

# City of Kelowna

## Regular Council Meeting

### AGENDA



Monday, October 20, 2014

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 - October 6, 2014
3. Reports
  - 3.1 City Clerk, Verbal Report, re: Proposed 2015 Council Meeting Schedule 10 m 6 - 6  
  
To obtain input from Council regarding the proposed 2015 Council Meeting Schedule.
  - 3.2 Downtown Plan Safety Report 30 m 7 - 41  
  
To update Council on the coordinated efforts to improve the safety of citizens and visitors to the Downtown as envisioned in the Downtown Plan (2012).
4. Resolution Closing the Meeting to the Public  
  
THAT this meeting be closed to the public pursuant to Section 90(1)(e), (f) and (k) and 90(2)(b) of the Community Charter for Council to deal with matters relating to the following:
  - Acquisition, Disposition, or Expropriation, of Land or Improvements;
  - Law Enforcement;
  - Provision of a Municipal Service; and
  - Negotiations with another level of Government (Provincial).

5. Adjourn to Closed Session
6. Reconvene to Open Session
7. Issues Arising from Correspondence & Community Concerns
  - 7.1 Mayor Gray, re: Issues Arising from Correspondence 30 m
8. Termination



## City of Kelowna Regular Council Meeting Minutes

Date: Monday, October 6, 2014  
 Location: Knox Mountain Meeting Room (#4A)  
 City Hall, 1435 Water Street

Council Members Present: Mayor Walter Gray and Councillors Colin Basran\*, Maxine DeHart, Gail Given, Robert Hobson, Mohini Singh, Luke Stack and Gerry Zimmermann

Council Members Absent: Councillor Andre Blanleil

Staff Present: Acting City Manager, Doug Gilchrist; City Clerk, Stephen Fleming; and Council Services Coordinator, Sandi Horning

(\* denotes partial attendance)

### 1. Call to Order

Mayor Gray called the meeting to order at 11:03 a.m.

### 2. Confirmation of Minutes

Moved By Councillor Stack/Seconded By Councillor DeHart

R704/14/10/06 THAT the Minutes of the Regular AM Meeting of September 29, 2014 be confirmed as circulated.

Carried

### 3. Reports

- 3.1. City Clerk, Draft Resolution, re: October 22, 2014 Public Hearing & Regular Meeting

Moved By Councillor Hobson/Seconded By Councillor Given

R705/14/10/06 THAT an additional Public Hearing and Regular Meeting of Council be held on Wednesday, October 22, 2014 at 6:00 pm in the Council Chamber at City Hall.

Carried

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

Moved By Councillor Singh/Seconded By Councillor Zimmermann

R706/14/10/06 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.

Carried

**5. Adjourn to Closed Session**

The meeting adjourned to a closed session at 11:06 a.m.

**6. Reconvene to Open Session**

The meeting reconvened to an open session at 11:35 a.m.

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

**7.1. Acting City Manager, re: DeHart Road - Park**

Acting City Manager:

- Advised that staff will be coming forward with a Report to Council regarding the park proposed for DeHart Road and the potential of deeming that park a 'dog' park.

**7.2. Councillor Stack, re: West Avenue Parking Concerns**

Councillor Stack:

- Raised concerns with correspondence received regarding parking in the Pandosy Area, particularly with respect to West Avenue.

Acting City Manager:

- Confirmed that staff has responded to the concerns raised.
- Responded to questions from Council.
- Will have staff forward the response to the parking concerns to Council.

**7.3. City Clerk, re: Council Correspondence - 984 DeHart Road & South Perimeter Road**

City Clerk:

- Advised that Council correspondence has been received regarding two (2) items on this afternoon's Agenda, the 984 DeHart Road Rezoning Application and the South Perimeter Way staff report.

## 8. Termination

The meeting was declared terminated at 11:49 a.m.

