

City of Kelowna

Regular Council Meeting

AGENDA



Monday, November 6, 2017

1:30 pm

Council Chamber

City Hall, 1435 Water Street

Pages

1. Call to Order

This meeting is open to the public and all representations to Council form part of the public record. A live audio and video feed is being broadcast and recorded by CastaNet and a delayed broadcast is shown on Shaw Cable.

2. Confirmation of Minutes

4 - 11

PM Meeting - October 30, 2017

3. Committee Reports

3.1 43rd Annual Civic and Community Awards Nomination Period

12 - 20

Dawn Wilkinson, Chair Civic & Community Awards Nominating Committee to announce the nomination period for the 43rd Annual Civic & Community Awards.

4. Development Application Reports & Related Bylaws

4.1 343 Christleton Ave, Z17-0073 - Jason and Rhonda Hymers

21 - 29

To rezone the subject parcel to facilitate a two-lot residential subdivision.

4.2 343 Christleton Ave, BL11509 (Z17-0073) - Jason and Rhonda Hymers

30 - 31

To give Bylaw No. 11509 first reading in order to rezone portions of the subject property as per Map B.

4.3 1888 Abbott St, Z17-0066 - James Theriault and Sheila Roth

32 - 36

To rezone the subject property from RU1 – Large Lot Housing to RU1c – Large Lot Housing with Carriage House to facilitate the conversion of an accessory building to a carriage house.

4.4	1888 Abbott St, BL11511 (Z17-0066) - James Theriault and Sheila Roth	37 - 37
	To give Bylaw No. 11511 first reading in order to rezone the subject property from the RU1 - Large Lot Housing zone to the RU1c - Large Lot Housing with Carriage House zone.	
5.	Bylaws for Adoption (Development Related)	
5.1	242 Clifton Rd, BL11399 (Z17-0016) - James and Nelly Ostenbrink	38 - 38
	To adopt Bylaw No. 11399 in order to rezone the subject property from the RR3 - Rural Residential 3 zone to the RU6 - Two Dwelling Housing zone.	
6.	Non-Development Reports & Related Bylaws	
6.1	2017 Citizen Survey Results	39 - 153
	To present the results of the 2017 Citizen Survey	
6.2	A Changing Climate: Special Edition Community Trends Report	154 - 185
	To introduce "A Changing Climate: Special Edition Community Trends Report 2017"	
6.3	2017 Freshet Infrastructure Recovery	186 - 190
	To provide Council with an overview of the infrastructure recovery and associated costs resulting from the 2017 Freshet Event and request a budget amendment.	
6.4	UBCM Funding Application – Flood Mitigation Planning	191 - 192
	To confirm City Council's support for an application for funding to complete mapping and undertake flood mitigation planning for Mill Creek through Kelowna and to direct City staff to provide overall grant management if it is approved.	
7.	Bylaws for Adoption (Non-Development Related)	
7.1	BL11477 - Purchasing Bylaw	193 - 195
	To adopt Bylaw No. 11477 in order to create a new Purchasing Bylaw.	
7.2	BL11500 - Good Neighbour Bylaw	196 - 205
	To adopt Bylaw No. 11500 in order to establish a new Good Neighbour Bylaw.	
7.3	BL11503 - Amendment No. 18 to Bylaw Notice Enforcement Bylaw No. 10475	206 - 213
	To adopt Bylaw No. 11503 in order to amend Bylaw Notice Enforcement Bylaw No. 10475.	

7.4 BL11484 - Road Closure and Removal of Hwy Dedication - Portion of John Hindle Drive

214 - 215

Mayor to invite anyone in the public gallery who deems themselves affected by the proposed road closure to come forward.

To adopt Bylaw No. 11484 in order to close a portion of John Hindle Drive.

8. Mayor and Councillor Items

9. Termination



City of Kelowna Regular Council Meeting Minutes

Date: Monday, October 30, 2017
 Location: Council Chamber
 City Hall, 1435 Water Street

Members Present Mayor Colin Basran, Councillors Maxine DeHart, Ryan Donn, Gail Given Tracy Gray, Brad Sieben*, Mohini Singh and Luke Stack

Members Absent Councillor Charlie Hodge

Staff Present City Manager, Ron Mattiussi; City Clerk, Stephen Fleming, Divisional Director, Corporate & Protective Services, Rob Mayne*; Community Planning Department Manager, Ryan Smith*; Suburban & Rural Planning Manager, Todd Cashin*; Planner Specialist, Melanie Steppuhn*; Risk Specialist, Ross Soward*; Purchasing Manager, Darren Tompkins*, Risk Manager, Lance Kayfish*; Divisional Director, Corporate & Strategic Services, Carla Weaden*; Sponsorship & Advertising Manager, Janine Taylor*; Community Communications Manager, Jodie Foster*; Utility Services Manager, Kevin Van Vliet*; Communications Advisor, Kelly Kay*; Integrated Transportation Department Manager, Rafael Villarreal*; Senior Airport Department Manager, Ed Stephens*; Legislative Coordinator (Confidential), Arlene McClelland

(* denotes partial attendance)

1. Call to Order

Mayor Basran called the meeting to order at 1:32 p.m.

Mayor Basran advised that the meeting is open to the public and all representations to Council form part of the public record. A live audio and video feed is being broadcast and recorded by CastaNet and a delayed broadcast is shown on Shaw Cable.

2. Confirmation of Minutes

Moved By Councillor DeHart/Seconded By Councillor Donn

R874/17/10/30 THAT the Minutes of the Regular Meetings of October 23, 2017 be confirmed as circulated.

Carried

3. Development Application Reports & Related Bylaws

3.1 405 Poplar Point Dr, Z17-0068 - Frederick Hamel

Staff:

- Displayed a PowerPoint Presentation summarizing the application, providing rationale for non-support and responded to questions from Council.

Jordan Hettinga, Kent Macpherson, Jeremy Block, Interior Testing Services, Applicant Representatives

- Displayed a PowerPoint Presentation, re: 405 Poplar Point Rezoning
- Rezoning from Ru1 to Ru6 to provide a second residence.
- The owner also owns the property in front of the subject property on the water front.
- Provided a history of the subject property and advised the owner purchased the property in 2013 and has worked with city staff since that time.
- Through appropriate design the future building's foundation will be utilized to further stabilize the hillside while retaining the natural character and ecology of the hillside.
- A geotechnical report that was submitted confirms that provided the proposed home is pinned to competent bedrock by micro piles or similar and all drainage water is collected and directed off site, the subject property is suitable for the residential development.
- There are full municipal services in close proximity to both road frontages of the site
- Will create a house that will blend into the surrounding environment and will seamlessly fit into the existing rhythm of the neighbourhood and have minimal impact to any surrounding property's view.
- Met with property owners in the neighbourhood and received 8 letters of support.
- Responded to questions from Council.

Staff:

- Responded to questions from Council.

Moved By Councillor Donn/Seconded By Councillor Stack

R875/17/10/30 THAT Rezoning Application No. Z17-0068 to amend the City of Kelowna Zoning Bylaw No. 8000 by changing the zoning classification of Lot A District Lot 219 ODYD Plan EPP47591, located at 405 Poplar Point Drive, Kelowna, BC, from the RU1 – Large Lot Housing zone to the RU6 – Two Dwelling Housing zone NOT be considered by Council.

Defeated

Councillors Given, Gray, Sieben and Singh - Opposed

Moved By Councillor Sieben/Seconded By Councillor Gray

R876/17/10/30 THAT Rezoning Application No. Z17-0068 to amend the City of Kelowna Zoning Bylaw No. 8000 by changing the zoning classification of Lot A District Lot 219 ODYD Plan EPP47591, located at 405 Poplar Point Drive, Kelowna, BC, from the RU1 – Large Lot Housing zone to the RU6 – Two Dwelling Housing zone be considered by Council;

AND THAT the Rezoning Bylaw be forwarded to a Public Hearing for further consideration;

AND THAT final adoption of the Rezoning Bylaw be considered subsequent to the outstanding conditions of approval as set out in Schedule "A" attached to the Report from the Community Planning Department dated October 16, 2017;

AND THAT final adoption of the Rezoning Bylaw be considered subsequent to a full Geotechnical Report being submitted to and accepted by the Community Planning Department, in accordance with a Terms of Reference to be established by the Community Planning Department;

AND THAT final adoption of the Rezoning Bylaw be considered subsequent to issuance of a Natural Environment and Hazardous Condition Development Permit for the subject property;

AND FURTHER THAT final adoption of the Rezoning Bylaw be considered subsequent to Section 219 restrictive covenants being registered on title to delineate no build and no disturbance areas, identify a building envelope, and prohibit irrigation, as well as address other matters that may be identified through the review process.

Defeated

Mayor Basran, Councillors DeHart, Donn and Stack – Opposed

3.2 1040 Old Vernon, A16-0011 -Benson Law LLP

Staff:

- Displayed a PowerPoint Presentation summarizing the application, providing rationale for non-support and responded to questions from Council.

Brett Sanguin, Benson Law, Applicant Representative

Displayed a PowerPoint Presentation, re:1040 Old Vernon Road – Non Farm Use Application

- Advised that the Applicant is not present.
- Provided historical information regarding the land use of the subject property and correspondence between city staff and the owner dating back to 2006.
- Provided information on remediation attempts from 2006 to 2017.
- The proposed operation is for a recycling facility for wood, concrete and trees; some metal as by-product or concrete (rebar) and construction materials.
- Metal recycling not intended to be a significant part of the operation; all metal to be collected in on-site containers and removed to scrap metal dealers.
- It has always been the owner's intention to rehabilitate the property but in order to do so the recycling operation is needed. This allows an income stream to be created at the same time of remediation.
- Attempts of remediation is probably underestimated at 1 million dollars.
- Further industrial land use would require extensive rehabilitation and improvements to the property. Such improvements can be expected to have a positive impact on the surrounding properties.
- There's an opportunity for all involved to clean up what is one of the worst sites in Kelowna:
 - o Need to be willing to work together toward a realistic solution
 - o Return of \$30,000.00 bond from ALC has been demanded based on City's refusal to work with Applicant to date
 - o Applicant willing to post a \$125,000 bond to ensure post-operation remediation
- Responded to questions from Council.

Staff:

- Responded to questions from Council.

A motion by Councillor Singh to move the alternate staff recommendation of support was lost due to the lack of a seconder.

Moved By Councillor Donn/Seconded By Councillor Gray

R877/17/10/30 THAT Agricultural Land Reserve Appeal No. A16-0011 for Lot 2, Section 1, TWP 23, ODYD Plan KAP546, located at 1040 Old Vernon Rd, Kelowna for a non-farm use of agricultural land in the Agricultural Land Reserve pursuant to Section 20(3) of the Agricultural Land Commission Act, NOT be supported by Council;

AND THAT Council directs Staff NOT to forward the subject application to the Agricultural Land Commission for consideration.

Carried

Councillor Singh - Opposed

3.3 982 Old Vernon Rd, A17-00003 - Jeetender Kandola and Manraj Kandola

Staff:

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

Moved By Councillor Sieben/Seconded By Councillor Singh

R878/17/10/30 THAT Council invite the Applicant to address Council to answer questions.

Carried

Jeetender Kandola and Manraj Kandola, Old Vernon Road

- Confirmed that the intent was to purchase the property and operate the sawmill on-site.
- Advised that receivers seized the saw mill equipment due to bankruptcy of the previous owner.

Staff:

- Responded to questions from Council.

Moved By Councillor Singh/Seconded By Councillor Gray

R879/17/10/30 THAT Agricultural Land Reserve Appeal No. A17-0003 for Lot 3 Section 1 TWP 23 ODYD Plan 546, located at 982 Old Vernon Road, Kelowna for a non-farm use of agricultural land in the Agricultural Land Reserve pursuant to Section 20(3) 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.

Defeated

Mayor Basran, Councillors Donn, DeHart, Sieben and Stack

The meeting recessed at 4:14 p.m.

The meeting reconvened at 4:24 p.m.

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

Mayor advised that Items 4.1 and 4.2 will be coming to a Tuesday evening meeting.

- 4.1 **TA17-0009 (BL11426) - Multiple Dwelling Housing Amendments**
- 4.2 **2673 Gore St, Z17-0025 (BL11427) - Stanley Tessmer**

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

- 5.1 **1745 Chapman Place - Amend Revitalization Tax Exemption Agreement**

Staff:

- Provided an overview of the amendment to the Revitalization Tax Agreement with Ki-Low-Na Friendship Society

Moved By Councillor Sieben/Seconded By Councillor Singh

R880/17/10/30 THAT Council authorize staff to amend the Revitalization Tax Exemption Agreement RTE16-0006 with Ki-Low-Na Friendship Society for Strata Lots 1 through 86 of Strata Plan EPS3899, District Lot 139, Osoyoos Division Yale District at 1745 Chapman Place, Kelowna, BC, in the form attached to the report from the Planner Specialist, dated October 30, 2017;

AND FURTHER THAT the Mayor and City Clerk be authorized to execute all documents necessary to complete this transaction.

Carried

5.2 New Purchasing Bylaw No. 11477

Staff:

- Provided an overview of the proposed changes within the draft Purchasing Bylaw and responded to questions from Council.

Moved By Councillor Given/Seconded By Councillor Stack

R881/17/10/30 THAT Council receive for information, the Report from the Purchasing Manager, dated October 30, 2017 regarding approval of a new Purchasing Bylaw No. 11477

AND THAT Purchasing Bylaw No. 11477 be forwarded for reading consideration

AND FURTHER THAT Purchasing Bylaw No. 9590 be rescinded

Carried

5.3 BL11477 - Purchasing Bylaw

Moved By Councillor DeHart/Seconded By Councillor Stack

R882/17/10/30 THAT Bylaw No. 11477 be read a first, second and third time.

Carried

5.4 Good Neighbour Bylaw

Staff:

- Displayed a PowerPoint Presentation summarizing the draft Good Neighbour Bylaw and responded to questions from Council.

Moved By Councillor Stack/Seconded By Councillor Given

R883/17/10/30 THAT Council receive for information, the Report from the Risk Manager dated October 23, 2017 regarding the creation of the "Good Neighbour Bylaw" No. 11500, including providing for nuisance abatement fees and consolidating existing City bylaws;

AND THAT Council gives reading consideration to Bylaw No. 11500 being the Good Neighbour Bylaw;

AND FURTHER THAT Council gives reading consideration to Bylaw No. 11503 being Amendment No. 19 to Bylaw Notice Enforcement Bylaw No. 10475.

Carried

5.5 BL11500 - Good Neighbour Bylaw

Moved By Councillor Stack/Seconded By Councillor DeHart

R884/17/10/30 THAT Bylaw No. 11500 be read a first, second and third time.

Carried

5.6 BL11503 - Amendment No. 18 to Bylaw Notice Enforcement Bylaw No. 10475

Moved By Councillor Stack/Seconded By Councillor DeHart

R885/17/10/30 THAT Bylaw No. 11503 be read a first, second and third time.

Carried

5.7 Corporate Sponsorship & Advertising Policy, No. 376

Staff:

- Displayed a PowerPoint Presentation summarizing the proposed policy for the Corporate Sponsorship and Advertising pilot program and responded to questions from Council.

Moved By Councillor Sieben/Seconded By Councillor Donn

R886/17/10/30 THAT Council receives for information the report from the Sponsorship & Advertising Manager dated October 30, 2017 regarding the establishment of a Corporate Sponsorship & Advertising Policy;

AND THAT Council approve the City of Kelowna Corporate Sponsorship & Advertising Policy No. 376 as attached to this report.

Carried

5.8 Community Engagement Process – Agricultural Water Rate Design

Staff:

- Displayed a PowerPoint Presentation summarizing the engagement strategy for the new water rate design for agricultural customers and responded to questions from Council.

Moved By Councillor Stack/Seconded By Councillor DeHart

R887/17/10/30 THAT Council receive for information the report from the Utility Services Manager dated October 30, 2017 with respect to the engagement process for reviewing the Agriculture Water Rate Design.

AND THAT Council directs staff to proceed with the communications and engagement process for gathering feedback and preferences on agriculture water rate design as outlined in the report from the Utility Services Manager dated October 30, 2017.

Carried

Councillor Sieben departed the meeting at 5:20 p.m.

5.9 Grant Application to the National Trade Corridor Fund for the Okanagan Gateway Transportation Plan

Staff:

- Provided an overview of the funding required in order to submit a grant application for the 2017 National Trade Corridor Fund program.

Moved By Councillor DeHart/Seconded By Councillor Donn

R888/17/10/30 THAT Council receives, for information, the report from the Manager, Integrated Transportation, dated October 30, 2017, with respect to the National Trade Corridor Fund Grant Application for the Okanagan Gateway Transportation Plan;

AND THAT Council endorses the grant application to the National Trade Corridor Fund for the Okanagan Gateway Transportation Plan;

AND THAT Council approve the amendment to the 2017 Financial Plan including the \$512,500 project with funding as detailed in the Financial/Budgetary Considerations portion of this report.

Carried

6. Resolutions

6.1 Draft Resolution, re: 2018 Council Meeting Schedule

Moved By Councillor Stack/Seconded By Councillor Donn

R889/17/10/30 THAT the 2018 Council Meeting Schedule be adopted as follows:

Monday Regular Meetings	Public Hearing/Regular Meetings
January 8, 15, 22 and 29	January 9 and 23
February 5, 19 and 26	February 6 and 20
March 5, 12, 19 and 26	March 6 and 20
April 9, 16, 23 and 30	April 10 and 17
May 7, 14 and 28	May 1, 15 and 29
June 4, 11, 18 and 25	June 12 and 26
July 16 and 30	July 17 and 31
August 13 and 27	August 14 and 28
September 6 *, 17 and 24	September 11 and 25
October 1	October 9
November 5 *, 19 and 26	November 20
December 3, 10 and 13 *	December 4

- September 6th – Pre-Budget Council Meeting
- November 5th - Inaugural Council Meeting
- December 13th – 2019 Budget Deliberations

Carried

6.2 Draft Resolution, re: Rescindment and Appointment to the Regional District of Central Okanagan's Board of Directors

Moved By Councillor Stack/Seconded By Councillor Gray

R890/17/10/30 THAT Council rescinds the appointment of Councillor Hodge as an alternate to the Regional District of Central Okanagan's Board of Directors effective November 9, 2017;

AND THAT Council appoints Councillor Hodge as a director to the Regional District of Central Okanagan's Board of Directors effective November 9, 2017.

Carried

7. Bylaws for Adoption (Non-Development Related)

7.1 BL10741 - Amendment No. 9 to Solid Waste Management Regulation Bylaw No. 10106

Moved By Councillor Donn/Seconded By Councillor Given

R891/17/10/30 THAT Bylaw No. 10741 be adopted.

Carried

7.2 BL11439 - Amendment No. 35 to Sewerage System User Bylaw No. 3480

Moved By Councillor Donn/Seconded By Councillor Given

R892/17/10/30 THAT Bylaw No. 11439 be adopted.

Carried

7.3 BL11497 - Road Closure Bylaw - Portion of Lane Adjacent to Gaston Ave

Mayor invited anyone in the public gallery who deems themselves affected by the proposed road closure to come forward.

No one from the gallery came forward.

Moved By Councillor Donn/Seconded By Councillor Gray

R893/17/10/30 THAT Bylaw No. 11497 be adopted.

Carried

8. Mayor and Councillor Items

Councillor Donn:

- Made reference to the proposed local government election contribution legislation.

Councillor Gray:

- Spoke to the upcoming Social Entrepreneurs at Okanagan Changemakers' event at the Community Theatre, Thursday, November 2nd.

Mayor Basran:

- Kelowna has been recognized as one of the Intelligent Community Forum's Smart 21 Communities for 2018. The Forum identified the 21 smartest cities in the world when it comes to its approach to investment in technology to address community goals.
- The Legion Poppy Campaign is underway and is in need of volunteers for poppy distribution and encouraged the community to help support the campaign.

9. Termination

This meeting was declared terminated at 5:31 p.m.

Mayor

/acm

City Clerk

REPORT TO COUNCIL



Date: November 6, 2017

File: 0610-53

To: City Manager

From: Amber Gilbert, Recreation Technician, Active Living & Culture

Subject: 43rd Annual Civic & Community Awards, Nomination Period

Recommendation:

THAT Council receives as information the memo from the Active Living & Culture, Recreation Technician dated November 6, 2017, which outlines the 43rd Annual Civic & Community Award categories and nomination period.

Purpose:

To announce the opening of the nomination period for the 43rd Annual Civic & Community Awards.

Background:

The City of Kelowna's Annual Civic & Community Awards is overseen by a Steering Committee made up of members of the community and a representative from City Council. The Steering Committee provides direction to three sub-committees including; Nominating Committee, Sports Committee and Selection Committees.

The awards ceremony and celebration is held in recognition of outstanding achievements and contributions that directly benefited Kelowna over the past year.

The nomination period for the 43rd Annual Civic & Community Awards commences on November 6, 2017 and remains open until Friday January 26, 2018.

Nomination forms and criteria for all categories are available on the City's website, with hard copy forms available at City Hall, the Parkinson Recreation Centre, and all city Libraries. Nominations may be submitted on-line, by e-mail, or in person at the Parkinson Recreation Centre, 1800 Parkison Way.

Visit kelowna.ca/our-community for more information.

The addition of a scholarship fund was introduced in 2014, for the Young Female and Young Male Volunteer of the Year award categories. The Dillon Thomas Budd Youth Scholarship will be awarded to the male and female volunteer finalists following the awards night.

Other award categories that are part of the annual event but are not part of this nomination call include the Anita Tozer Memorial Award which is selected by City Council and the Augie Ciancone Memorial Award which recognizes the top male and female high school athletes as selected through the Okanagan Central Schools Athletic Association.

The 43rd annual awards night will be held on Thursday April 26, 2018, at the Kelowna Community Theatre. The Mayor's Reception will be held on Sunday April 15, 2018, at the Laurel Packing House. The reception is a special function for Mayor and Council to honour each finalist with a plaque from the city.

Each year the award recipients are further recognized at Jim Stuart Park, with their names on an individual name plate. At the conclusion of the next Civic Awards event the name plates are replaced with the current year's award recipients.

Award categories, criteria and 2016 recipients include:

Category	Criteria	2016 Recipient
Teen Honour in the Arts/ Honour in the Arts	Awarded to an adult and youth who has made outstanding contributions to Kelowna through cultural and/or artistic efforts	Andrew Kates & Karen Close
Augie Ciancone Memorial Award. (not part of this call for nominations)	Most outstanding male and female high school athlete of the year, in the area of the Central Okanagan.	Fynn McCarthy & Ashlyn Day
Young Male and Young Female Volunteer of the year	Awarded to a young male and young female in recognition of their overall outstanding voluntary contributions to Kelowna.	Andrew Kates & Gabriella Rubio
Bob Giordano Memorial Award	Awarded to an individual who has contributed significantly to Kelowna through voluntary service to amateur sport, such as coaching or administrative support.	Kendall Gross
Male and Female Athlete of the Year	Awarded to the athlete (amateur or professional) who brought the greatest amount of recognition to Kelowna.	Rostam Turner & Taylor Ruck
Bryan Couling Memorial Award, Athletic Team of the Year	Awarded to the Kelowna based team (amateur or professional) who brought the greatest amount of recognition to Kelowna.	The KSS (AAAA) Senior Boys Basketball Team
Champion for the Environment	Awarded to an individual and a business whose actions and achievements have shown outstanding environmental leadership or innovative contributions having a direct benefit on the city of Kelowna.	Nancy Mora Castro & Spider Agile Tech.
The Central Okanagan Foundation, Volunteer Organization of the Year	Awarded to a Kelowna volunteer organization that has provided outstanding community services with direct benefits to the city of Kelowna.	The Kelowna Gospel Mission

The Corporate Community of the Year, Small businesses and Medium to Large Businesses	Awarded to the Kelowna businesses that have provided outstanding support for employee volunteerism in addition to financial contributions and initiatives having a direct benefit on the city of Kelowna.	Third Space Coffee Inc. & Costco Wholesale Kelowna
The Fred Macklin Memorial Award, Man of the Year	Awarded to a man in recognition of his overall outstanding voluntary contributions to the city of Kelowna.	Garry Benson
The Sarah Donalda Treadgold Memorial Award, Woman of the Year	Awarded to a woman in recognition of her overall outstanding voluntary contributions to the city of Kelowna.	Kelly Taverner
The Anita Tozer Memorial Award (not part of this call for nominations)	Bestowed by city council, awarded to an individual or a group in recognition of an extraordinary and positive contribution to the quality of life in Kelowna.	Murli Pendharkar

Internal Circulation: Divisional Director, Active Living and Culture; Communications Advisor

Communications Considerations: Communications & Information Services to distribute news releases.

Considerations not applicable to this report:

Legal/Statutory Authority

Legal/statutory Procedural Requirements

Existing Policy

Financial/Budgetary Considerations

Personnel Implications

Technical Requirements

External Agency/Public Comments

Alternate Recommendation

Submitted by:

Amber Gilbert, Recreation Technician, Active Living and Culture

Approved for inclusion: J. Gabriel, Divisional Director, Active Living and Culture

Attachments:

PowerPoint Presentation- 43rd Annual Civic & Community Awards Nomination Period

Cc: Divisional Director, Active Living and Culture
Divisional Director, Communications & Information Services



43rd Annual Civic & Community Awards



The City of Kelowna's Civic & Community Awards

- ▶ Recognizing and celebrating individuals, businesses and organizations for their volunteerism and outstanding achievements.
- ▶ Making a significant contribution to our community in the year 2017.



Nomination period

- ▶ Nomination period:
 - ▶ Nov. 6 – Jan. 26, 2018
- ▶ All nomination forms and info available on-line,
www.kelowna.ca/our-community
- ▶ Three easy ways to nominate:
 - ▶ Online submission
 - ▶ Email
 - ▶ Drop-off at the Parkinson Rec. Centre

Completing the nomination form

- ▶ Selections are based on achievements and contributions in 2017
- ▶ Award selections are based on the information provided in the nomination package
- ▶ Finalists will be announced in early March.

43rd Annual Civic & Community Awards

*Thursday April 26, 2018
at the Kelowna Community Theatre*





Questions?

For more information, visit kelowna.ca.

REPORT TO COUNCIL



Date: November 6, 2017

RIM No. 1250-30

To: City Manager

From: Community Planning Department (LG)

Application: Z17-0073 **Owners:** Jason Hymers
Rhonda Hymers

Address: 343 Christleton Avenue **Applicant:** Birte Decloux (Urban Options
Planning & Permits)

Subject: Rezoning Application

Existing OCP Designation: S2RES – Single / Two Unit Residential

Existing Zone: RU1 – Large Lot Housing

Proposed Zone: RU1c – Large Lot Housing with Carriage House
RU2c – Medium Lot Housing with Carriage House

1.0 Recommendation

THAT Rezoning application No. Z17-0073 to amend the City of Kelowna Zoning Bylaw No. 8000 by changing the zoning classification of portions of Lot 2 District Lot 14 ODYD Plan 6701 located at 343 Christleton Avenue, Kelowna, BC from the RU1 – Large Lot Housing zone to the RU1c – Large Lot Housing with Carriage House zone and the RU2c - Medium Lot Housing with Carriage House zone be considered by Council as per Map B;

AND THAT the Rezoning Bylaw be forwarded to a Public Hearing for further consideration;

AND THAT final adoption of the Rezoning Bylaw be considered subsequent to the requirements of the Development Engineering Department being completed to their satisfaction;

AND FURTHER THAT final adoption of the Rezoning Bylaw be considered subsequent to the issuance of a Preliminary Layout Review Letter by the Approving Officer.

2.0 Purpose

To rezone the subject parcel to facilitate a two-lot residential subdivision.

3.0 Community Planning

Staff supports the proposal to rezone the subject parcel from the RU1 zone to the RU1c and RU2c zones. The owners would like to subdivide the lot to develop a single dwelling house and carriage house on each

parcel. The lot is not wide enough for two RU1c lots, but it does meet and exceed the minimum lot widths for one RU1c lot and one RU2c lot.

The Future Land Use of the parcel is S2RES – Single / Two Unit Residential, and the RU1c and RU2c zones are appropriate for this designation. Apart from the hospital and the Health District located to the north of this site, the future land use of the entire surrounding area is S2RES. The rezoning proposal is also consistent with OCP policies that support compact urban form, sensitive infill, and carriage house development.

In fulfilment of Council Policy No. 367, the applicant completed public notification and consultation with property owners within 50 metres of the subject property.

4.0 Proposal

4.1 Background

The subject parcel is double-fronting, located between Christleton Avenue and Robin Way. The lot is amongst the largest in its neighbourhood and currently contains a single dwelling house. The existing house was previously listed on the Heritage Register but was removed in 2015 and is in a poor state of repair. It will be demolished prior to any future construction.

4.2 Project Description

The intent of this application is to rezone the parcel in order to divide the lot into two parcels without the need for lot width variances. The westernmost lot would be zoned RU1c and the easternmost lot would be zoned RU2c. Each new parcel would contain a single dwelling house and a carriage house, and each of the four dwelling units would face a street. No development permits are required for the dwelling units, and no variances are anticipated at this time.

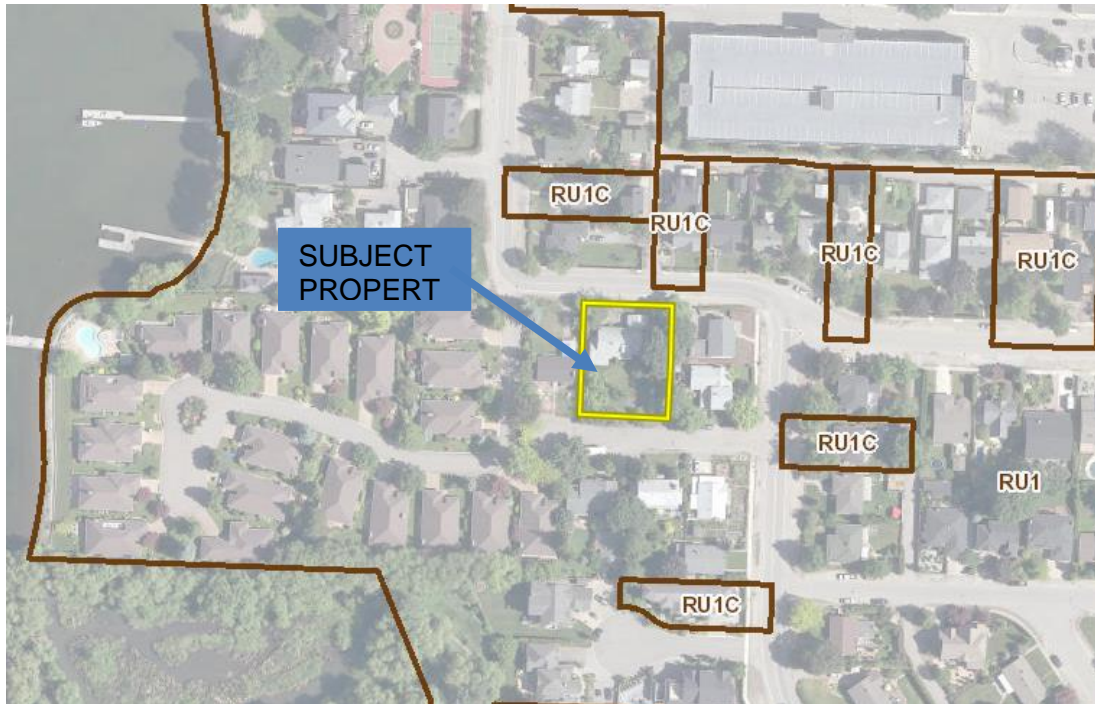
4.3 Site Context

The subject property is located at the intersection of Christleton Avenue and Abbott Street. The area is characterized primarily by single family dwellings, with the Kelowna General Hospital campus is located to the northeast. The property is within walking distance to Pandosy Street and its many amenities.

Specifically, adjacent land uses are as follows:

Orientation	Zoning	Future Land Use
North	RU1 – Large Lot Housing RU1c – Large Lot Housing with Carriage House	S2RES – Single / Two Unit Residential HLTH – Health District
East	RU1 – Large Lot Housing RU1c – Large Lot Housing with Carriage House	S2RES – Single / Two Unit Residential HLTH – Health District
South	RU1 – Large Lot Housing RU1c – Large Lot Housing with Carriage House	S2RES – Single / Two Unit Residential
West	RU1 – Large Lot Housing	S2RES – Single / Two Unit Residential

Map 1: Surrounding Area and Existing Zones



Map 2: Subject Property



5.0 Current Development Policies

5.1 Kelowna Official Community Plan (OCP)

Development Process

Compact Urban Form.¹ Develop a compact urban form that maximizes the use of existing infrastructure and contributes to energy efficient settlement patterns. This will be done by increasing densities (approximately 75 - 100 people and/or jobs located within a 400 metre walking distance of transit stops is required to support the level of transit service) through development, conversion, and re-development within Urban Centres (see Map 5.3) in particular and existing areas as per the provisions of the Generalized Future Land Use Map 4.1.

Sensitive Infill.² Encourage new development or redevelopment in existing residential areas to be sensitive to or reflect the character of the neighbourhood with respect to building design, height and siting.

Carriage Houses & Accessory Apartments.³ Support carriage houses and accessory apartments through appropriate zoning regulations.

6.0 Technical Comments

6.1 Building & Permitting Department

No comments.

6.2 Development Engineering Department

See attached memo dated August 4, 2017.

6.3 Fortis BC (Electric)

There are FortisBC Inc (Electric) ("FBC(E)") primary distribution facilities along Christleton Avenue. The applicant is responsible for costs associated with changes to the subject property, as well as the provision of appropriate land rights where required.

7.0 Application Chronology

Date of Application Received: June 22, 2017
Date Public Consultation Completed: August 15, 2017

Report prepared by: Lindsey Ganczar, Community Planning Supervisor

Approved for Inclusion: Terry Barton, Urban Planning Manager

Attachments:

1. Proposed Site Plan
2. Map 'B'
3. Development Engineering Memo

¹ City of Kelowna Official Community Plan, Policy 5.2.3 (Development Process Chapter).

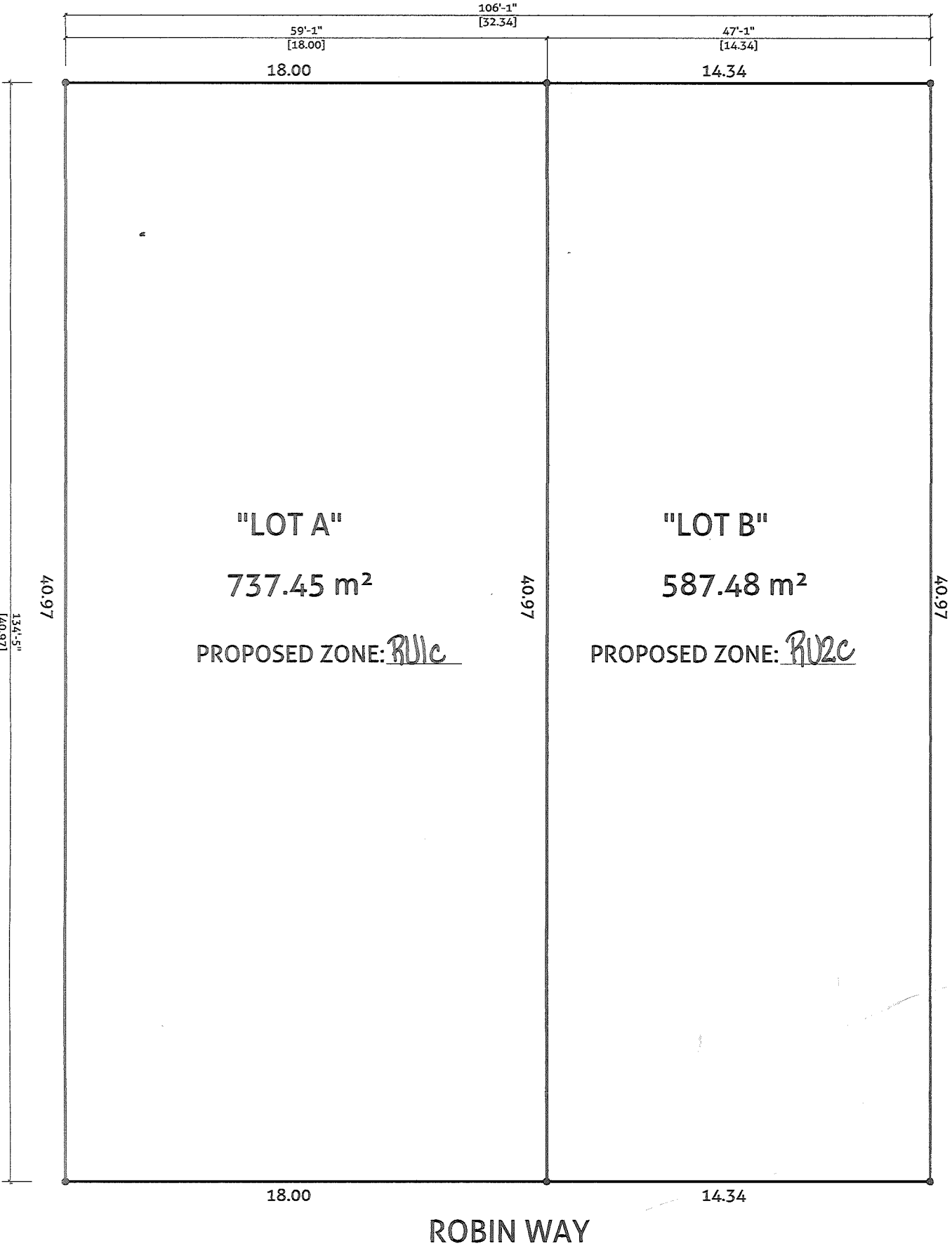
² City of Kelowna Official Community Plan, Policy 5.2.6 (Development Process Chapter).

³ City of Kelowna Official Community Plan, Policy 5.2.12 (Development Process Chapter).

CHRISTLETON AVE.



PROPERTY ADDRESS
343 CHRISTLETON AVE
CURRENT ZONE: RU1





ROSE AVE

ATWOOD PL

Subject Property Notes:

Rezone a portion of the subject property from RU1 - Large Lot Housing to RU1c - Large Lot Housing with Carriage House.

CHRISTLETON AVE



ROBIN WAY

Subject Property Notes:

Rezone a portion of the subject property from RU1 - Large Lot Housing to RU2c - Medium Lot Housing with Carriage House.

BIRCH

MAP "B" PROPOSED ZONING
File Z17-0073

-  RU1 to RU1c
-  RU1 to RU2c

This map is for general information only.
The City of Kelowna does not guarantee its
accuracy. All information should be verified.

0 12.5 25 Metres



Rev. Monday, October 23, 2017

CITY OF KELOWNA

MEMORANDUM

Date: August 4, 2017
File No.: Z17-0073 / S17-0070

To: Urban Planning (LG)

From: Development Engineering Manager (JK)

Subject: 343 Christleton Ave

RU1 to RU1c & RU2c

Development Engineering Department have the following comments and requirements associated with this application. The road and utility upgrading requirements outlined in this report will be a requirement of this development.

The Development Engineering Technologist for this project is Jason Angus.

1. General

- a) The postal authorities must be contacted to determine whether or not a "community mailbox" will be utilized. Please contact the Canadian Post Corporation, Delivery Services, P.O. Box 2110, Vancouver, B.C. V6B 4Z3 (604) 662-1381 in this regard.
- b) Where there is a possibility of a high water table or surcharging of storm drains during major storm events, non-basement homes may be required. This must be determined by the engineer and detailed on the Lot Grading Plan required in the drainage section

2. Domestic Water and Fire Protection

- a) The property is located within the City of Kelowna service area.
- b) The existing 19mm PVC water service can be utilised to service proposed Lot B
- c) A new 19mm water service will be needed to service the newly proposed Lot. (Lot A)
- d) One new water services can be provided at the applicant's cost prior to subdivision approval. **The applicant will be required to sign a Third Party Work Order for the cost of the new service requirements.** For estimate inquiry's please contact Jason Angus at jangus@kelowna.ca or phone 250-469-8783.

3. Sanitary Sewer

- a) The existing 100mm diameter service can be utilised to service proposed Lot B
- b) A new 100mm diameter service will be needed to service the newly proposed Lot (Lot A)
- c) One sanitary service can be provided at the applicant's cost prior to subdivision

approval. **The applicant will be required to sign a Third Party Work Order for the cost of the new service requirements.** For estimate inquiry's please contact Jason Angus at jangus@kelowna.ca or phone 250-469-8783.

4. Storm Drainage

- a) The developer must engage a consulting civil engineer to provide a storm water management plan for this site which meets the requirements of the City Storm Water Management Policy and Design Manual. The storm water management plan must also include provision of lot grading plans, minimum basement elevations (MBE), if applicable, and provision of a storm drainage service and recommendations for onsite drainage containment and disposal systems.

5. Road Improvements

- a. Christleton Ave must be upgraded to an urban standard along the full frontage of this proposed development, including curb and gutter, sidewalk, landscaped boulevard complete with street trees drainage system including catch basins, manholes and pavement removal and replacement, street lighting and re-location or adjustment of utility appurtenances if required to accommodate the upgrading construction. The estimated cost of this construction for bonding purposes is **\$24,900.00**
- b. Robin Way must be upgraded to an urban standard along the full frontage of this proposed development, including curb and gutter, sidewalk, landscaped boulevard complete with street trees drainage system including catch basins, manholes and pavement removal and replacement, street lighting and re-location or adjustment of utility appurtenances if required to accommodate the upgrading construction. The estimated cost of this construction for bonding purposes is **\$24,900.00**

6. Subdivision

- a. Grant Statutory Rights of Way if required for utility services.
- b. Dedicate 2.5m width along the full frontage of Christleton Ave
- c. If any road dedication or closure affects lands encumbered by a Utility right-of-way (such as Hydro, Telus, Gas, etc.) please obtain the approval of the utility. Any works required by the utility as a consequence of the road dedication or closure must be incorporated in the construction drawings submitted to the City's Development Manager.

7. Electric Power and Telecommunication Services

- a) All proposed distribution and service connections are to be installed underground.
- b) Streetlights must be installed on Christleton Ave and Robin Way if needed.
- c) Make servicing applications to the respective Power and Telecommunication utility companies. The utility companies are required to obtain the City's approval before commencing construction.
- d) Re-locate existing poles and utilities, where necessary. Remove aerial trespass (es).

