# City of Kelowna
# Regular Council Meeting
# AGENDA

**Monday, April 20, 2015**
**9:00 am**
**Knox Mountain Meeting Room (#4A)**
**City Hall, 1435 Water Street**

Pages

1. **Call to Order**

2. **Confirmation of Minutes**                                                     2 - 6

   Regular AM Meeting - April 13, 2015

3. **Reports**

   **3.1    Development Planning**                                 90 m          7 - 69

   To provide Council with information regarding the Kelowna Model for
   processing development applications.

   **3.2    Engage Policy and Program**                           30 m          70 - 89

   To provide an update on the City's Engage Policy and supporting program.

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

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

   - Legal Advice;
   - Third Party Information; 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**            5 m

8. **Termination**

1

# City of Kelowna
# Regular Council Meeting
# Minutes

| | |
|---|---|
| Date: | Monday, April 13, 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; Deputy City Clerk, Karen Needham; Deputy City Manager, Paul Macklem*; Divisional Director, Infrastructure, Alan Newcombe*; Cultural Services Manager, Sandra Kochan*; Director, Regional Services, Ron Westlake*; Regional Programs Manager, Jerry Dombowsky*; Regional Planning Manager, Rafael Villarreal Pacheco*; Director, Financial Services, Genelle Davidson*; and Legislative Systems Coordinator, Sandi Horning |

(* denotes partial attendance)

## 1. Call to Order

Mayor Basran called the meeting to order at 9:05 a.m.

## 2. Confirmation of Minutes

**Moved By  Councillor Stack/Seconded By  Councillor DeHart**

R251/15/04/13  THAT the Minutes of the Regular AM Meeting of April 13, 2015 be confirmed as circulated.

**Carried**

## 3. Reports

### 3.1  Purchase of Gift for presentation by City of Kelowna to City of Veendam

**Moved By** Councillor Hodge/**Seconded By** Councillor Given

> **R252/15/04/13** THAT Council receives, for information, the Report dated April 13, 2015 from the Cultural Services Manager regarding the presentation of a formal gift from the City of Kelowna to the City of Veendam;
>
> AND THAT Council approves the purchase and presentation of the limited edition sculpture 'Freedom' by Kelowna artist Geert Maas as an official gift from the City of Kelowna to the City of Veendam in recognition of the 70th Anniversary of the liberation of The Netherlands from World War II occupation and 35 years of friendship between the cities of Kelowna and Veendam;
>
> AND FURTHER THAT the purchase price of $1,050 and any necessary expenses associated with preparing the sculpture for shipment and customs clearance be paid from the 2015 Sister Cities budget pursuant to Policy 355.

**Carried**

Councillor DeHart:
- Advised that she is unable to travel to Veendam as part of the City delegation.

Mayor Basran:
- Confirmed that he will be representing the City during the trip.

### 3.2    Kelowna Regional Transit

Staff:
- Displayed a PowerPoint presentation summarizing the Kelowna Regional Transit Service governance structure and funding model.
- Advised that the Provincial Government funds 47% of the cost of the Kelowna Regional Transit Service and has frozen transit funding for the next 3 years.
- Advised that the City is progressive in making route recommendations; however any route changes require the Province's approval.
- Advised that the Regional Smart Transit Plan was established in 2005, the UPass for UBC-O was established in 2007; and the RapidBus Project commenced in 2009.
- Advised that the local governments came up with the RapidBus initiative, with each jurisdiction paying its costs.
- Responded to questions from Council.
- Advised that it is BC Transit's contract with First Bus.
- Advised that the handyDART service has been combined with First Bus and the overall BC Transit contract. Transit pays more towards handyDART then regular bus service (67%).
- Advised that the conventional service is 100% accessible and costs less than using handyDART.
- The City has focused on capital and infrastructure the past few years and will now focus on increasing ridership in the future.
- Commented on how the various routes are operating and what can be done to improve service.
- Noted that the Sustainable Transportation Partnership of the Central Okanagan (STPCO) governance model is better than the provincial model.

City Manager:
- Provided comment on how BC Transit operates.
- Commented on the rationale for creating the STPCO.

Deputy City Manager:
- Provided comment on advertising revenue.

**Moved By** Councillor Sieben/**Seconded By** Councillor DeHart

> **R253/15/04/13** THAT Council receives, for information, the Report of the Director, Regional Services dated April 7, 2015 with respect to the Kelowna Regional Transit system.

> **Carried**

### 3.3 Okanagan Basin Water Board's Water Stewardship Council, Draft Resolution

Deputy City Clerk:
- Clarified that this is a technical appointee and confirmed that Councillors are also appointed.
- Clarified that the City of Kelowna's representative has been on the OBWB Stewardship Council since 2008.

**Moved By** Councillor Hodge/**Seconded By** Councillor Gray

> **R254/15/04/13** THAT Council appoints the Utility Planning Manager as the City of Kelowna's representative on the Okanagan Basin Water Board's Stewardship Council;

> AND THAT Council appoints the Design Technician, Utility Planning, as the City of Kelowna's alternate representative on the Okanagan Basin Water Board's Water Stewardship Council.

> **Carried**

### 3.4 Strategic Planning Sessions, Draft Resolution

Mayor Basran:
- Confirmed that the Strategic Planning sessions are Committee-of-the-Whole meetings and will be held in-camera.

**Moved By** Councillor Given/**Seconded By** Councillor Sieben

> **R255/15/04/13** THAT a Special Meeting of the Committee-of-the-Whole of Council (Strategic Planning Session) be held on Friday, April 17, 2015 at 12:00 p.m.;

> AND THAT the April 17, 2015 Strategic Planning Session be held at another location other than City Hall, being the Kelowna International Airport, Airport Administration Boardroom, 5533 Airport Way, Kelowna, BC;

> AND FURTHER THAT the May 12, 2015 Strategic Planning Session be held at another location other than City Hall, being the Kelowna International Airport, Airport Administration Boardroom, 5533 Airport Way, Kelowna, BC.

> **Carried**

## 4. Resolution Closing the Meeting to the Public

**Moved By** Councillor Singh/**Seconded By** Councillor DeHart

> **R256/15/04/13** THAT this meeting be closed to the public pursuant to Section 90(1) (b), (c) and (e) of the *Community Charter* for Council to deal with matters relating to the following:

> - Municipal Award;
> - Labour Relations; and

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

**Carried**

5. **Adjourn to Closed Session**

The meeting adjourned to a closed session at 10:46 a.m.

6. **Reconvene to Open Session**

The meeting reconvened to an open session at 12:14 p.m.

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

### 7.1 Councillor Donn, re: BC Transit Workshop 2015

Councillor Donn:
- Would like to attend an upcoming BC Transit Workshop and requires Council's approval to attend.

Deputy City Clerk:
- Advised that the cost to attend is approximately $700.00 including registration and accommodation.

**Moved By** Councillor Sieben/**Seconded By** Councillor Singh

**R257/15/04/13** THAT council authorizes Councillor Donn to travel to attend the BC Transit Workshop 2015 - Driving Excellence scheduled for April 27 - 29, 2015 in Harrison Hot Springs, BC, with expenses paid in accordance with Council Remuneration and Expense Bylaw No. 7547.

**Carried**

### 7.2 Councillor Sieben, re: Request from URBA - Tent Rental for 2015 May Days Event

Councillor Sieben:
- Advised that URBA has requested that the City waive the cost of the tent rental (approximately $670.00) for the 2015 May Days event.

Council:
- Agreed to pay the cost of the tent rental from Council Contingency and that this is a one-time only commitment.
- Would like to have a staff presence at the event to promote the investment by the City in the new park.
- Inquired what the City's role is with respect to big events.

City Manager:
- Advised that he will have staff report back to Council on the City's role in larger community events.

**Moved By** Councillor Sieben/**Seconded By** Councillor Gray

**R258/15/04/13** THAT Council authorizes the sum of up to $700.00, to be paid from Council Contingency, to offset the costs of the Uptown Rutland Business Association for the rental of the City's tent for use during the 2015 Rutland May Days event.

**Carried**

### 7.3    Councillor Stack, re: Caban Property

Councillor Stack:
- Commented on the state of the Caban property at the corner of Lakeshore and Richter and inquired as to what was being done to clean it up.

City Manager:
- Advised that he will have staff report back to Council on the current status of the property.

## 8.    Termination

The meeting was declared terminated at 12:27 p.m.

