing the Meeting to the Public

Moved By Councillor Hodge/Seconded By Councillor Singh

R090/15/02/16 THAT this meeting be closed to the public pursuant to Section 90(1) (a) and (b) of the *Community Charter* for Council to deal with matters relating to the following:

- Position Appointment; and
- Municipal Award or Honour.

Carried

4. Adjourn to Closed Session

The meeting adjourned to a closed session at 9:37 a.m.

5. Reconvene to Open Session

The meeting reconvened to an open session at 11:38 a.m.

6. Issues Arising from Correspondence & Community Concerns

6.1 Committee-of-the-Whole Meeting with Westbank First Nation

City Clerk:

- Provided Council with a selection of dates in which the meeting could be scheduled to.

Moved By Councillor Hodge/Seconded By Councillor Singh

R091/15/02/16 THAT the Committee-of-the-Whole Meeting with Westbank First Nation Council, scheduled for Monday, April 13, 2015, be held at another location other than City Hall, being the Delta Grand Okanagan Resort & Conference Centre, 1310 Water Street, Kelowna, BC

Carried

6.2 Committee-of-the-Whole Meeting with Okanagan Indian Band

Moved By Councillor Donn/Seconded By Councillor DeHart

R092/15/02/16 THAT a Special Committee-of-the-Whole Meeting with Okanagan Indian Band Council be held on Wednesday, March 11, 2015 at 6:00 pm;

AND THAT the Special Meeting be held at another location other than City Hall.

Carried

6.3 Committee-of-the-Whole Meeting with School District No. 23

Moved By Councillor Donn/Seconded By Councillor Hodge

R093/15/02/16 THAT a Special Committee-of-the-Whole Meeting with the School Trustees, Board of Education, School District No. 23 be held on Friday, March 6, 2015 at 1:30 pm;

AND THAT the Special Meeting be held at another location other than City Hall, being Okanagan Mission Secondary School, 4544 Gordon Drive, Kelowna, BC

Carried

4. Reconvene to Closed Session

The meeting reconvened to a closed session at 11:44 a.m.

5. **Reconvene to Open Session**

The meeting reconvened to an open session at 11:58 a.m.

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

6.4 **Okanagan Fisheries Foundation - Application to the Okanagan Basin Water Board**

Moved By Councillor Donn/Seconded By Councillor Hodge

R094/15/02/16 THAT Council supports the Okanagan Fisheries Foundation's application to the Okanagan Basin Water Board for funding for the Okanagan Lake Fishery Signage Project, subject to any signage meeting all City of Kelowna sign bylaws and policies.

Carried

7. **Termination**

The meeting was declared terminated at 12:02 p.m.

Mayor

/slh

City Clerk

Report to Council



Date: February 18, 2015
Rim No. 0610-53
To: City Manager
From: Louise Roberts, Community & Neighbourhood Services Manager
Subject: Strong Neighbourhood Project Update

Recommendation:

THAT Council receives, for information, the report from the Community & Neighbourhood Services Manager dated February 18, 2015, with respect to the Strong Neighbourhood Project.

Purpose:

To provide Council with an update on the Strong Neighbourhood Project, including community engagement activities, initial findings, 2015 pilot projects and timelines.

Background:

A focus area of Council's "Moving Opportunities Forward" document is Enhancing Citizens Quality of Life. A contributing element to achieving this is building strong neighbourhoods, as the heart and essence of every community are its neighbourhoods.

Strengthening neighbourhoods for the purpose of enhancing neighbourhood life requires a multifaceted approach that involves improving the social, cultural, physical, environmental and economic assets.

The objective of the Strong Neighbourhood Project is to increase citizen level of attachment to the community by being a catalyst in inspiring neighbourhoods that foster a culture of connection and engagement. The project aims to encourage resident participation in building on Kelowna neighbourhoods as great places to live, work and play.

A neighbourhood is more than a geographically localized area; it also has social and symbolic dimensions. It is the place we call home and where we have the most invested financially and emotionally. For many people neighbourhoods are a source of their identities and sense of pride. Neighbourhoods are fluid and not necessarily experienced or defined the same way by all residents. For the purpose of this project "Neighbourhood" refers to the area surrounding a particular place, person, or object as defined by each individual.

The report often refers to connection, engagement, and attachment as key components in building a strong neighbourhood. In terms of this project these are defined as:

- "Connection" refers to one's relationship with others and the strength of those relationships.
- "Engagement" refers to one's commitment to community and the willingness to take actions to solve problems or participate in activities that make our community better.
- "Attachment" refers to one's emotional bonding to a particular environment and the social ties one has there.

Project Scope

The initial scope of the project includes: research, community and stakeholder engagement, qualitative analysis of information and input, pilot projects, and an evaluation. The timeframe of the project is March 2014 through September 2015. It is anticipated that this work will establish the foundation for future initiatives that support strong neighbourhoods.

1) Research

Staff reviewed current literature on building strong neighbourhoods and examined what was being done in other communities.

- Examples of literature reviewed includes: Knight Foundation study "Soul of the City"; Vancouver Foundation report "Connection and Engagement" and "From Connection to Engagement"; Community Development Halton paper "Where We Live Matters"; Caledon Institute of Social Policy paper "A Neighbourhood Theory of Change"; Family & Community Support Services research brief "Strong Neighbourhoods"; United Way report "Building Strong Neighbourhoods"; Community Services Planning Council report "Strengthening Neighbourhood Resilience"; National Centre for Environmental Health resource guide "Planning and Health Resource Guide for Designing and Building Healthy Neighbourhoods"; Toronto Strong Neighbourhood Task Force report "Why Strong Neighbourhoods Matter"; Calgary Strong Neighbourhoods Initiative report "Theory of Change"; Vancouver Mayor's Task Force report "Engaged City"
- Communities included: Ottawa, Toronto, London, Hamilton, Saskatoon, Calgary, Edmonton, Vancouver, Victoria, Portland, Seattle

Based on current literature and similar initiatives by other municipalities, guiding principles for this project include:

- A resilient/vibrant community is made up of strong neighbourhoods.
- Strong neighbourhoods contribute to citizen level of attachment.
- Connection and engagement are contributing elements to citizen level of attachment.
- Citizen attachment is cultivated not only by what the City provides, but also how the citizens themselves contribute to the community and their neighbourhood environment.
- It takes citizens that are inspired, involved and empowered to create strong neighbourhoods.
- Strong neighbourhoods are "a place where people are connected and engaged".

2) Community and Stakeholder Engagement

In 2014 the City undertook its most extensive face to face community engagement process with the objective to better understand residents' connection, engagement, and attachment to their neighbourhood. This was to ensure that the work towards strong neighbourhoods was informed by resident input.

The 2014 engagement activities included:

- Creating a Strong Neighbourhood page on the City website.
- Facilitating internal stakeholder meetings with a number of divisions of the City.
- Facilitating a community stakeholder workshop on June 17, 2014, with non-profit, governmental, academic and business organizations.
- Holding 24 community engagement events between July 5 and September 13, 2014.
 - 290 face to face conversations
 - 1518 in attendance at the events
- Conducting an online survey, July 12 through September 2, 2014, and idea generation through getinvolved.kelowna.ca.
 - 639 survey responses, 349 online and 290 in-person

3) Qualitative Analysis of Information and Input

The information obtained through the community engagement was analyzed to:

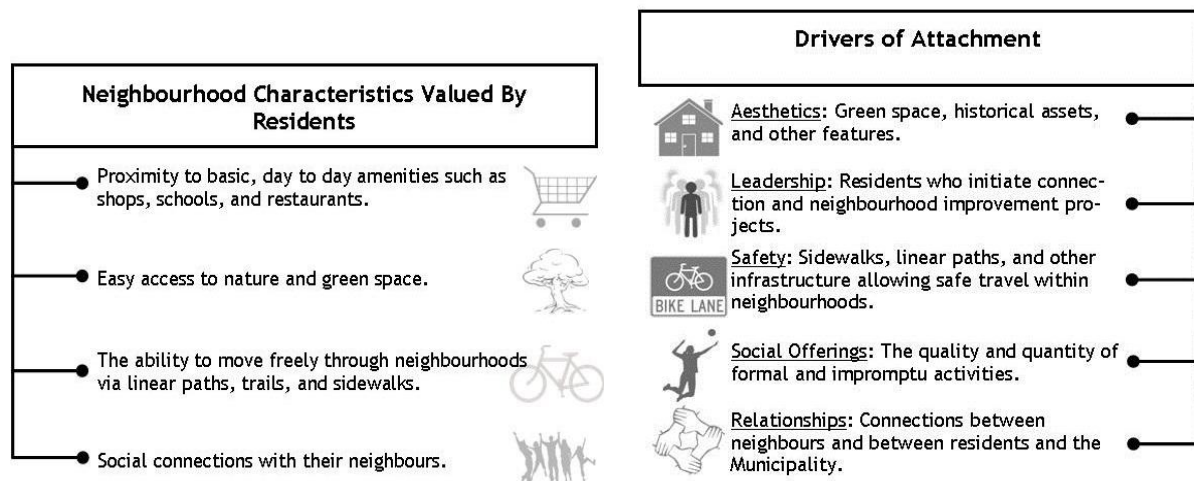
- Gauge citizen connection, engagement and attachment.
- Identify what residents valued about their neighbourhood.
- Identify main drivers that contribute to attachment.
- Identify activities/interests that residents enjoyed and are willing to share with their neighbours.

