

**City of Kelowna**  
**Regular Council Meeting**  
**AGENDA**



Monday, June 3, 2024  
1:30 pm  
Council Chamber  
City Hall, 1435 Water Street

Pages

**1. Call to Order**

I would like to acknowledge that we are gathered today on the traditional, ancestral, unceded territory of the syilx/Okanagan people.

This Meeting is open to the public and all representations to Council form part of the public record. A live audio-video feed is being broadcast and recorded on kelowna.ca.

**2. Confirmation of Minutes**

3 - 12

PM Meeting - May 27, 2024

**3. Development Application Reports & Related Bylaws**

**3.1 Galiano Rd 2160 - A23-0004 - Gurjit and Gurpreet Judge**

13 - 36

To support an application to the Agricultural Land Commission for a Non-Adhering Residential Use Permit to maintain 90 m<sup>2</sup> of the existing dwelling as living space and to live in the existing dwelling, while a new residence is being constructed.

**3.2 Lanfranco Rd 1007 - Z24-0008 (BL12669) - 1445833 B.C. Ltd, Inc.No. BC1445833**

37 - 54

To rezone the subject property from the MF1 – Infill Housing zone to the MF2 – Townhouse Housing zone to facilitate a townhouse development.

**4. Non-Development Reports & Related Bylaws**

**4.1 2024 Citizen Survey Results**

55 - 116

To present the results of the 2024 Citizen Survey.

**4.2 2024 Community Resilience Investment Funding**

117 - 118

To inform Council of the 2024 Community Resilience Investment Funding, and to receive support to apply for the grant funding.

**4.3 Finance and Real Estate Council Policy Updates**

119 - 140

To revise and rescind various Council Policies that need adjustment to remain accurate or are no longer needed.

**5. Mayor and Councillor Items**

**6. Termination**



## City of Kelowna Regular Council Meeting Minutes

Date:	Monday, May 27, 2024
Location:	Council Chamber City Hall, 1435 Water Street
Members Present	Mayor Tom Dyas, Councillors Ron Cannan*, Maxine DeHart, Charlie Hodge, Gord Lovegrove, Luke Stack, Rick Webber and Loyal Wooldridge*
Members Absent	Councillor Mohini Singh
Staff Present	Acting City Manager, Derek Edstrom; City Clerk, Laura Bentley; Community Safety Director, Darren Caul*; Divisional Director, Planning, Climate Action & Development Services, Ryan Smith*; Project Manager, Arlene Janousek*; Infill Housing Planning Manager, James Moore*; Development Planning Department Manager, Nola Kilmartin*; Planner, Tyler Caswell*; Planner Specialist, Adam Cseke*; Planner Specialist, Trisa Atwood*; Urban Planning Manager, Jocelyn Black*; Planner, Mark Tanner*; Park and Landscape Planner, Melanie Steppuhn*; Long Range Policy Planning Manager, Robert Miles*; Divisional Director, Financial Services, Joe Sass*; Strategic Land Development Manager, Ben Walker*; Planner Specialist, Jennifer Miles*; Climate Action and Environment Manager, Chris Ray*; Legislative Coordinator Confidential (FOI), Rebecca Van Huizen
Staff Participating Remotely	Legislative Coordinator (Confidential), Arlene McClelland*, Legislative Coordinator (Confidential), Clint McKenzie*
Guests	Laura Thurnheer*, Okanagan College, Carmen Rempel*, Kelowna Gospel Mission, Danielle Hubbard*, CEO Okanagan Regional Library, Richard Kicksee*, Mission Library Branch

(\* Denotes partial attendance)

### 1. Call to Order

Mayor Dyas called the meeting to order at 1:31 p.m.

I would like to acknowledge that we are gathered today on the traditional, ancestral, unceded territory of the syilx/Okanagan people.

This Meeting is open to the public and all representations to Council form part of the public record. A live audio-video feed is being broadcast and recorded on kelowna.ca.

## 2. Confirmation of Minutes

Moved By Councillor Wooldridge/Seconded By Councillor Hodge

THAT the Minutes of the Regular Meetings of May 13, 2024 be confirmed as circulated.

Carried

## 3. Committee Reports

### 3.1 Mayor's Task Force on Crime Reduction

Councillor Cannan joined the meeting at 1:33 p.m.

Mayor Dyas:

- Introduced the Task Force on Crime Reduction presentation.

Carmen Rempel and Laura Thurnheer, Task Force Members

- Provided opening remarks.
- Displayed a PowerPoint Presentation.
- Commented on the Task Force objective.
- Provided the Task Force purpose:
  - Review relevant existing programs and services locally and in other relevant jurisdictions;
  - Listen to the community and identify positive actions underway, gaps, challenges and issues;
  - Report back to Council with a summary of what was learned through the community review process; and
  - Develop actionable recommendations related to crime and sense of safety in our community, drawing from the experiences of the members of the Task Force.
- Identified the 13 members representing a variety of organizations all with relevant expertise and sector representation.
- Discussed the methodology and identified six priorities, specific projects and strategies that align with existing programs and prioritization.
- Identified and spoke to recommendations by the Task Force.
- Thanked the Mayor Task Force committee members.
- Responded to questions from Council.

Mayor Dyas:

- Thanked the Task Force members and made comments on the Task Force recommendations.

Staff:

- Responded to questions from Council.

Moved By Councillor Lovegrove/Seconded By Councillor Wooldridge

THAT Council receives, for information, the report from the Mayor's Task Force on Crime Reduction dated May 27, 2024, with respect to recommendations for community-driven initiatives to reduce crime in Kelowna;

AND THAT Council accepts the recommendations of the Mayor's Task Force on Crime Reduction, as outlined in the report dated May 27, 2024;

AND THAT Council directs staff to report back to Council on the costs and implications of implementing the Task Force's recommendations, as appropriate.

Carried

The meeting recessed at 2:03 p.m.

The meeting reconvened at 2:10 p.m.

#### 4. Public in Attendance

##### 4.1 Okanagan Regional Library Delegation

Danielle Hubbard, CEO OK Regional Library and Richard Kicksee, Mission Library Branch

- Displayed a PowerPoint Presentation.
- Commented on the Regional Library's Vision and Initiatives and spoke to the new Strategic Plan.
- Identified five goals for The Regional Library to achieve.
- Displayed a map of the various Okanagan Regional Library branches.
- Spoke to the vast collection of materials in print and online.
- Spoke to the benefits of their centralized services.
- Spoke to their financial allocation model with an annual operating budget of 23 million dollars.
- Provided local Library updates, including summer reading clubs that occur every year.
- Responded to questions from Council.

Moved By Councillor DeHart/Seconded By Councillor Cannan

THAT Council receives for information the presentation from the Okanagan Regional Library Delegation, dated May 27, 2024.

Carried

##### 4.2 2024 PIBC Awards

Staff:

- Presented Council with the 2024 PIBC Award for Excellence in Planning.

#### 5. Development Application Reports & Related Bylaws

##### 5.1 Glenmore Dr 1064-1084 - Z23-0039 (BL12667) - Lake Edge Developments Ltd., Inc. No. BC1287034

Staff:

- Displayed a PowerPoint Presentation summarizing the application and responded to questions from Council.

Moved By Councillor Wooldridge/Seconded By Councillor Lovegrove

THAT Rezoning Application No. Z23-0039 to amend the City of Kelowna Zoning Bylaw No. 12375 by changing the zoning classification of Lot 1 Section 29 Township 26 ODYD Plan 17490 located at 1064 Glenmore Drive, Kelowna, BC, Lot 2 Section 29 Township 26 ODYD Plan 17490 located at 1074 Glenmore Drive, Kelowna, BC and Lot 3 Section 29 Township 26 ODYD Plan 17490 located at 1084 Glenmore Drive Kelowna, BC from the MF1 – Infill Housing zone to the MF3 – Apartment Housing zone, be considered by Council;

AND THAT final adoption of the Rezoning Bylaw be considered subsequent to the outstanding conditions of approval as set out in Attachment "A" attached to the Report from the Development Planning Department dated May 27, 2024.

Defeated

Mayor Dyas, Councillors Cannan, DeHart, Hodge, Lovegrove, Stack, Webber - Opposed

##### 5.2 Water St 1570-1580 - TA24-0006 (BL12668) - Mark Anthony Group Inc., Inc. No. BC1202243

## Staff:

- Displayed a PowerPoint Presentation summarizing the application and responded to questions from Council.

Moved By Councillor Stack/Seconded By Councillor DeHart

THAT Council hear from the Applicant.

**Carried**

Slava Korshunov, Mark Anthony Group, Applicant

- Responded to questions from Council.

## Staff:

- Responded to questions from Council.

Moved By Councillor Stack/Seconded By Councillor DeHart

THAT Zoning Bylaw Text Amendment Application No. TA24-0006 to amend City of Kelowna Zoning Bylaw No. 12375 as outlined in Schedule 'A' attached to the Report from the Development Planning Department dated May 27, 2024, be considered by Council;

AND THAT Zoning Bylaw Text Amending Bylaw be forwarded to a Public Hearing for further consideration;

AND FURTHER THAT final adoption of the Zoning Bylaw Text Amending Bylaw be considered subsequent to the approval of the Ministry of Transportation and Infrastructure.

**Carried**

Councillor Hodge -Opposed

- 5.3 Water St 1570-1580 - BL12668 (TA24-0006) - Mark Anthony Group Inc., Inc. No. BC1202243**

Moved By Councillor Webber/Seconded By Councillor DeHart

THAT Bylaw No. 12668 be read a first time.

**Carried**

Councillor Hodge -Opposed

**5.4 Rezoning Bylaws Supplemental Report to Council**

## Staff:

- Commented on the notice of first reading and correspondence received.

**5.5 Rezoning Applications**

- 5.5.1 Moubray Rd 394-396 - BL12653 (Z22-0043) - 1341462 B.C. Ltd., Inc. No. BC1341462**
- 5.5.3 Martin Ave 1085 and Gordon Dr 1444-1448 - BL12657 (Z24-0003) - Sang Mai, Nam Duong Do and Kathy Mai**
- 5.5.6 Cara Glen Ct 1402 - BL12660 (Z23-0078) - Prime Clifton Homes Inc., Inc. No. A0116073**

Moved By Councillor DeHart/Seconded By Councillor Webber

THAT Bylaw Nos. 12653, 12657 and 12660 each be read a first, second and third time.

Carried

**5.5.2 Bernard Ave 1531 - BL12656 (Z23-0085) - Orchard City Abbeyfield Society, Inc. No. S0030415**

Moved By Councillor Stack/Seconded By Councillor Wooldridge

THAT Bylaw No. 12656 be read a first, second and third time.

Carried

Councillor Cannan - Opposed

**5.5.4 Mills Rd 163-165 - BL12658 (Z24-0006) - Patrick Kerr Holdings Ltd., Inc. No. BC0831069**

Moved By Councillor Wooldridge/Seconded By Councillor Stack

THAT Bylaw No. 12658 be read a first, second and third time.

Staff:

- Responded to questions from Council.

Moved By Councillor Cannan/Seconded By Councillor Wooldridge

THAT Council defer consideration of Bylaw 12658 (Z24-0006) until staff report back on Policy options for tenant relocation.

Carried

Bylaw did not receive reading consideration.

**5.5.5 Glenmore Dr 1232 1240 1250 - BL12659 (Z24-0009) - City of Kelowna**

Moved By Councillor Wooldridge/Seconded By Councillor Hodge

THAT Bylaw No. 12659 be read a first, second and third time.

Carried

Councillor Cannan - Opposed

## **5.6 Rezoning Applications**

**5.6.1 Eldorado Rd 436 - BL12623 (Z23-0043) - Elizabeth Nadj**

**5.6.2 Bubna Rd 380 - BL12663 (Z22-0039) - McIntosh Properties Ltd., Inc. No. 0846631**

Moved By Councillor Webber/Seconded By Councillor DeHart

THAT Bylaw Nos. 12623 and 12663 each be read a first, second and third time and be adopted.

Carried

**5.7 Lakeshore Rd 3593 - DP23-0115 - Immortal Homes Ltd., Inc. No. A0101356 - Supplemental Report**

**Staff:**

- Displayed a PowerPoint Presentation summarizing the application.

Moved By Councillor Stack/Seconded By Councillor Lovegrove

THAT Council authorizes the issuance of Development Permit No. DP23-0115 for Lot 10 District Lot 134 ODYD Plan 2988, located at 3593 Lakeshore Road, Kelowna, BC, subject to the following:

1. The dimensions and siting of the building to be constructed on the land be in accordance with Schedule "A";
2. The exterior design and finish of the building to be constructed on the land be in accordance with Schedule "B";
3. Landscaping to be provided on the land be in accordance with Schedule "C";
4. The applicant be required to post with the City a Landscape Performance Security deposit in the amount of 125% of the estimated value of the Landscape Plan, as determined by a Registered Landscape Architect;

AND THAT the applicant be required to complete the above noted conditions of Council's approval of the Development Permit Application in order for the permits to be issued;

AND FURTHER THAT this Development Permit is valid for two (2) years from the date of Council approval, with no opportunity to extend.

Carried  
Councillor Cannan - Opposed

**5.8 Coronation Ave 578, 580, 586, 590, 602 - DP24-0009 - Coronation St. Paul GP Inc., Inc. No. BC1431078**

**Staff:**

- Displayed a PowerPoint Presentation summarizing the application.

Moved By Councillor Wooldridge/Seconded By Councillor Hodge

THAT Council authorizes the issuance of Development Permit No. DP24-0009 for:

- Lot 54 District Lot 139 ODYD Plan 1037, located at 578 Coronation Ave, Kelowna, BC;
- Lot 53 District Lot 139 ODYD Plan 1037, located at 580 Coronation Ave, Kelowna, BC;
- Lot 52 District Lot 139 ODYD Plan 1037, located at 586 Coronation Ave, Kelowna, BC;
- Lot 51 District Lot 139 ODYD Plan 1037, located at 590 Coronation Ave, Kelowna, BC; and
- Lot 50 District Lot 139 ODYD Plan 1037, located at 602 Coronation Ave, Kelowna, BC;

subject to the following:

1. The dimensions and siting of the building to be constructed on the land be in accordance with Schedule "A";
2. The exterior design and finish of the building to be constructed on the land be in accordance with Schedule "B";
3. Landscaping to be provided on the land be in accordance with Schedule "C";
4. The applicant be required to post with the City a Landscape Performance Security deposit in the amount of 125% of the estimated value of the Landscape Plan, as determined by a Registered Landscape Architect;

AND THAT the applicant be required to complete the above noted conditions of Council's approval of the Development Permit Application in order for the permits to be issued;



AND FURTHER THAT this Development Permit is valid for two (2) years from the date of Council approval, with no opportunity to extend.

**Carried**

**6. Bylaws for Adoption (Development Related)**

**6.1 Content Changes - BL12651 (TA24-0003) - City of Kelowna**

Moved By Councillor Lovegrove/Seconded By Councillor Hodge

THAT Bylaw No. 12651 be adopted.

**Carried**

The meeting recessed at 3:58 p.m.

The meeting reconvened at 4:05 p.m.

**7. Non-Development Reports & Related Bylaws**

**7.1 Planning and Development Statistics - Q1 2024**

Staff:

- Displayed a PowerPoint Presentation providing updates on the building and development statistics for the first quarter of 2024 and responded to questions from Council.

Councillor Wooldridge left the meeting at 4:18 p.m.

Moved By Councillor Lovegrove/Seconded By Councillor Hodge

THAT Council receives, for information, the report from the Planning, Climate Action and Development Services department dated May 27, 2024, with information relating to Planning and Development Statistics for the first quarter of 2024.

**Carried**

**7.2 Rental Housing Grants Program - 2024 Enhancements**

Staff:

- Displayed a PowerPoint Presentation outlining the proposed changes to the Rental Housing Grants Program of 2024/2025 and responded to questions from Council.

Moved By Councillor DeHart/Seconded By Councillor Lovegrove

THAT Council receives, for information, the report from Planning, Climate Sustainability and Development Services dated May 27, 2024, with respect to enhancements to the Rental Housing Grants Program;

AND THAT Council approve the temporary modifications to the 2024/2025 Rental Housing Grants Program as outlined in the Report from Planning, Climate Sustainability and Development Services dated May 27, 2024;

AND FURTHER THAT the temporary modifications to the 2024/2025 Rental Housing Grants Program be funded from the housing accelerator grant proceeds as required through amendments to the financial plan.

**Carried**

### 7.3 North End Plan - Manhattan Point Parks Outreach

Staff:

- Displayed a PowerPoint Presentation providing background on the North End Plan parks concept; outreach with property owners and responded to questions from Council.

Moved By Councillor Cannan/Seconded By Councillor DeHart

THAT Council receives, for information, the Report from the Policy & Planning and Parks & Buildings Planning Departments, dated May 27, 2024, with respect to outreach with affected property owners regarding the parks concept in the North End Plan;

AND THAT Council direct Staff to incorporate the park planning policy framework into the draft plan for the North End Plan.

Carried

### 7.4 Criteria for 2024 One-Time Property Tax Grant Program

Staff:

- Displayed a PowerPoint Presentation outlining criteria for the 2024 One-Time Property Tax Grant Program and responded to questions from Council.

Moved By Councillor Stack/Seconded By Councillor Hodge

THAT Council receives, for information, the report from Financial Services, dated May 27, 2024, with respect to the criteria for a one-time property tax grant program for multi-family residential properties within zones UC1-UC5 areas whose assessment values increased by 30% or more between 2023 and 2024;

AND THAT Council approves the one-time property tax grant program criteria, as outlined in the report from Financial Services, date May 27, 2024

Carried

### 7.5 Middle Income Housing Partnership Council Policy

Staff:

- Displayed a PowerPoint Presentation outlining the proposed Policy for the Middle Income Housing Partnership Program and responded to questions from Council.

Moved By Councillor Hodge/Seconded By Councillor Webber

THAT Council receives, for information, the report from the Real Estate Department dated May 27, 2024, with respect to the Middle Income Housing Partnership Council Policy;

AND THAT Council adopts Council Policy No. 392, being Middle Income Housing Partnership, as outlined in the report from the Real Estate Department dated May 27, 2024.

Carried

### 7.6 Urban Tree Canopy Enhancement Strategy Update

Staff:

- Displayed a PowerPoint Presentation providing an update on the implementation of the Urban Tree Canopy Enhancement Strategy and responded to questions from Council.

Moved By Councillor DeHart/Seconded By Councillor Hodge

THAT Council receives, for information, the report from the Climate Action & Environmental Stewardship Department, dated May 27, 2024, with respect to progress on the City's Urban Tree Canopy Enhancement Strategy;

AND THAT Council directs staff to prepare amendments to Bylaw No. 10425, to align street tree care and boulevard maintenance standards with other City Bylaws, prior to July 2024.

**Carried**  
Councillor Stack - Opposed

**8. Resolutions**

**8.1 Draft Resolution - Deputy Mayor Schedule**

Moved By Councillor DeHart/Seconded By Councillor Lovegrove

THAT the Deputy Mayor Schedule be as follows:

Councillor	Start Date	End Date
Ron Cannan	April 15, 2024	September 8, 2024
Luke Stack	September 9, 2024	March 8, 2025
Gord Lovegrove	March 9, 2025	September 7, 2025
Rick Webber	September 8, 2025	March 8, 2026
Maxine DeHart	March 9, 2026	November 2, 2026

**Carried**

**9. Bylaws for Adoption (Non-Development Related)**

**9.1 BL12666 - Amendment No. 1 to the Revitalization Tax Exemption Program Bylaw No. 12561**

Moved By Councillor Lovegrove/Seconded By Councillor Hodge

THAT Bylaw No. 12666 be adopted.

**Carried**

**10. Mayor and Councillor Items**

Councillor DeHart:

- Spoke to their attendance at the Chamber of Commerce dinner.
- Spoke to their attendance at the Okanagan College Job Connect for Future Program.
- Spoke to their attendance at the Newcomers Club.
- Commented on the upcoming Italian Club Festa della Repubblica Celebration on June 2, 2024.

Councillor Cannan:

- Spoke to their attendance at their first Tourism Kelowna Board meeting.

Councillor Lovegrove:

- Spoke to their attendance at the Canadian Transportation Research Forum.
- Spoke to their attendance at Reading with Youth at Springvalley Elementary School.
- Commented on the upcoming National Youth Mentoring Conference next week.

**11. Termination**

This meeting was declared terminated at 5:51 p.m.

\_\_\_\_\_  
Mayor Dyas

acm/cm



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

DRAFT

# REPORT TO COUNCIL

## ALR Application



**Date:** June 3<sup>rd</sup>, 2024  
**To:** Council  
**From:** City Manager  
**Address:** 2160 Galiano Road  
**File No.:** A23-0004  
**Zone:** A1 – Agriculture

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### 1.0 Recommendation

THAT Agricultural Land Reserve Application No. A23-0004 for Lot A Section 9 Township 23 ODYD Plan 38902 Except Plan KAP85942, located at 2160 Galiano Road, Kelowna, BC for a Non-Adhering Residential Use Permit pursuant to Section 25 of the *Agricultural Land Commission Act*, be supported by Council;

AND THAT the Council directs Staff to forward the subject application to the Agricultural Land Commission for consideration.

### 2.0 Purpose

To support an application to the Agricultural Land Commission for a Non-Adhering Residential Use Permit to maintain 90 m<sup>2</sup> of the existing dwelling as living space and to live in the existing dwelling, while a new residence is being constructed.

### 3.0 Development Planning

Staff support the Non-Adhering Residential Use Permit application to allow for 90 m<sup>2</sup> of the existing dwelling to be maintained as living space and for the owners to live in the existing dwelling, while a new residence is being constructed. The proposal meets many of the policies in the Official Community Plan (OCP) including allowing a secondary residence to a property over 1.0ha in size, not impacting the farming practice and homeplating the residential uses to reduce residential sprawl across the property.

The proposed floor plan indicates that the existing dwelling can be partially decommissioned to meet the maximum 90 m<sup>2</sup> size of a secondary dwelling permitted by the Agricultural Land Commission (ALC) and Zoning Bylaw. In addition, allowing the decommissioning to be delayed until after the new principal dwelling is constructed also allows the family to remain on the subject property during the construction.

If the proposal is approved by Council and the Agricultural Land Commission, a Farm Residential Footprint covenant is required to be registered on title prior to the issuance of a new Building Permit. The covenant area would homeplate the residential uses including both dwellings, and all residential accessory buildings. Prior to final Building Permit occupancy of the new principal dwelling, a Decommissioning Building Permit will be required to be completed. This will ensure that the dwelling is converted to 90 m<sup>2</sup> total floor area prior to final occupancy, and the property will eventually conform with ALC guidelines. The maximum size for a principal dwelling is 500 m<sup>2</sup> total floor area.

#### 4.0 Subject Property & Background

Orientation	Zoning	Land Use
North	A1 – Agriculture	Agriculture
East	A1 – Agriculture	Agriculture / Rural Residential
South	A2 – Agriculture / Rural Residential	Rural Residential
West	A1 – Agriculture	Agriculture

#### Subject Property Map: 2160 Galiano Road



The subject property is located on the corner of Galiano Rd and Glenmore Rd N in the North Glenmore Neighbourhood. The property has the Future Land Use Designation is R-AGR – Rural – Agriculture and Resource, it is zoned A1 – Agriculture 1 and it is entirely in the Agricultural Land Reserve (ALR). The surrounding area is primarily rural residential and agricultural properties located in the ALR.

#### 5.0 Project Description

The subject property is 8.48 acres (3.43 ha) in size and is located on the corner of Galiano Road and Glenmore Rd N. The applicant is seeking permission to allow the existing dwelling to be occupied while a new dwelling is being constructed. In addition, the existing dwelling will be decommissioned to meet the permitted 90 m<sup>2</sup> total floor area for a second residence, which will have to occur prior to final occupancy of the new dwelling.

The existing dwelling was built in 1977 and is 230 m<sup>2</sup> in size. The owners have indicated that the existing dwelling is not large enough to accommodate the six family members, and the delayed decommissioning will allow them to remain on the property while a new dwelling is being constructed. The existing dwelling will have the entire basement decommissioned, and the main floor will be split between living space and agricultural storage to meet the allowable 90 m<sup>2</sup> total floor area for a secondary residence.

The property has active agriculture, as there are approximately 2,300 cherry trees planted on the subject property. A new irrigation system was installed throughout the property to allow for a more productive farming operation. There is one existing farm building, which is a barn at the centre of the site, and it is currently leased to a third-party for cannabis production.

**6.0 Current Development Policies**

<b>Objective 8.1. Protect and preserve agricultural land and its capability.</b>	
Policy 8.1.10. Homeplating.	Locate buildings and structures, including farm help housing and farm retail sales areas and structures, on agricultural parcels in close proximity to one another and where appropriate, near the existing road frontage.
	<i>The proposed location of the new dwelling will be in close proximity to the existing dwelling. These are not close to the road frontage but are accessed via a driveway that runs parallel with the east property line away from the active agriculture.</i>
<b>Objective 8.4. Stop urban sprawl into Rural Lands</b>	
Policy 8.4.3. Housing in Agricultural Areas.	Discourage additional residential development (both expansions and new developments) in areas surrounded by ALR and non-ALR agricultural lands. Secondary suites may be permitted in a permitted primary dwelling. Carriage houses may be considered on Rural Residential lands where the property is 1.0 hectares or greater and where proposal is consistent with the Farm Protection Guidelines outlined in Chapter 22: Farm Protection Development Permit Area.
	<i>The subject property is over 1.0ha, and if approved, the secondary residence would meet the same allowable total floor area of a carriage house at 90 m<sup>2</sup>.</i>

**7.0 Application Chronology**

Application Accepted: March 10<sup>th</sup>, 2023  
 Neighbour Notification Received: N/A

**8.0 Agricultural Advisory Committee**

Agricultural Advisory Committee May 6<sup>th</sup>, 2024

The above noted application was reviewed by the Agricultural Advisory Committee at the meeting held on May 6<sup>th</sup>, 2024, and the following recommendations were passed:

THAT the Committee recommends that Council support the application to the Agricultural Land Commission (ALC) for a Non-Adhering Residential Use Permit to maintain 90 m<sup>2</sup> of the existing dwelling as living space and to live in the existing dwelling, while a new residence is being constructed.

Anecdotal comments include that the Committee would like to express the need to have the non-adhering residential use permit comply with all requirements and follow-up with enforcement if the compliance is not met.

**Report prepared by:** Tyler Caswell, Planner II  
**Reviewed by:** Dean Strachan, Community & Development Planning Manager  
**Reviewed by:** Nola Kilmartin, Development Planning Department Manager  
**Approved for Inclusion:** Ryan Smith, Divisional Director, Planning, Climate Sustainability and Development Services

**Attachments:**

- Attachment A – ALC Application File No: 66626
- Attachment B – Site Plan
- Attachment C – Floor Plan

For additional information, please visit our Current Developments online at [www.kelowna.ca/currentdevelopments](http://www.kelowna.ca/currentdevelopments).



**ATTACHMENT** A

This forms part of application  
# A23-0004

Planner Initials TC



City of Kelowna  
DEVELOPMENT PLANNING

# Provincial Agricultural Land Commission - Applicant Submission

**Application ID:** 66626

**Application Type:** Non-Adhering Residential Use within the ALR

**Status:** Submitted to L/FNG

**Applicant:** Judge

**Local/First Nation Government:** City of Kelowna

## 1. Parcel(s) Under Application

### Parcel #1

**Parcel Type** Fee Simple

**Legal Description** LOT A SECTION 9 TOWNSHIP 23 OSOYOOS DIVISION YALE DISTRICT PLAN 38902 EXCEPT PLAN KAP85942

**Approx. Map Area** 3.4 ha

**PID** 008-952-710

**Purchase Date** May 8, 2020

**Farm Classification** Yes

**Civic Address** 2160 GALIANO RD, Kelowna

**Certificate Of Title** 2160 Galiano Rd - Title .pdf

Land Owner(s)	Organization	Phone	Email	Corporate Summary
Gurpreet Judge	No Data	2508993101	guri.judge@icloud.com	Not Applicable



### 2. Other Owned Parcels

Do any of the land owners added previously own or lease other parcels that might inform this application process? No

**ATTACHMENT** A

This forms part of application # A23-0004

Planner Initials **TC**



### 3. Primary Contact

Will one of the landowners or government contacts added previously be the primary contact? Yes

Type Land Owner

First Name Gurpreet

Last Name Judge

Organization (If Applicable) No Data

Phone 2508993101

Email guri.judge@icloud.com

### 4. Government

Local or First Nation Government: City of Kelowna

### 5. Land Use

#### Land Use of Parcel(s) under Application

Describe all agriculture that currently takes place on the parcel(s). 2300 (approx.) Cherry trees planted on the land

Describe all agricultural improvements made to the parcel(s). New irrigation system installed through out the Farm land  
Fencing on entire land

Describe all other uses that Home and Barn

currently take place on the parcel(s).