8. Geotechnical Report

As a requirement of this application the owner must provide a geotechnical report prepared by a Professional Engineer qualified in the field of hydro-geotechnical survey to address the following:

- (a) Area ground water characteristics.
- (b) Site suitability for development, unstable soils, foundation requirements, etc.
- (c) Drill and / or excavate test holes on the site and install piezometers if necessary. Log test hole data to identify soil characteristics, identify areas of fill if any. Identify unacceptable fill material, analyse soil sulphate content, Identify unsuitable underlying soils such as peat, etc. and make recommendations for remediation if necessary.
- (d) List extraordinary requirements that may be required to accommodate construction of roads and underground utilities as well as building foundation designs.
- (e) Additional geotechnical survey may be necessary for building foundations, etc.

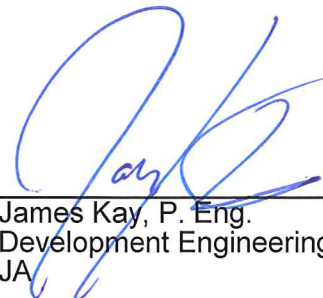
9. Bonding and Levy Summary

- a) Development Cost Charges (DCC's) are payable
- b) Fees per the "Development Application Fees Bylaw" include:
 - i) Survey Monument Fee: **\$50.00** (\$50.00 per newly created lot GST exempt).
 - ii) Survey Monument, Replacement Fee: \$1,200.00 (GST exempt) – only if disturbed.
- c) A hydrant levy charge of **\$250.00** (250.00 per new lot).
- d) New water service for one new lot; **to be determined.**
- e) New sanitary service for one new lot; **to be determined.**
- f) The City wishes to defer the construction of frontage improvements on Christleton Ave and Robin Way which is premature at this time. Therefore, cash-in-lieu of immediate construction is required and the City will initiate the work later, on its own construction schedule. The cash-in-lieu amount is determined to be **\$49,800.00**

10. Development Permit and Site Related Issues

Access and Manoeuvrability

- (i) Access to the newly created lots should be from the Robin Way only.



James Kay, P. Eng.
Development Engineering Manager
JA

CITY OF KELOWNA
BYLAW NO. 11509
Z17-0073 – 343 Christleton Avenue

A bylaw to amend the "City of Kelowna Zoning Bylaw No. 8000".

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

1. THAT City of Kelowna Zoning Bylaw No. 8000 be amended by changing the zoning classification of portions of Lot 14, Lot 14, ODYD Plan 6701 located on Christleton Avenue, Kelowna, B.C., from the RU1 – Large Lot Housing zone to the RU1c – Large Lot Housing with Carriage House zone and the RU2c – Medium Lot Housing with Carriage House zone as per Map B attached to and forming part of this bylaw.
2. This bylaw shall come into full force and effect and is binding on all persons as and from the date of adoption.

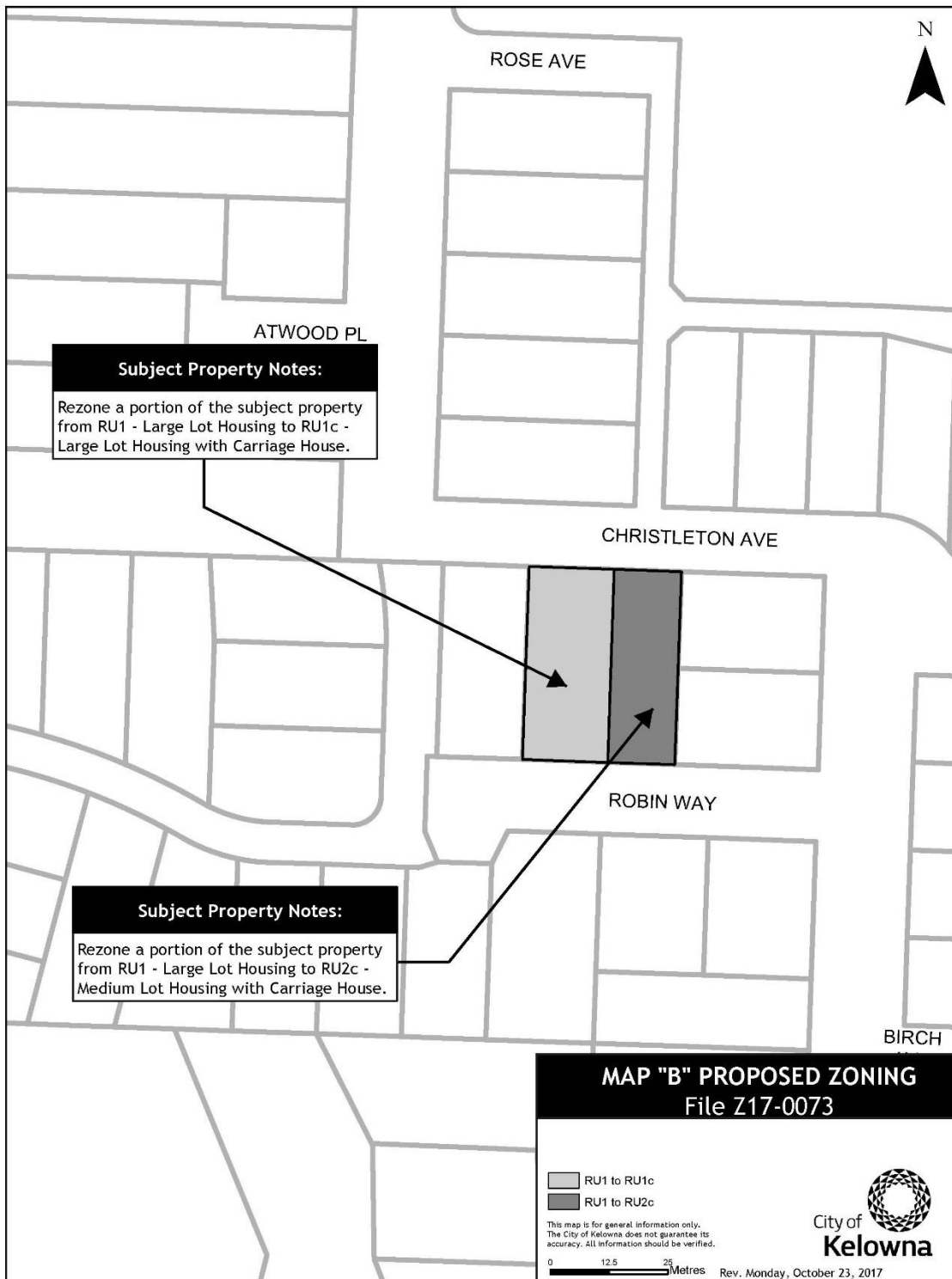
Read a first time by the Municipal Council this

Considered at a Public Hearing on the

Read a second and third time and adopted by the Municipal Council this

Mayor

City Clerk



REPORT TO COUNCIL



Date: November 6, 2017

RIM No. 1250-30

To: City Manager

From: Community Planning Department (TB)

Application: Z17-0066
Owner: James Gerald Theriault
Sheila Theresa Roth

Address: 1888 Abbott Street
Applicant: James G Theriault

Subject: Rezoning Application

Existing OCP Designation: S2RES – Single / Two Unit Residential

Existing Zone: RU1 – Large Lot Housing

Proposed Zone: RU1c – Large Lot Housing with Carriage House

1.0 Recommendation

THAT Rezoning Application No. Z16-0066 to amend the City of Kelowna Zoning Bylaw No. 8000 by changing the zoning classification of Lot 1 District Lot 14 ODYD Plan 3916 located at 1888 Abbott Street, Kelowna, BC from the RU1 – Large Lot Housing zone to the RU1c – Large Lot Housing with Carriage House zone be considered by Council;

AND THAT the Rezoning Bylaw be forwarded to a Public Hearing for further consideration;

AND FURTHER THAT final adoption of the Rezoning Bylaw be considered in conjunction with a Heritage Alteration Permit for the subject property.

2.0 Purpose

To rezone the subject property from RU1 – Large Lot Housing to RU1c – Large Lot Housing with Carriage House to facilitate the conversion of an accessory building to a carriage house.

3.0 Community Planning

Community Planning supports the proposed rezoning from RU1 – Large Lot Housing to RU1c – Large Lot Housing with Carriage House as it is in line with the Official Community Plan (OCP) Future Land Use Designation of S2RES – Single/Two Unit Residential for the subject property. It is also consistent with OCP Urban Land Use Policies of Compact Urban Growth and Sensitive Infill.

The property is located in the Heritage Conservation Area in a neighbourhood that is well serviced and in close proximity to parks, commercial nodes, transit, and employment opportunities. This modest increase in density is appropriate for the neighbourhood and the design is sensitive to the guidelines for the Heritage Conservation Area. Should Council approve the rezoning, Staff will bring forward a Heritage Alteration Permit for Council consideration.

4.0 Proposal

4.1 Background

The subject property features a house that was renovated both inside and outside in 2016. A double car garage was also constructed at that time. The proposed rezoning would convert the existing garage into a carriage house through the addition of a suite above.

4.2 Project Description

The proposed rezoning from RU1 to RU1c would facilitate the development of a carriage house on the subject property. The proposed carriage house is accessed from the lane and includes a 2 car garage. The property is located in the Heritage Conservation Area and has an OCP Future Land use of S2RES – Single/Two Unit Residential. The subject property is suitable for an increase in density as it is located near an urban centre with access to parks, commercial nodes, transit, and employment opportunities.

The proposed rezoning meets the OCP Urban Land Use Policies for Compact Urban Growth and Sensitive Infill. These policies state that growth should occur in areas that are already serviced and have access to employment and transit, and that growth should be designed to be sensitive to the existing character of the neighbourhood. The RU1c density is appropriate in this neighbourhood as it respects the existing heritage character while modestly increasing density near an urban centre. Should Council support this rezoning, Staff will bring forth a Heritage Alteration Permit that has one variance for Council consideration.

4.3 Site Context

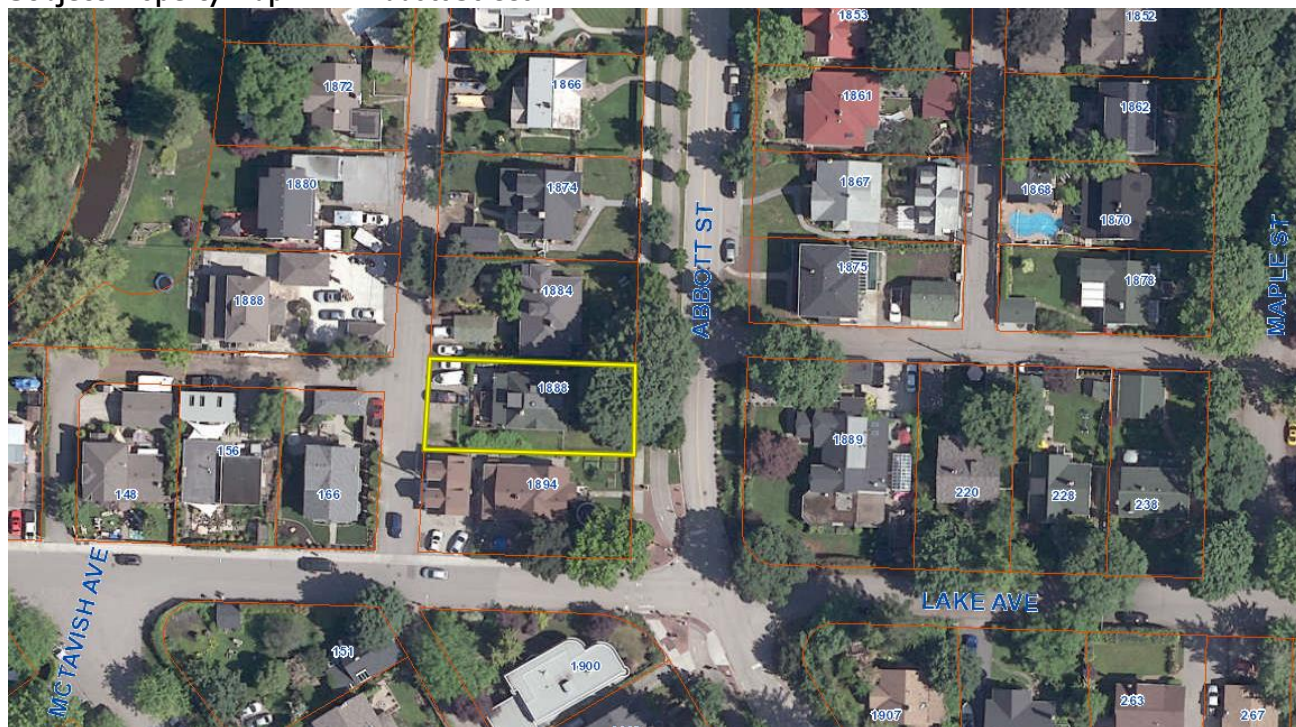
The subject property is located on the west side of Abbott Street in the Heritage Conservation Area. This area is seeing a modest increase in density as there are several other RU1c properties in the area. The neighbourhood is within walking distance to several beach accesses, City Park, and the Downtown Core. Alternate transportation methods are easily accessible with a BC Transit stop on Pandosy, and the Abbott Street Recreation Corridor.

Additional density was recently approved by Council at nearby 1883 Water Street which has been rezoned RM5 – Medium Density Multiple Housing.

Specifically, adjacent land uses are as follows:

Orientation	Zoning	Land Use
North	RU1 – Large Lot Housing	Residential
East	RU1 – Large Lot Housing	Residential
South	RU1c – Large Lot Housing with Carriage House	Residential
West	RU1 – Large Lot Housing	Residential

Subject Property Map: 1888 Abbott Street



5.0 Current Development Policies

5.1 Kelowna Official Community Plan (OCP)

Development Process

Compact Urban Form.¹ Develop a compact urban form that maximizes the use of existing infrastructure and contributes to energy efficient settlement patterns. This will be done by increasing densities (approximately 75 - 100 people and/or jobs located within a 400 metre walking distance of transit stops is required to support the level of transit service) through development, conversion, and re-development within Urban Centres (see Map 5.3) in particular and existing areas as per the provisions of the Generalized Future Land Use Map 4.1.

Sensitive Infill.² Encourage new development or redevelopment in existing residential areas to be sensitive to or reflect the character of the neighbourhood with respect to building design, height and siting.

¹ City of Kelowna Official Community Plan, Policy 5.2.3 (Development Process Chapter).

² City of Kelowna Official Community Plan, Policy 5.22.6 (Development Process Chapter)

6.o Application Chronology

Date of Application Received: July 5, 2017
Date Public Consultation Completed: September 6, 2017

Heritage Advisory Committee: Not Applicable

The above noted application was not reviewed by the Heritage Advisory Committee as development of a carriage house is defined as a minor application in the Heritage Advisory Committee Terms of Reference.

Report prepared by: Trisa Brandt, Planner

Reviewed by: Terry Barton, Urban Planning Manager

Approved for Inclusion: Ryan Smith, Community Planning Department Manager

Attachments:

Attachment "A": Site Plan, Floor Plan, Elevations

This forms part of application

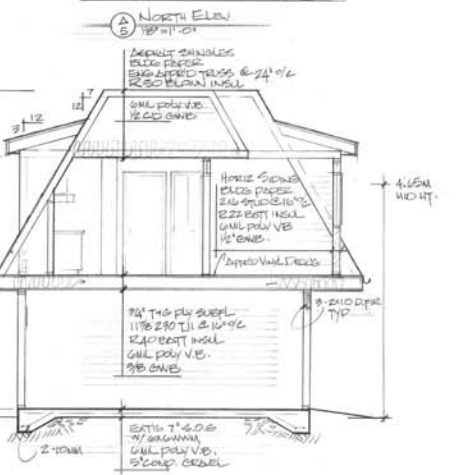
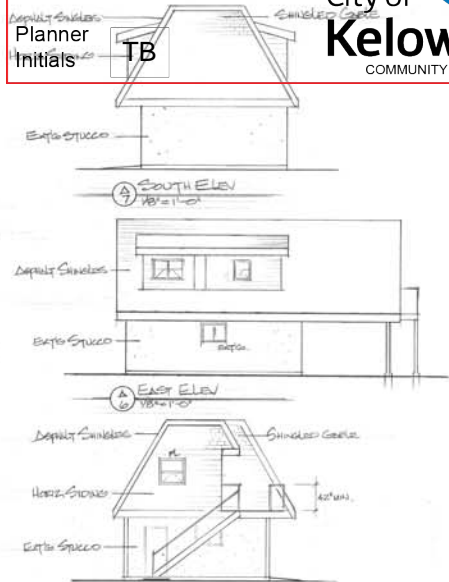
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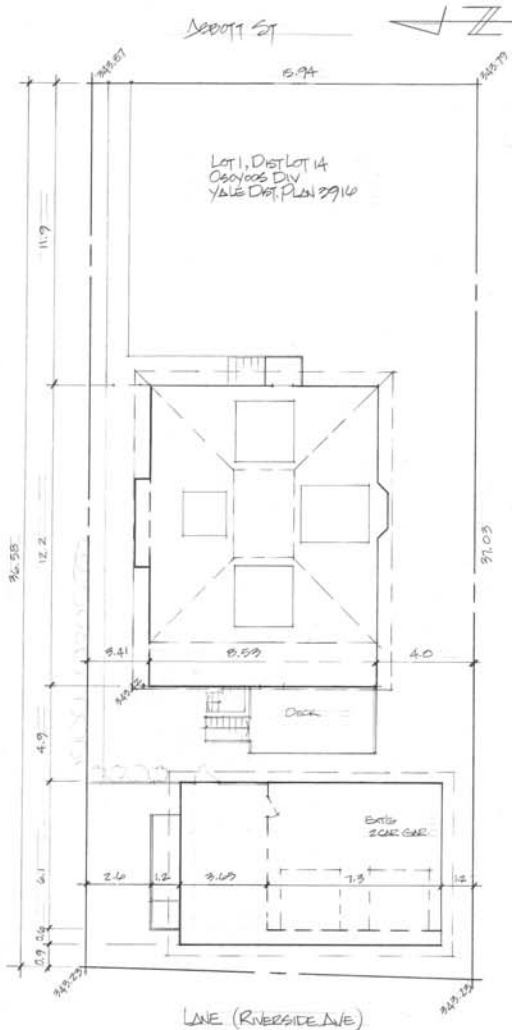
City of
Kelowna
COMMUNITY PLANNING

Applicant's
Planner
Initials

TB



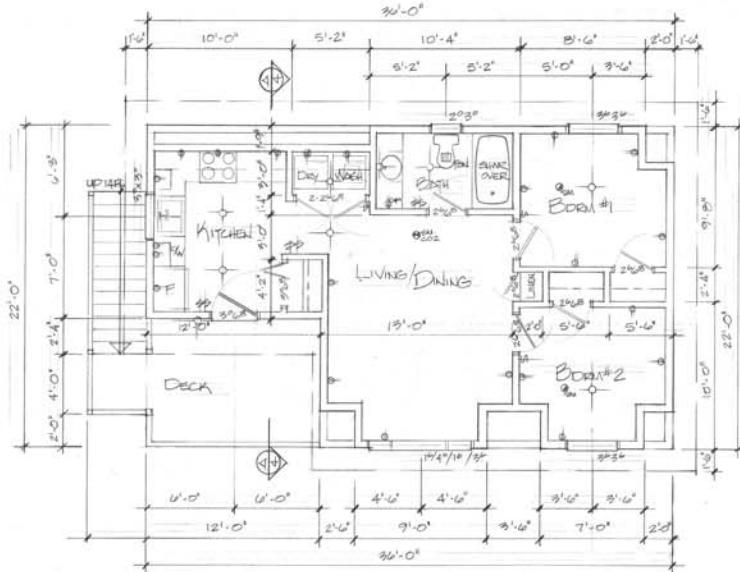
SECTION A-A
1/4" = 1'-0"



SITE PLAN
N.T.S.



WEST ELEVATION
1/4" = 1'-0"



FLOOR PLAN
1/4" = 1'-0"

Proposed Cottage House 1888 Abbott St Kelowna, BC			
DATE NOTED	PROJECT	DATE	BY
10/17/17	1888 ABBOTT ST	10/17/17	PL
SITE PLAN, FLOOR PLAN, SECTION		DRAWING NUMBER	
ELEVATIONS		1	

CITY OF KELOWNA

BYLAW NO. 11511

Z17-0066

1888 Abbott Street

A bylaw to amend the "City of Kelowna Zoning Bylaw No. 8000".

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

1. THAT City of Kelowna Zoning Bylaw No. 8000 be amended by changing the zoning classification of Lot 1, District Lot 14, ODYD, Plan 3916 located on Abbott Street, Kelowna, B.C., from the RU1 – Large Lot Housing zone to the RU1c – Large Lot Housing with Carriage House 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 time by the Municipal Council this

Considered at a Public Hearing on the

Read a second and third time by the Municipal Council this

Approved under the Transportation Act this

Approving Officer – Ministry of Transportation)

Adopted by the Municipal Council of the City of Kelowna this

Mayor

City Clerk

CITY OF KELOWNA
BYLAW NO. 11399
Z17-0016 – 242 Clifton Road

A bylaw to amend the "City of Kelowna Zoning Bylaw No. 8000".

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

1. THAT City of Kelowna Zoning Bylaw No. 8000 be amended by changing the zoning classification of Lot 10, Section 6, Township 23, ODYD, Plan 30121 located on Clifton Road, Kelowna, B.C., from the RR3 – Rural Residential 3 zone to the RU6 – Two Dwelling 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 time by the Municipal Council this 1st day of May, 2017.

Considered at a Public Hearing on the 16th day of May, 2017.

Read a second and third time by the Municipal Council this 16th day of May, 2017.

Adopted by the Municipal Council of the City of Kelowna this

Mayor

City Clerk

Report to Council



Date: November 6, 2017

File: 0410-15

To: City Manager

From: Kari O'Rourke, Community Engagement Manager

Subject: 2017 Citizen Survey Results

Prepared as supplemental to the presentation by Ipsos Public Affairs

Recommendation:

THAT Council receives, for information, the Report from the Community Engagement Manager dated November 6, 2017 with respect to the results of the 2017 Citizen Survey;

AND THAT Council directs staff to conduct the 2018 Citizens Survey in the fall of 2018 to coincide with the new four-year Council term and that subsequent surveys be scheduled every two (2) years.

Purpose:

To present the results of the 2017 Citizen Survey

Background:

Collecting and comparing previous survey results allows elected officials, staff and other interested stakeholders to understand how residents' attitudes and priorities are changing, identify new or emerging issues facing the community and assess the progress the City is making in addressing key issues through statistically significant methodology. The outcomes complement the ongoing engagement and conversations with citizens on a variety of initiatives throughout the year. The previous Citizen Survey was completed in March 2015.

It is recommended another Citizen Survey be completed in the fall of 2018 to provide insight into residents' attitudes and feedback on service delivery to inform the strategic priorities setting exercise for the 2018- 2022 council.

The 2017 telephone survey was conducted through cell phone and landline methodology with the final sample size of 300 adult Kelowna residents, split 60 per cent cell phones and 40 per cent landlines. Quotas were established in order to get more representative data both geographically and

demographically by establishing age, gender and postal code information. The overall survey results are accurate within + or – 5.7 percentage points, 19 times out of 20. The final data has been weighted to reflect the actual population in Kelowna according to 2016 Census data. Ipsos Public Affairs was selected to conduct the survey in order to benchmark Kelowna against other BC municipalities for which it also conducts citizen and quality of life satisfaction surveys.

The 2017 survey focused on seven key areas:

1. Quality of Life
2. Issue Agenda
3. Community Safety
4. City Services and Infrastructure
5. Financial Planning
6. Priority Setting
7. Customer Service

Overall results

Results look positive and residents remain largely satisfied with the services the City provides.

- Good quality of life
- Safe community
- Satisfied with services
- Good value for tax dollars
- Satisfied with customer service

While perceptions of overall quality of life remain high at 94 per cent, this has declined slightly in the past three years; the same is also true when asked about community safety, with a decrease to 90 per cent which should be closely observed.

Top three issues

Open-ended responses from respondents regarding top three issues facing the community see social issues taking the top position by 1 per cent over transportation with growth and development remaining in third position. They are as follows:

- Social issues at 40 per cent
- Transportation at 39 per cent
- Growth and development at 15 per cent

It is worth noting that social issues made a statistically significant gain from 16 per cent in the 2015 survey.

Perception of safety Downtown

For the first time, respondents were asked to indicate frequency of visiting downtown and describe perception of overall safety as directed by Council to support key indicators for the Downtown Plan. In total, 83 per cent of residents say they visit at least once a month and 41 per cent saying at least once a week. Results indicate 80 per cent of all respondents described Downtown as safe, whereas 16 per cent described not very safe and 3 per cent not safe at all.

Top investment priorities

Paired choice analysis identified top priorities for City investment, which include encouraging a diverse supply of housing at different price points, traffic flow management, drinking water, police services, fire services and road maintenance.

The City of Kelowna's water utility provides drinking water to 52 per cent of residents; the majority of the remaining drinking water supply is provided by five independent irrigation districts and 25 small water utilities.

When asked about investing capital dollars into building new or renewing existing infrastructure, respondents were split with renewing at 56 per cent and building new at 41 per cent.

Value for taxes

Value for taxes is consistent with the previous year's results demonstrating 84 per cent of respondents think the overall services and programs are very good to fairly good value and options to increase taxes to enhance or to maintain services at current levels was reported at 62 per cent.

Complete results of the 2017 Citizen Survey are posted on kelowna.ca.

Internal Circulation:

Director of Corporate Strategic Services

Submitted by:

K. O'Rourke, Community Engagement Manager

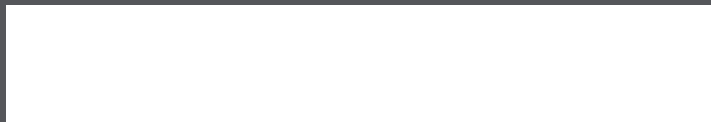
Approved for inclusion:





2017 Citizen Survey

Prepared for the City of Kelowna by:



Presented by: Catherine Knaus

Director, Ipsos

November 6, 2017

Objectives

Gauge public satisfaction with municipal programs and services and gain insight into citizens' service priorities.

Methodology

- Telephone survey conducted with a random and representative sample of 300 adult Kelowna residents.
- Dual frame cell phone/landline sampling.
- Conducted between September 11 and 20, 2017.
- Weighting was employed to balance demographics to ensure that the sample's composition reflects that of the adult Kelowna population according to 2016 Census data.
- MOE: ± 5.7 percentage points, 19 times out of 20.
- Tracking and normative comparisons included where appropriate.

Key Findings



1. Overall, citizens demonstrate predominately positive views of the community and City.
2. While perceptions of overall quality of life remain high, there is a sense this has deteriorated over the past three years.
3. Kelowna continues to be seen as a safe community although residents feel less safe now as compared to three years ago. Perceptions of downtown safety are slightly lower but still high overall.
4. Social issues have become notably more relevant. Residents' number one priority for municipal investment over the next four years is encouraging a diverse supply of housing options at different price points.
5. Transportation issues persist. Traffic flow consistently surfaces as the key transportation priority.
6. While less so than social and transportation, growth and development is also on citizens' minds this year. City growth management is identified as a primary area for improvement.
7. Overall satisfaction with City services remains high. Satisfaction with drinking water quality has increased significantly this year while satisfaction with public transit has gone down.
8. Key financial metrics hold steady. Residents continue to say they receive good value for their taxes and prefer tax increases over service reductions.
9. Overall, residents prioritize renewing existing infrastructure over building new infrastructure although there is appetite for both.
10. The City continues to provide good customer service, with staff's courteousness identified as a service highlight.

QUALITY OF LIFE

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

(Coded Open-Ends, Multiple Responses Allowed)



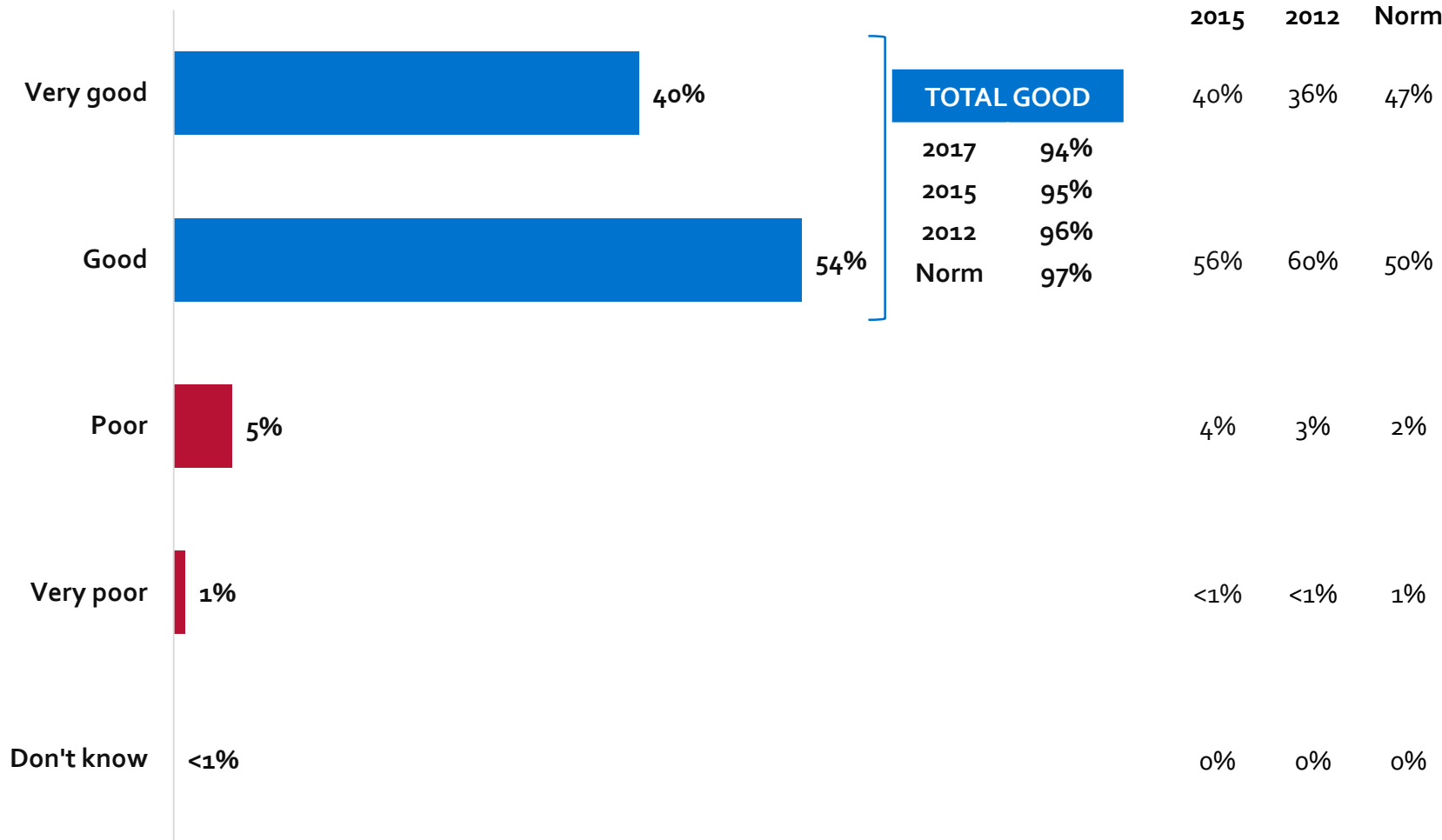
Mentions <4% not shown.

2015 Top Mentions	
Good recreational facilities/opportunities	20%
Convenient location/accessible to everything	15%
Beautiful natural setting	13%
Employment/job opportunities (incl. well paying jobs)	12%
Good amenities and services	12%
Low crime rate/safe	11%
Right size (not too big/small)	11%
Good weather/climate	10%

Q2. There are a number of reasons why people choose to live in one city or area over another. Assuming family and weather are not factors, 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?

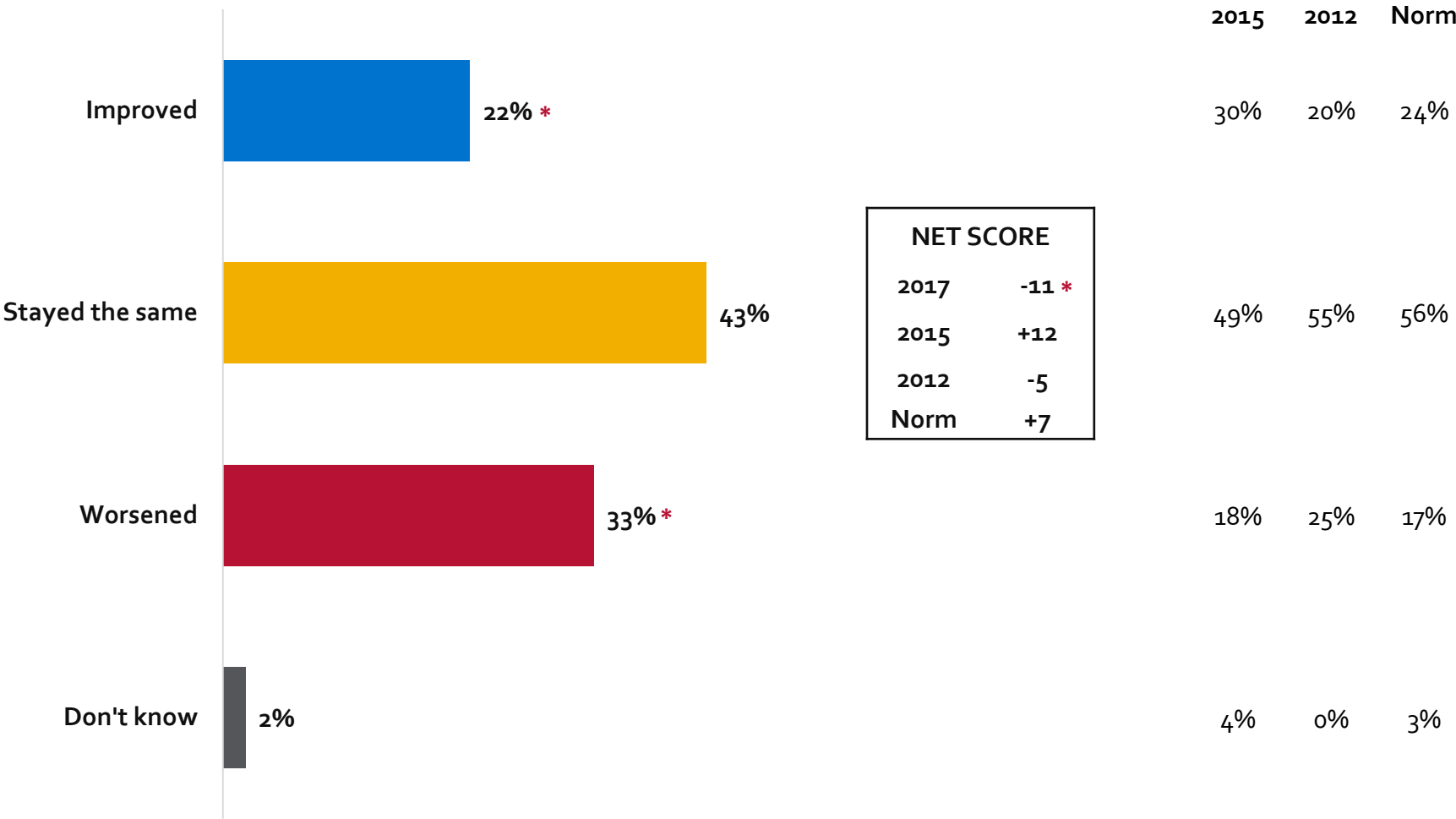
Base: All respondents (n=300)

Overall Quality of Life



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

Change in Quality of Life Past Three Years

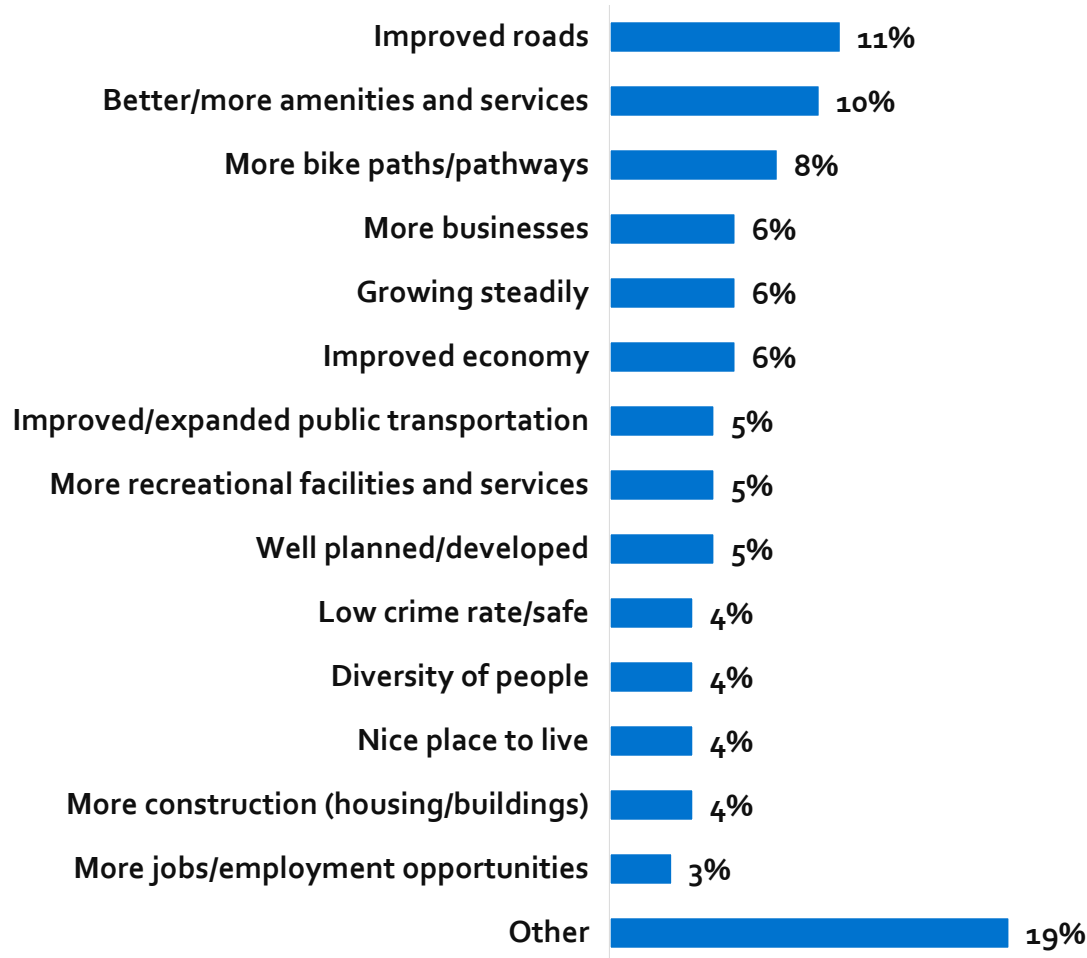


Q4. And, do you feel that the quality of life in the City of Kelowna in the past three years has improved, stayed the same, or worsened?

