

City of Kelowna

Regular Council Meeting

AGENDA



Monday, April 18, 2016

9:00 am

Knox Mountain Meeting Room (#4A)

City Hall, 1435 Water Street

Pages

1. Call to Order
2. Confirmation of Minutes 2 - 4
AM Meeting - April 11, 2016
3. Reports

3.1 Downtown Plan - Sense of Safety 30 m 5 - 18

To consider strategies to monitor the public's sense of safety in Kelowna's downtown core.
4. Resolution Closing the Meeting to the Public
THAT this meeting be closed to the public pursuant to Section 90(1) (e), (f), (i) 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;
 - Legal Advice;
 - Negotiations with another level of Government (Westbank First Nation).
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, April 11, 2016
 Location: Knox Mountain Meeting Room (#4A)
 City Hall, 1435 Water Street

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

Council Members Absent: Mayor Colin Basran

Staff Present: City Manager, Ron Mattiussi; Deputy City Clerk, Karen Needham; Divisional Director, Civic Operations, Joe Creron*; Public Works Manager, Darryl Astofooroff*; Roadways Operations Supervisor, Stephen Bryans*; and Legislative Systems Coordinator, Sandi Horning*

(* denotes partial attendance)

1. Call to Order

Deputy Mayor Stack called the meeting to order at 9:02 a.m.

2. Confirmation of Minutes

Moved By Councillor Gray/Seconded By Councillor Hodge

R260/16/04/11 THAT the Minutes of the AM Meeting of April 4, 2016 be confirmed as circulated.

Carried

3. Reports

3.1 Winter Sidewalk Clearing Strategy

Staff:

- Provided historical information with respect to the City's winter sidewalk clearing strategy.

Councillor Donn joined the meeting at 9:04 a.m.

Staff:

- Provided the rationale for the City's current winter sidewalk clearing strategy.
- Provided the estimated cost, and noted the challenges, for taking full responsibility for plowing all sidewalks in the City (Option #1).
- Provided the estimated cost, and noted the challenges, for contracting out sidewalk clearing services (Option #2).
- Recommended increasing the frequency of in-kind service on arterial roads and bus routes during extraordinary snow events (Option #3).
- Provided the estimated cost, and noted the challenges, for Option #3.
- Responded to questions from Council.
- Spoke to the challenges staff have in clearing snow.
- Advised that Roadways staff review the 'exempt list' every year and regularly consult with Bylaw Services staff.
- Responded to questions from Council regarding snow clearing on strata developments and along Bernard Avenue.
- Clarified that the budget request would be for 'extraordinary snow events'.

Divisional Director, Civic Operations:

- Provided clarification regarding snow clearing on strata developments and along Bernard Avenue.
- Advised that the City does not plow private roads or laneways and that it is up to the area residents to ensure that roadway is cleared.
- Noted that leasing equipment is often cheaper than purchasing it.
- Clarified that this will result in an increase in the service level.

Council:

- Inquired why there wasn't an Option #4 (Status Quo).
- Inquired how private roads/lanes are dealt with.
- Inquired how strata developments are handled.

City Manager:

- Responded to questions from Council.
- Provided history of the Snow Busters Program.

Moved By Councillor Sieben/Seconded By Councillor Given

R261/16/04/11 THAT Council receives, for information, the Report from the Public Works Manager dated April 4, 2016 with respect to sidewalk snow plowing;

AND THAT Council directs staff to bring back to a PM Meeting Option No. 3 as outlined in the Report of the Public Works Manager dated 4, 2016 for further consideration.

Carried

Deputy Mayor Stack and Councillors DeHart and Donn - Opposed.

4. Resolution Closing the Meeting to the Public

Moved By Councillor Gray/Seconded By Councillor Sieben

R262/16/04/11 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 9:39 a.m.

6. Reconvene to Open Session

The meeting reconvened to an open session at 11:33 a.m.

7. Issues Arising from Correspondence & Community Concerns

7.1 Councillor Singh, re: Discarded Needles

Councillor Singh:

- Expressed a concern with the number of discarded needles near the alleyway by Burtch Road and Sutherland Avenue.
- Commented that they were found near the daycare in the area.

Council:

- Noted that this is a public safety issue and needs to be addressed.

Moved By Councillor Singh/Seconded By Councillor DeHart

R262/16/04/11 THAT Council directs the City Manager to contact the Medical Health Officer and report back to Council on what the rationale is related to the needle exchange program.