The following is a summary of the initial findings from the community engagement events and the survey.

a) Community Engagement Events

Between July 5 and September 13, 2014, the City contracted two facilitators to engage the community in face to face conversations around strong neighbourhoods. Residents were asked for their input on questions pertaining to connection, engagement and attachment. These 24 community engagement events took place in neighbourhood parks throughout the community. The events served multiple purposes beyond asking residents for input about their neighbourhoods; including providing opportunities for neighbours to connect and building awareness about the Strong Neighbourhood Project. In addition to interviewing residents and encouraging participation in the survey, facilitators also engaged residents in an art-based exercise where they could write or draw what they liked about their neighbourhood on a puzzle piece and add it to their neighbourhood puzzle.

From the engagement activities, themes developed around characteristics residents' value about their neighbourhoods and drivers of attachment that included:



Though each neighbourhood was unique, through this process a number of initial observations appear consistent throughout the community.

- Neighbourhoods with higher levels of attachment also reported the presence of an individual or group who organized a social offering at the neighbourhood level.
- Neighbourhoods where residents experienced actions of neighbourliness reported a greater sense of social connection, belonging and had a higher level of engagement.
- Neighbourhoods that were more aesthetically pleasing and/or had ease of access to nature and natural amenities reported higher levels of attachment.
- Neighbourhoods with higher attachment levels also identified their ability to access community events and opportunities for social engagement.

b) Survey

Between July 12 and September 2, 2014, the City invited residents to provide us with feedback about their neighbourhood. There were 639 responses received, 349 online and 290 in-person. Although this data is not statistically valid the individuals that responded represented a good cross section of the community in age, gender, years lived in the community, renters and owners, and from various areas of the community.

The questions were designed to gauge levels and indicators that influence connection, engagement and attachment. The following charts reflects some of the qualitative results obtained from the survey.

- 73% indicated their level of attachment as moderately strong or strong

Questions	Level of Interdependency (average 66%)	Satisfaction with Interaction (average 82%)	Participate in Gatherings (average 75%)
How long lived in a neighbourhood			
0-3 years	50%	74%	69%
4-10 years	66%	82%	76%
11-20 years	78%	88%	80%
over 20 years	76.5%	88%	77%
Frequency of interaction with neighbours			
more than once a day	76.5%	93%	90%
daily	75.5%	93%	85%
More than once a week	70%	80%	75%
weekly	57.5%	74%	70%
monthly, yearly, don't	25.5%	57%	37%
Intend on moving within the next 5 years			
Yes	48%	71%	64%
maybe	61.5%	76%	69%
No	73.5%	87%	82%
Age of individuals			
20-25	10%	60%	40%
26-35	55.5%	77%	79%
36-50	68%	80%	78%
51-65	69.5%	86%	76%
66-80	70.5%	85%	75%
Over 80	75.5%	75%	38%

What respondents that were unsatisfied with their interaction would like to change	Activities respondents engaged in while interacting	Location respondents interact with neighbours
27% increase neighbourliness	51% social gatherings	38% residential
22% increase interaction opportunities	36% physical activities	25% parks
17% increase public space to interact	7% civic & neighbourhood activities	17% streets & sidewalks

Initial observations from the survey indicated that respondents experienced lower satisfaction with their level of interaction and reported lower interdependency and participation in social gatherings if they:

- Lived in their neighbourhoods three years or less
- Interact with their neighbours once a week or less
- Intended on moving in the next 5 years
- Were between 20 -35 years of age and over 80 years of age

4) Pilot Projects

The information obtained through the research, community and stakeholder engagement and the qualitative analysis is the foundation for the development of the pilot projects. In 2015 the City staff, primarily led through the Active Living & Culture Division, will initiate projects that support both connection and engagement at the neighbourhood level.

The two main focuses of these projects will be:

- Social offerings that support both neighbourly actions and neighbourliness.
- Inspiring, encouraging and supporting individuals to become initiators of connection and engagement in their neighbourhoods.

For the purpose of this project, neighbourly and neighbourliness are defined as:

- "Neighbourly" refers to actions that would be classified as casual gestures.
- "Neighbourliness" refers to actions which support interdependence.

#	Project	Description
1	Good Neighbour Toolkit	<ul style="list-style-type: none"> • encourages residents to be good neighbours, foster neighbourly actions and neighbourliness • handbooks developed will contain practical tips and creative ideas on how to meet and develop relationships between neighbours, benefits of knowing one's neighbours and ways to support interdependency among neighbours
2	Strong Neighbourhood Toolkit	<ul style="list-style-type: none"> • empowers individuals and neighbourhood based organizations to make their neighbourhoods more livable, vibrant, healthy and beautiful • handbooks developed will contain practical tips, hands on tools, creative ideas and step by step guides for small scale projects and events
3	Neighbourhood Events Program	<ul style="list-style-type: none"> • resident initiated neighbourhood events that provide residents the opportunity to plan and implement their own event • will use a block party style format

4	Strong Neighbourhoods Webpage	<ul style="list-style-type: none"> enhance the City's Strong Neighbourhood webpage and establish it as a neighbourhood resource hub will have information about toolkits, neighbourhood events, and other City programs & services
5	Neighbourhood Building Grants Program	<ul style="list-style-type: none"> supports small scale, community driven projects that foster connection and engagement at a neighbourhood level

Building relationships between neighbours, as well as with the municipality, is a key component to building strong neighbourhoods. Therefore staff will utilize these projects as opportunities to strengthen the City's relationship with residents and neighbourhood based organizations.

Along with the activities identified above, Active living & Culture's Neighbourhood Development Coordinator's will continue to:

- Connect with neighbourhood based organizations and share with them the information gained from the 2014 engagement process and invite them to become involved in various City programs.
- Educate residents and neighbourhood based organizations about the various resources the City has to help empower them, such as; toolkits, grants, and services that support the quality of life in neighbourhoods.
- Work with residents and neighbourhood based organizations in the area of neighbourhood capacity building.
- Link this work to upcoming Healthy City Strategy development, which may include focus areas that support social inclusion, cultivating connections, environments to thrive in, and equal access to community services.

Connection and engagement are two sides of the same coin and it is only through strong relationships that we can work together to make our neighbourhoods a better place to live, work and play.

Next Steps -2015 Timeline

#	Item	
1	Develop pilot projects in collaboration with other internal stakeholders	January - March
2	Follow up with community stakeholders to review the information gained through the community engagement process and identify potential participation in the 2015 pilot projects	April - May
3	Implement pilot projects	May - September
4	Prepare a full report on the information gained through the research, input received from the community engagement, and evaluation of pilot projects	July - September
5	Future program planning and budget recommendations	September-October

Internal Circulation: Director, Active Living & Culture; Community Engagement Consultant, Communications; Manager, Policy & Planning

Financial/Budgetary Considerations:

Council approved a Strong Neighbourhood budget submission with a \$40,000 contribution in both 2014 and 2015. The 2014 contribution was used towards the research and the initial community engagement and the 2015 contribution will be used for the pilot projects and/or community initiatives.

Personnel Implications:

A key role of the Neighbourhood Development Coordinators will be to continue to advance the Strong Neighbourhood Project. The Neighbourhood Development Team will also collaborate with other City divisions in the area of building strong neighbourhoods, through sharing information gained through the community engagement and participating in related Project Charters (Urban Intensification Framework, Healthy City Partnership).

Communications Comments:

The next communications milestone will be to support the Strong Neighbourhoods initiative as it transitions from its development phase into implementation. The purpose of the communications strategy is to create awareness of resources and toolkits available to inspire residents to take action.

Considerations not applicable to this report:

Legal/Statutory Authority:

Legal/Statutory Procedural Requirements:

Existing Policy:

External Agency/Public Comments:

Alternate Recommendation:

Submitted by:

L. Roberts, Community & Neighbourhood Services Manager

Approved for inclusion: Jim Gabriel, Divisional Director, Active Living & Culture

Attachments: 1. Power Point Presentation
2. Engagement Events Summary
3. Survey Data Tables and Questions
4. Pilot Projects

cc: Divisional Director, Communications & Information Services
Divisional Director, Community Planning & Real Estate

STRONG NEIGHBORHOODS

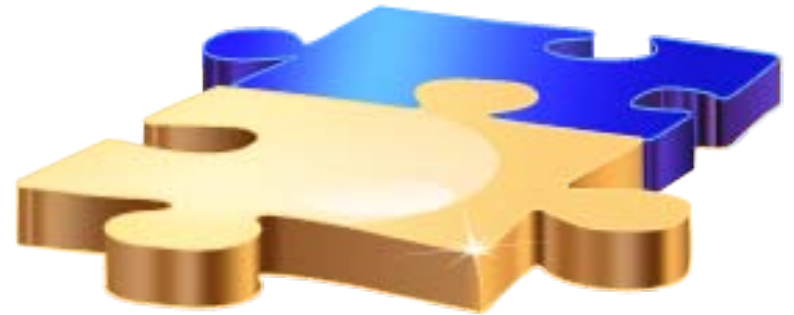
Connection, Engagement, Attachment





- ▶ Citizen attachment is cultivated not only by what the City provides the community, but also how the citizens themselves contribute to their neighbourhood.
- ▶ It takes citizens that are inspired, involved and empowered to create strong neighbourhoods.