Base: All respondents (n=300) * = statistically significant change from 2015

Reasons Quality of Life has Improved

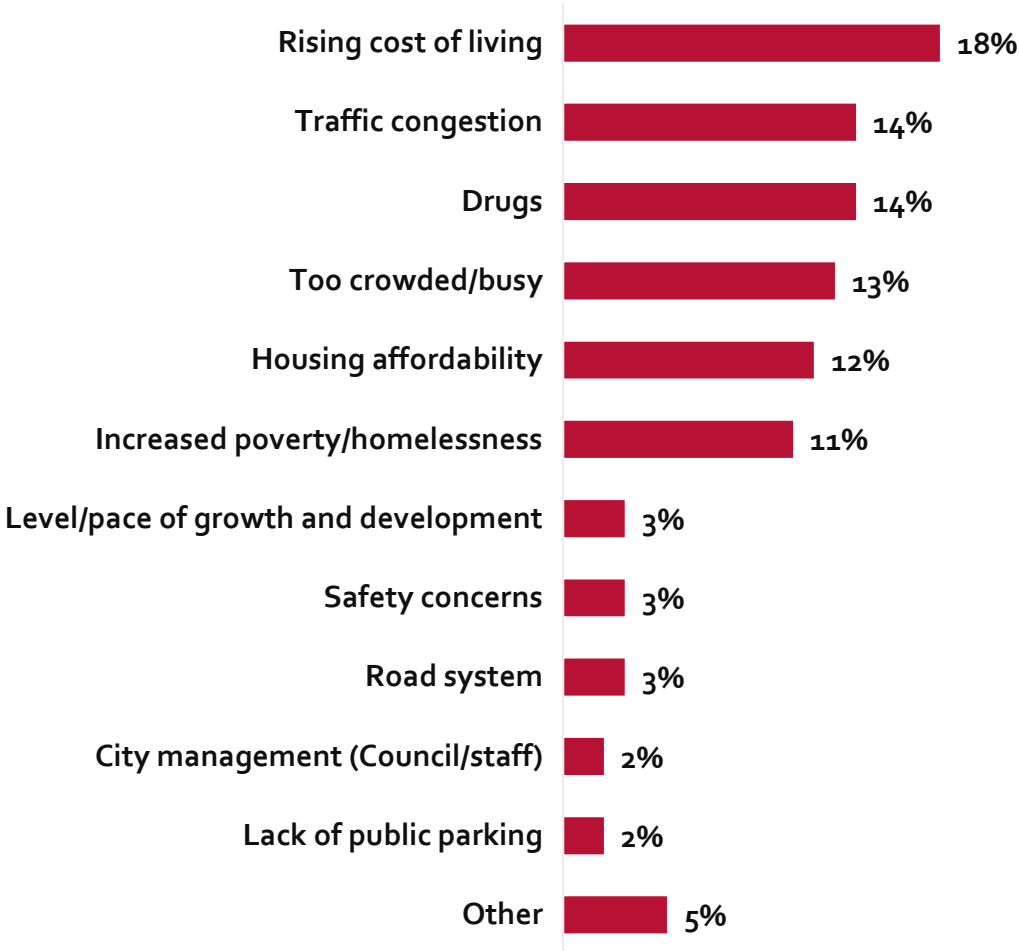
(Among those saying the quality of life has improved) (Coded Open-Ends)



2015 Top Mentions	
Nice place to live	13%
Downtown revitalization/ improvement	12%
Growing steadily	11%
More recreational facilities and services	10%
Well planned/developed	10%

Reasons Quality of Life has Worsened

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

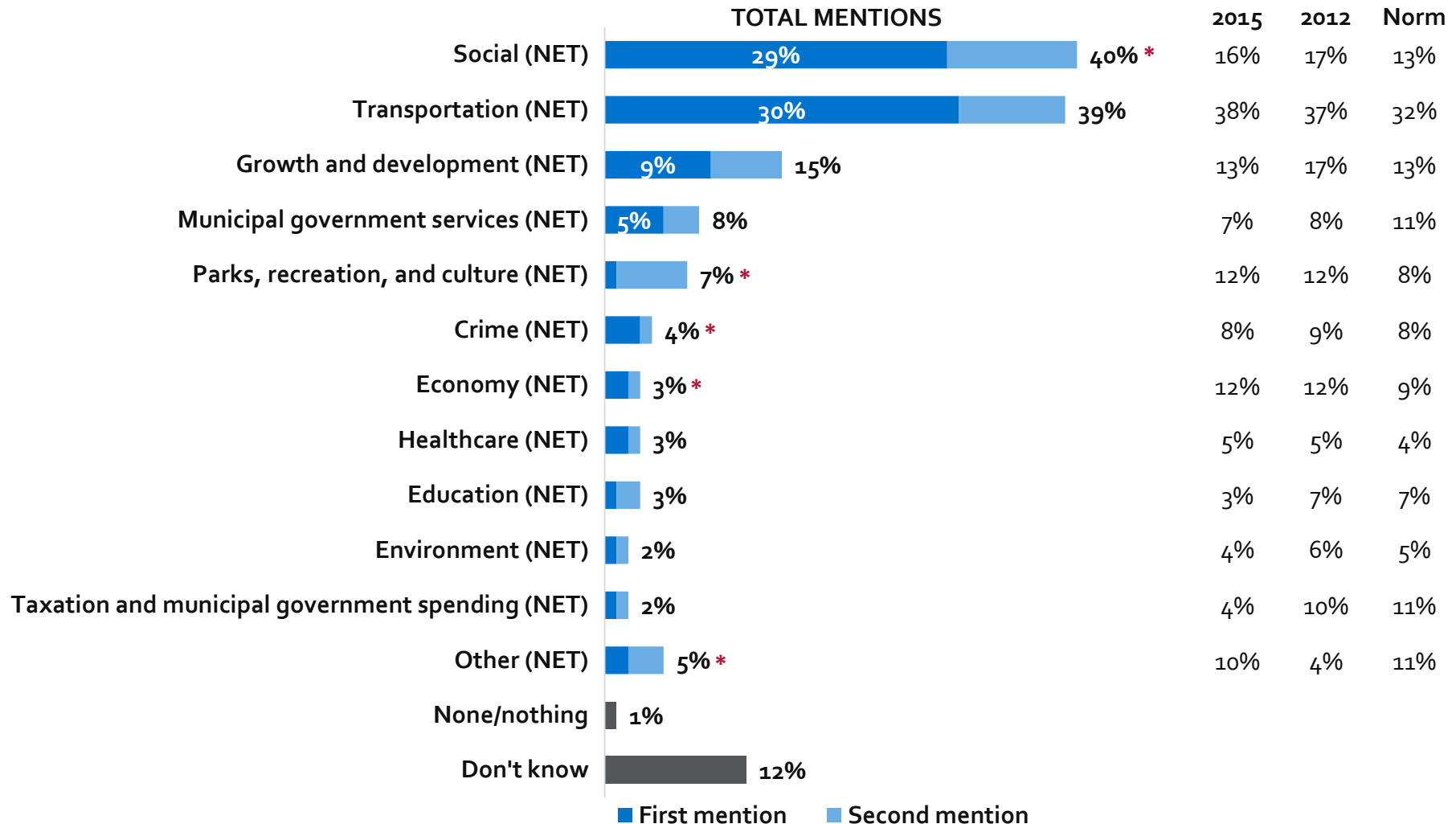


2015 Top Mentions	
Rising cost of living	21%
Unemployment/lack of jobs	17%
Traffic congestion	13%
Too crowded/busy	12%
Negative mentions of staff and Council	10%
Safety concerns	10%
Too much growth/development	10%

ISSUE AGENDA

Important Community Issues

(Coded Open-Ends, Multiple Responses Allowed)



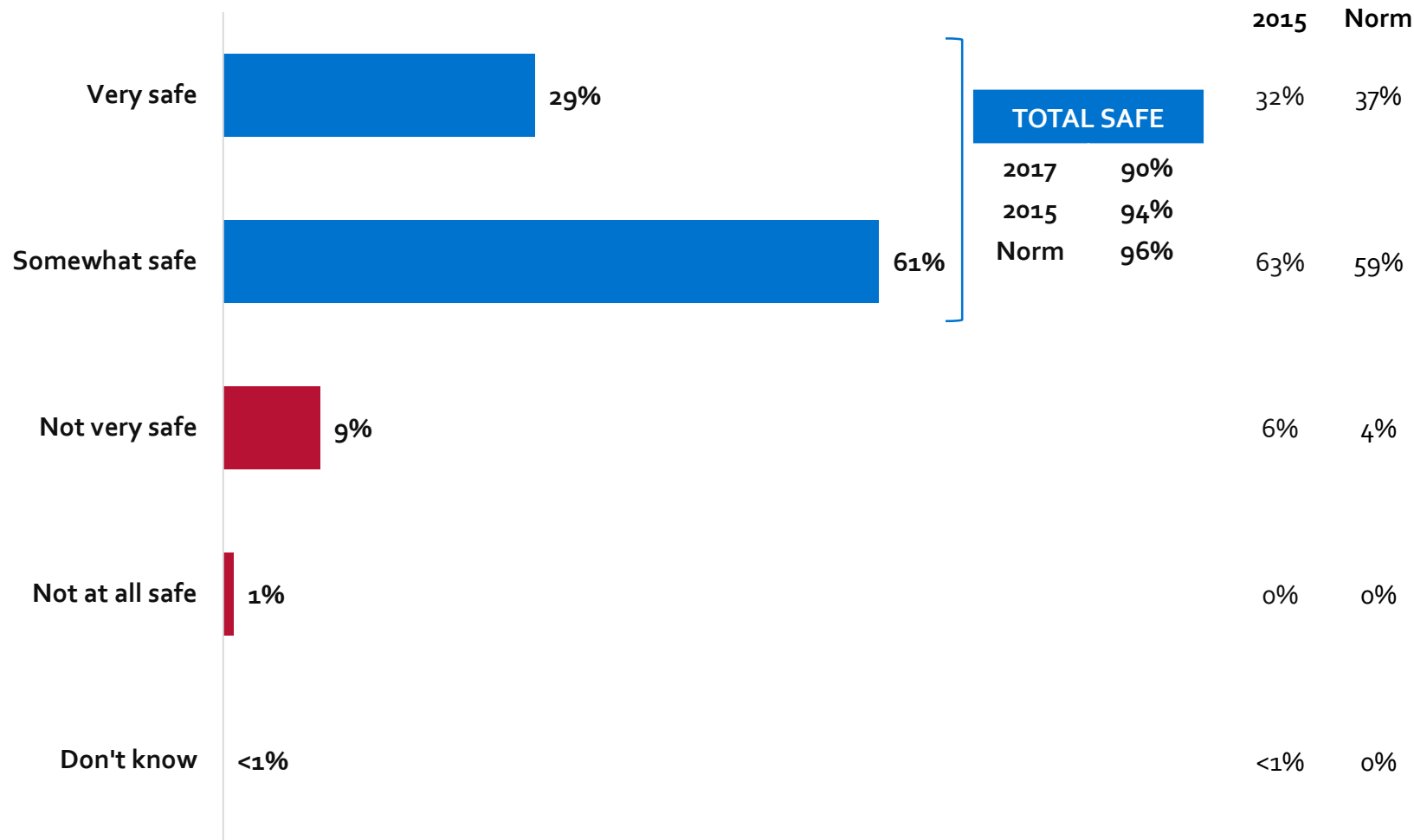
Q1. In your view, as a resident of the City of Kelowna, what is the most important issue facing your community, that is the one issue you feel should receive the greatest attention from local leaders? Are there any other important local issues?

Base: All respondents (n=300)

* = statistically significant change from 2015

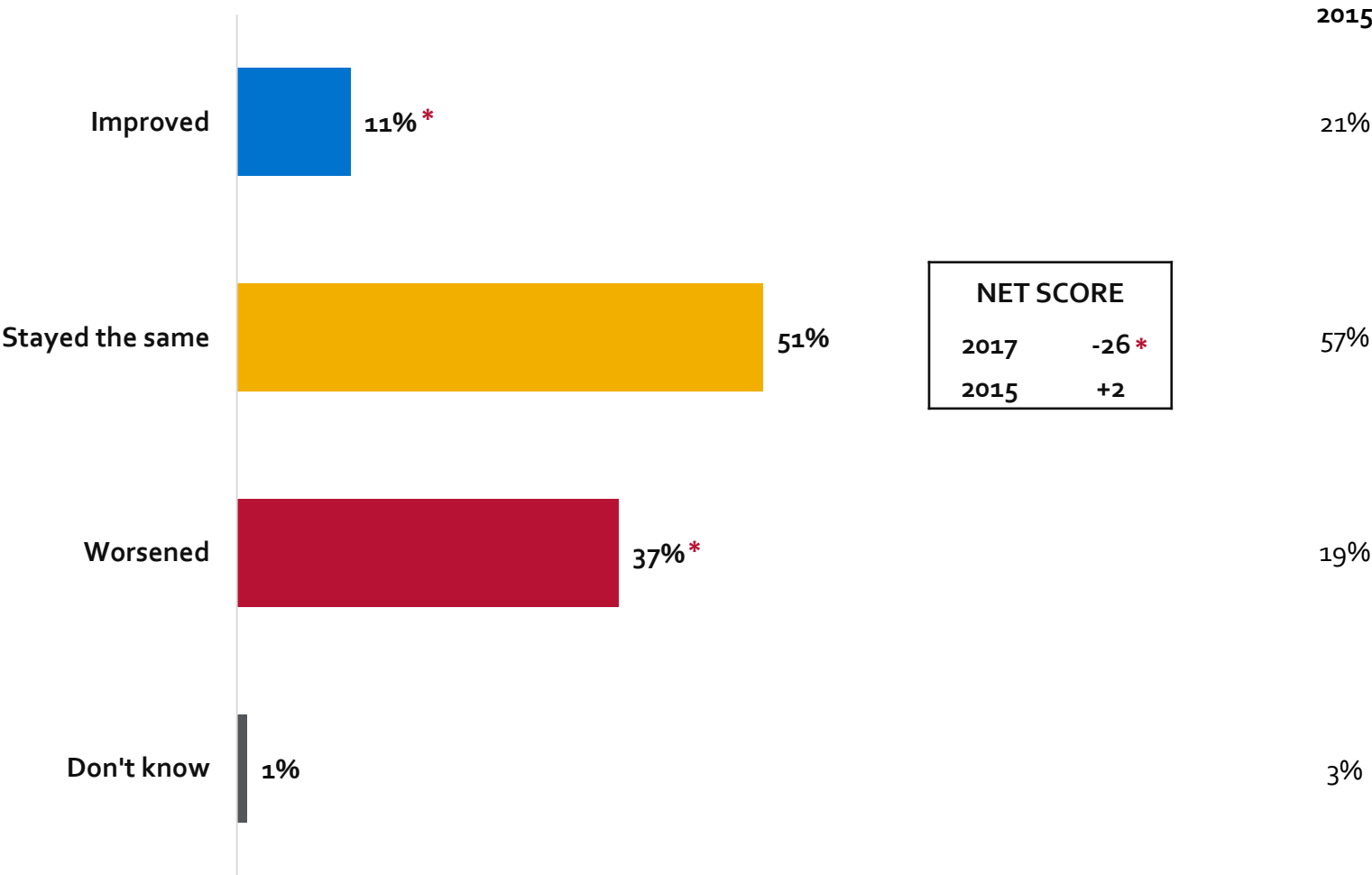
COMMUNITY SAFETY

Overall Community Safety



Q17. Overall, would you describe the City of Kelowna as a very safe, somewhat safe, not very safe, or not at all safe community?
Base: All respondents (n=300)

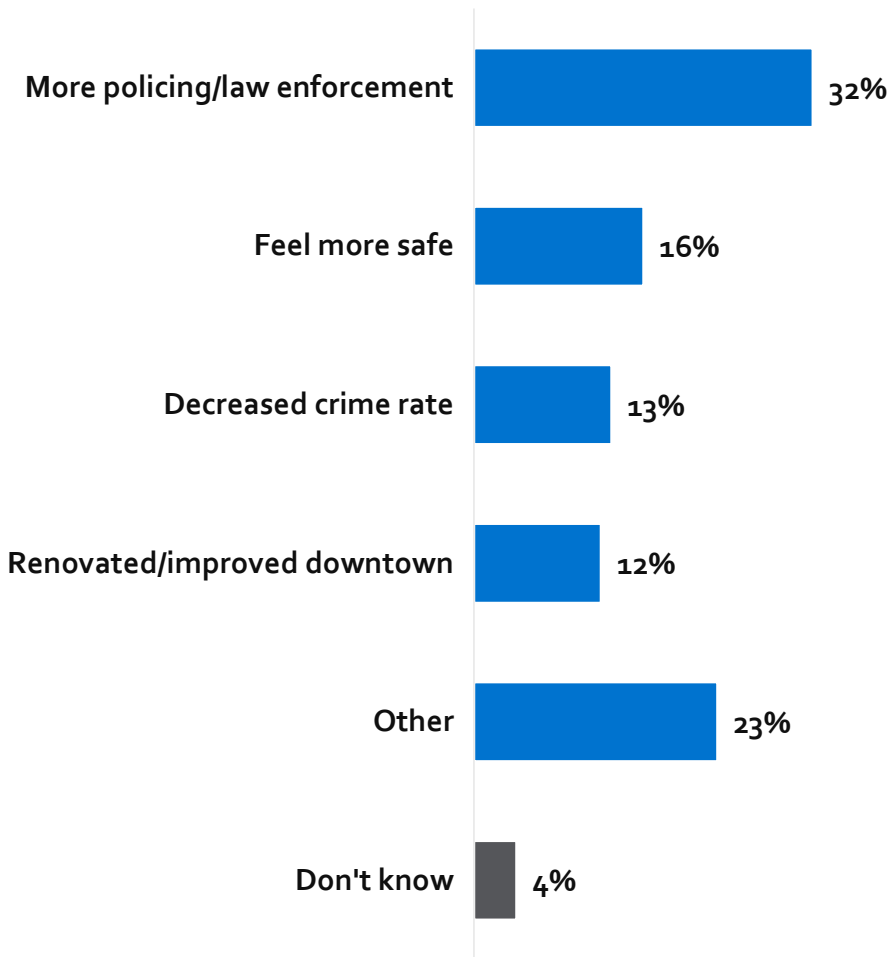
Change in Community Safety Past Three Years



Q18. Do you feel community safety in Kelowna has improved, stayed the same, or worsened over the past three years?
Base: All respondents (n=300) * = statistically significant change from 2015

Reasons Community Safety has Improved

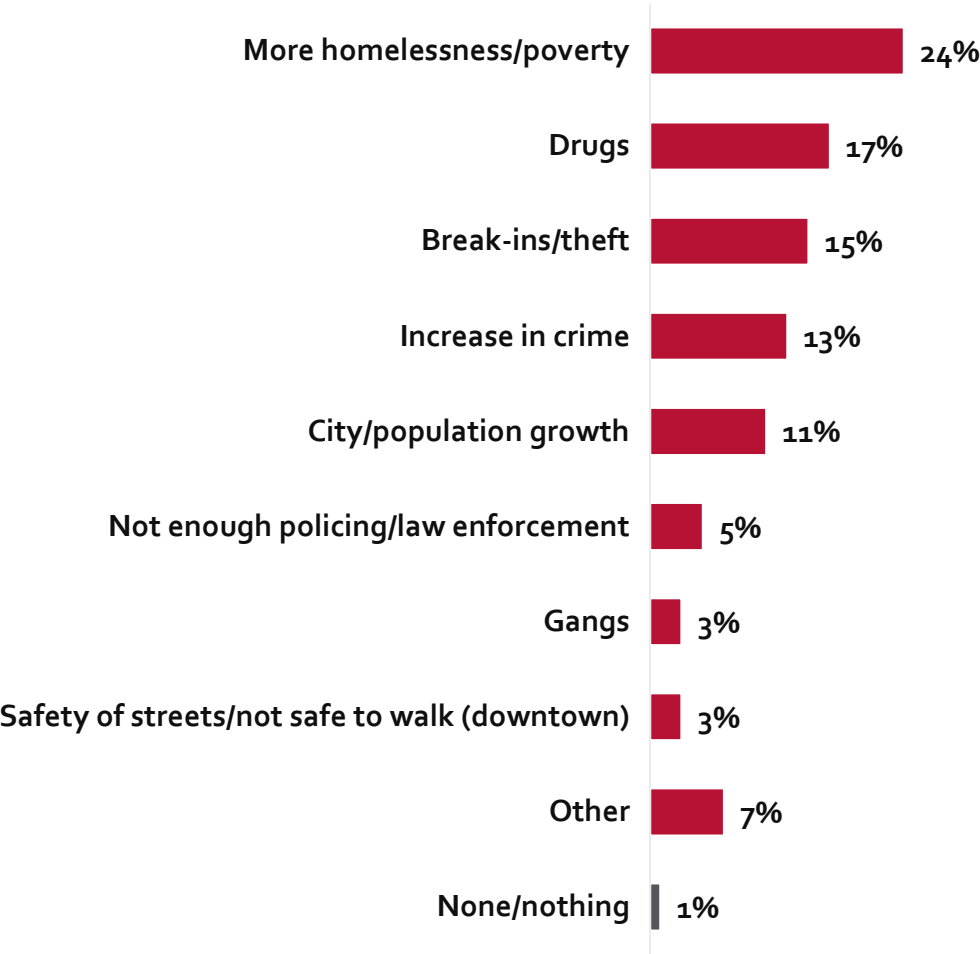
(Among those saying community safety has improved) (Coded Open-Ends)



2015 Top Mentions	
Decreased crime rate	25%
More policing/law enforcement	20%
News reports (fewer crime reports in the news)	15%
Public awareness/education	10%

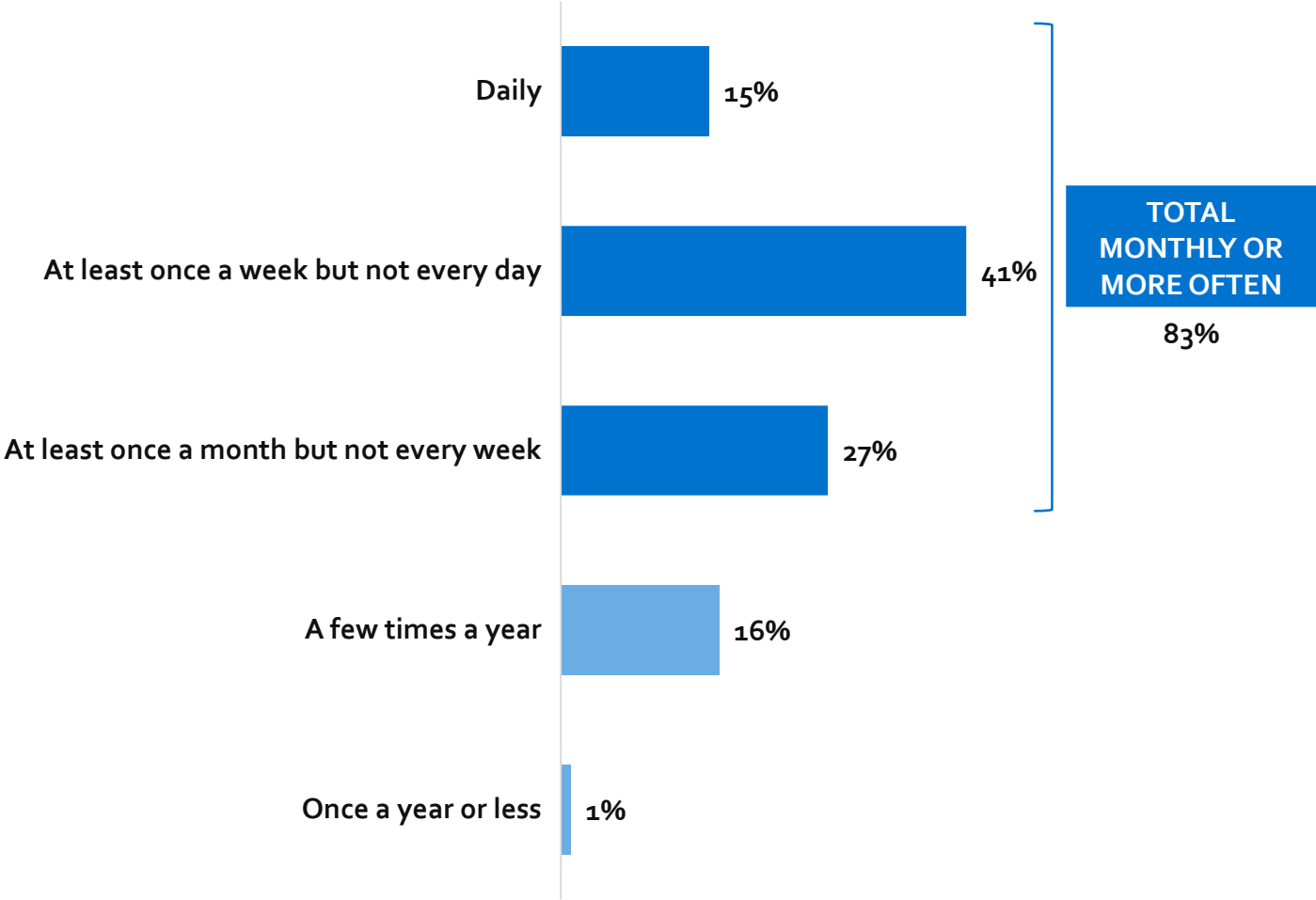
Reasons Community Safety has Worsened

(Among those saying community safety has worsened) (Coded Open-Ends)



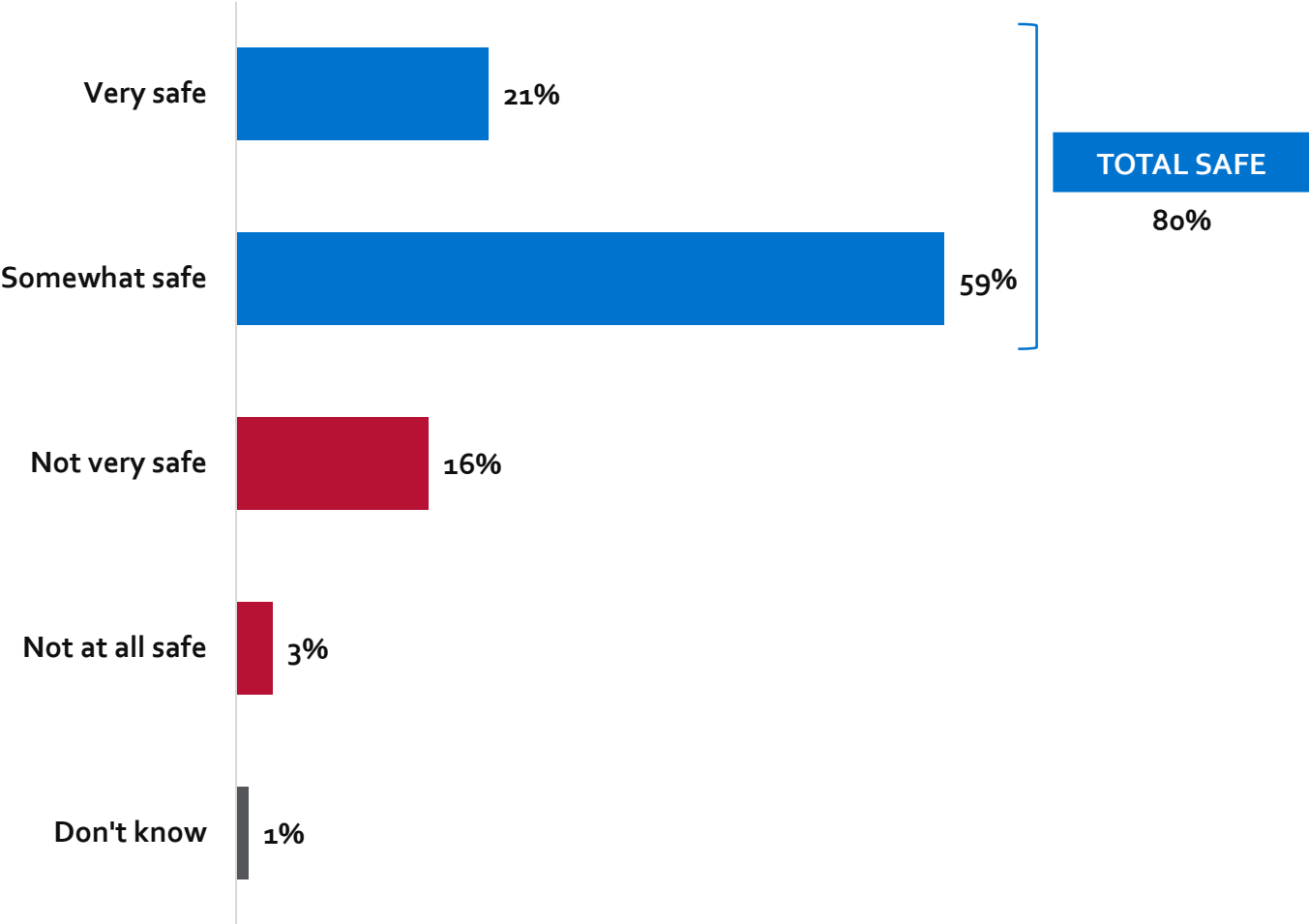
2015 Top Mentions	
Increase in crime	28%
More homelessness/poverty	19%
Break-ins/theft	18%
More drug dealings	16%
Not enough policing/law enforcement	15%
Safety of streets/not safe to walk (downtown)	12%
Street gangs	10%

Frequency of Visiting Downtown Kelowna



Q21. How often do you visit downtown Kelowna?
Base: All respondents (n=300)

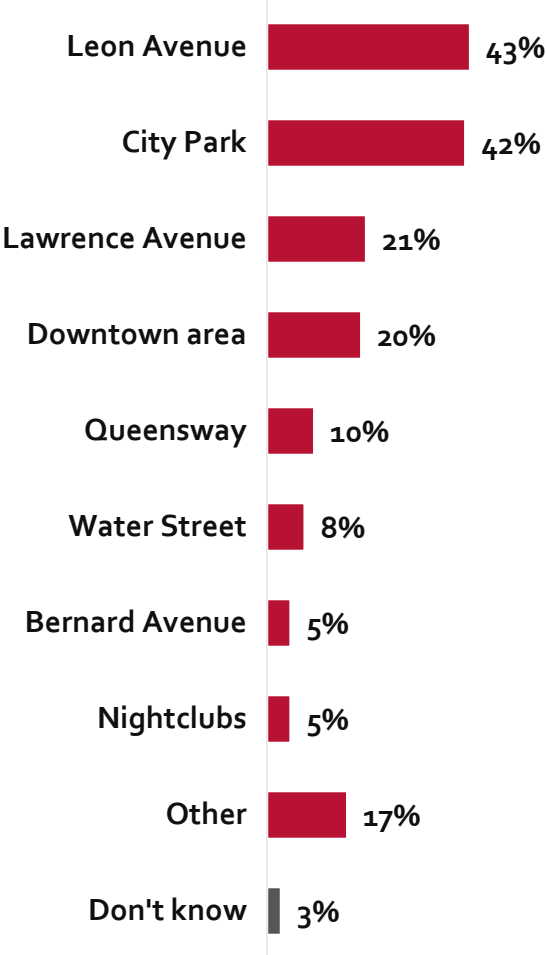
Downtown Kelowna Safety



Q22. Overall, would you describe downtown Kelowna as very safe, somewhat safe, not very safe, or not at all safe?
Base: All respondents (n=300)

Unsafe Areas in Downtown Kelowna

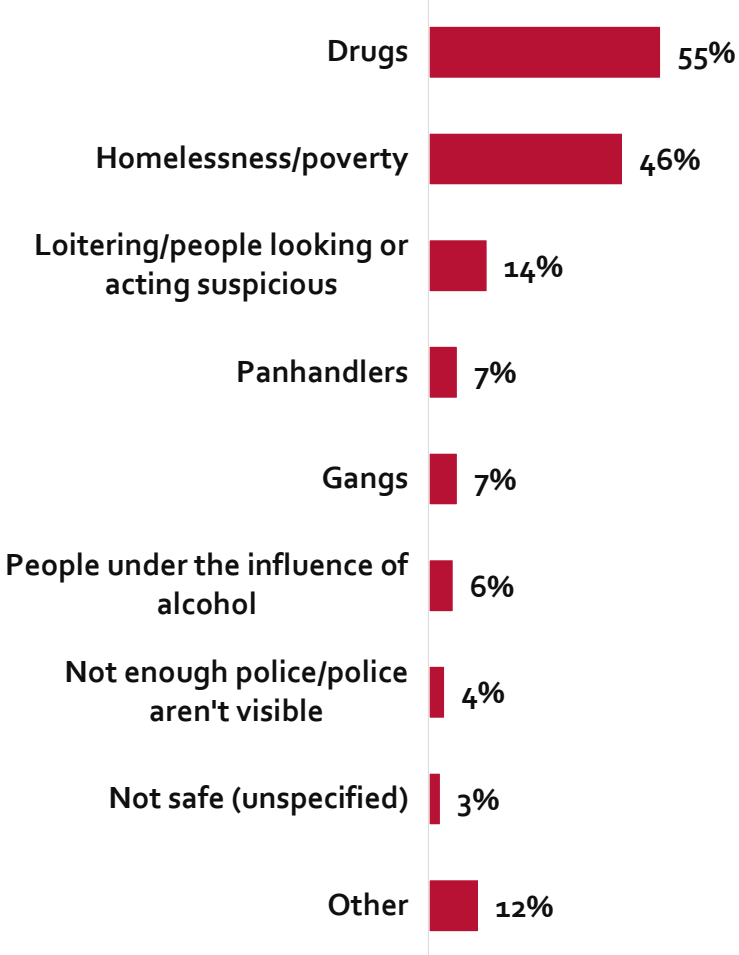
(Among those saying downtown is unsafe) (Coded Open-Ends, Multiple Responses Allowed)



Q23. What specific areas of downtown Kelowna do you feel are unsafe? Any others?

Base: Those saying downtown is unsafe (n=52)

Small base size, interpret with caution.



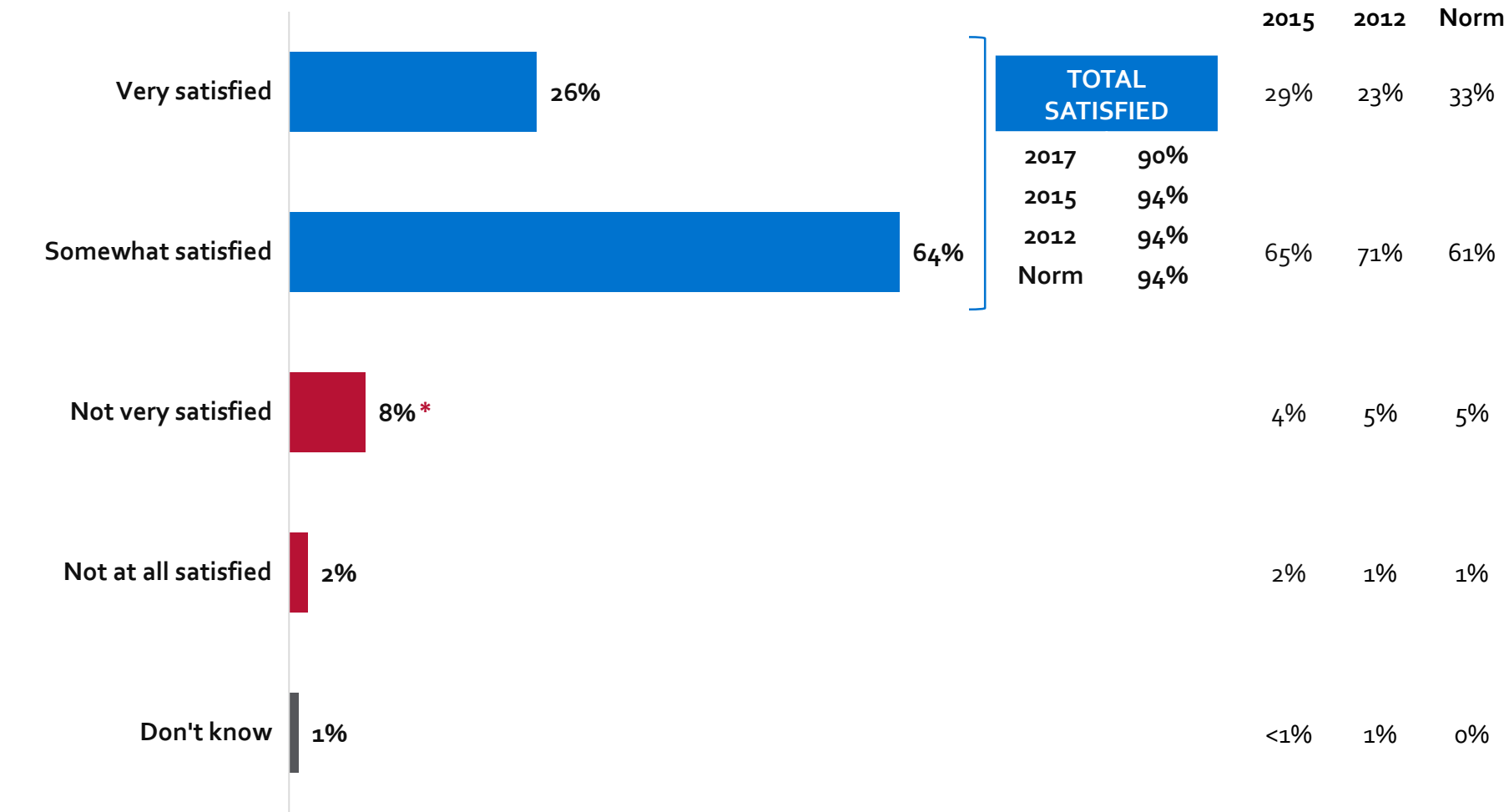
Q24. Why do you feel unsafe in these areas of downtown Kelowna?

Base: Those saying downtown is unsafe (n=52)

Small base size, interpret with caution.

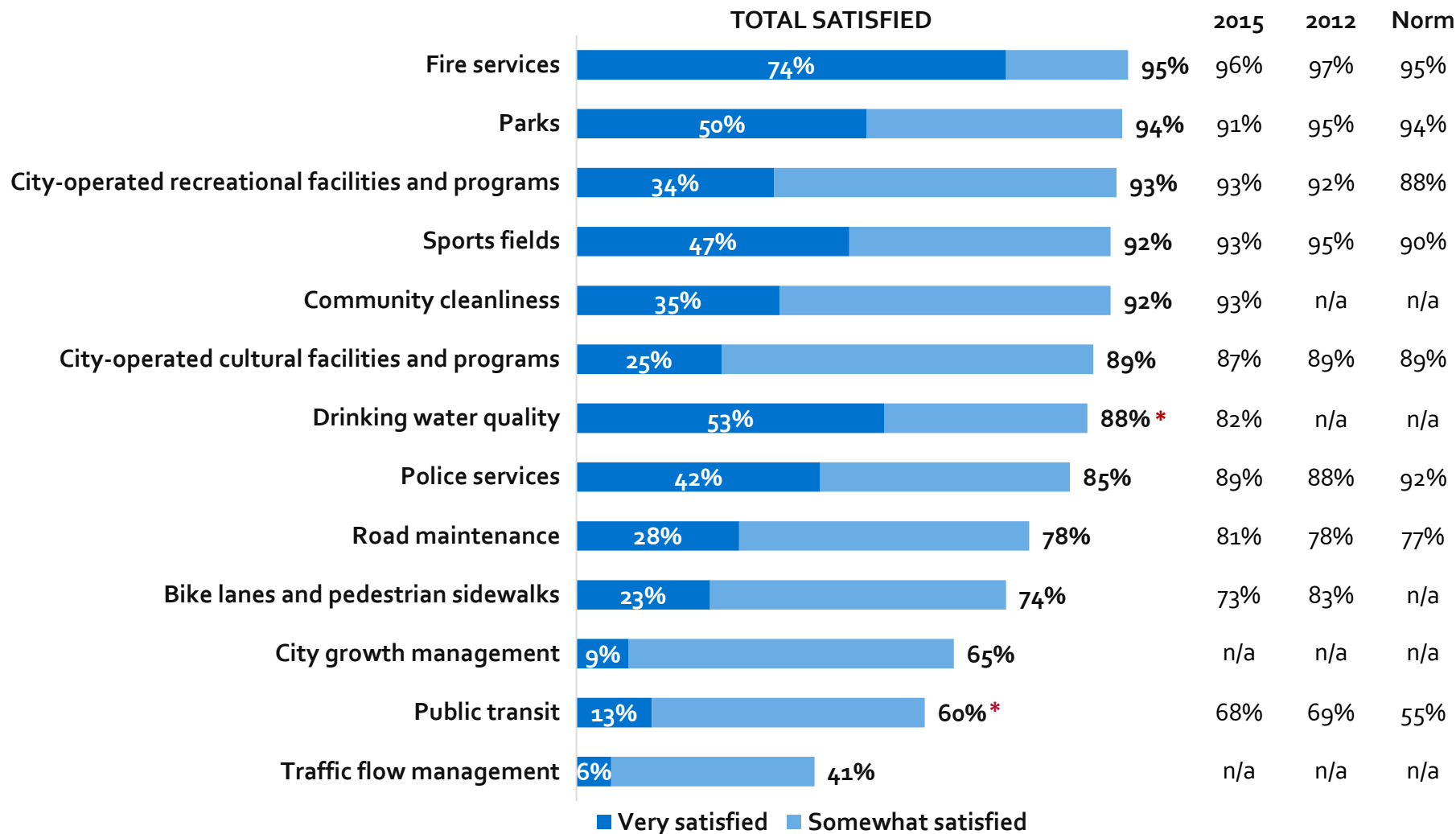
CITY SERVICES AND INFRASTRUCTURE

Satisfaction with Overall Level and Quality of Services



Q7A. How satisfied are you with the overall level and quality of services provided by the City of Kelowna?
 Base: All respondents (n=300) * = statistically significant change from 2015

Satisfaction with Specific Services

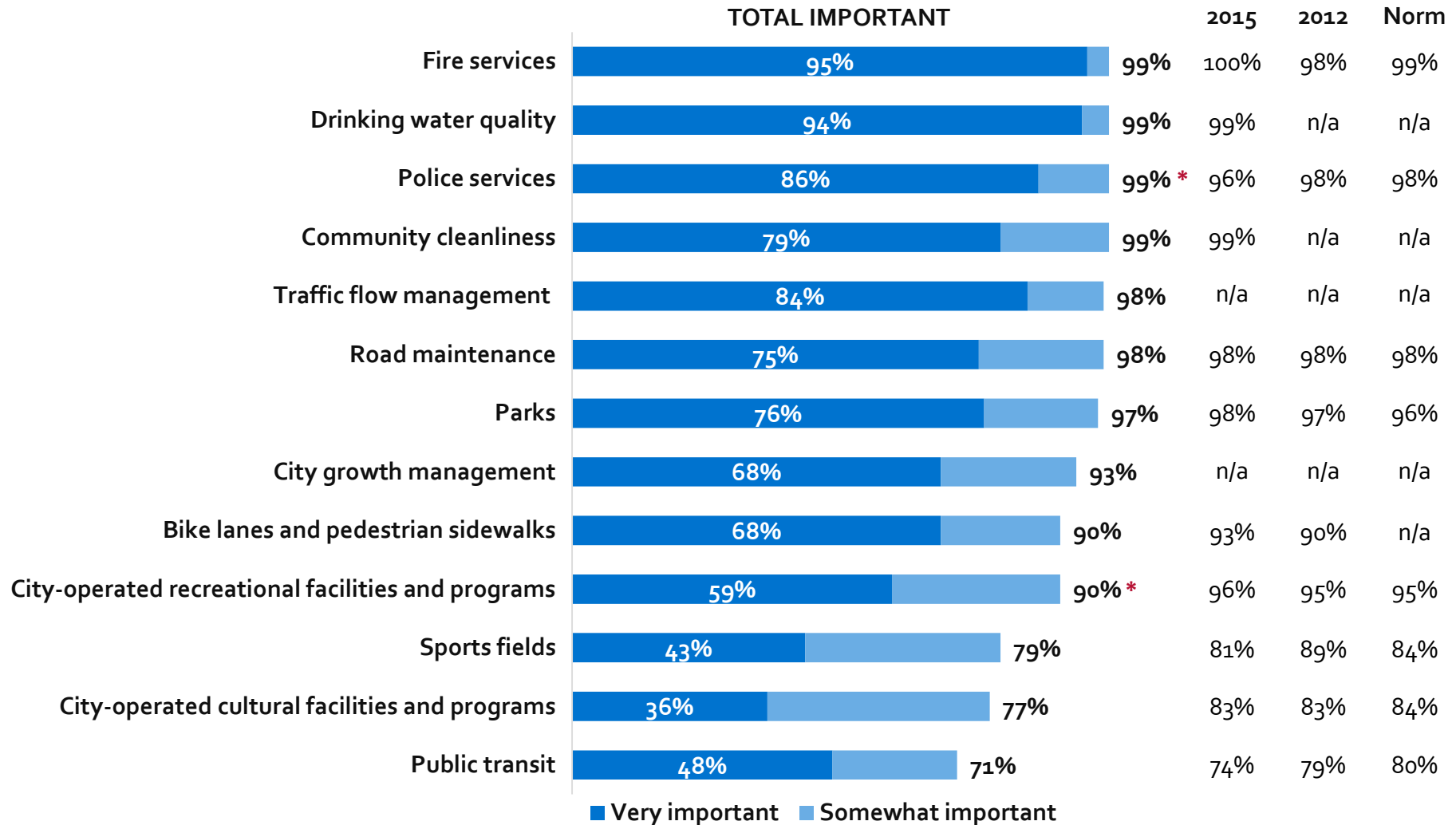


Q8. And now how satisfied are you with...? Would you say very satisfied, somewhat satisfied, not very satisfied, or not at all satisfied?