Carried

7.2 Councillor Singh, re: Agricultural Plan

Councillor Singh:

- Noted that she has been contacted by the BCFGa regarding the City updating its Agricultural Plan.

City Manager:

- Confirmed that industry stakeholders will be invited to participate and suggested the BCFGa contact staff directly.

7.3 Deputy Mayor Stack, re: 3110 Mathews Road

Deputy Mayor Stack:

- Commented on the amount of correspondence received for this item.

Deputy City Clerk:

- Confirmed the Council procedure for consideration of a referral application to the Agricultural Land Commission.

8. Termination

The meeting was declared terminated at 12:00 p.m.

Deputy Mayor Stack

/slh



Deputy City Clerk

Report to Council



Date: April 18, 2016
File: 1200-40
To: City Manager
From: James Moore, Acting Department Manager, Policy & Planning
Subject: Downtown Plan - Sense of Safety

Recommendation:

THAT Council receives for information the report from the Acting Policy & Planning Department Manager, dated April 18, 2016, with respect to monitoring sense of safety downtown.

AND THAT Council directs staff to add one or more questions, as necessary, to the Citizen Survey to assess the public's sense of safety in the downtown core.

Purpose:

To consider strategies to monitor the public's sense of safety in Kelowna's downtown core.

Background:

At its adoption in 2012, the Downtown Plan established a series of indicators that would allow staff to evaluate the plan's success over time and to make any adjustments in direction, as necessary. Indicators were established corresponding to each of the three (3) key Downtown Plan goals: attract people to downtown, increase sense of safety, and attract private sector investment. The intention of these indicators was not to provide a complete and detailed picture of progress; rather, the indicators were meant to act as signals that further work or investigation was warranted in one or more areas. For example, if indicator data for private sector investment were to stall or show a decline, the indicators themselves would not tell us why, but would identify that further study may be justified.

Looking specifically at sense of safety, the Downtown Plan indicators rely on data from two sources: (1) crime data for downtown from the RCMP, and (2) accident data from ICBC. Both of these sources are able to provide consistent data each year that allow staff to measure progress. The indicators are as follows:

- Number of crimes against persons (RCMP)
- Number of crimes against property (RCMP)

- Number of other criminal code violations (RCMP)
- Number of controlled drug and substance act violations (RCMP)
- Number of liquor violations (RCMP)
- Number of pedestrian injuries (ICBC)
- Number of cyclist injuries (ICBC)

At its regular meeting of October 26, 2015, Council reviewed the annual monitoring report for the Downtown Plan. Through discussion on the topic, Council noted a concern that the indicators for Sense of Safety captured exclusively *actual* safety (i.e.: actual risk of harm), and did not provide any insight into the public's *sense* of safety (i.e.: perception of safety). As a result of the information presented, Council resolved as follows:

THAT Council direct staff to hold a Workshop on the Downtown Plan Goal No. 2 Increase Sense of Safety.

Measuring Sense of Safety is a challenging task. It is simple enough to ask people how safe they feel. The challenge is found in how a local government can act on the data that comes from such a question. Some research suggests that simply asking the question produces highly unreliable data year over year¹. This is because individual perceptions of safety are influenced by an array of factors, many of which are outside the sphere of municipal influence. For instance, an international security event may reduce a person's perception of safety in public. Ultimately, without data regarding the key factors that contribute to a sense of safety, it is difficult for a local government to take meaningful action.

Currently, Mayor and Council correspondence and Service Request System items pertaining to downtown safety are monitored for immediate and short-term concerns among the public and businesses.

The City of Kelowna's Citizen Survey currently measures the general public's sense of safety across the City. The results shown in 2015 were very positive, with 94% of respondents saying that Kelowna is a safe community². To obtain this data, the survey asks the following initial question:

- Overall, would you describe the City of Kelowna as a _____ [very safe, somewhat safe, not very safe, not at all safe] community?

Taking this further, the Citizen survey asks three (3) follow-up questions in order to identify what key factors are contributing to an individual's sense of safety.

- Do you feel community safety in Kelowna has _____ [improved, stayed the same, worsened] over the past three years?
- Why do you feel community safety has improved/worsened?

¹ "Sense of Safety." Harvard Kennedy School, The Program in Criminal Justice Policy and Management. n.d. Web. 30, Mar. 2016. <https://www.hks.harvard.edu/programs/criminaljustice/research-publications/measuring-the-performance-of-criminal-justice-systems/indicators-in-development-safety-and-justice/indicators-under-development/country-led-indicators/sense-of-safety>

² Ipsos-Reid (2015). City of Kelowna - 2015 Citizen Survey, pg. 30.