_____     _____
Mayor                                                        Deputy City Clerk

/slh

# Report to Council

City of
## Kelowna

**Date:** April 16, 2015

**File:** 0160-20

**To:** City Manager

**From:** Urban Planning Manager

**Subject:** Development Planning

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**Recommendation:**

THAT Council receives, for information, the Report from the Urban Planning Manager dated April 16, 2015 with respect Development Planning.

**Purpose:**

To provide Council with information regarding the Kelowna Model for processing development applications.

**Background:**

See attached PowerPoint presentation.

Submitted by:

R. Smith, Urban Planning Manager

# DEVELOPMENT PLANNING

▶ The Kelowna Model – Processing Development Applications

# INTRODUCTION & HISTORY

# CITY PLANNING 1.0

- Organic
- Age of Empires
- Planning by authority/necessity not democracy
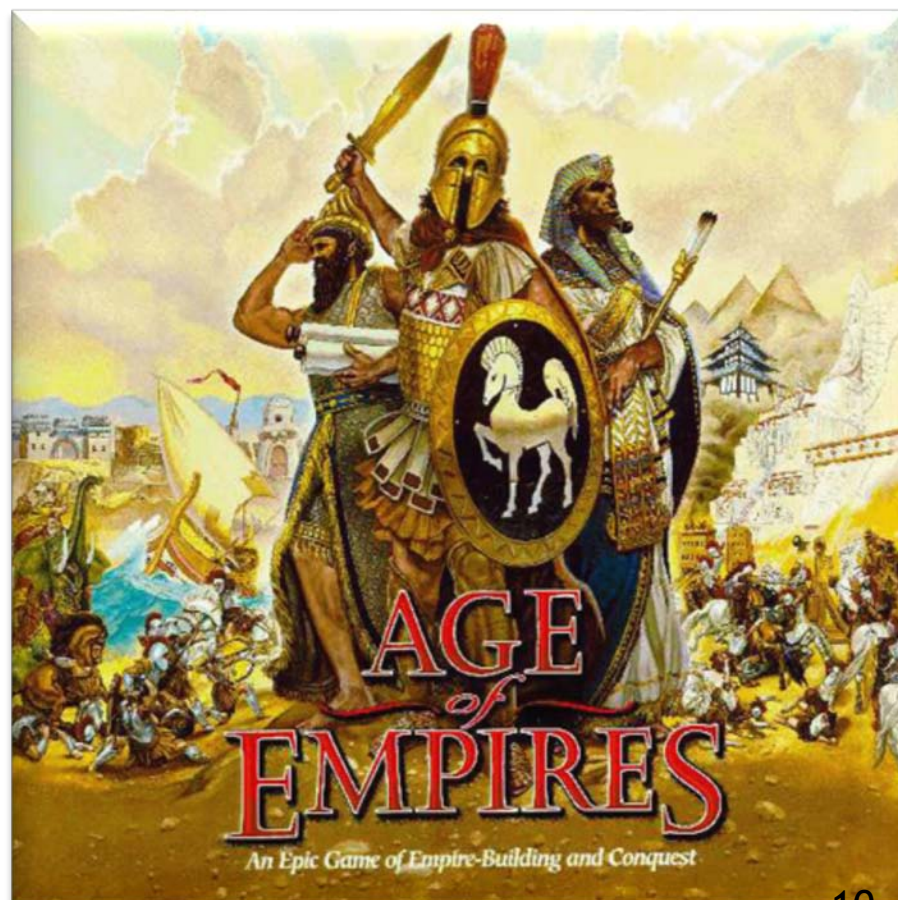
# CITY PLANNING 1.0

▶ Resources, Military, Trade

# Industrial Revolution

- Crowding
- Sanitation Problems
- Transportation Revolution
- Incompatible Land Uses
- Social concerns

# CITY PLANNING 2.0

- Beautiful City
  - Public Health
  - City Planning
- Reform
  - Council- City Manager
  - Professional Admin
- Professional Bureaucracy
- Make no Small Plans
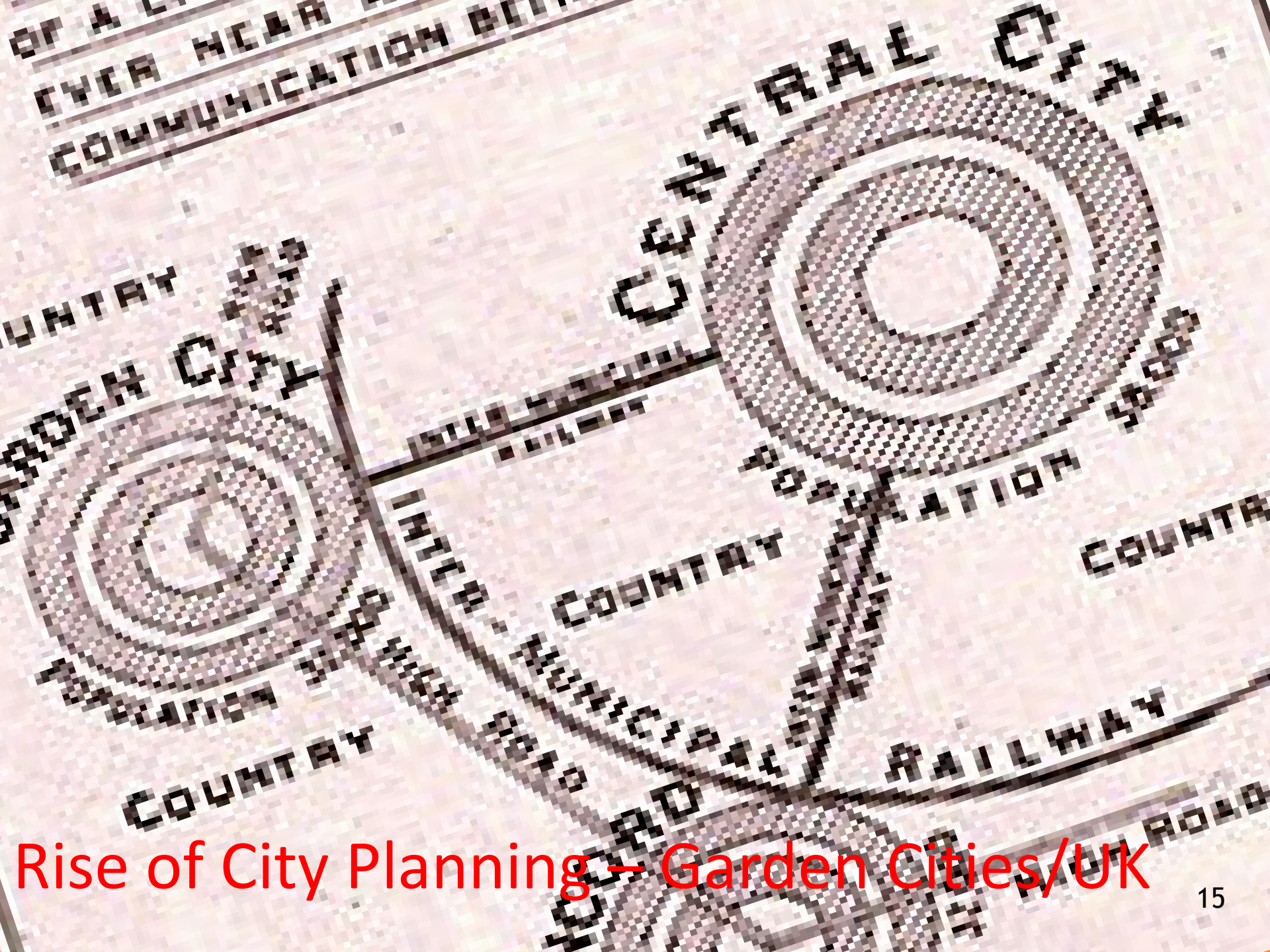
Rise of City Planning – Garden Cities/UK