**ATTACHMENT** A

This forms part of application  
# A23-0004

Planner Initials

TC



City of Kelowna

DEVELOPMENT PLANNING

**Choose and describe neighbouring land uses**

	<b>Main Land Use Type</b>	<b>Specific Activity</b>
<b>North</b>	Residential	Home and Stable
<b>East</b>	Residential	No agriculture
<b>South</b>	Residential	Dog Eye Hospital, Home and Barn
<b>West</b>	Residential	Home and no agriculture

**6. Proposal**

**Selected Subtype:** Principal Residence More Than 500m<sup>2</sup>

**What is the purpose of the proposal?** The main purpose of the proposal is to get approval from ALC in order to build a new principal home of 500 Sq. Meters (size allowed by the ALC) on the upper Eastern portion of the property which is not usable for agricultural purposes. Currently, there is a 1977 Built home on the property and we are proposing to reduce the size of our existing home to 90 Sq. meters and we will decommission the basement and bring it down to 90 M2 ( floor plan submitted to City of Kelowna) as per the requirement of the act upon completion of the principal home. Currently, the existing home is our principal home and we would like to continue to live in this existing home until the completion of our new principal home. We are 6 family members , 4 adults and 2 kids, therefore, we need the whole house until we build the new home. We are proposing to make the new principal home's occupancy permit conditional to decommissioning of the existing home to 90 sq. meters.

**What is the total floor area (m<sup>2</sup>) of the proposed principal residence?** 500

**Describe how the proposal for a principal residence more than 500m<sup>2</sup> will support agriculture in the short or long term.** We are only proposing a principal residence of a maximum of 500 Sq Meters.

**Describe the rationale for the proposed location of the principal residence.** The proposed location is close to the existing driveway road to the property which is not usable for agriculture. This location does not require another driveway to the new building.

**Provide the total area (m<sup>2</sup>) and a description of infrastructure necessary to support the principal residence.** 21780 Sq feet (.50 acres) to build 500 Sq meter principal residence, driveway is already there, gas line is already installed, water line is also in front of the location of the proposed structure as well as power.

**Describe the total floor area (m<sup>2</sup>), type, number, and occupancy of all residential structures currently located on the property.** Existing residential structure  
230 Sq Meter  
used a principal residence

**Proposal Map / Site Plan** 20221211161420\_001.pdf

**Do you need to import any fill to construct or conduct the proposed non-adhering residential use?** Yes

### Soil and Fill Components

**Describe the type and amount of fill proposed to be placed.** To be determined , We are not sure at this stage.

**Briefly describe the origin and quality of fill.** TBD

**Placement of Fill Project Duration** TBD

**Volume** **Fill to be Placed**  
0 m<sup>3</sup>


**Area**  
0 ha

**ATTACHMENT**      A

This forms part of application  
# A23-0004

Planner  
Initials

TC



**City of  
Kelowna**  
DEVELOPMENT PLANNING

**Maximum Depth** 0 m

**Average Depth** 0 m

### 7. Optional Documents

Type	Description	File Name
Photo of the Application Site	Site's Current image	IMG_2179.HEIC
Photo of the Application Site	Site's Current image	IMG_2186.HEIC
Photo of the Application Site	Site's Current image	IMG_2185.HEIC
Photo of the Application Site	Site's Current image	IMG_2184.HEIC
Photo of the Application Site	Site's Current image	IMG_2183.HEIC
Photo of the Application Site	Site's Current image	IMG_2181.HEIC

**ATTACHMENT** A

This forms part of application  
# A23-0004

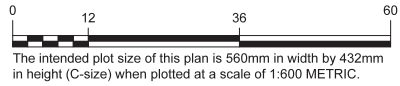
Planner  
Initials

TC



**City of  
Kelowna**  
DEVELOPMENT PLANNING

SITE PLAN OF LOT A, SEC 9, TP 23,  
 ODYD, PLAN 38902, EXCEPT PLAN  
 KAP85942.



PID: 008-952-710  
 CIVIC ADDRESS: 2160 GALIANO ROAD  
 CLIENT: JUDGE

LEGEND

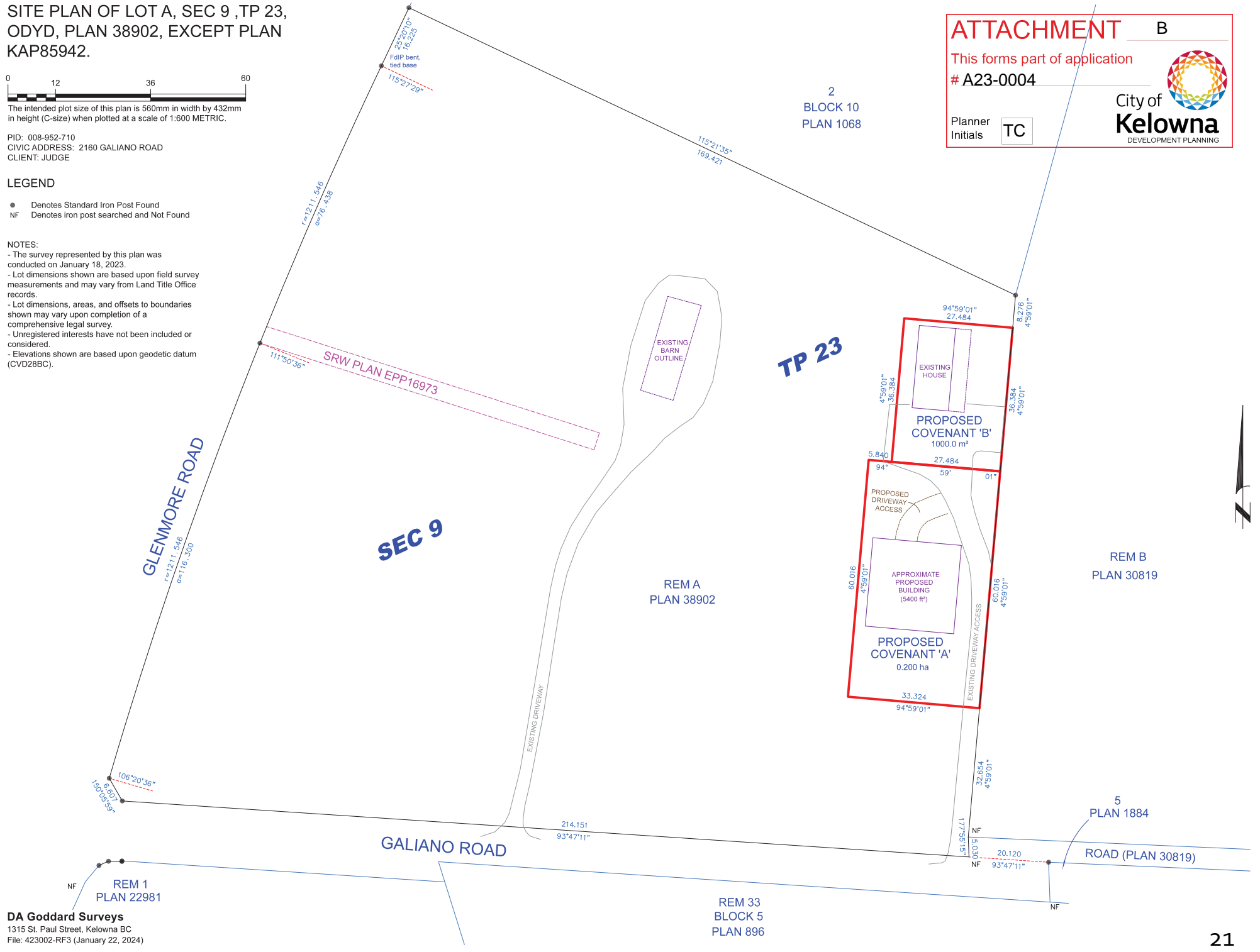
- Denotes Standard Iron Post Found
- NF Denotes iron post searched and Not Found

- NOTES:
- The survey represented by this plan was conducted on January 18, 2023.
  - Lot dimensions shown are based upon field survey measurements and may vary from Land Title Office records.
  - Lot dimensions, areas, and offsets to boundaries shown may vary upon completion of a comprehensive legal survey.
  - Unregistered interests have not been included or considered.
  - Elevations shown are based upon geodetic datum (CVD28BC).

**ATTACHMENT B**

This forms part of application  
 # A23-0004

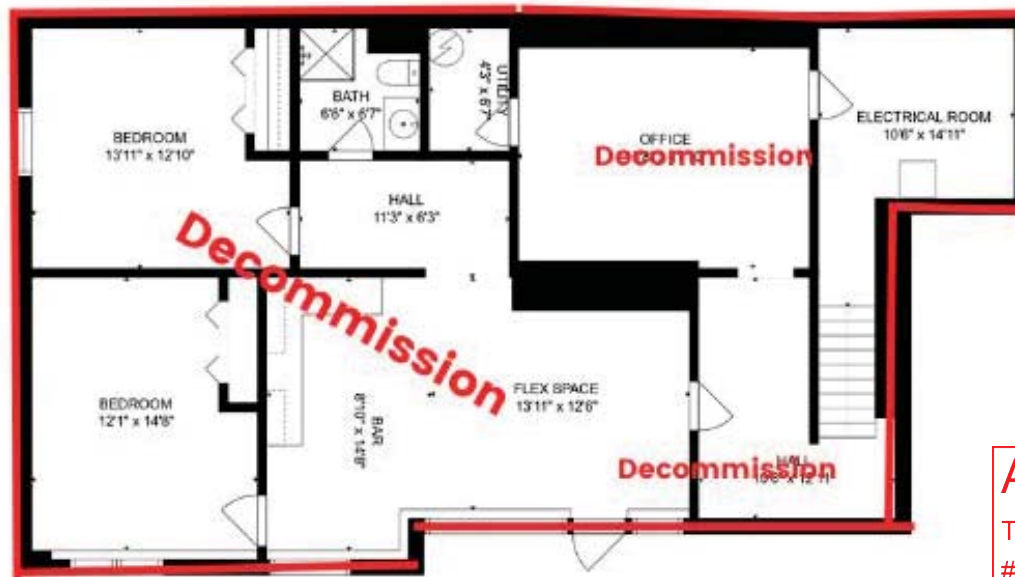
Planner Initials **TC**



DA Goddard Surveys  
 1315 St. Paul Street, Kelowna BC  
 File: 423002-RF3 (January 22, 2024)



FLOOR 2



FLOOR 1

**ATTACHMENT C**

This forms part of application # A23-0004

Planner Initials **TC**



GROSS INTERNAL AREA  
 FLOOR 1: 1325 sq. ft, FLOOR 2: 1380 sq. ft  
 EXCLUDED AREAS: , GARAGE: 507 sq. ft  
 TOTAL: 2705 sq. ft

MEASUREMENTS ARE CALCULATED BY CUBICASA TECHNOLOGY. DEEMED HIGHLY RELIABLE BUT NOT GUARANTEED.



City of  
Kelowna

A23-0004

2160 Galiano Rd

ALR Application for a Non-Adhering Residential Use

# Proposal

- ▶ To support an application to the Agricultural Land Commission (ALC) for a Non-Adhering Residential Use Permit to maintain 90 m<sup>2</sup> of the existing dwelling as living space and to live in the existing dwelling, while a new residence is being constructed.



# Development Process



Mar 10, 2023

Development Application Submitted



Staff Review & Circulation



May 9, 2024

Agricultural Advisory Committee



Jun 3, 2024

Council Consideration



Council Approvals



Agricultural Land Commission Consideration



If proposal is supported by Council & the ALC



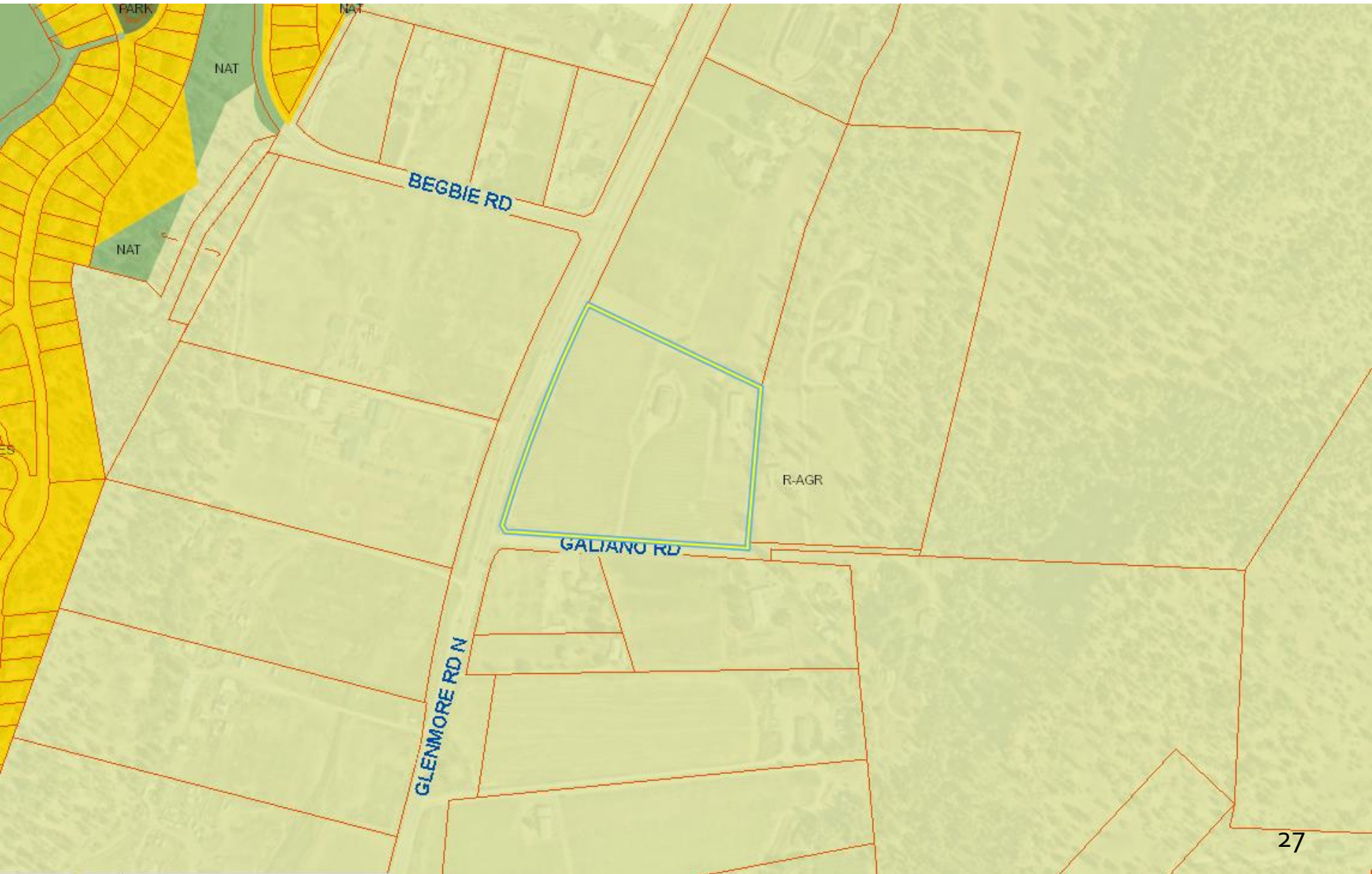
Building Permit



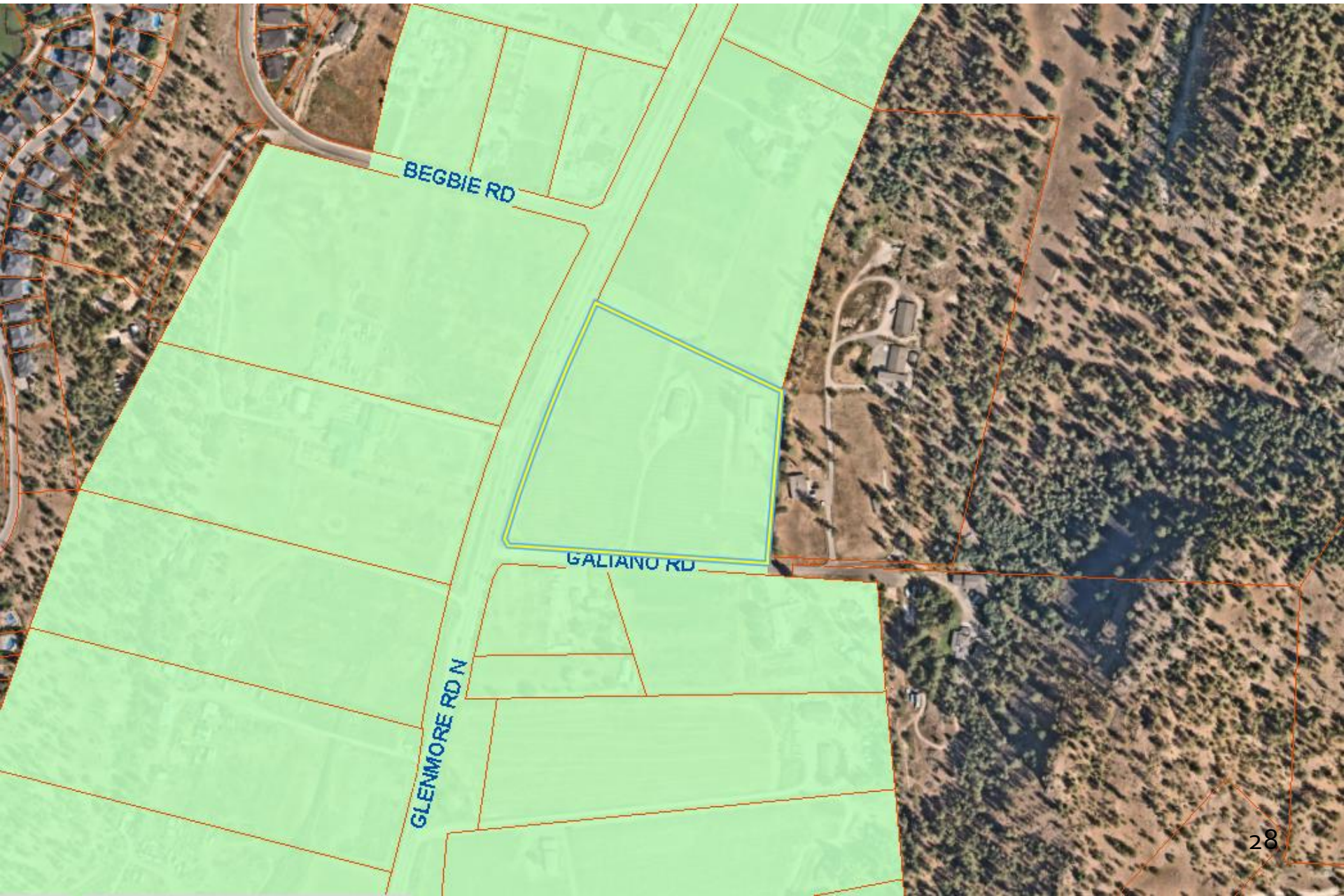
# Context Map



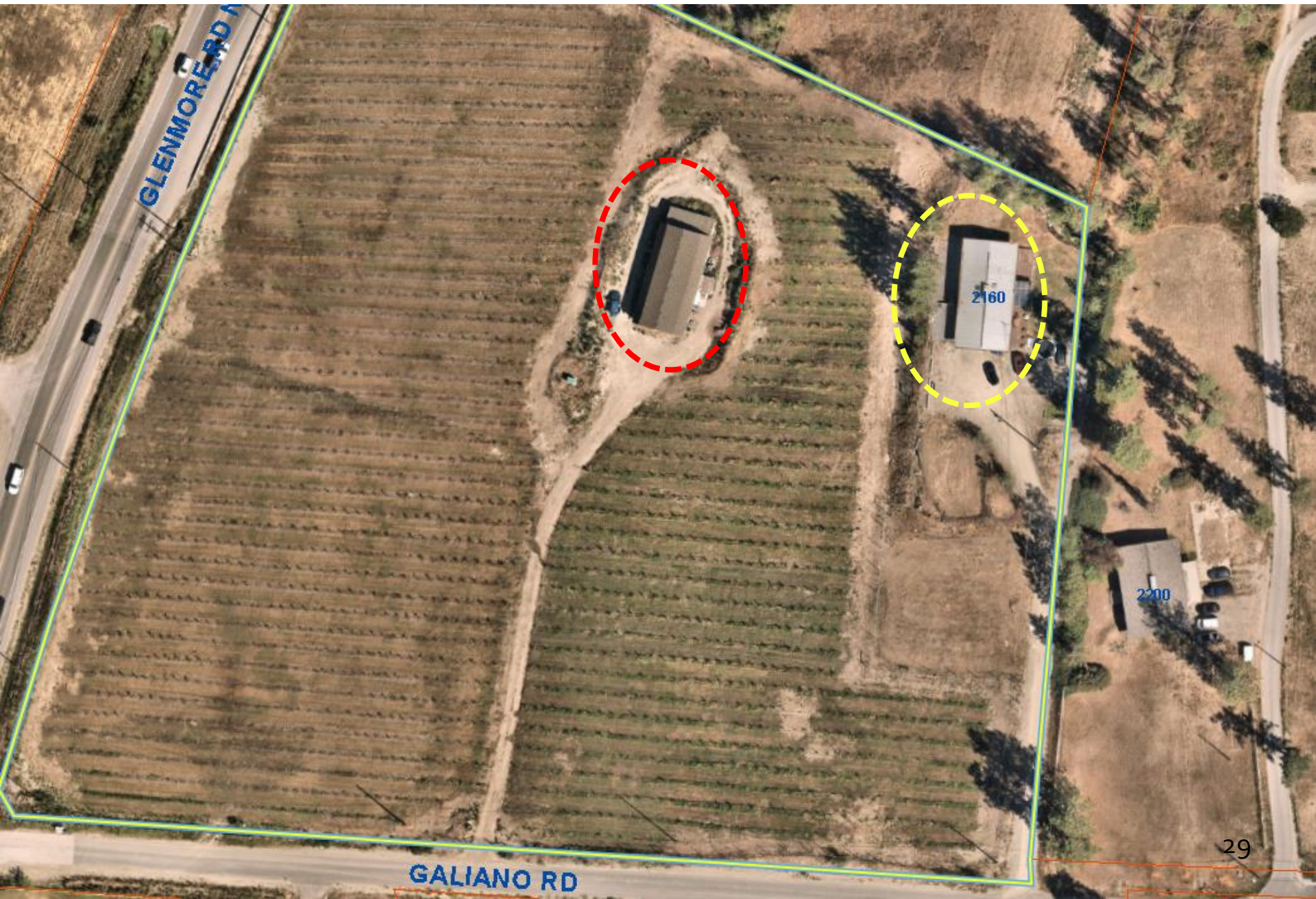
# OCP Future Land Use / Zoning



# Agricultural Land Reserve



# Aerial View



GLENMORE RD

GALIANO RD

2160

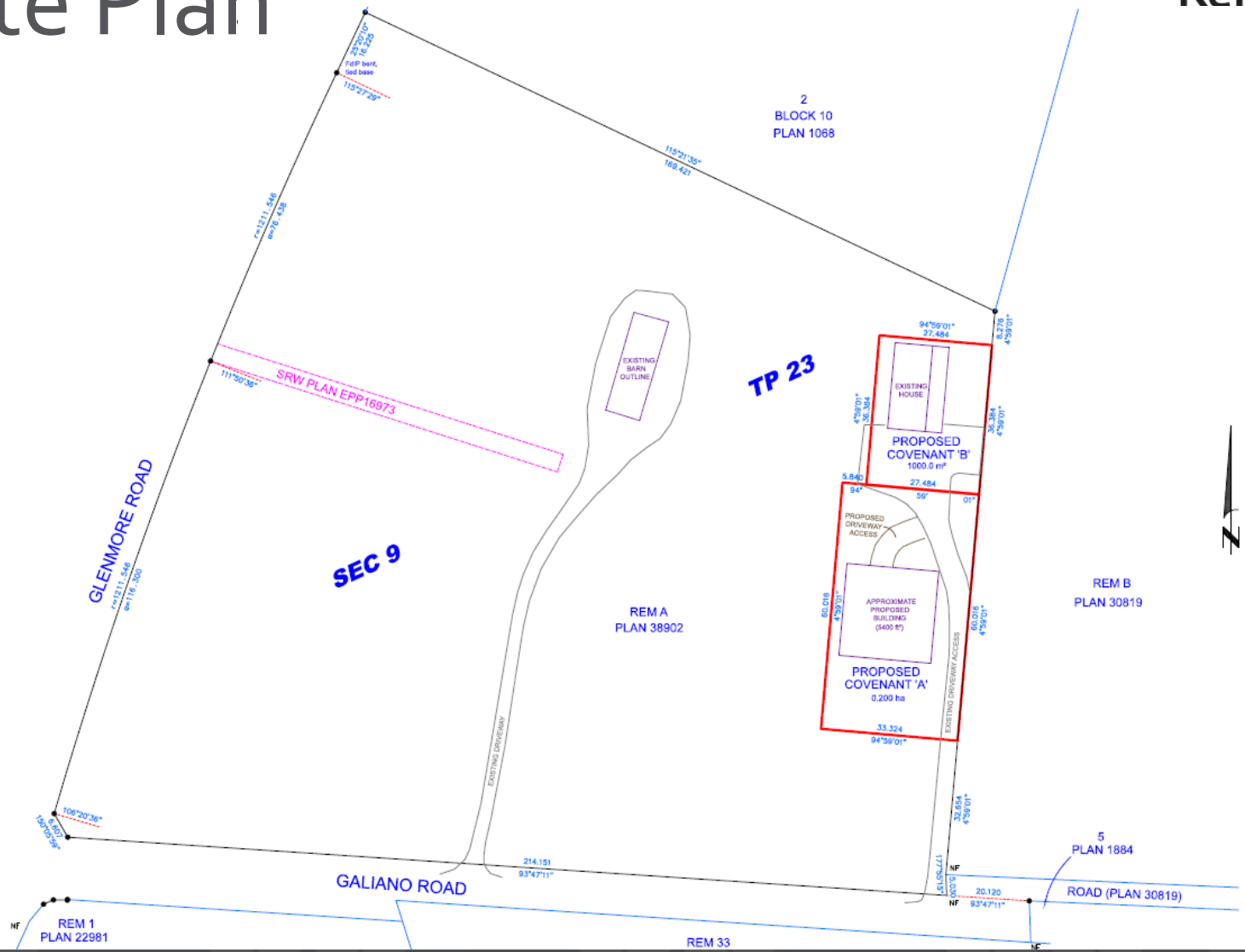
2200

29

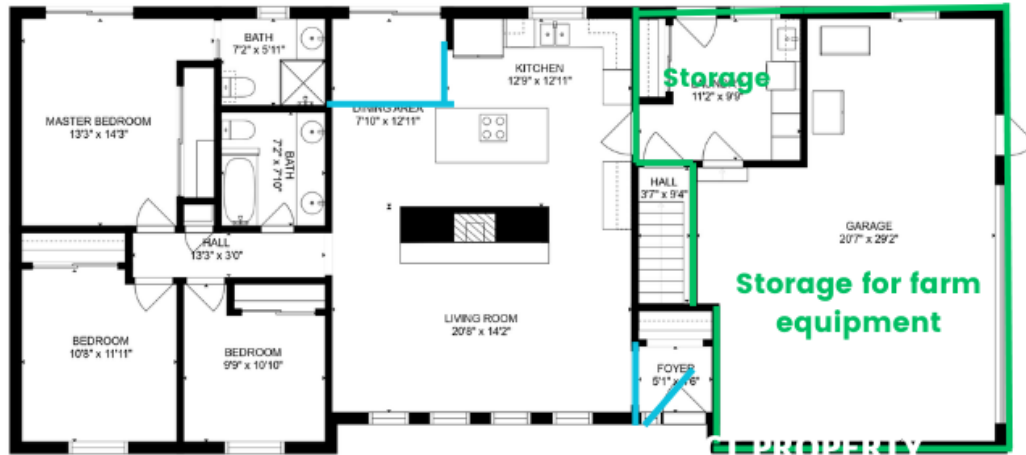
# Project Details

- ▶ The applicant is seeking approvals to allow for the construction of a new dwelling, while remaining in the existing dwelling during construction.
  - ▶ The proposed new dwelling would be permitted up to 500 m<sup>2</sup> in size.
  - ▶ Final occupancy of the new building would not be permitted without a decommissioning or demolition of existing dwelling.
- ▶ The existing dwelling will be decommissioned prior to final occupancy to meet the maximum allowable size of 90 m<sup>2</sup>.
- ▶ A Farm Residential Footprint covenant is required to be registered on Title prior to the issuance of any new Building Permit.