Base: All respondents (n=300)

* = statistically significant change from 2015

Importance of Specific Services

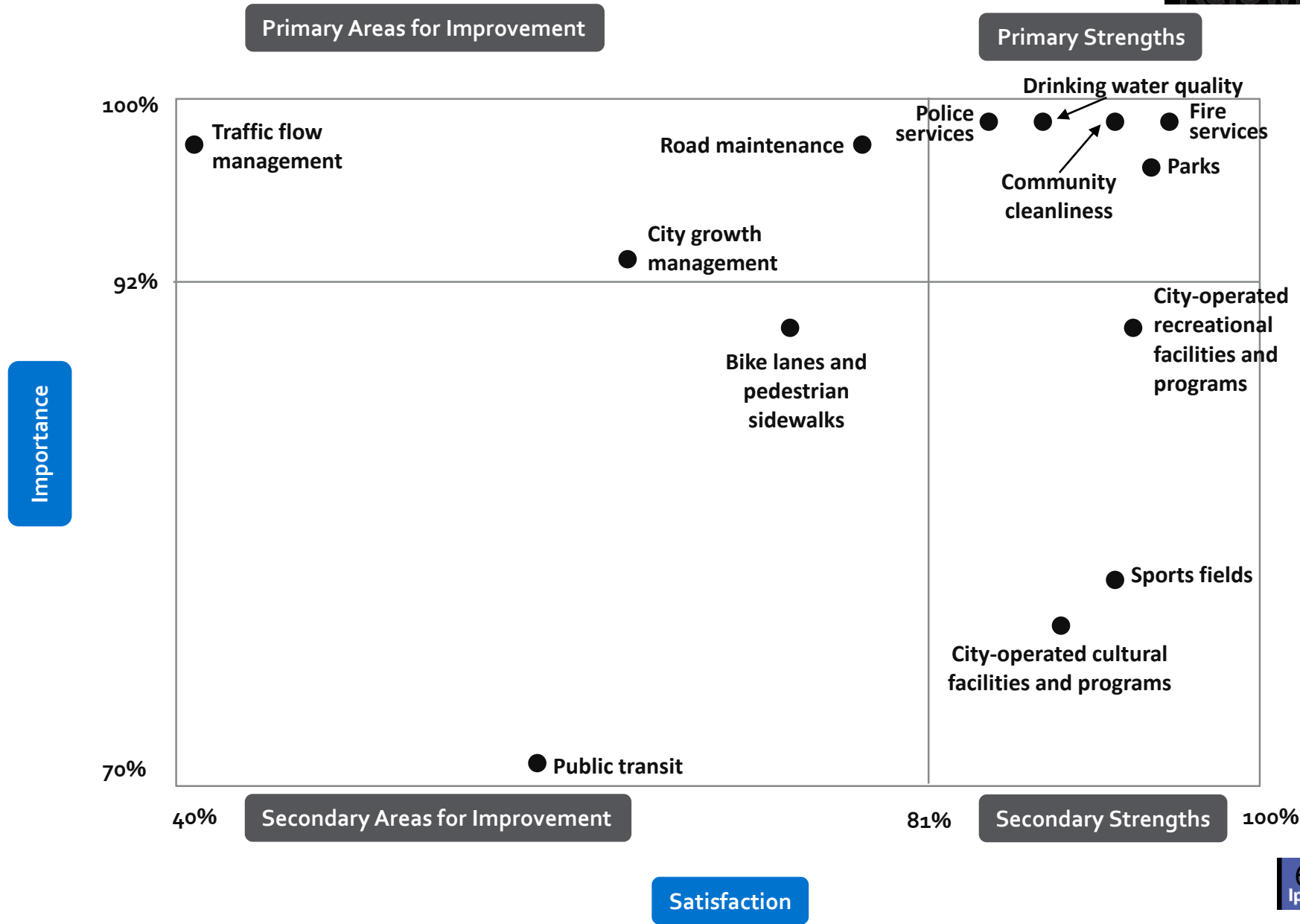


Q7. How important is...to you personally on a scale of very important, somewhat important, not very important, or not at all important?

Base: All respondents (n=300)

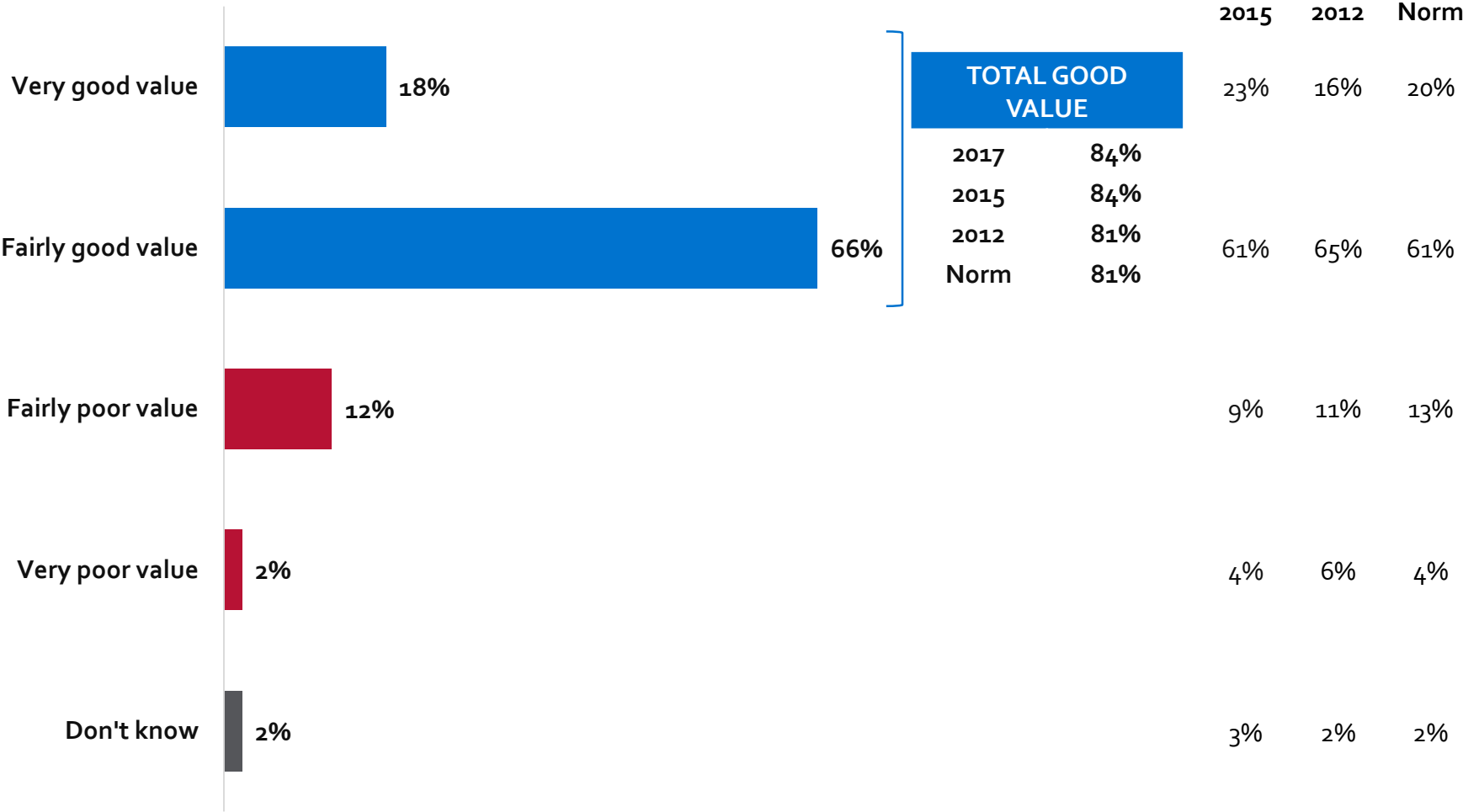
* = statistically significant change from 2015

Action Grid



FINANCIAL PLANNING

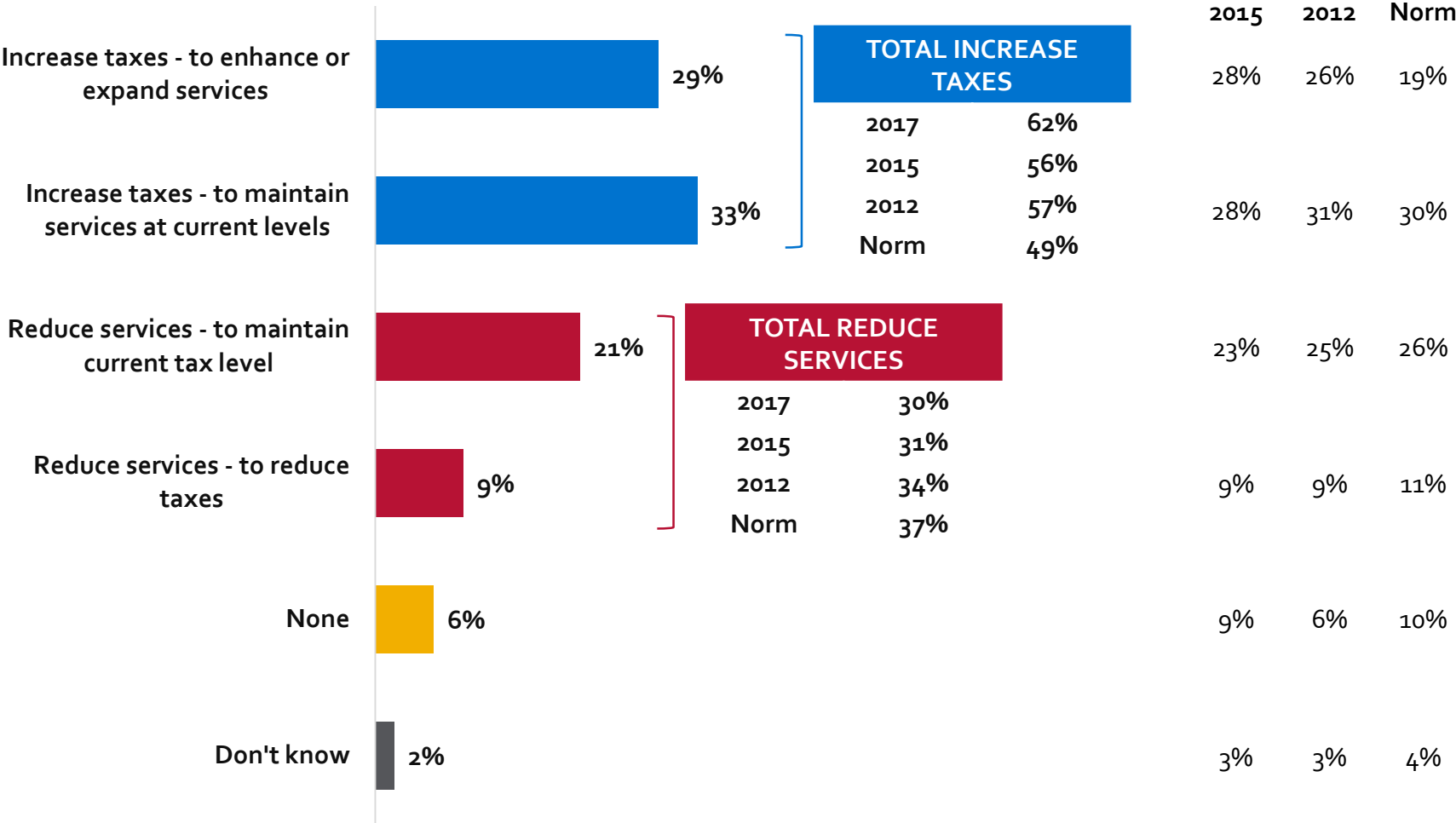
Value for Taxes



Q9. 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?

Base: All respondents (n=300)

Balancing Taxation and Service Delivery Levels



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?

Base: All respondents (n=300)

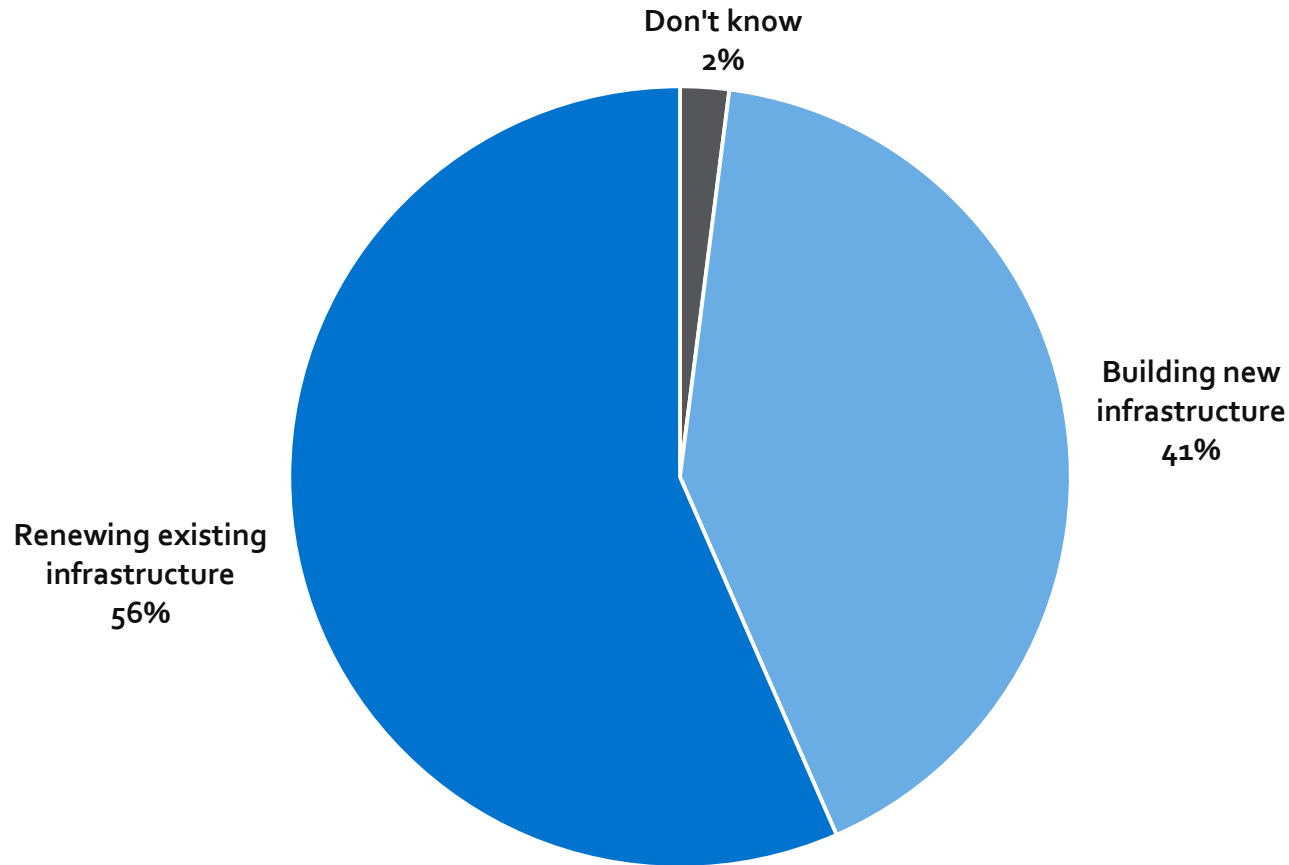
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Ipsos

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PRIORITY SETTING

Renewing versus Building Infrastructure

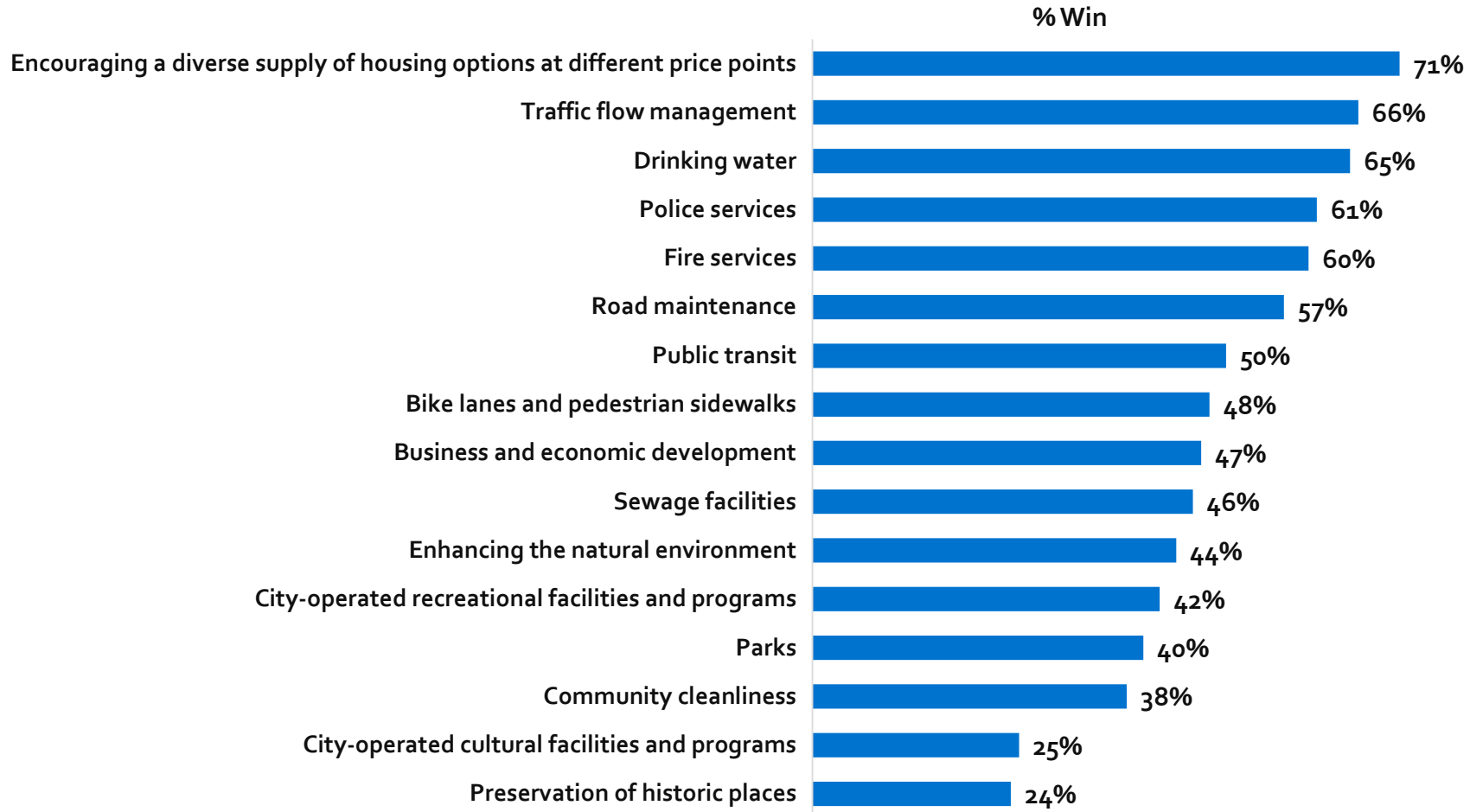


Q11. Each year, the City is challenged with allocating capital dollars. In your opinion, which of the following should be the greater priority for investment for the City in 2018?

Base: All respondents (n=300)

Priorities for Investment Over the Next Four Years

(Paired Choice Analysis)



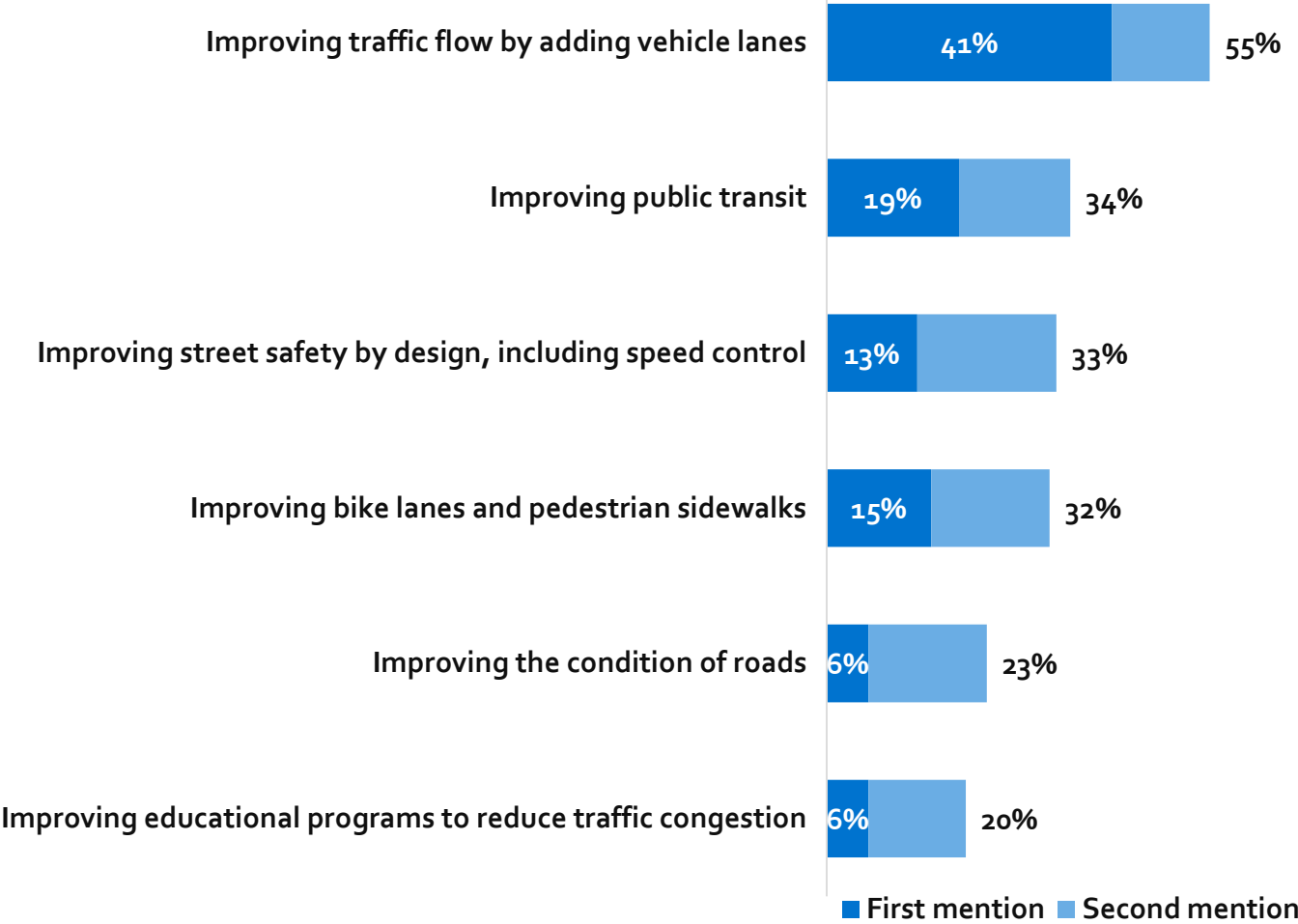
Q12. The City of Kelowna has many different options for things it can invest in over the next four years. I'm now going to read you different pairs of priorities. For each pair, please tell me which item you think should be the greater priority for investment over the next four years.

Base: All respondents (n=300)

Transportation Investment Priorities



TOTAL MENTIONS

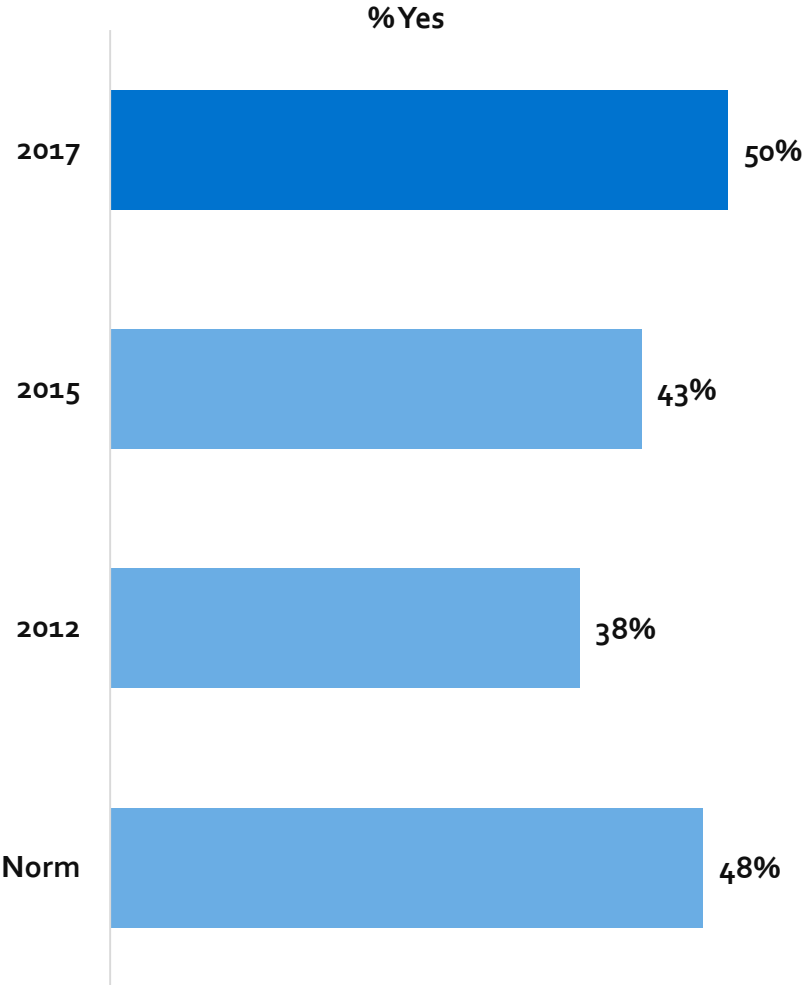


Q13. When it comes to investing in transportation other than highway 97 or highway 33, which one of the following six items do you think should be the greatest priority for the City? Which one should be the next greatest priority?

Base: All respondents (n=300)

CUSTOMER SERVICE

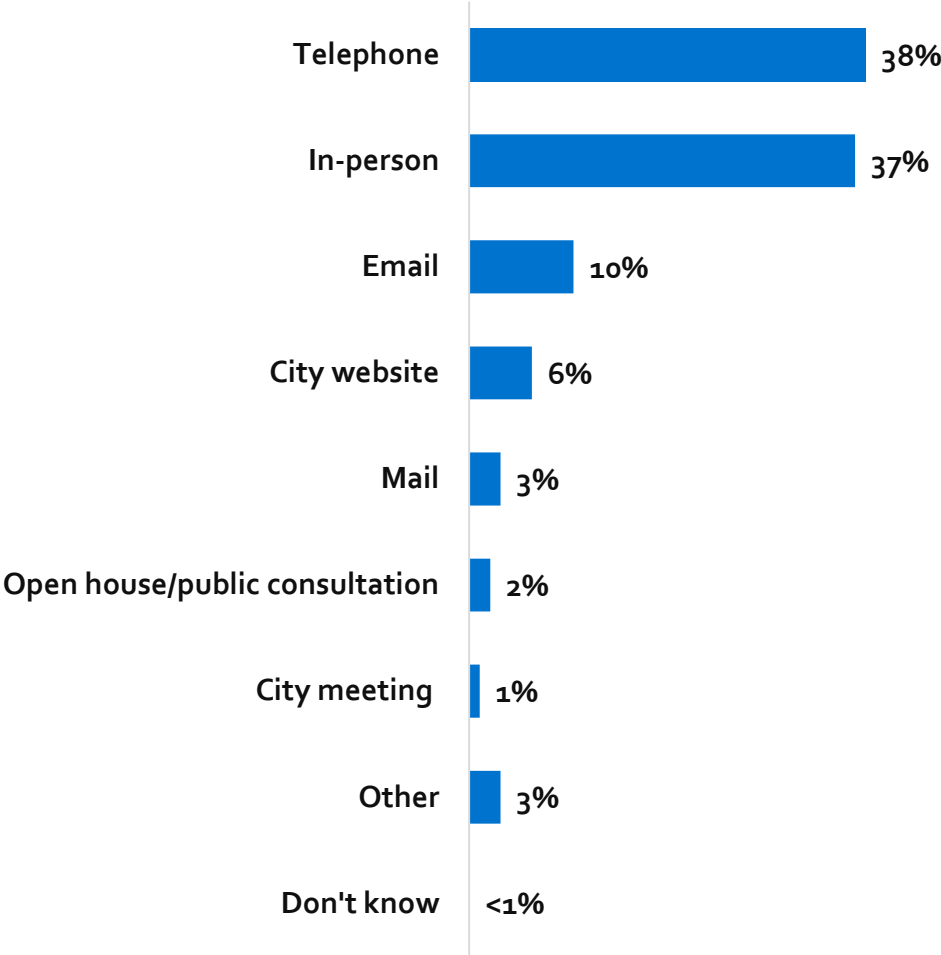
Contact with City (Last 12 Months)



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

Contact Method

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



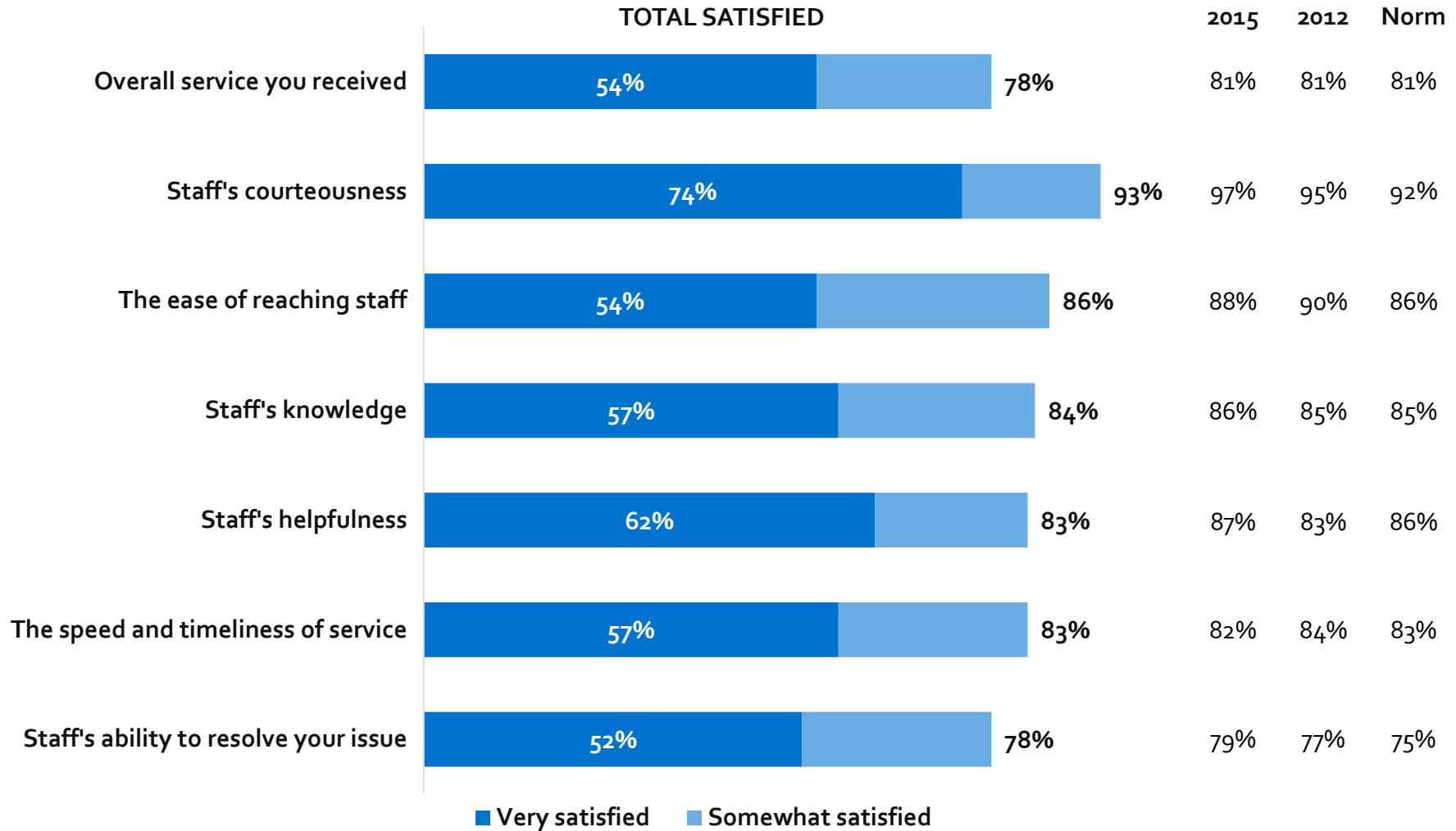
2015 Top Mentions	
Telephone	44%
In-person	37%
Email	7%

Satisfaction with Customer Service

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



TOTAL SATISFIED



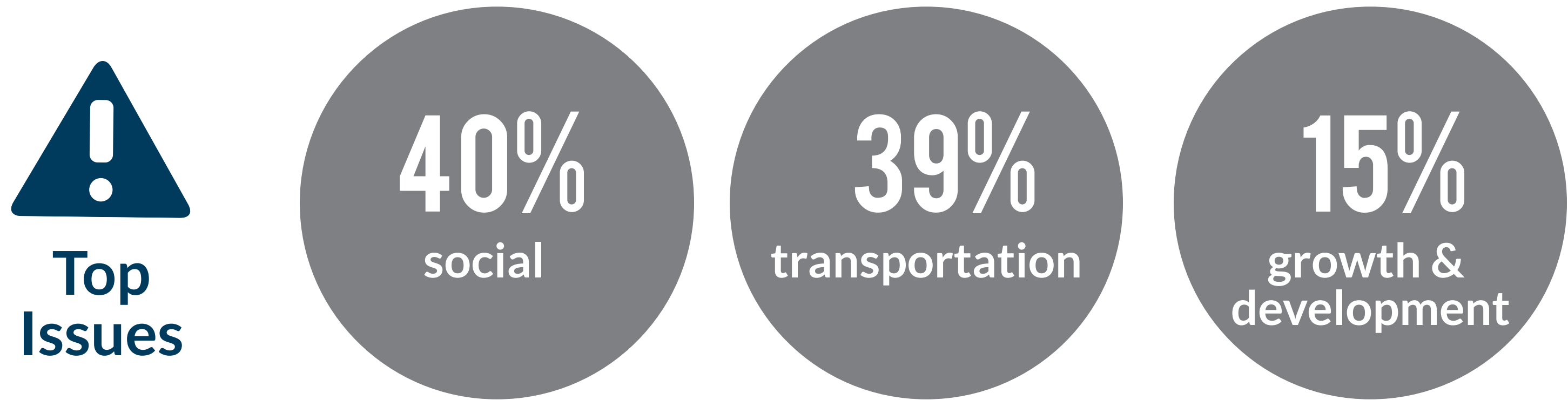
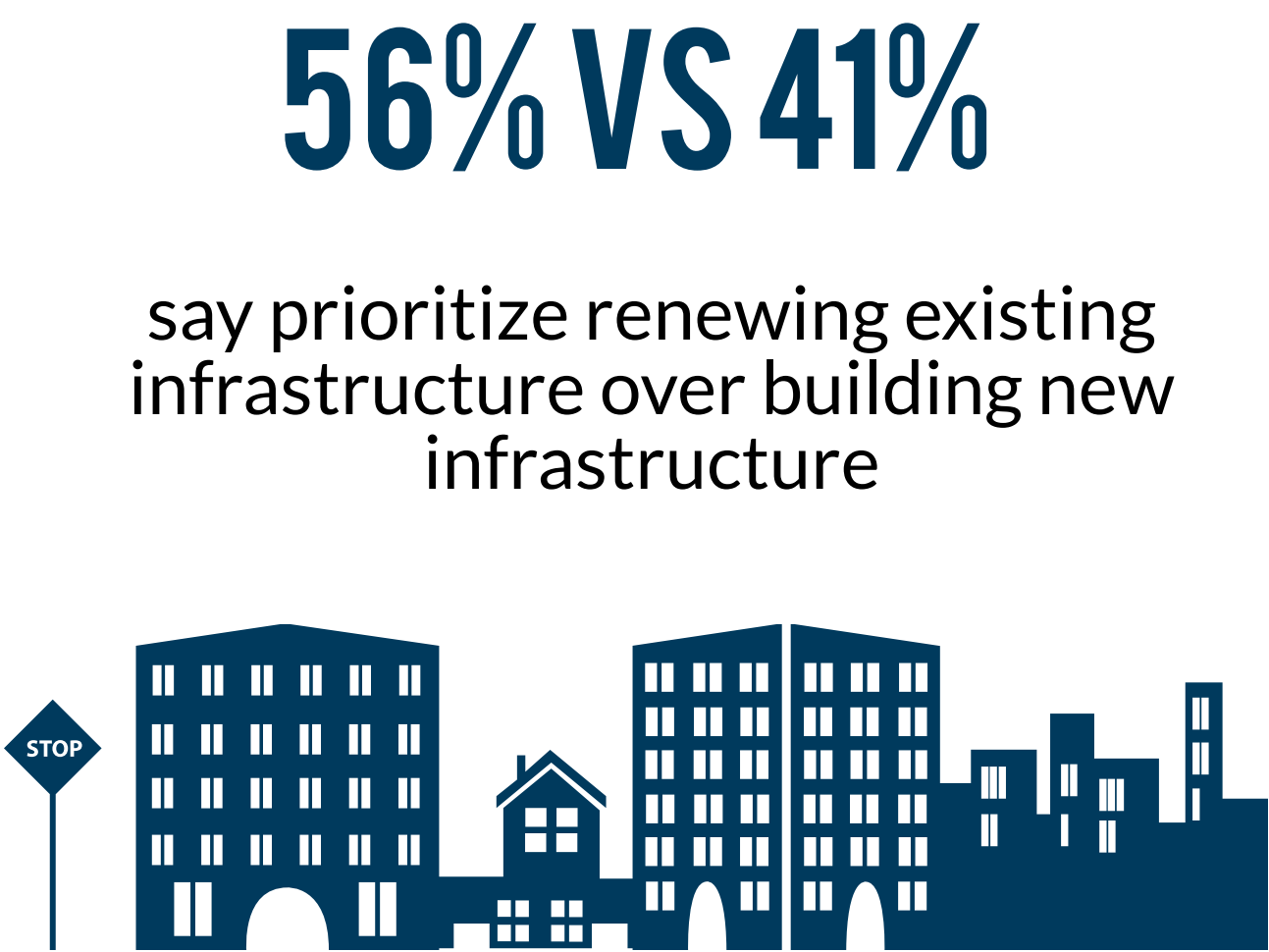
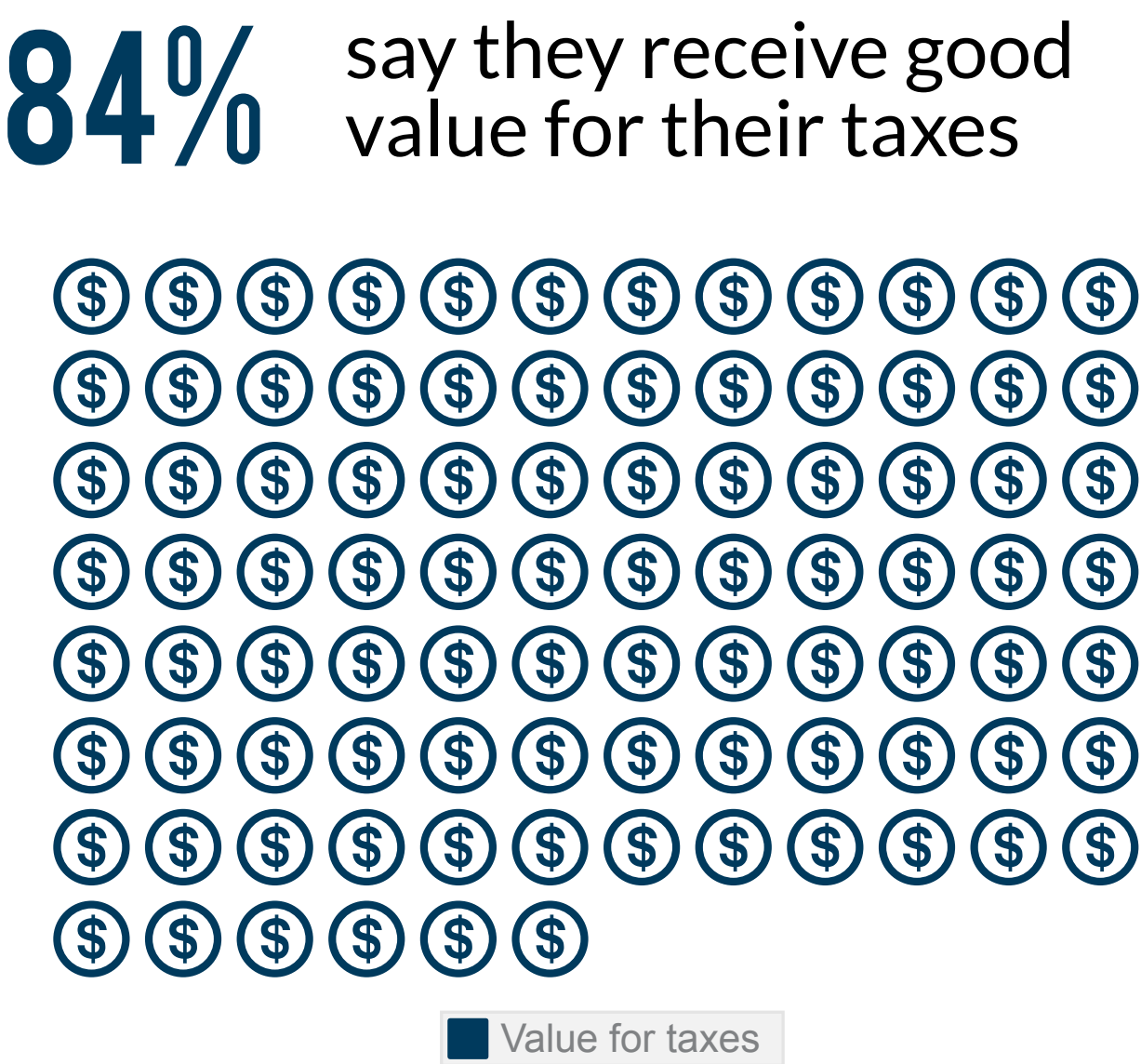
Q16. How satisfied are you with the...? Would you say very satisfied, somewhat satisfied, not very satisfied, or not at all satisfied?