- ▶ Research
- ▶ Community & Stakeholder Engagement
- ▶ Qualitative Analysis
- ▶ Pilot projects





COMMUNITY ENGAGEMENT EVENTS



CHARACTERISTICS VALUED

- ▶ Proximity to basic, day to day amenities
- ▶ Access to nature and green space
- ▶ Ability to move through neighbourhoods
- ▶ Social connections



DRIVERS OF ATTACHMENT

- ▶ Aesthetics
- ▶ Leadership
- ▶ Safety
- ▶ Social Offerings
- ▶ Relationships



SURVEY



THINGS THAT HAD AN AFFECT

- ▶ Length of time lived in a neighbourhood
- ▶ Frequency of interaction with neighbours
- ▶ Intent on moving
- ▶ Age



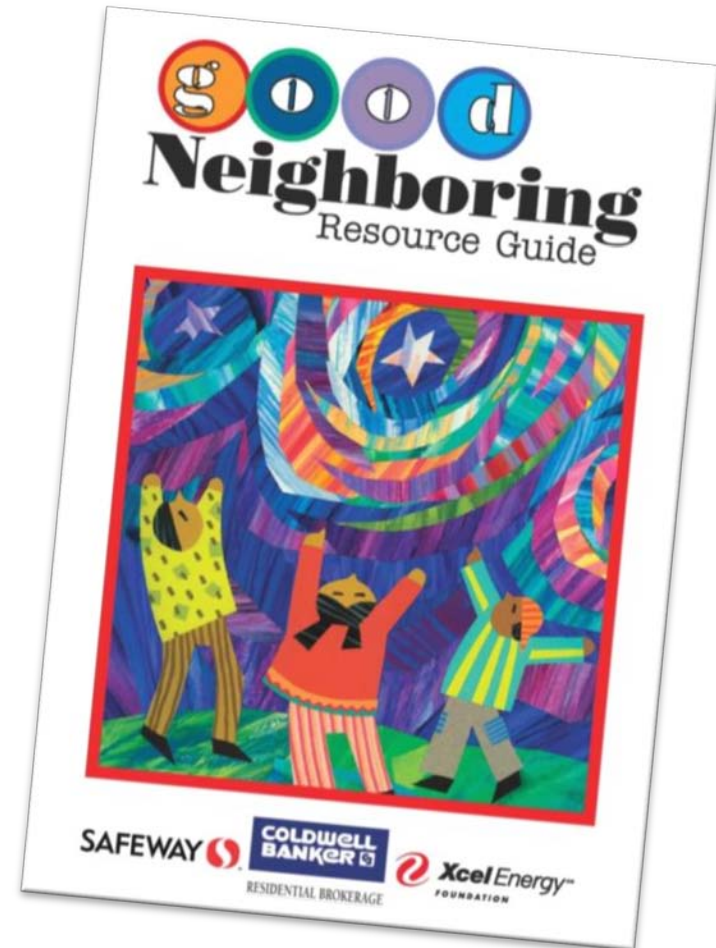
PILOT PROJECTS



GOOD NEIGHBOUR TOOLKIT

ENCOURAGING RESIDENTS

- ▶ Practical tips and creative ideas to meet and develop positive relationships between neighbours
- ▶ Benefits of knowing one's neighbours
- ▶ Ways to increase interdependency



STRONG NEIGHBOURHOOD TOOLKIT

EMPOWERING RESIDENTS

- ▶ Practical tips and creative ideas for neighbourhood events and small scale projects
- ▶ Step by step guides for planning a variety of activities
- ▶ Hands on tools and templates



NEIGHBOURHOOD EVENTS PROGRAM

CONNECTING RESIDENTS

- ▶ Block party style format
- ▶ 8-10 events between June - September 2015
- ▶ Focus on groups that indicated lower levels of connection, engagement and attachment in the 2014 survey information



STRONG NEIGHBOURHOODS WEBPAGE

A NEIGHBOURHOOD RESOURCE HUB

- ▶ Information and links to the Strong Neighbourhoods' Pilot Projects and to other City programs and services that support neighbourhoods
- ▶ Calendar of neighbourhood-based events



NEIGHBOURHOOD BUILDING GRANTS

SUPPORTING RESIDENTS

- ▶ Community driven initiatives
- ▶ Supports small scale projects that foster connection and engagement
- ▶ Catalysts for building relationships with residents and neighbourhood based organizations



NEXT STEPS

2015 Timeline

#	Item	Date
1	Develop pilot projects in collaboration with other internal stakeholders	January – March
2	Follow up with community stakeholders to review the information gained through the community engagement process and identify potential participation in the 2015 pilot projects	April-May
3	Implement pilot projects	May - September
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5	Future program planning and budget recommendations	September - October

FOSTERING A CULTURE OF CONNECTION AND ENGAGEMENT



ENGAGEMENT SUMMARY

2014 Community Engagement Events Summary

Introduction

The objective of the Strong Neighbourhoods Project is to improve the quality of life in Kelowna by increasing resident attachment to their neighbourhoods. During the summer of 2014, the project aimed to learn what drives connection, engagement and attachment for Kelowna citizens and to establish a baseline understanding of current levels of attachment to their neighbourhoods.

Connection, engagement and attachment, for the purposes of this project, have been defined as follows:

- Connection refers to one's relationship with others and the strength of those relationships.
- Engagement refers to one's commitment to community and their willingness to take action to solve problems or participate in activities that make the community better.
- Attachment refers to one's emotional bonding to a particular environment and the social ties one has there.

To understand the factors impacting connection and engagement and citizen levels of attachment, a survey was developed. In order to promote representation across all areas and demographics the survey was made available on-line and on paper, with facilitators visiting multiple parks to promote the survey and encourage discussions about residents' values and views of their neighbourhood experiences.

What follows is an overview of the community engagement events and the emerging themes relating to neighbourhood attachment, including:

- the characteristics residents value about their neighbourhood,
- the drivers of attachment, and
- the strengths found within the community that support attachment.

While not necessarily representative of all residents, the overview does provide an introductory insight into citizens' levels of connection, engagement and attachment across Kelowna.

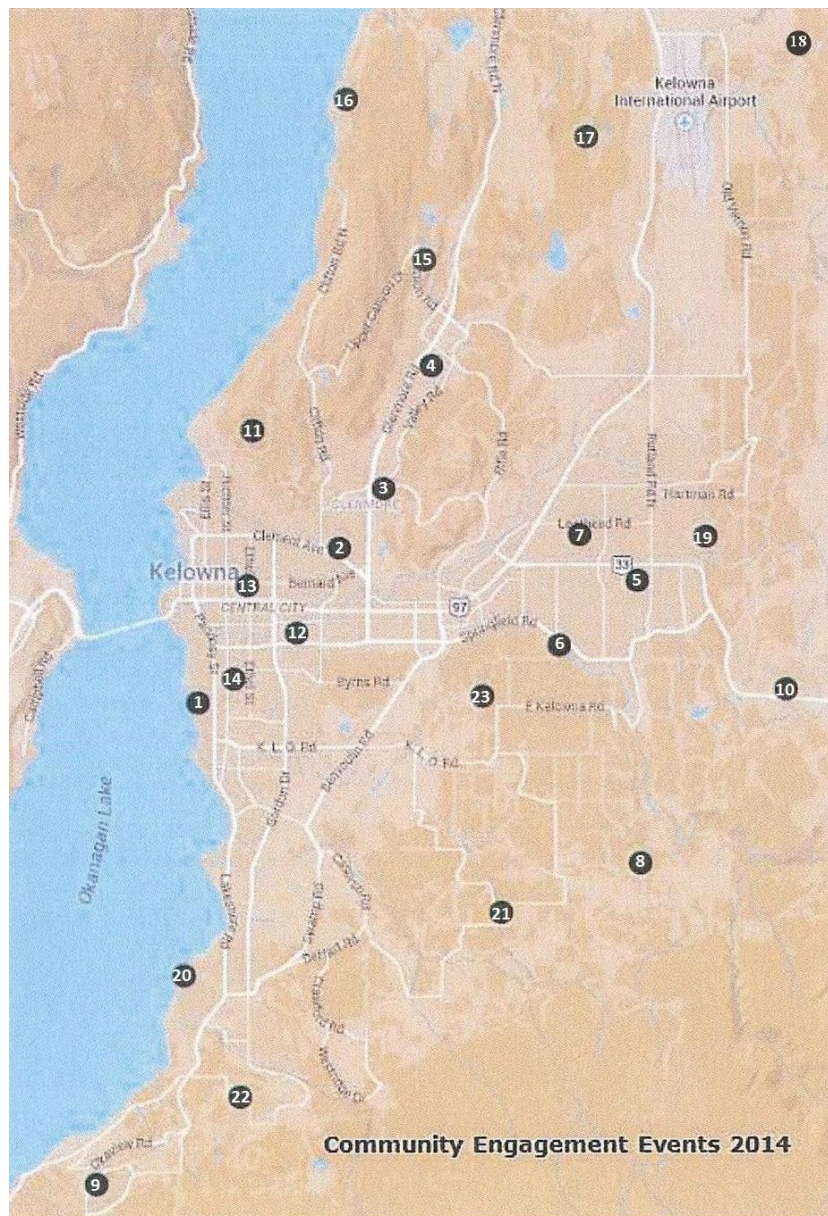
Methodology

Between July 5th and September 13th, 2014, two Neighbourhood Facilitators contracted by the Activity Living and Culture Division hosted twenty-four community engagement events at neighbourhood parks throughout the City of Kelowna. These events served multiple purposes including providing opportunities for neighbours to connect, building awareness about the strong neighbourhoods' survey, interviewing residents, and observing interactions between neighbours.