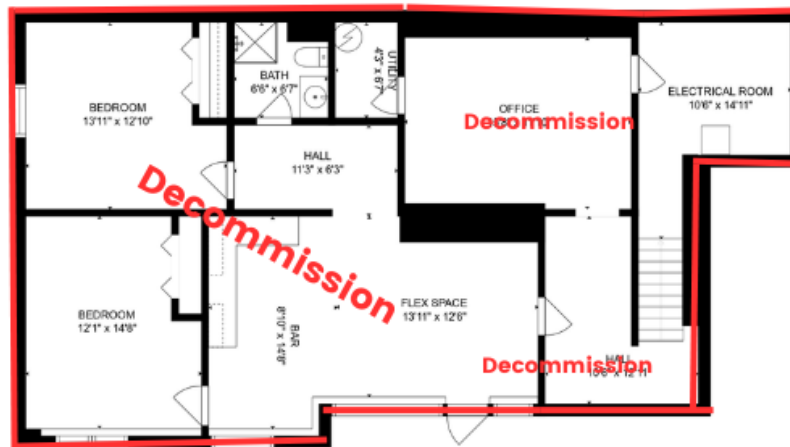
# Site Plan



# Floor Plan



FLOOR 2





# Development Planning

- ▶ Staff consider Non-Adhering Residential Use Permit Applications if they meet the below OCP policies;
  - ▶ Homeplating;
  - ▶ Housing in Agricultural Areas
    - ▶ 90 m<sup>2</sup> and property over 1.0ha;
  - ▶ No negative affects to on-site or adjacent agricultural uses.
- ▶ A Farm Residential Footprint covenant to be registered prior to issuance of Building Permit

# AAC Recommendation

- ▶ Application went to the Agricultural Advisory Committee on May 6<sup>th</sup>, 2024;
  - ▶ AAC Recommended that Council support the application.

# Staff Recommendation

- ▶ Staff recommend **support** of the proposed Non-Adhering Residential Use Permit Application.
  - ▶ Meets intent of Zoning Bylaw and OCP;
  - ▶ Does not utilize productive agricultural lands or harm adjacent farm operations;
  - ▶ Residential uses are contained in a contiguous area.
- ▶ Recommend the application be forwarded to ALC for consideration.



## *Conclusion of Staff Remarks*

# REPORT TO COUNCIL REZONING



**Date:** June 3, 2024  
**To:** Council  
**From:** City Manager  
**Address:** 1007 Lanfranco Rd  
**File No.:** Z24-0008

	Existing	Proposed
<b>OCP Future Land Use:</b>	C-NHD – Core Area Neighbourhood	C-NHD – Core Area Neighbourhood
<b>Zone:</b>	MF1 – Infill Housing	MF2 – Townhouse Housing

### 1.0 Recommendation

THAT Rezoning Application No. Z24-0008 to amend the City of Kelowna Zoning Bylaw No. 12375 by changing the zoning classification of Lot C District Lot 135 ODYD Plan 20294 located at 1007 Lanfranco Rd, Kelowna, BC, from the MF1 - Infill Housing zone to the MF2 - Townhouse Housing zone, be considered by Council;

AND THAT final adoption of the Rezoning Bylaw be considered subsequent to the outstanding conditions of approval as set out in Attachment “A” attached to the Report from the Development Planning Department dated June 3, 2024.

### 2.0 Purpose

To rezone the subject property from the MF1 – Infill Housing zone to the MF2 – Townhouse Housing zone to facilitate a townhouse development.

### 3.0 Development Planning

Staff support the proposed rezoning from the MF1 – Infill Housing zone to the MF2 - Townhouse Housing zone to facilitate the construction of a townhouse development. The subject properties have an Official Community Plan (OCP) Future Land Use Designation of C-NHD - Core Area Neighbourhood. The intent of Core Area Neighbourhood is to accommodate much of the City's growth through sensitive residential infill such as ground-oriented multi-unit housing and low-rise buildings. The proposal aligns with the OCP Policy for the Core Area to encourage a diverse mix of low and medium density housing.

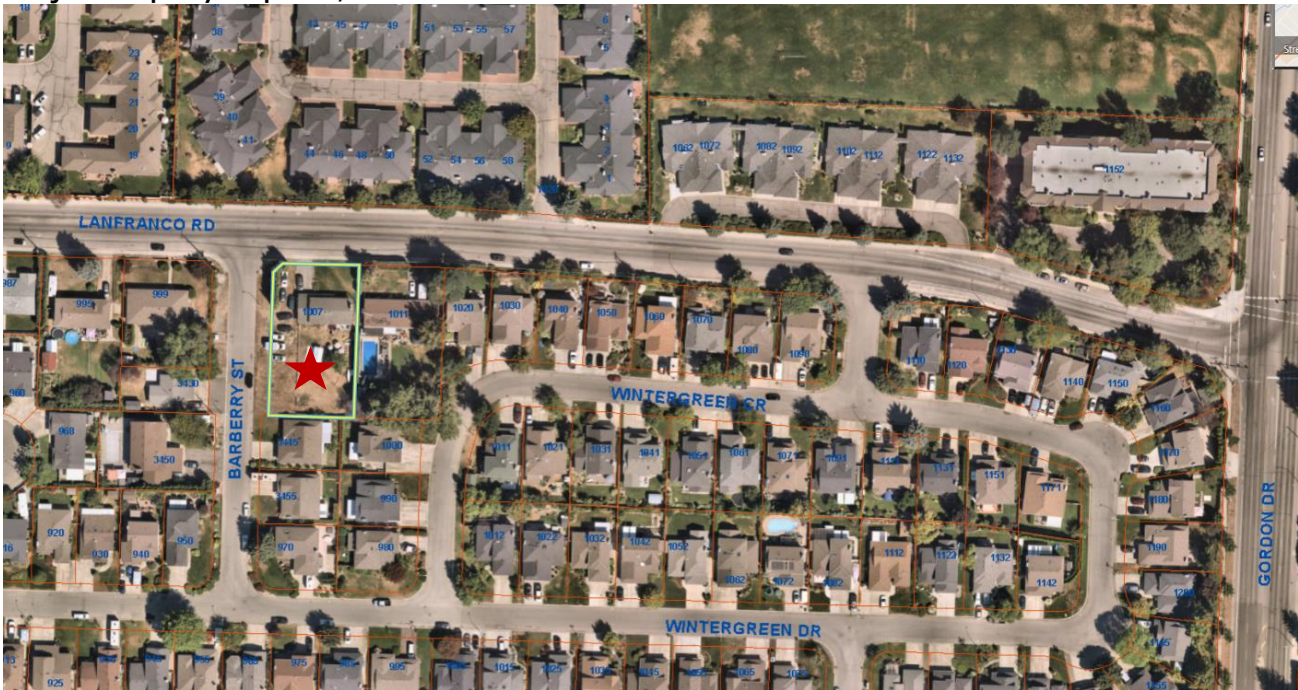
The applicant is required to dedicate 2.0 m of road along Lanfranco Rd and a 5.0m corner cut at the corner of Barberry St and Lanfranco Rd.

Lot Area	Proposed (m <sup>2</sup> )
Gross Site Area	1,439.4
Road Dedication	Approx. 85
Undevelopable Area	N/A
Net Site Area	Approx. 1,364.4

4.0 Site Context

Orientation	Zoning	Land Use
North	UC5 – Pandosy Urban Centre	Townhouses
East	MF1 – Infill Housing	Single detached housing
South	MF1 – Infill Housing	Single detached housing
West	MF1 – Infill Housing MF4 - Transit Oriented Areas	Single detached housing

Subject Property Map: 1007 Lanfranco Rd



The surrounding neighbourhood context predominantly consists of MF1 – Infill Housing zone with single detached housing and UC5 – Pandosy Urban Centre zone to the north with townhouses.

The subject properties are located immediately south of the Pandosy Urban Centre, and approximately 300 m west of Gordon Dr Transit Supportive Corridor. There are transit stops located near the intersection of Lanfranco Rd and Gordon Dr to the east (approx. 300 m) and at Lanfranco Rd and Casorso Rd to the west (approx. 500 m). The proposed development site is within walking distance of Boyce-Gyro Beach Park, is near Casorso Rd and Lakeshore Rd Recreation Corridors, as well several educational institutions including Casorso Elementary and KLO Middle School, and Okanagan College.

5.0 Current Development Policies

5.1 Kelowna Official Community Plan (OCP)

<b>Objective 5.11 Increase the diversity of housing forms and tenure to create an inclusive, affordable and complete Core Area</b>	
Policy 5.11.1. Diverse Housing Forms.	Ensure a diverse mix of low and medium density forms in the Core Area that support a variety of household types and sizes, income levels and life stages.

	<i>The proposal adds increased density into the established single detached housing neighbourhood.</i>
Policy 5.11.3. Ground Oriented Housing	Incorporate ground-oriented units in the design of multi-family developments in the Core Area to support a variety of household types and sizes.
	<i>The proposal will include ground-oriented units along Lanfranco Rd and Barberry St with direct access from Barberry St.</i>

**6.o Application Chronology**

Application Accepted: March 14, 2024  
 Neighbourhood Notification Summary Received: May 14, 2024

**Report prepared by:** Barbara B. Crawford, Planer II  
**Reviewed by:** Jocelyn Black, Urban Planning Manager  
**Reviewed by:** Nola Kilmartin, Development Planning Department Manager  
**Approved for Inclusion:** Ryan Smith, Divisional Director, Planning, Climate Action & Development Services

**Attachments:**

Attachment A: Development Engineering Memorandum  
 Attachment B: Proposed Site Plan  
 Attachment C: Applicant’s Summary of Neighbourhood Notification

For additional information, please visit our Current Developments online at [www.kelowna.ca/currentdevelopments](http://www.kelowna.ca/currentdevelopments).

---

**CITY OF KELOWNA**  
**MEMORANDUM**

<b>ATTACHMENT</b>	A
This forms part of application # Z24-0008	
Planner Initials	BC
 City of <b>Kelowna</b> DEVELOPMENT PLANNING	

---

**Date:** April 26, 2024  
**File No.:** Z24-0008  
**To:** Suburban & Rural Planning (BC)  
**From:** Development Engineering Manager (NC)  
**Subject:** 1007 Lanfranco Rd. RU1 to MF2

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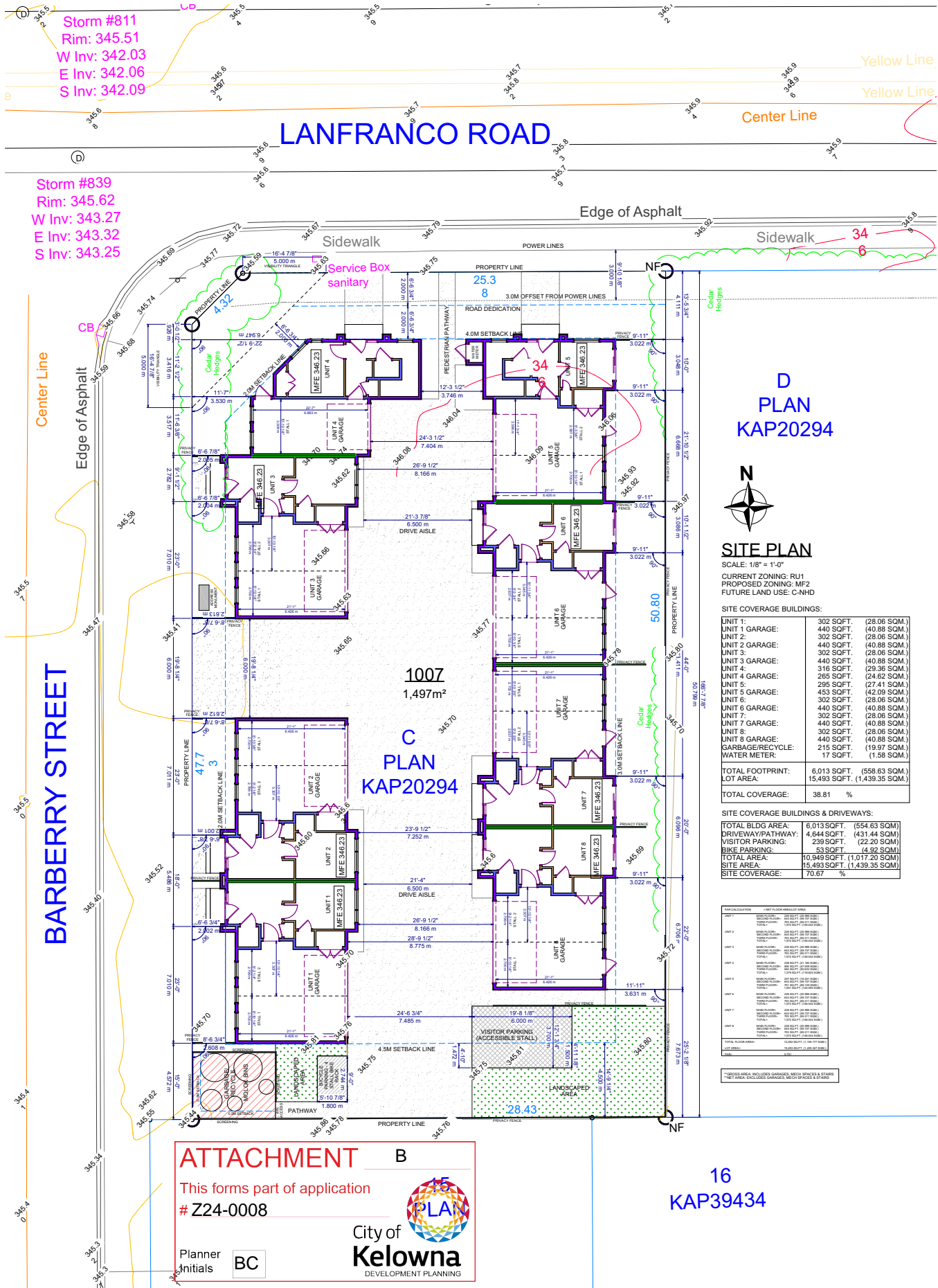
The Development Engineering Department has the following requirements associated with this zone amendment bylaw to rezone the subject property to the MF2 zone for a townhouse development.

The Development Engineering Technologist for this file is Aaron Sangster (asangster@kelowna.ca).

- a. Approximately 2.0 m road dedication along the entire frontage of Lanfranco Rd is required to achieve a ROW width of 24.0 m in accordance with OCP Functional Road Classification objectives.
- b. A corner cut of 5 m X 5 m at the corner of Barberry St and Lanfranco Rd is required.

  
\_\_\_\_\_  
Nelson Chapman, P.Eng.  
Development Engineering Manager  
AS





Storm #811  
 Rim: 345.51  
 W Inv: 342.03  
 E Inv: 342.06  
 S Inv: 342.09

Storm #839  
 Rim: 345.62  
 W Inv: 343.27  
 E Inv: 343.32  
 S Inv: 343.25

# LANFRANCO ROAD

Yellow Line  
 Center Line  
 Yellow Line

**D**  
**PLAN**  
**KAP20294**



## SITE PLAN

SCALE: 1/8" = 1'-0"  
 CURRENT ZONING: RU1  
 PROPOSED ZONING: MF2  
 FUTURE LAND USE: C-NHD

### SITE COVERAGE BUILDINGS:

UNIT 1:	302 SQFT. (28.06 SQM.)
UNIT 1 GARAGE:	440 SQFT. (40.88 SQM.)
UNIT 2:	302 SQFT. (28.06 SQM.)
UNIT 2 GARAGE:	440 SQFT. (40.88 SQM.)
UNIT 3:	302 SQFT. (28.06 SQM.)
UNIT 3 GARAGE:	440 SQFT. (40.88 SQM.)
UNIT 4:	316 SQFT. (29.36 SQM.)
UNIT 4 GARAGE:	265 SQFT. (24.62 SQM.)
UNIT 5:	295 SQFT. (27.41 SQM.)
UNIT 5 GARAGE:	453 SQFT. (42.09 SQM.)
UNIT 6:	302 SQFT. (28.06 SQM.)
UNIT 6 GARAGE:	440 SQFT. (40.88 SQM.)
UNIT 7:	302 SQFT. (28.06 SQM.)
UNIT 7 GARAGE:	440 SQFT. (40.88 SQM.)
UNIT 8:	302 SQFT. (28.06 SQM.)
UNIT 8 GARAGE:	440 SQFT. (40.88 SQM.)
GARBAGE/RECYCLE:	215 SQFT. (19.97 SQM.)
WATER METER:	17 SQFT. (1.58 SQM.)
<b>TOTAL FOOTPRINT:</b>	<b>6,013 SQFT. (558.63 SQM.)</b>
<b>LOT AREA:</b>	<b>15,493 SQFT. (1,439.35 SQM.)</b>
<b>TOTAL COVERAGE:</b>	<b>38.81 %</b>

### SITE COVERAGE BUILDINGS & DRIVEWAYS:

<b>TOTAL BLDG AREA:</b>	<b>6,013 SQFT. (554.63 SQM.)</b>
<b>DRIVEWAY/PATHWAY:</b>	<b>4,644 SQFT. (431.44 SQM.)</b>
<b>VISITOR PARKING:</b>	<b>238 SQFT. (22.20 SQM.)</b>
<b>BIKE PARKING:</b>	<b>53 SQFT. (4.92 SQM.)</b>
<b>TOTAL AREA:</b>	<b>10,949 SQFT. (1,017.20 SQM.)</b>
<b>SITE AREA:</b>	<b>15,493 SQFT. (1,439.35 SQM.)</b>
<b>SITE COVERAGE:</b>	<b>70.67 %</b>

UNIT NO.	AREA	DESCRIPTION	AREA	DESCRIPTION
UNIT 1	302 SQFT.	UNIT 1	440 SQFT.	UNIT 1 GARAGE
UNIT 2	302 SQFT.	UNIT 2	440 SQFT.	UNIT 2 GARAGE
UNIT 3	302 SQFT.	UNIT 3	440 SQFT.	UNIT 3 GARAGE
UNIT 4	316 SQFT.	UNIT 4	265 SQFT.	UNIT 4 GARAGE
UNIT 5	295 SQFT.	UNIT 5	453 SQFT.	UNIT 5 GARAGE
UNIT 6	302 SQFT.	UNIT 6	440 SQFT.	UNIT 6 GARAGE
UNIT 7	302 SQFT.	UNIT 7	440 SQFT.	UNIT 7 GARAGE
UNIT 8	302 SQFT.	UNIT 8	440 SQFT.	UNIT 8 GARAGE
GARBAGE/RECYCLE	215 SQFT.	GARBAGE/RECYCLE	215 SQFT.	GARBAGE/RECYCLE
WATER METER	17 SQFT.	WATER METER	17 SQFT.	WATER METER
<b>TOTAL</b>	<b>6,013 SQFT.</b>	<b>TOTAL</b>	<b>15,493 SQFT.</b>	<b>TOTAL</b>

\*SHEDS AREA INCLUDES GARAGES, MECH SPACES & STAIRS  
 \*\*NET AREA EXCLUDES GARAGES, MECH SPACES & STAIRS

# BARBERRY STREET

**1007**  
**1,497m<sup>2</sup>**  
**C**  
**PLAN**  
**KAP20294**

**ATTACHMENT B**  
 This forms part of application  
 # Z24-0008

City of Kelowna  
 DEVELOPMENT PLANNING

Planner Initials: **BC**

**16**  
**KAP39434**

**Summary: Neighbour Notification - 1007 Lanfranco Rd**



Address Notified	Date of Notification	Method of Notification	Information Provided	Neighbour Feedback	Comments
Unit 19 - 950 Lanfranco Rd	May 13, 2024	Door Drop-Off	Approved Notification Letter Package	No conversation with owner	
Unit 40-1020 Lanfranco Rd	May 13, 2024	Door Drop-Off	Approved Notification Letter Package	No conversation with owner	
Unit 41-1020 Lanfranco Rd	May 13, 2024	Door Drop-Off	Approved Notification Letter Package	No conversation with owner	
Unit 44-1020 Lanfranco Rd	May 13, 2024	Hand-delivered-Owner	Approved Notification Letter Package	No verbal opposition of proposed development. Wish infrastructure problems in city dealt with before densification	
Unit 46-1020 Lanfranco Rd	May 13, 2024	Mailbox Drop-off	Approved Notification Letter Package	No conversation with owner	
Unit 48-1020 Lanfranco Rd	May 13, 2024	Door Drop-Off	Approved Notification Letter Package	No conversation with owner	
Unit 50-1020 Lanfranco Rd	May 13, 2024	Mailbox Drop-off	Approved Notification Letter Package	No conversation with owner	
Unit 52-1020 Lanfranco Rd	May 13, 2024	Mailbox Drop-off	Approved Notification Letter Package	No conversation with owner	
Unit 54-1020 Lanfranco Rd	May 13, 2024	Door Drop-Off	Approved Notification Letter Package	No conversation with owner	
Unit 56-1020 Lanfranco Rd	May 13, 2024	Mailbox Drop-off	Approved Notification Letter Package	No conversation with owner	
1011 Lanfranco Rd	May 13, 2024	Door Drop-Off	Approved Notification Letter Package	No conversation with owner	

995 Lanfranco Rd	May 13, 2024	Mailbox Drop-off	Approved Notification Letter Package	No conversation with owner	
999 Lanfranco Rd	May 13, 2024	Mailbox Drop-off	Approved Notification Letter Package	No conversation with owner	
3430 Barberry St	May 13, 2024	Door Drop-Off	Approved Notification Letter Package	No answer. No conversation with owner	
3445 Barberry St	May 13, 2024	Hand-delivered-Owner	Approved Notification Letter Package	Owner had minimal concerns. Wanted more information on privacy and garbage/recycle collection noise.	
3450 Barberry St	May 13, 2024	Mailbox Drop-off	Approved Notification Letter Package	No answer. No conversation with owner	
3455 Barberry St	May 13, 2024	Hand-delivered-Owner	Approved Notification Letter Package	Provided letter to owner. He was leaving, didn't want to chat.	
980 Wintergreen Cr	May 13, 2024	Door Drop-Off	Approved Notification Letter Package	No conversation with owner	
990 Wintergreen Cr	May 13, 2024	Mailbox Drop-off	Approved Notification Letter Package	No conversation with owner	
1000 Wintergreen Cr	May 13, 2024	Hand-delivered-Owner	Approved Notification Letter Package	Not against proposed development. Recently sent B. Crawford an email	
1011 Wintergreen Cr	May 13, 2024	Hand-delivered-Owner	Approved Notification Letter Package	No issues expressed with proposed development application	
1020 Wintergreen Cr	May 13, 2024	Door Drop-Off	Approved Notification Letter Package	No conversation with owner	
1030 Wintergreen Cr	May 13, 2024	Door Drop-Off	Approved Notification Letter Package	No conversation with owner	
940 Wintergreen Dr	May 13, 2024	Door Drop-Off	Approved Notification Letter Package	No conversation with owner	

950 Wintergreen Dr	May 13, 2024	Door Drop-Off	Approved Notification Letter Package	No answer. No conversation with owner	
970 Wintergreen Dr	May 13, 2024	Hand-delivered-Owner	Approved Notification Letter Package	Not against proposed development. Only concern was parking on Barberrry St	Have been out of country recently
1012 Wintergreen Dr	May 13, 2024	Door Drop-Off	Approved Notification Letter Package	No conversation with owner	

**CITY OF KELOWNA**  
**BYLAW NO. 12669**  
**Z24-0008**  
**1007 Lanfranco Road**

---

A bylaw to amend the "City of Kelowna Zoning Bylaw No. 12375".

The Municipal Council of the City of Kelowna, in open meeting assembled, enacts as follows:

1. THAT City of Kelowna Zoning Bylaw No. 12375 be amended by changing the zoning classification of Lot C District Lot 135 ODYD Plan 20294 located on Lanfranco Road, Kelowna, BC from the MF1 - Infill Housing zone to the MF2 - Townhouse Housing zone.
2. This bylaw shall come into full force and effect and is binding on all persons as and from the date of adoption.

Read a first, second and third time by the Municipal Council this

Adopted by the Municipal Council of the City of Kelowna this

---

Mayor

---

City Clerk



City of  
**Kelowna**

# Z24-0008 1007 Lanfranco Rd

Rezoning Application

# Purpose

- ▶ To rezone subject property from the MF<sub>1</sub> – Infill Housing zone to the MF<sub>2</sub> – Townhouse Housing zone to facilitate a townhouse development.

