

Regular Meeting – A.M.

May 9, 2011

A Regular Meeting of the Municipal Council of the City of Kelowna was held in the Knox Mountain Meeting Room, 1435 Water Street, Kelowna, B.C., on Monday, May 9<sup>th</sup>, 2011.

Council members in attendance: Mayor Sharon Shepherd, Councillors Robert Hobson, Charlie Hodge, Graeme James, Angela Reid-Nagy, Michele Rule and Luke Stack.

Council members absent: Councillors Andre Blanleil and Kevin Craig.

Staff members in attendance were: City Manager, Ron Mattiussi\*; City Clerk, Stephen Fleming\*; General Manager, Community Services, John Vos\*; Director, Real Estate & Building Services, Doug Gilchrist\*; Manager, Real Estate Services, Jordan Hettinga\*; Director, Development Services, Mo Bayat\*; Manager, Development Engineering, Steve Muenz\*; Property Officer, Graham Hood\*; Manager, Parks & Public Places, Terry Barton\*; Performance Improvement Consultant, Nathalie Paulin\*; Director of Strategic Initiatives, David Graham\*; Director, Human Resources, Stu Leatherdale\*; Manager, Property Management, Ron Forbes\*; Communications Supervisor, Tom Wilson\*; and Council Recording Secretary, Sandi Horning\*.

(\* denotes partial attendance)

1. CALL TO ORDER

Mayor Shepherd called the meeting to order at 10:34 a.m.

2. Councillor Reid-Nagy was requested to check the minutes of the meeting.

3. REPORTS

3.1 Mayor and Councillor Items, re: SILGA Update

Mayor Shepherd:

- Congratulated Councillor Rule on her election to the SILGA Board.
- Advised that all of the City of Kelowna's Resolutions were adopted at the Convention and that the RCMP Resolution was amended by changing the name of the "Oversight Committee" to the "Investigative Committee".

3.1(a) Councillor James, re: New Small Transit Bus

Councillor James:

- Provided an update with respect to a demonstration he attended on a new small, more, fuel efficient bus being proposed by BC Transit.

3.2 Performance Improvement Consultant, dated May 3, 2011, re: Customer Feedback Cards Program

City Manager:

- Provided background information with respect to the Customer Feedback Cards Program.
- Advised that staff will report back to Council with how the system is working as part of the City Manager's Bi-Monthly presentations to Council.

Staff:

- Provided further details with respect to the Customer Feedback Cards Program.
- Advised that the Cards will be collected on a daily basis and entered in the Service Request System.
- Advised that the Program is a pilot project and will only be conducted at City Hall for a few months and then will be expanded to other City-operated locations.

Regular Meeting – A.M.May 9, 2011

- Advised that the next phase of the Program is to have a “Feedback” button on the City’s website.

3.3 Mayor Shepherd, re: Mike Harcourt’s Comments re: Kelowna and Sustainability

Mayor Shepherd:

- Advised that she was contacted by CHBC regarding Mr. Harcourt’s recent negative comments with respect to Kelowna and sustainability.
- Advised that she is going to write a letter to Mr. Harcourt.

3.4 Councillor Rule, re: Tourism Kelowna – New Brochures (Wine Trails)

Councillor Rule:

- Inquired how Tourism Kelowna funds its brochures and noted that the brochures not only promote wineries in the City of Kelowna, but in the District of West Kelowna and the District of Lake Country as well.

Mayor Shepherd:

- Believes that Tourism Kelowna receives hotel tax funding from both the District of West Kelowna and the District of Lake Country.

3.5 Councillor Hobson, re: The “Dolphins”

Councillor Hobson:

- Noted that the “Dolphins” at the Grand have been cleaned up and was wondering who was responsible for the cleaning as he was very impressed with how well the sculpture looks now.

4. RESOLUTION CLOSING THE MEETING TO THE PUBLIC

Moved by Councillor Stack/Seconded by Councillor Hodge

R468/11/05/09 THAT this meeting be closed to the public, pursuant to Section 90(1) (c), (e) and (g) of the Community Charter for Council to deal with matters relating to the following:

- Employee Relations;
- Acquisition of Land or Improvements;
- Potential Litigation.

Carried

5. TERMINATION

The meeting adjourned to closed session at 10:56 a.m.

The meeting was declared terminated at 12:10 p.m.

Certified Correct:

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Mayor

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City Clerk

SLH/dd