In addition to interviewing residents and encouraging participation in the survey, facilitators also engaged residents in an art-based exercise where they could write or draw what they liked about their neighbourhood on a puzzle piece and add it to their neighbourhood puzzle.

Event Locations and Format

Initially twenty-two events were scheduled and promoted throughout the City of Kelowna. Two events were added to the schedule in response to resident requests. One event provided an opportunity to pre-test the survey, and the second was in conjunction with a neighbourhood association seeking to promote higher levels of engagement.



For ten of the community engagement events, facilitators joined the Park & Play program. The remainder of the events were held as block party style events in neighbourhood parks. Two summer students, a Recreation Technician, and a community entertainer helped establish the block-party atmosphere. This framework for the engagements was strategically chosen because of the welcoming, accessible nature of block-parties was thought to attract the highest number of residents. The map on the left shows where events took place. See Table 1 below for the corresponding list of parks where engagement events were held and event type.

Figure 1: Community engagement event locations

	Park & Play Event Locations		Block-Party Event Locations
1	Kinsmen Park	11	Knox Mountain Park
2	Jack Robertson Park	12	Pacific Court Park
3	Golfview park	13	Knowles Park
4	Matera Glen Park	14	Cameron Park
5	Rutland Lions Park	15	Still Pond Park
6	Gertsmar Park	16	McKinley Landing Park (2 events)
7	Ben Lee Park	17	Carney Park
8	Summerside Park	18	Country Rhodes
9	Quilchena Park	19	Mugford Park
10	Loseth Park	20	Sarson's Beach
		21	Centennial Park
		22	Quarry Park
		23	Johnson Park

Table 1: Community engagement event locations by type

Survey Design

One of the contract facilitators designed a short, mixed method survey with the intention of gaining both quantitative and qualitative insight into the demographics of those who participated and into citizen levels and current experiences of connection, engagement and attachment within their neighbourhoods. Residents of all ages could complete a survey on site; however the main objective was for facilitators to conduct face-to-face interviews and discussion with residents and record the data presented.

Pre -event Data Collection

Prior to every event, the facilitators conducted a preliminary visit to the neighbourhood to observe the most notable features of each setting. Facilitators recorded their first impressions and thoughts regarding the neighbourhood and took note of physical features including boundaries, housing type, and natural gathering spaces. A web search was also conducted in an effort to discover important historical information, current issues, and general facts about the area.

Onsite Data Collection

Paper copies of the survey were available onsite for residents to fill out, or residents could opt to participate in an interview with a facilitator. Facilitators used the survey as a guide for discussions and captured the information provided by residents on individual survey forms. When facilitators were recording answers, they always read back to the participant what they had written down to ensure accuracy. All surveys filled out onsite were then manually entered online through a unique link which enabled data collected onsite to be separated from data collected from online responses.

Post-event Debrief

Facilitators debriefed each event with the entire event team. Debriefs followed a consistent format designed by the facilitators which allowed for observations outside of survey responses, primarily regarding resident interactions, to be captured.

Data Analysis

Throughout September and October 2014, facilitators compiled their contextual analyses and *observations* of each neighbourhood setting within a neighbourhood evaluation template. Using this information and the reported levels of attachment from the surveys, the facilitators then made an evaluative judgement of resident attachment as experienced in each individual park.

Findings

The facilitators compiled the written survey responses, their observations of social interactions, and their contextual analysis of each neighbourhood, common themes influencing attachment began to emerge. Through this process, facilitators developed a preliminary understanding of what residents' value most about their neighbourhoods and the drivers which underscore neighbourhood attachment.

Characteristics Residents Value Most

Facilitators identified four major themes across all neighbourhoods: amenities, nature, mobility, and social connectivity.



Amenities

Residents consistently identify their proximity to basic amenities including schools, medical and dental services, shops, restaurants and stores as integral to meeting their daily needs and improving their quality of life. This result was consistent across all neighbourhood discussions and survey responses. Whether one resides within a two minute walk, a ten minute bus ride or a twenty minute drive from these amenities, the perception that they can easily access these services is of key importance.



Nature

Many residents boast about Kelowna's natural playground and the man made green spaces designed for commuting, exercise and leisure. The array of park types and locations is highly valued and green spaces are recognized for their contribution to neighbourhood aesthetics and liveability.



Mobility

The ability to move freely through one's neighbourhood is of key importance to residents. In neighbourhoods where well developed sidewalks, linear paths and trails exist, facilitators noted that residents would frequently speak highly about this infrastructure and the ease of access to it. In neighbourhoods where plans are in place to develop such infrastructure, residents expressed anticipation and a belief that these would enhance their quality of life and provide greater opportunity for neighbourly interaction.



Social Connection

Kelowna citizens value friendly, familiar and frequent social interactions with their neighbours. Facilitators noted that these interactions seemed to happen on two levels: connection and engagement. Connection was most often observed between neighbours through their gestures of recognition, conversations regarding mutual interests and neighbourhood information sharing, and stories of neighbours offering limited assistance to each other. In some cases, neighbourhood engagement could be identified through descriptions of interdependence and willingness to work together to make where they live even better. Facilitators learned that residents of Kelowna experience frequent neighbourhood interactions and value living in a friendly neighbourhood where they experience both connection and engagement.

Drivers of Attachment

Facilitators identified five themes as integral in supporting high levels of resident attachment: aesthetics, leadership, safety, social offerings and relationships.



Aesthetics

Residents' perceptions of their neighbourhood's aesthetics are an important component in overall attachment to a neighbourhood. Through discussions at engagement events and reviewing survey responses, facilitators learned that residents identify an area's natural beauty, peace and quiet, historical significance, and housing quality and upkeep as key characteristics impacting their neighbourhood's overall aesthetics.



Leadership

During engagement events, facilitators' observed that a leader often existed in neighbourhoods where residents appeared to have high levels of connection and engagement with each other. These leaders were identified as people who would intentionally work to provide opportunities for neighbours to connect, enact residents' ideas, and/or would speak on behalf of the residents in the area.



Safety

The perception of safety is critical to fostering attachment. Safety for many residents is strongly related to infrastructure that supports safe travel through traffic control, sidewalks and bike-lanes, and linear paths. Safe travel to and from open spaces and paths is identified as critically important to resident attachment.



Social Offerings

The quantity and quality of social offerings and the space available for formal and impromptu social gatherings impact neighbourhood attachment. Facilitators noted that neighbourhoods with higher reported levels of attachment tended to discuss neighbourhood initiatives planned and implemented by neighbours for neighbours.



Relationships

Facilitators also recognized a link between the strength of relationship between neighbours and between residents and the Municipality and their overall attachment to the City. As relationships are strengthened, resident levels of neighbourliness and engagement increase.

Art Exercise

The art exercise provided another means for residents to express what they valued about their neighbourhoods. The major themes emerging from the surveys and community observations were reflected in the puzzle piece art work.



Figure 2: Example from Art Exercise

Conclusion

Neighbourhoods are unique and yet, when the data collected from community engagement events is compiled, similarities emerge. Initial analysis suggests that attachment level is supported through multiple avenues. Information from the community engagement events provided insights into attachment levels. In neighbourhoods with higher levels of attachment, residents:

- reported the presence of an individual or group that organized a social offering and the neighbourhood level;
- perceived their surroundings to be aesthetically pleasing and/or had ease of access to nature and natural amenities;
- identified their ability to access community events and opportunities for social engagement; and
- experienced actions of neighbourliness which fostered a greater sense of social connection, belonging, and engagement.

In all, residents reported a high level of attachment to their neighbourhoods. This attachment has been cultivated by the physical and natural amenities and services in their surrounding area and through social interactions within their neighbourhood.