Base: Those saying they contacted the City in the last 12 months (n=150)

QUESTIONS?

2017 Citizen Survey Results

The City of Kelowna conducts a Citizen Survey to gauge public satisfaction with municipal program and services and to gain insight into citizen's service priorities.

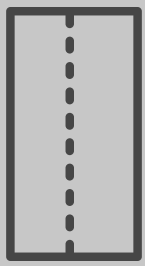


TOP 5

priorities for investment



71%
housing supply



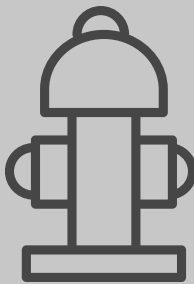
66%
traffic flow



65%
drinking water

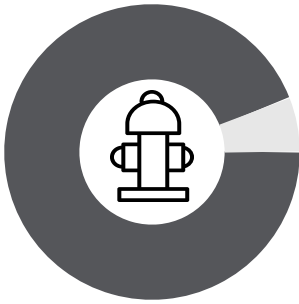


61%
policing



60%
fire services

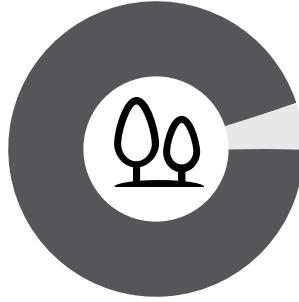
90% are satisfied with the level and quality of services



95% fire services



92% community cleanliness



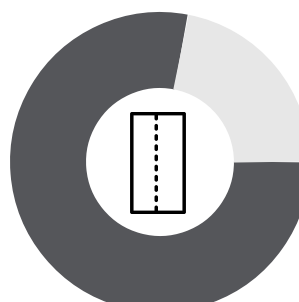
94% parks



93% City-operated recreation facilities and programs

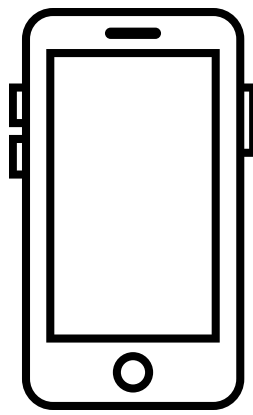


88% drinking water quality



78% road maintenance

Survey Methodology



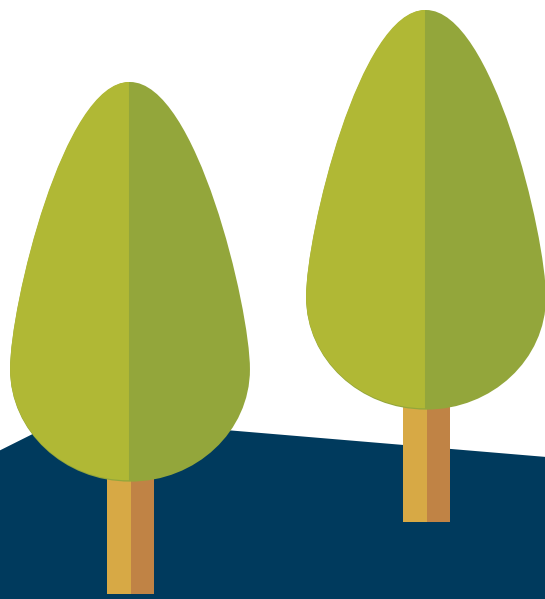
300 randomly selected Kelowna residents
60% cell phones and 40% landline
±5.7 percentage points, 19 out of 20



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

The Citizen Survey is conducted by telephone every two years by Ipsos Public Affairs to benchmark Kelowna against other BC municipalities. A statistically valid survey methodology is used to ensure the entire community is accurately represented geographically and demographically.

It is an excellent tool to receive citizen feedback on how effective the City’s service delivery is in meeting the needs of our citizens.



2017 Citizen Survey

Prepared for the City of Kelowna by:

Ipsos Public Affairs

Final Report

October 31, 2017

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Weighted Sample Characteristics

INTRODUCTION

Background and Objectives



This report presents the findings of the City of Kelowna's 2017 Citizen Survey. The Citizen Survey is conducted to gauge public satisfaction with municipal programs and services and to gain insight into citizens' service priorities. Ipsos has conducted Citizen Surveys for the City in 2012, 2015, and 2017.

Specific research objectives for the 2017 Citizen Survey included:

- Identify important community issues;
- Assess perceptions of Kelowna's quality of life;
- Measure the importance of and satisfaction with municipal services and infrastructure;
- Determine the perceived value for taxes and preferred funding options;
- Identify priorities for investment;
- Measure contact with the City and satisfaction with the City's customer service; and,
- Assess perceptions of community safety overall and in downtown Kelowna specifically.

Insight gained by this research will help the City make important decisions regarding planning, budgeting, and issues management.

Methodology



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 (n75), V1Y (n75), V1V (n75), V1X/V1P (n75).

A dual frame cell phone/landline sampling methodology was used, with the final sample split 60% cell phones and 40% landlines. A screening question was included at the start of the survey to confirm residency in Kelowna.

All interviews were conducted between September 11 and 20, 2017.

Overall results are accurate to within ± 5.7 percentage points, nineteen times out of twenty. The margin of error will be larger for sample subgroups.

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 2016 Census data.

Tracking to Previous Surveys

Where appropriate, this year's results have been compared to the City of Kelowna's past Citizen Surveys. Comparing the year-over-year results allows the City to understand how citizens' attitudes and priorities are changing, identify new or emerging issues facing the community, and assess the progress the City is making in addressing key issues.

Normative Comparisons

Where appropriate, 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 of Kelowna can evaluate its performance.

Interpreting and Viewing the Results



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

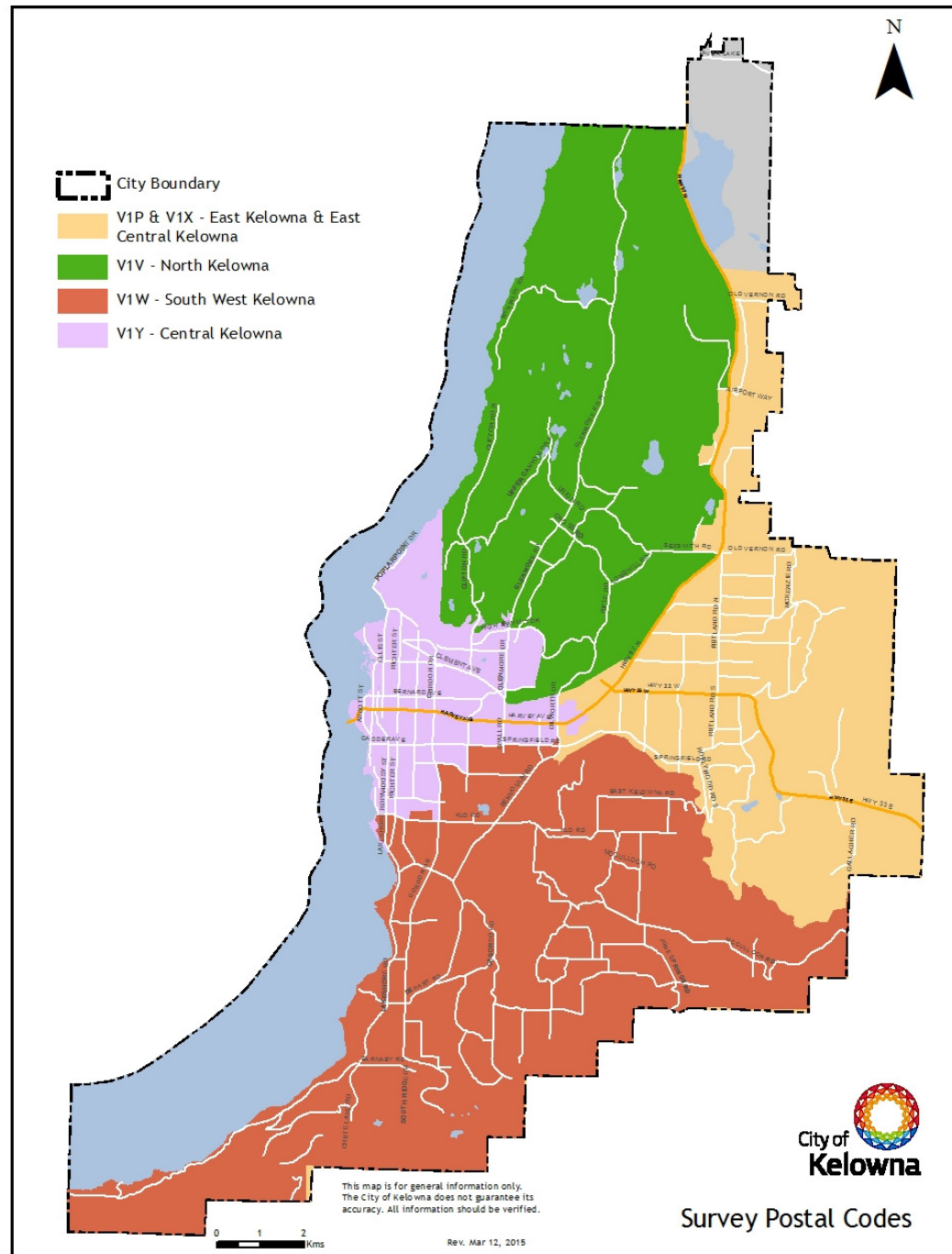
Neighbourhood Comparisons

For the purposes of this research 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, Pandosy 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).

A map of these neighbourhoods can be found on the following page.

FSA Zones



EXECUTIVE SUMMARY

Executive Summary



QUALITY OF LIFE

Citizens identify a variety of qualities and characteristics that make a city a good place to live. No single factor stands out from the rest, with the top five responses (coded open-ends) being “good recreational facilities/opportunities/activities” (14%), “low crime rate/safe” (14%), “convenient location/accessible to everything” (12%), “employment/job opportunities (including well paying jobs)” (11%), and “good weather/climate” (11%). These same general themes were also among the top mentions in 2015.

Citizens remain decidedly positive about the quality of life in Kelowna. Nearly all (94%) citizens rate the overall quality of life in Kelowna today as ‘very good/good’, on par with 2015.

However, perceptions of the direction that quality of life is taking have deteriorated. When asked how the quality of life in Kelowna has changed over the past three years, more residents say this has ‘worsened’ (33%) than ‘improved’ (22%), resulting in a net momentum score of -11 percentage points. This year’s results are a reversal of 2015 when quality of life had positive momentum (+12 percentage points).

- More than four-in-ten (41%) of those who think the quality of life has ‘worsened’ attribute this to some form of financial insecurity, mentioning factors (coded open-ends) such as “rising cost of living” (18%), “housing affordability” (12%), and “increased poverty/homelessness” (11%). Other responses include “traffic congestion” (14%), “drugs” (14%), and “too crowded/busy” (13%).

Executive Summary



ISSUE AGENDA

Social issues (40%) and transportation (39%) dominate the public issue agenda this year. Mentions of social issues have increased significantly from 2015 (up 24 percentage points). Transportation mentions this year are on par with 2015.

- Social issues primarily consists of responses (coded open-ends) related to “housing/affordable housing” (19%) and “poverty/homelessness” (18%). Other responses included under the social net are “drugs” (7%), “seniors issues” (2%), and “other social issues” (2%).
- Transportation includes responses (coded open-ends) of “traffic congestion” (15%), “transportation (general)” (9%), “condition of roads/highways” (7%), “parking” (2%), “bicycle paths/lanes” (2%), “safety of streets (including speeding)” (2%), “traffic lights” (1%), “public transportation” (1%), and “other transportation issues” (2%).

In comparison to social and transportation, all other issues are deemed a distant second in priority. Of these, the leading second-tier issue is growth and development (15%). Mentions of growth and development this year are on par with 2015.

- Growth and development includes responses (coded open-ends) of “growth and development (general)” (6%), “city planning/development” (3%), “too many high rises” (2%), “zoning” (1%), “downtown development/planning” (1%), and “other growth and development issues” (1%).

Executive Summary



COMMUNITY SAFETY

Few citizens mention crime as a top-of-mind community issue. In total, only 4% of citizens identify crime as an important community issue on an open-ended basis (down 4 percentage points from 2015).

Kelowna continues to be seen as a safe community overall. Nine-in-ten (90%) residents describe the city as 'very/somewhat safe', on par with 2015.

However, perceptions of community safety are declining. When asked how community safety in Kelowna has changed over the past three years, residents are more than three times as likely to say this has 'worsened' (37%) than 'improved' (11%), resulting in a net momentum score of -26 percentage points. This year's net score is down significantly from 2015 (+2 percentage points).

- "More homelessness/poverty" is the leading reason (coded open-ends) behind perceptions of deteriorating community safety, mentioned by 24% of those saying community safety has 'worsened' over the past three years. Other responses include "drugs" (17%), "break-ins/theft" (15%), "increase in crime" (13%), and "city/population growth" (11%).

DOWNTOWN KELOWNA

Most residents visit downtown Kelowna at least once a month. In total, 83% of residents say they visit downtown Kelowna at least once a month, including 15% saying 'daily', 41% saying 'at least once a week but not every day', and 27% saying 'at least once a month but not every week'.

While seen as less safe than Kelowna as a whole, most residents still describe downtown as safe. Overall, 80% of residents describe downtown Kelowna as 'very/somewhat safe' (compared to 90% describing the city as a whole as safe). Among the two-in-ten (19%) describing downtown as unsafe:

- Specific areas of concern (coded open-ends) are "Leon Avenue" (43%) and "City Park" (42%). Other responses include "Lawrence Avenue" (21%) and "Downtown Area" (20%).
- The main reasons (coded open-ends) for feeling unsafe in these areas of downtown Kelowna are "drugs" (55%) and "homelessness/poverty" (46%).



Executive Summary



CITY SERVICES AND INFRASTRUCTURE

Overall satisfaction with City services remains high. A large majority (90%) of citizens say they are satisfied with the overall level and quality of services provided by the City of Kelowna, on par with 2015.

Satisfaction also extends to the delivery of specific services – exception is traffic flow management. Of the 13 tested services, 12 receive satisfaction scores of 60% or higher. Traffic flow management is the only service rated dissatisfactory by a majority of residents (41% satisfied, 59% not satisfied). Compared to 2015, there has been a significant increase in satisfaction with drinking water quality (up 6 percentage points) and decrease in satisfaction with public transit (down 8 percentage points).

All of the tested services are important to citizens. Importance scores range from a high of 99% for fire services, drinking water quality, police services, and community cleanliness to a low of 71% for public transit. Compared to 2015, the importance of police services has increased (up 3 percentage points) while the importance of City-operated recreational facilities and programs has decreased (down 6 percentage points).

Analyzing the perceived value (importance) versus performance (satisfaction) of each individual service helps identify the City's perceived strengths and areas for improvement.

- **Primary Strengths:** fire services, parks, community cleanliness, drinking water quality, police services.
- **Secondary Strengths:** City-operated recreational facilities and programs, sports fields, City-operated cultural facilities and programs.
- **Primary Areas for Improvement:** traffic flow management, city growth management, road maintenance.
- **Secondary Areas for Improvement:** public transit, bike lanes and pedestrian sidewalks.

Executive Summary



FINANCIAL PLANNING

Perceptions of the City's value for taxes remain high. Overall, 84% of residents say they receive 'very/fairly good value' for their municipal tax dollars, consistent with 2015.

Citizens continue to prefer tax increases over service reductions. When given a choice between increased taxes or service reductions, more than six-in-ten (62%) choose increased taxes compared to three-in-ten (30%) opting for service reductions. This year's results are not significantly different from 2015.

PRIORITY SETTING

Overall, residents prioritize renewing existing infrastructure (56%) over building new infrastructure (41%). However, with renewal leading by only a slight majority, it is clear there is also an appetite for some new infrastructure.

Paired Choice Analysis helps identify investment priorities for the next four years. Residents' top five priorities for investment are encouraging a diverse supply of housing at different price points (chosen 71% of the time), traffic flow management (66%), drinking water (65%), police services (61%), and fire services (60%).

The single biggest transportation investment priority is improving traffic flow by adding vehicle lanes. In total, 55% of residents say this should be the greatest priority for the City.

CUSTOMER SERVICE

Half of all citizens say they contacted or dealt with the City of Kelowna in the last 12 months. Claimed contact with the City has increased steadily over the past five years. While this year's results (50%) are not significantly different from 2015 (43%), they are notably higher than 2012 (38%). Among those who contacted the City, the two most common contact methods (coded open-ends) are "telephone" (38%) and "in-person" (37%). These were also the main stated methods of contacting the City in 2015.

The City continues to provide good customer service. Among those who contacted the City, nearly eight-in-ten (78%) say they are satisfied with the overall service received, on par with 2015. Satisfaction extends to the six tested customer service elements, with staff's courteousness standing out as a highlight (93% satisfied).



Executive Summary



Key Takeaways

1. Overall, citizens demonstrate predominately positive views of the community and City.
2. While perceptions of overall quality of life remain high, there is a sense this has deteriorated over the past three years.
3. Kelowna continues to be seen as a safe community although residents feel less safe now as compared to three years ago. Perceptions of downtown safety are slightly lower but still high overall.
4. Social issues have become notably more relevant. In addition to topping this year's issue agenda, social issues are also driving deteriorating perceptions of quality of life and community safety. While the greatest emphasis is on financial insecurity (housing affordability, poverty/homelessness), drugs are also a reoccurring theme. Residents' number one priority for municipal investment over the next four years is encouraging a diverse supply of housing options at different price points.
5. Transportation issues persist. Traffic flow consistently surfaces as the key transportation priority.
6. While less so than social and transportation, growth and development is also on citizens' minds this year. City growth management is identified as a primary area for improvement.
7. Overall satisfaction with City services remains high. Satisfaction with drinking water quality has increased significantly this year while satisfaction with public transit has gone down.
8. Key financial metrics hold steady. Residents continue to say they receive good value for their taxes and prefer tax increases over service reductions.
9. Overall, residents prioritize renewing existing infrastructure over building new infrastructure although there is appetite for both.
10. The City continues to provide good customer service, with staff's courteousness identified as a service highlight.

QUALITY OF LIFE

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

(Coded Open-Ends, Multiple Responses Allowed)



Citizens identify a variety of qualities and characteristics that make a city a good place to live. No single factor stands out from the rest, with the top five responses (coded open-ends) being “good recreational facilities/opportunities/activities” (14%), “low crime rate/safe” (14%), “convenient location/accessible to everything” (12%), “employment/job opportunities (including well paying jobs)” (11%), and “good weather/climate” (11%).

- These same general themes were also among the top mentions in 2015.

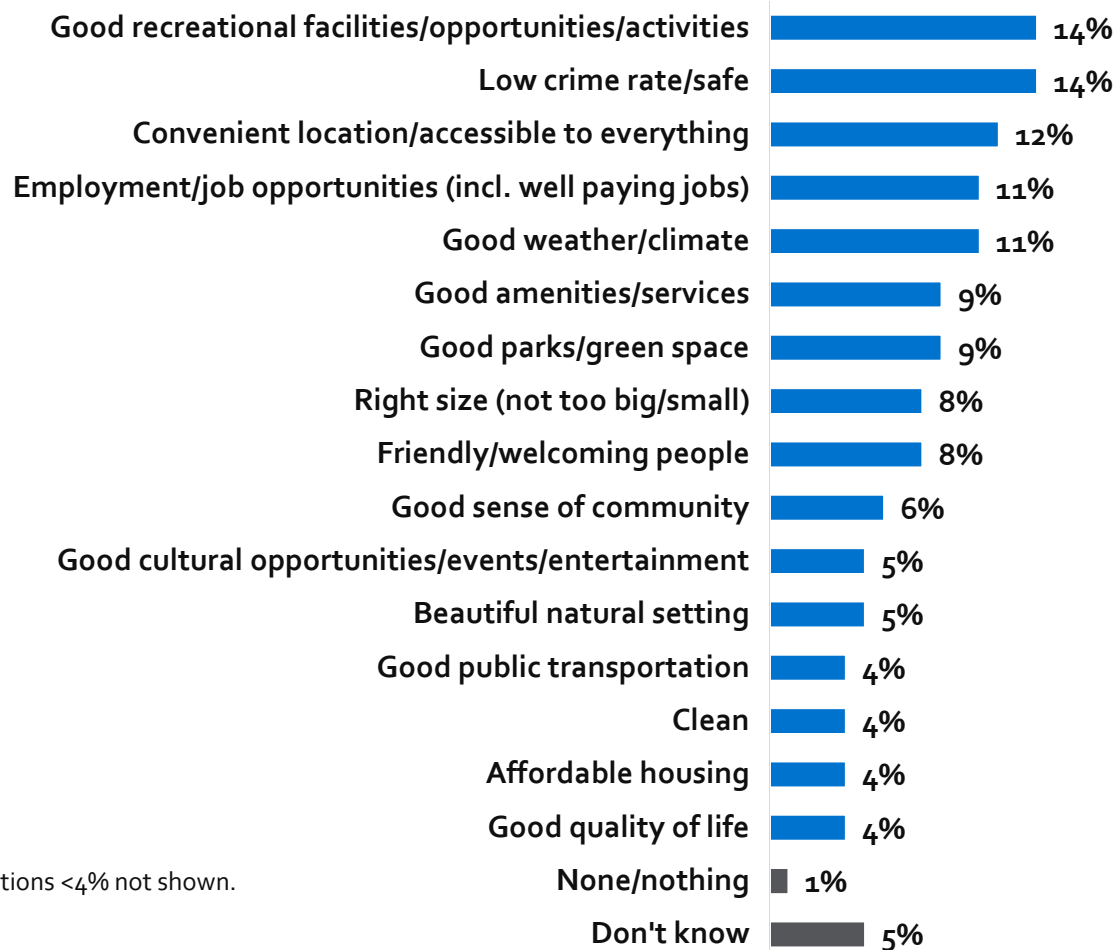
Analysis by Demographic Subgroup

Analysis by demographic subgroup shows some significant differences – highlights include:

- Mentions of “good recreational facilities/opportunities/activities” are higher among those with household incomes of \$100k+ (20% vs. 7% of \$60k-<\$100k, 15% of <\$60k).
- Mentions of “low crime rate/safe” are higher among those living in households with children under the age of 18 (24% vs. 10% of those without children at home).
- Mentions of “convenient location/accessible to everything” are higher among those living in South West Kelowna (20% vs. 8% in North Kelowna, 8% in East Central Kelowna/East Kelowna, 12% in Central Kelowna).
- Mentions of “good weather/climate” are higher among those with household incomes of <\$100k (includes 14% of <\$60k and 15% of \$60k-<\$100k vs. 4% of \$100k+).

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

(Coded Open-Ends, Multiple Responses Allowed)



Mentions <4% not shown.

2015 Top Mentions	
Good recreational facilities/opportunities	20%
Convenient location/accessible to everything	15%
Beautiful natural setting	13%
Employment/job opportunities (incl. well paying jobs)	12%
Good amenities and services	12%
Low crime rate/safe	11%
Right size (not too big/small)	11%
Good weather/climate	10%

Q2. There are a number of reasons why people choose to live in one city or area over another. Assuming family and weather are not factors, 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?

Base: All respondents (n=300)



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Overall Quality of Life



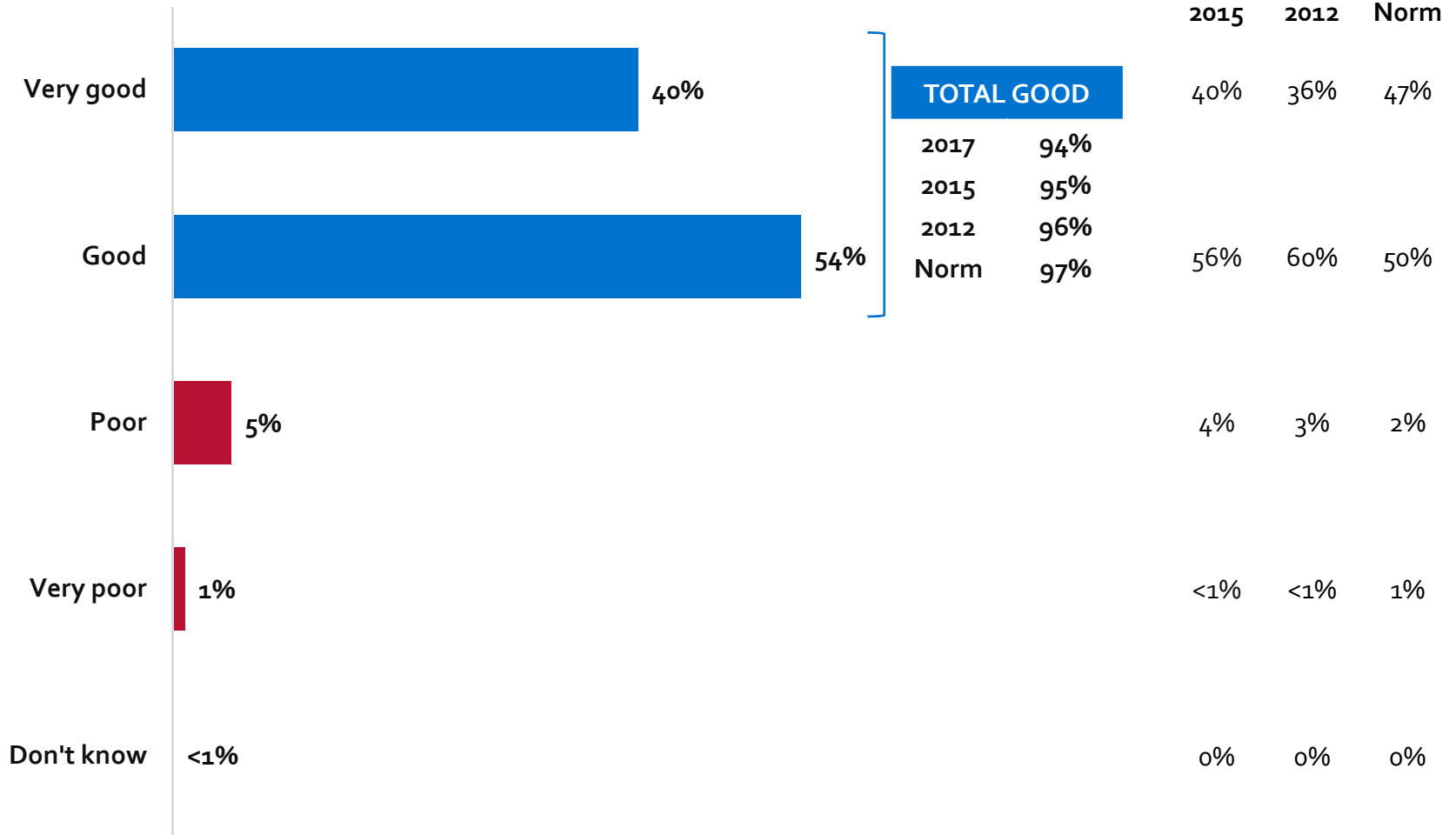
Citizens are decidedly positive about the quality of life in Kelowna today, with 94% rating the overall quality of life as either 'very good' (40%) or 'good' (54%).

- Analysis of year-over-year tracking data shows that residents have consistently rated the quality of life in Kelowna highly and this year's results are not significantly different from 2015.
- Overall perceptions (combined 'very good/good' responses) of the quality of life in Kelowna are on par with the provincial norm. However, the intensity of ratings is lower in Kelowna (40% 'very good' in Kelowna vs. 47% 'very good' provincial norm).

Analysis by Demographic Subgroup

Younger and older residents are significantly more likely than middle-aged residents to rate Kelowna's overall quality of life as 'very good/good' (97% of 18-34 years and 96% of 55+ years vs. 89% of 35-54 years).

Overall Quality of Life



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



Change in Quality of Life Past Three Years



When asked how the quality of life in Kelowna has changed over the past three years, more residents say this has 'worsened' (33%) than 'improved' (22%), resulting in a net momentum score of -11 percentage points. Another 43% say the quality of life has 'stayed the same'.

- This year's results are a reversal of 2015 when quality of life had positive momentum (net score of +12 in 2015 vs. -11 in 2017). This year's net score is the lowest that has been recorded since the City began tracking this measure in 2012.
- Kelowna residents are nearly twice as likely as the provincial norm to report a worsening quality of life (33% in Kelowna vs. 18% provincial norm).

Residents who think the quality of life has 'improved' attribute this to a number of different factors, with the top responses (coded open-ends) being "improved roads" (11%) and "better/more amenities and services" (10%).

- This is different from 2015 when the top responses were "nice place to live" (13%) and "downtown revitalization/improvement" (12%).

Conversely, more than four-in-ten (41%) of those who think the quality of life has 'worsened' point to some form of financial insecurity, mentioning factors (coded open-ends) such as "rising cost of living" (18%), "housing affordability" (12%), and "increased poverty/homelessness" (11%). Other responses include "traffic congestion" (14%), "drugs" (14%), and "too crowded/busy" (13%).

- In 2015, the leading response was "rising cost of living" (21%), followed by "unemployment/lack of jobs" (17%).

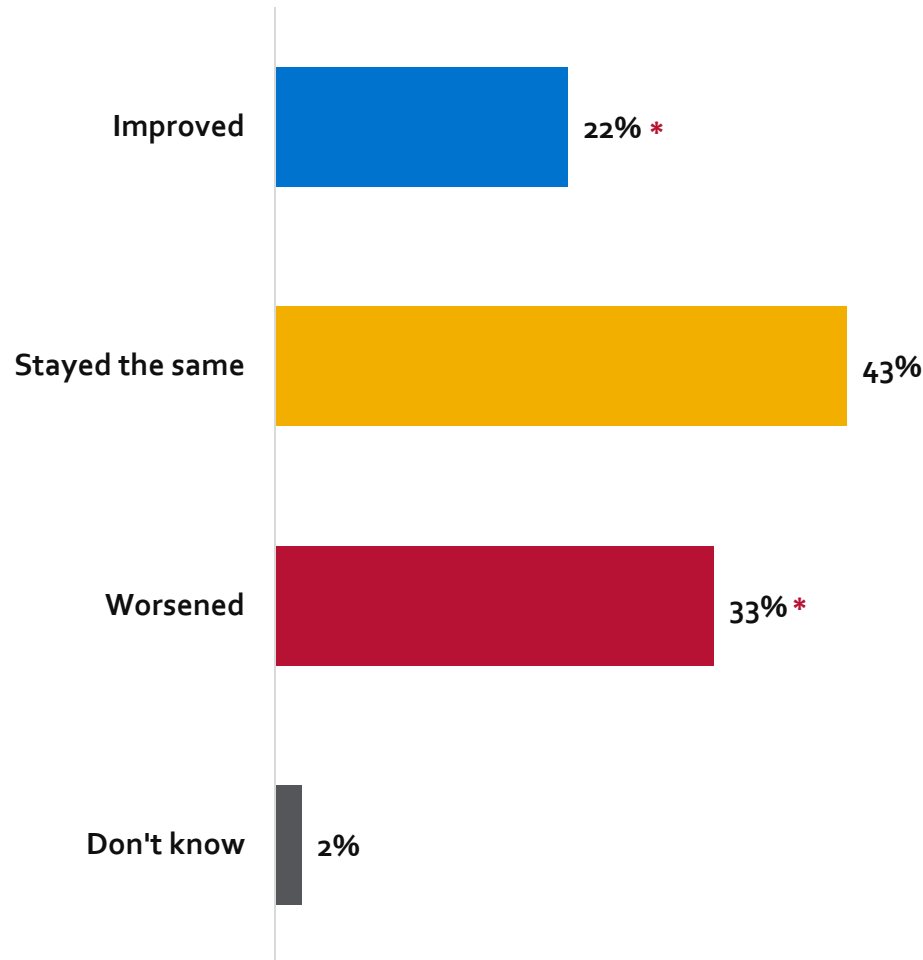
Analysis by Demographic Subgroup

Younger residents are significantly more likely to say the quality of life has 'improved' (33% of 18-34 years vs. 18% of 35+ years).

Perceptions of a 'worsened' quality of life are significantly higher among women (41% vs. 24% of men) and those who have lived in Kelowna for more than 15 years (39% vs. 25% of 15 years or less).



Change in Quality of Life Past Three Years



NET SCORE	
2017	-11 *
2015	+12
2012	-5
Norm	+7

	2015	2012	Norm
Improved	30%	20%	24%
Stayed the same	49%	55%	56%
Worsened	18%	25%	17%
Don't know	4%	0%	3%

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?

Base: All respondents (n=300)

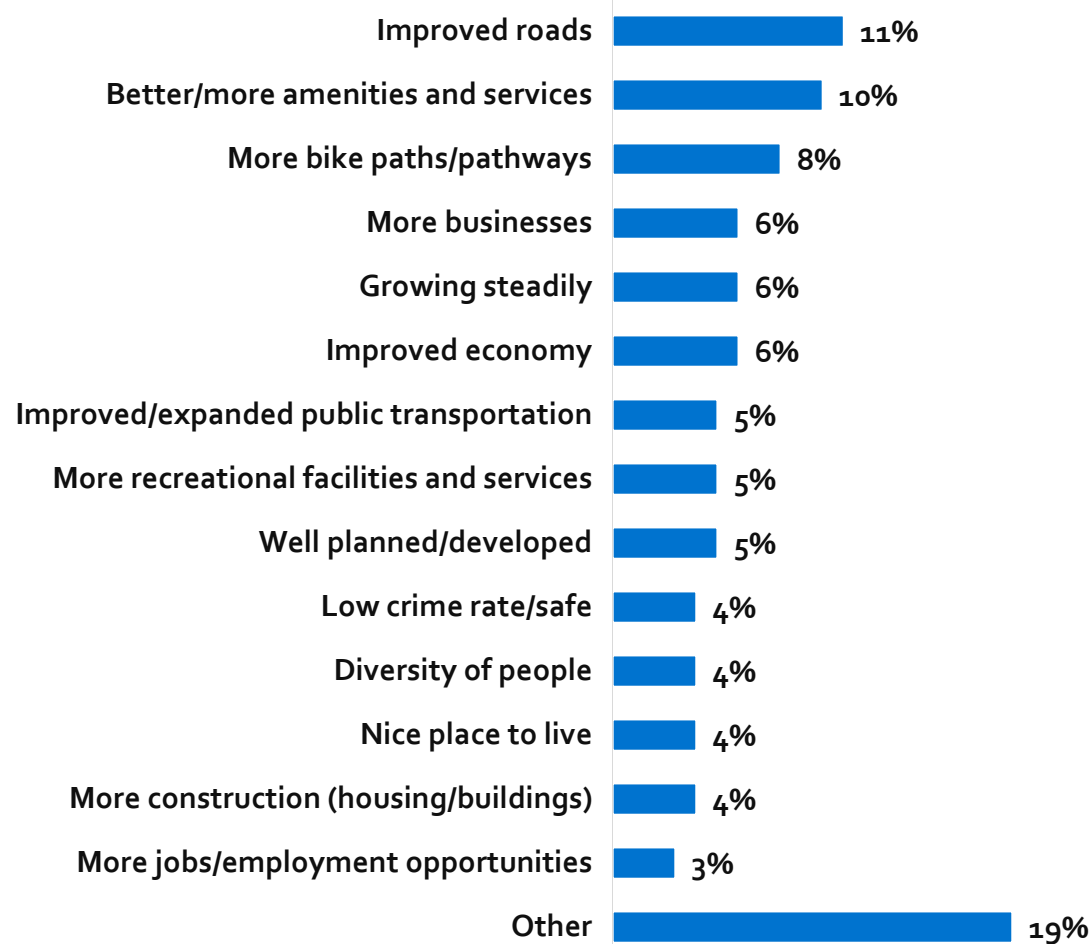
* = statistically significant change from 2015



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Reasons Quality of Life has Improved

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



2015 Top Mentions	
Nice place to live	13%
Downtown revitalization/ improvement	12%
Growing steadily	11%
More recreational facilities and services	10%
Well planned/developed	10%

Q5. Why do you think the quality of life has improved?
Base: Those saying the quality of life has improved (n=65)

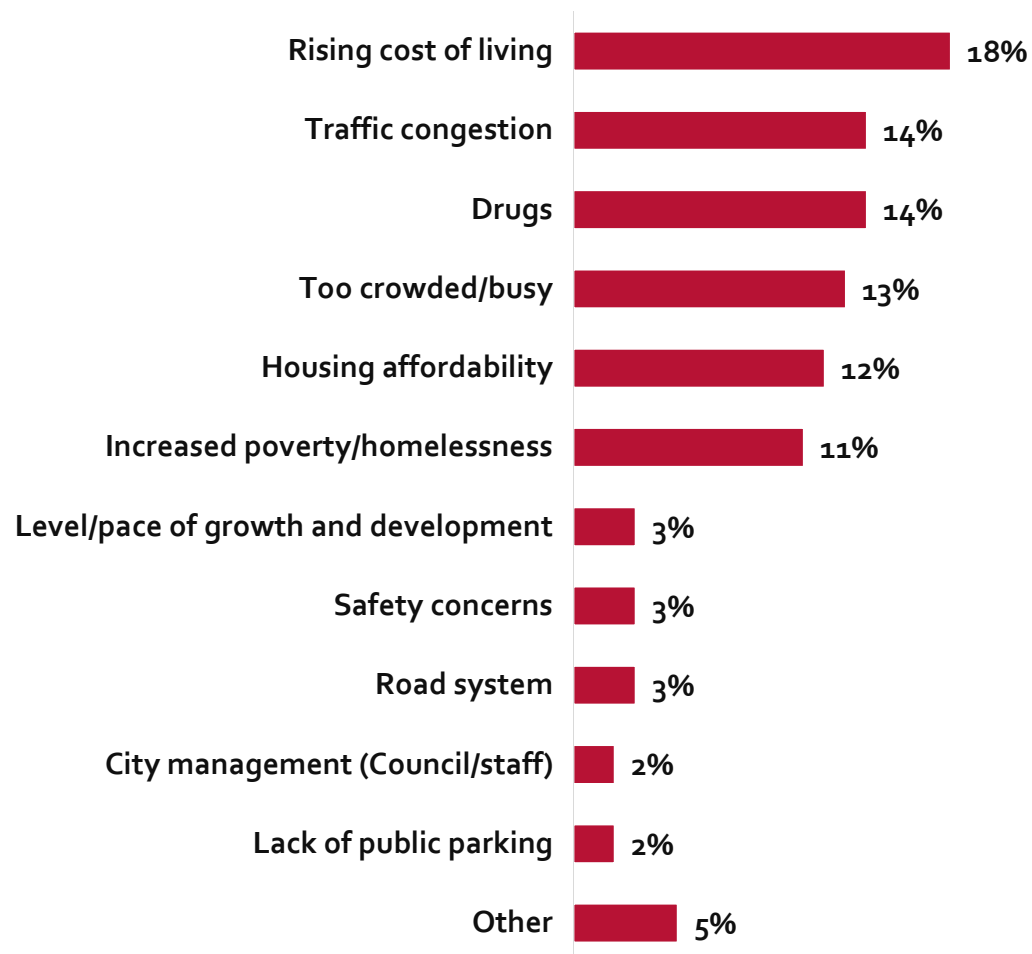
Small base size, interpret with caution.



21

Reasons Quality of Life has Worsened

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



2015 Top Mentions	
Rising cost of living	21%
Unemployment/lack of jobs	17%
Traffic congestion	13%
Too crowded/busy	12%
Negative mentions of staff and Council	10%
Safety concerns	10%
Too much growth/development	10%

Q6. Why do you think the quality of life has worsened?
Base: Those saying the quality of life has worsened (n=97)

Small base size, interpret with caution.

ISSUE AGENDA

Important Community Issues

(Coded Open-Ends, Multiple Responses Allowed)



Social issues (40%) and **transportation** (39%) dominate the public issue agenda.

- Social issues primarily consists of responses (coded open-ends) related to “housing/affordable housing” (19%) and “poverty/homelessness” (18%). Other responses included under the social net are “drugs” (7%), “seniors issues” (2%), and “other social issues” (2%).
 - Mentions of social issues have increased significantly from 2015 (up 24 percentage points). Mentions of social issues this year are more than double what has been reported any other year.
 - Mentions of social issues in Kelowna (40%) are also significantly higher than the provincial norm (13%).
- Transportation includes responses (coded open-ends) of “traffic congestion” (15%), “transportation (general)” (9%), “condition of roads/highways” (7%), “parking” (2%), “bicycle paths/lanes” (2%), “safety of streets (including speeding)” (2%), “traffic lights” (1%), “public transportation” (1%), and “other transportation issues” (2%).
 - Transportation mentions this year are on par with 2015.
 - Mentions of transportation in Kelowna (39%) continue to be higher than the provincial norm (32%).

In comparison to social and transportation, all other issues are deemed a distant second in priority. Of these, the leading second-tier issue is **growth and development** (15%), which includes responses (coded open-ends) of “growth and development (general)” (6%), “city planning/development” (3%), “too many high rises” (2%), “zoning” (1%), “downtown development/planning” (1%), and “other growth and development issues” (1%).

- Mentions of growth and development this year are on par with both 2015 and the provincial norm.

All other issues are mentioned by fewer than 10% of residents this year.