\_\_\_\_\_  
Mayor

/slh

  
\_\_\_\_\_  
City Clerk

DRAFT

 Monday Regular Meetings (8:30 am/1:30 pm)

 15 2015 Budget Deliberations [Jan 15]

 17 2016 Budget Deliberations [Dec 17]

 Summer Schedule

 Public Hearing/Regular Meeting (6:00 pm)

 10 2016 Pre-Budget Meeting [Sept 10] (8:30 am)

 Stat Holiday

Conventions:



SILGA: April 29 - May 1 (Kamloops)

FCM: June 5 - 8 (Edmonton)

UBCM: September 21 - 25 (Vancouver)

Seminars:



LGLA 2015 Elected Officials Seminar (SILGA): January 20 - 22 (Kelowna)

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# Report to Council



**Date:** 9/24/2014  
**File:** 0910-01  
**To:** City Manager  
**From:** Rob Mayne, Divisional Director Corporate and Protective Services  
**Subject:** Kelowna Downtown Safety Plan

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## **Recommendation:**

THAT Council receives the report of the Divisional Director Corporate and Protective Services dated September 24, 2014 regarding the Kelowna Downtown Safety Plan

## **Purpose:**

To update Council on the coordinated efforts to improve the safety of citizens and visitors to the Downtown as envisioned in the Downtown Plan (2012).

## **Background:**

Council's priorities for the past several years have included a focus on downtown. Initiatives include the partnering with the Interior Health Authority (IHA) for the construction of their community services and programs building, the revitalization of Bernard Ave., and many other initiatives that are building a stronger, more vibrant downtown.

## **Link to the Downtown Plan Objectives**

To further support the vision of building a vibrant and active downtown, Council, in 2012, approved the Downtown Plan (2012). The plan contains a strategy and 10 year action plan towards achievement of a long term (25 year) vision.

The actions that were identified aimed to build on existing strengths to create more activity, ultimately attracting more people to our downtown area. This will eventually create a hub of people that live, work and play in the downtown as part of their daily lives. An increase in the number of tourists, residents and employment opportunities will attract more activity, resulting in an increase in the sense of safety. As developed by Kelowna residents and stakeholders, the My Downtown vision will deliver on the following three principle goals:



1. Attract people to downtown
2. Increase sense of safety
3. Attract private sector investment

The focus of this council report is to update Council on the second goal: to ***increase the sense of safety***. Several initiatives identified in the Downtown Plan and are either underway or completed as part of the security oversight for Downtown.

### **Working with Partners**

There are several partners that work together in maintaining the safety within Downtown, collectively referred to as the coordinated enforcement team. The partners include the Downtown Kelowna Association (DKA) through their On Street program, Transit Security, the BC Corp Commissionaires, Bylaw Services and the RCMP. Through regular meetings and coordinated multi tiered policing, there are a lot of eyes and ears on the street. This group was established eight years ago and has grown over the time. During their monthly meetings, they establish strategies to deal with evolving safety matters and criminal activities in the downtown.

The Partners for a Healthy Downtown include a number of social agencies including mental health issues, the Gospel Mission and a multitude of other agencies. To address more of the systemic social aspects of downtown, the Partners for a Healthy Downtown work closely with the RCMP, DKA and Bylaw Services to ensure those with mental health and those that are disenfranchised are getting the treatment they need from the most appropriate agency.

Behind the scenes, there are crime analysts who review trends on the types of crimes being reported and matching against prolific offenders. Fortunately, this work has resulted in reversing trends of particular crimes quickly. The crime analyst review statistics from across the City, but a focus on downtown accomplishes many goals of the My Downtown Plan and city centre safety.

Additionally, the DKA and RCMP all terrain vehicles (gators) have been effective in patrolling back alleys and the downtown parks to identify problem areas. Those patrols are complimented by RCMP and Bylaw foot and bike patrols.