Survey Data Summary Tables

Demographics		
Response	Percentage	Comparable StatsCan %
By Postal Code		
VIY	44.4%	28.0%
VIW	18.7%	23.0%
V1V	15.5%	15.0%
VIX	15.0%	24.0%
V1P	4.9%	4.0%
By Gender		
Female	62.8%	52.0%
Male	36.9%	48.0%
By Age		
Under 12 yrs.	1.5%	14.5%
13 - 19 yrs.	3.5%	6.0%
20 - 25 yrs.	2.2%	7.3%
26 - 35 yrs.	14.6%	12.6%
36 - 50 yrs.	34.2%	19.7%
51 - 65 yrs.	31.0%	20.8%
66 - 80 yrs.	11.7%	12.8%
Over 80 yrs.	1.5%	6.3%
Number of Years Living in Neighbourhood		
0 - 3 yrs.	27.0%	
4 - 10 yrs.	35.2%	
11 - 20 yrs.	22.3%	
Over 20 yrs.	16.0%	
Renters vs. Owners		
Own	80.7%	
Rent	15.8%	
Other	3.6%	
Possibly Moving Within 5 Years		
No	57.9%	
Yes	21.1%	
Unsure	16.1%	
Other	4.9%	



Connection, Engagement, and Attachment Data	
Response	Percentage
Average Number of Interactions With Neighbours	
More than once a day	15.2%
Daily	33.6%
More than once a week	25.2%
Weekly	13.2%
Monthly	4.7%
Yearly	2.0%
None	6.0%
Is Respondent Satisfied With Interactions?	
Yes	82.0%
No	18.0%
Resident Interdependency	
Depends on at least one neighbour	64.7%
Doesn't depend a neighbour	35.3%
At least one neighbour depends on respondent	67.0%
No neighbours depend on respondent	33.0%
Does Respondent Participate In Neighbourhood Gatherings?	
Yes	75.2%
No	11.5%
Other	13.3%
Reasons Respondent Doesn't Participate In Neighbourhood Gatherings?	
Other	39.8%
Doesn't feel connected	34.0%
Not interested	28.2%
Inadequate time	24.3%
Accessibility issues	2.9%
Would Respondent Share Interests with Neighbours?	
Yes	66.8%
No	13.4%
Maybe	20.7%
Respondent's Self-Rating of Their Neighbourhood Attachment	
4 (Strong)	43.3%
3 (Moderately strong)	29.8%
2 (Moderately weak)	17.7%
1 (Weak)	9.3%

Thematic Analysis	
Theme	Percentage
What Makes Respondent's Neighbourhood Unique?	
Accessibility	42.8%
Location	24.8%
Safety/Neighbourliness	19.6%
Aesthetics	15.0%
Inaccessibility	1.8%
Unfriendliness	0.5%
Aesthetically displeasing	0.5%
Legal/bylaw issues	0.3%
What Would Respondents Unsatisfied with Their Interactions Like To Change?	
Increase neighbourliness	27.0%
Increase interaction opportunities	22.0%
Increase public space in which to interact	17.0%
Increase services	8.0%
Have more interests in common	7.0%
Increase private space in which to interact	6.0%
Have more time to interact	6.0%
Other	4.0%
Don't want to interact	2.0%
What Would Make Respondents More Likely to Interact?	
Fewer resource constraints	48.8%
More neighbourliness	16.1%
More in common with neighbours	11.6%
Satisfied with involvement	8.7%
Better alternative transportation	6.7%
Other	3.0%
Activities Respondents Engage in While Interacting With Neighbours	
Social gatherings	51.0%
Physical activities	36.0%
Civic and neighbourhood activities	7.0%
Arts and culture	5.0%
Locations Respondents Interact With Neighbors In	
Residential	37.6%
Parks	25.3%
Streets and sidewalks	16.6%
Commercial	6.0%
City buildings	4.1%
Other	3.0%
What Are Respondents' Personal Interests?	
Outdoor recreation	40.0%
Arts and culture	18.0%
Other	17.0%
Sports	10.0%
Food	4.0%
Casual social gatherings	4.0%
Neighbourliness, social justice, and community involvement	4.0%
Swimming	4.0%

Survey Questions

Introduction

How attached are you to your neighbourhood? What would make you feel more connected to where you live?

The City of Kelowna is asking residents what characteristics they think make up a great neighbourhood -- and more specifically what they like best. The results will help inform pilot projects in 2015 to enhance quality of life in neighbourhoods.

The survey will take approximately five to seven minutes to complete. All responses will remain confidential and will not identify participants.

Part One

Tell us a little about yourself to help us in our planning efforts to better serve you and other Kelowna residents.

1) What are the first three digits of your postal code?

2) Gender

Male

Female

Other, please specify...

3) What is your age?

Under 12 yrs.

13 - 19 yrs.

20 - 25 yrs.

26 - 35 yrs.

36 - 50 yrs.

51 - 65 yrs.

66 - 80 yrs.

Over 80 yrs.

4) How long have you lived in your neighbourhood?

0 - 3 yrs.

4 - 10 yrs.

11 - 20 yrs.

Over 20 yrs.

5) Tell us if you rent or own your home.

- Rent
- Own
- Other, please specify...

6) Do you see yourself moving within the next five years?

- Yes
- No
- I don't know
- Other, please specify...
- Not applicable

Part Two

These next few questions will help us understand how attached you feel to your neighbourhood. Neighbourhood attachment is the bond you feel because of social ties and physical spaces where you live. There are no right or wrong answers. We are interested in your experiences within your neighbourhood.

1) What makes your neighbourhood unique to you? Tell us why.

2. a) On average, how many times do you interact with your neighbours?

- More than once a day
- Daily
- More than once a week
- Weekly
- Monthly
- Yearly
- I don't interact with my neighbours because:

2. b) Are you satisfied with this level of interaction? Yes – No

2. c) If you answered 'no' above, please tell us what you would change

3. Please indicate if you 'Agree' or 'Disagree' with the following statements:

- i. I depend on at least one of my neighbours for help and support at times.
- ii. At least one of my neighbours depends on me for help and support at times

4 a.) Where do people meet and gather in your neighbourhood?

Examples include parks, clubhouses and driveways, private homes or backyards.

4 b.) Tell us the type of activities that are happening when people meet or gather.

4 c.) Do you participate in these gatherings?

Yes - No

Other, please specify...

4 d.) If you answered 'no' to question 4. c), please tell us why?

Check all that may apply.

I do not have enough time to participate

I have accessibility/mobility challenges

I do not feel connected here

I am not interested in participating

Other, please specify...

5) Please complete the following sentences.

5. a) My personal interests include...

5. b) I would be comfortable inviting my neighbours to participate with me in my personal interest. Yes - No – Maybe

5. c) I would be more involved in my neighbourhood if ...

6) On a scale from 1 to 4, indicate your level of attachment to your neighbourhood.

1 being little to no sense of attachment, to 4 being high sense of attachment.

If we didn't capture all your feedback, do you have any additional comments?

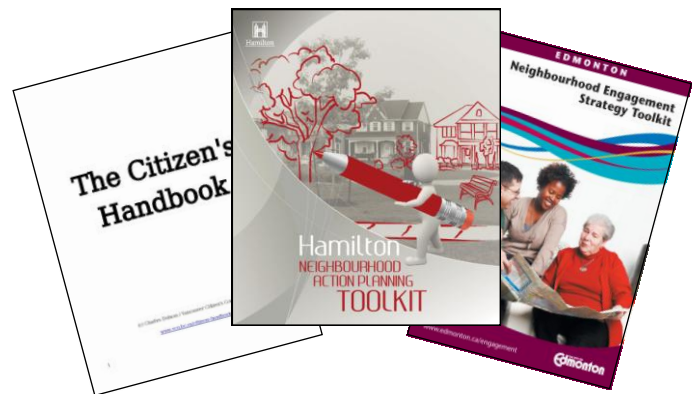
Thanks for taking the time to tell us about your neighbourhood.

Visit kelowna.ca/city_projects and subscribe to e-updates to stay informed.

2015 Strong Neighbourhood Pilot Projects

1. Strong Neighbourhood Toolkit

- Develop and launch a toolkit that will help empower residents and neighbourhood based organizations.
- The toolkit will contain handbooks, practical tips, hands on tools, creative ideas, step by step guides and templates for small scale projects and events.
- This information will be on the Strong Neighbourhoods webpage, distributed through neighbourhood events such as Park & Play, and presented to neighbourhood based organizations.
- Neighbourhood Development Coordinators will utilize the toolkit as they provide support and mentoring in the area of neighbourhood capacity building.



2. Good Neighbour Toolkit

- Develop and launch a toolkit that will help encourage residents to be good neighbours, foster neighbourly actions and neighbourliness.
- The toolkit will contain handbooks, practical tips and creative ideas on how to meet and develop positive relationships between neighbours, the benefits of knowing one's neighbours and ways to support interdependency among neighbours.
- This information will be on the Strong Neighbourhoods webpage, distributed through neighbourhood events such as Park & Play, and presented to neighbourhood based organizations.
- Neighbourhood Development Coordinators will utilize the toolkit as they work with and mentor residents in the area of building social capital.