Important Community Issues

(Coded Open-Ends, Multiple Responses Allowed)

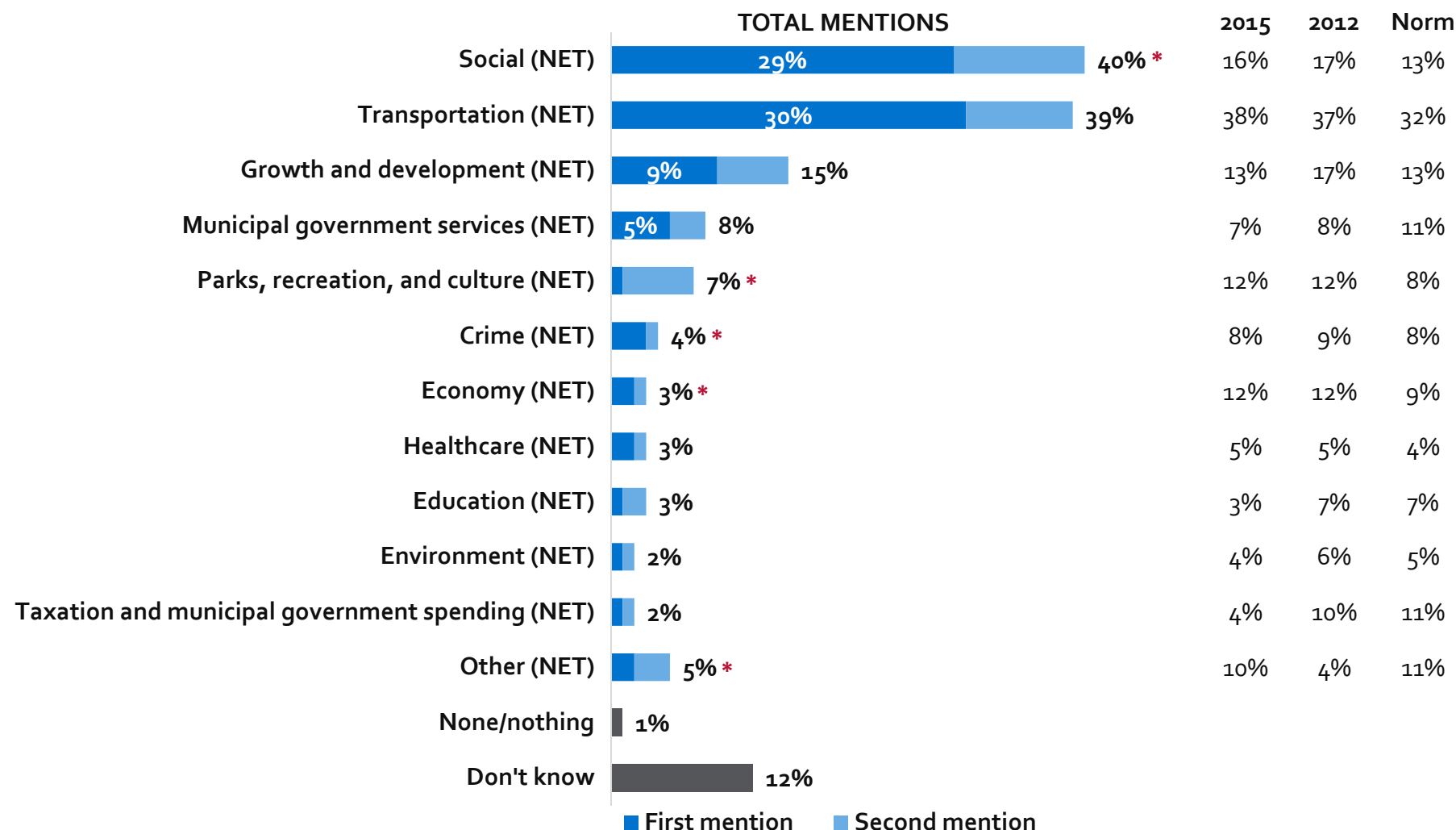


Analysis by demographic subgroup shows some significant differences – highlights include:

- **Social** is mentioned more often by women (50% vs. 29% of men) and those living in Central Kelowna (51% vs. 29% in South West Kelowna, 37% in North Kelowna, 42% in East Central Kelowna/East Kelowna). Mentions of social issues do not significantly vary by household income (46% of <\$60k, 39% of \$60k-<\$100k, 36% of \$100k+).
- **Transportation** is mentioned more often by those living in South West Kelowna (45% vs. 29% in Central Kelowna, 38% in North Kelowna, 44% in East Central Kelowna/East Kelowna).
- **Growth and development** is mentioned more often by those who are 35+ years of age (includes 14% of 35-54 years and 22% of 55+ years vs. 3% of 18-34 years) and those living in South West Kelowna and North Kelowna (21% and 18% vs. 6% in East Central Kelowna/East Kelowna, 16% in Central Kelowna). Mentions of growth and development do not significantly vary by gender (17% of men, 13% of women) or household income (11% of <\$60k, 17% of \$60k-<\$100k, 19% of \$100k+).

Important Community Issues

(Coded Open-Ends, Multiple Responses Allowed)



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?

Base: All respondents (n=300)

* = statistically significant change from 2015



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COMMUNITY SAFETY

Overall Community Safety



Kelowna is largely seen as a safe community, with nine-in-ten (90%) residents describing the city as either 'very safe' (29%) or 'somewhat safe' (61%).

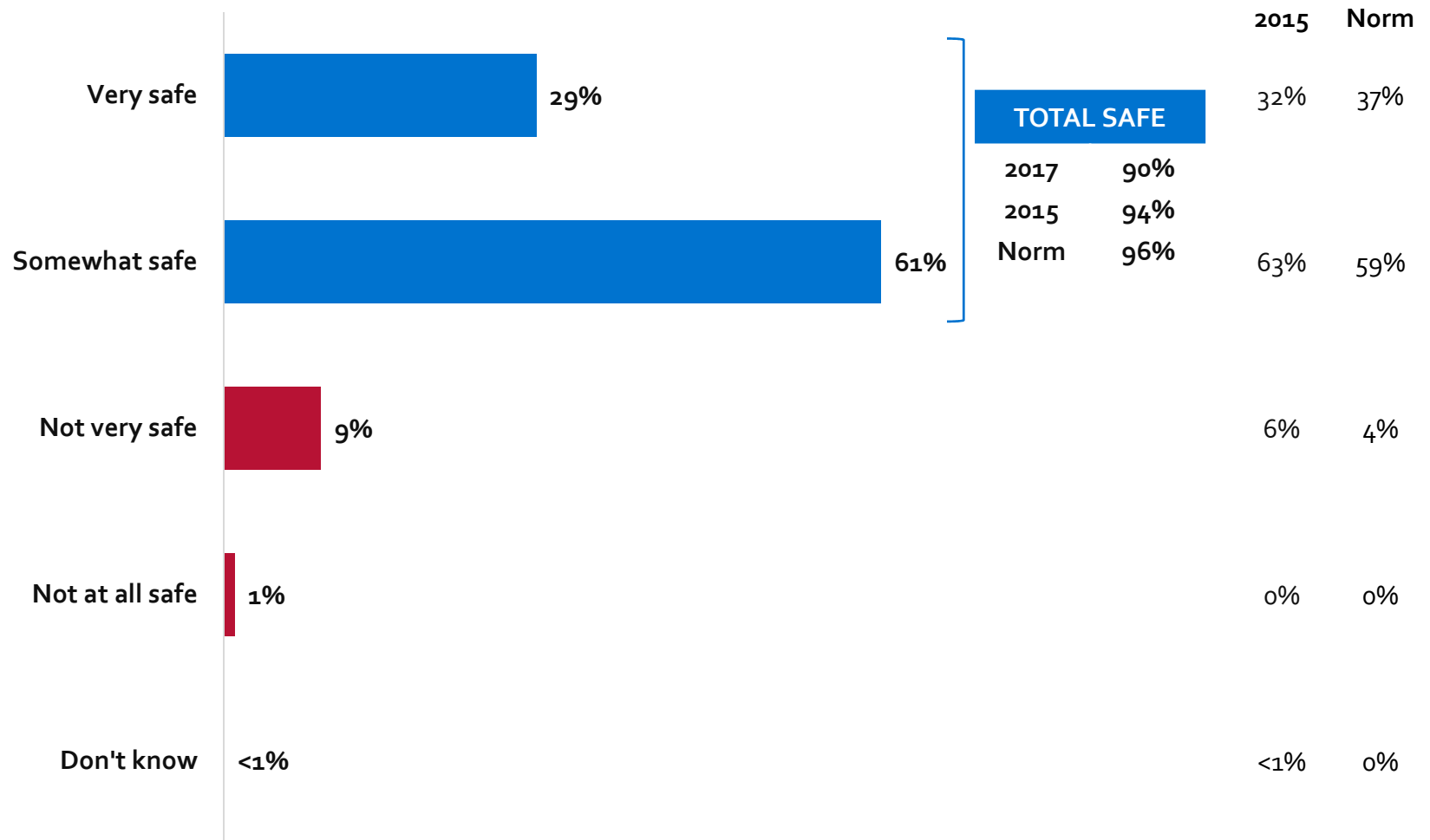
- This year's results are on par with 2015.
- However, perceptions of community safety in Kelowna are lower than the provincial norm, both overall (90% 'very/somewhat safe' in Kelowna vs. 96% provincial norm) and in intensity (29% 'very safe' in Kelowna vs. 37% 'very safe' provincial norm).

Analysis by Demographic Subgroup

Overall perceptions (combined 'very/somewhat safe' responses) of community safety are consistent across all key demographic subgroups, including gender (91% of men, 89% of women) and length of time living in Kelowna (88% of 15 years or less, 91% of more than 15 years).

However, there are significant differences in the intensity of ratings, with those living in South West Kelowna the most likely to describe Kelowna as 'very safe' (36% vs. 20% in East Central Kelowna/East Kelowna, 29% in Central Kelowna, 32% in North Kelowna).

Overall Community Safety



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

Base: All respondents (n=300)



Change in Community Safety Past Three Years



When asked how community safety in Kelowna has changed over the past three years, residents are more than three times as likely to say this has 'worsened' (37%) than 'improved' (11%), resulting in a net momentum score of -26 percentage points. Another 51% say community safety has 'stayed the same'.

- This year's net score (-26) is down significantly from 2015 (+2).
- Normative comparisons are unavailable for this question.

Residents who say community safety has 'improved' attribute this primarily to "more policing/law enforcement" (32% of coded open-ended responses), although these results should be interpreted with caution due to small sample sizes (n<50).

- In 2015, the top responses were "decreased crime rate" (25%) and "more policing/law enforcement" (20%).

Among those saying community safety has 'worsened', one-quarter (24%) point to "more homelessness/poverty" (coded open-ended responses). Other responses include "drugs" (17%), "break-ins/theft" (15%), "increase in crime" (13%), and "city/population growth" (11%).

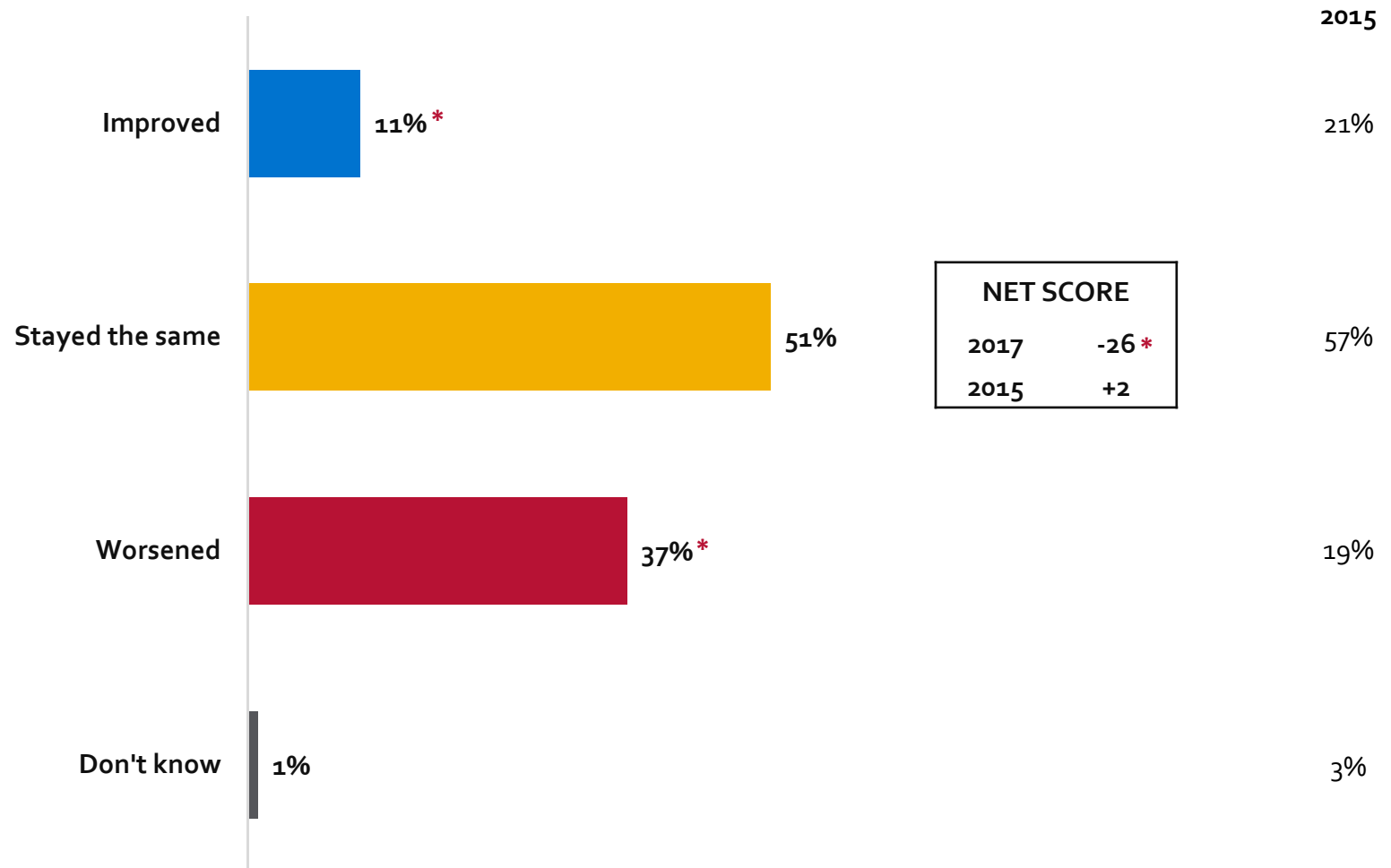
- In 2015, the top response was "increase in crime" (28%).

Analysis by Demographic Subgroup

Perceptions of 'improved' community safety are significantly higher among younger residents (21% of 18-34 years vs. 5% of 35-54 years, 9% of 55+ years) and those with household incomes of <\$60k (18% vs. 8% of \$60k+). No significant differences are seen by gender (13% of men and 9% of women say 'improved').

Perceptions of 'worsened' community safety are significantly higher among those who are 35+ years of age (includes 42% of 35-54 years and 41% of 55+ years vs. 25% of 18-34 years) and those who have lived in Kelowna for more than 15 years (43% vs. 29% of 15 years or less). No significant differences are seen by gender (35% of men and 39% of women say 'worsened').

Change in Community Safety Past Three Years



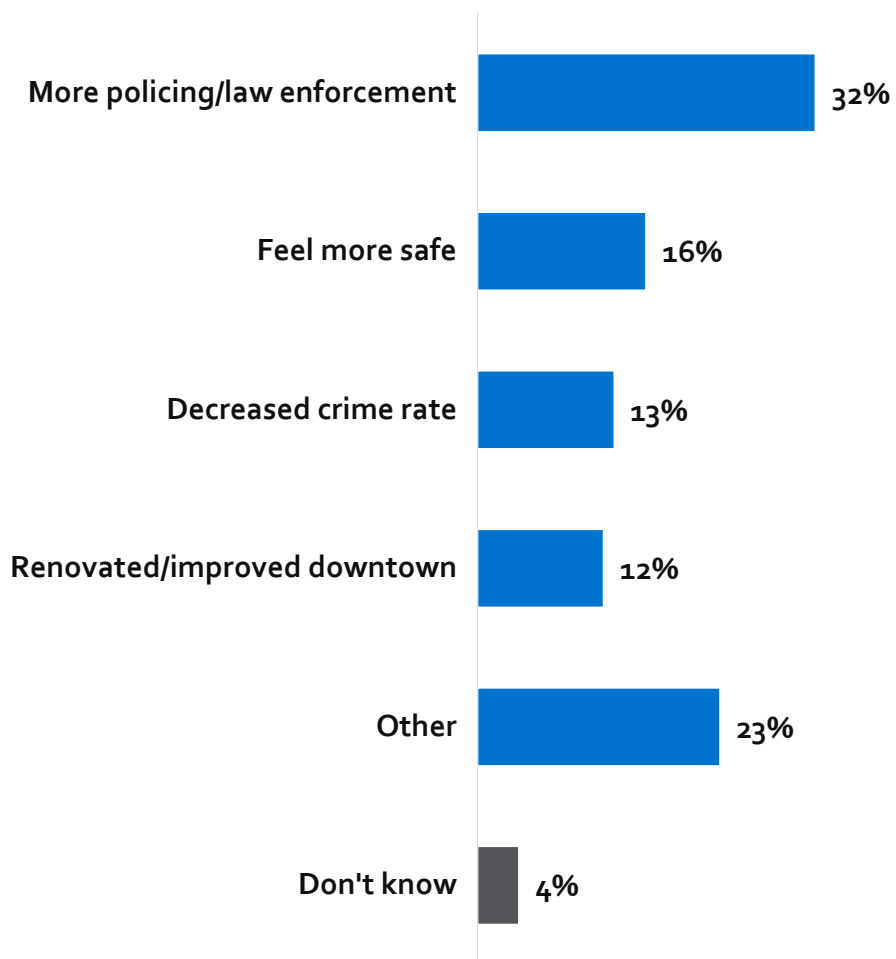
Q18. Do you feel community safety in Kelowna has improved, stayed the same, or worsened over the past three years?

Base: All respondents (n=300)

* = statistically significant change from 2015

Reasons Community Safety has Improved

(Among those saying community safety has improved) (Coded Open-Ends)



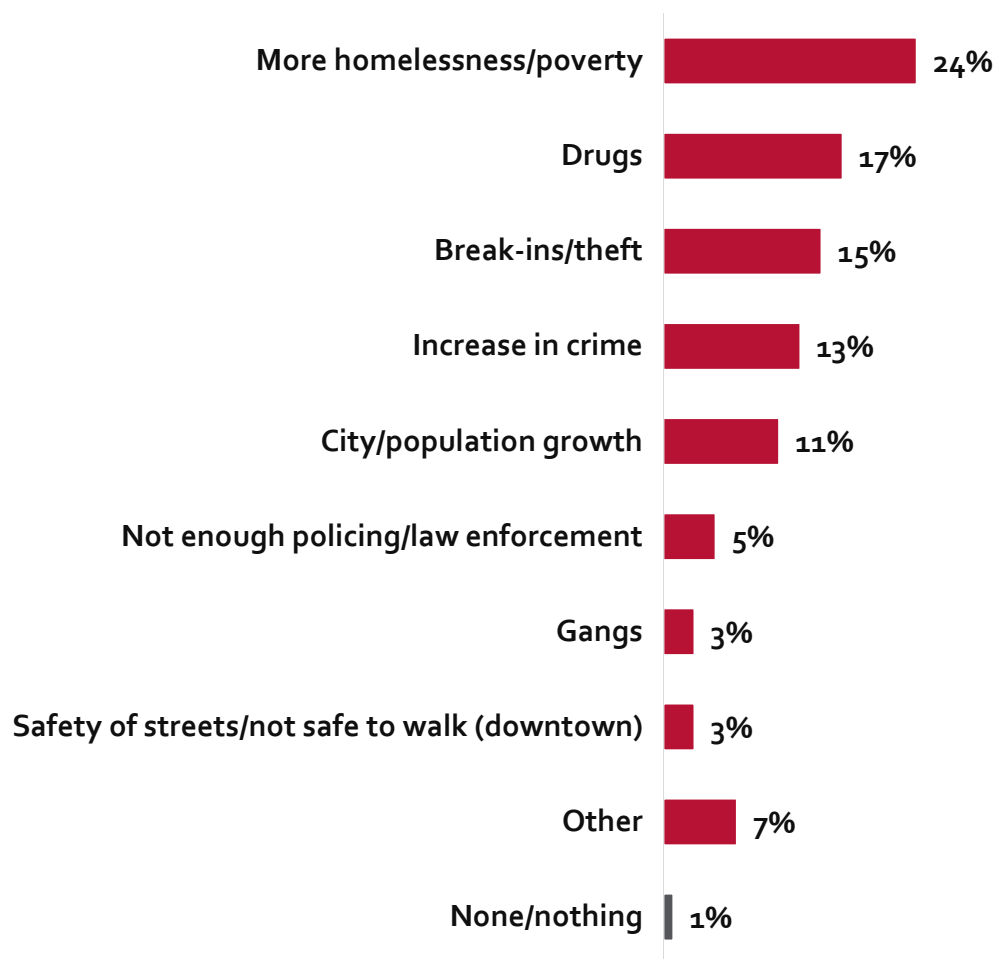
2015 Top Mentions	
Decreased crime rate	25%
More policing/law enforcement	20%
News reports (fewer crime reports in the news)	15%
Public awareness/education	10%

Q19. Why do you feel community safety has improved?
Base: Those saying community safety has improved (n=31)

Small base size, interpret with caution.

Reasons Community Safety has Worsened

(Among those saying community safety has worsened) (Coded Open-Ends)



2015 Top Mentions	
Increase in crime	28%
More homelessness/poverty	19%
Break-ins/theft	18%
More drug dealings	16%
Not enough policing/law enforcement	15%
Safety of streets/not safe to walk (downtown)	12%
Street gangs	10%

Q20. Why do you feel community safety has worsened?
Base: Those saying community safety has worsened (n=111)

Downtown Kelowna Visitation and Safety



In total, 83% of residents say they visit downtown Kelowna at least once a month. This includes 15% saying 'daily', 41% saying 'at least once a week but not every day', and 27% saying 'at least once a month but not every week'.

The majority (80%) of residents describe downtown Kelowna as safe, including 21% saying 'very safe' and 59% saying 'somewhat safe'. Two-in-ten (19%) describe downtown Kelowna as unsafe (16% 'not very safe', 3% 'not at all safe').

When those describing downtown Kelowna as unsafe are asked to specifically identify unsafe downtown areas, 43% mention "Leon Avenue" and 42% mention "City Park" (coded open-ends). Other responses include "Lawrence Avenue" (21%) and "Downtown Area" (20%), among others.

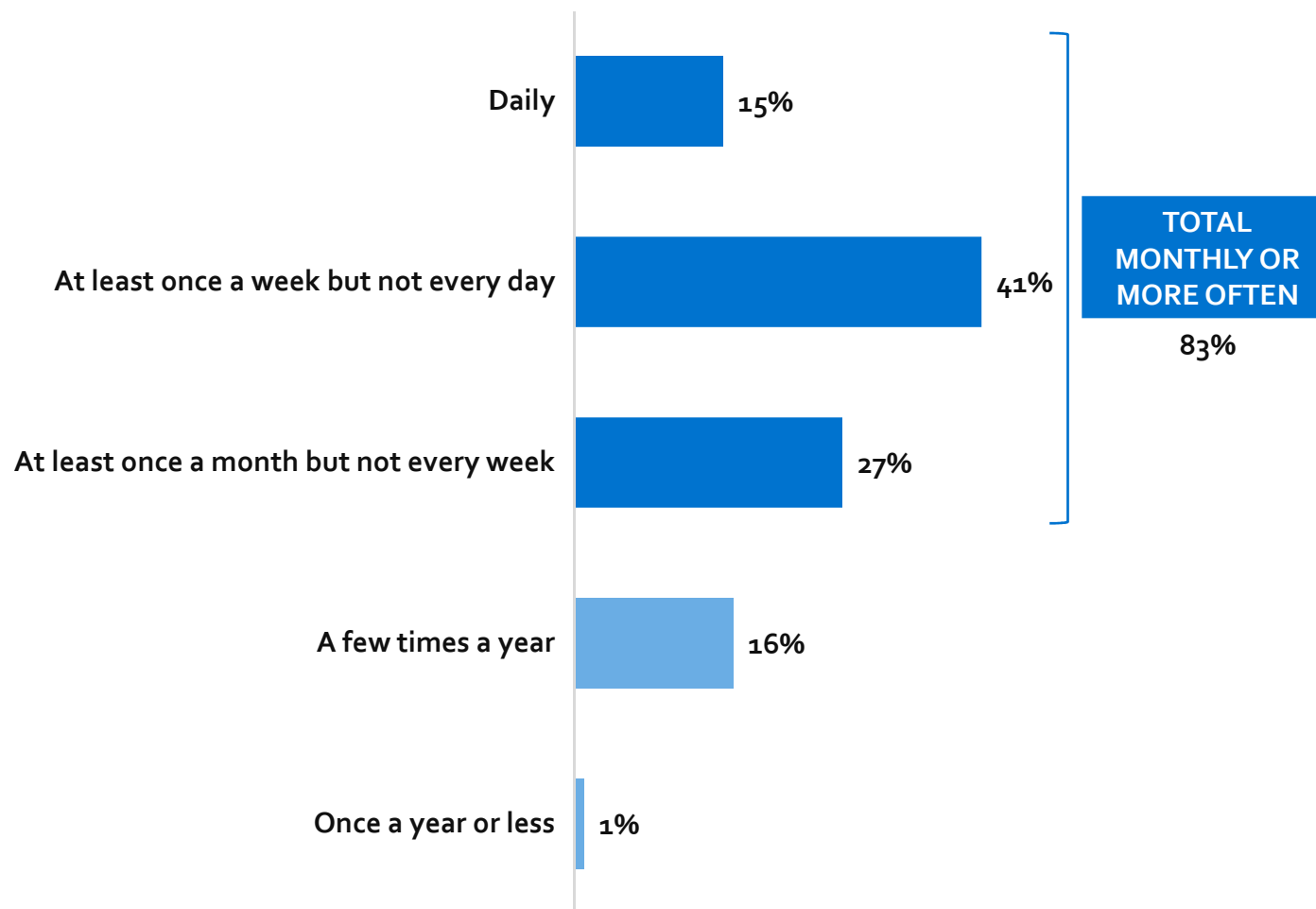
The main reasons (coded open-ends) for feeling unsafe in these areas of downtown Kelowna are "drugs" (55%) and "homelessness/poverty" (46%).

Analysis by Demographic Subgroup

Residents who are significantly more likely to say they visit downtown Kelowna at least once a month include men (89% vs. 77% of women), younger residents (98% of 18-34 years vs. 73% of 55+ years, 82% of 35-54 years), those living in Central Kelowna (95% vs. 73% in East Central Kelowna/East Kelowna, 78% in North Kelowna, 85% in South West Kelowna), those who have lived in Kelowna for 15 years or less (88% vs. 78% of more than 15 years), and those with household incomes of \$100k+ (94% vs. 76% of <\$60k, 81% of \$60k-<\$100k).

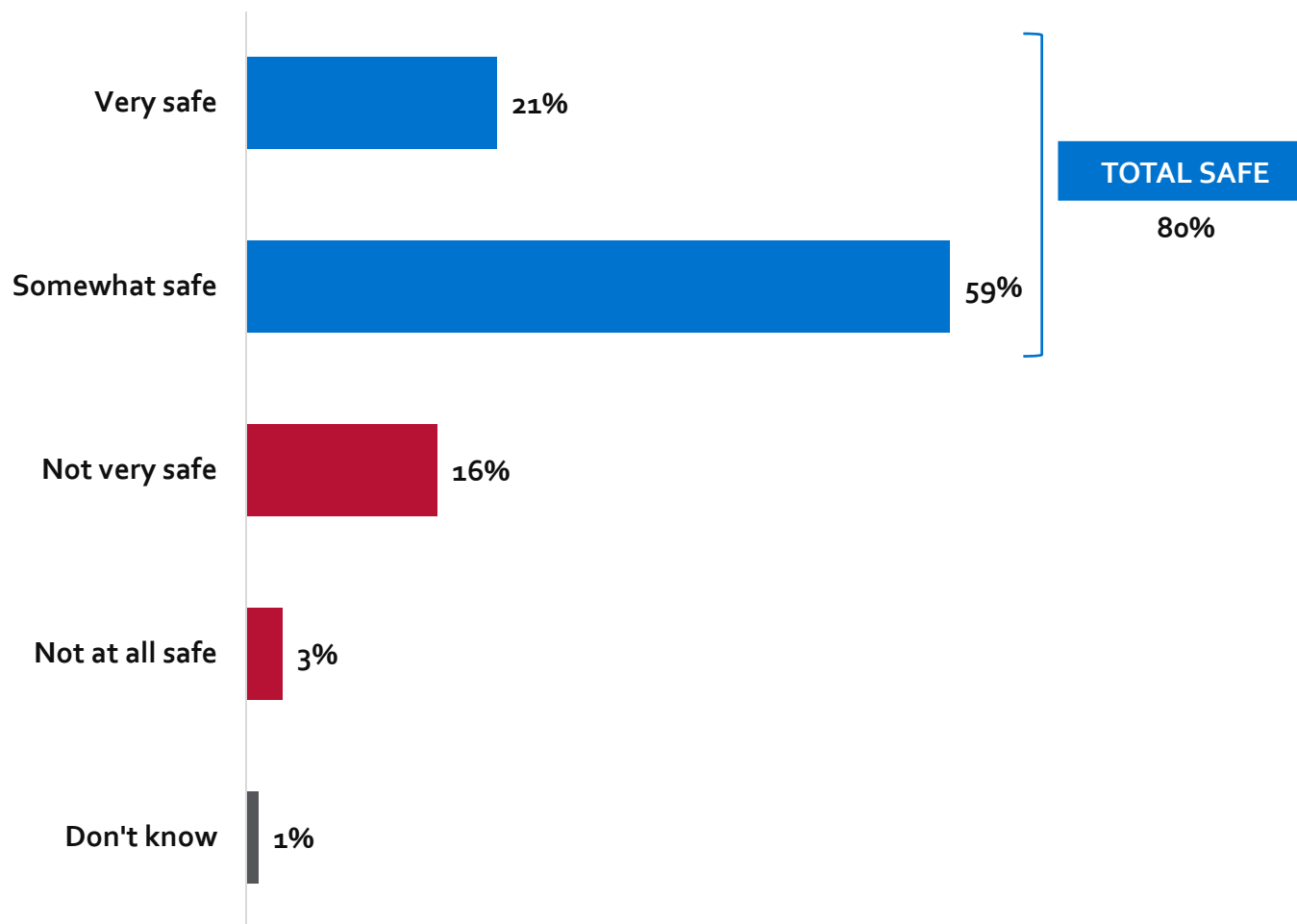
Those living in East Central Kelowna/East Kelowna are significantly more likely to describe downtown Kelowna as unsafe (combined 'not very/not at all safe' responses) (26% vs. 11% in North Kelowna, 13% in Central Kelowna, 19% in South West Kelowna). No significant differences are seen by gender (20% of men and 17% of women describe downtown as unsafe).

Frequency of Visiting Downtown Kelowna



Q21. How often do you visit downtown Kelowna?
Base: All respondents (n=300)

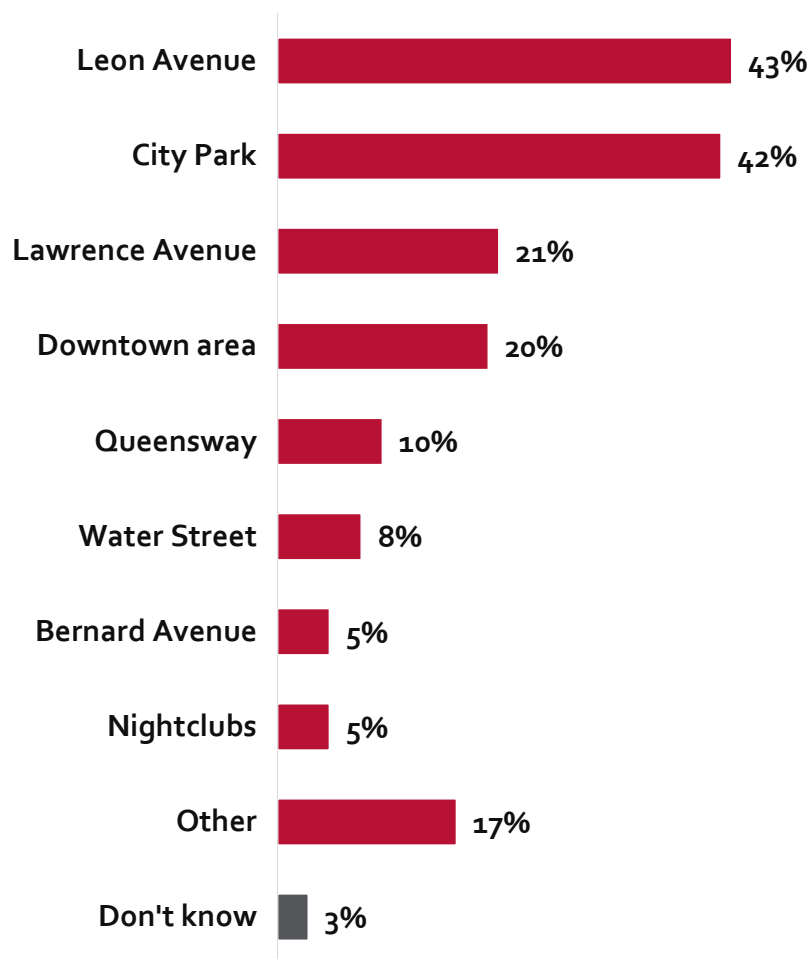
Downtown Kelowna Safety



Q22. Overall, would you describe downtown Kelowna as very safe, somewhat safe, not very safe, or not at all safe?
Base: All respondents (n=300)

Unsafe Areas in Downtown Kelowna

(Among those saying downtown is unsafe) (Coded Open-Ends, Multiple Responses Allowed)



Q23. What specific areas of downtown Kelowna do you feel are unsafe? Any others?

Base: Those saying downtown is unsafe (n=52)

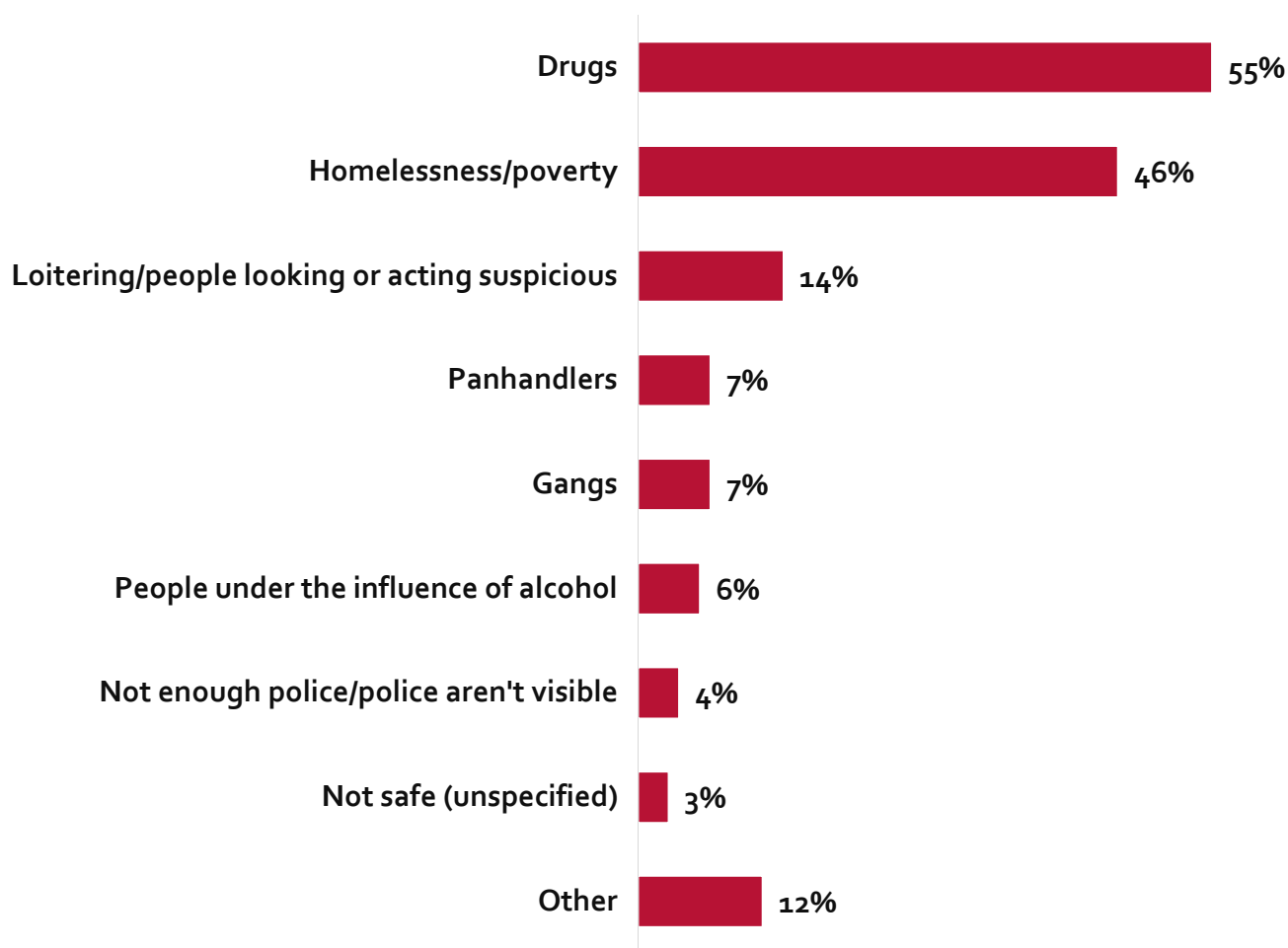
Small base size, interpret with caution.



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Reasons for Feeling Unsafe in Areas of Downtown Kelowna

(Among those saying downtown is unsafe) (Coded Open-Ends, Multiple Responses Allowed)



Q24. Why do you feel unsafe in these areas of downtown Kelowna?

Base: Those saying downtown is unsafe (n=52)

Small base size, interpret with caution.

CITY SERVICES AND INFRASTRUCTURE

Satisfaction with Overall Level and Quality of Services



Satisfaction with City services is high, with 90% of citizens saying they are either 'very satisfied' (26%) or 'somewhat satisfied' (64%) with the overall level and quality of services provided by the City of Kelowna.

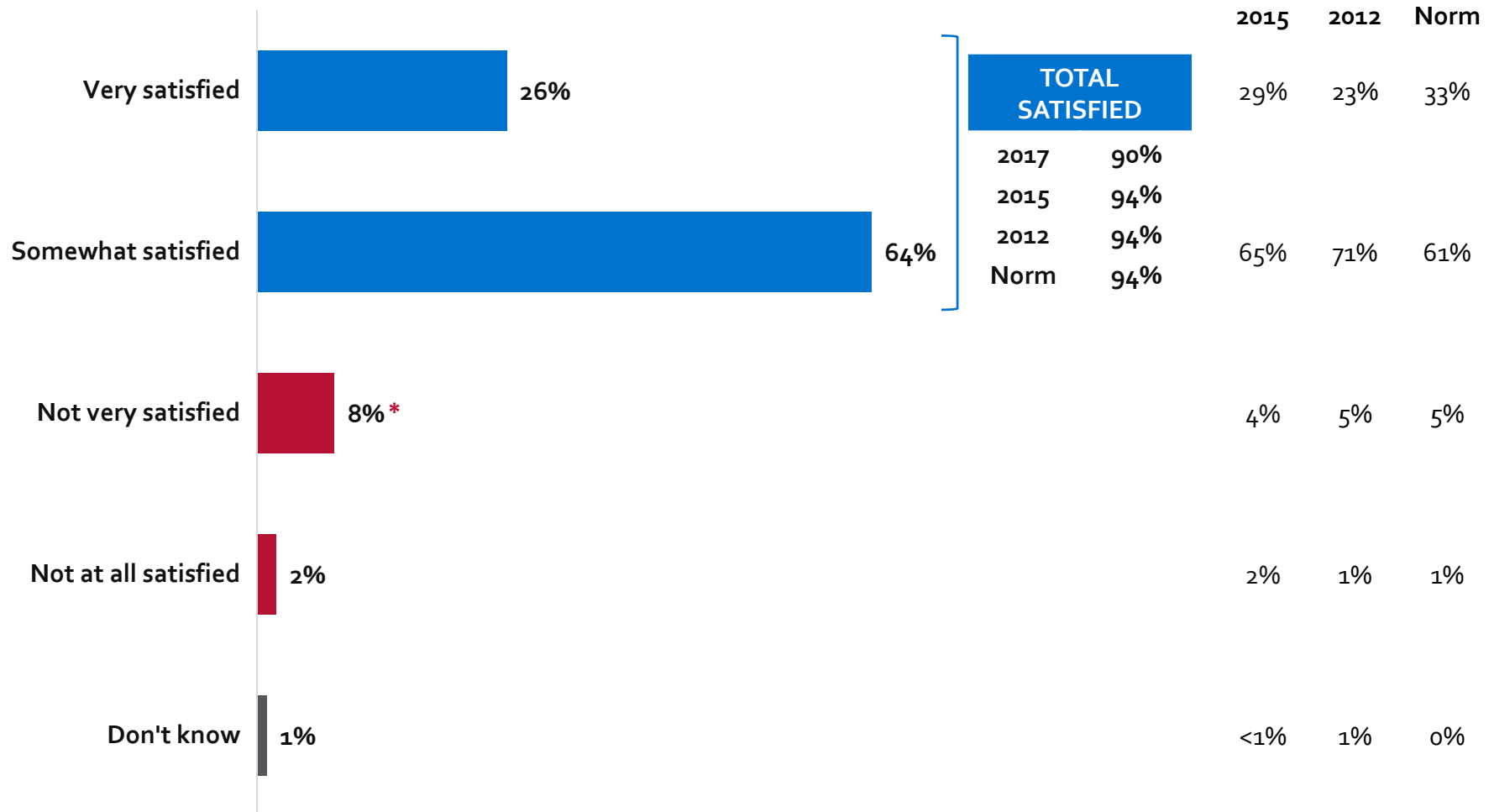
- Satisfaction with City services this year is not significantly different from 2015.
- Overall satisfaction (combined 'very/somewhat satisfied' responses) with City services in Kelowna is on par with the provincial norm. However, the intensity of satisfaction is notably lower in Kelowna (26% 'very satisfied' in Kelowna vs. 33% 'very satisfied' provincial norm).

Analysis by Demographic Subgroup

Overall satisfaction (combined 'very/somewhat satisfied' responses) is significantly higher among those living in households with children under the age of 18 (97% vs. 87% of those without children at home).

There are also significant differences in the intensity of satisfaction, with the highest 'very satisfied' scores reported by men (33% vs. 19% of women) and those living in North Kelowna (39% vs. 21% in East Central Kelowna/East Kelowna, 24% in Central Kelowna, 26% in South West Kelowna).

Satisfaction with Overall Level and Quality of Services



Q7A. How satisfied are you with the overall level and quality of services provided by the City of Kelowna?

Base: All respondents (n=300)

* = statistically significant change from 2015



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Satisfaction with Specific Services



Satisfaction also extends to the delivery of specific services.