# Development Process



Mar 14, 2024

Development Application Submitted



Staff Review & Circulation



May 14, 2024

Public Notification Received



June 3, 2024

Initial Consideration



Reading Consideration



Final Reading & DP



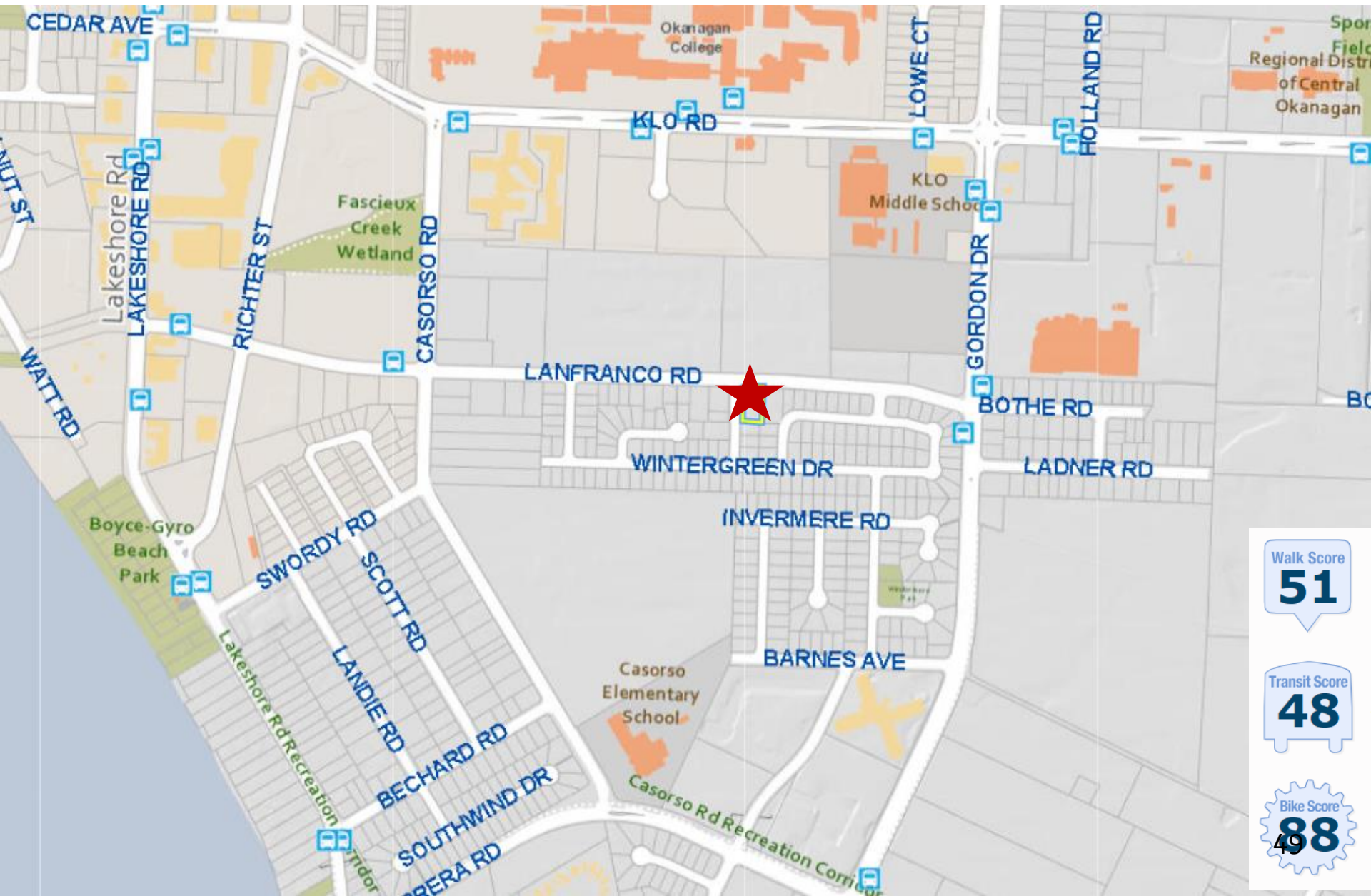
Building Permit



Council Approvals



# Context Map

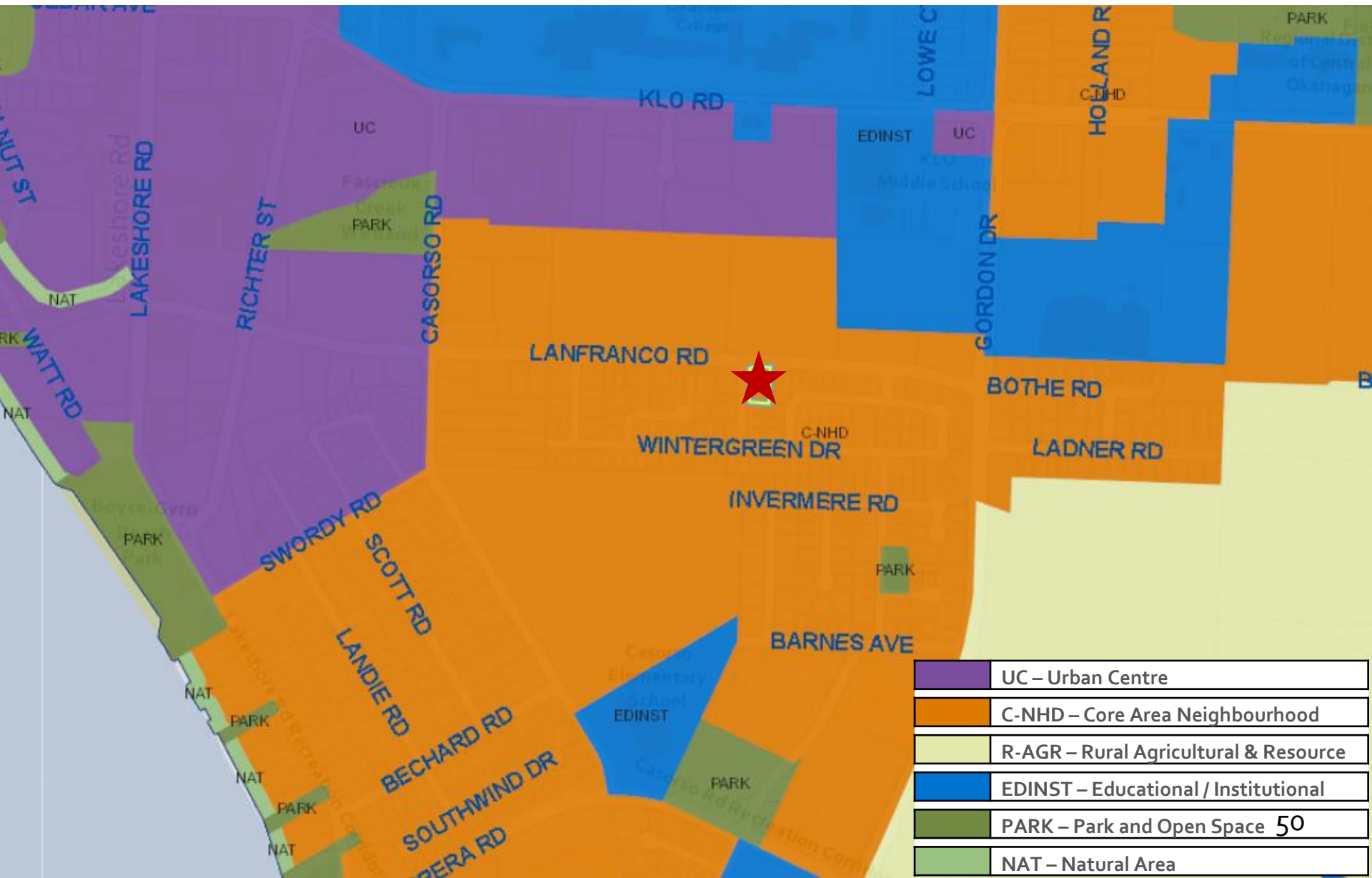








Walk Score  
**51**

Transit Score  
**48**

Bike Score  
**88**

# OCP Future Land Use



	UC – Urban Centre
	C-NHD – Core Area Neighbourhood
	R-AGR – Rural Agricultural & Resource
	EDINST – Educational / Institutional
	PARK – Park and Open Space 50
	NAT – Natural Area



# Project Details

- ▶ C-NHD – Core Area Neighbourhood
- ▶ MF2 – Townhouse Housing
  - ▶ Townhouses up to 3 storeys in height plus roof-top amenity space
  - ▶ Vehicle access from Barberry St
  - ▶ Road dedication along Lanfranco and corner cut at corner of Barberry & Lanfranco
- ▶ Close to Pandosy Urban Centre, transit stops, Transit Supportive Corridors & schools

# OCP Objectives & Policies

- ▶ **Policy 5.11.1: Diverse Housing Forms**
  - ▶ Ensure a diverse mix of low and medium density forms in the Core Area that support a variety of household types and sizes, income levels and life stages
- ▶ **Policy 5.11.3: Ground Oriented Housing**
  - ▶ Incorporate ground-oriented units in the design of multi-family developments in the Core Area to support a variety of household types and sizes

# Staff Recommendation

- ▶ Staff recommend **support** for the proposed rezoning as it is consistent with:
  - ▶ OCP Future Land Use C-NHD
  - ▶ OCP Objectives in Chapter 5 – Core Area Neighbourhoods
    - ▶ Ground oriented townhouses
    - ▶ Transit Supportive Corridor
    - ▶ Near Pandosy Urban Centre & Education Institutions

# Report to Council



**Date:** June 3, 2024  
**To:** Council  
**From:** City Manager  
**Subject:** 2024 Citizen Survey Results  
**Department:** Communications

---

**Recommendation:**

THAT Council receives, for information, the report from the Communications Department dated June 3, 2024, with respect to the results of the City’s bi-annual Citizen Survey.

**Purpose:**

To present the results of the 2024 Citizen Survey.

**Background:**

The Citizen Survey has been conducted for over a decade and is used to monitor and respond to our residents’ priorities, preferences and attitudes about life in our City. Ipsos Research conducts this survey using a statistically representative sampling of Kelowna residents. The survey focuses on our municipal services, infrastructure and programs so that the results are actionable and measurable indicators for City business areas to address. The questions are largely standardized with limited changes year-over-year so, to enable accurate analysis of trends over time in major areas of performance relating to municipal government responsibilities.

This survey format allows us to track trends over time in our citizens’ values and hopes for the City’s future, as well as their guidance on priorities for investment and top community issues they would like to see the City responding to in the immediate term. A citizen survey of this nature is a best practice across municipalities in Canada and our results are benchmarked against other British Columbia municipalities through the use of statistical norms throughout the report, to help provide context to our performance over time and our performance relative to other cities.

The survey is deployed predominantly on cell phones (70-75%) but also to landlines for appropriate balance. The sample size of 300 people has been re-assessed over the past several years to ensure it remains appropriate relative to our population growth. To ensure the data is gathered from a representative group of residents, sample quotas are set by gender, age, and area of the city. The final data is weighted to ensure that the gender/age and neighbourhood distribution reflects that of the actual population in Kelowna according to the latest Census data. The results are considered accurate within a 5-7% range, 19 times out of 20.

**Discussion:**

With the timeline of the COVID-19 global health pandemic, this year's survey represents the first opportunity to assess post-pandemic results relative to pre-pandemic results. For example, overall customer service satisfaction dipped in 2022, which was partly attributable to substantial adjustments in service delivery and civic life in general during the pandemic. The same occurred with respect to perceptions of the City as being inclusive and accepting to all. This rating dipped in 2022 and has rebounded substantially this year. Perceptions of overall quality of life in Kelowna are positive although lower than pre-pandemic years and below the municipal norm.

**Report Highlights**

- Citizen satisfaction with overall customer service quality has improved after trending down incrementally for a few years.
- Many of the services with the largest increases in citizen satisfaction are also the services where the City has invested funding, completed significant multi-pronged Communications campaigns and/or implemented digital transformation and automation.
- 81% of citizens feel that Kelowna is a safe place to live, which is unchanged since the 2022 survey and appears to have halted a multi-year downward trend on this result.
- Addressing social issues remains a top issue for citizens and also the top priority for investment over the next four years, alongside encouraging a diverse supply of housing options at different price points.
- Primary areas of strength for the City include core municipal operational responsibilities such as road maintenance, drinking water quality, parks and recreation and police and fire services.
- A majority of citizens say they receive good value for their municipal property tax dollars.
- Overall perceptions of value for taxes are statistically on par with 2022 although continue a gradual downward trend that has been ongoing the past several years.
- For the first time, citizens were asked to identify areas of importance for digital transformation and use of technology by the City and their top choices were that the City should use technology to create operational efficiencies and to ensure anytime/anywhere access to City services and information online.

**Conclusion:**

The survey results are published every year on Kelowna.ca and staff across the corporation work to assess and strategize around the results related to their business areas. City staff will continue to utilize this community feedback as one filter in developing strategies, plans, investments and recommendations to Council.

New this year, the Communications and Information Services departments are building a year-over-year interactive dashboard of key results from the survey, building on the 2024 results with comparisons to prior survey year as well, which will be published in the coming weeks on Kelowna.ca and expanded over time.

Submitted by:

C.Matte, Community Communications Manager

**Approved for inclusion:** L.Corcoran, Acting Divisional Director



# 2024 CITIZEN SURVEY

PREPARED FOR THE CITY OF KELOWNA BY:  
**Ipsos**  
FINAL REPORT

May 22, 2024

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# INTRODUCTION

1



# Objectives and Methodology



This report presents the findings of the City of Kelowna's 2024 Citizen Survey. The main purpose of this survey is to determine how satisfied the public is with municipal programs and services, and to learn what citizens' service priorities are. Insights gained by this research help the City make important decisions regarding planning, budgeting, and service improvements. Ipsos has been conducting the City's Citizen Survey since 2012.



Ipsos conducted a total of 300 telephone interviews with a randomly selected representative sample of Kelowna residents aged 18 years or older, broken out by FSA (first three postal code digits) as follows: V1W (n=74), V1Y (n=80), V1V (n=71), V1X/V1P (n=75).

The survey was conducted using numbers from both cellphones (78%) and landlines (22%). A screening question was included at the start of the survey to confirm residency in Kelowna.

The average time to complete the survey was 20 minutes.

All interviews were conducted between April 8 and 22, 2024.

The final data has been weighted to ensure that the gender/age and neighbourhood distribution reflects that of the actual population in Kelowna according to 2021 Census data.

Overall results based on a sample size of 300 are accurate to within  $\pm 5.7\%$ , 19 times out of 20. The margin of error will be larger for sample subgroups.



# Notes to Reader



Some totals in the report may not add to 100%. Some summary statistics (e.g., total satisfied) may not match their component parts. The numbers are correct, and the apparent errors are due to rounding.

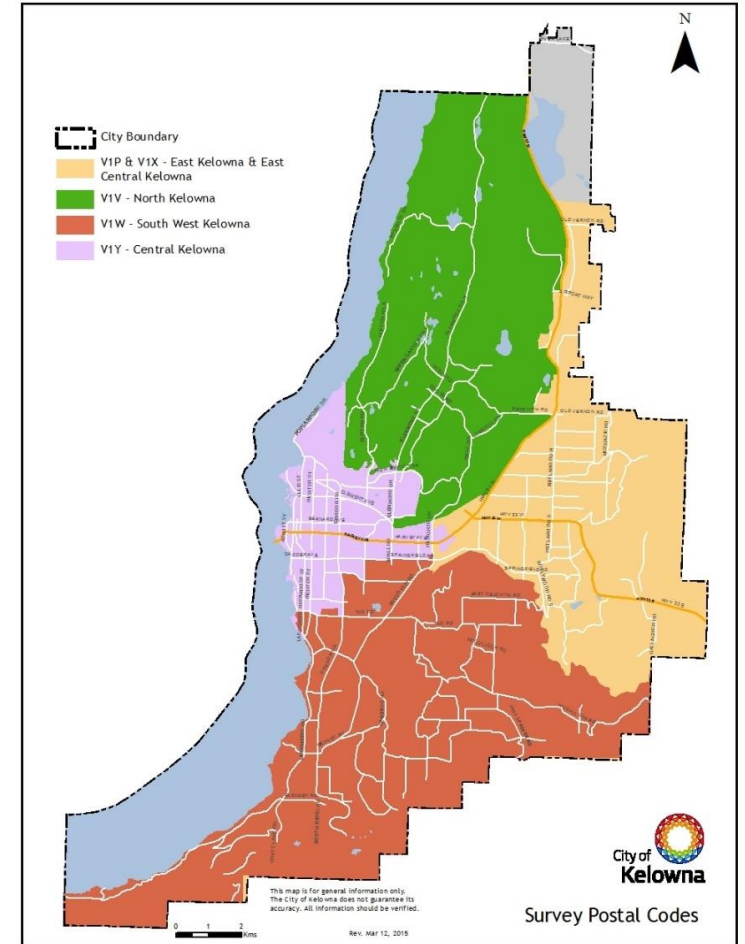
Analysis of some of the statistically significant demographic results is included where applicable. While a number of significant differences may appear in the cross-tabulation output, not all differences warrant discussion.

For the purposes of this study, neighbourhoods are defined by FSA (first three postal code digits) as follows:

- **V1W – South West Kelowna** (includes Lakeshore south of KLO, Guisachan, Benvoulin, Hall Road, Southeast Kelowna, North Okanagan Mission, South Okanagan Mission)
- **V1Y – Central Kelowna** (includes Downtown, North End, South Glenmore, Orchard Park, KGH, Okanagan College, Padosy north of KLO)
- **V1V – North Kelowna** (includes Clifton, Glenmore Valley, Dilworth, McKinley, Quail Ridge, Sexsmith)
- **V1X/V1P – East Central Kelowna/East Kelowna** (includes Hwy 97 North, Rutland, Toovey, Belgo, Black Mountain, Rutland Bench)

Where possible, this year's results have been compared to past City of Kelowna Citizen Surveys to understand how citizens' attitudes and priorities are changing, identify new or emerging issues facing the community, and monitor perceptions of the City's performance in key areas. Arrows ( ▲ ▼ ) are used to denote any significant differences between 2024 and 2022.

Where possible, this year's results have been compared to Ipsos' database of municipal norms. These norms are based on research Ipsos has conducted in other British Columbian municipalities within the past five years. Normative comparisons provide additional insight, context, and benchmarks against which the City can evaluate its performance.



# EXECUTIVE SUMMARY

# 2

# Executive Summary (page 1 of 2)



## QUALITY OF LIFE

- Citizens identify a number of factors that contribute to making a city a good place to live, with good weather, a low crime rate, and affordable topping the list.
- Perceptions of overall quality of life in Kelowna are positive although lower than pre-pandemic years.
- Most feel the quality of life has worsened over the past three years, citing the rising cost of living and growing concerns over poverty and homelessness. Safety also plays a role.



## IMPORTANT COMMUNITY ISSUES

- Social issues (particularly poverty/homelessness and housing/affordable housing) continue to dominate the public issue agenda.
- Transportation sits in distant second.
- Other issues include crime/public safety and growth and development.



## COMMUNITY SAFETY

- Most describe Kelowna as a safe community overall. Overall perceptions of community safety are unchanged from 2022 although have declined notably over the past decade.



## CITY SERVICES AND INFRASTRUCTURE

- Overall satisfaction with City services has rebounded after dipping in 2022 when residents may have noticed some changes to the City's service delivery due to COVID-19 restrictions.
- Satisfaction with specific services is mostly positive, with the overall highest satisfaction ratings going to fire services and parks and sports fields.
- City growth management and traffic flow management continue to be the least satisfactory services overall.
- The 2022 survey saw drops in satisfaction with a number of services, and this year's results suggest the City has made some progress in reversing these declines.
  - Satisfaction has statistically increased this year as compared to 2022 for snow clearing, adapting to the impacts of climate change on City operations and infrastructure, and road maintenance<sup>1</sup>.
  - Directional increases are also seen for some other services, but these differences are not statistically significant.
- Conversely, residents are less satisfied with community cleanliness this year as compared to 2022.

<sup>1</sup>Year-over-year comparisons for snow clearing and adapting to the impacts of climate change on City operations and infrastructure should be interpreted with caution due to slight differences in question wording.

# Executive Summary (page 2 of 2)



## CITY INCLUSIVENESS AND ACCEPTANCE

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- Perceptions of City inclusiveness and acceptance have improved after dipping in 2022.



## FINANCIAL PLANNING

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- A majority of citizens say they receive good value for their municipal property tax dollars. Overall perceptions of value for taxes are statistically on par with 2022 although continue a gradual downward trend that has been ongoing the past several years.
- Citizens continue to prefer tax increases over service reductions, but the gap is narrowing. A softening in perceived value combined with high cost of living pressures may be impacting residents' tolerance for tax increases.



## PRIORITY SETTING

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- Just over half say they would prefer the City invest in renewing existing infrastructure over building new infrastructure.
- Citizens' number one priority for investment over the next four years is addressing social issues such as homelessness. Encouraging a diverse supply of housing options at different price points sits in second.
- Other important priorities include fire services, drinking water, police services, road maintenance, and traffic flow management.



## CUSTOMER SERVICE

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- Claimed contact with the City is sitting at an all-time low coming out of the pandemic, with slightly more than one-third saying they have contacted or dealt with the City in the last 12 months.
- Telephone or in-person interactions are the most common. In-person interactions fell during the pandemic but show signs of rebounding this year.
- Most of those who have contacted the City are satisfied with the service received.
  - Service highlights include staff's courteousness, staff's knowledge, the ease of reaching staff, and staff's helpfulness.
  - Slightly fewer but still a majority are satisfied with staff's ability to resolve issues, the speed and timeliness of service, and the ease of finding information online.
- Residents prioritize technology that enables access and efficiency most of all (includes anytime, anywhere access to select City services and information online and using technology to create operational efficiencies).
  - Slightly less emphasis is placed on receiving text or email notifications from the City instead of paper notifications.
  - Online chat-based customer service and support scores lowest overall.



City of  
**Kelowna**

[kelowna.ca/neighbourhoods](http://kelowna.ca/neighbourhoods)



# QUALITY OF LIFE

# 3

# Qualities or Characteristics that Make a City a Good Place to Live

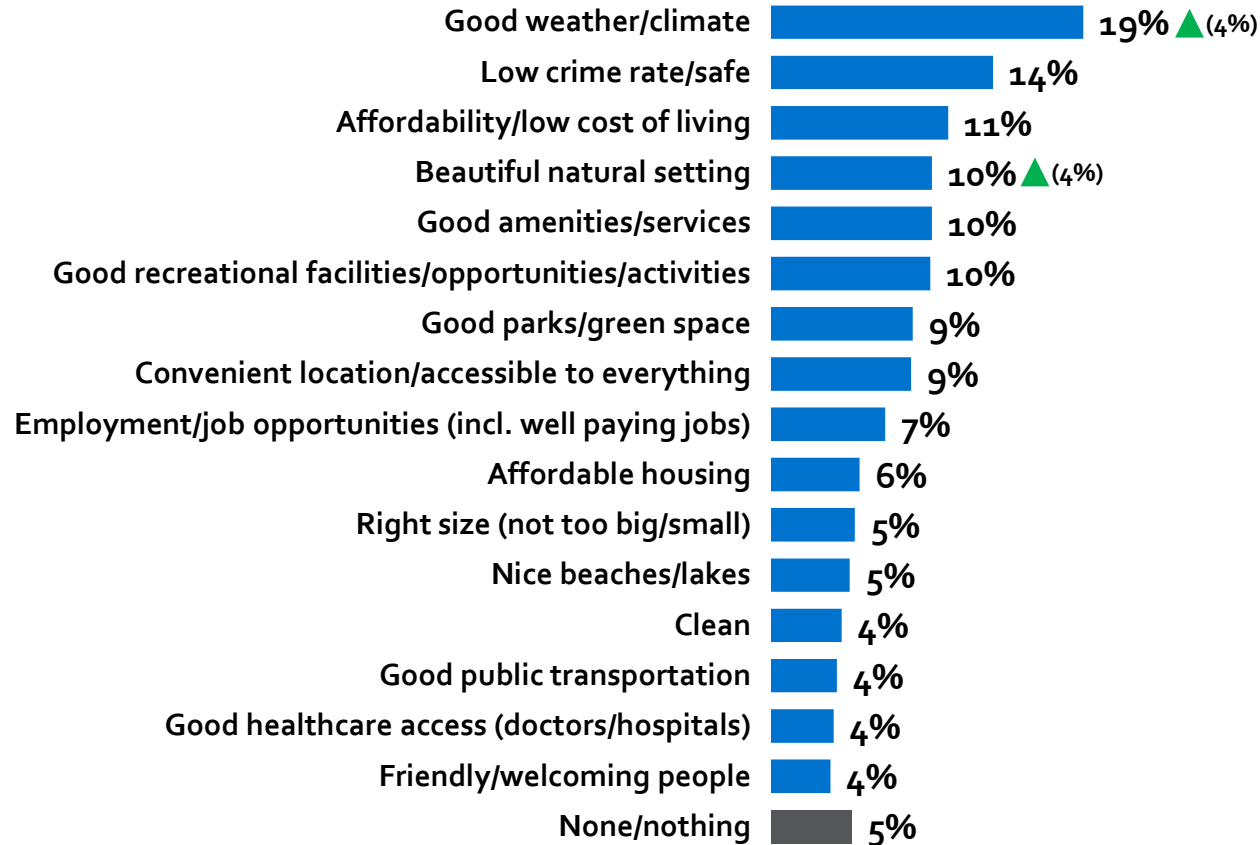
(Coded Open-Ends, Multiple Responses Allowed)

**Citizens identify a number of factors that contribute to making a city a good place to live, with good weather, a low crime rate, and affordable topping the list.** When asked to describe their ideal city on an open-ended basis, the three most frequently mentioned characteristics are “good weather/climate” (19%), “low crime rate/safe” (14%), and “affordability/low cost of living” (11%). This is followed by “beautiful/natural setting” (10%), “good amenities/services” (10%), and “good recreational facilities/opportunities/activities” (10%).

Mentions of “good weather/climate” are up 15 percentage points this year as compared to 2022. However, year-over-year comparisons should be interpreted with caution due to changes in question wording (while the 2022 survey specifically asked people to think beyond the weather, this wording was removed in 2024 in recognition of the growing impact of climate change on weather patterns and communities).

# Qualities or Characteristics that Make a City a Good Place to Live

(Coded Open-Ends, Multiple Responses Allowed)



2022 Top Mentions (n=300)	
Low crime rate/safe	14%
Good recreational facilities/opportunities/activities	10%
Good parks/green space	10%

Mentions <4% not shown.

Question wording updated in 2024 – interpret year-over-year comparisons with caution. Previous surveys asked respondents to assume that both family and weather were not factors. Weather was removed from this year’s survey in recognition of the growing impact of climate change on weather patterns and communities.

Base: All respondents (n=300)

Q2. There are a number of reasons why people choose to live in one city or area over another. Assuming family is not a factor, what qualities or characteristics make a city a good place to live? That is, what qualities or characteristics would you use to describe your ideal city? Anything else?

# Quality of Life in Kelowna

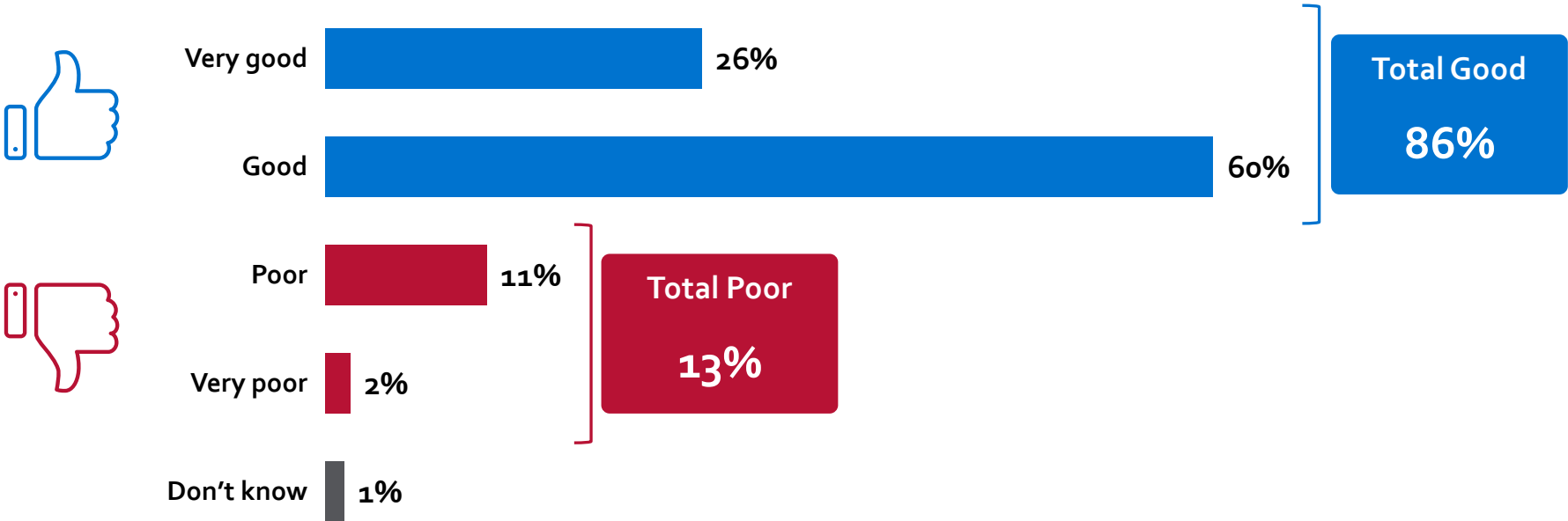
**Perceptions of overall quality of life in Kelowna are positive although lower than pre-pandemic years.** A total of 86% rate Kelowna's overall quality of life as 'very good' (26%) or 'good' (60%), statistically on par with 2022 but continuing a gradual downward trend that has been ongoing since 2020. Perceptions of quality of life in Kelowna are lower than the municipal norm, both overall (86% total good Kelowna versus 92% norm) and in intensity (26% 'very good' Kelowna versus 37% norm).

**Most feel the quality of life has worsened over the past three years.** More than six-in-ten (61%) say the quality of life in Kelowna has 'worsened' over the past three years. Another 24% say it has 'stayed the same' and only 11% say 'improved'. This yields a net momentum score of minus 50 points, similar to what was seen in 2022 when perceptions of a worsening quality of life spiked. In comparison, the municipal norm net score is minus 20.

**Those saying the quality of life has improved mainly attribute this to growth and amenities.** Among the few (n=33) citizens saying the quality of life has 'improved', 28% point to "more construction (housing/buildings)" and 13% mention "better/more amenities and services" (coded open-ends). Other reasons include "better/more accessible parks/outdoor spaces" (6%) and "more recreational facilities/services" (5%). However, these results should be interpreted with caution due to the small sample size.

**The rising cost of living continues to drive perceptions of a worsening quality of life but concerns over poverty and homelessness are growing.** Consistent with 2022, the number one reason for saying the quality of life has 'worsened' is the "rising cost of living" (29% coded open-ends). "Increased poverty/homelessness" sits in second, garnering 17% of mentions (up 9 points). Another 13% mention "safety concerns".