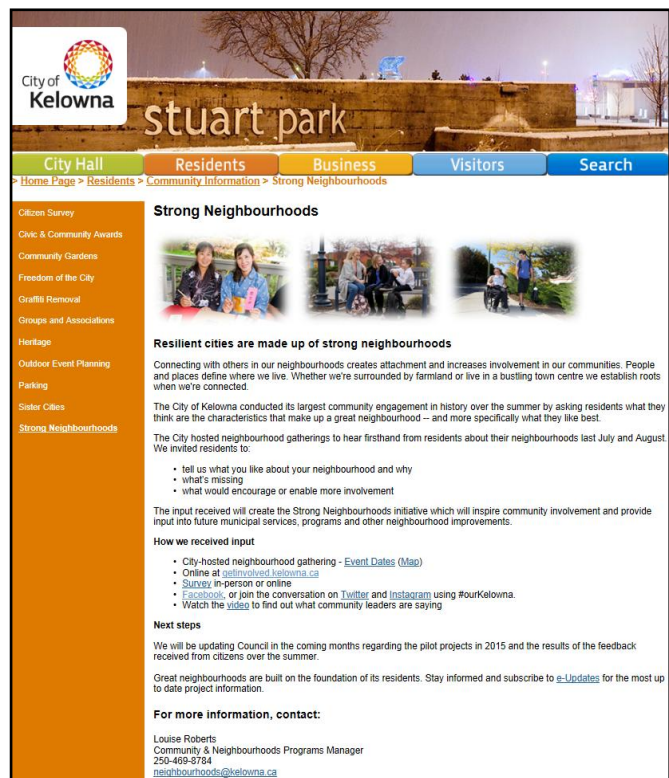
3. Neighbourhood Events Program

- Develop a program focused on supporting resident initiated neighbourhood events.
- The events will provide residents with the opportunity to plan and implement their own event with the support of the Neighbourhood Development Teams.
- Events will follow a block party style format.
- Aim to facilitate eight to ten neighbourhood events in 2015.
- The program will target groups that indicated lower levels of connection, engagement and attachment as identified in the survey information.



4. Strong Neighbourhoods Webpage

- Enhance the current webpage and transition it into an online neighbourhood resource hub.
- Residents will be able to access the Good Neighbour Toolkit and the Strong Neighbourhoods Toolkit.
- It will contain information about:
 - Neighbourhood Events Program
 - Other City programs and services
 - Neighbourhood based events and services.



5. Neighbourhood Building Grants Program

- Explore the development and implementation of a neighbourhood building grants program.
- Grants would support small scale, community driven projects that foster connection and engagement at the neighbourhood level.
- Grants would be used to empower residents and neighbourhood based organizations to make their neighbourhoods even better places to live.
- Grants would be used as a catalyst for building relationships with residents and neighbourhood based organizations.



Encouraging. Empowering. Connecting. Supporting.

Report to Council



Date: February 23, 2015
File: 1210-20
To: City Manager
From: Subdivision, Agriculture & Environment Services (TC)
Bylaw Services (GW)
Subject: Agricultural Compliance and Enforcement Strategy
Report & Presentation prepared by: Todd Cashin

Recommendation:

THAT Council receives the presentation from the Subdivision, Agriculture & Environment Services Manager and the Bylaw Services Manager, dated February 23rd, 2015, regarding the Agricultural Compliance and Enforcement Strategy for information.

Purpose:

To update Council on the Agricultural Compliance and Enforcement Strategy.

Background:

The Benvoulin Corridor is bound by Springfield to the north, Mission Creek to the east and south and Gordon Drive to the west.

Over the last couple of years, City staff have become aware of a significant increase in illegal activity on ALR lands. Staff are also keenly aware that there is a public expectation that illegal activities on ALR lands will be met with meaningful compliance or appropriate enforcement action. In response, City staff have created a strategy with respect to improving compliance and enforcing legislation and regulations if necessary.

The Agricultural Compliance and Enforcement Strategy outlines the City's approach to its compliance goals, ranging from assisting property owners in understanding their obligations to comply with legislative requirements on agricultural lands and extends to monitoring compliance, performing inspection activities to the various tools available to respond to non-compliance. This update will cover this comprehensive compliance and enforcement strategy that is aimed at consistency, effectiveness and fairness which can be expanded to other sectors of the City as required.

Internal Circulation:

Corporate & Protective Services
Community Planning & Real Estate

Legal/Statutory Authority:

Local Government Act
Agricultural Land Commission Act

Considerations not applicable to this report:

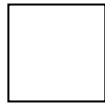
Legal/Statutory Authority:
Legal/Statutory Procedural Requirements:
Existing Policy:
Financial/Budgetary Considerations:
Personnel Implications:
External Agency/Public Comments:
Communications Comments:
Alternate Recommendation:

Submitted by:

T. Cashin
Subdivision, Agriculture & Environment Manager

G. Wise
Bylaw Services Manager

Approved for inclusion:



S. Gambacort
Subdivision, Agriculture & Environment Director

cc: Rob Mayne, Corporate & Protective Services Division Director
Doug Gilchrist, Community Planning & Real Estate Division Director

February 23rd, 2015



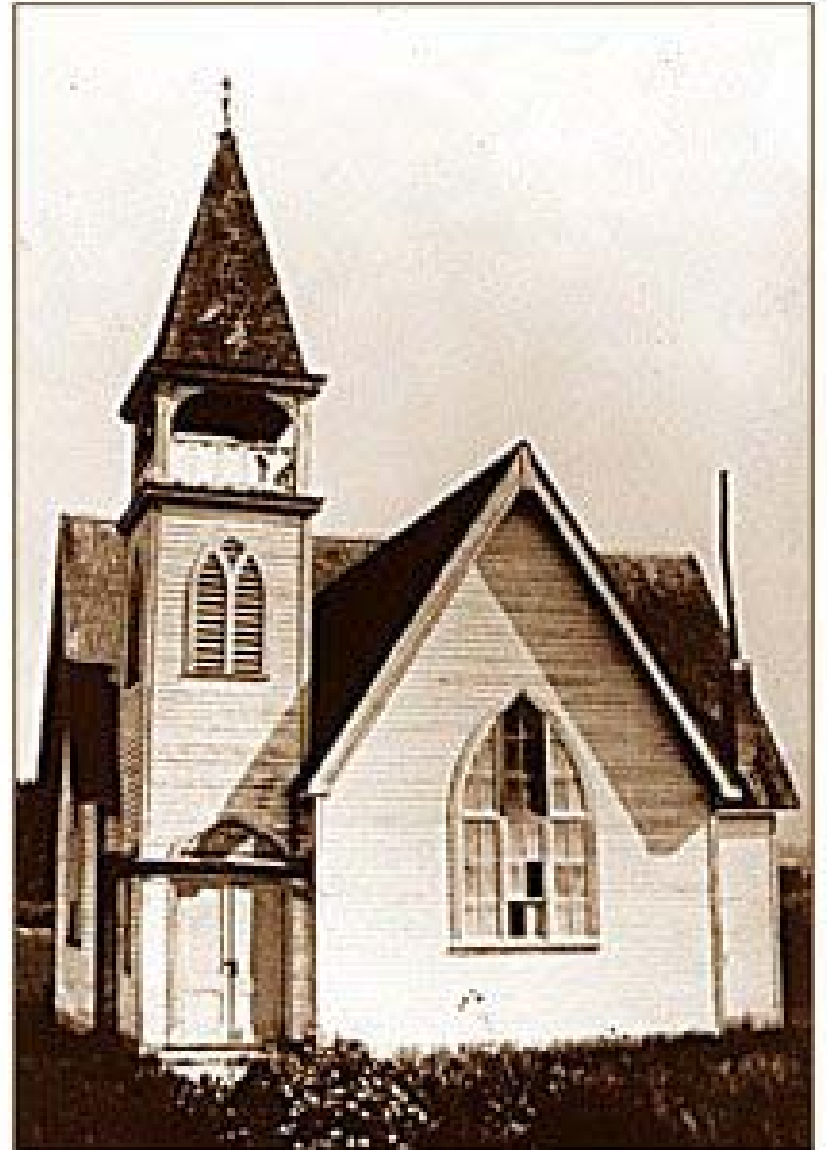
Agricultural Compliance & Enforcement Strategy