The implementation of cameras in the downtown will aid in the prosecution of crimes and as a prevention tool. Staff will continue to monitor the effectiveness of surveillance cameras and adjust their use as necessary. Although not monitored, Bylaw Services and the Chapman Parkade security have access to see activity as needed. Once completed, the Queensway Transit Centre will be monitored with cameras as well.

### **Panhandling**

The panhandling rules within the City of Kelowna are very consistent with those of other municipalities. For the most part, panhandling is enforced through the Panhandling Bylaw No. 8214, however Part 8 of the Traffic Bylaw No. 8120 deals with pedestrians and obstruction of sidewalks. The panhandling bylaw specifically addresses the locations of where panhandling is prohibited such as;



- (a) an entrance to a bank, credit union or trust company;
- (b) an automated teller machine;
- (c) a bus stop;
- (d) a bus shelter;
- (e) the entrance to any liquor store; or
- (f) the entrance to a movie theatre.

Other provisions within the bylaw address panhandling regulations and prohibits targeting vehicles. A challenge that is to be addressed within a planned review of the bylaw is the differentiation of a busker versus a panhandler. *Festivals Kelowna* manages the Busker Program and allows permitted buskers to perform year round at 15 locations in the downtown and in South Pandosy. Staff will continue to work with *Festivals Kelowna* to ensure the bylaw and Buskers Program are aligned.

An amendment to the Traffic Bylaw, Pedestrian Section, will help to address the enforcement of kneeling, sitting, and lying on the sidewalk. Currently the bylaw reads that these activities are restricted between the hours of 8am - 5pm. Staff recommends the removal of the current time frame to allow enforcement of loitering issues and taking up abode in front of business's prior to opening and after closing hours.

### **Graffiti and Vandalism**

Graffiti city wide files continues to drain Bylaw Services and Parks Dept. resources and is a frustration for property owners. In 2014, year to date, 2,289 pieces of graffiti have been documented and removed within the downtown. Keeping the downtown free of graffiti increases a sense of safety and vitality.

With the increased volume of foot traffic on Bernard Avenue additional garbage receptacles are on order to handle the increased volume of trash. Since the completion of construction, Parks staff have been witness to theft and vandalism of some of the street features. These include the ashtrays which are being replaced as needed with a revised style less susceptible to vandalism and bollards that will be placed to ensure other furniture is safe from being hit by vehicles while parking.

### **Downtown Enforcement Unit**

The creation of the RCMP's Downtown Enforcement Unit (DEU) has been an effective approach to addressing the unique challenges of our community. The DEU routinely patrols the downtown area of the Kelowna core. More specifically, within the area bounded by Ethel Street on the East; Okanagan Lakeshore to the West; Doyle Avenue and Stockwell Avenue to the North; and Lake Avenue, Marshall Avenue and Rowcliffe Avenue to the South. This area is commonly known as the "Red Zone".

Within these parameters are the Gospel Mission, the Ki-LOW-Na Friendship Center, Cardington House, Willowbridge Transitional Housing, Columbia Bottle Depot, Trades Labour Corporation, Metro Community Church, the Outreach Urban Health Clinic (needle exchange), Safeway alley, several bars, liquor stores, and thrift stores, various abandoned buildings, alcoves and several parks with open public washrooms. These services and areas are located in a densely populated business center and popular tourist destination. Combined with year round mild weather, these services draw in transient persons, drug and alcohol

addicted/affected individuals, prostitutes and drug traffickers. Individuals loiter, sleep, drink alcohol and conduct their business with no regard for the concerned public.

DEU's main mandate is problem oriented policing with a strong crime reduction strategy within the "Red Zone". This is done by both uniform and plain clothes operations. Several business owners from the area have expressed appreciation with the policing efforts being made in the area; however, advise that the problems appear to continue once uniformed police leave the area.