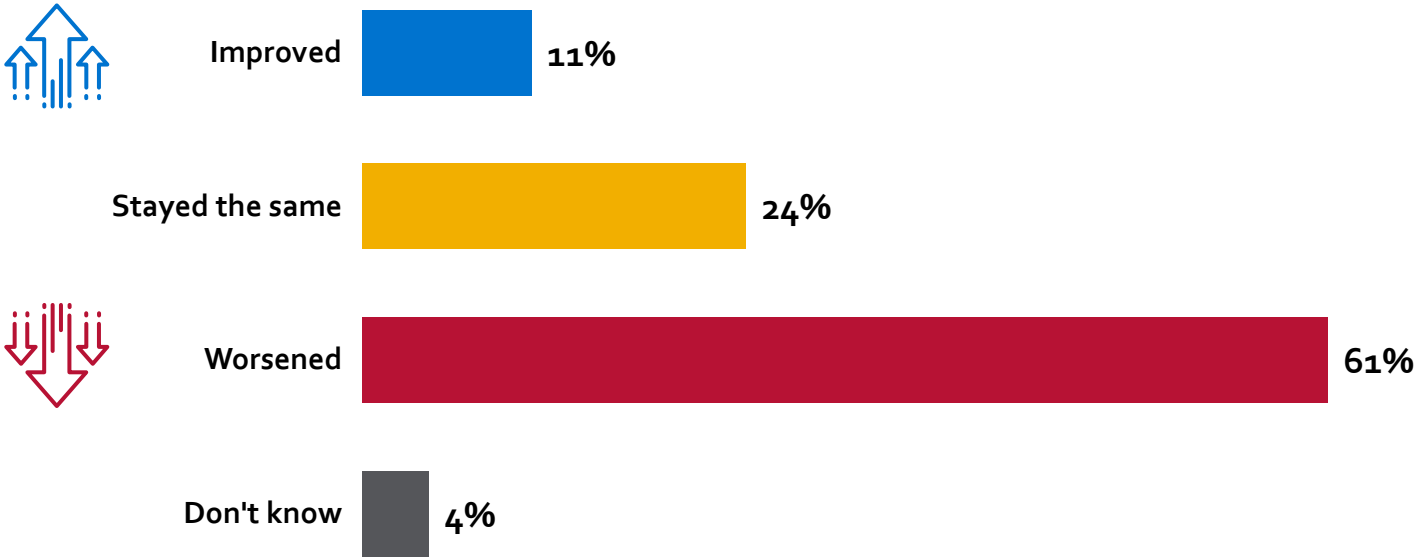
# Overall Quality of Life



	2012 (n=300)	2015 (n=301)	2017 (n=300)	2018 (n=300)	2020 (n=300)	2022 (n=300)	2024 (n=300)	NORM
<b>TOTAL GOOD</b>	96%	95%	94%	94%	92%	90%	86%	92%
<b>Very good</b>	36%	40%	40%	36%	40%	29%	26%	37%

Base: All respondents (n=300)  
 Q3. How would you rate the overall quality of life in the City of Kelowna today?

# Change in Quality of Life Past Three Years



**NET Score (2024)**  
*Improved – Worsened*

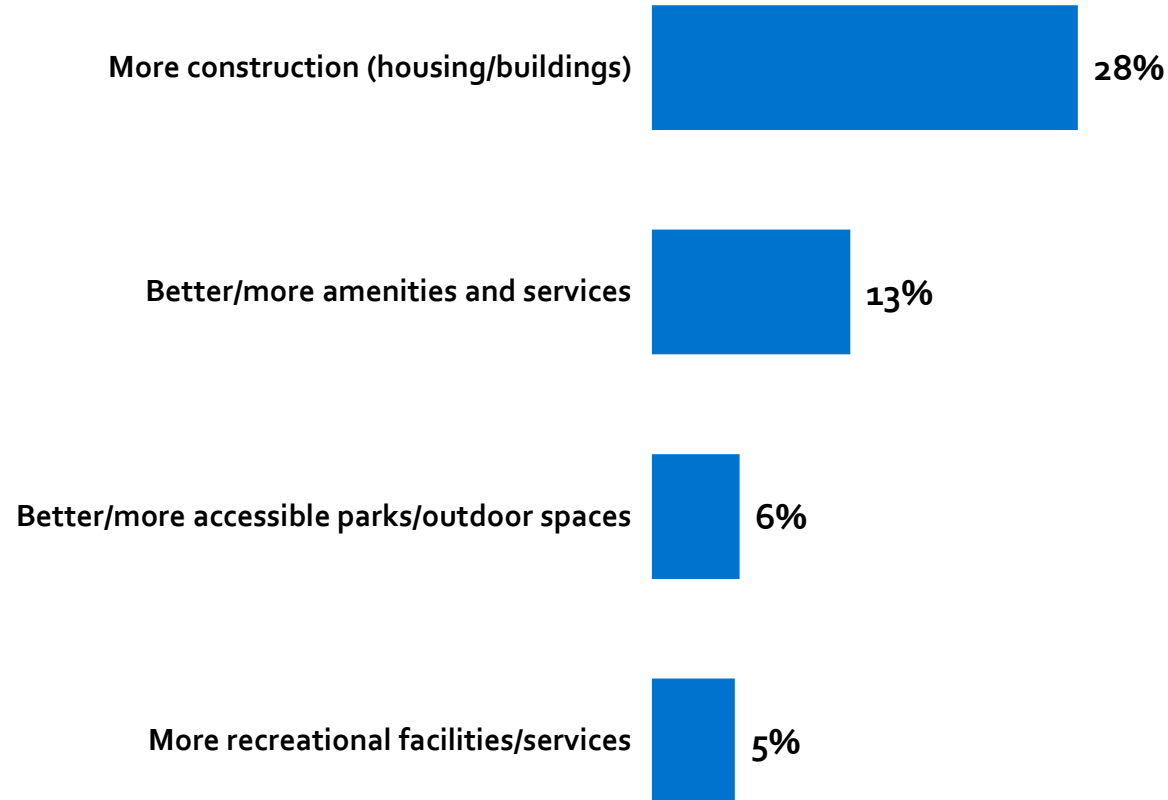
**-50**

	2012 (n=300)	2015 (n=301)	2017 (n=300)	2018 (n=300)	2020 (n=300)	2022 (n=300)	2024 (n=300)	NORM
<b>NET SCORE</b>	-5	+12	-11	-15	-13	-47	-50	-20

Base: All respondents (n=300)  
Q4. And, do you feel that the quality of life in the City of Kelowna in the past three years has improved, stayed the same, or worsened?

# Reasons Quality of Life has Improved

(Among those saying the quality of life has improved) (Coded Open-Ends)



2022 Top Mentions (n=23)*	
Growing steadily	18%
Better/more accessible parks/outdoor spaces	10%
More recreational facilities/services	8%

Mentions <5% not shown.

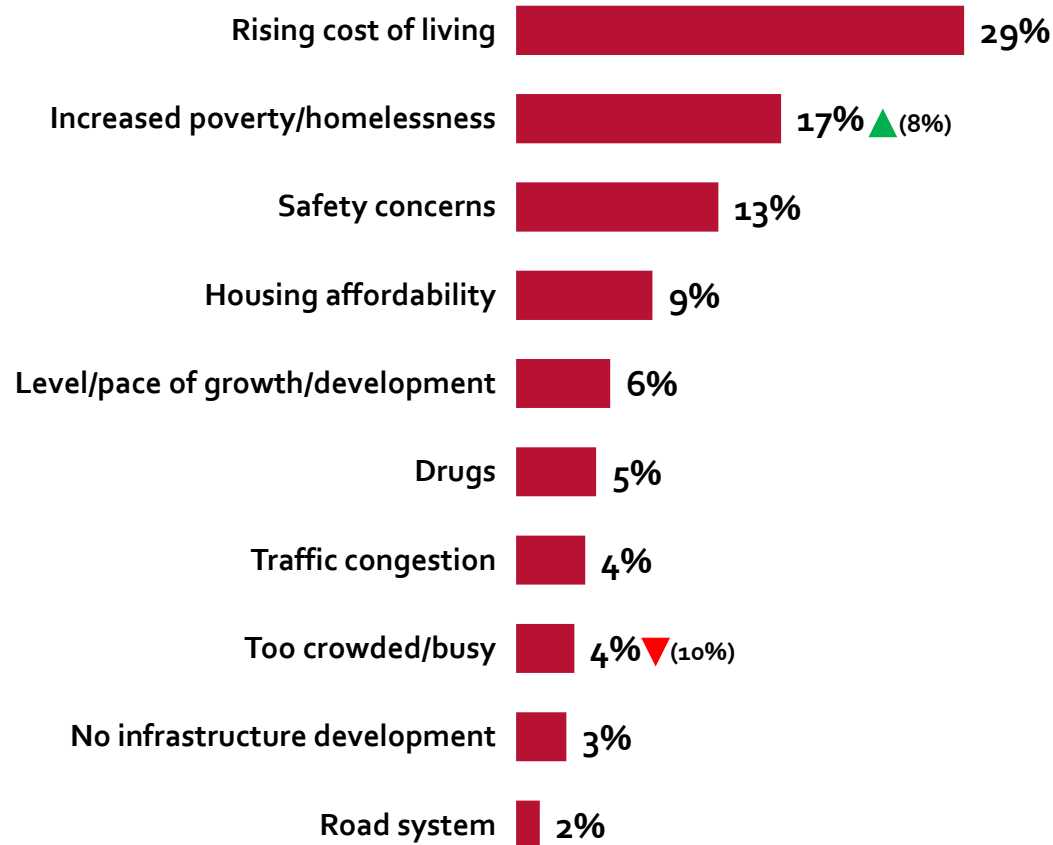
\* Very small base size (n<50), interpret with extreme caution.

Base: Those saying the quality of life has improved (n=33)\*

Q5. Why do you think the quality of life has improved?

# Reasons Quality of Life has Worsened

(Among those saying the quality of life has worsened) (Coded Open-Ends)



2022 Top Mentions (n=169)	
Rising cost of living	21%
Safety concerns	14%
Housing affordability	11%

Mentions <2% not shown.

Base: Those saying the quality of life has worsened (n=182)

Q6. Why do you think the quality of life has worsened?



# IMPORTANT COMMUNITY ISSUES

# 4



# Important Community Issues

(Coded Open-Ends, Multiple Responses Allowed)

**Social issues continue to dominate the public issue agenda.** Nearly seven-in-ten (69%) citizens identify social issues as the most important issue facing the community on an open-ended basis, up 12 points from 2022. Social issues is predominately comprised of mentions related to “poverty/homelessness” (41%) and “housing/affordable housing” (26%). Other mentions include “drugs” (7%), “affordability/cost of living” (6%), “seniors issues” (1%), “mental health” (1%), “more daycare options/operators” (<1%), and “other social issues” (1%). Social issues also top the municipal norm although not to the extent seen in Kelowna (69% Kelowna versus 39% norm).

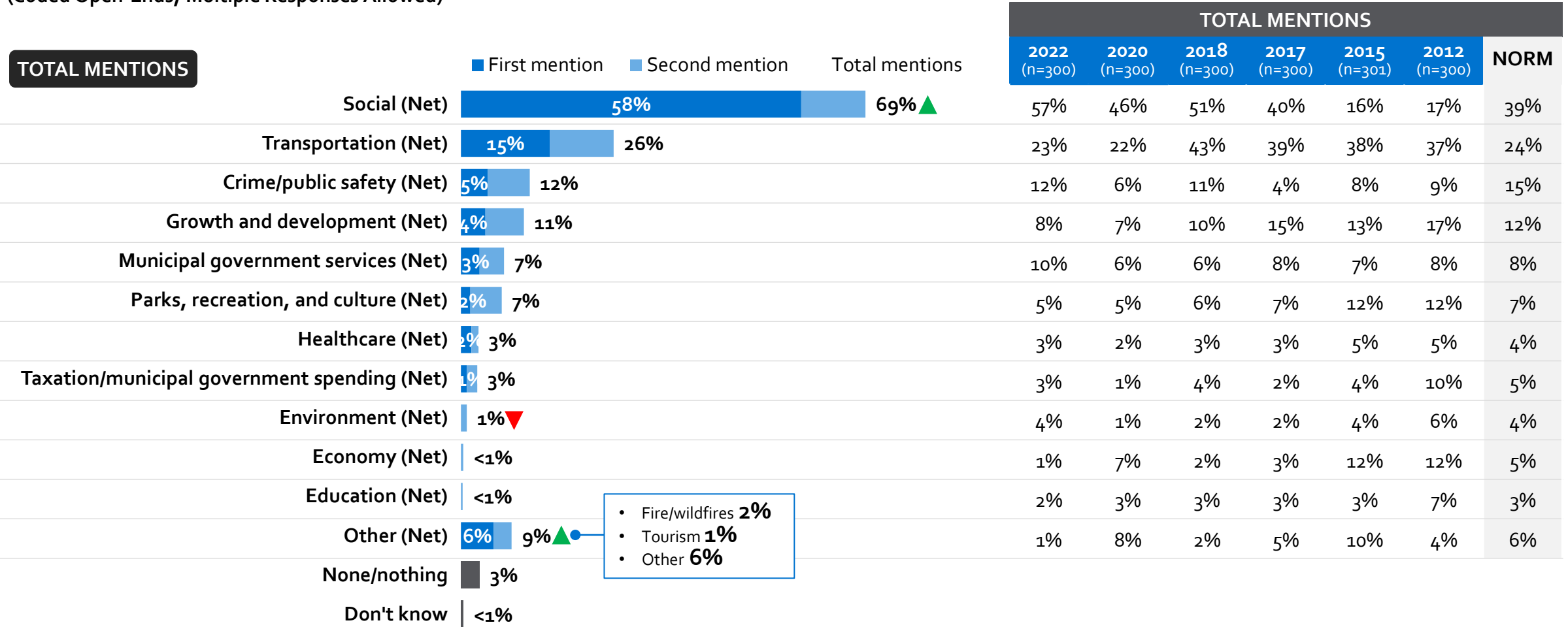
**Transportation sits in distant second.** Overall, 26% of citizens identify transportation as an important community issue, citing concerns around “traffic congestion” (10%), “public transportation” (7%), “condition of roads/streets/highways” (2%), “transportation (general)” (2%), “parking” (2%), “safety of streets (including speeding)” (1%), “bicycle paths/lanes” (1%), and “other transportation issues” (3%). Transportation mentions this year are on par with both 2022 and the municipal norm.

**Other issues include crime/public safety and growth and development.** A total of 12% mention crime/public safety and 11% mention growth and development, both of which are on par with 2022 and the municipal norm. All other issues are mentioned by fewer than one-in-ten residents.

- Crime/public safety includes mentions of “crime (general)” (8%), “public safety” (3%), “policing/law enforcement” (1%), and “other crime/public safety issues” (<1%).
- Growth and development includes mentions of “growth and development (general)” (4%), “too many high-rise buildings” (2%), “city planning/development” (2%), “overdevelopment” (1%), “downtown development/planning” (<1%), “zoning” (<1%), and “other growth and development issues” (2%).

# Important Community Issues

(Coded Open-Ends, Multiple Responses Allowed)



Pandemic/COVID-19 removed this year. Mentions peaked at 8% in 2020.

Base: All respondents (n=300)

Q1. In your view, as a resident of the City of Kelowna, what is the most important issue facing your community, that is the one issue you feel should receive the greatest attention from local leaders? Are there any other important local issues?

# COMMUNITY SAFETY

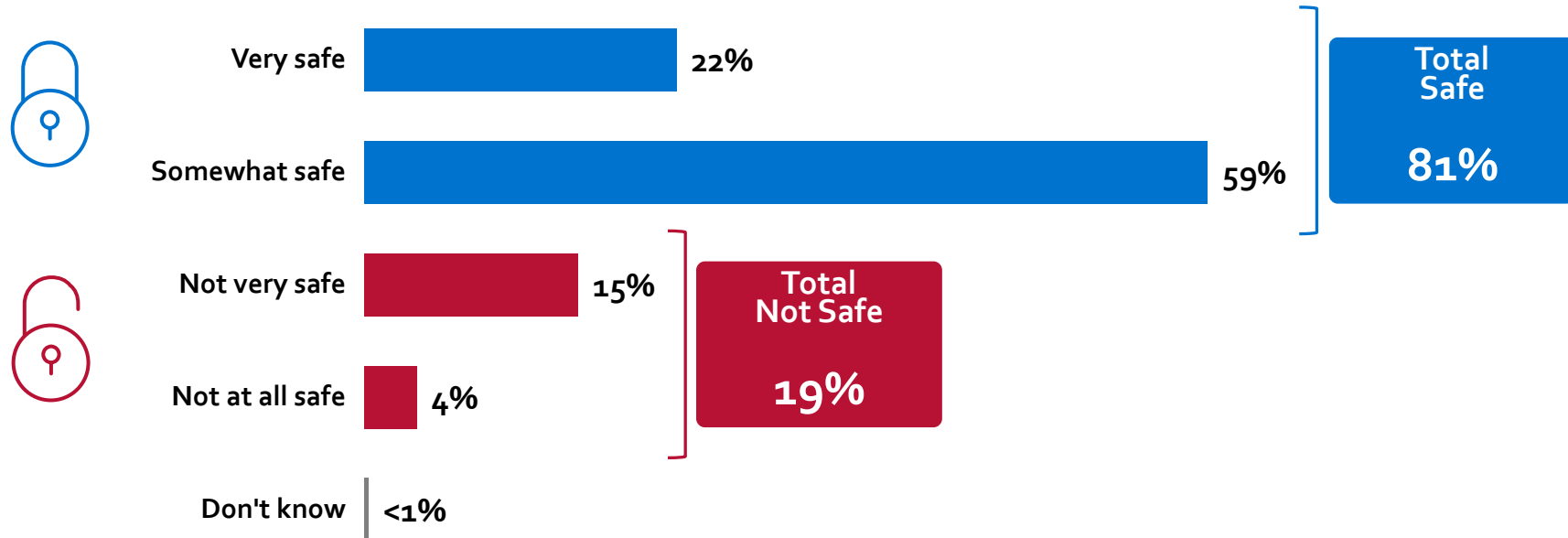
# 5



# Overall Community Safety

**Most describe Kelowna as a safe community overall.** Just over eight-in-ten (81%) say they would describe Kelowna as a safe community overall, including 22% saying 'very safe' and 59% saying 'somewhat safe'. Overall perceptions (combined 'very/somewhat safe' responses) of community safety are unchanged from 2022 although have declined notably over the past decade. This year's results are also lower than the municipal norm (81% total safe Kelowna versus 88% norm).

# Overall Community Safety



	2015 (n=301)	2017 (n=300)	2018 (n=300)	2020 (n=300)	2022 (n=300)	2024 (n=300)	NORM
<b>TOTAL SAFE</b>	94%	90%	87%	87%	81%	81%	88%
<b>Very safe</b>	32%	29%	24%	20%	18%	22%	25%

Base: All respondents (n=300)

Q17. Overall, would you describe the City of Kelowna as a very safe, somewhat safe, not very safe, or not at all safe community?

# CITY SERVICES AND INFRASTRUCTURE

# 6



# Satisfaction with City Services

**Overall satisfaction with City services has rebounded.** In total, 86% of citizens say they are satisfied with the *overall level and quality of services provided by the City of Kelowna*, including 22% saying 'very satisfied' and 64% saying 'somewhat satisfied'. Overall satisfaction (combined 'very/somewhat satisfied' responses) is up 6 points this year after dipping in 2022 when residents may have noticed some changes to the City's service delivery due to COVID-19 restrictions. Overall satisfaction this year is now on par with the municipal norm although the percentage saying they are 'very satisfied' remains lower in Kelowna (22% Kelowna versus 29% norm).

**Satisfaction with specific services is mostly positive, with several services showing improved satisfaction ratings this year. City growth management and traffic flow management continue to be the least satisfactory services overall.** All 15 evaluated services are rated satisfactory (combined 'very/somewhat satisfied' responses) by 50% or more of citizens; there are no services where a majority of citizens are dissatisfied.

Services receiving the highest satisfaction ratings (90% or more) are *fire services* (95%) and *parks and sports fields* (90%).

Strong satisfaction ratings (80% or more) are also seen for *drinking water quality* (88%), *recreational facilities and programs* (86%), *cultural facilities and programs* (85%), *snow clearing* (83%), *road maintenance* (82%), and *police services* (80%).

While slightly lower, the majority of citizens are also satisfied with *bylaw services* (77%), *community cleanliness* (75%), *bike lanes and pedestrian sidewalks* (74%), *adapting to the impacts of climate change on City operations and infrastructure* (68%), and *public transit* (61%).

The two lowest scoring services are *traffic flow management* (51%) and *City growth management* (50%).

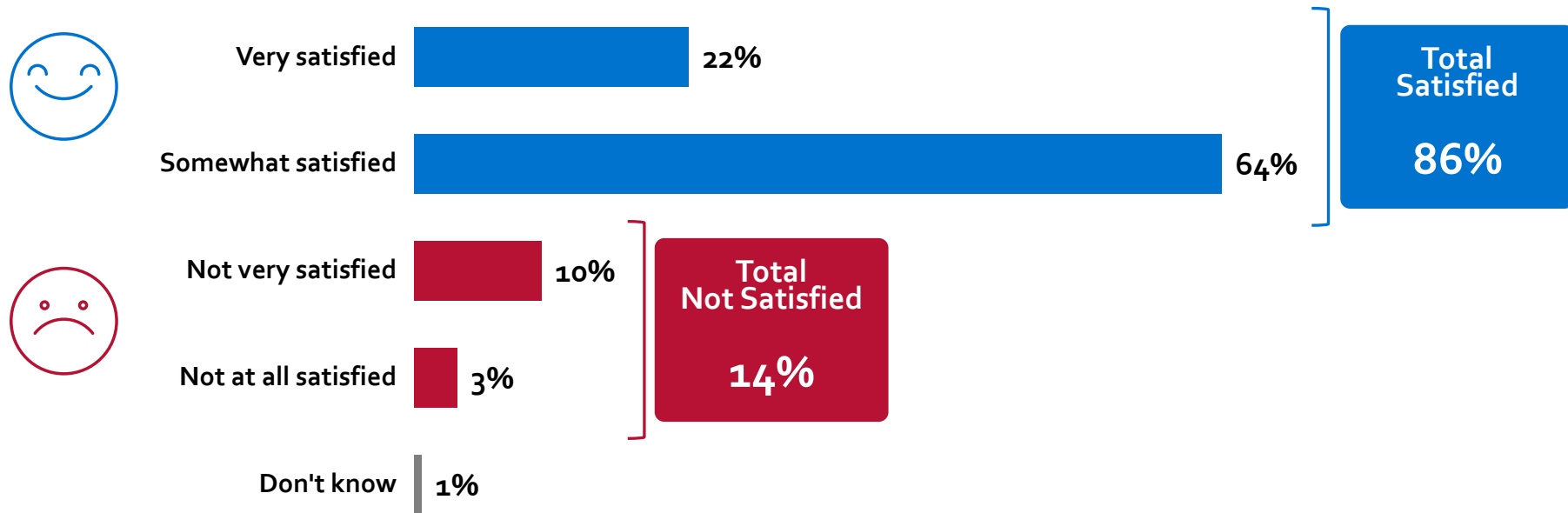
The 2022 survey saw drops in satisfaction with a number of services, and this year's results suggest the City has made some progress in reversing these declines. Specifically, satisfaction with the following services has statistically increased this year as compared to 2022, although some year-over-year comparisons should be interpreted with caution due to differences in question wording: *snow clearing* (up 13 points), *adapting to the impacts of climate change on City operations and infrastructure* (up 13 points), and *road maintenance* (up 9 points). Directional increases are also seen for some other services, but these differences are not statistically significant.

Conversely, satisfaction with *community cleanliness* has dropped this year (down 9 points).

Compared to the municipal norm, Kelowna residents are more satisfied with *snow clearing* (83% Kelowna versus 74% norm). However, Kelowna residents are less satisfied with *community cleanliness* (75% Kelowna versus 86% norm), *public transit* (61% Kelowna versus 75% norm), *traffic flow management* (51% Kelowna versus 59% norm), and *City growth management* (50% Kelowna versus 66% norm).



# Overall Satisfaction with City Services

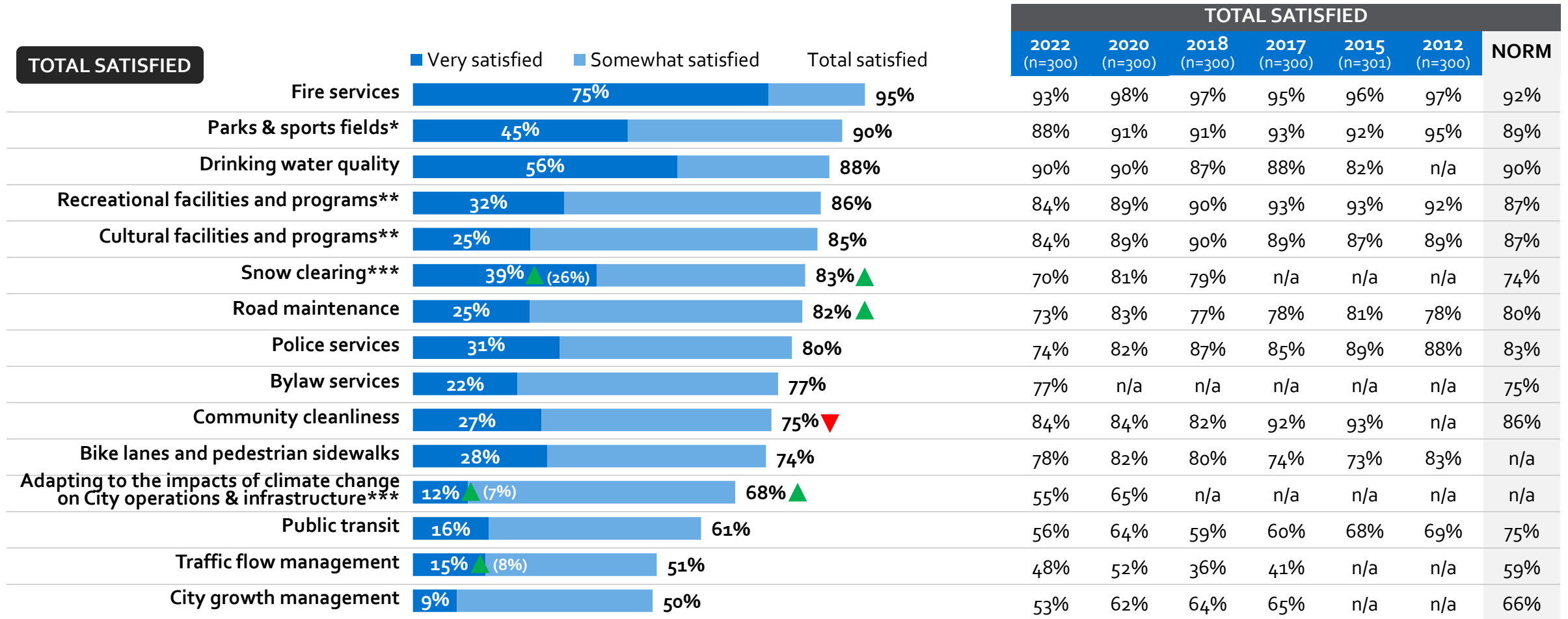


	2012 (n=300)	2015 (n=301)	2017 (n=300)	2018 (n=300)	2020 (n=300)	2022 (n=300)	2024 (n=300)	NORM
<b>TOTAL SATISFIED</b>	94%	94%	90%	87%	91%	80%	86%▲	88%
<b>Very satisfied</b>	23%	29%	26%	23%	29%	21%	22%	29%

Base: All respondents (n=300)

Q7a. How satisfied are you with the overall level and quality of services provided by the City of Kelowna?

# Satisfaction with City Services



\* Prior to 2018, respondents were asked about parks and sports fields separately. The yearly and normative ratings reported here are the average of these services.  
 \*\* In 2018, 2020, and 2022, recreational and cultural facilities and programs were combined into a single category – interpret year-over-year comparisons with caution.  
 \*\*\* Item wording updated in 2024 – interpret year-over-year comparisons with caution.

Base: All respondents (n=300)

Q8. And now how satisfied are you with ...? (Scale: very satisfied, somewhat satisfied, not very satisfied, not at all satisfied)

# Importance of City Services

**All the evaluated services are important to citizens. Parks/sports fields and recreation have grown in importance while bike lanes/sidewalks and culture have declined.** A majority of citizens say all the 15 evaluated services are important (combined 'very/somewhat important' responses), with many describing these as 'very important'.