Overview

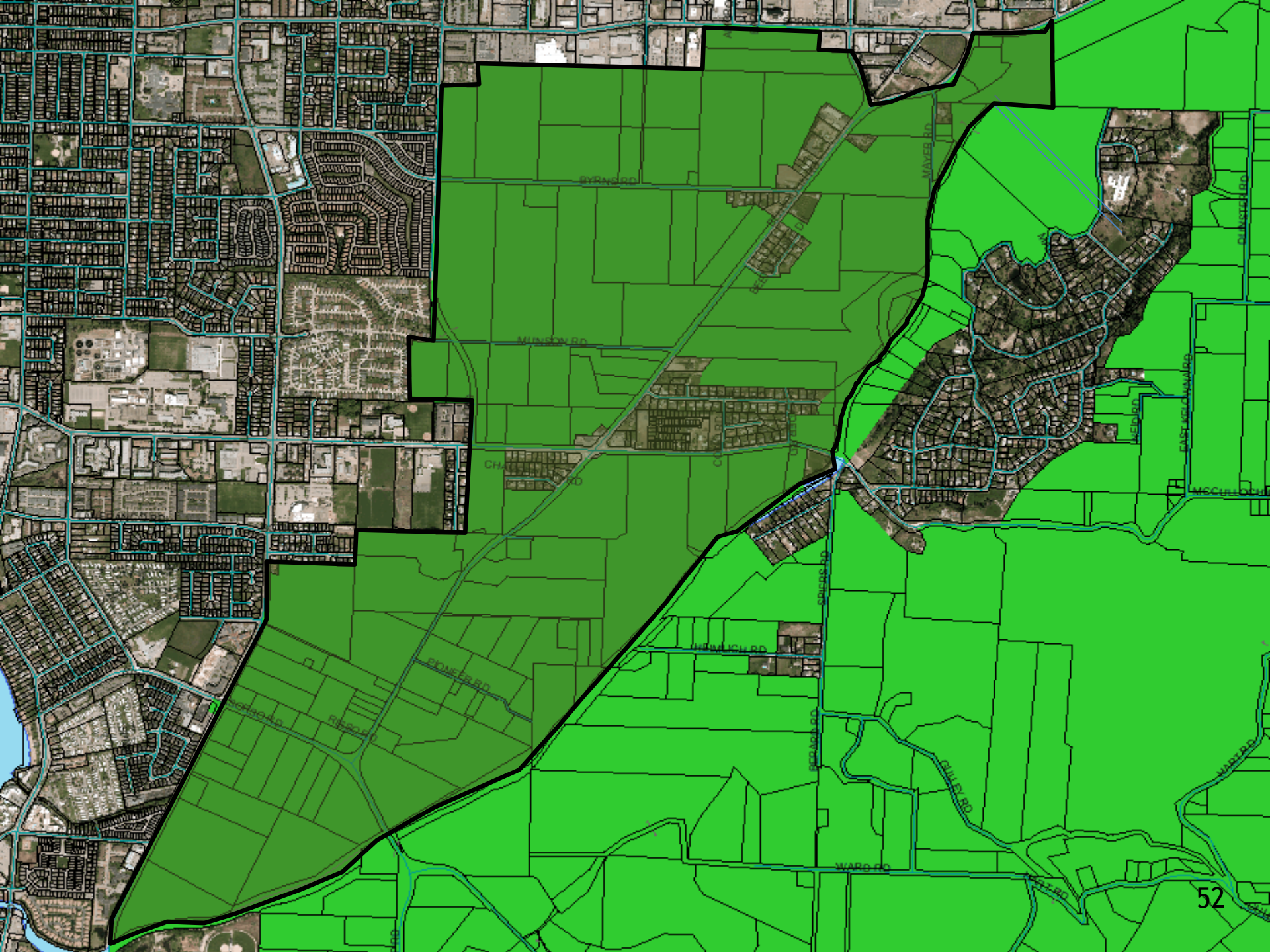
- Agricultural Lands in Kelowna
- Phase I - Benvoulin Corridor
- Legislation
- Agricultural Land Use Issues
- Guiding Principles
- Methodology
- Initial Investigation Results
- Major Issues
- Achieving Compliance
- Next Steps

Benvoulin Corridor

- Historical & Rural Character
- Agricultural Land Reserve
- Resource Protection Area (FLU)
- Some of the Okanagan's Richest Soils
- Large Urban - Rural Interface
- Under Pressure







Agricultural Land Commission

ALC Act

- Sets out principles and rules for the protection of agricultural land in BC.

ALR Use, Subdivision & Procedure Regulation

- Identifies farm activities and non-farm uses that are permitted in the ALR.

City of Kelowna

OCP Bylaw No. 10500

- Sets out policies that guide land use management and planning within the City.

Zoning Bylaw No. 8000

- Governs land use.
- Provides for orderly development.
- Avoids conflicts between incompatible uses.

Agricultural Land Use Issues

- Multiple Dwellings
- Farm Help Dwellings
- Temporary Farm Worker Housing
- Agri-tourist Accommodation

Multiple Dwellings

- Past farming operations were intensive and qualified for a farm help dwelling, usually with an affidavit.
- Decommissioning Agreement – illegally reversed or never followed through on or finalized.
- A mobile home once used for family and now rented.
- Illegal suites in accessory buildings.

What Types of Dwellings are Permitted?

- One (1) primary dwelling per property.
- One (1) legal secondary suite per property.
 - Must be located in the primary dwelling.
 - The suite can be rented.
- One (1) mobile home per property.
 - Permitted for family use only.
 - Cannot be rented unless zoned as an A1c (carriage house)



Farm Help Dwellings

Temporary

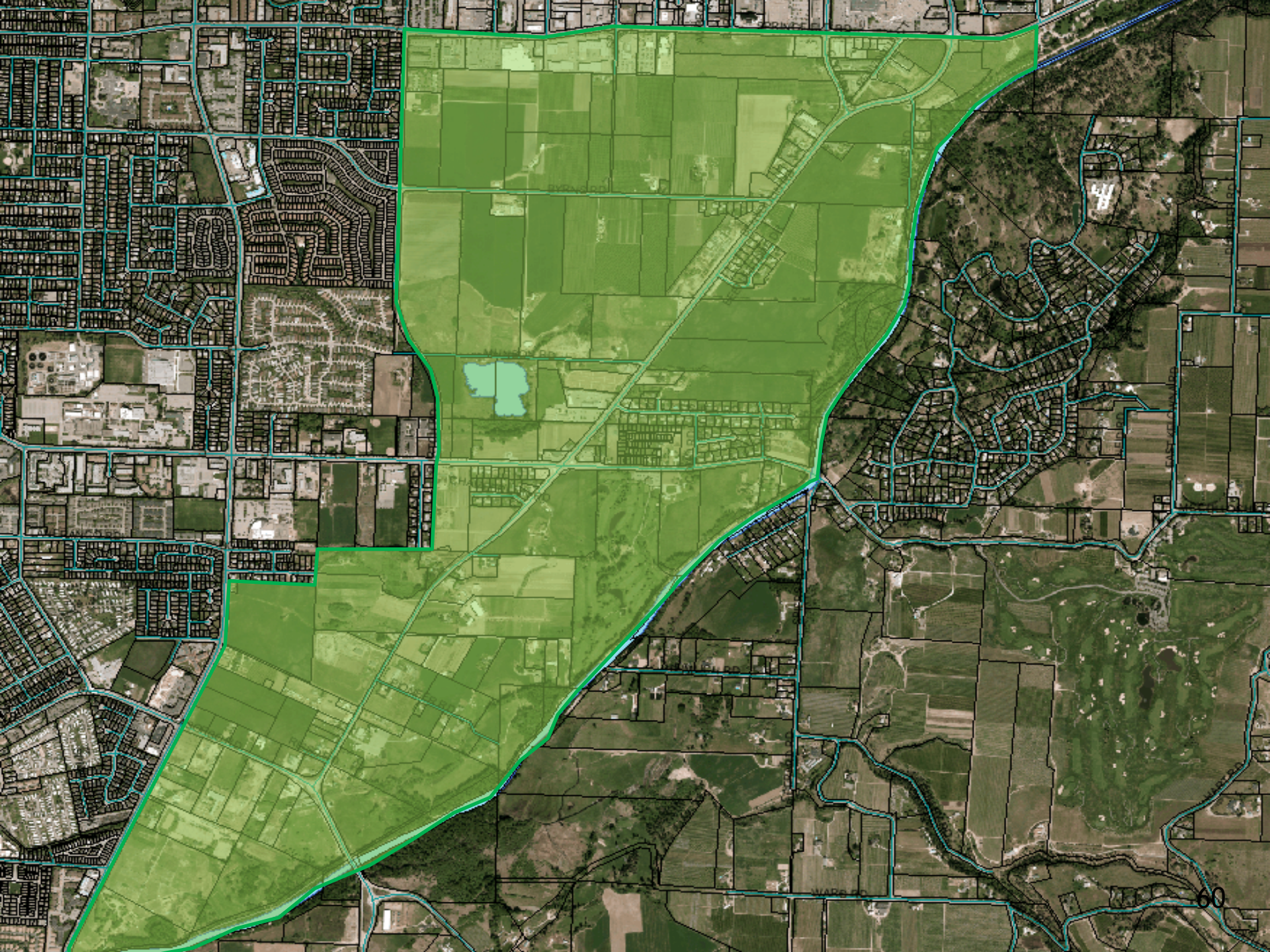
- Bunkhouse style
- Seasonal
- Covenant
- Direct Permit
- SAWP contract or T4 slips

Full Time

- Council Policy #03
- Non-farm Use
ALC Application
- Does not qualify if alternative accommodation within 20 km

Agri-tourist Accommodation

- Agri-tourism must be secondary to farming
- Farm Tax Classification
- Minimum Property Size: 4.0 ha
- Maximum of 10 units (1 per ha)
- Required to be rezoned to A1t
- Seasonal Use: April 1 - October 31
- Temporary Use (30 days max.)
- Adequate Bathroom Facilities
- Level 5 Landscape Buffer (including fencing)
- Outside RV Storage is not permitted.



Guiding Principles

- City staff to assist landowners in understanding the legislative requirements (if needed).
- Compliance activities will be guided by:
 - the authorities set out in legislation
 - the principles of fairness, impartiality and transparency.
- City staff will carry out compliance activities in a consistent manner.

Methodology

- Identify study area (completed);
- Review air photos (completed);
- Review business licences (completed);
- Prioritize for investigation (completed);
- Consult with ALC staff (completed);
- Conduct site visits (on-going);
- Update Property Notes and Service Request System (ongoing); and
- Prepare a communications strategy including draft correspondence and Council presentation.

Results

- Identified thirteen (13) businesses that required further investigation.



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- Most properties have little farming.



(EPP22809)

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- Two (2) placed on a “Watch” list.



Results

- Identified thirteen (13) businesses that required further investigation.
- Most properties have little farming.
- Many construction & landscaping companies operating in the corridor.
- Eleven (11) identified for “Action”
- Two (2) placed on a “Watch” list.
- Nine (9) already have bylaw files.