Of the tested services, citizens are the most satisfied (combined 'very/somewhat satisfied' responses) with:

- **Fire services** (95%);
- **Parks** (94%);
- **City-operated recreational facilities and programs** (93%);
- **Sports fields** (92%); and,
- **Community cleanliness** (92%).

The next most satisfactory services are:

- **City-operated cultural facilities and programs** (89%);
- **Drinking water quality** (88%);
- **Police services** (85%);
- **Road maintenance** (78%);
- **Bike lanes and pedestrian sidewalks** (74%);
- **City growth management** (65%); and,
- **Public transit** (60%).

Residents are considerably less likely to say they are satisfied with **traffic flow management** (41%). Rather, the majority (59%) say they are dissatisfied with this service.

Compared to 2015, there has been a significant increase in satisfaction with **drinking water quality** (up 6 percentage points) and decrease in satisfaction with **public transit** (down 8 percentage points).

Kelowna residents are more satisfied than the provincial norm with **City-operated recreational facilities and programs** (93% vs. 88%) but less satisfied with **police services** (85% vs. 92%).



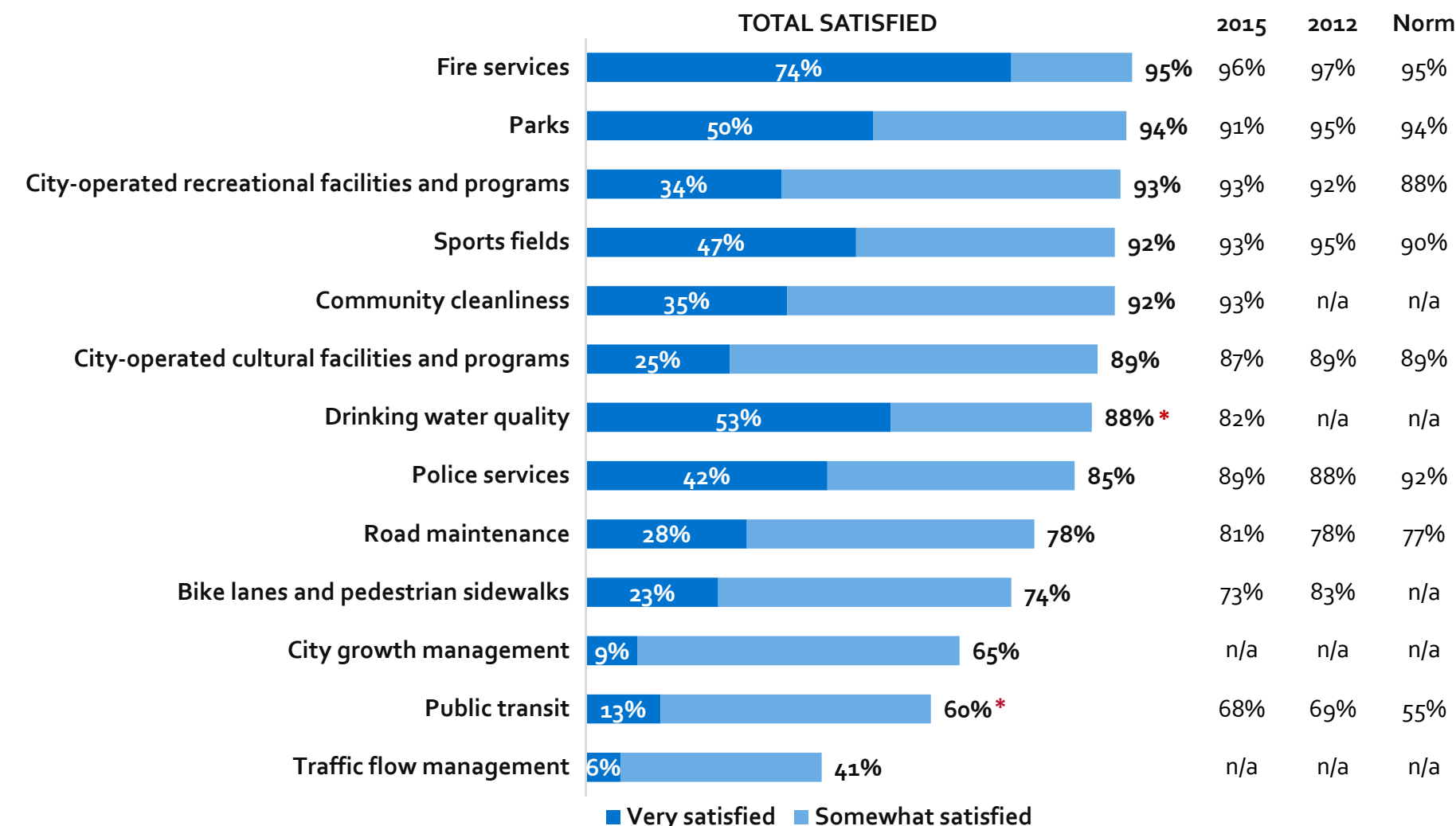
Satisfaction with Specific Services



Analysis by demographic subgroup shows the following significant differences:

- Satisfaction with **fire services** is higher among those with household incomes of <\$100k (includes 99% of <\$60k and 98% of \$60k-<\$100k vs. 87% of \$100k+).
- Satisfaction with **City-operated recreational facilities and programs** is higher among those with household incomes of \$60k-<\$100k (97% vs. 87% of <\$60k, 95% of \$100k+).
- Satisfaction with **City-operated cultural facilities and programs** is higher among those living in South West Kelowna (95% vs. 84% in North Kelowna, 87% in Central Kelowna, 87% in East Central Kelowna/East Kelowna) and those with household incomes of \$100k+ (94% vs. 84% of \$60k-<\$100k, 89% of <\$60k).
- Satisfaction with **bike lanes and pedestrian sidewalks** is higher among those with household incomes of \$60k-<\$100k (80% vs. 66% of \$100k+, 72% of <\$60k).
- Satisfaction with **City growth management** is higher among older and younger residents (includes 75% of 18-34 years and 67% of 55+ years vs. 54% of 35-54 years), those living in North Kelowna and Central Kelowna (78% and 77% vs. 51% in South West Kelowna, 63% in East Central Kelowna/East Kelowna), and those with household incomes of \$60k-<\$100k (76% vs. 55% of \$100k+, 69% of <\$60k).
- Satisfaction with **public transit** is higher among older residents (66% of 55+ years vs. 51% of 18-34 years, 61% of 35-54 years) and those with household incomes of <\$60k (70% vs. 51% of \$100k+, 62% of \$60k-<\$100k).
- Satisfaction with **traffic flow management** is higher among those living in North Kelowna (52% vs. 35% in East Central Kelowna/East Kelowna, 40% in South West Kelowna, 41% in Central Kelowna) and those who have lived in Kelowna for 15 years or less (49% vs. 35% of more than 15 years).

Satisfaction with Specific Services



Q8. And now how satisfied are you with...? Would you say very satisfied, somewhat satisfied, not very satisfied, or not at all satisfied?

Base: All respondents (n=300)

* = statistically significant change from 2015



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Importance of Specific Services



All of the tested services are important to citizens, with the highest 'very/somewhat important' scores going to:

- **Fire services** (99%);
- **Drinking water quality** (99%);
- **Police services** (99%);
- **Community cleanliness** (99%);
- **Traffic flow management** (98%);
- **Road maintenance** (98%);
- **Parks** (97%);
- **City growth management** (93%);
- **Bike lanes and pedestrian sidewalks** (90%); and,
- **City-operated recreational facilities and programs** (90%).

In comparison, the following three services receive relatively lower importance scores:

- **Sports fields** (79%);
- **City-operated cultural facilities and programs** (77%); and,
- **Public transit** (71%).

Services related to public health and safety (**fire, drinking water, police**) are the most likely to be rated as 'very important'. **Traffic flow management** also receives one of the highest 'very important' scores.

Compared to 2015, the importance of **police services** has increased (up 3 percentage points) while the importance of **City-operated recreational facilities and programs** has decreased (down 6 percentage points).

Kelowna residents are less likely than the provincial norm to say **recreational facilities and programs** (90% vs. 95%), **cultural facilities and programs** (77% vs. 84%), and **public transit** (71% vs. 80%) are important.



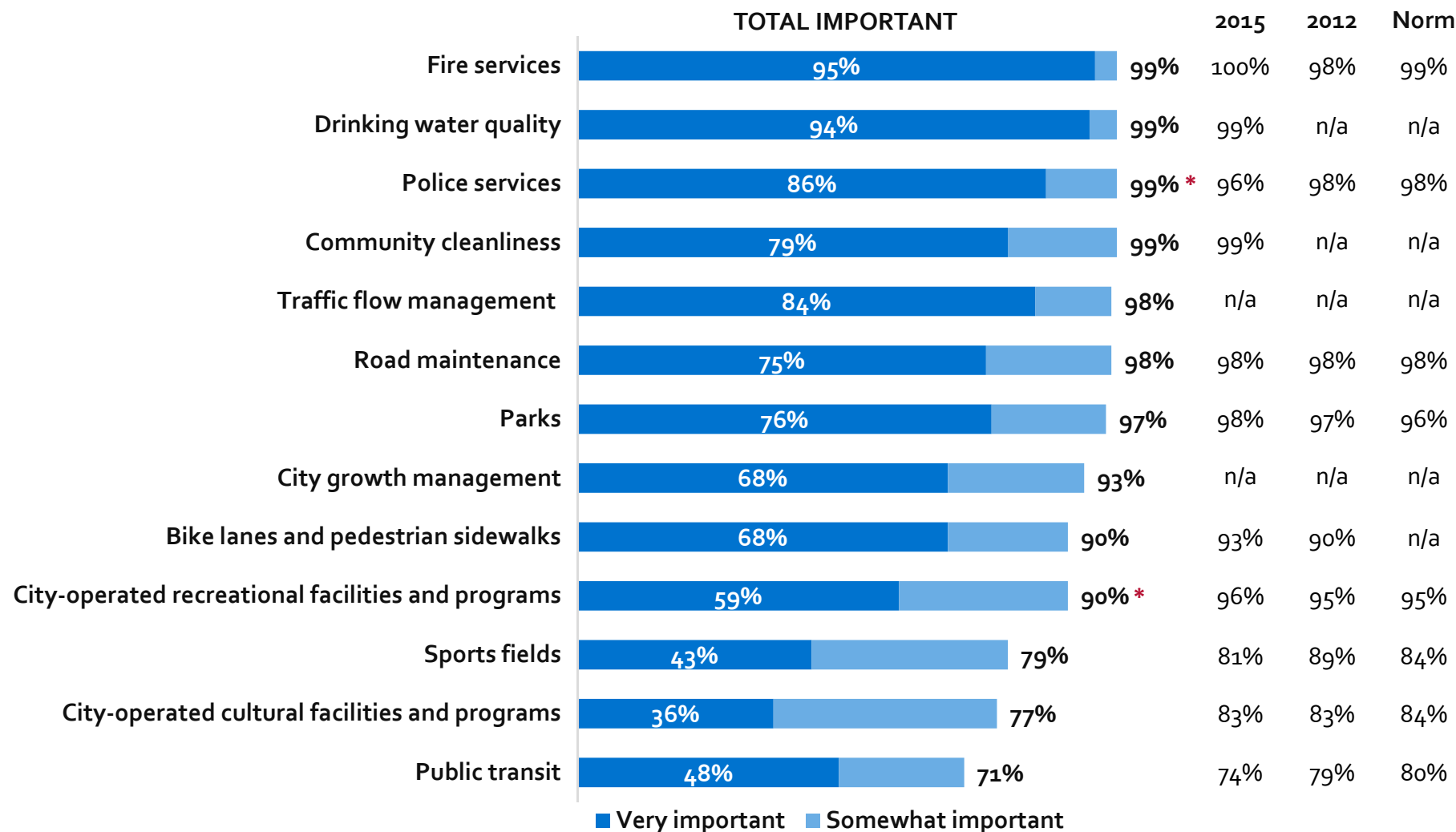
Importance of Specific Services



Analysis by demographic subgroup shows the following significant differences:

- **Parks** are more important to those living in Central Kelowna and South West Kelowna (100% and 99% vs. 89% in North Kelowna, 96% in East Central Kelowna/East Kelowna).
- **City growth management** is more important to older residents (96% of 55+ years vs. 86% of 18-34 years, 93% of 35-54 years) and those with household incomes of \$60k+ (includes 96% of \$60k-<\$100k and 99% of \$100k+ vs. 86% of <\$60k).
- **Bike lanes and pedestrian sidewalks** are more important to younger residents (99% of 18-34 years vs. 84% of 55+ years, 89% of 35-54 years).
- **City-operated recreational facilities and programs** are more important to those who are 35-54 years of age (97% vs. 86% of 55+ years, 87% of 18-34 years), those living in South West Kelowna (93% vs. 82% in North Kelowna, 90% in East Central Kelowna/East Kelowna, 91% in Central Kelowna), those living in households with children under the age of 18 (96% vs. 87% of those without children at home), and those with household incomes of \$60k+ (includes 93% of \$60k-<\$100k and 95% of \$100k+ vs. 82% of <\$60k).
- **Sports fields** are more important to those who have lived in Kelowna for 15 years or less (87% vs. 73% of more than 15 years) and those with household incomes of \$100k+ (87% vs. 74% of \$60k-<\$100k, 81% of <\$60k).
- **City-operated cultural facilities and programs** are more important to those with household incomes of \$100k+ (88% vs. 69% of <\$60k, 75% of \$60k-<\$100k).
- **Public transit** is more important to those with household incomes of \$60k-<\$100k (78% vs. 63% of \$100k+, 75% of <\$60k). No significant differences are seen by age (77% of 18-34 years, 71% of 35-54 years, 68% of 55+ years) or neighbourhood (79% in Central Kelowna, 74% in North Kelowna, 68% in South West Kelowna, 67% in East Central Kelowna/East Kelowna).

Importance of Specific Services



Q7. How important is...to you personally on a scale of very important, somewhat important, not very important, or not at all important?

Base: All respondents (n=300)

* = statistically significant change from 2015



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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, the City may or may not wish to make a concerted 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 of Kelowna has five **primary strengths**:

- Fire services
- Parks
- Community cleanliness
- Drinking water quality
- Police services

The City also has three **secondary strengths**:

- City-operated recreational facilities and programs
- Sports fields
- City-operated cultural facilities and programs

AREAS FOR IMPROVEMENT

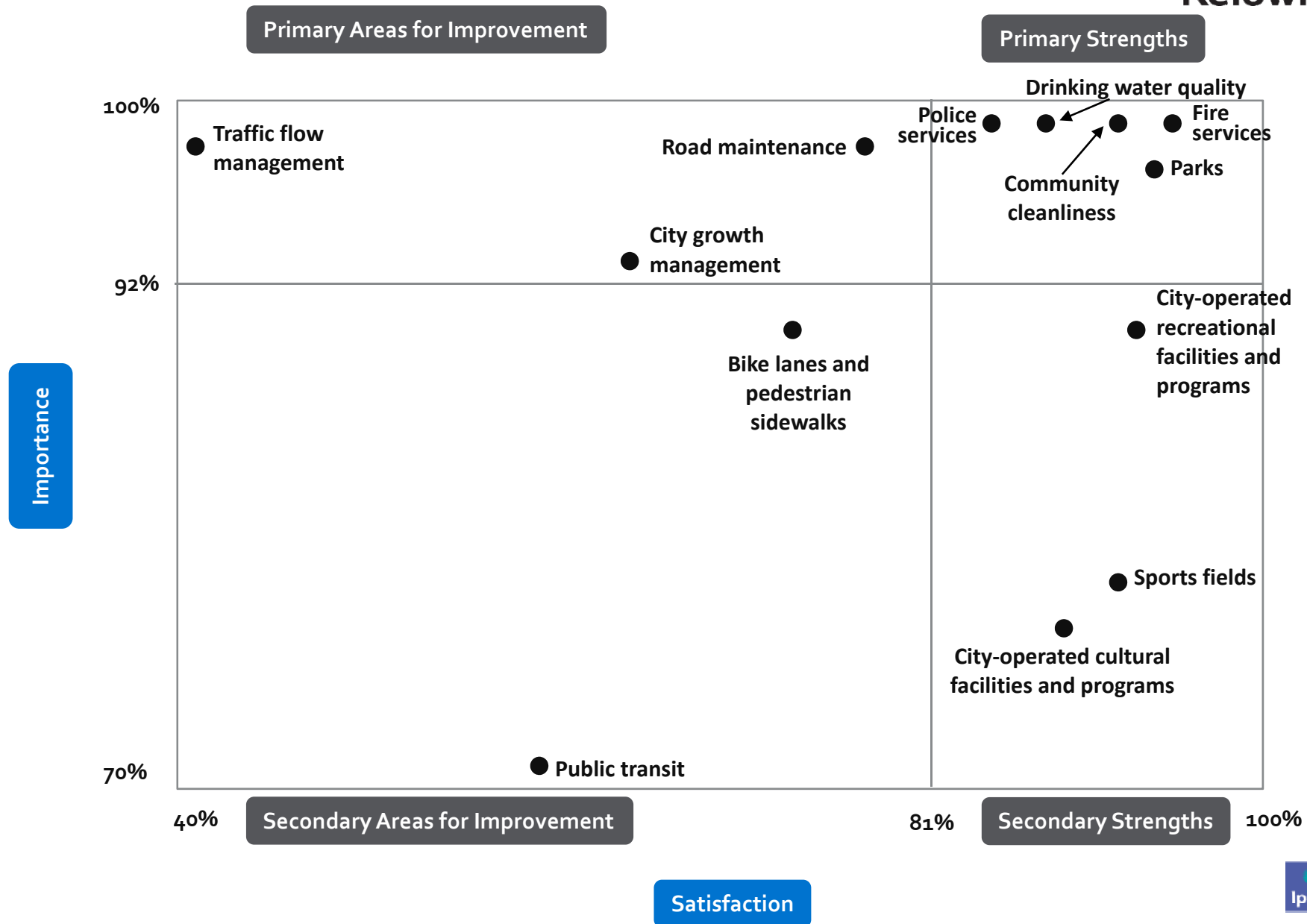
The City of Kelowna has three **primary areas for improvement**:

- Traffic flow management
- City growth management
- Road maintenance

The City also has two **secondary areas for improvement**:

- Public transit
- Bike lanes and pedestrian sidewalks

Action Grid



FINANCIAL PLANNING

Value for Taxes



A large majority (84%) of residents say they receive good value for their municipal tax dollars. This includes 18% saying 'very good value' and 66% saying 'fairly good value'.

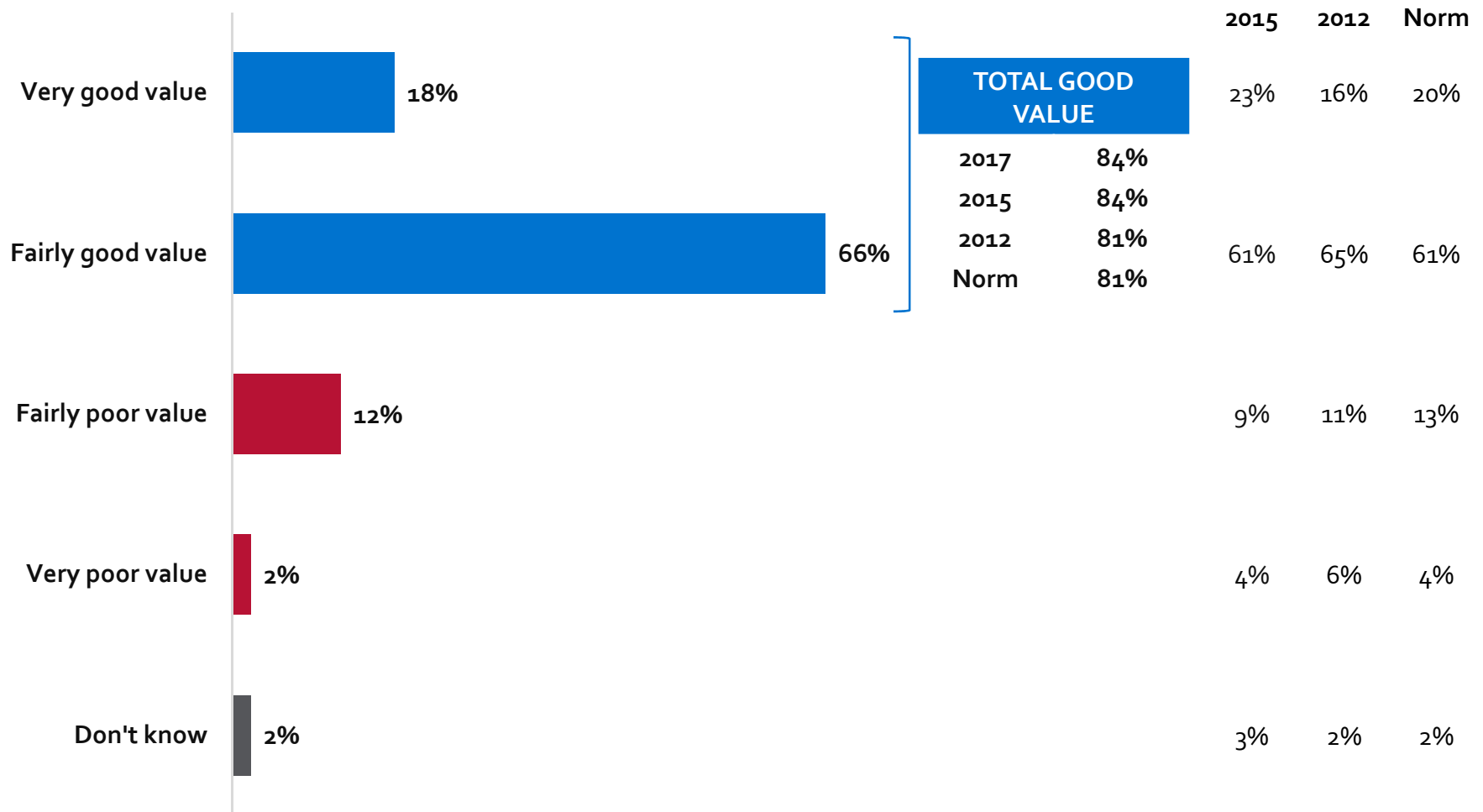
- This year's results are consistent with 2015.
- The perceived value for taxes in Kelowna is similar to the provincial norm.

Analysis by Demographic Subgroup

Residents who have lived in Kelowna for more than 15 years are significantly more likely to say they receive good value (combined 'very/fairly good value' responses) for their tax dollars (88% vs. 79% of 15 years or less).

There are also significant differences in the intensity of ratings, with those living in East Central Kelowna/East Kelowna the LEAST likely to say they receive 'very good value' (8% vs. 25% in Central Kelowna, 23% in North Kelowna, 22% in South West Kelowna).

Value for Taxes



Q9. 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?

Base: All respondents (n=300)

Balancing Taxation and Service Delivery Levels



When asked about balancing taxation and service delivery levels, citizens are more than twice as likely to opt for tax increases (62%) over service reductions (30%).

- Looking at tax increases specifically shows that 33% of citizens would prefer the City 'increase taxes to maintain services at current levels' while 29% say 'increase taxes to enhance or expand services'.
- Preference for service reductions is predominately driven by a desire to maintain rather than reduce taxes (21% say 'reduce services to maintain current tax level', 9% say 'reduce services to reduce taxes').

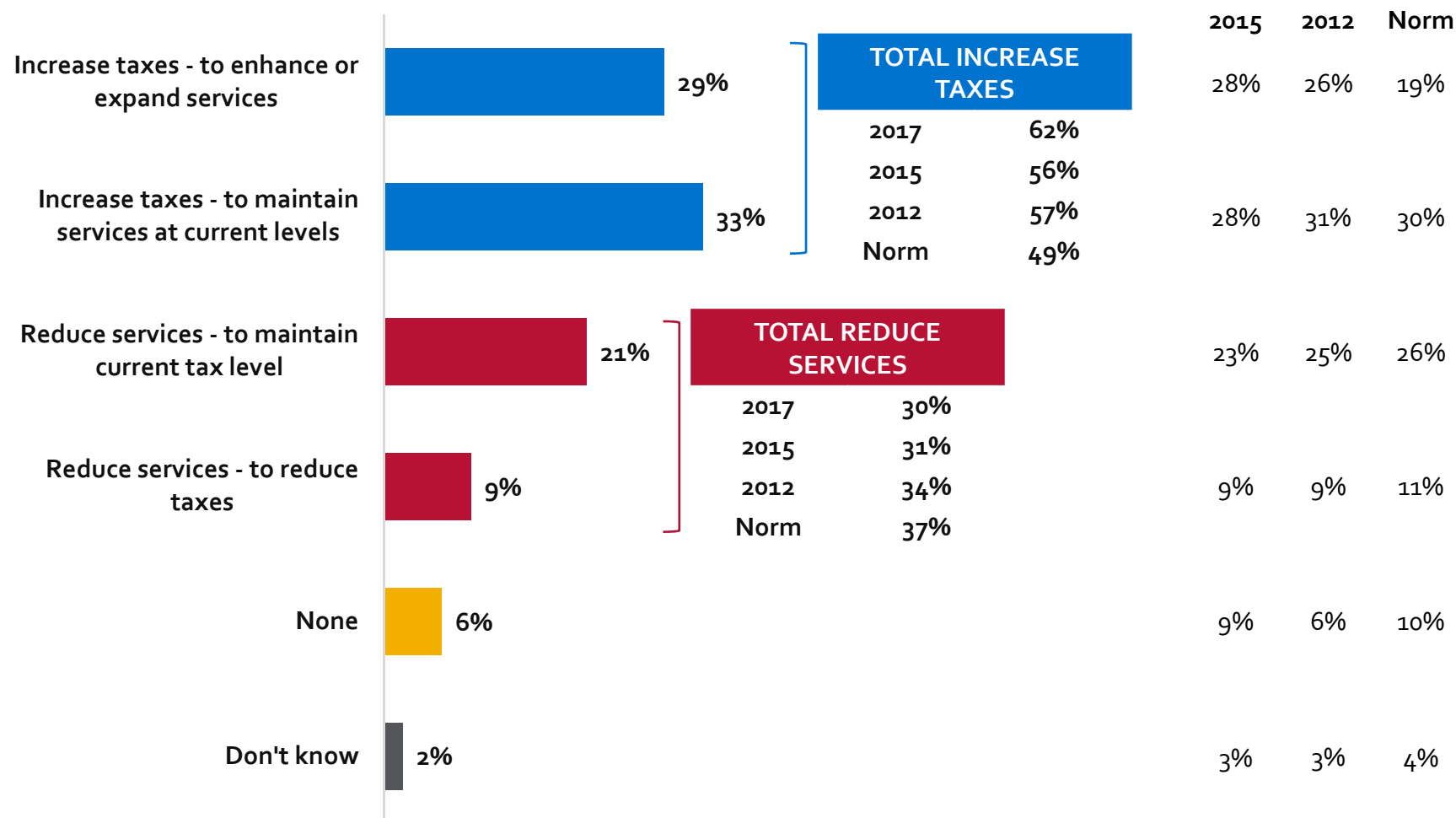
This year's results are not significantly different from 2015.

Kelowna residents' tolerance for tax increases is notably higher than the provincial norm (62% increase taxes in Kelowna vs. 49% provincial norm).

Analysis by Demographic Subgroup

This year's results are consistent across all key demographic subgroups.

Balancing Taxation and Service Delivery Levels



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?

Base: All respondents (n=300)

PRIORITY SETTING

Renewing versus Building Infrastructure

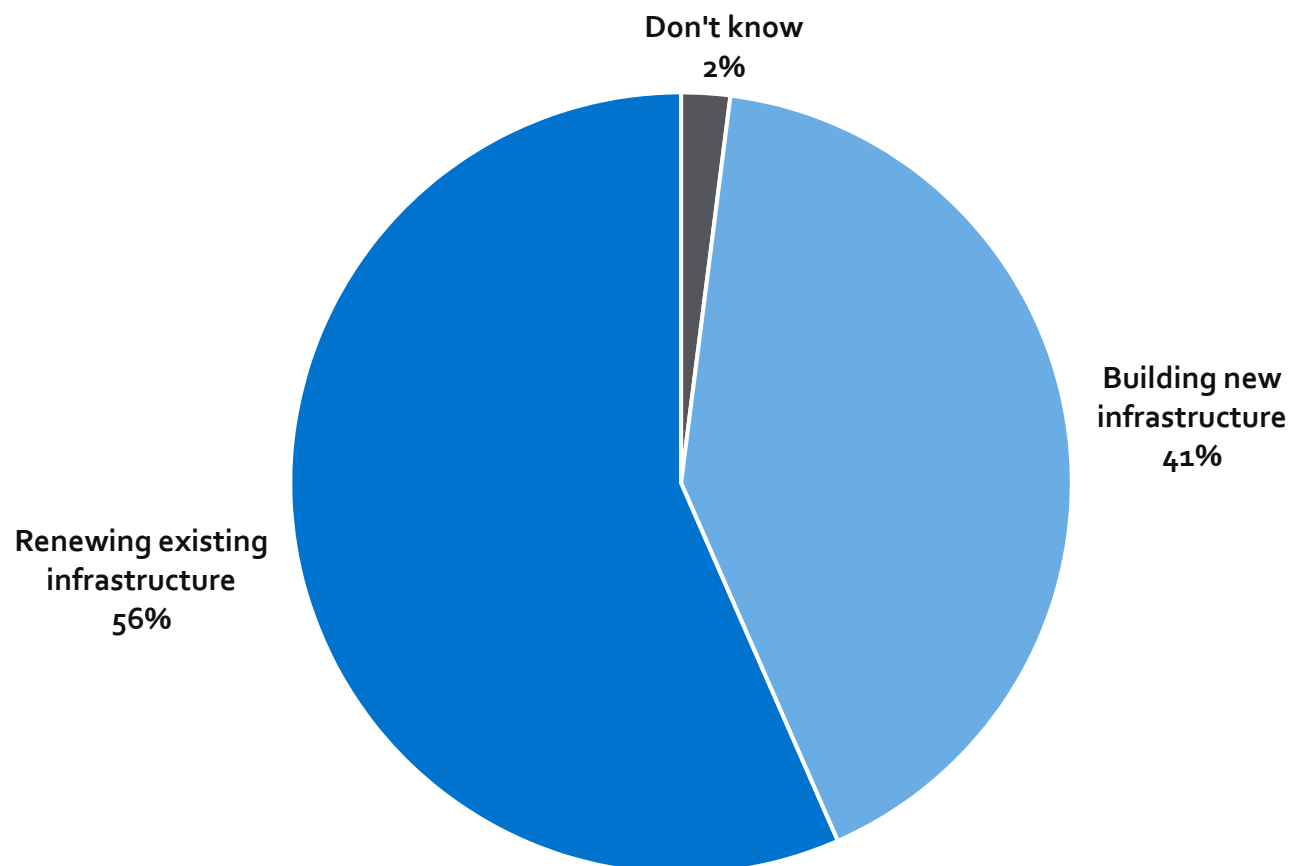


Overall, residents prioritize renewing existing infrastructure (56%) over building new infrastructure (41%). However, with renewal leading by only a slight majority, it is clear there is also an appetite for some new infrastructure.

Analysis by Demographic Subgroup

Younger residents are significantly more likely to opt for building new infrastructure (51% of 18-34 years vs. 34% of 55+ years, 42% of 35-54 years).

Renewing versus Building Infrastructure



Q11. Each year, the City is challenged with allocating capital dollars. In your opinion, which of the following should be the greater priority for investment for the City in 2018?

Base: All respondents (n=300)

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 2017 Citizen Survey, a total of 16 items were considered, resulting in a total of 120 possible combinations. Each respondent was randomly presented with 8 different pairs, with controls in place to ensure that all respondents saw all 16 items and that each item was asked an equal number of times.

The 16 items included in this year's survey were:

- Road maintenance
- Public transit
- Traffic flow management
- Bike lanes and pedestrian sidewalks
- City-operated recreational facilities and programs
- City-operated cultural facilities and programs
- Parks
- Drinking water
- Sewage facilities
- Police services
- Fire services
- Encouraging a diverse supply of housing options at different price points
- Business and economic development
- Enhancing the natural environment
- Preservation of historic places
- Community cleanliness

Priorities for Investment Over the Next Four Years

(Paired Choice Analysis)



Paired Choice Analysis shows that residents' top five priorities for investment are:

- **Encouraging a diverse supply of housing at different price points** (chosen 71% of the time);
- **Traffic flow management** (66%);
- **Drinking water** (65%);
- **Police services** (61%); and,
- **Fire services** (60%).

Other priorities include **road maintenance** (57%), **public transit** (50%), **bike lanes and pedestrian sidewalks** (48%), **business and economic development** (47%), **sewage facilities** (46%), **enhancing the natural environment** (44%), **City-operated recreational facilities and programs** (42%), **parks** (40%), and **community cleanliness** (38%).

Citizens' lowest priorities for investment are **City-operated cultural facilities and programs** (25%) and **preservation of historic places** (24%).

Priorities for Investment Over the Next Four Years

(Paired Choice Analysis)



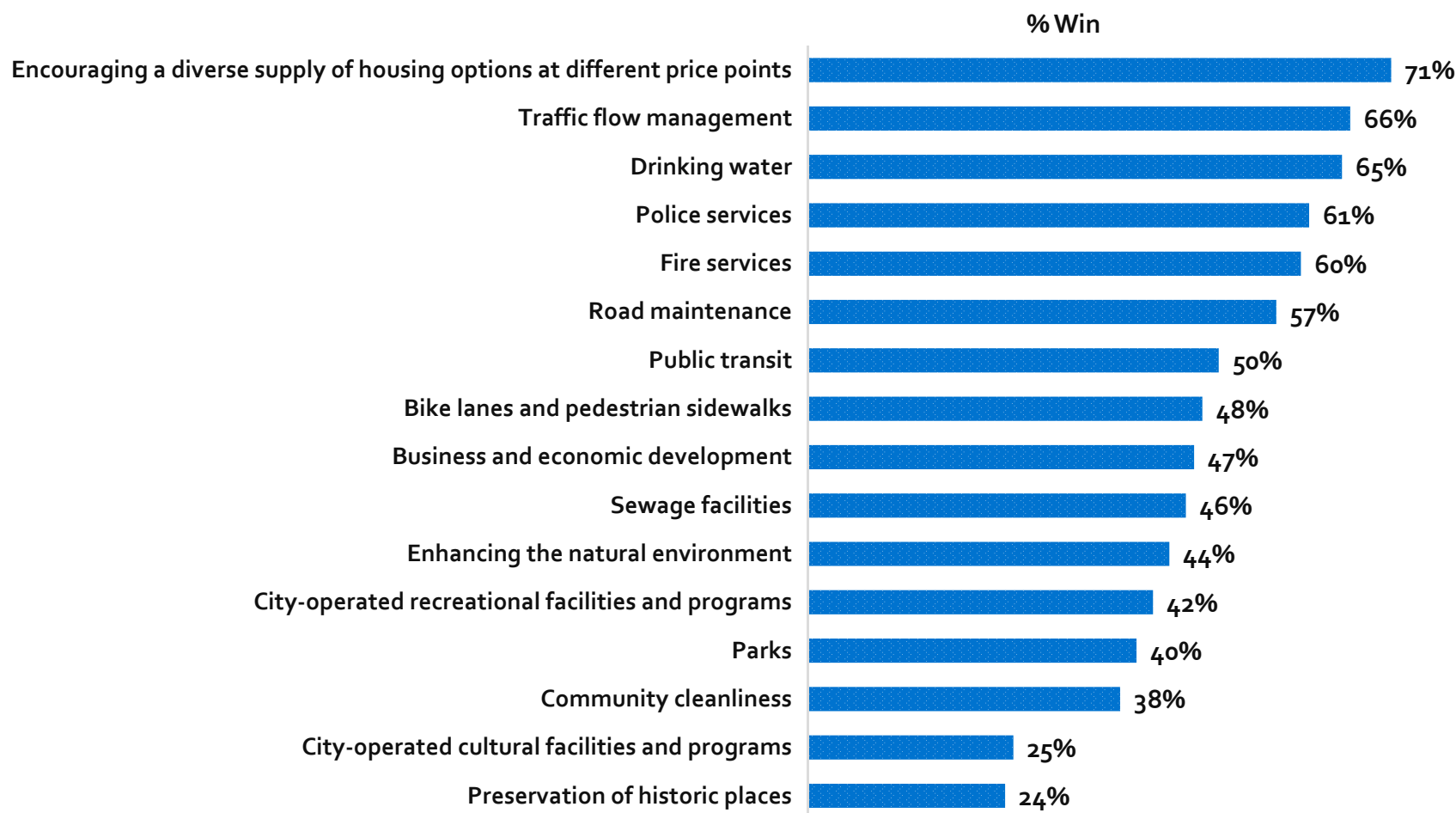
Analysis by demographic subgroup shows the following significant differences:

- **Encouraging a diverse supply of housing options at different price points** is chosen more often by women (78% vs. 64% of men) and those who are 35-54 years of age (78% vs. 63% of 55+ years, 76% of 18-34 years). No significant differences are seen by household income (69% of <\$60k, 76% of \$60k-<\$100k, 67% of \$100k+).
- **Traffic flow management** is chosen more often by those with household incomes of \$100k+ (77% vs. 62% of <\$60k, 63% of \$60k-<\$100k). No significant differences are seen by neighbourhood (71% in South West Kelowna, 69% in North Kelowna, 68% in Central Kelowna, 58% in East Central Kelowna/East Kelowna).
- **Drinking water** is chosen more often by those living in East Central Kelowna/East Kelowna (72% vs. 53% in Central Kelowna, 66% in South West Kelowna, 66% in North Kelowna).
- **Police services** are chosen more often by those who have lived in Kelowna for more than 15 years (66% vs. 53% of 15 years or less).
- **Fire services** are chosen more often by women (66% vs. 54% of men) and those who are 35-54 years of age (67% vs. 51% of 18-34 years, 61% of 55+ years).
- **Public transit** is chosen more often by younger residents (66% of 18-34 years vs. 44% of 35+ years) and those living in Central Kelowna (65% vs. 39% in North Kelowna, 45% in South West Kelowna, 47% in East Central Kelowna/East Kelowna).
- **Bike lanes and pedestrian sidewalks** are chosen more often by women (54% vs. 42% of men) and those living in Central Kelowna (56% vs. 39% in North Kelowna, 42% in East Central Kelowna/East Kelowna, 53% in South West Kelowna).
- **City-operated cultural facilities and programs** are chosen more often by those who have lived in Kelowna for 15 years or less (33% vs. 19% of more than 15 years).
- **Preservation of historic places** is chosen more often by those living in North Kelowna and East Central Kelowna/East Kelowna (30% and 28% vs. 15% in Central Kelowna, 26% in South West Kelowna).



Priorities for Investment Over the Next Four Years

(Paired Choice Analysis)



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.

Base: All respondents (n=300)



Transportation Investment Priorities



Respondents were presented with a list of six specific transportation improvements and asked which one(s) should be the greatest investment priority for the City.

Overall, the single biggest transportation investment priority is **improving traffic flow by adding vehicle lanes**, garnering 55% of total mentions.

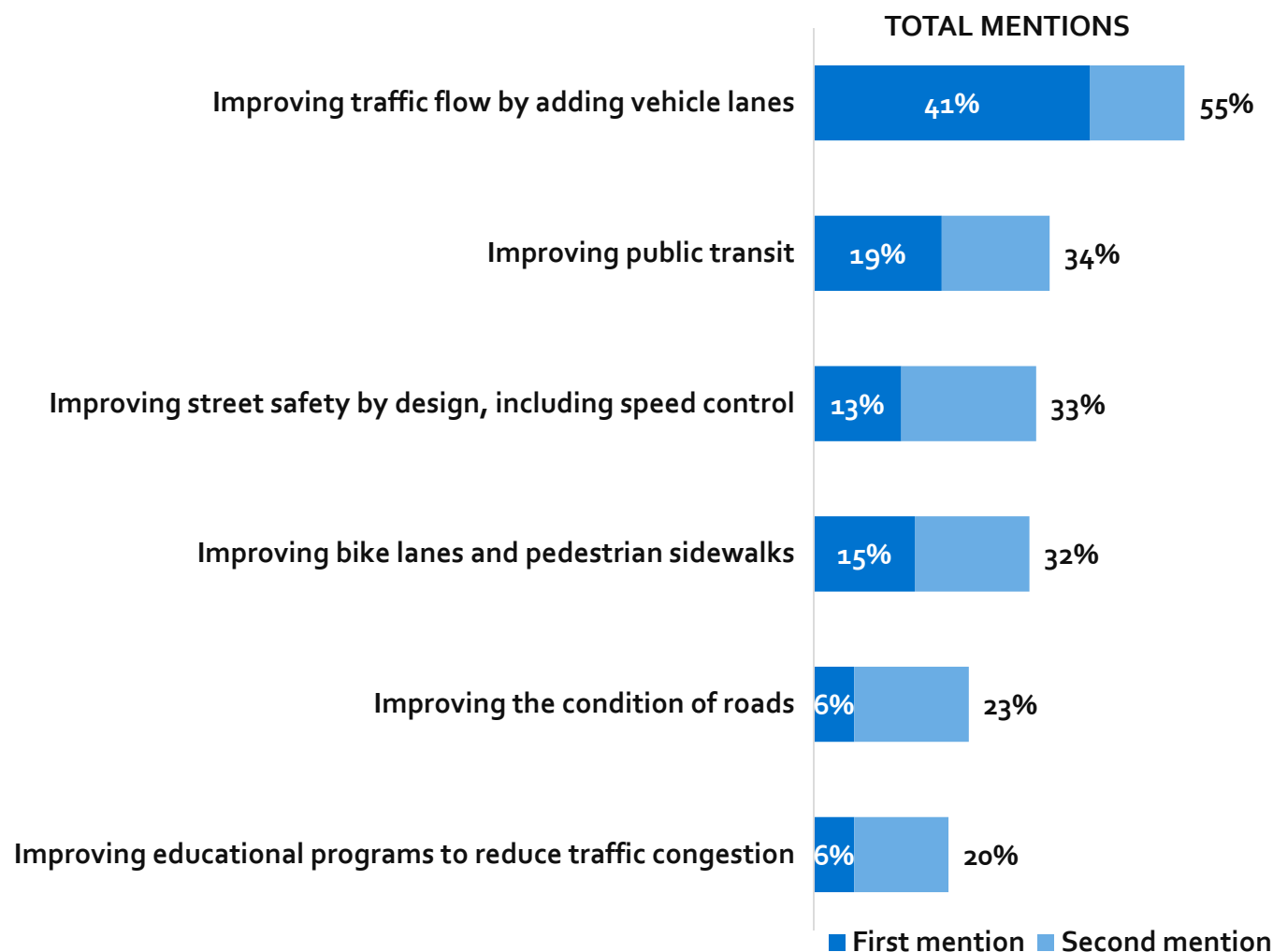
This is followed by **improving public transit** (34%), **improving street safety by design, including speed control** (33%), **improving bike lanes and pedestrian sidewalks** (32%), **improving the condition of roads** (23%), and **improving educational programs to reduce traffic congestion** (20%).