The overall most important (combined 'very/somewhat important' responses) services are *fire services* (99%), *drinking water quality* (98%), *community cleanliness* (98%), *police services* (98%), *road maintenance* (98%), *traffic flow management* (96%), *snow clearing* (96%), *parks and sports fields* (95%), *recreational facilities and programs* (94%), and *City growth management* (90%).

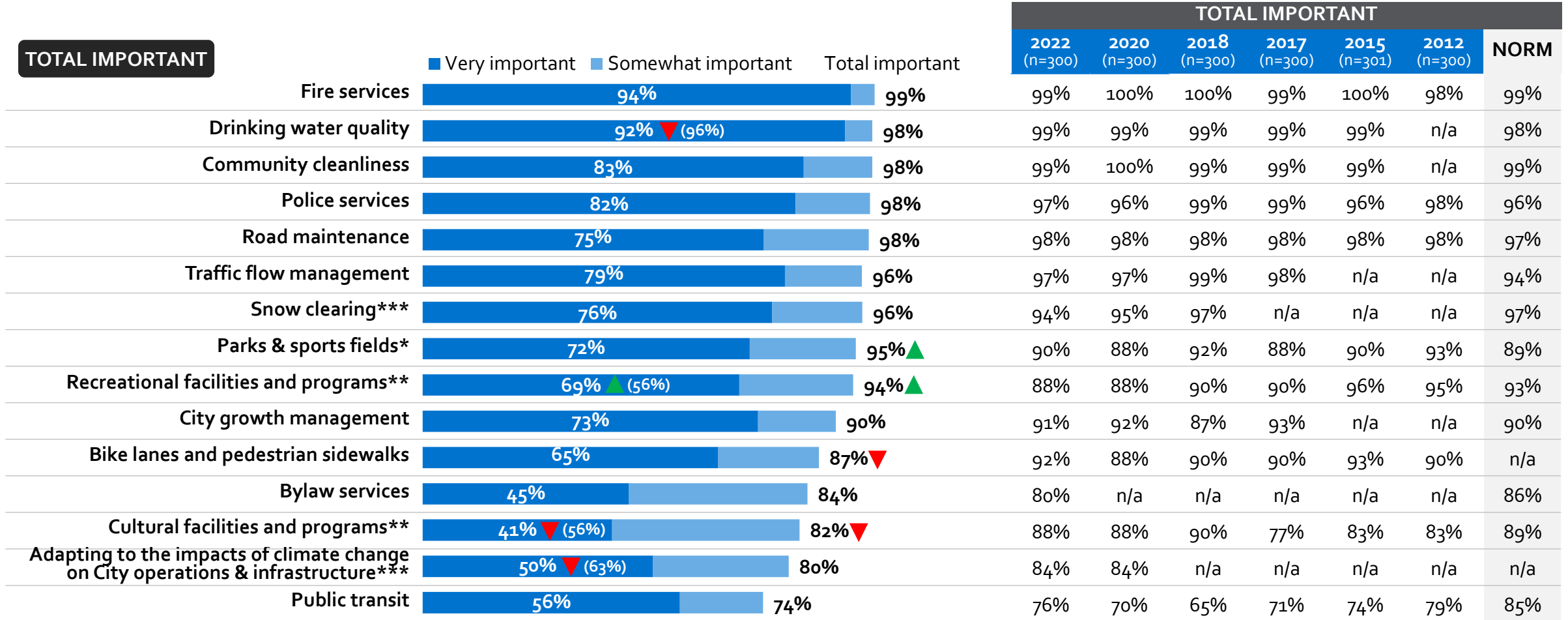
Other important services include *bike lanes and pedestrian sidewalks* (87%), *bylaw services* (84%), *cultural facilities and programs* (82%), *adapting to the impacts of climate change on City operations and infrastructure* (80%), and *public transit* (74%).

Compared to 2022, this year sees a greater emphasis placed on *recreational facilities and programs* (up 6 points) and *parks and sports fields* (up 5 points). However, year-over-year comparisons for *recreational facilities and programs* should be interpreted with caution due to differences in question wording (in 2022, *recreational and cultural facilities and programs* were combined into a single category).

Conversely, services that have dropped in importance are *cultural facilities and programs* (down 6 points) and *bike lanes and pedestrian sidewalks* (down 5 points). Again, year-over-year comparisons for *cultural facilities and programs* should be interpreted with caution due to differences in question wording.

Compared to the municipal norm, Kelowna residents attach greater importance to *parks and sports fields* (95% Kelowna versus 89% norm). However, Kelowna residents are less likely to prioritize *cultural facilities and programs* (82% Kelowna versus 89% norm) and *public transit* (74% Kelowna versus 85% norm).

# Importance of City Services



\* Prior to 2018, respondents were asked about parks and sports fields separately. The yearly and normative ratings reported here are the average of these services.  
 \*\* In 2018, 2020, and 2022, recreational and cultural facilities and programs were combined into a single category – interpret year-over-year comparisons with caution.  
 \*\*\* Item wording updated in 2024 – interpret year-over-year comparisons with caution.

Base: All respondents (n=300)

Q7. How important is ... to you personally? (Scale: very important, somewhat important, not very important, not at all important)

# Action Grid

An Importance versus Satisfaction **Action Grid** was plotted to better understand the City of Kelowna's perceived strengths and areas for improvement. This analysis simultaneously displays the perceived value (e.g., importance) of the City's services and how well the City is seen to be performing (e.g., satisfaction) in each area.

Action Grids are a relative type of analysis, meaning that services are scored relative to one another. As such, there will always be areas of strength and areas for improvement.

Individual services would fall into one of four categories:

- **Primary Strengths** represent services where the City is performing well and are of value to citizens. Efforts should be made to maintain high levels of satisfaction with these key services.
- **Primary Areas for Improvement** represent services where the City is performing relatively less well but are still of value to citizens. Delivery of these key services could be improved. They also represent the best opportunities for improving overall satisfaction with City services.
- **Secondary Strengths** represent services where the City is performing well but are of lesser value to citizens. These services can be considered as 'low maintenance'; while maintaining positive perceptions would be beneficial, they are of lower priority than other areas.
- **Secondary Areas for Improvement** represent services where the City is performing relatively less well and are also of lesser value to citizens. Depending on available resources and priorities, the City may or may not decide to make a targeted effort to improve performance in these lower priority areas. These could also be considered longer-term action items to be addressed when resources permit.



# Action Grid

## STRENGTHS

The City has seven Primary Strengths this year. These are *fire services, parks and sports fields, drinking water quality, recreational facilities and programs, snow clearing, road maintenance, and police services.*

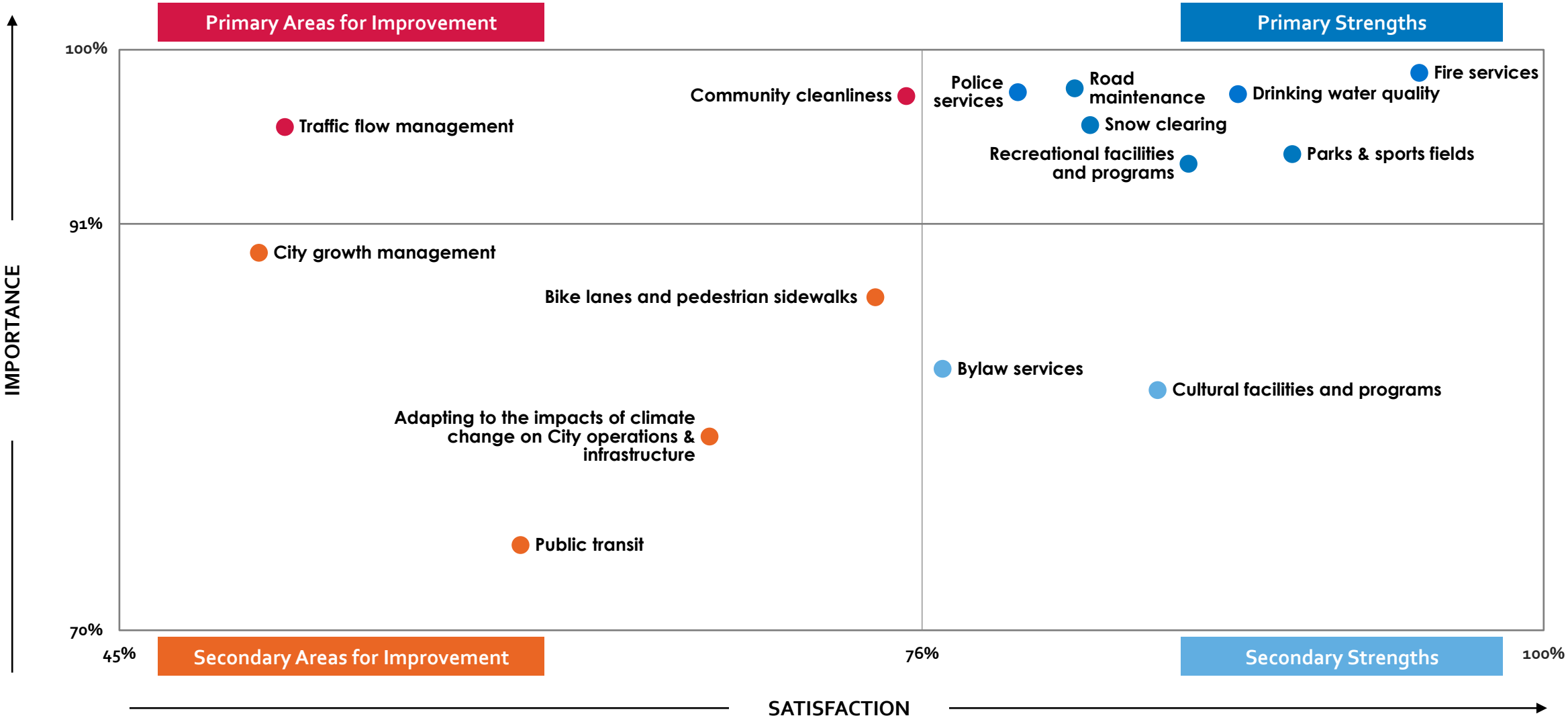
The City also has two Secondary Strengths: *cultural facilities and programs* and *bylaw services.*

## AREAS FOR IMPROVEMENT

The City's two Primary Areas for Improvement are *traffic flow management* and *community cleanliness.*

Four Secondary Areas for Improvement are *City growth management, public transit, adapting to the impacts of climate change on City operations and infrastructure, and bike lanes and pedestrian sidewalks.*

# Action Grid



# CITY INCLUSIVENESS AND ACCEPTANCE

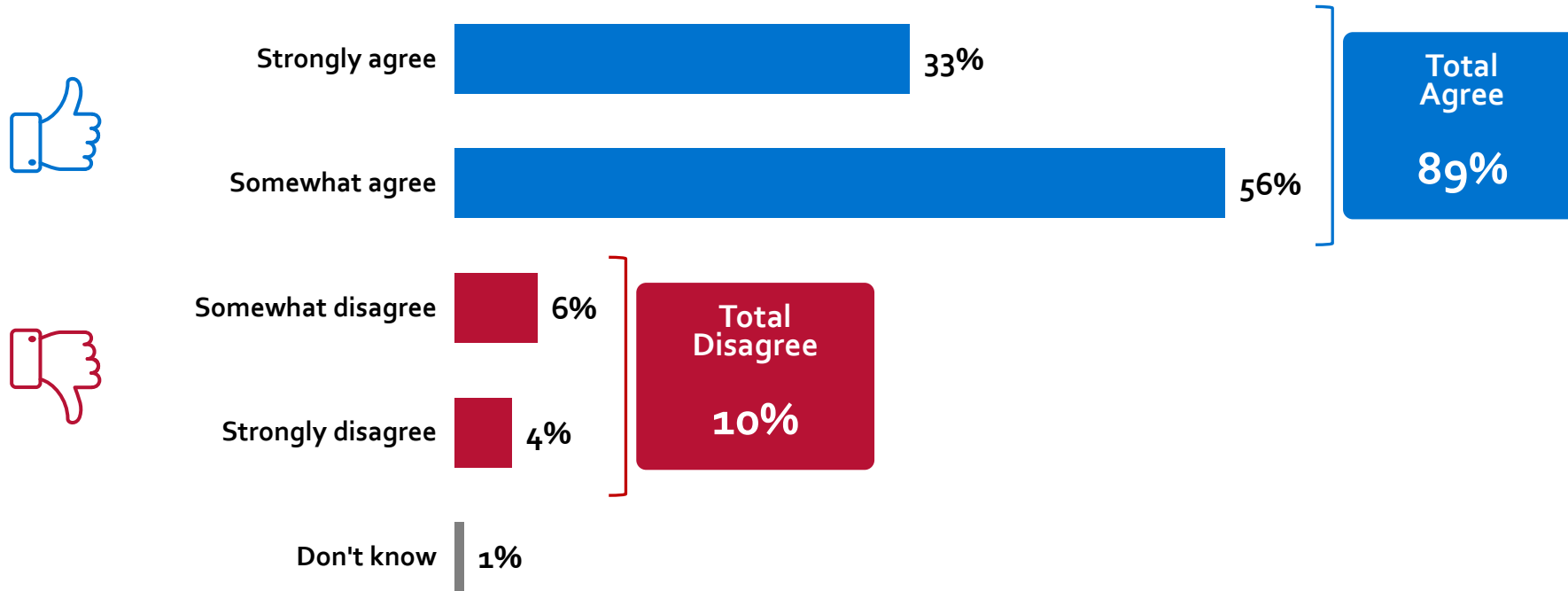
# 7



# City Inclusiveness and Acceptance

**Perceptions of City inclusiveness and acceptance have improved after dipping in 2022.** Nearly nine-in-ten (89%) agree that *the City of Kelowna municipal government fosters a city that is inclusive and accepting of all through its services and programs*, including 33% saying 'strongly agree' and 56% saying 'somewhat agree'. Overall agreement (combined 'strongly/ somewhat agree' responses) is up 9 points from the low reported in 2022.

# City Inclusiveness and Acceptance



	2018 (n=300)	2020 (n=300)	2022 (n=300)	2024 (n=300)
<b>TOTAL AGREE</b>	90%	89%	80%	89% ▲
<b>Strongly agree</b>	37%	32%	26%	33%

Base: All respondents (n=300)

Q9a. Please tell me whether you agree or disagree with the following statement – The City of Kelowna municipal government fosters a city that is inclusive and accepting of all through its services and programs.

# FINANCIAL PLANNING

# 8



# Value for Taxes and Balancing Taxation/Service Delivery Levels

**A majority of citizens say they receive good value for their municipal property tax dollars.** More than seven-in-ten (73%) say they receive good value for their municipal tax dollars, including 19% saying 'very good value' and 53% saying 'fairly good value'. Overall perceptions (combined 'very/fairly good value') of value for taxes are statistically on par with 2022 although continue a gradual downward trend that has been ongoing the past several years. Overall perceptions this year are lower than the municipal norm (73% total good value Kelowna versus 82% norm).

**Citizens continue to prefer tax increases over service reductions, but the gap is narrowing.** When given a choice between increased taxes or reduced services, 49% of citizens opt for tax increases while 37% say they would prefer service reductions. A total of 14% are unable to say which of these options they would prefer. While statistically on par with 2022, this is the first time that fewer than half say they would prefer a tax increase. A softening in perceived value combined with high cost of living pressures may be impacting residents' tolerance for tax increases. A preference for tax increases over service reductions is consistent with the municipal norm.

# Value for Taxes



Very good value 19%

Fairly good value 53%

Total Good Value

73%



Fairly poor value 17%

Very poor value 9%

Total Poor Value

26%

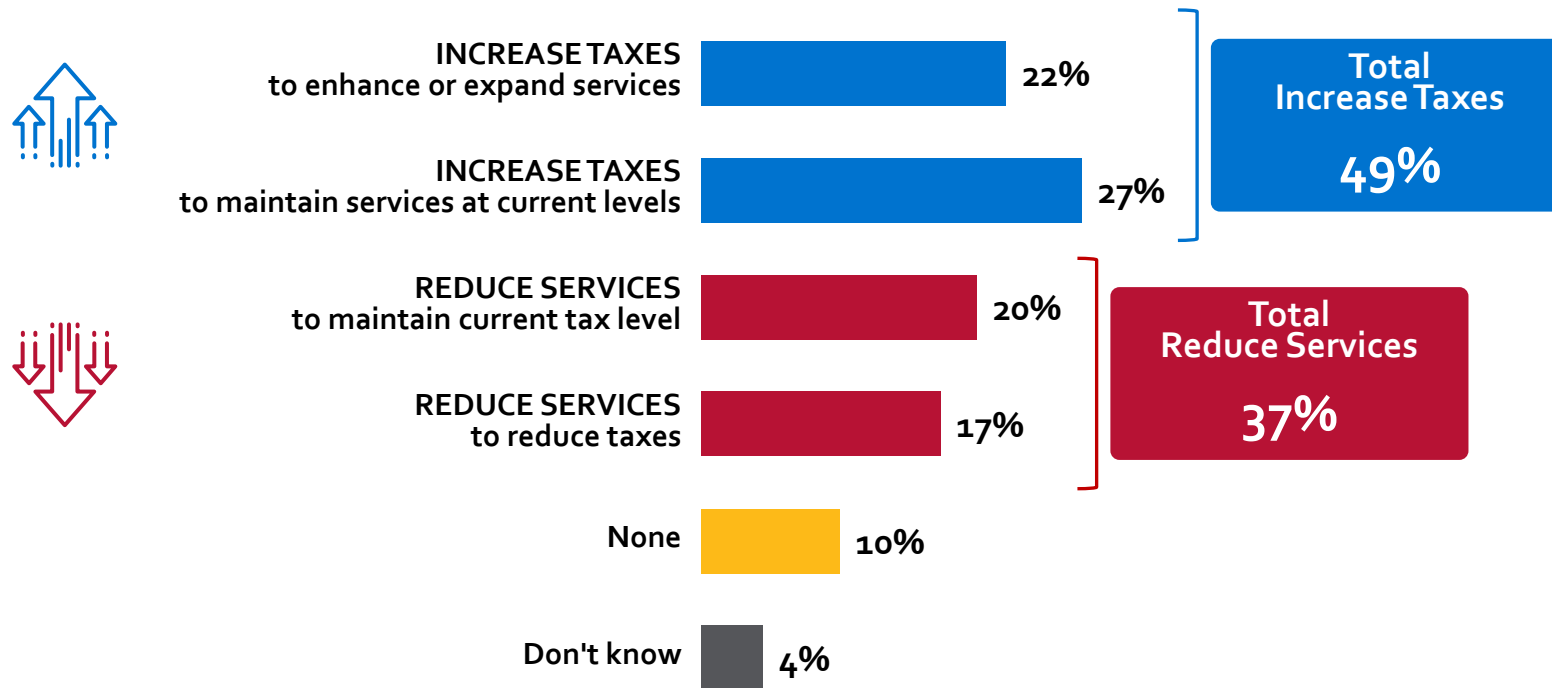
Don't know 1%

	2012 (n=300)	2015 (n=301)	2017 (n=300)	2018 (n=300)	2020 (n=300)	2022 (n=300)	2024 (n=300)	NORM
<b>TOTAL GOOD VALUE</b>	81%	84%	84%	79%	79%	75%	73%	82%
<b>Very good value</b>	16%	23%	18%	16%	17%	19%	19%	20%

Base: All respondents (n=300)

Q9. Your property tax dollars are divided between the City and the Province, with approximately 60% of your total tax bill going towards municipal programs and services. Thinking about all the programs and services you receive from the City of Kelowna; how would you rate the overall value for the taxes you pay?

# Balancing Taxation and Service Delivery Levels



	2012 (n=300)	2015 (n=301)	2017 (n=300)	2018 (n=300)	2020 (n=300)	2022 (n=300)	2024 (n=300)	NORM
<b>TOTAL INCREASE TAXES</b>	57%	56%	62%	55%	53%	53%	49%	55%
<b>TOTAL REDUCE SERVICES</b>	34%	31%	30%	33%	37%	36%	37%	33%

Base: All respondents (n=300)

Q10. Municipal property taxes are one source of revenue used to pay for services provided by the City of Kelowna. Due to the increased cost of maintaining current service levels and infrastructure, the City must balance taxation and service delivery levels. To deal with this situation, which one of the following four options would you most like the City of Kelowna to pursue?

# PRIORITY SETTING

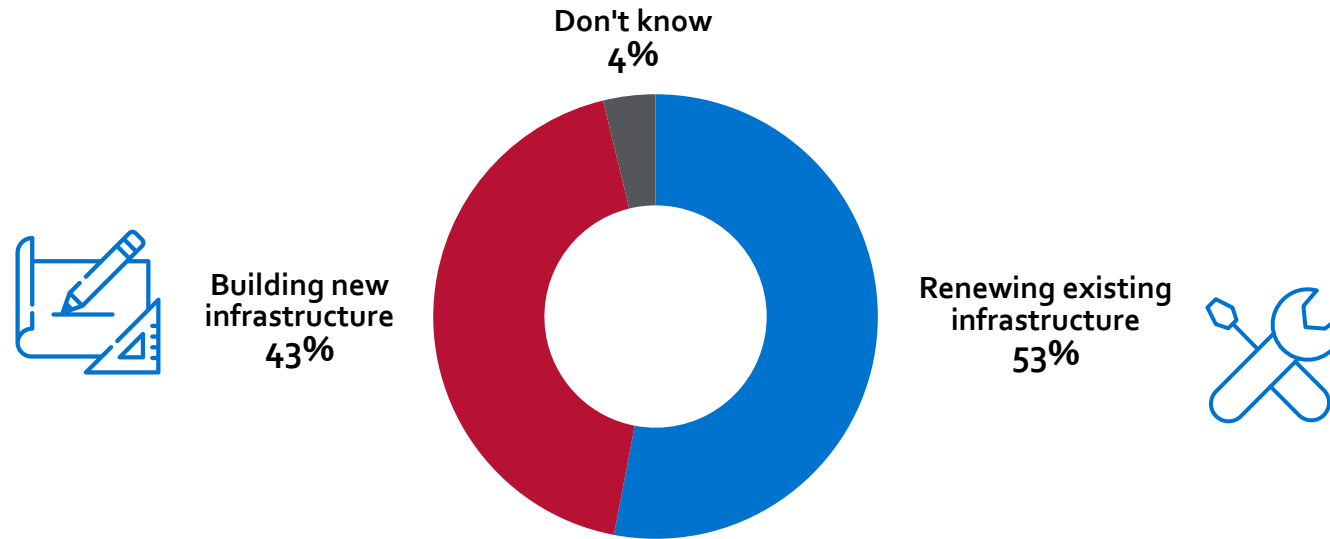


# Renewing versus Building Infrastructure

**Just over half say they would prefer the City invest in renewing existing infrastructure over building new infrastructure.** Overall, 53% of citizens say the City should prioritize *renewing existing infrastructure* compared to 43% saying the priority should be *building new infrastructure*. This year's results are on par with 2022.



# Renewing versus Building Infrastructure



	2017 (n=300)	2018 (n=300)	2020 (n=300)	2022 (n=300)	2024 (n=300)
Renewing existing infrastructure	56%	58%	64%	55%	53%
Building new infrastructure	41%	40%	34%	41%	43%

Base: All respondents (n=300)

Q11. Each year, the City is challenged with allocating limited capital dollars for roads, parks, utilities, buildings and IT infrastructure. In your opinion, which of the following should be the greater priority for investment for the City in 2025?

# Priorities for Investment Over the Next Four Years

## Paired Choice Analysis

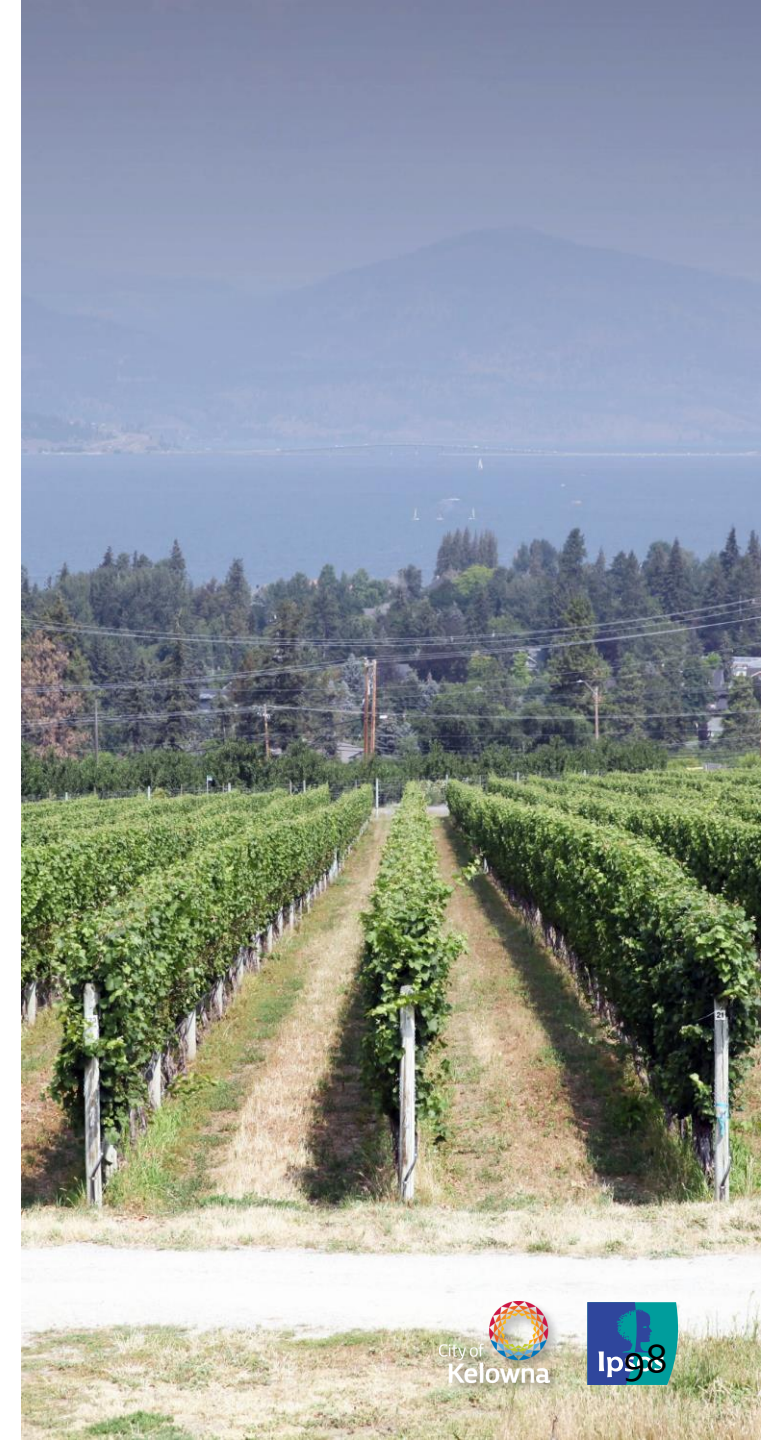
While questions around local issues and municipal services provide some insight into citizens' priorities, Paired Choice Analysis provides a more refined appreciation for the priority that citizens place on a given set of items.

This analysis takes respondents through an exercise where they are presented with a series of paired items and asked to choose which one they think should be the greater priority for City investment over the next four years. The analytic output then shows how often each item is chosen when compared against the others (indicated by % Win).

For the City's 2024 Citizen Survey, a total of 18 items were considered, resulting in a total of 153 possible combinations. Each respondent was randomly presented with 9 different pairs, with controls in place to ensure that all respondents saw all 18 items and that each item was asked an equal number of times. Due to differences in question/item wording, this year's results are not comparable to 2022.

The 18 items included in this year's survey were:

1. Addressing social issues such as homelessness
2. Road maintenance
3. Public transit
4. Traffic flow management
5. Bike lanes and pedestrian sidewalks
6. Recreational facilities and programs
7. Cultural facilities and programs
8. Parks
9. Snow clearing
10. Drinking water
11. Police services
12. Fire services
13. Community events and celebrations
14. Encouraging a diverse supply of housing options at different price points
15. Business and economic development
16. Recognition and preservation of historic places
17. Community cleanliness
18. Adapting to the impacts of climate change on City infrastructure and operations



# Priorities for Investment Over the Next Four Years

(Paired Choice Analysis)

**Citizens' number one priority for investment over the next four years is addressing social issues such as homelessness. Encouraging a diverse supply of housing options at different price points sits in second.** Overall, *addressing social issues such as homelessness* is selected 81% of the time when presented alongside other priorities. *Encouraging a diverse supply of housing options at different price points* is selected 71% of the time. These results are in line with what residents see as the issues most in need of attention from local leaders.