# CITY PLANNING 2.0
# ENGINEERED SOLUTIONS : THE CITY AS A SYSTEM

# PLANNING IN CONTEXT

# SENIOR GOVERNMENT LEGISLATION

▶ Local Government Act

▶ Community Charter

▶ Transportation Act

▶ Land Title Act

▶ Strata Title Act

▶ BC Building Code

# SENIOR GOVERNMENT CONTEXT

▶ Ministry of Transportation and Infrastructure

▶ Agricultural Land Commission

▶ Ministry of Environment


BIG BROTHER IS WATCHING YOU

# PLANNING IN KELOWNA

# HOW IS THE CITY OF KELOWNA ORGANIZED TO DO COMMUNITY PLANNING?

Divisional Director

- Urban Planning
- Policy and Planning
- Subdivision, Ag, Env
- Development Services (incl Eng.)
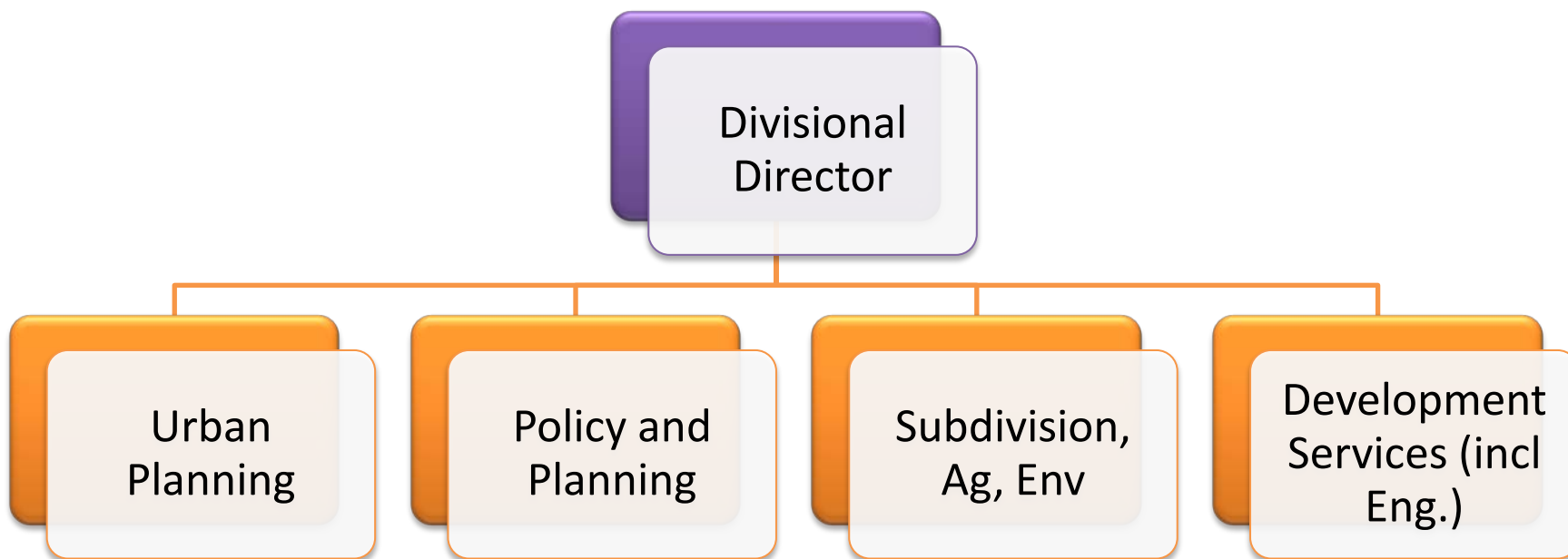
# COMMUNITY PLANNING: THE KELOWNA MODEL

Public Consultation

Planning: Transportation, Neighborhood, Social, Environmental, Industrial, Commercial, Agricultural, Heritage

Official Community Plan
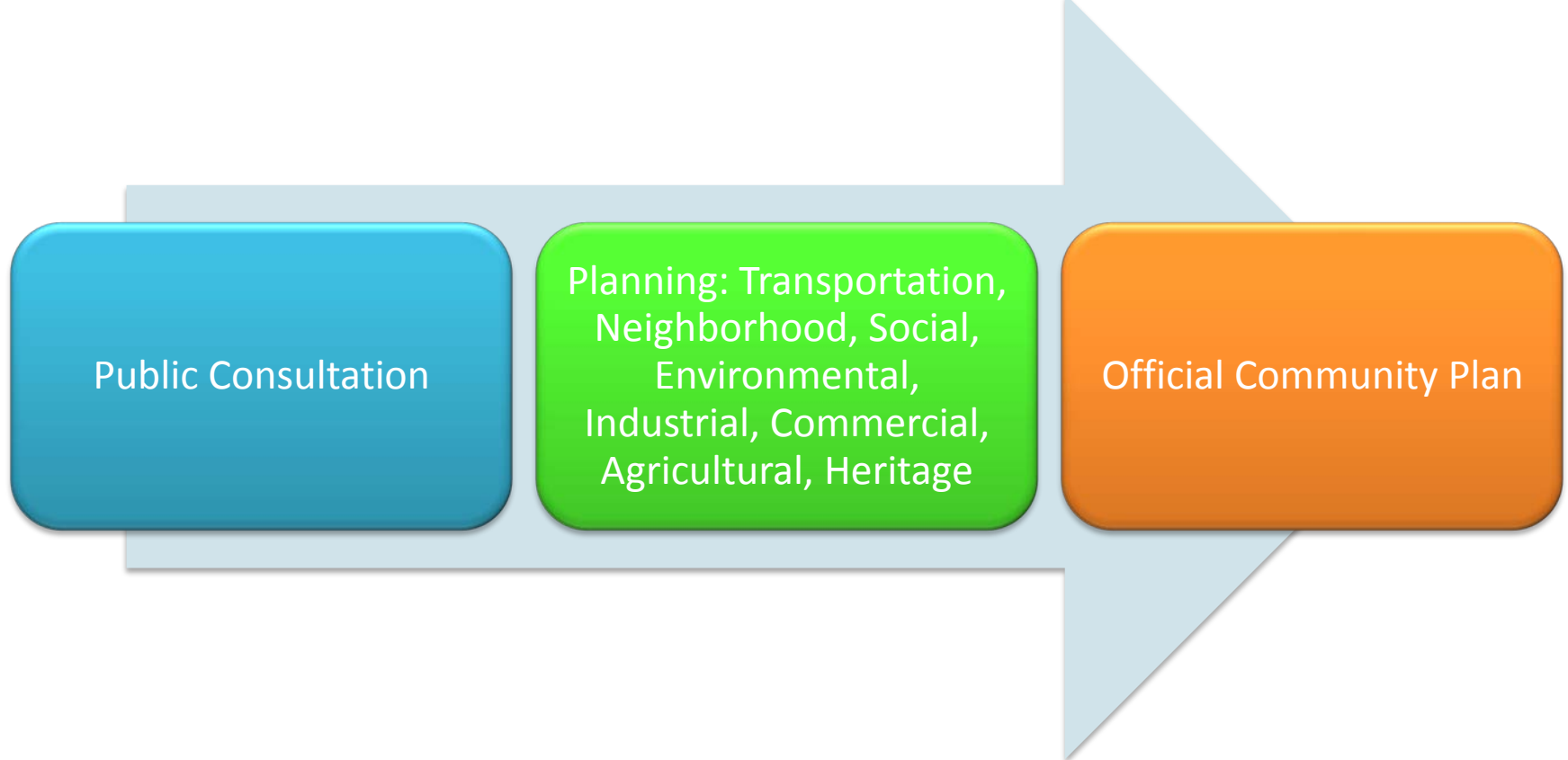
# KELOWNA'S OCP

▸ Primarily Development and Growth Oriented (from a policy perspective)

▸ Contains Development Permit Areas to guide development in a variety of conditions

- What commercial, industrial, multi-family development looks like
- Impacts of hillside development
- Impacts of development in environmentally sensitive areas