Commercial & Industrial Activity in the ALR

- Dispersed commercial & industrial activity in the ALR
- Illegal retail components
- Illegal uses of the 50% rule
- No Business Licences or Abuse of Business Licences
- Expectation of Services

Differing Cost Implications

- Industrial & commercial land costs
- Valuation & taxation
- Unfair competition for businesses operating legally on Industrial and Commercial zoned lands
- Need for consistency and fairness

Agriculture & Soil Issues

- Construction & landscaping companies are not a Permitted Use under *ALC Act*.
- Importing of soils
- Potential to sell soils
- Truck compaction
- Dust & noise complaints
- Typically little or no farm product
- Contamination of soils



2000



2012

Compliance Solutions

- Stop Operating
- Relocate to appropriate land
- Industrial Lands
 - Relocate to industrial lands
 - Expand uses in other industrial zones
 - I6 – Contracting Services?

Enforcement

- Enforcement
 - Warnings
 - Fines
 - Compliance Agreements
 - Court Action
- ALC Enforcement

Bulletins

- Multiple Dwellings in the ALR
- Temporary Farm Worker Housing
- Farm Dwelling (Permanent) on ALR land
- Agri-tourist Accommodation in the ALR
- Subdivision in the Agricultural Land Reserve
- Farm Protection Development Permits

Created: November 17, 2014

This bulletin is for information only. Please consult the relevant Bylaws and regulations.

PURPOSE

The purpose of this bulletin is to provide information about the requirements and policies involved in developing agri-tourism accommodation facilities, and rezoning to A1t, on properties within the Agricultural Land Reserve in the City of Kelowna.

BACKGROUND

The *Agricultural Land Reserve Use, Subdivision and Procedure Regulation* specifies that Agri-tourism accommodation is a permitted use within the Agricultural Land Reserve (ALR). As clarified in Agricultural Land Commission Policy No. 5, the *Regulation* permits accommodation for agri-tourism on a farm provided all the following three criteria are met:

1. All or part of the parcel must be classified as a farm under the [Assessment Act](#);
2. The accommodation must be 10 or fewer sleeping units including seasonal campsites, seasonal cabins or short term use of bedrooms, including bed and breakfast bedrooms allowed under Section 3 (1) (d) of the Regulation; and
3. The total developed area for this use including buildings, landscaping and access, (driveways and parking), must be less than 5% of the total parcel area.

Next Steps

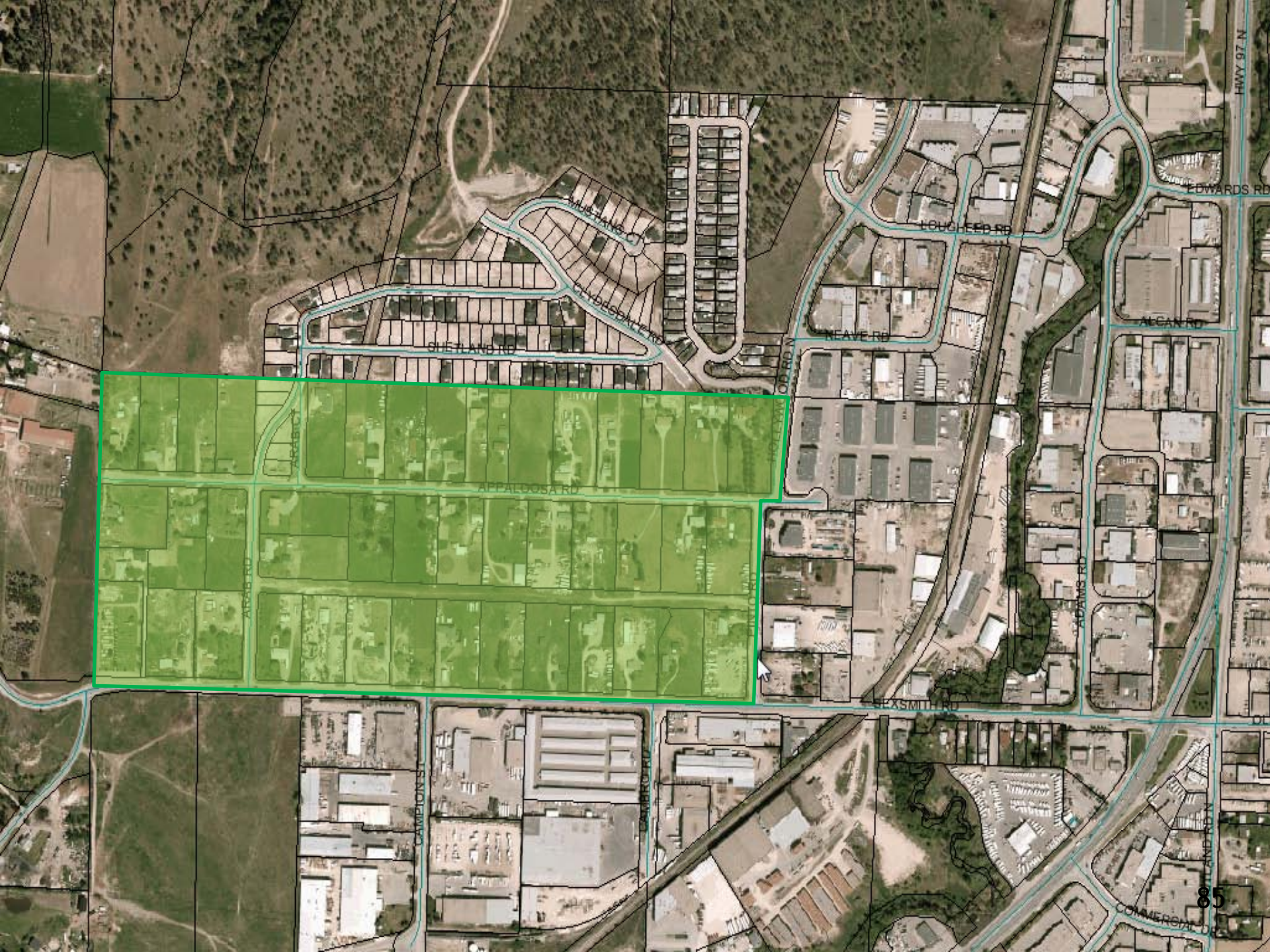
- Communicate with the public, property owners and operators
- Predictable regulatory process
- Prioritize
- Site visits
- Address existing non-compliances
- Compliance solutions
- Enforcement

February 23rd, 2015



Agricultural Compliance & Enforcement Strategy

Phase II Arab / Appaloosa Area



HWY 97 N

EDWARDS RD

LOUGHEED RD

WAVE RD

ALCAN RD

OD RD N

SHEFLAND RD

MILLING RD

CHILDES RD

APPALOOSA RD

ALAMEDA RD

ADAMS RD

SPXSMITH RD

CAMPION ST

CAMPION ST

COMMERCIAL DR

85

Questions?

February 23, 2015

SILGA RESOLUTION

Re: Expand Options for Public Notification

WHEREAS all local governments are obligated to provide public notification of certain issues it is considering through posting in a public place, and publishing in a newspaper;

AND WHEREAS local governments are being called upon by their residents to engage and provide information in a variety of new ways, and who also hold their local governments accountable for improved transparency, accessibility, sustainability and strong fiscal management;

THEREFORE BE IT RESOLVED that the Provincial Government amend section 94 of the *Community Charter* and section 892 of the *Local Government Act* to expand the available legislated options for local governments to provide public notice that may include not only public posting and publication in a newspaper, but also local online news service, direct home delivery, email, internet or other electronic means; and add a requirement that a local government must determine, by bylaw, their chosen combination of options for public notice to ensure that all local governments maintain the integrity of the public process, while also delivering on the engagement needs of their community and representing the best financial value for all their residents.

Background:

This resolution, 'Expand Options for Public Notification', seeks endorsement from SILGA in recognition of the changing technology and changing habits of the public in accessing information. While UBCM has considered, but not endorsed, previous resolutions related to changes to public notice requirements, specifically 2007-B62 and 2011-B124, this resolution seeks to find commonality with recent UBCM endorsements, 2013-B1, 2012-B7 which resulted in the 2013 enactment of Bill 6, the *Local Government Statutes Amendment Act*, which in part amended the *Community Charter* and *Vancouver Charter* to allow a municipality, upon request by a property owner, to transmit a tax notice or statement by email.

This proposed resolution recognizes that under s.94 of the *Community Charter*, the legislation already contemplates a variety of options for local governments to provide public notification. The legislation however, only provides for these alternatives should publication in a newspaper not be possible, and for use of the Internet or other electronic means only as additional notice over and above publication in a newspaper. Where Bill 6 allowed for the use of technology upon request of an individual taxpayer, this resolution is seeking a similar ability to use technology upon consideration based on the will of each community with its unique resources, needs and desires.

The resolution therefore requests that the Provincial Government provide municipalities with the flexibility to provide notice in a combination of means most appropriate to their community as determined through local government bylaw. As more communities are tasked with finding alternative means to deliver and communicate their services, choosing the methods to notify the public of certain issues it is considering not only maintains a foundational obligation of a local government, it goes a long way towards demonstrating social, sustainable and economic value to their community and its residents.