Other important priorities (selected a majority of the time when presented alongside other priorities) are:

- *Fire services* (66%)
- *Drinking water* (65%)
- *Police services* (58%)
- *Road maintenance* (54%)
- *Traffic flow management* (54%)

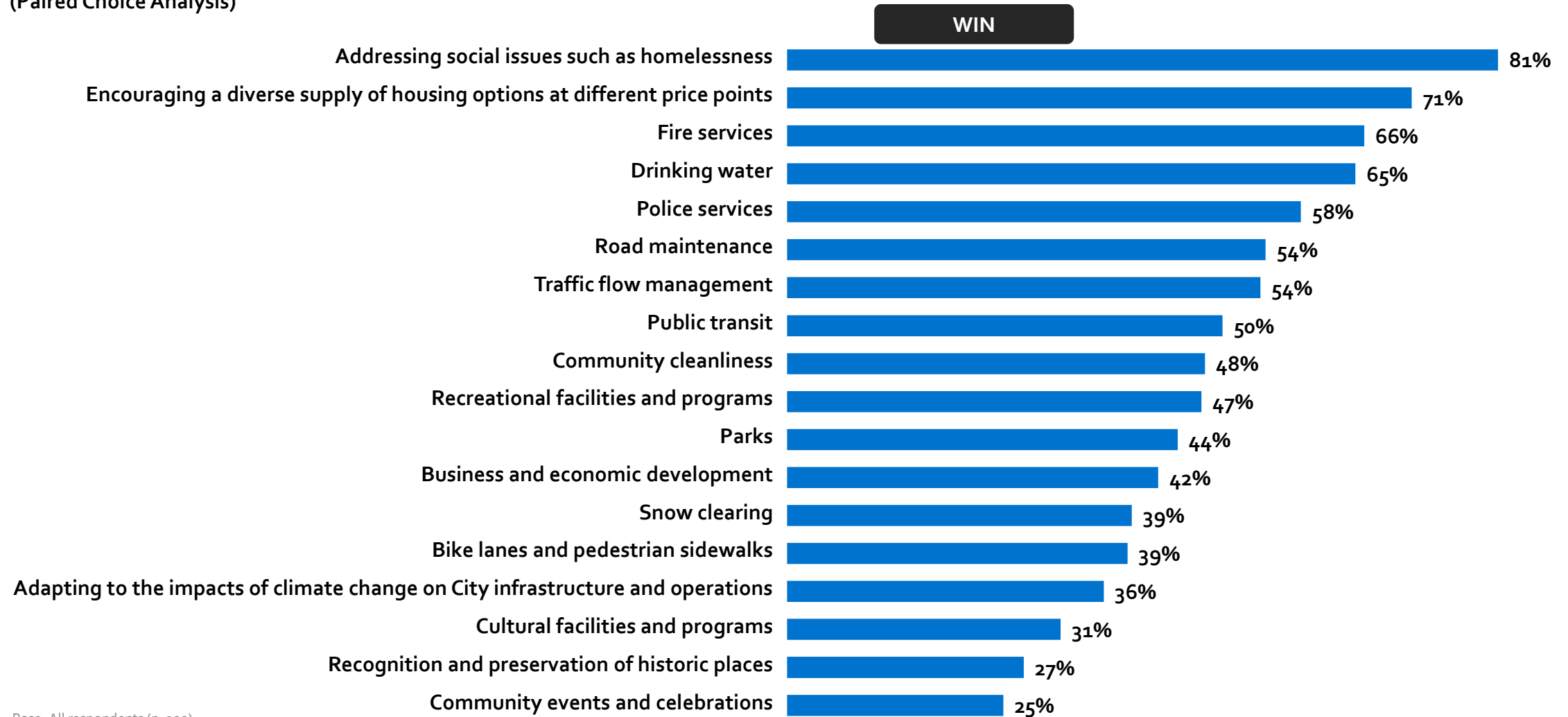
Opinion is mixed on *public transit*, which is identified as a priority 50% of the time.

Items that are selected only a minority of the time include:

- *Community cleanliness* (48%)
- *Recreational facilities and programs* (47%)
- *Parks* (44%)
- *Business and economic development* (42%)
- *Snow clearing* (39%)
- *Bike lanes and pedestrian sidewalks* (39%)
- *Adapting to the impacts of climate change on City infrastructure and operations* (36%)
- *Cultural facilities and programs* (31%)
- *Recognition and preservation of historic places* (27%)
- *Community events and celebrations* (25%)

# Priorities for Investment Over the Next Four Years

(Paired Choice Analysis)



Base: All respondents (n=300)

Q12. The City of Kelowna has many different options for things it can invest in over the next four years. I'm now going to read you different pairs of priorities. For each pair, please tell me which item you think should be the greater priority for investment over the next four years.

# CUSTOMER SERVICE

# 10

CITY HALL

# City Contact and Customer Service

**Slightly more than one-third say they have contacted or dealt with the City in the last 12 months.** Overall, 35% of citizens say they personally contacted or dealt with the City of Kelowna or one of its employees in the last 12 months. While not statistically significant, claimed contact is down slightly from 2022 to sit at an all-time low coming out of the pandemic. Claimed contact in Kelowna is also lower than the municipal norm (35% Kelowna versus 41% norm).

**Telephone or in-person interactions are the most common.** Among those who contacted or dealt with the City in the last 12 months, 37% say this occurred via the “telephone” and 35% “in-person”. Another 14% reached out via “email”. “In-person” interactions fell during the pandemic but show signs of rebounding this year although this change is not statistically significant.

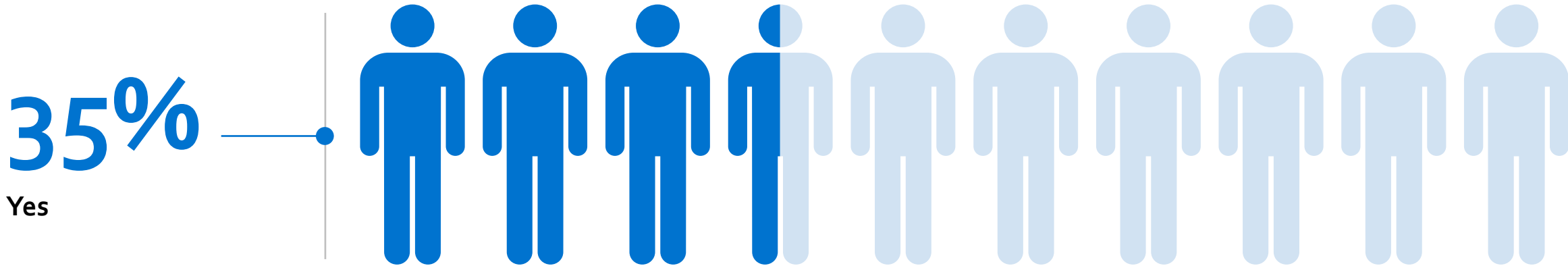
**Most of those who have contacted the City are satisfied with the service received.** Overall, 79% of those who contacted or dealt with the City in the last 12 months say they are satisfied (combined ‘very/somewhat satisfied’ responses) with the *overall service received*.

Service highlights include *staff’s courteousness* (88% satisfied), *staff’s knowledge* (88%), *the ease of reaching staff* (85%), and *staff’s helpfulness* (84%).

Slightly fewer (but still a majority) say they are satisfied with *staff’s ability to resolve your issue* (78%), *the speed and timeliness of service* (78%), and *the ease of finding information online* (72%).

Satisfaction with all measures is on par with both 2022 and the municipal norm.

# Claimed Contact with City Last 12 Months

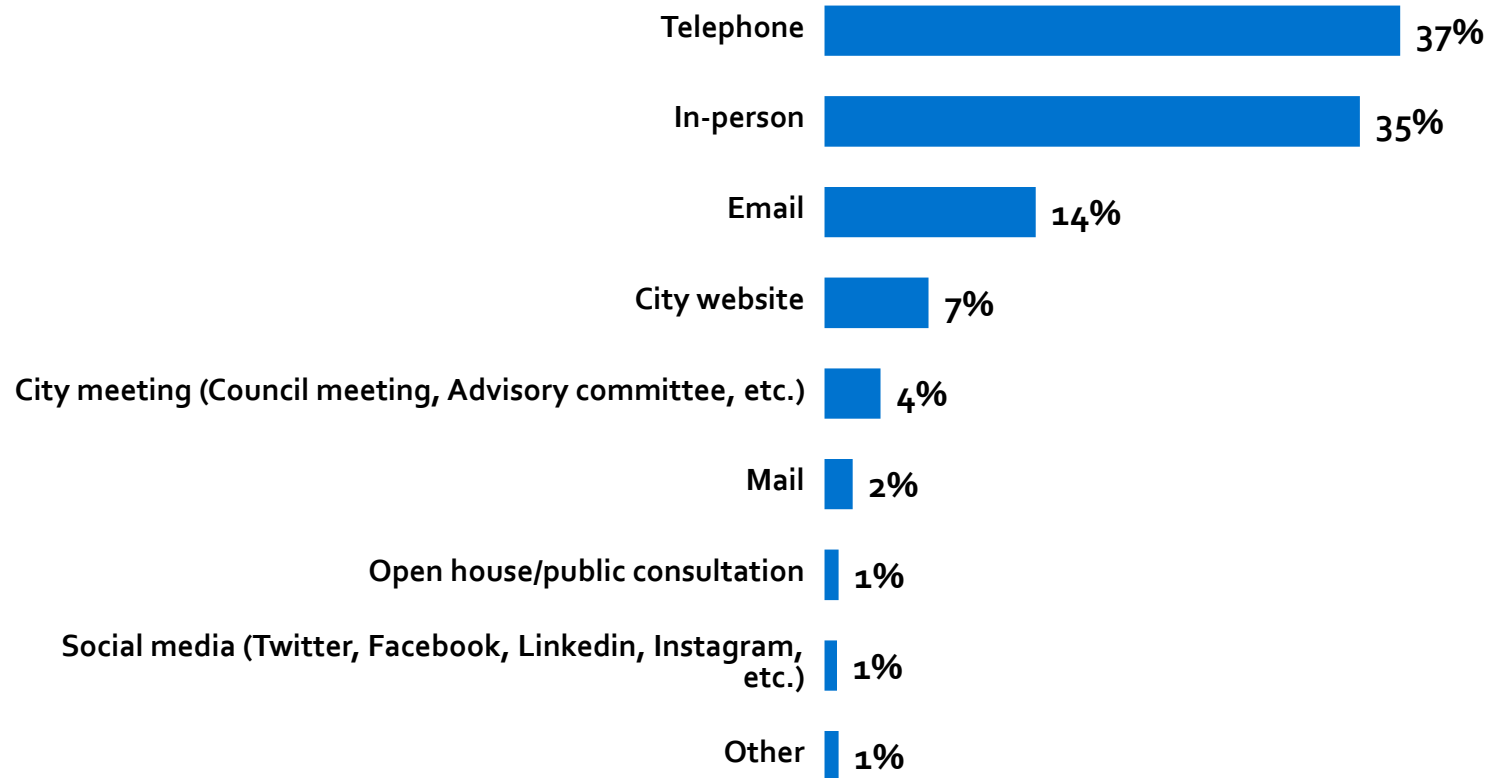


	2012 (n=300)	2015 (n=301)	2017 (n=300)	2018 (n=300)	2020 (n=300)	2022 (n=300)	2024 (n=300)	NORM
Yes	38%	43%	50%	49%	43%	38%	35%	41%

Base: All respondents (n=300)  
 Q14. In the last 12 months, have you personally contacted or dealt with the City of Kelowna or one of its employees?

# Contact Method

(Among those saying they contacted or dealt with the City in the last 12 months) (Coded Open-Ends)



2022 Top Mentions (n=116)	
Telephone	48%
In-person	25%
Email	13%

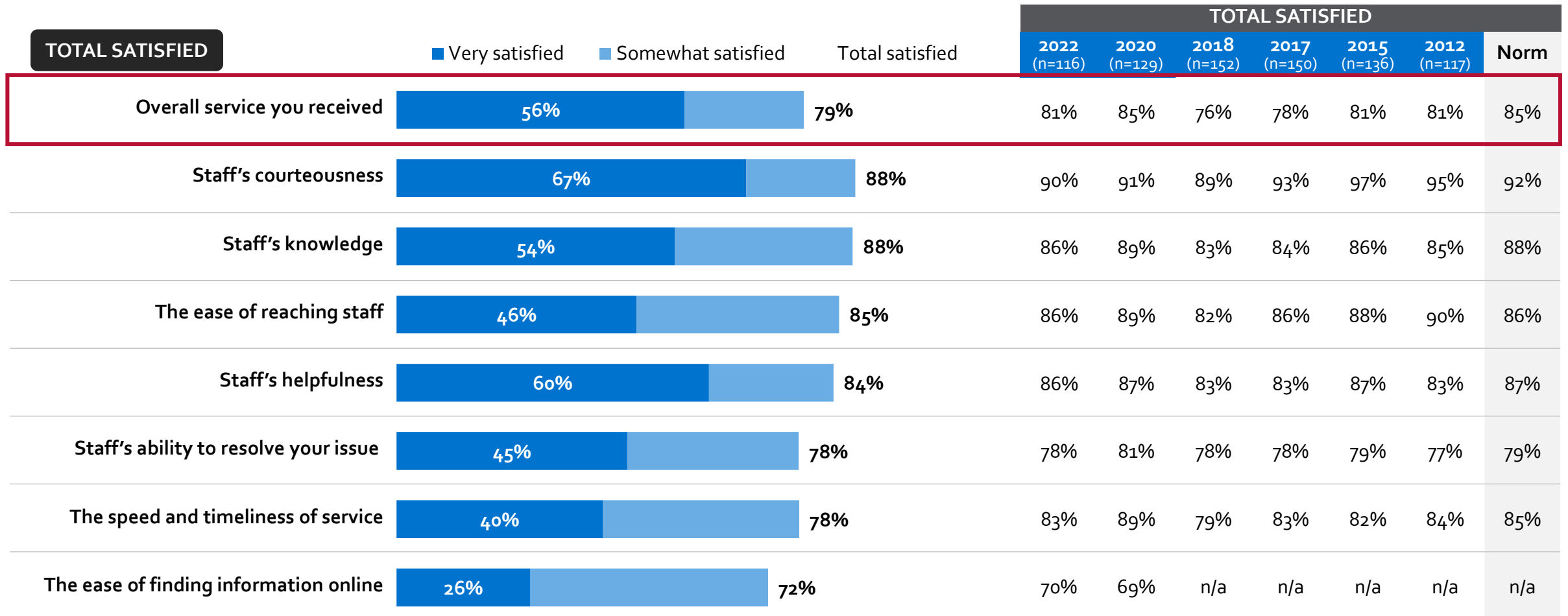
Base: Those saying they contacted or dealt with the City in the last 12 months (n=109)

Q15. For the next few questions, please think about the last time you contacted or dealt with the City of Kelowna or one of its employees. How did this contact occur?



# Satisfaction with Customer Service

(Among those saying they contacted or dealt with the City in the last 12 months City)



Base: Those saying they contacted or dealt with the City in the last 12 months (n=109)  
 Q16. How satisfied are you with the ...? (Scale: very satisfied, somewhat satisfied, not very satisfied, not at all satisfied)

# Importance of Technology and Digital Services

New Question  
Added in 2024

**Residents prioritize technology that enables access and efficiency most of all.** When it comes to technology and digital services, more than eight-in-ten say it is important (combined 'very/somewhat important' responses) that the City prioritize *anytime, anywhere access to select City services and information online* (87%) and *using technology to create operational efficiencies* (85%).

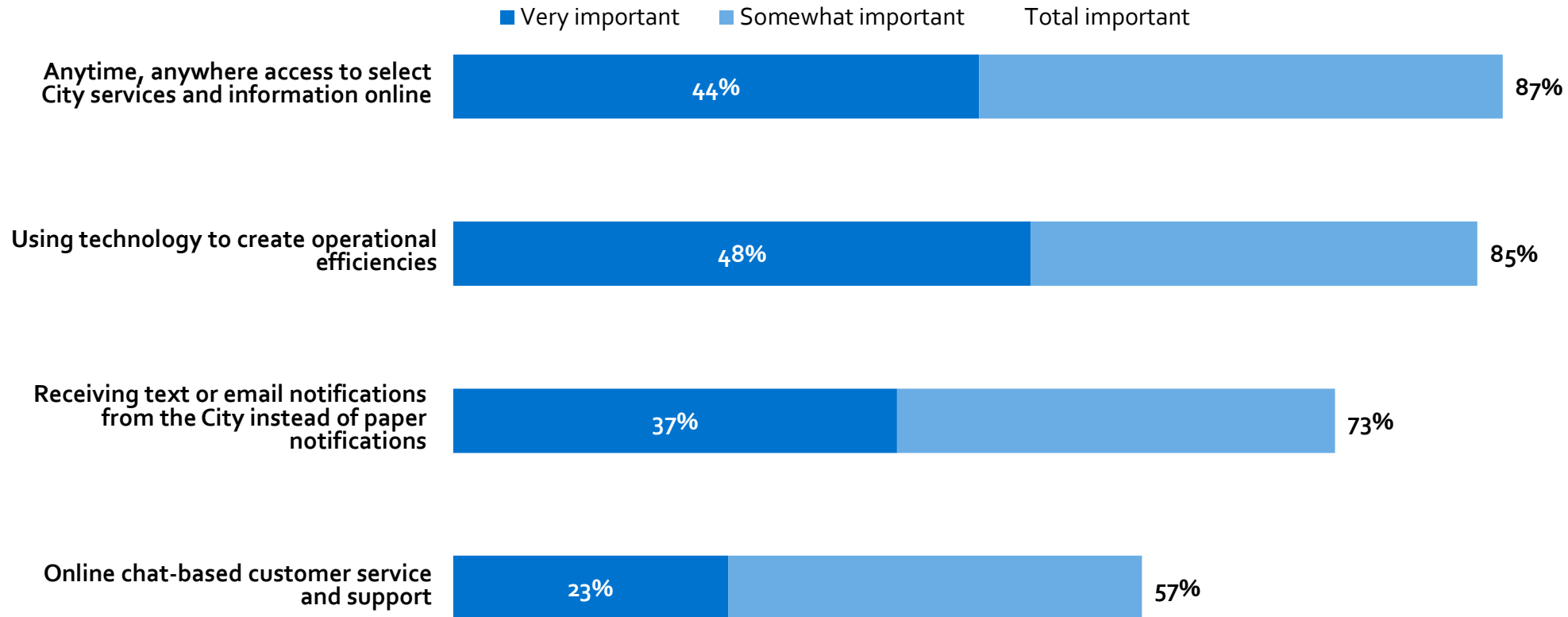
In comparison, slightly less emphasis is placed on *receiving text or email notifications from the City instead of paper notifications*, although this is still important to more than seven-in-ten (73%) citizens.

*Online chat-based customer service and support* scores lowest overall, with only 57% saying this should be a priority for the City's technology and digital services.

# Importance of Technology and Digital Services

New Question  
Added in 2024

## TOTAL IMPORTANT



Base: All respondents (n=300)

Q16a. Technology continues to change at a rapid pace and the City is working to maximize how technology can make municipal services and quality of life better. How important is it to you personally that the City makes each of the following items a priority when it comes to technology and digital services? (Scale: very important, somewhat important, not very important, not at all important)

# DEMOGRAPHIC TRENDS

# 111

# Demographic Trends



## BY AGE

- **Quality of Life:** Those who are <55 years are more likely to mention “affordability/low cost of living” when asked to describe their ideal city on an open-ended basis (includes 16% of 18-34 years and 15% of 35-54 years versus 5% of 55+ years). Perceptions of the quality of life in Kelowna, however, are statistically similar across all age groups.
- **Important Community Issues:** Those who are 35-54 years are more likely to identify crime/public safety as an important community issue on a top-of-mind basis (17% versus 5% of 18-34 years, 13% of 55+ years). Mentions of growth/development are higher among those who are 55+ years (18% versus 3% of 18-34 years, 8% of 35-54 years).
- **Community Safety:** Overall perceptions of community safety are higher among those who are 55+ years (88% total safe versus 75% of 18-34 years, 77% of 35-54 years).
- **City Services and Infrastructure:** Overall satisfaction with City services is statistically similar across all age groups. However, older citizens (55+ years) are more likely to say they are satisfied with a number of specific services, including:
  - *Recreational facilities and programs* (92% versus 78% of 18-34 years, 86% of 35-54 years)
  - *Snow clearing* (92% versus 74% of 18-34 years, 78% of 35-54 years)
  - *Road maintenance* (86% versus 75% of 35-54 years, 84% of 18-34 years)
  - *Police services* (86% versus 73% of 18-34 years, 77% of 35-54 years)
  - *Community cleanliness* (85% versus 68% of 18-34 years, 69% of 35-54 years)

There are also some statistically significant differences by age in the importance attached to specific services. Notably:

- *Bike lanes and pedestrian sidewalks* are more important to those who are 18-34 years (94% versus 84% of 55+ years, 85% of 35-54 years)
- *Bylaw services* are more important to those who are 35+ years (includes 89% of 35-54 years and 87% of 55+ years versus 74% of 18-34 years)
- *Public transit* is more important to those who are 18-34 years (83% versus 68% of 55+ years, 75% of 35-54 years)
- **City Inclusiveness and Acceptance:** Older citizens (55+ years) are more likely to agree that *the City of Kelowna municipal government fosters a city that is inclusive and accepting of all through its services and programs* (93% total agree versus 83% of 18-34 years, 89% of 35-54 years).
- **Financial Planning:** Overall perceptions of value for taxes are higher among those who are 35+ years (includes 78% total good value of 55+ years and 76% of 35-54 years versus 61% of 18-34 years). Those who are 35-54 years are more likely to opt for an increase in taxes (59% versus 39% of 18-34 years, 49% of 55+ years).

# Demographic Trends



## BY AGE (CONT.)

- **Priority Setting:** The preference for renewing existing infrastructure versus building new infrastructure is statistically similar by age. However, there are some differences in priorities for investment over the next four years. Highlights include:
  - *Encouraging a diverse supply of housing options at different price points* is chosen more often by those who are 18-34 years (82% versus 65% of 55+ years, 69% of 35-54 years)
  - *Police services* are chosen more often by those who are 55+ years (66% versus 50% of 18-34 years, 55% of 35-54 years)
  - *Road maintenance* is chosen more often by those who are 55+ years (62% versus 45% of 18-34 years, 53% of 35-54 years)
  - *Traffic flow management* is chosen more often by those who are 35+ years (includes 60% of 35-54 years and 58% of 55+ years versus 41% of 18-34 years)
  - *Public transit* is chosen more often by those who are 18-34 years (60% versus 40% of 55+ years, 53% of 35-54 years)
  - *Community cleanliness* is chosen more often by those who are 18-34 years of age (57% versus 40% of 55+ years, 50% of 35-54 years)
  - *Recognition and preservation of historic places* is chosen more often by those who are 18-34 years of age (37% versus 18% of 35-54 years, 27% of 55+ years)
- **Customer Service:** Those who are 35+ years are more likely to say they have contacted or dealt with the City in the last 12 months (includes 45% of 55+ years and 37% of 35-54 years versus 19% of 18-34 years). When it comes to investing in technology and digital services, younger residents (18-34 years) are more likely to prioritize *using technology to create operational efficiencies* (92% total important versus 80% of 35-54 years, 84% of 55+ years) and *online chat-based customer service and support* (73% total important versus 50% of 35-54 years, 51% of 55+ years).

# Demographic Trends



## BY NEIGHBOURHOOD

- **Quality of Life:** Those living in North Kelowna are more likely to mention “low crime rate/safe” when asked to describe their ideal city on an open-ended basis (24% versus 10% of Central Kelowna, 11% of South West Kelowna, 13% of East Central/East Kelowna). Conversely, mentions of “affordability/low cost of living” are higher among those in East Central/East Kelowna (23% versus 5% of South West Kelowna, 5% of Central Kelowna, 10% of North Kelowna). Overall perceptions of quality of life in Kelowna are higher among those in North Kelowna (94% total good versus 82% of Central Kelowna, 83% of East Central/East Kelowna, 87% of South West Kelowna).
- **Important Community Issues:** While social issues are the number one issue identified by residents in all areas of the city, mentions are highest in Central Kelowna and East Central/East Kelowna (76% and 75% versus 59% of South West Kelowna, 64% of North Kelowna). Other statistically significant differences include:
  - Transportation is mentioned often by those in North Kelowna and East Central/East Kelowna (33% and 32% versus 16% of Central Kelowna, 25% of South West Kelowna)
  - Crime/public safety is mentioned more often by those in South West Kelowna (18% versus 7% of Central Kelowna, 10% of East Central/East Kelowna, 13% of North Kelowna)
  - Growth/development is mentioned more often by those in South West Kelowna (16% versus 5% of East Central/East Kelowna, 10% of North Kelowna, 13% of Central Kelowna)
- **Community Safety:** Overall perceptions of community safety are higher among those in South West Kelowna (92% total safe versus 73% of Central Kelowna, 75% of East Central/East Kelowna, 84% of North Kelowna).
- **City Services and Infrastructure:** Overall satisfaction with City services is statistically similar across all areas of the city. Satisfaction with specific services is also largely consistent by neighbourhood, with two exceptions:
  - Satisfaction with *recreational facilities and programs* is higher in South West Kelowna (93% versus 82% of East Central/East Kelowna, 85% of Central Kelowna, 85% of North Kelowna)
  - Satisfaction with *community cleanliness* is higher in South West Kelowna and North Kelowna (87% and 83% versus 64% of East Central/East Kelowna, 69% of Central Kelowna)
- **City Inclusiveness and Acceptance:** Those living in South West Kelowna and North Kelowna are more likely to agree that *the City of Kelowna municipal government fosters a city that is inclusive and accepting of all through its services and programs* (94% and 93% versus 83% of East Central/East Kelowna, 88% of Central Kelowna).
- **Financial Planning:** There are no statistically significant differences by neighbourhood when it comes to the perceived value for taxes or balancing taxation and service delivery levels.

# Demographic Trends



## BY NEIGHBOURHOOD (CONT.)

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- **Priority Setting:** The preference for renewing existing infrastructure versus building new infrastructure is statistically similar by area of the city. However, there are some differences in priorities for investment over the next four years. Highlights include:
  - *Addressing social issues such as homelessness* is chosen more often by those in South West Kelowna and Central Kelowna (both 86% versus 70% of North Kelowna, 79% of East Central/East Kelowna)
  - *Encouraging a diverse supply of housing options at different price points* is chosen more often by those in Central Kelowna (84% versus 61% of South West Kelowna, 67% of North Kelowna, 72% of East Central/East Kelowna)
  - *Police services* are chosen more often by those in South West Kelowna, North Kelowna, and Central Kelowna (66%, 65%, and 62% versus 44% of East Central/East Kelowna)
  - *Traffic flow management* is chosen more often by those in North Kelowna, East Central/East Kelowna, and South West Kelowna (67%, 65%, and 51% versus 33% of Central Kelowna)
  - *Adapting to the impacts of climate change on City infrastructure and operations* is chosen more often by those in North Kelowna (49% versus 32% of Central Kelowna, 33% of South West Kelowna, 33% of East Central/East Kelowna)
  - *Cultural facilities and programs* are chosen more often by those in Central Kelowna (41% versus 21% of North Kelowna, 29% of South West Kelowna, 31% of East Central/East Kelowna)
  - *Recognition and preservation of historic places* is chosen more often by those in East Central/East Kelowna (37% versus 14% of South West Kelowna, 27% of North Kelowna, 28% of Central Kelowna)
- **Customer Service:** Claimed contact with the City is statistically similar by neighbourhood. When it comes to investing in technology and digital services, those living in East Central/East Kelowna are more likely to prioritize *anytime, anywhere access to select City services and information online* (92% total important versus 81% of South West Kelowna, 85% of North Kelowna, 89% of Central Kelowna).