# OCP IMPLEMENTATION



**Procedures Bylaws**
- Explains how the DA process works
- Public Consultation

**Zoning Bylaw**
- Define/Regulate Uses
- Regulate Building Envelope
- Considered a "blunt" tool

**Subdivision/ Development Servicing Bylaw**
- Standards for Civil Servicing
- Roads, Water, Sewer, Storm

**Development Permit Guidelines**
- Form & Character
- Hillside Conditions
- Environmental

# ZONING BYLAWS AND RE-ZONING APPLICATIONS

# WHAT IS A (RE)ZONING

▶ Every parcel of land in Kelowna has a zone

▶ Zones control land use

▶ Zones specify development regulations and subdivision regulations

▶ The blunt instrument of planning

# REZONING APPLICATIONS

▶ To facilitate a use not permitted by existing zoning

▶ Must comply with OCP or will trigger an OCP amendment

*"The process of rezoning allows Council to consider potential impacts and any changes to land use of subsequent development that may influence the present and the long term goals of the community."*
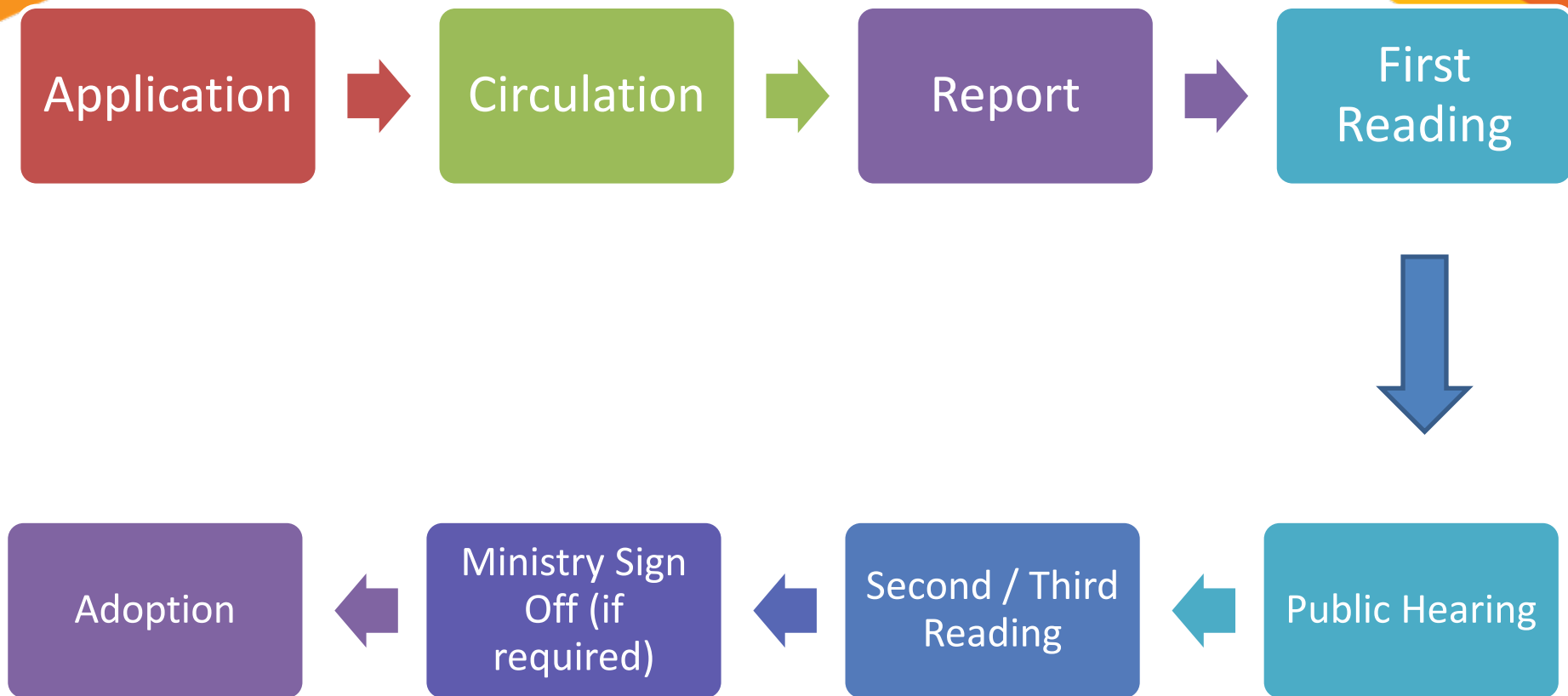
# DEVELOPMENT PERMITS AND PROCESS

# WHAT IS A DEVELOPMENT PERMIT?

▶ Controls the form and character of a development or;

▶ Regulates development in environmentally sensitive areas and areas with identified hazardous conditions

▶ Implements guidelines contained in the Official Community Plan

# FORM & CHARACTER DEVELOPMENT PERMITS

▶ *What is Form and Character?*

  ▶ *Form and Character refers to the exterior design, landscaping, siting, building finishes and sensitivity to existing buildings. Includes the relationship to the street, neighbourhood context, privacy, building massing, parking, landscaping, building form and finish, and accessibility."*

# AGRICULTURAL PROTECTION DEVELOPMENT PERMITS

▶ *Agriculture is a prominent land use in Kelowna and a vital component of the local economy. As growth continues in the City, the potential for land use conflicts within and adjacent to agricultural areas increases, necessitating the application of guidelines with respect to subdivision design, site layout, landscaping, and buffering.*

# NATURAL ENVIRONMENT DEVELOPMENT PERMITS

▸ *The development permit process will be used to determine how adverse environmental impacts can, or cannot be abated using appropriate precautionary measures as part of site and building design, construction, and long-term maintenance.*

# HAZARDOUS DEVELOPMENT PERMITS

▸ *Hazardous conditions (including but not limited to: flooding, mud flows, debris torrents, bank instability, erosion, groundwater seepage, land slip, rock falls, subsidence, avalanche or wildfire) may in some cases be abated by using appropriate precautionary measures as part of site and building design, construction, and long-term maintenance.*

# SOME DEVELOPMENT PERMITS ARE DELEGATED TO STAFF

▶ Examples:
- ▶ Commercial development that is not direction adjacent to residential areas
- ▶ Some industrial development
- ▶ Carriage Houses, 2nd dwellings, duplexes
- ▶ Heritage Alteration Permits, Revitalization Development Permit

# COUNCIL DEVELOPMENT PERMITS

▶ Mixed Use (residential component)

▶ Adjacent to residential

▶ Multi-family

▶ Major Commercial

# PROCESS

Application

Circulation

Report

Authorization

Issuance
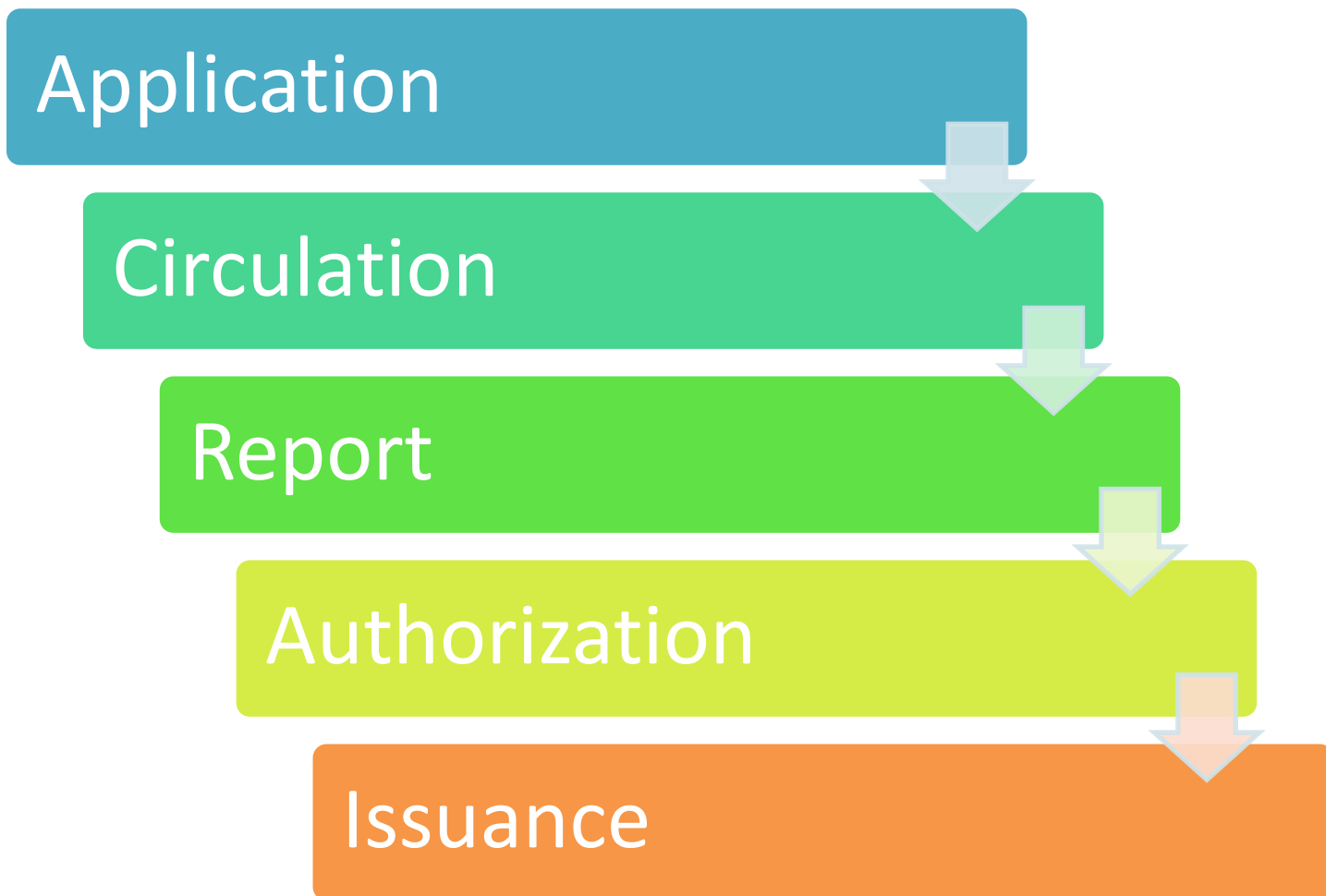
# EXCEPTIONS TO ZONING BYLAWS

# VARIANCES AND TEMPORARY USES

▶ Development Variance Permits allow Council to vary Zoning Bylaw, Sign Bylaw and/or Subdivision and Development Servicing Bylaw