Since the inception of DEU, members have investigated numerous files of violent street crimes, transient persons loitering, prostitution, drug use and street level trafficking in the area with great success. DEU has identified, charged, and released numerous individuals with conditions not to attend the "Red Zone". This has proved to be an effective tool in DEU's crime reduction strategy.

Members of DEU are often aware of individuals from past dealings and are aware of their current conditions and Court dispositions. When the Members of DEU observe an unknown individual in the area, those individuals are often checked to ensure compliance with conditions, concerns of keep the peace and good behavior and, often in the case of youth, to ensure that they have not been reported missing. These checks are achieved by obtaining their identities and then performing queries on police systems such as Police Records Information Management Environment (PRIME BC) and Canadian Police Information Centre (CPIC). Often police partners are called upon such as probation officers, City Bylaws, the missing persons unit, and parents or guardians to assist DEU in the identification and/or removal of these individuals.

From time to time, Members of DEU also collaborate with these and other police partners to assist individuals in accessing programs such as housing, addictions and mental health. From mid-May to early September, due to the increased population of transient and drug addicted individuals; DEU is augmented by a four person Bike Patrol. In 2014 the Bike Patrol was increased by two Members and has the same previously noted responsibilities as DEU; however, they are to perform these duties in a highly visible uniformed manner on bicycles for the sole purpose of enforcement.

### **Ongoing Challenges**

While there are many initiatives in place, there are still many challenges to maintaining a sense of safety within the City's downtown. From unauthorized panhandling, to skateboarders and bicyclists on the sidewalks, liquor and drug related offences in the parks to maintaining the sidewalks and public areas in an appealing way are all important to a sense of safety. The City, the collective security agencies, the social agencies, the DKA and the business owners are all partners in this and collectively continue to collaborate and promote innovative ways to catalyze our downtown as a safe and vibrant place.

The crime stats for the past several years demonstrate the active participation of the RCMP by way of their increased presence and resulting increase in penalties with regards to controlled drugs and substance action as well as liquor violations. Of note crimes against persons and criminal code violations are on the down turn. Offenses against property are still a focus area for the RCMP. In the spring of 2014 the City implemented a new Bicycle Theft Prevention and Awareness Program and a sustained marketing campaign to increase public awareness on tips to prevent thefts from autos. The RCMP are working with the City's

communications team continue to pursue strategies to increase public awareness around prevention to augment ongoing enforcement efforts.

Category of Crimes	2011	2012	2013
Crimes against persons	177	183	159
Offenses against property	361	405	415
Criminal code violations	554	554	479
Controlled drugs and substance action violations	332	300	489
Liquor violations	409	420	454

In May and June, Bylaw Services and the DKA, worked diligently to reduce the number of shopping carts in the downtown. In addition to being stolen property, the carts create a nuisance for pedestrians and shop owners by blocking sidewalks and entrances. Furthermore the carts are not allowed into most of the support agencies buildings and as a result these individuals either do not use those services or are at risk of having their belongings stolen. Several dozen carts were removed from the streets and returned to their owners in a matter of months this year.

### **Transit Security Office**

The preliminary design of the transit security building is complete. This building is part of the Queensway transit exchange and road improvements and will be the headquarters of the transit security that provide security daily in the afternoon and evening hours. Completion of the building is anticipated in early 2015 and will include a viewing area, CCTV monitors as well as staff and public washrooms.

### **Summary**

As the downtown continues to grow as a hub of where people live, work and play the challenges within downtown will evolve. The City and its partners are poised to address and anticipate these challenges with proactive changes to enforcement, security activities and by updating bylaws to increase the public's sense of safety. The added density with planned hotels (West Corp. and others), residential (Monaco) and work places (IHA building, Innovation Centre) will increase activity throughout downtown. This will bring more eyes and ears on the streets making a safer and active area.