# Demographic Trends



- **Quality of Life:** Perceptions of quality of life are statistically similar among women and men.
- **Important Community Issues:** Men are more likely than women to mention growth and development as an important community issue on a top-of-mind basis (16% versus 6%).
- **Community Safety:** Overall perceptions of community safety are statistically similar among women and men.
- **City Services and Infrastructure:** Overall satisfaction with City services is statistically similar by gender. Satisfaction with specific services is also largely consistent by gender, with some exceptions. Specifically, men are more likely than women to say they are satisfied with:
  - *Snow clearing* (88% versus 77%)
  - *Community cleanliness* (81% versus 70%)

When it comes to the importance of specific services, *cultural facilities and programs* are more important to women than men (89% versus 76%).

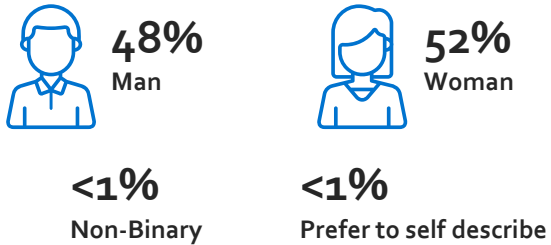
- **City Inclusiveness and Acceptance:** Perceptions of City inclusiveness and acceptance are statistically similar among women and men.
- **Financial Planning:** There are no statistically significant differences by gender when it comes to the perceived value for taxes or balancing taxation and service delivery levels.
- **Priority Setting:** The preference for renewing existing infrastructure versus building new infrastructure is statistically similar by gender. Priorities for investment over the next four years are also largely similar, with two exceptions:
  - *Business and economic development* is chosen more often by men (49% versus 36% of women)
  - *Cultural facilities and programs* are chosen more often by women (39% versus 23% of men)
- **Customer Service:** There are no statistically significant differences by gender when it comes to the City's customer service.

# WEIGHTED SAMPLE CHARACTERISTICS

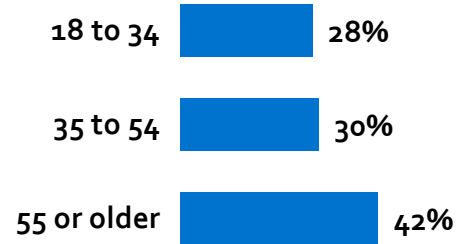
# 12

# Weighted Sample Characteristics

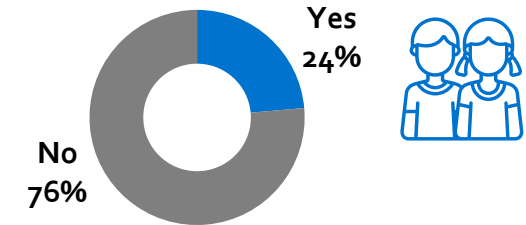
## GENDER



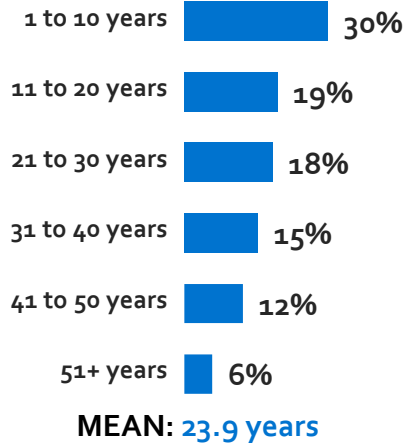
## AGE



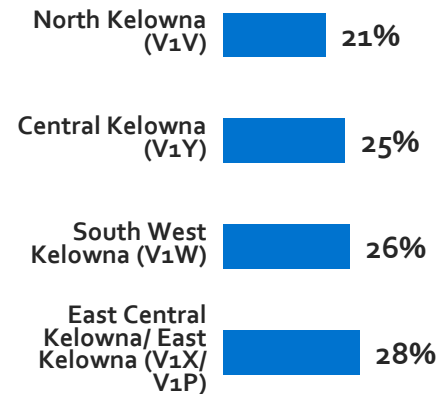
## CHILDREN UNDER 18 IN HH



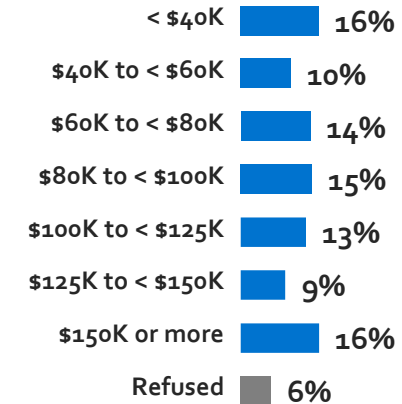
## YEARS LIVING IN KELOWNA



## AREA OF CITY



## INCOME



Base: All respondents (n=300)

# About Ipsos

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Our research professionals, analysts and scientists have built unique multi-specialist capabilities that provide powerful insights into the actions, opinions and motivations of citizens, consumers, patients, customers or employees. Our 75 business solutions are based on primary data coming from our surveys, social media monitoring, and qualitative or observational techniques.

“Game Changers” – our tagline – summarizes our ambition to help our 5,000 clients to navigate more easily our deeply changing world.

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# Game Changers

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**You act better when you are sure.**

# Report to Council



**Date:** June 3, 2024  
**To:** Council  
**From:** City Manager  
**Subject:** 2024 Community Resilience Investment Funding  
**Department:** Partnerships Office

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**Recommendation:**

THAT Council receives, for information, the report from the Partnerships Office dated June 3, 2024, with respect to the 2024 Community Resilience Investment Funding;

AND THAT Council directs staff to apply for provincial grant funding from the 2024 Community Resilience Investment grant program, administered through the Union of BC Municipalities (UBCM);

AND THAT Council authorizes staff to execute all documents necessary to complete and manage the grant;

AND FURTHER THAT upon confirmation of the grant award, the Financial Plan be amended to include the receipt of funds.

**Purpose:**

To inform Council of the 2024 Community Resilience Investment Funding, and to receive support to apply for the grant funding.

**Council Priority Alignment:**

Climate & Environment

**Background:**

The Community Resiliency Investment program, funded by the Province of BC’s Ministry of Forests and administered by the Union of BC Municipalities (UBCM), includes a FireSmart Community Funding and Supports funding stream. The FireSmart funding stream intends to increase community resiliency by undertaking community-based FireSmart planning and activities that reduce the community’s risk from wildfire.

**Discussion:**

The City is pursuing two streams of funding through the FireSmart funding stream for 2024 and 2025: allocation-based funding, and one-time additional funding to address the 2023 wildfire impacts on our community. FireSmart efforts and activities will focus on supporting homeowner and residential wildfire resiliency throughout our community.

### *Allocation-based funding*

The City of Kelowna is eligible for allocation-based funding under this program, and will request funds to support ongoing FireSmart activities, assessments, community collaboration efforts, and educational materials to support residential and private properties in advancing the FireSmart principles at their homes. The City is requesting the maximum allocation of \$200,000 per year, for 2024 and 2025, totaling \$400,000.

### *Additional funding for those directly impacted by 2023 wildfires*

The City was directly impacted by two wildfires in the 2023 season: the Grouse complex wildfires in August of 2023, facing structure losses, major evacuations, and evacuation alerts; and the Knox Mountain wildfire in July of 2023, which forced the evacuation of residents. Due to the impact of those wildfires, funding will support the City in administering the Homeowner Rebate Program, supporting local homeowners to increase the wildfire resiliency of their properties. The City is requesting the maximum amount of \$100,000 in one-time additional funding for 2024.

### **Conclusion:**

The City actively pursues grants to reduce municipal taxation and to leverage City funding for infrastructure, services, and programs to support Council, corporate and community priorities.

This funding opportunity will bolster the resiliency of our community to the risk of wildfires, focusing on supporting local homeowners and residential wildfire resiliency efforts.

### **Internal Circulation:**

Fire Department  
Parks Services

### **Considerations applicable to this report:**

N/A

### **Considerations not applicable to this report:**

*Legal/Statutory Authority:*

*Legal/Statutory Procedural Requirements:*

*Existing Policy:*

*Financial/Budgetary Considerations:*

*Consultation and Engagement:*

*Communications Comments:*

Submitted by:

N. Cantley, Partnerships Coordinator

**Approved for inclusion:** M. Kam, Acting Partnership Office Director

cc:

D. Craig, Assistant Chief Fire Mitigation & Planning

# Report to Council



**Date:** June 3, 2024  
**To:** Council  
**From:** City Manager  
**Subject:** Council Policy Updates and Rescinds  
**Department:** Finance Division and Real Estate Department

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**Recommendation:**

THAT Council receives for information from this report from the Finance Division and Real Estate Department dated June 3, 2024;

AND THAT Council Policy No. 76, being Disposal of City Property, be revised as outlined in the Report from the Finance Division and Real Estate Department dated June 3, 2024;

AND THAT Council Policy No. 135, being Posting of Security, be rescinded;

AND THAT Council Policy No. 159, being Pay Telephone Booth Locations on Public Property, be rescinded;

AND THAT Council Policy No. 164, being Travel Expenses – Officers and Employees, be rescinded;

AND FURTHER THAT Council Policy No. 182, Airline Travel Bonus Points, be rescinded.

**Purpose:**

To revise and rescind various Council Policies that need adjustment to remain accurate or are no longer needed.

**Background:**

Staff have been reviewing existing Council Policies to identify ones that have become antiquated, or ones that need adjustment to remain effective.

**Discussion:**

*Council Policy No. 76 – Disposal of City Property*

The policy, which provides guidance regarding when and how the City may consider disposing of land owned by the municipality, has been identified to be updated. Policy Statement No. 4 is proposed to be removed as staff has a number of tools and professional practices around the method to list land for sale, plus it is not legislatively required that Council determine the method used. Policy Statement

No. 5 is proposed to be removed as the existing policy provides direction specific to certain properties in the City and all actions have been concluded, so this portion of the policy is no longer required. Overall, no major content changes are proposed that would alter the City considering disposal of land, rather changes are proposed that align with existing conditions and administrative updates.

*Council Policy No. 164– Travel Expenses – Officers & Employees*

Staff recommend this Policy be rescinded in part due to its outdated content and the fact that travel expenses are most commonly an operational and administrative process task for the transactions associated with travel.

*Council Policy No. 182– Airline Travel Bonus Points*

Staff recommend rescinding this Policy because this subject matter is no longer relevant. Travel costs and expenditure activity is handled and processed in ways that no longer involve air miles. As an example, procurement credit cards are used quite commonly and there is no implication of air miles. In addition, those staff that may not have a procurement credit card themselves often have other staff transact on their behalf for travel costs like, accommodation and transportation. The end result of this current processing of expenditures means that there is no need to address the subject of air miles, as it is materially irrelevant.

*Council Policy No. 159 – Pay Telephone Booth Locations*

Staff are bringing to the attention of Council that there are no more phone booths in the City. Telecom providers removed all of these in the early 2000s, and the purpose of this policy is no longer valid. Staff also see no future prospect of the return of telephone booths and so rescinding this policy is the recommended course of action.

*Council Policy No. 135 – Posting of Security*

Staff recently identified that this Council Policy is unnecessary due to there being a more comprehensive Performance Security policy that is already in place at a corporate policy level.

**Conclusion:**

Staff recommend support for the amendments to the attached Council Policies.

**Internal Circulation:**

Real Estate Department  
Infrastructure  
Development Planning  
Development Services  
Finance  
Purchasing  
Utility Planning  
Office of the City Clerk

**Considerations not applicable to this report:**

Financial/Budgetary Considerations:  
Communications Comments:  
Legal/Statutory Authority:  
Legal/Statutory Procedural Requirements:



Existing Policy:  
External Agency/Public Comments:

Submitted by:

D Tompkins, Purchasing Manager

**Approved for inclusion:** J Sass, Finance Divisional Director

cc:  
D Edstrom, Divisional Director, Partnerships, and Investments  
J Saufferer, Real Estate Dept Manager  
R Smith, Divisional Director Planning and Climate Action  
N Chapman, Development Engineering Manager  
J Taylor, Policy Analyst



**City of Kelowna**  
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# Council Policy

## Disposal of City Property

APPROVED July 12, 2004

RESOLUTION: R375/10/04/26

REPLACING: R1039/08/11/24; R892/99/11/01; R-1971/07/06; R688/04/07/12

DATE OF LAST REVIEW: April 2010

1. THAT property of the City of Kelowna be sold when it appears that there is no present or future use contemplated or where there is no strategic benefit to the City.
2. THAT the Manager, Real Estate Services continually keep the property inventory of the City under review and submit recommendations to the Municipal Council for disposal of any property considered not to have present or reasonable future use or where holding of the property has no strategic benefit to the City.
3. THAT each sale be considered on its own merits by the Municipal Council taking into consideration the recommendations of the Director of Real Estate & Building Services.
4. THAT, when permitted by statute, lands may be listed for sale through a contracted real estate agent and/or multiple listing service at the discretion of the Director of Real Estate & Building Services.
5. THAT the City of Kelowna, with respect to its properties located at the foot of Cedar Avenue (see below for properties affected) will require that building heights within 25m of non City-owned single unit waterfront home be no more than 2.5 storeys in height and that any potential rezoning to allow for a hotel, not include provision for any of the following uses:
  - Powerboat marina
  - Facilities requiring a liquor primary license
  - Hotel in excess of 50 units
  - Properties Affected (by address)

3020 Abbott Street	3060 Abbott Street	3096 Walnut Street
3030 Abbott Street	3070 Abbott Street	3098 Walnut Street
3040 Abbott Street	3080 Abbott Street	252 Meikle Avenue
3050 Abbott Street	3090 Walnut Street	

### **REASON FOR POLICY**

To identify that the City only acquires and holds land when it is needed.

### **LEGISLATIVE AUTHORITY**

Local Government Act, Sec. 176

### **PROCEDURE FOR IMPLEMENTATION**

As outlined in this policy.



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# Council Policy

## Disposal of City Property

ESTABLISHED July 12, 2004

Contact Department: Real Estate

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### **Guiding Principle**

The City of Kelowna Land Strategy guides the City's approach to the acquisition, disposition and management of municipal land.

### **Purpose**

To establish when and how the City may consider disposing of municipal land.

### **Application**

This policy applies to City-owned land.

### **Policy Statements**

1. Property owned by the City of Kelowna may be sold when it appears that there is no present or future use contemplated or where there is no strategic benefit to the City.
2. The City will maintain an inventory of City-owned property and when applicable staff will submit a recommendation to Council for the consideration of the disposal of a property.
3. Each potential sale will be considered on its own merits by Council taking staff recommendation into consideration.

### **Amendments**

Last Revised:

Replacing: R375/10/04/26; R1039/08/11/24; R892/99/11/01; R-1971/07/06; R688/04/07/12



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# Council Policy

## Posting of Security

APPROVED September 14, 1970

RESOLUTION: R375/10/04/26  
REPLACING: R892/99/11/01; R-1970/09/14  
DATE OF LAST REVIEW: November 2009

THAT whenever the City of Kelowna requires the posting of security to guarantee payment for work or services to be performed by the said City, or to guarantee performance by an applicant for subdivision approval or for rezoning or for any other purpose, such security shall be in the form of cash and/or an irrevocable letter of credit;

AND THAT where the security provided is in the form of cash in an amount equal to or greater than Five Thousand Dollars (\$5,000.00) and it is estimated that the funds will not be expended by the said City for the purpose intended for a period in excess of 30 days, the amount shall be held by the City of Kelowna and earn interest equivalent to a Royal Bank prime linked cashable guaranteed investment certificate;

AND FURTHER THAT when the security is no longer required the full amount of the security provided, together with accrued interest, shall be repaid to the depositor after deduction of any amounts due to the City of Kelowna.

### **REASON FOR POLICY**

To establish a policy for taking, holding and returning monies posted as security to guarantee payment for work or services.

### **LEGISLATIVE AUTHORITY**

Local Government Act, Sec. 925

### **PROCEDURE FOR IMPLEMENTATION**

Development Services and/or Land Use Management staff provide the Financial Services Department with a copy of subdivision or rezoning agreements indicating that amount of security required and that is held in Financial Services until instructed to release by either Development Services or Land Use Management staff. With the exception of landscaping bonding, the Financial Services Department requires a Statutory Declaration to be completed by the depositor prior to release of the security.



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# Council Policy

## Pay Telephone Booth Locations on Public Property

APPROVED October 19, 1976

RESOLUTION: R375/10/04/26  
 REPLACING: R54/98/01/26; R-1976/10/19  
 DATE OF LAST REVIEW: April 2010

THAT the Real Estate Services Manager be authorized to approve locations for pay telephone booths on any City-owned property;

AND THAT the Real Estate Services Manager be authorized to approve locations for pay telephone booths on any road rights-of-way;

AND FURTHER THAT the Mayor and City Clerk be authorized to execute any pertinent documents and affix the Corporate Seal thereto.

### **REASON FOR POLICY**

To delegate authority to staff to determine phone booth locations.

### **LEGISLATIVE AUTHORITY**

Community Charter

### **PROCEDURE FOR IMPLEMENTATION**

Requests processed by the Real Estate Services Manager.



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# Council Policy

## Travel Expenses – Officers and Employees

APPROVED March 8, 1988

RESOLUTION: R375/10/04/26

REPLACING: R1039/08/11/24; R081/06/01/23; R915/04/09/27; R159/04/02/16; R392/03/04/28; R892/99/11/01; R342/1999/04/26; I128/98/10/05; I112/1998/09/14; I64/1993/06/07; I55/1991/03/18; R322/1988/03/08

DATE OF LAST REVIEW: April 2010

THAT the following be adopted as the policy of the Municipal Council of the City of Kelowna regarding travel expenses of the officers and employees of the City of Kelowna:

### 1. PRIOR APPROVAL

As a general rule, all travel, entertainment and like expenses incurred by officers and employees must have prior approval. Such approval will involve budget provisions for the specific conference, seminar, education or training program, or alternatively, specific approvals given for the employee from his/her supervisor or department head, officers or Department Director (where applicable) and final approval on all subjects in all areas from the General Manager.

Education and/or training programs are subject to the Human Resources Department's administrative Training Policy, Conference and Convention Policy and Development Policy.

### 2. CONFERENCE, TRAINING PROGRAMS, COURSES, SEMINARS AND WORKSHOPS

The electronic form, Training Development, and Conferences Travel Approval Form must be completed and approved for attendance at training programs, courses, seminars and workshops. The form also includes a section to be completed if an advance is requested and a separate spreadsheet for the completion of the expense claim.

### 3. METHOD OF PAYMENT

All allowable travel expenses other than meals and per diem related costs may be paid for using the City of Kelowna procurement card. Air travel within the US and Canada may be purchased directly using your corporate procurement card. Flights outside of North America shall be booked through the City's travel agent. (see the Purchase of Airfare section for more information)

Once approved course fees and registration may be paid using the City of Kelowna procurement card. If registration costs exceed your established level of authority a one-time exception can be obtained, via email, from the Purchasing Manager.

### 4. BASIC ALLOWANCE

A per diem rate of \$70.00 may be claimed to cover all meals, gratuities, dry cleaning, personal telephone and other miscellaneous costs for trips involving more than one day away from Kelowna.

Where meals are provided for during out-of-town travel, the following will be deducted from the above per diems:

Breakfast \$10.00 per day      Lunch \$15.00 per day      Dinner \$20.00 per day

The per diem allowance for the day of departure and day of return will be calculated on a pro rata basis with one-half the per diem payable for any portion of the day prior to 12:00 noon and one-half the per diem payable for any portion of the day after 12:00 noon.

For trips of less than one full day and night duration, claim actual expenses only.

### 5. AIRFARE

Airfares may be purchased directly by the staff or their designate. When booking travel without the services of the authorized travel agent for travel within Canada and the U.S. employees should obtain quotes from more than one airline prior to purchasing. Employees should attempt to obtain the lowest possible economy fare limiting the duration of the travel and costs.

6. HOTEL ACCOMMODATION OR ALLOWANCE

Actual hotel room cost for single accommodation will be paid (every effort should be made to obtain accommodation at "government rate" or "special event" rate where applicable).

Where the approved travel requires overnight stay and the employee chooses to stay with friends or relatives, rather than hotel accommodations, then a \$50.00 per night hotel allowance is permitted. Where additional costs are incurred as a result of the alternate accommodation (ie. taxi, mileage) the incremental costs are deducted from the allowance.

7. TRANSPORTATION

Transportation will be reimbursed at actual economy air fare rates, or if a personal vehicle is authorized and used, the lesser of the actual economy fare or actual kilometres travelled at the current rate will be paid. Employees must use the best method of travel to reduce time away and minimize costs to the City.

When travelling by vehicle, the first priority is to use a City vehicle. The next option is to use a rental vehicle (the City self-insures so additional insurance is not required). The last priority is to use your personal vehicle. When the use of a personal vehicle is authorized, the tax exempt per kilometre allowance recommended by the Canada Revenue Agency will apply. The rate per kilometre includes all risk associated with property damage and loss of safe driving discount.

8. OTHER ALLOWABLE EXPENSES

- A. Airport Limousine costs, taxis (detail required)
- B. Business telephone calls (detail required)
- C. Extra meal costs, etc. (names of persons entertained and company name must be indicated)

9. ADVANCES

The City will provide a travel advance when requested and approved for employee. Advances are approved for a minimum of \$250.00 and for only out of pocket expenses. Travel advances must be submitted to Finance five (5) working days prior to the date required in order to guarantee availability. Unused funds must be returned to the cashier within 7 days of completion of a trip. No further advance will be made where there is already an outstanding invoice in the name of the individual.

10. CAR MILEAGE

For use of a personal vehicle for authorized travel purposes, the tax exempt per kilometre allowance recommended by the Canada Revenue Agency will apply.

11. CLAIMS

A travel/training expense claim form should be completed and submitted for reimbursement within seven (7) days following completion of a trip. A copy of all invoices paid by the City's procurement card for travel shall be retained with your Procurement Card log. Originals shall be forwarded with the expense claim. Expense claims must be completed even where there are no further funds owing to the employee. All costs, regardless of source of payment, must be recorded on the travel expense claim. An excel formatted claim form can be found attached to the electronic Application form. This shall be completed and printed out for approval.

12. ADMINISTRATION

For the purpose of administration of the Travel Expense Policy, the Director of Financial Services or his/her designate will be the approving authority.

**REASON FOR POLICY**

To ensure that officers and employees of the City of Kelowna are adequately reimbursed for expenses incurred while conducting business and behalf of the City of Kelowna.

**LEGISLATIVE AUTHORITY**

Council resolution.

**PROCEDURE FOR IMPLEMENTATION**

Travel Expense forms are submitted first to the employee's supervisor, then department director and finally to the Director of Financial Services for processing.



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# Council Policy

## Airline Travel Bonus Points

APPROVED September 10, 1990

**RESOLUTION:** R871/98/11/02  
**REPLACING:** I197  
**DATE OF LAST REVIEW:** April 2010

- 
1. THAT members of Council and management staff in the City be permitted to accumulate bonus points while travelling on City business and to utilize those bonus points for personal use in recognition of the fact that much of the travel occurs on personal time.
  2. THAT Council and staff be advised that airline frequent flyer bonus points which have become accumulated as a result of travel which has been paid by the employer become taxable upon use of such points for personal travel purposes;
  3. AND THAT the City of Kelowna will not be responsible for control of airline frequent flyer bonus points and it is the responsibility of the individual to declare the taxable benefit derived.

### **REASON FOR POLICY**

To establish a policy for use of bonus points accumulated while traveling on City business.

### **LEGISLATIVE AUTHORITY**

Council Resolution.

### **PROCEDURE FOR IMPLEMENTATION**

As outlined in the policy.





City of  
**Kelowna**

# Council Policy Updates and Rescinds

June 3, 2024

# Agenda

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Recommendation

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Purpose

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Background

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Discussion

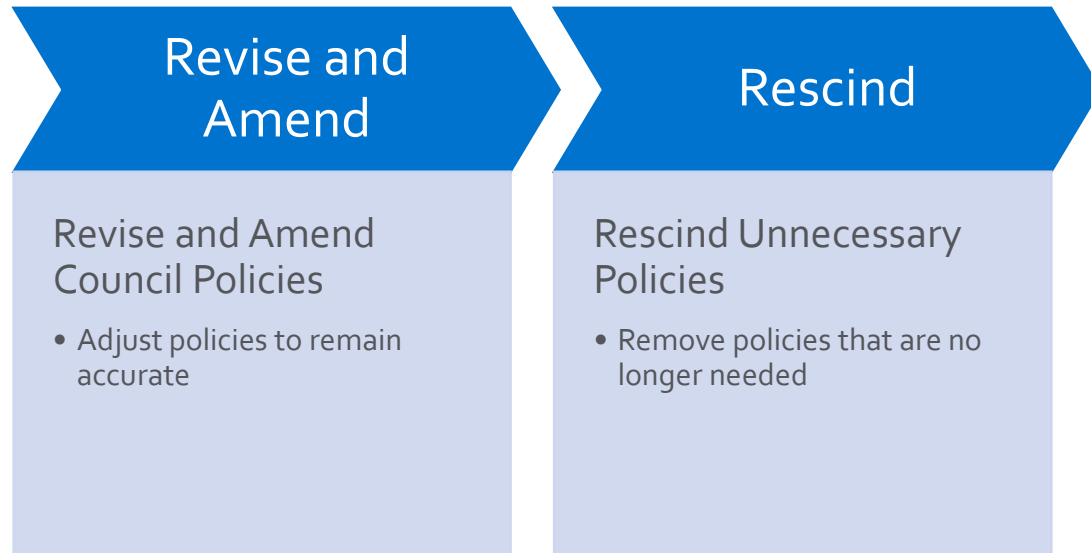
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Conclusion

# Recommendation

- ▶ Receive report from Finance Division and Real Estate Dept
  - ▶ Dated May 6, 2024
- ▶ Revise Council Policy No. 76
- ▶ Rescind Council Policy No. 164
- ▶ Rescind Council Policy No. 182
- ▶ Rescind Council Policy No. 59
- ▶ Rescind Council Policy No. 35
- ▶ Direct staff to proceed with amendments and rescindments

# Purpose



# Background



- ▶ Review of Existing Council Policies
  - ▶ Identify antiquated policies
  - ▶ Adjust policies to remain effective

# Discussion: Council Policy No. 76 – Disposal of City Property

- ▶ Policy No. 76 provides guidance on disposing of land owned by the municipality
  - ▶ Policy Statement No. 4 proposed to be removed
  - ▶ Policy Statement No. 5 proposed to be removed
  - ▶ No other major content changes proposed
  - ▶ Changes align with existing conditions and administrative updates

# Discussion: Council Rescind Policy No. 164, Travel Expenses – Officers & Employees

- ▶ Policy No. 164: Travel Expenses – Officers & Employees
  - ▶ Outdated content and processes
- ▶ Staff recommendation
  - ▶ Rescind Policy No. 164
  - ▶ Produce modern and responsible corporate administrative policy for travel and expenses



# Discussion: Council Rescind Policy No. 182, Airline Travel Bonus Points

- ▶ Policy No. 182: Airline Travel Bonus Points
  - ▶ Subject matter no longer relevant
  - ▶ Travel costs and expenditure activity no longer involve air miles
  - ▶ Procurement credit cards commonly used
  - ▶ No implication of air miles
  - ▶ Staff without procurement credit cards have others transact on their behalf
  - ▶ Current processing of expenditures makes air miles materially irrelevant





# Discussion: Council Rescind Policy No. 159, Pay Telephone Booth Locations

- ▶ Policy No. 159 concerns pay telephone booth locations
  - ▶ There are no more phone booths in the City
  - ▶ Telecom providers removed all booths in the early 2000s
  - ▶ The purpose of this policy is no longer valid
  - ▶ Staff see no future prospect of the return of telephone booths
  - ▶ Rescinding this policy is the recommended course of action



# Discussion: Council Rescind Policy No. 135, Posting of Security

- ▶ Policy No. 135: Posting of Security
  - ▶ Identified as unnecessary by staff
  - ▶ More comprehensive Performance Security policy already in place
  - ▶ Posting of security is a highly operational task
  - ▶ Recommended to utilize administrative policy only

# Conclusion

Staff recommend support for amendments to attached Council policies

Perform necessary housekeeping, refinement, and modernization of subject policies and matters





*Questions?*

For more information, visit [kelowna.ca](http://kelowna.ca).