▶ Board of Variance may also vary bylaw, in limited circumstances

▶ Temporary Use Permits allow uses contrary to bylaw

# COUNCIL CONSIDERATION

▶ All variances and temporary use permits are considered by Council at a Tuesday Evening public hearing (after the public meeting)

▶ Both require advertising, signage and public consultation

# CONSIDERATIONS

▸ Zoning Bylaw is a very blunt tool, without nuance

▸ Zoning Bylaw intended to prevent bad development

▸ DVPs and TUPs are nuanced tools

▸ Intended to allow good development that is outside of Zoning Bylaw

# CONSULTATION AND PROCESS

# COUNCIL POLICY 367 – NEIGHBOR CONSULTATION

▶ Scale of consultation increases with size/complexity of applications

| Development Notice Sign | → | Public/Neighbour Consultation | → | Public Info Session |

# DEVELOPMENT APPLICATION PROCESSES



Pre-Application → File Set-Up and Circulation → Public Consultation → Review, Revision, Report Writing → Council and Public Process → Permit Issuance / Bylaw Amendment
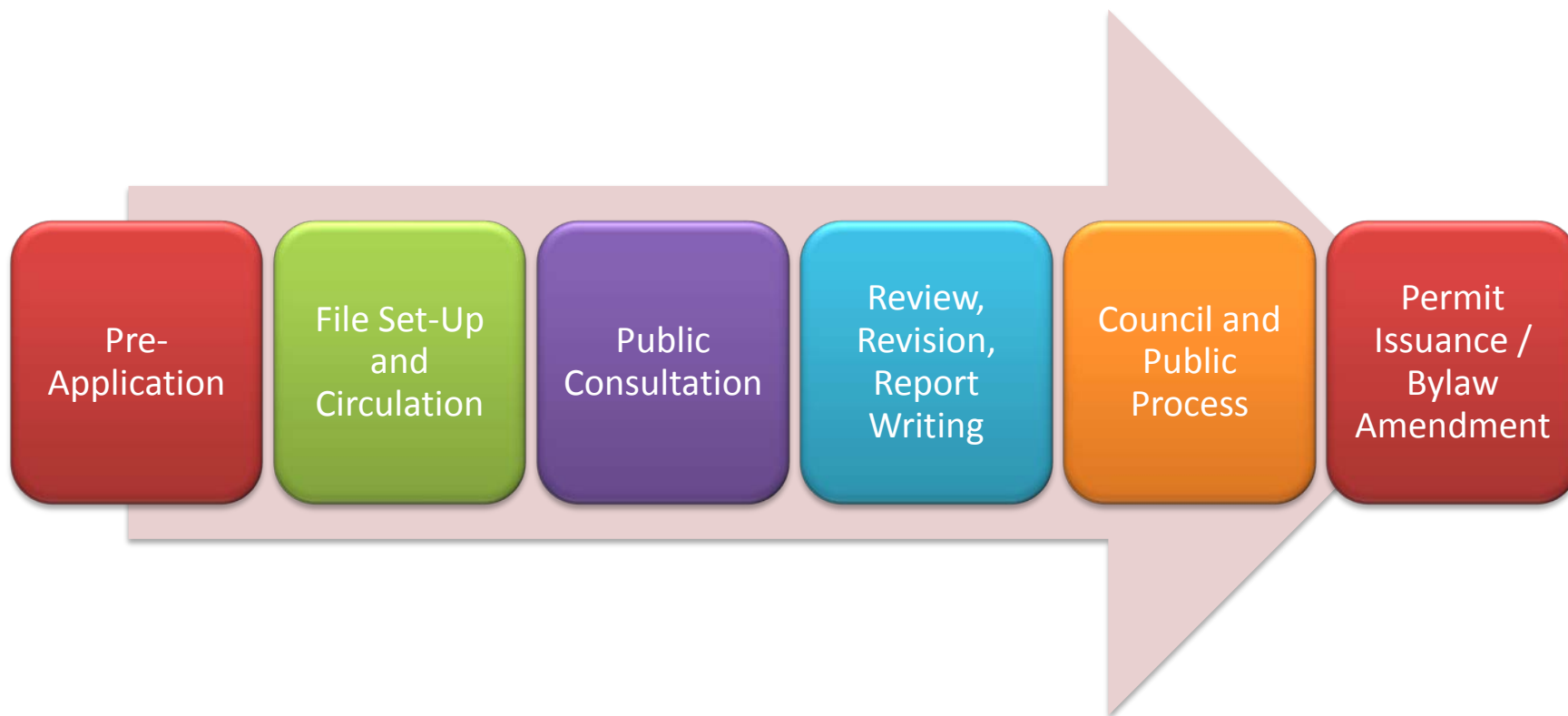
# SUBDIVISIONS

# WHAT IS A SUBDIVISION

▸ Consolidates lots

▸ Realigns lot lines

▸ Creates new lots
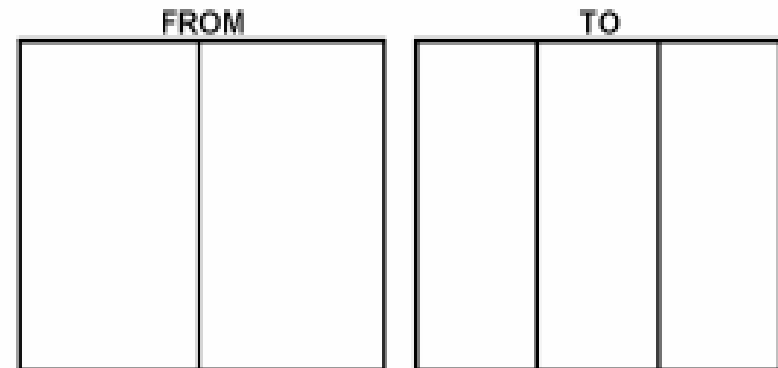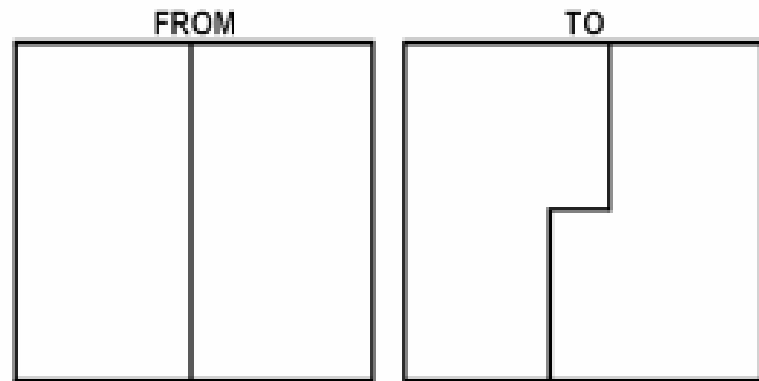
# SUBDIVISION APPROVING OFFICER

- Autonomous, semi-judicial role
- Functions under Land Title Act, Strata Property Act, Local Government Act

- Authority to approve or deny subdivision based on legislation
- Must also consider and abide by local bylaws (including OCP)