This additional layer of questioning is extremely valuable, allowing the City the ability to identify where its actions could be most effective. For instance, answers to these follow-up questions in the 2015 Citizen Survey included “more policing/law enforcement” and “decreased crime rate” as reasons why safety has improved³. Community policing is an area of direct City influence, meaning that staff and Council are able to act effectively upon the findings of this survey.

The Citizen Survey is completed biennially. Staff are recommending that an additional question(s) be added to the existing Citizen Survey in order to provide a specific focus on the public’s perception of safety in Kelowna’s downtown core. The specific questions will be crafted with the assistance of the survey provider (Ipsos-Reid). Data from this would become available in the spring of 2017 and would be added to the list of indicators for the Downtown Plan.

Other alternatives considered included:

- a separate bi-annual statistically significant survey for the downtown; and
- working with the Downtown Kelowna Association (DKA) to access any relevant data they collect.

Staff feel that a separate, statistically significant survey would not be cost effective and that it would be more efficient to bundle additional questions in the existing Citizen Survey format. Staff has been in contact with the DKA, however the DKA has suggested that there is no data that they currently collect that would be helpful in determining sense of safety downtown.

Internal Circulation:

Garth Letcher, Crime Prevention Supervisor
Colleen Cornock, Community Policing Coordinator
Kari O’Rourke, Community Engagement Consultant
Stephen Fleming, City Clerk
Rob Mayne, Divisional Director, Corporate & Protective Services

Financial/Budgetary Considerations:

No additional costs are anticipated for the addition of one or more questions to the existing Citizen Survey.

Conducting an independent, statistically significant survey for downtown would cost approximately \$7,000.

Personnel Implications:

No significant personnel implications are expected.

External Agency/Public Comments:

³ Ipsos-Reid (2015). City of Kelowna - 2015 Citizen Survey, pg. 31.

The Downtown Kelowna Association - The DKA supports the collection of data around sense of safety. The more information that can be gathered the better we can understand the roots causes of this perception. It is hoped that with this information all of us (the City, RCMP, By-laws, Downtown on Call) can work together to reduce the public concern about safety Downtown.

Communications Comments:

The biennial Citizen Survey is expected to occur no later than Q2 2017. The Citizen Survey is important research to provide insight into major decision making regarding planning, budgeting and understand timely issues important to the community. Understanding the perception of safety in the downtown will be a focus.

Considerations not applicable to this report:

Legal/Statutory Authority
Legal/Statutory Procedural Requirements
Existing Policy
Alternate Recommendation

Submitted by:

J. Moore, MCIP, RPP
Acting Department Manager, Policy & Planning

Approved for inclusion:



D. Gilchrist, Div. Dir. Community Planning & Real Estate

cc:

Doug Gilchrist, Divisional Director, Community Planning & Real Estate
Garth Letcher, Crime Prevention Supervisor
Colleen Cornock, Community Policing Coordinator
Kari O'Rourke, Community Engagement Consultant
Stephen Fleming, City Clerk
Rob Mayne, Divisional Director, Corporate & Protective Services

DOWNTOWN PLAN

Sense of Safety



PURPOSE

- ▶ Council direction
- ▶ How best to measure “sense of safety”



BACKGROUND

- ▶ Downtown Plan (2012) view of safety

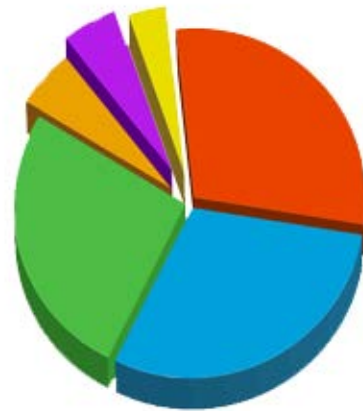


BACKGROUND

- ▶ What we currently measure:
 - ▶ Crimes against persons
 - ▶ Crimes against property
 - ▶ Drug and alcohol-related offenses
 - ▶ Pedestrian and cyclist injuries
- ▶ Nothing about “perception” of safety