### **Internal Circulation:**

Department Manager, Policy & Planning  
Divisional Director, Active Living and Culture  
Divisional Director, Civic Operations  
Divisional Director, Communications and Information Services  
Superintendent Kelowna RCMP  
Cst S. Craven, Street Crime Unit  
Bylaw Services Manager  
Supervisor Crime Prevention

Considerations not applicable to this report:

Existing Policy:

Financial/Budgetary Considerations:

Personnel Implications:

External Agency/Public Comments:

Communications Comments:

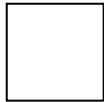
Alternate Recommendation:

Legal/Statutory Authority:

Legal/Statutory Procedural Requirements:

Submitted by:

R Mayne, Divisional Director Corporate and Protective Services



**Approved for inclusion:** R Mayne,  
Divisional Director Corporate & Protective Services

Attachments:

cc: Police Services Manager, Superintendent Kelowna RCMP, Department Manager, Policy & Planning, Divisional Director Communication and Information Services

# DOWNTOWN SAFETY

Council Presentation Oct 20, 2014

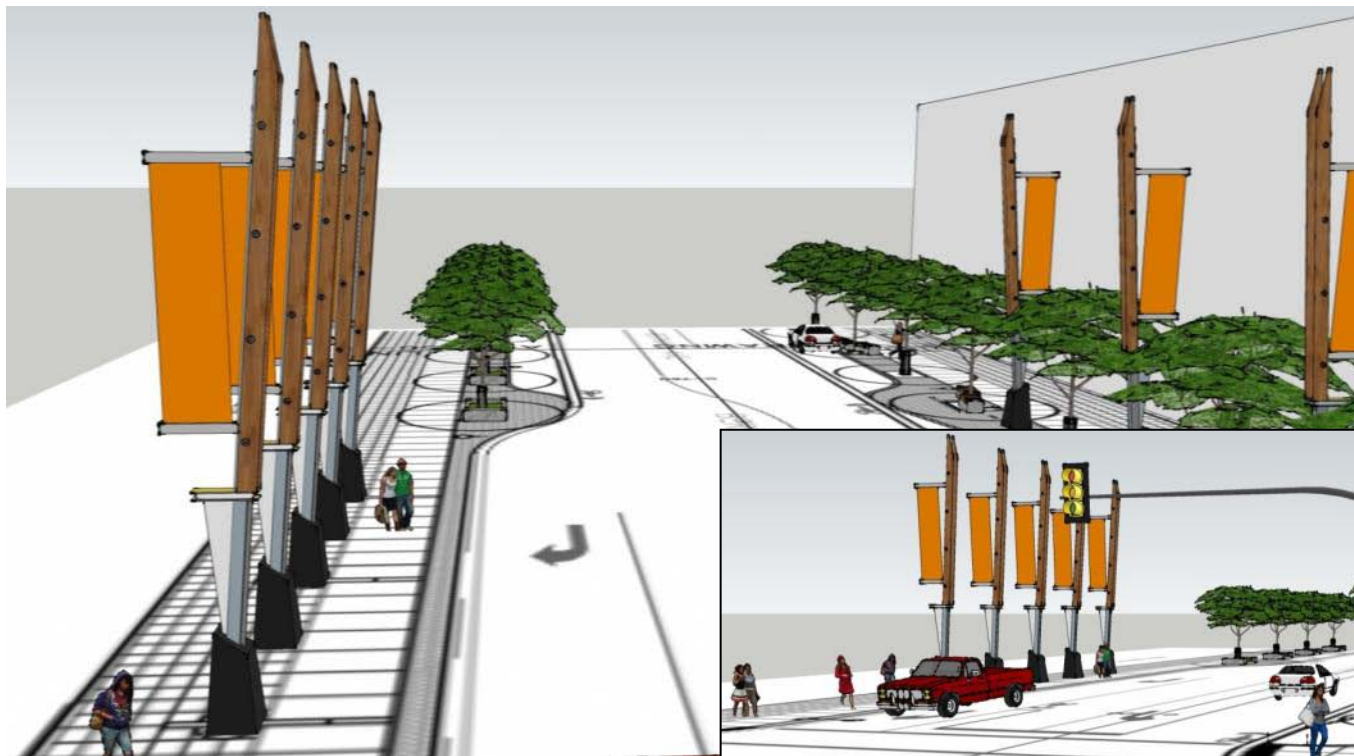


## DOWNTOWN SAFETY PLAN

- ▶ Downtown Plan
- ▶ Partners
- ▶ Coordinated Approach
- ▶ Successes
- ▶ Action Plans