# BARELAND STRATA SUBDIVISION

▸ Common property and strata lots

▸ Less common



FROM

TO

Common

Strata lots
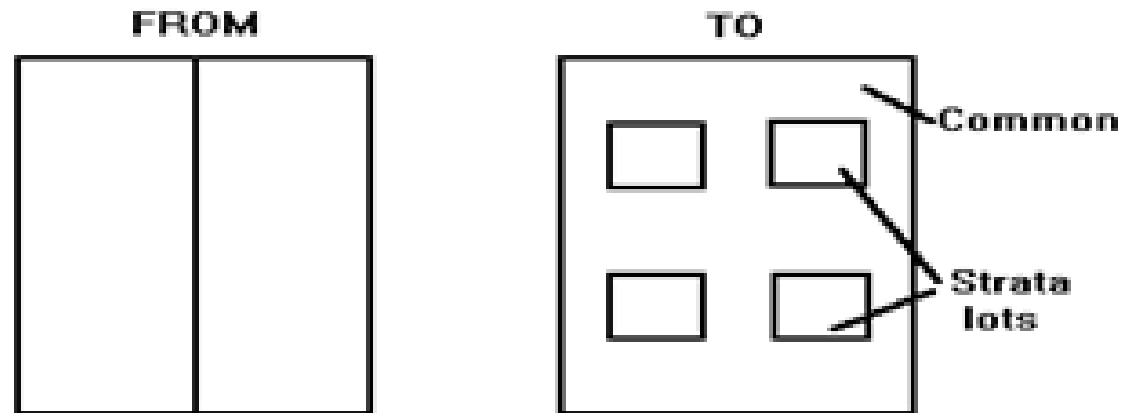
# WHAT DOES YOUR PRELIMINARY LAYOUT REVIEW LETTER TELL YOU?

▶ Conditions for subdivision

▶ Costs for subdivision

▶ What to submit for final subdivision

▶ Restrictions on subdivision

# HOW TO GET A FINAL SUBDIVISION APPROVAL?

▶ Submit one (1) package containing all of the requirements listed in your PLR letter

▶ Include plans from surveyor and legal documents from your lawyer

▶ Include all fees required in PLR

▶ City Approving Officer reviews and signs subdivision plan and returns to application for registration at Land Title Office

## TIMING

▶ Simple project: 2-4 weeks

▶ Complex project: 3 months – 1 year

# TIMELINES AND OBSTACLES

# MULTI-FAMILY RES/COMMERCIAL DEVELOPMENT

**Step 1**
- Application for Rezoning, Development Permit and Variance Permit

**Step 2**
- Public Hearing
- Rezoning and OCP Amendment Applications to 3rd reading

**Step 3**
- All Site Civil Servicing Requirements are met by applicant

**Step 4**
- Development Permit/Variance Permit to Council for approval
- Rezoning gets 4th reading

**Step 5**
- DP issuance subject to landscape performance bond
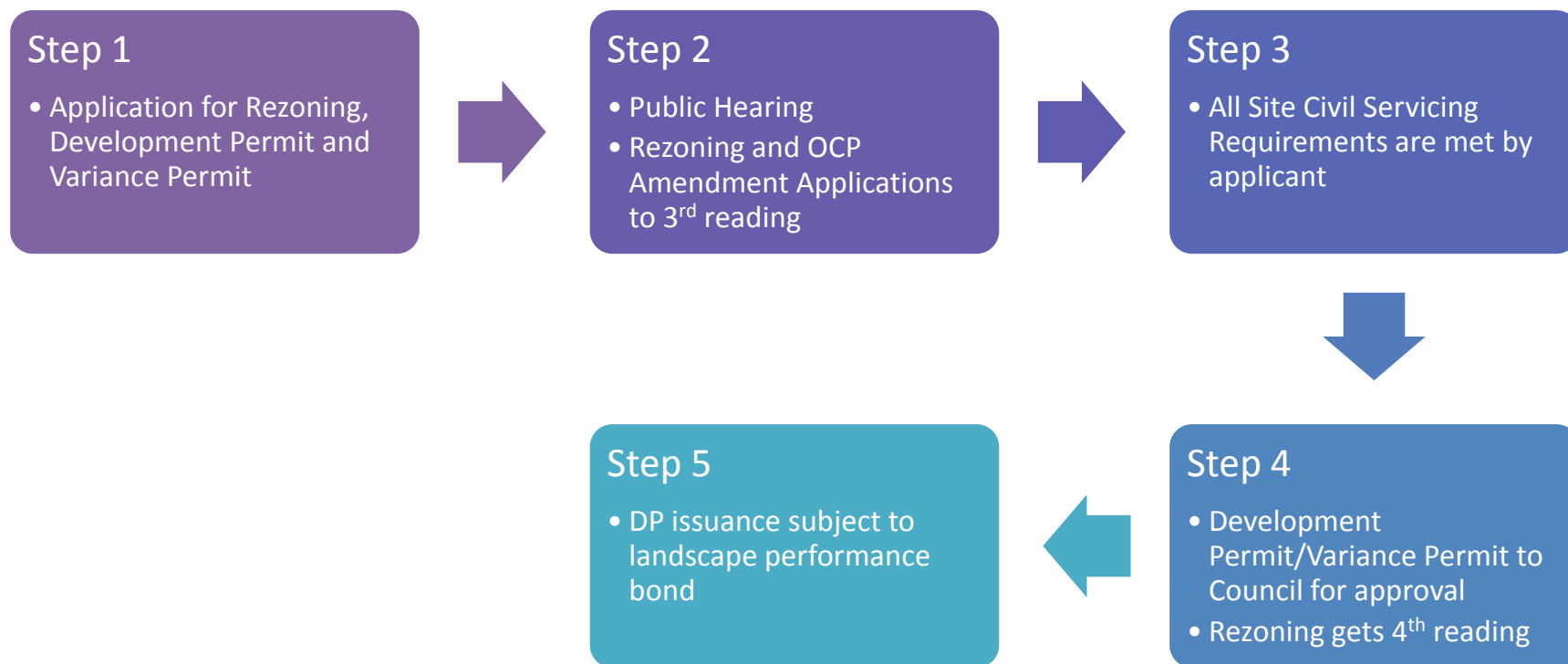
# WHAT HOLDS UP DEVELOPMENT PROJECTS?

1. Servicing Issues (applicant)
2. Financing (applicant)
3. Confusion over roles/responsibility (applicant/staff)
4. Ministry of Transportation Approval

(You are here.)

Application.

Approval.

# APPLICANTS, THE COMMUNITY AND DEVELOPMENT

- More sophisticated
- More Tech savvy
- Often too busy to attend standard public open houses
- Seek more than token engagement
- Untapped resources
- Greater resources
- Renewed focus on urban design and the pedestrian

# CITIES 3.0

- Past
- Present
- **Future??**

# WHAT'S NEXT?

▶ Connecting people to government through data to solve problems

▶ Website Improvements – Planning/Development content

▶ Mobile App to track development

▶ Program for early citizen input on future development sites or neighborhood planning initiatives

**City of Kelowna**

| City Hall | Residents | Business | Visitors | Search |

## City in Action

**Back to school**
Now that class is back in session, why not consider taking transit.

**Volunteer Fair**
On Saturday, Sept 7, find out how you can help out a local, non-profit organization.

**Bernard Ave. Revitalization**
Phase 3a has begun between St. Paul & Ellis streets. Businesses are open!

**Community Matters**
Activity & Program Guide
Arts & Culture
Budget
Bylaws
Official Community Plan
Parks
Police Services/RCMP
Property Taxes
Sport & Recreation

**Involvement Matters**
Active Transportation
Bidding Opportunities
Calendar
City Projects
Get Involved
Property Development
Sustainability
Volunteer Opportunities
Water Quality

Service Request    Road Report

Airport    Council

Maps    Online Services

Careers    Emergency

Contact Us    Feedback

smartTRIPS

## Get Connected

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

Email Address [          ]    Submit

## News Releases

**Opportunities await at the Volunteer Fair**
Public Service Announcement

**Bernard Ave revitalization to see additional phase**
Revising the schedule for Phase 3

venue road closures
sory

**More News**

62

a.ca

# E-SUBSCRIBE – CURRENT DEVELOPMENTS



**e-Subscribe**

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City of Kelowna offers updates on the topics below. Subscribe by checking the boxes; unsubscribe by unchecking the boxes.
**Please note that your subscription to City News Releases includes all Council, Traffic and Airport News Releases. If you only wish to receive releases pertaining to one of these topics, please select them individually to avoid receiving duplication notices.**
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 ☐ Building Permits
 ☐ Business Licences
 ☑ Current Developments
 ☐ Rental Properties

☐ **Careers**

☐ **City Council**

☐ **City News & Updates**

☐ **City Projects**

☐ **City Publications**

☐ **Emergency Operations Centre** ⓘ

☐ **Environment**

☐ **Kelowna International Airport (YLW)**

☐ **smartTRIPS** ⓘ

63

City of **Kelowna**

**Current** Developments

## Current Developments

The following development proposal(s) is currently under consideration. Click on the development number to view the map and more information.