DISCUSSION

► Challenges with measuring perception



Quantitative

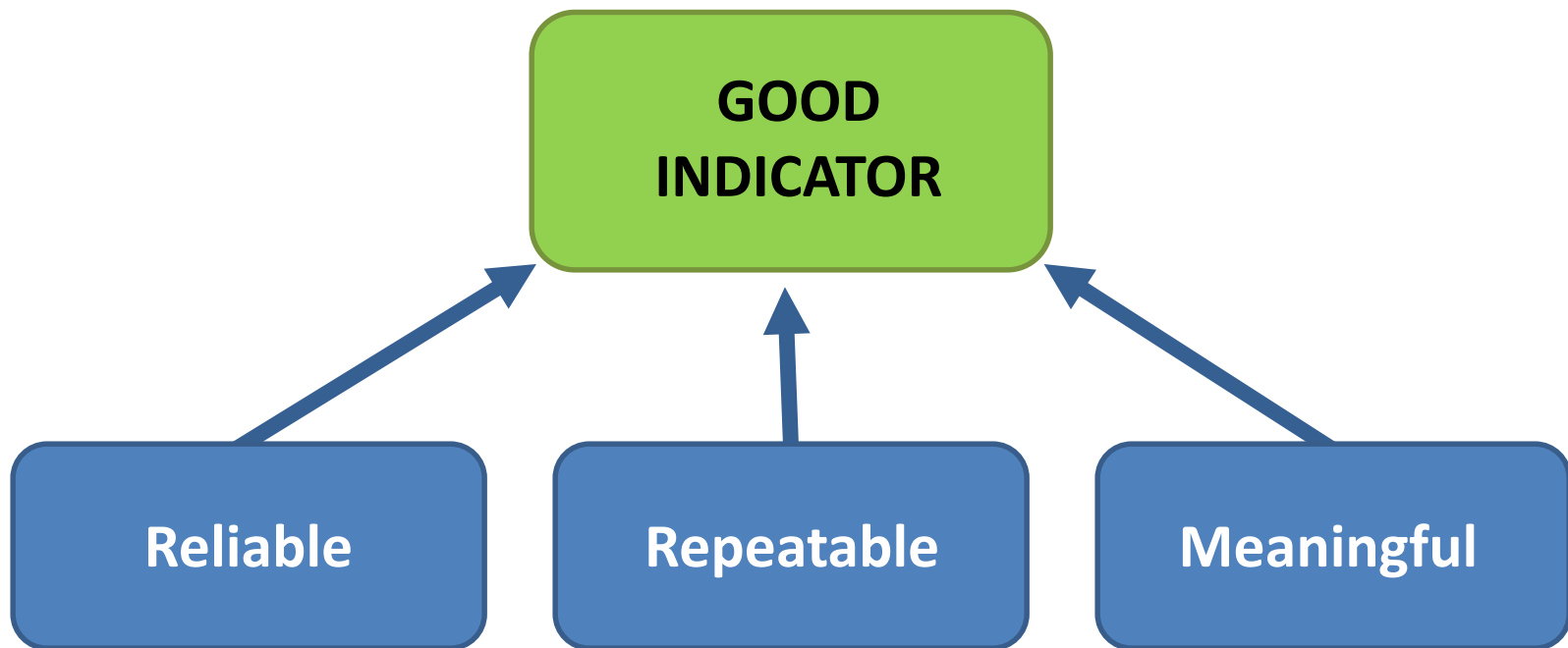
vs



Qualitative

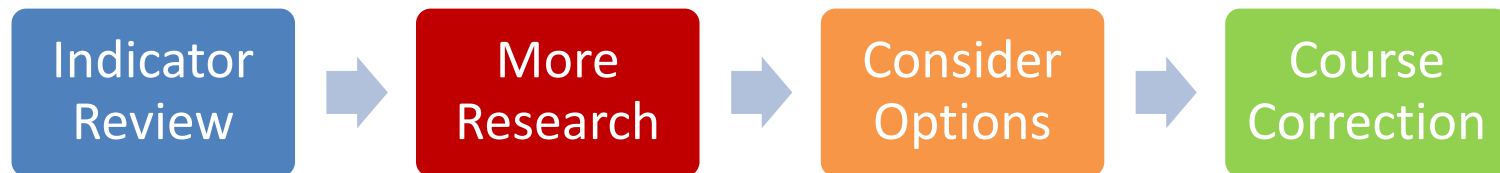
DISCUSSION

► Key elements of a good indicator



DISCUSSION

► The role of indicators



DISCUSSION

- ▶ Opportunities:
 - ▶ Other quantitative data
 - ▶ Citizen Survey – sense of safety (general)

RECOMMENDATION

- ▶ THAT Council directs staff to add one or more questions, as necessary, to the Citizen Survey to assess the public's sense of safety in the downtown core

NEXT STEPS

- ▶ Long-term indicator
- ▶ To be combined with Downtown Plan approach to safety