## Bernard Avenue Revitalization



Entrance gateway at Richter





Illustration of pedestrian realm zones



Actual pedestrian realm zones





## DOWNTOWN PLAN

- ▶ The Downtown Plan (2012) contains a strategy and 10 year action plan towards achievement of a long term (25 year) vision.

# DOWNTOWN PLAN

Vision

Goals

Strategies

## DOWNTOWN PLAN VISION

- ▶ “My Downtown will include areas where citizens choose to live, shop, play and congregate and where businesses choose to do business and where developers choose to develop.”



## DOWNTOWN PLAN

1. Attract people to downtown
- 2. Increase sense of safety**
3. Attract private sector investment





# DOWNTOWN PLAN - STRATEGIES

## Focal Priorities

- ▶ 1 Making downtown more pedestrian friendly
- ▶ 2 Increasing activity downtown
- ▶ 3 Increasing the number of people living downtown
- ▶ 4 **Reducing crime/increasing safety**
- ▶ 5 Making it easier to park



## DOWNTOWN PLAN - INITIATIVES

- ▶ Increase Police Visibility
- ▶ Transit Security Office
- ▶ Reduce Thefts from Vehicles
- ▶ Improve Lighting - Leon Lawrence western portion
- ▶ Indoor Queuing for Service Providers

## PARTNERS

- ▶ Working Collaboratively with Partners For a Healthy Downtown

# CITY OF KELOWNA

## ► Crime Prevention Coordinator



# RCMP



# BYLAW SERVICES



# KELOWNA PARKING





# DOWNTOWN KELOWNA ASSOCIATION



# MANY EYES AND EARS WATCHING



## COORDINATED APPROACH

- ▶ Regular Meetings Monthly
  - ▶ Issue addressing
  - ▶ Sharing Knowledge
  - ▶ Taking Action

# PARTNERS FOR A HEALTHY DOWNTOWN



CANADIAN MENTAL  
HEALTH ASSOCIATION

ASSOCIATION CANADIENNE  
POUR LA SANTÉ MENTALE  
**BC Division**



**Interior Health**  
*For your whole life*

**John Howard**

THE JOHN HOWARD SOCIETY OF CANADA  
La SOCIÉTÉ JOHN HOWARD DU CANADA

*"Effective, just and humane responses to the causes and consequences of crime."*



**Okanagan**  
Boys and Girls Clubs



Kelowna's  
**Gospel Mission**

## REDUCING CRIME

Category of Crimes	2011	2012	2013
Crimes against persons	177	183	159
Offenses against property	361	405	415
Criminal code violations	554	554	479
Controlled drugs and substance action violations	332	300	489
Liquor violations	409	420	454

# GRAFFITI AND VANDALISM





# PANHANDLING BYLAW UPDATE





# DOWNTOWN ENFORCEMENT UNIT

- ▶ Red Zone Restrictions
- ▶ Uniformed and Plain Clothes
- ▶ Familiarity
- ▶ Checks



## ACTION PLANS

- ▶ DEU Continued Focus
- ▶ Regular Patrols
- ▶ CCTV Cameras
- ▶ Security Building at Transit Centre
- ▶ Working with Social Agencies
- ▶ Watching Trends

# A SAFE VIBRANT AND HEALTHY DOWNTOWN





Live, Work and Play





WORKING TOGETHER TO ACHIEVE THE VISION