**DVP13-0148**
*09/10/2013 08:57 AM PDT*

| | |
|---|---|
| File: | DVP13-0148 |
| Application Type: | Development Variance Permits |
| Application Date: | 2013-09-10 |
| Location: | 3935 Lakeshore Rd |
| Proposal: | Application for a Development Variance Permit to allow side yard setback from 2m to 0.2m; vary parking setback from 1.5m to .2m and vary landscape buffer from Level 3 to Level 1 are proposed |

See the Zoning Bylaw Overview for more details on the principle uses for each development zone.

64

# MAPPING ACCESS TO CURRENT DEVELOPMENTS

Current Developments

## DP13-0131

| | |
|---|---|
| **File:** | DP13-0131 |
| **Application Type:** | Development Permit |
| **Application Date:** | 2013-08-12 |
| **Applicant:** | Meiklejohn Architects Inc |
| **Location:** | 555 Buckland Ave<br>550 Rowcliffe Ave |
| **Proposal:** | Proposed 3 storey / 42 room Supportive Housing Complex featuring: Level 1: 2 townhouses (6 bedrooms total) and support/counciling services Level2: Group home with 18 rooms and suport services/common living & dining areas Lever3: 10 Apartment style units (18 bedrooms toatl) and roof deck |
| **Documents:** | DP13-0131 - Drawings.pdf |
| **City Contact:** | ALEC WARRENDER<br>250-469-8776 |
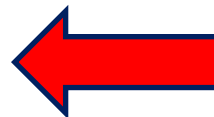
New Search

Questions?

# SUCCESS STORIES

▶ Development Process Review

▶ Improved communication and foundational practices

▶ Advisory Planning Commission replaced by Public engagement/consultation policy

▶ Development Review Team

▶ 2 time winner – BC Open For Business Award

# Report to Council

City of
**Kelowna**

**Date:** April 16, 2015

**File:** 0160-20

**To:** City Manager

**From:** Kari O'Rourke, Community Engagement Consultant

**Subject:** Engage Policy and Program

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**Recommendation:**

THAT Council receives, for information, the Report from the Community Engagement Consultant dated April 16, 2015 with respect to the Engage Policy and Program.

**Purpose:**

To provide an update on the City's Engage Policy and supporting program.

**Background:**

See attached PowerPoint presentation.

Submitted by:

K. O'Rourke, Community Engagement Consultant

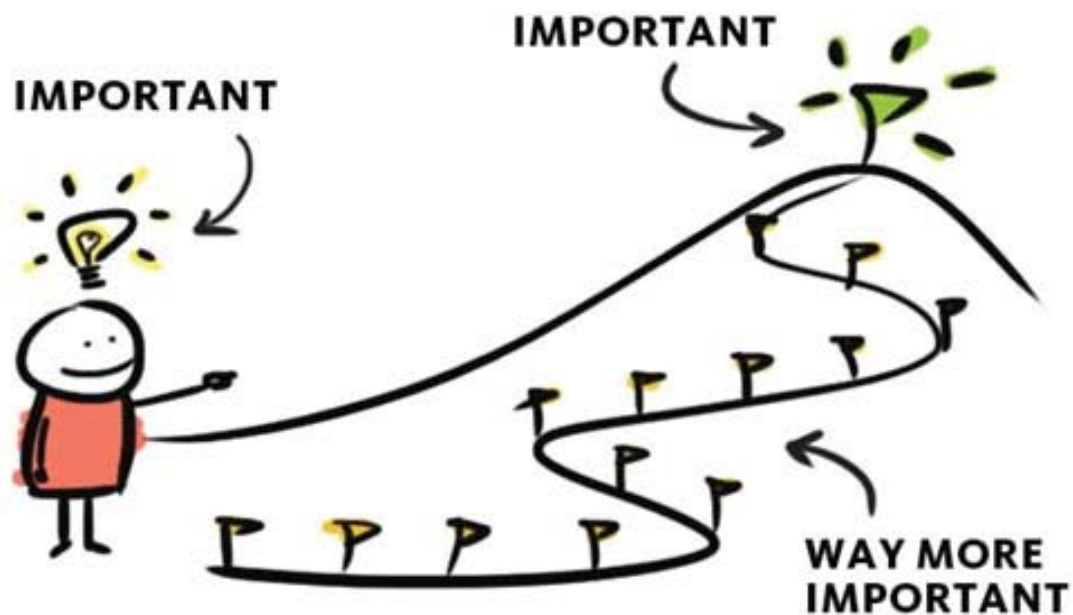cc: Carla Weaden, Communications & Information Services Div. Director

# ENGAGE POLICY
## INVOLVEMENT MATTERS
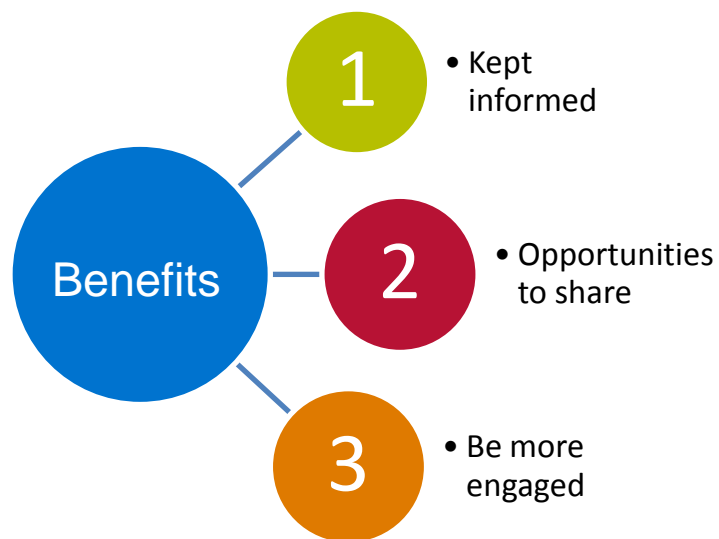
City of
**Kelowna**

# PURPOSE

# WHAT DOES IT ACHIEVE?

# HOW DID WE GET HERE



Internal staff interviews → Community focus group workshop → Community input survey → Presentations and workshop City staff

# COMMUNITY INPUT OUTCOMES

**Benefits**

1 • Kept informed

2 • Opportunities to share

3 • Be more engaged

**Challenges**

1 • Special groups only get heard

2 • Hear too late

3 • Don't know how to participate

*Qualitative results based on 588 responses*

# POLICY & RESOURCES



Economically Viable

Technically Feasible

Environmentally Compatible

Publicly Acceptable
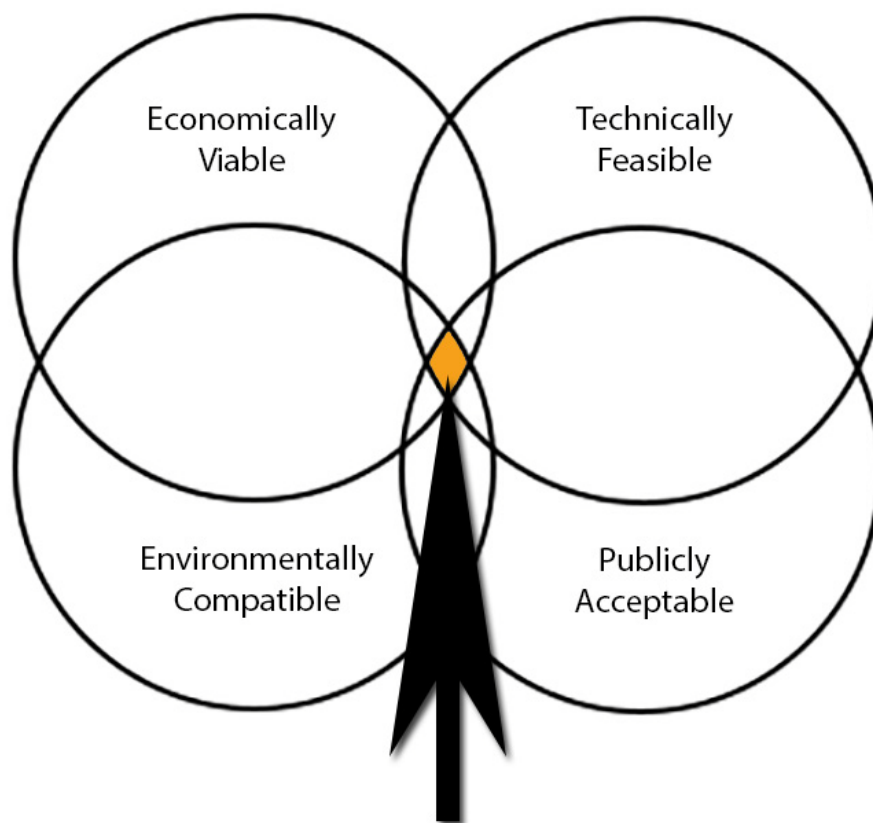
Sustainable Decisions

# COMMUNICATIONS WORK PLANNING
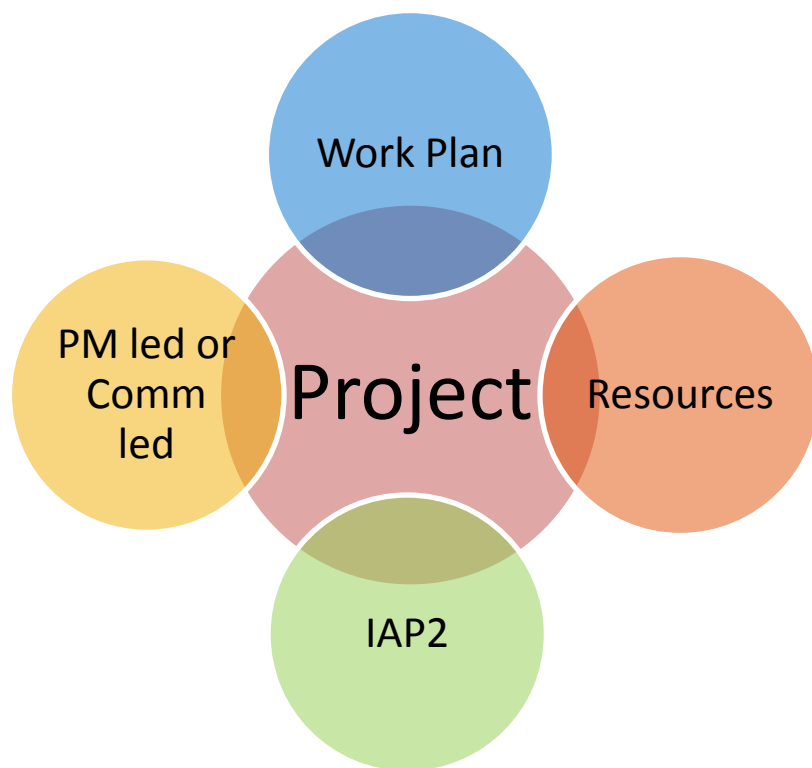
# ENGAGE PROCESS



**1**

**Assess Level of Community Impact**

| LEVEL 1 | High impact city wide |
| LEVEL 2 | High impact on select area and or defined group(s) |
| LEVEL 3 | Moderate impact city wide |
| LEVEL 4 | Moderate impact on group/ neighbourhood/business district |

**2**

**Identify Appropriate Goals of Public Engagement**

Inform    Consult    Involve

Collaborate    Empower

**3**

**Develop Public Engagement Plan**

- Define project, business & engagement goals
- Identify risks and opportunities
- Assess audiences and stakeholders
- Develop key messages
- Select engagement tactics and tools
- Develop action plan
- Implement, monitor, feedback, evaluate

City of Kelowna

## COUNCIL RESOLUTION

▶ THAT Council direct staff to solicit community input on the implications on priorities and sequencing of other Mission DCC Road Improvements should the Gordon Drive Extension and South Perimeter Road proceed in the near future.

# DETERMINING THE PUBLIC PROCESS

▸ **South Perimeter Road**

  ▸ Level 2 (high impact to geographical area)

  ▸ Assess the issue or the problem we are trying to solve

    ▸ Seek input from the community to determine level of support of delaying future Ok Mission road improvements to accommodate the acceleration of SPR

## ENGAGEMENT GOALS

▶ **Consult directly impacted**

- ▶ Residents adjacent to SPR and surrounding neighbourhoods
- ▶ Bellevue Creek park users
- ▶ Residents Association(s)
- ▶ Developers
- ▶ General public

▶ Complex
▶ Diverse opinions
▶ Sensitivity

# Objectives

1. Inclusive

2. Clear and transparent

3. Quality data

# INCLUSIVE PROCESS

▶ Bringing people together

▶ Collection of information

▶ Allow enough time

## CLEAR AND TRANSPARENT

▶ Present information in clear language

▶ Create awareness of decision to be made and consequences

# QUALITY DATA

▶ Statistically valid survey

  ▶ Sample / quotas across the Ok Mission and SE Kelowna areas

  ▶ Identify area road network priorities unaided

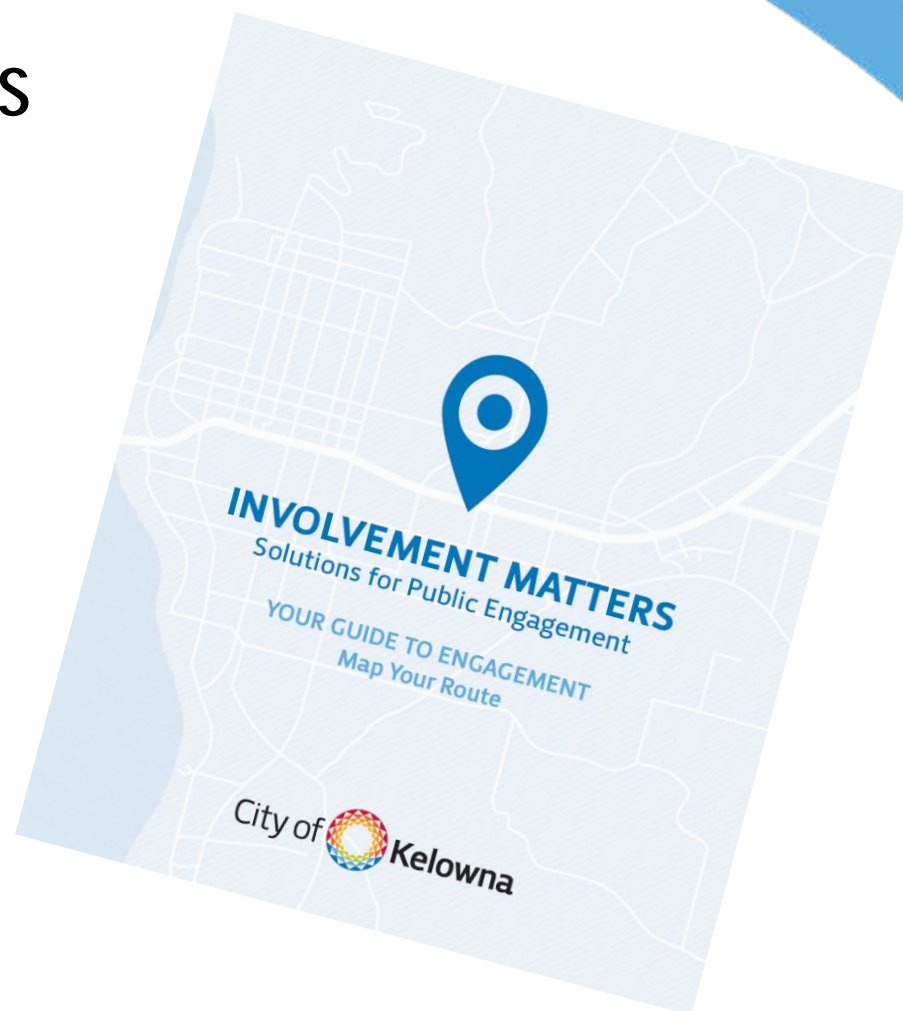  ▶ Proposal for consideration and consequences

  ▶ Gauge level of support

# CLOSING THE LOOP

- ▶ Decision
- ▶ Next steps
- ▶ Timelines

# SET UP FOR SUCCESS

-In-house training
-Guide to help staff
-Templates
-Worksheets

To come:
Case Studies and Evaluations



INVOLVEMENT MATTERS
Solutions for Public Engagement

YOUR GUIDE TO ENGAGEMENT
Map Your Route

City of Kelowna

# CONCLUSION

▸ **Knowing from doing**

   ▸ past experiences

▸ **Understanding our citizens**

   ▸ Accessing information

   ▸ Preferences for engagement