Analysis by Demographic Subgroup

Analysis by demographic subgroup shows the following significant differences (total mentions):

- **Improving traffic flow** is selected more often by those who have lived in Kelowna for more than 15 years (60% vs. 48% of 15 years or less). No significant differences are seen by neighbourhood (61% in North Kelowna, 56% in South West Kelowna, 53% in Central Kelowna, 52% in East Central Kelowna/East Kelowna).
- **Improving public transit** is selected more often by younger residents (48% of 18-34 years vs. 28% of 55+ years, 31% of 35-54 years).
- **Improving street safety by design** is selected more often by those who have lived in Kelowna for 15 years or less (40% vs. 28% of more than 15 years).
- **Improving the condition of roads** is selected more often by those living in North Kelowna and East Central Kelowna/East Kelowna (30% and 29% vs. 13% in Central Kelowna, 22% in South West Kelowna).
- **Improving educational programs** is selected more often by those with household incomes of <\$60k (27% vs. 14% of \$100k+, 19% of \$60k-<\$100k).

Transportation Investment Priorities



Q13. When it comes to investing in transportation other than highway 97 or highway 33, which one of the following six items do you think should be the greatest priority for the City? Which one should be the next greatest priority?

Base: All respondents (n=300)

CUSTOMER SERVICE

Contact with City (Last 12 Months)



Half (50%) of all citizens say they personally contacted or dealt with the City of Kelowna or one of its employees in the last 12 months.

- Year-over-year analysis shows that contact with the City has increased steadily over the past five years. While this year's results (50%) are not significantly different from 2015 (43%), they are notably higher than 2012 (38%).
- Claimed contact in Kelowna this year is on par with the provincial norm.

Among those who contacted the City, the two most common contact methods (coded open-ends) are "telephone" (38%) and "in-person" (37%).

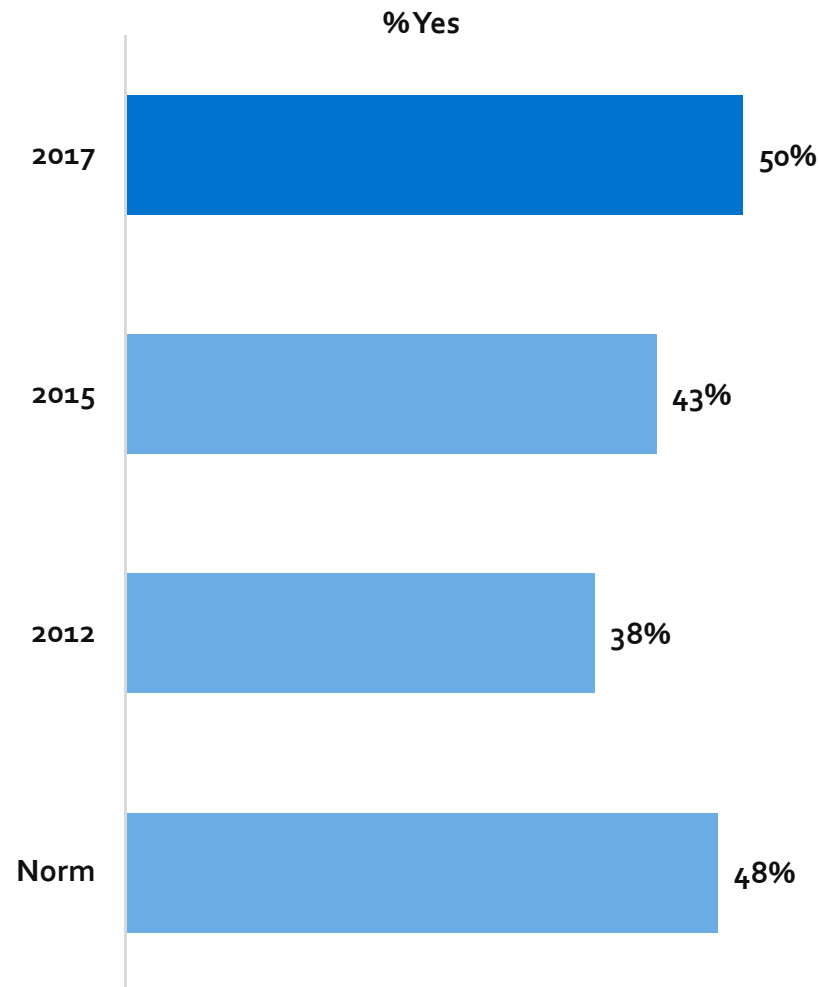
- These were also the main stated methods of contacting the City in 2015.

Analysis by Demographic Subgroup

Claimed contact with the City is significantly higher among:

- Those who are 55+ years of age (55% vs. 38% of 18-34 years, 52% of 35-54 years); and,
- Those with household incomes of \$100k+ (64% vs. 41% of \$60k-<\$100k, 45% of <\$60k).

Contact with City (Last 12 Months)

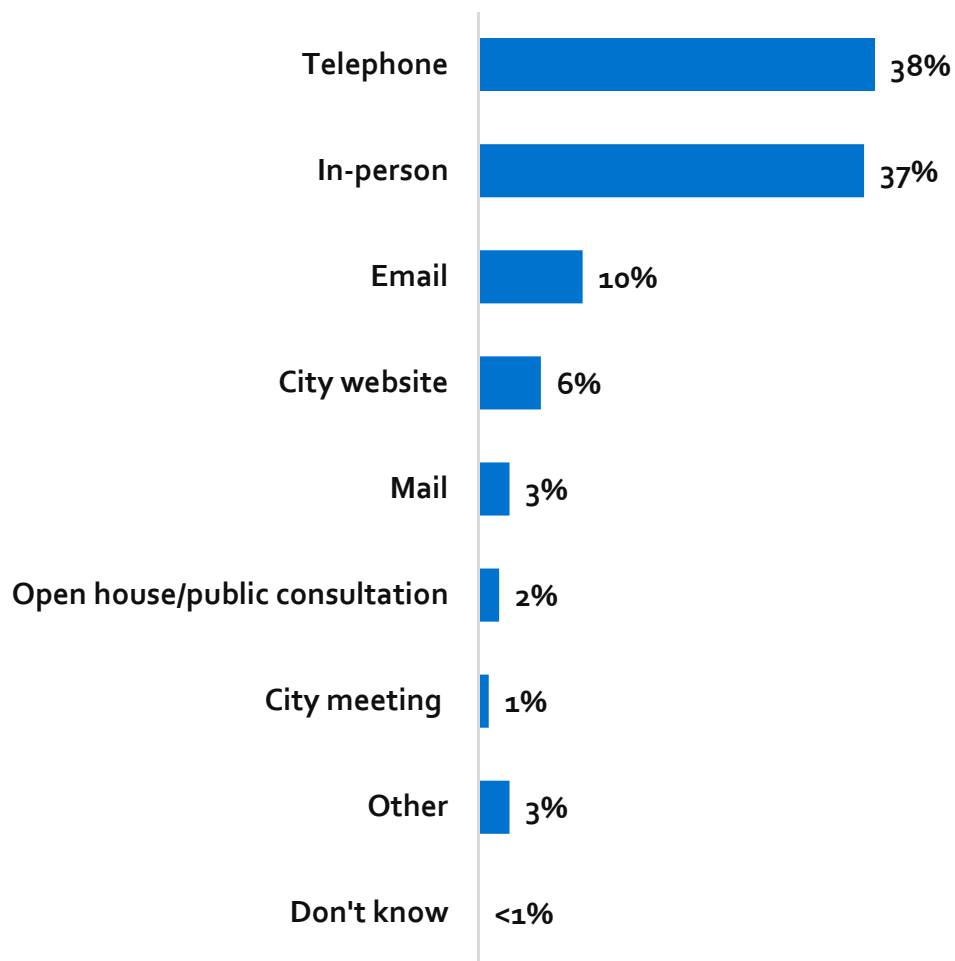


Q14. In the last 12 months, have you personally contacted or dealt with the City of Kelowna or one of its employees?
Base: All respondents (n=300)



Contact Method

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



2015 Top Mentions	
Telephone	44%
In-person	37%
Email	7%

Q15. How did this contact occur?

Base: Those saying they contacted the City in the last 12 months (n=150)

Satisfaction with Customer Service

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

In total, 78% of those who contacted the City say they are satisfied with the **overall service received** (includes 54% 'very satisfied'). Just over two-in-ten (22%) report being dissatisfied.

Satisfaction (combined 'very/somewhat satisfied' responses) extends to specific elements of the City's customer service. Specifically, among those who contacted the City in the last 12 months:

- 93% say they are satisfied with **staff's courteousness**;
- 86% say they are satisfied with **the ease of reaching staff**;
- 84% say they are satisfied with **staff's knowledge**;
- 83% say they are satisfied with **staff's helpfulness**;
- 83% say they are satisfied with **the speed and timeliness of service**; and,
- 78% say they are satisfied with **staff's ability to resolve your issue**.

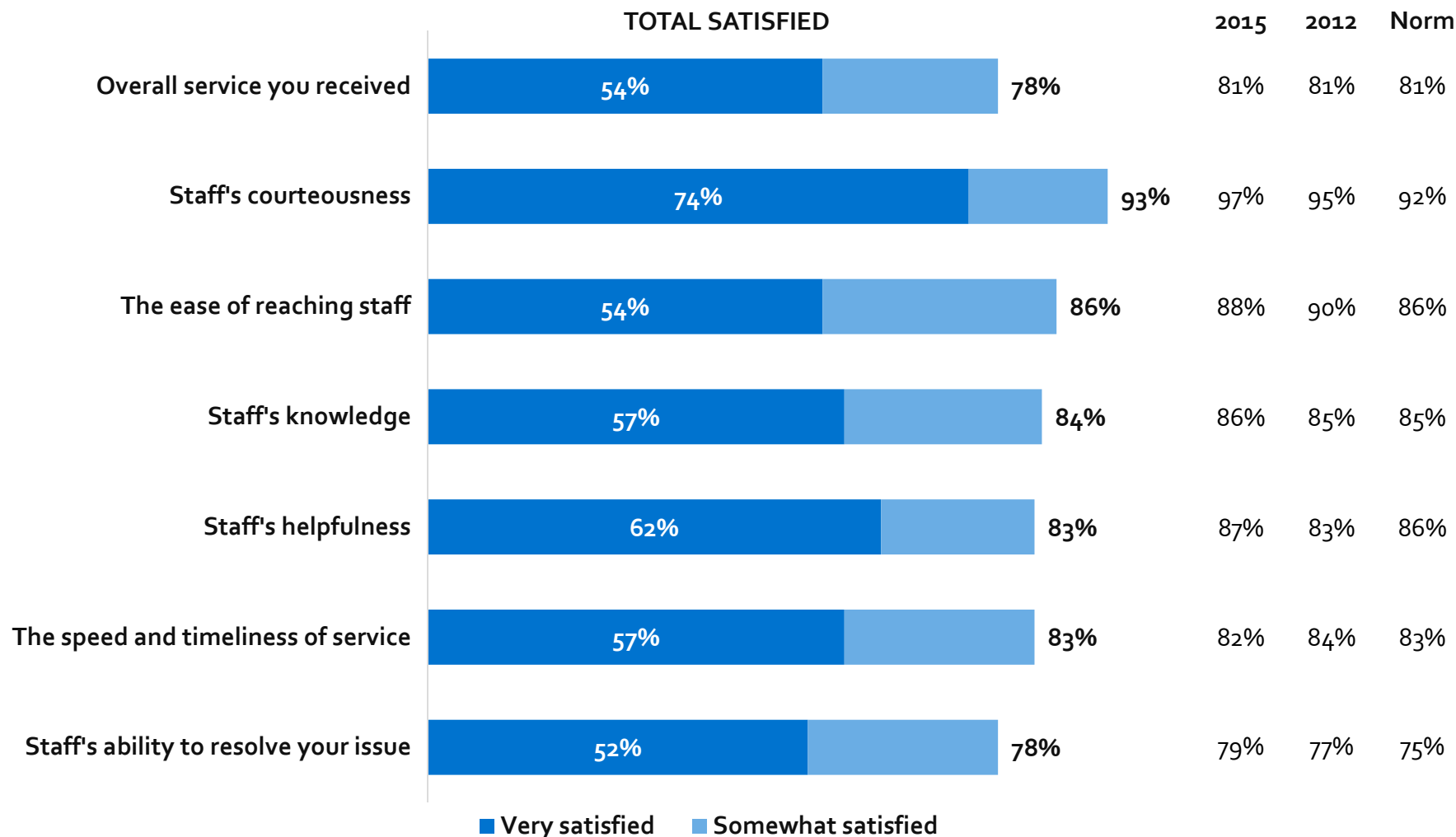
Satisfaction with the City's customer service is not significantly different from 2015 and is also on par with the provincial norm.

Analysis by Demographic Subgroup

Satisfaction (combined 'very/somewhat satisfied' responses) with the **overall service received** is significantly higher among those living in East Central Kelowna/East Kelowna (88% vs. 69% in South West Kelowna, 75% in North Kelowna, 83% in Central Kelowna).

Satisfaction with Customer Service

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



Q16. How satisfied are you with the...? Would you say very satisfied, somewhat satisfied, not very satisfied, or not at all satisfied?

Base: Those saying they contacted the City in the last 12 months (n=150)



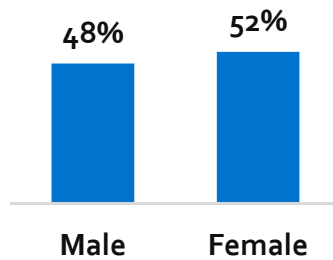
70

150

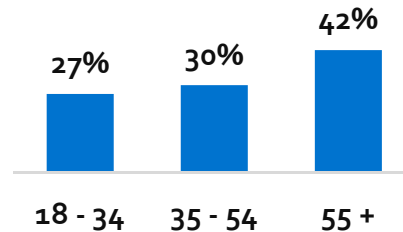
WEIGHTED SAMPLE CHARACTERISTICS

Weighted Sample Characteristics

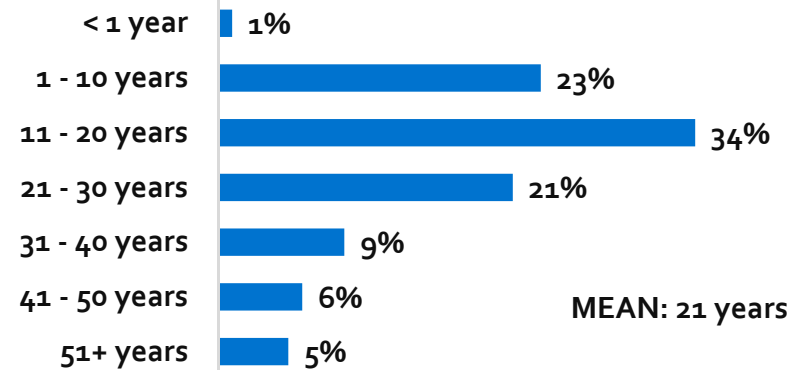
GENDER



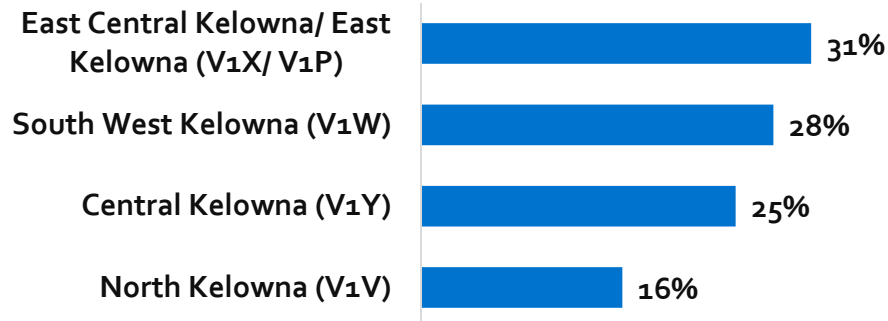
AGE



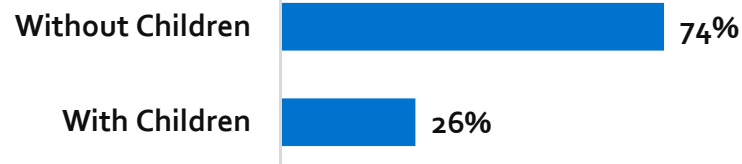
LENGTH OF RESIDENCY



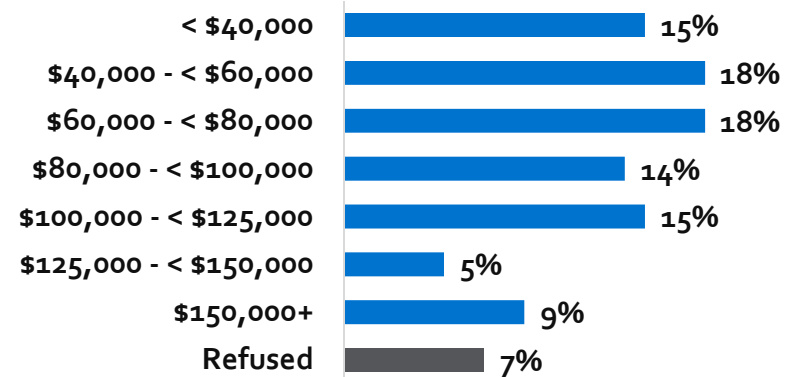
AREA OF CITY



CHILDREN IN HOUSEHOLD



HOUSEHOLD INCOME



Contacts

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Report to Council



Date: November 6, 2017
File: 1200-40
To: City Manager
From: Ross Soward, Planner Specialist
Subject: A Changing Climate: Special Edition Community Trends Report

Recommendation:

THAT Council receives, for information, the report from the Planner Specialist dated November 6, 2017, with respect to Kelowna's 2017 Community Trends Report.

Purpose:

To introduce "A Changing Climate: Special Edition Community Trends Report 2017"

Background:

A Changing Climate: Special Edition Community Trends Report examines four subject areas, including: our people/health, our economy, our infrastructure and our environment through the lens of climate change. This is the fourth year that staff has prepared the community trends report and given the extreme weather events of 2017 and imminent future impacts of climate change, staff determined that a special edition of the trends report with a climate change focus was timely for the community.

This year's report looks at how the extreme weather events experienced in 2017 are similar to those expected in a future influenced by climate change.¹ By understanding the regional impacts of climate change, it is possible to identify areas where the City and community will need to adapt in the future. In looking at how the city can respond in the face of climate change there are two different, but equally important areas for action. The first, mitigation, refers to efforts to reduce or prevent greenhouse gas emissions to limit the extent of climate change. The second, adaptation, refers to efforts to prepare for

¹ Based on the projections from the Pacific Climate Impacts Consortium Summary of Climate Change for British Columbia in the 2050s retrieved from <https://pacificclimate.org/>

and guard against the negative effects of climate change. While the City has a Climate Action Plan that focuses on mitigation, this trends report focuses on the adaptation side of climate action.

The community trends report is one of several analytical reports produced by the Policy and Planning Department. While other reports focus on specific areas, such as housing or development statistics, the community trends report explores major global and/or local trends that will impact Kelowna. Ultimately, the aim of the community trends report is to research and understand future potential trends that will inform how the City, businesses, citizens and community partners may need to respond to a changing and evolving community.

Discussion

At first glance, the last two years were successful years for Kelowna with the early signs of an economic boom in 2016 carrying into 2017. Population growth remained robust as many people continue to choose Kelowna as a place to retire, start a business, study or raise a family. Specifically, people moving here from the lower mainland represented a major part of the increase of 1,700 new residents. At the same time, the economy took major steps forward with job growth in construction and real estate as well as the burgeoning tech sector. Recent labour reports for 2017 list Kelowna as the top job market in Canada with an average unemployment rate of 5.2 per cent in 2017, reflecting the growing number of people employed in the booming construction and real estate sector.

Even though 2017 was a banner year for economic growth in the region, it was also a year that was defined by extreme weather events that caused significant damage and disruption in the community. Starting with a wet spring that led to exceptional volumes of water entering Okanagan Lake, Kelowna was faced with serious flooding. And while the Lake level was still elevated and the response was underway, the drought began in many parts of the province, setting up conditions for wildfires. Although these extreme weather events cannot be said to have been caused by climate change, projections for the region show that the climatic trends for the region will make these extreme weather events more frequent and more severe in the future.² Due to the flooding events of 2017 and wildfires in the region, the regional Emergency Operations Centre was active for 131 consecutive days, highlighting the importance of a sustainable and dynamic emergency preparedness model to prepare the community for a future with more extreme weather events.

Highlights from the report include:

- Kelowna added approximately 1,700 new residents in 2017
- 2016 median household income increased to \$68,627 for Kelowna residents (up \$6,000 from 2014)
- Average unemployment rate of 5.2 per cent for 2017 through September
- 2016 Building permit values total \$537 million (up 16 per cent from 2015)
- Median single detached house price hit \$580,000 in 2016
- Kelowna International Airport saw an increase of 9 per cent in total passengers in 2016

² - Due to the complexity of the weather system, it is very challenging to prove causality for any one specific weather event.

- Zero precipitation in July and August 2017 resulted in the Province declaring a level 3 drought³
- 265 wildfires consuming 215,000 hectares in the Kamloops fire region in 2017⁴
- 25 days this summer where air quality levels posed a public health risk
- May inflow to Lake Okanagan was 229 per cent above average, since 1970
- Approximately 3,200 Kelowna citizens directly impacted by 2017 flood event
- 131 consecutive days where Central Okanagan Emergency Operations Centre was active
- Two million sandbags deployed in the Central Okanagan

The community trends report is organized around four subject areas: economy, infrastructure, people/health and environment to understand the impacts of climate change now and in the future. A 2017 key trend is highlighted from each of the four subject areas:

- **Freshet Event in 2017** – The historic flooding of 2017 was the result of various factors, including record levels of spring precipitation, a major rain event on May 4th, and a large spring snowpack combining to create a major freshet that resulted in a historic flood of Lake Okanagan, Mission Creek and Mill Creek. The flooding event directly impacted 3,200 residents and caused roughly \$10.7 million dollars in damage to City of Kelowna property and infrastructure.
- **Long Emergencies** – The regional Emergency Operations Centre (EOC) was originally designed for short bursts of activity. However, with the 2017 spring flood events and the summer wildfire season stretching into October, the EOC was active for 131 days. As extreme weather events become more common, the City (and the region) will need to continue to ensure community resiliency in the face of a changing climate.
- **Smokey Summers** – As Kelowna's summers become hotter and drier, the conditions become more favourable for wildfires. In 2017, there were 25 days where smoke from the wildfires in the region resulted in public health risks based on preliminary provincial air quality data. As wildfires become more common and last longer, there is a risk that poor air quality could impact the appeal of the Okanagan for tourists who are looking to enjoy Okanagan Lake and other outdoor recreation activities.
- **Green Infrastructure Response** – To prepare for increased precipitation and higher likelihood of flood events, cities across Canada are investing in "Green Infrastructure". These cities are using various approaches to reduce runoff and limit the amount of water that ends up in stormwater infrastructure. Green infrastructure helps to improve water quality and increases groundwater recharge, while often providing a recreational amenity in the form of parks, public spaces, paths and green space.

³ According to the Provincial Government a Level 3 Drought is characterized by very dry conditions with potentially serious ecosystem or economic impacts. In these situations, voluntary restrictions are intended to reduce water usage by 20 per cent.

⁴ The Kamloops fire region is a significant area encompassing the lands from Blue River north of Kamloops to the United States border, other key centres include: Kelowna, Vernon, Penticton, Salmon Arm, Princeton, Merritt and Lillooet.

The community trends report is more than just reporting on data and trends. The Policy and Planning Department recognizes the need to document the emerging trends both globally and locally with a long-term view, and use these forecasts to guide actions and prioritize policy for the City to be prepared. Mindful that there are many possible 'futures', this report examines some of the possibilities, as a way of opening our minds to developments that we might otherwise miss. Trends such as the ones discussed in this report underscore the collective response from both the City and other partners about how to respond to climate change and its impacts moving forward. The plans and strategies listed below reflect some of the City's efforts to adapt to a changing climate.

Key Actions

- Supporting the Mission Creek Restoration Initiative, re-naturalizing for environmental benefit and enhanced flood capacity
- Protecting agricultural land, which acts as a major environmental and stormwater benefit
- Enforcing riparian protection and preservation of natural areas
- Explore opportunities to create more green infrastructure
- Examine infrastructure design standards and enforcement
- Update the Community Wildfire Protection Plan to reduce the risk of future wildfires and limit the impact on development in the interface zone
- Develop a Community Climate Adaptation Strategy
- Update the 2040 Official Community Plan and 20 Year Servicing Plan from a 'resiliency' lens and have a responsive growth strategy, that helps the City adapt to new realities
- Ensure a sustainable and dynamic emergency response model remains in place

The impacts of climate change have and will be felt locally here in Kelowna. The City has a responsibility to continue to take a leadership role on climate action to mitigate the impacts and to consider how to adapt to the coming changes. Further action on adaptation and prevention will require partnership with various levels of government and actions from the community, shifting how we build infrastructure, plan for emergencies and prepare for increased risk of extreme weather events.

Internal Circulation:

Community Planning & Real Estate, Divisional Director
Corporate Strategic Services, Divisional Director
Infrastructure, Divisional Director
Infrastructure Operations, Department Manager
Long Range Policy Planning Department Manager
Policy and Planning Department Manager
Manager, Integrated Transportation Department
Director, Business and Entrepreneurial Development

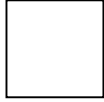
Communications Comments:

The 2017 Community Trends report can be found on kelowna.ca/about. The report will also be highlighted through corporate communications channels and distributed to key stakeholders and the broader community.

Submitted by:

R. Soward, Planner Specialist

Approved for inclusion:



D.Noble-Brandt. Policy Planning Department Manager

Attachment A Changing Climate: Special Edition Community Trends Report

A CHANGING CLIMATE

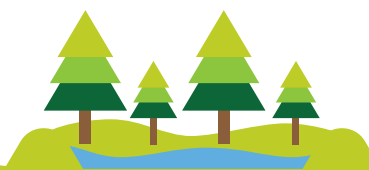
SPECIAL EDITION
COMMUNITY TRENDS REPORT 2017

Prepared by the City of Kelowna



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INTRODUCTION

Kelowna is not immune from the impacts of global climate change. At the same time that Kelowna takes steps to reduce greenhouse gases by encouraging more sustainable forms of transportation and promoting a larger urban forest through programs like Neighbourwoods, there is a need to prepare or adapt to the changing climate. While climate change trends at a global level may dominate the news, Kelowna residents will feel very local impacts.

Given the extreme weather events of 2017 this year's Special Edition of the Community Trends report examines the effects of climate change on Kelowna, and looks ahead to what we might expect in the future. The report provides community groups, local businesses and residents a glimpse of what they should expect as our region experiences the impacts of climate change now and in the future.

Kelowna will continue to be one of the most desirable places to live work and play. But, changes in climate will create a new normal in terms of how the city builds infrastructure, plans development, manages resources and prepares for extreme events. Not every year is expected to result in new record temperatures, but the broader trends will make the region hotter and drier and more likely to experience major rain events.

In 2017 Kelowna experienced several major weather events similar to those we expect to occur more regularly in a future influenced by climate change.* By understanding how climate change is impacting our community, it is possible to understand how the City and community should respond to this emerging issue to complement the city's efforts on Climate Action.

*Note: Due to the complexity of the weather system, it is very difficult to prove causality for any one specific weather event.

Wherever possible, the information provided in this document refers to the city of Kelowna. Some data, however, is only available for the Kelowna Census Metropolitan Area (CMA), which includes the entire Central Okanagan Regional District from Peachland to Lake Country.

EXECUTIVE SUMMARY

In Kelowna, 2017 is a year defined by extremes: a community in the midst of an economic boom, and a community challenged by extreme weather events that are expected to become more regular.

Booming economy

Our population is growing rapidly – estimated at 129,500 – with over 12,000 new residents in the past six years alone. Our economy is thriving, with significant job creation fueled by the tech and housing sectors, a low unemployment rate of 5.2%, and increasing incomes (18% increase over 2011). The city's appeal is broadening its reach and attracting more and more young families from the Lower Mainland. Our educational institutions are continuing to grow and to invest with more students choosing to stay in the Okanagan after graduation. At the same time our airport is busier than ever, with 1.73 million passengers in 2016.

Summer of extremes

Despite a banner year for many sectors, the spring and summer of 2017 were largely defined by extreme weather events and our community's responses to them. Starting with a wet spring that led to exceptional volumes of water entering Lake Okanagan, Kelowna was faced with serious flooding. And while the lake level was still elevated and the cleanup effort was underway, the drought began in many parts of the province, setting up ideal conditions for forest fires. The Emergency Operations Centre finally closed its doors in September, marking its longest continuous operation.

Through the four lenses of Our Environment, Our People/Health, Our Economy and Our Infrastructure, this year's Community Trends Report looks at these extreme weather events, using the best available information, to help us understand what we can expect in the years to come and what we might be able to do to prepare.

The impacts – both positive and negative – could be far-reaching, from changing what crops to grow and to challenging the capacity of our infrastructure to deal with spring storm events.

The City is already taking positive action, protecting green infrastructure like our valuable agricultural lands and watercourses, and undertaking wildfire mitigation work in our interface areas.

Taking Action

Looking ahead, further action is needed in a few key areas:

- Develop a Community Climate Adaptation Strategy
- Update the 2040 Official Community Plan and 20 Year Servicing Plan from a resiliency lens and have a responsive growth strategy, that helps the City adapt to new realities
- Look for opportunities to create more green infrastructure
- Examine infrastructure design and enforcement standards and enforcement (e.g.: 1 in 200-year flood standards) to see if they need to be updated
- Ensure a sustainable and dynamic emergency response model remains in place

2017 POPULATION 129,500



MEDIAN HOUSEHOLD INCOME



\$68,627

Up \$6,000
from 2014

AIRPORT



Up
9.0%

UNEMPLOYMENT RATE >>> **5.2%**

HOUSING

2016

VACANCY

RATE

0.6%



MEDIAN SINGLE
DETACHED HOUSE PRICE

\$580,000

MEDIAN STRATA
CONDO PRICE

\$270,000



\$537 MILLION

Value in 2016 of
Building Permits



MAY INFLOW TO LAKE WAS 229% ABOVE AVERAGE

3200 CITIZENS IMPACTED BY FLOOD EVENT IN 2017



ZERO RAIN IN JULY/AUGUST
CAUSED LEVEL 3 DROUGHT



215,000 HECTARES OF
WILDFIRES IN REGION

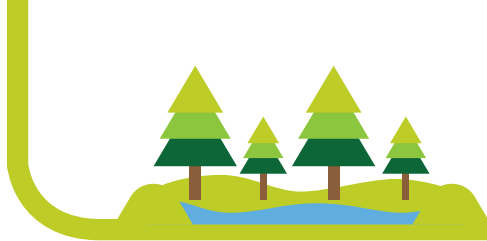
25 DAYS WHEN AIR QUALITY POSED A HEALTH RISK



131 DAYS OF EMERGENCY
OPERATIONS CENTRE



2 MILLION
SANDBAGS

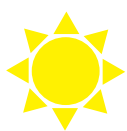


OUR ENVIRONMENT

The Pacific Climate Impacts Consortium (PCIC) has used the most recent climate change modeling to determine implications for British Columbia. Based on their projections a 1.9 Celsius increase in global temperature is expected by 2050.ⁱ The increase in average temperature increases the likelihood of major weather events and will also result in hotter and drier summers in Kelowna. At first glance a two-degree increase may seem harmless, but a closer look reveals the opposite. In fact, a two degrees increase will mean significant heatwaves and periods of unseasonably warm temperatures to boost the annual average temperature.

By 2050, PCIC also projects shorter winters with up to 14 per cent less snowfall, impacting the region's snowpack.ⁱ Despite warmer, drier temperatures and less snow, the model actually predicts a 10 per cent increase in overall annual precipitation with major rain events occurring more frequently.ⁱ Kelowna is expected to see much wetter winters (where precipitation will fall as rain instead of snow) and springs. These projections paint the picture of a changing climate where increased spring precipitation will contribute to increased risk of flooding and hotter drier summers will increase the risk of droughts and wildfires.

2050 Climate Projections



**1.9 CELSIUS
INCREASE**



**10% ANNUAL
INCREASE**



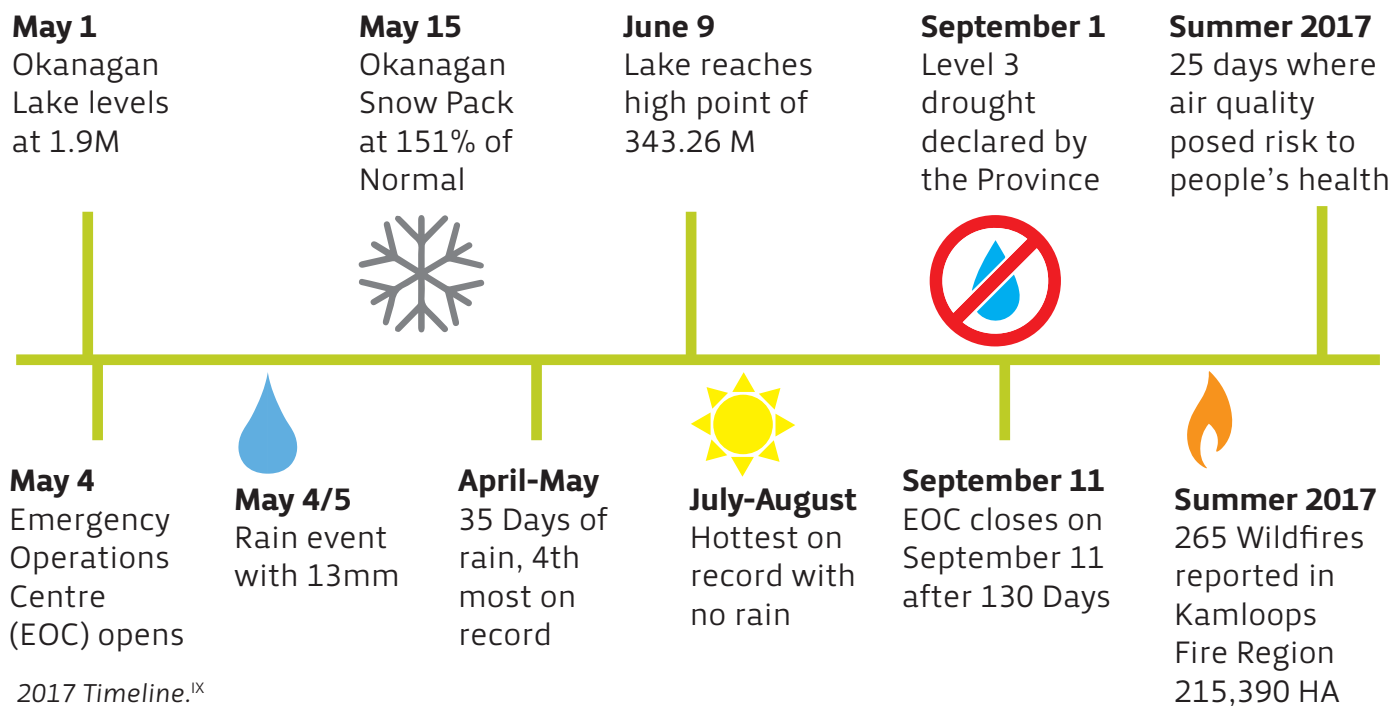
**14% ANNUAL
DECREASE**

In 2017, Kelowna experienced one of its most extreme weather years on record. While climate change cannot be said to have caused these events to occur, events such as the flooding, wildfires, and droughts in 2017 are all projected to become more severe and more frequent with climate change. In 2017, the city experienced an historic flooding of Lake Okanagan, Mission Creek and Mill Creek. The 2017 flood event was the result of several factors, including the record levels of precipitation from March to May 2017 (135.3 mm, fourth highest on record) a trend that is expected to continue as global temperatures continue to rise.ⁱⁱ

A major rain event on May 4/5th produced 13 mm of rain, that when combined with the melt of the snowpack, resulted in a significant spring freshet and a record inflow to Lake Okanagan.ⁱⁱⁱ The 2017 flood event impacted roughly 3,200 residents in Kelowna alone.^{iv} With roughly 23 per cent of residents living in flood plains in Kelowna, these types of flooding events pose a threat to the community. Climate change is expected to make these types of flooding events more frequent and more severe, reinforcing the need for the City to focus on adaptation as well as mitigation moving forward.

Areas for Action

- Continue to require larger setbacks for development in flood zones /sensitive areas
- Expand Neighbourwoods and explore other opportunities to increase the tree canopy on private property
- Continue to develop linear parks along creeks (e.g. Mill Creek)
- Continue to work with regional partners on flood mapping and risk identification
- Develop community climate adaptation plan to prepare for extreme flood events
- Enhance green infrastructure in flood zones to increase groundwater recharge



Trend | Risks of Changing Climate

As the earth has warmed over the last 65 years, we have witnessed roughly a one-degree increase in global temperatures. Since the 1970s the number of natural disasters has quadrupled, with flooding, wildfires, and storm events becoming more and more common.^v In 2016 alone, insured losses associated with North American natural catastrophes were estimated at \$30 billion.^{vi} Over the last 20 years North American costs related to natural catastrophes have increased dramatically with major hurricane and flooding events representing a larger share of insured and uninsured damages.

Based on the number of major storm and flooding events that have occurred over the last 15 years under a one-degree increase, experts are increasingly concerned by the risks posed by a two-degree increase. 80% of Canadians are living in cities, many of which are located in coastal areas and flood plains, and it is these same areas that will bear the greatest share of the impacts of climate change.^{vii} For example, roughly 40 per cent of Kelowna residents live in a flood plain

or wildfire interface area. Recent events, such as the 2013 flooding in Calgary and the 2016 wildfire in Fort McMurray, have had devastating impacts on personal property, costing \$1.9billion and \$3.7billion respectively in damage.^{viii}

Although the risks of Climate Change are grave, Kelowna will continue to be an attractive location for people to live and work. Climate change projections reflect the long-term climatic trends, but there will continue to be years, months, or days that will buck the trend. For example, Kelowna could see years that are cooler with a higher snowpack and fewer wildfires or more summer rain, but the evidence of a long-term shift in climate is very strong.



OUR PEOPLE/HEALTH

As we consider the impacts of climate change, we tend to focus our attention on infrastructure. We gloss over the human impacts of climate change; however, it is these impacts that are the most critical for us to grapple with.

If the summer of 2017 is any indication of what we can expect more frequently in years to come, we begin to see the toll that changing climate can take on residents. For residents and visitors alike, the wildfire season of 2017 brought on rapidly declining air quality. Based on preliminary data from 2017, there were 25 days during the summer where there was a risk associated with the air quality. The province's air quality advisory level of PM_{2.5} measures tiny particles in the air that reduce visibility and cause the air to appear hazy when levels are elevated. In 2017 there were 25 days where PM_{2.5} levels exceeded the province's air quality threshold for public health. This is substantially above the average since 2003 (4.5 days).^x For elderly residents, children and those with any respiratory issues, air quality problems like this can have very real health impacts.

Research indicates that there is a direct link between poor air quality from forest fires and health care costs from related hospitalizations for respiratory and cardiovascular issues.^{xi}

Looking beyond poor air quality, more frequent extreme weather events can have more direct effects on residents by impacting people's day to day routines. For example, the high stream and creek flows resulted in high turbidity forcing the City water utility to issue a water quality advisory for a month and a half, forcing many people to buy bottled water for July. This was the first water advisory issued by the City of Kelowna water utility in over 21 years.



Smoke in Kelowna affected visibility and air quality in 2017 with 25 days not meeting the provincial air quality objective.

Trend | Long emergencies

Also, the Wildfires and floods can force evacuations, displacing families in the short-term, and property damage from these extreme weather events can displace them for the long-term. During the flood event this past summer, over 3,200 Kelowna residents were placed under evacuation order.^{xii}

For those most vulnerable in our community, such as those with diverse abilities or with low to moderate income, these crises are even more challenging to handle. For those with mobility challenges or mental health issues, finding new housing in the short or long-term can be very difficult.

Volunteers and service providers also face extreme pressure during these crises. A key example of this is the Central Okanagan Emergency Operations Centre (EOC). Created with the intention of responding to brief crises, the EOC was active this year for a continuous period of 130 days.

As we look ahead to a future with more extreme weather events like wildfires and flooding, the robustness and resilience of our emergency social services functions will be tested.

Areas for Action

- Community Wildfire Protection plan is underway and will add development tools in interface zones
- Water integration project underway will improve water quality for Kelowna residents
- City can continue to work with community partners to enhance resiliency preparedness in extreme weather events

.....

According to the Canadian Red Cross, “Those who experience crisis situations are very likely to experience extreme stress – this is entirely normal. However, extreme stress can seriously affect your health and daily life.” (...).

.....





OUR ECONOMY

The population of Kelowna continues to expand with a growing number of young professional and families choosing Kelowna and more students staying in Kelowna after graduating. Recent labour market data paints the picture of a rapidly expanding economy. Job growth in construction and manufacturing in 2016-17 translated into significant gains in full-time employment. At the same time growth in the service, public administration and the technology sectors contributed to the broader shift to a knowledge-based economy. Also, major economic drivers such as the UBCO, OK College, Kelowna General Hospital and the Airport all showed continued signs of growth.

However, as extreme weather events become more common, there could be a risk for the Kelowna economy. Every time a flood or wildfire occurs there is significant damage to private and public property and the damage disrupts the community, stealing resources and productivity from other sectors of the economy. The 2017 flood events alone, resulted in nearly \$10.7 million in City damages and that does not take into account

significant staff costs or private property damages due to flooding of basements and other structural issues. City staff estimate 500 parcels were impacted in Kelowna by the 2017 flooding event and 1,250 docks will need to be repaired or replaced.^{xiii}

These impacts are felt beyond personal and public property. The flooding event also had an impact on the City's tourism sector and general economic activity. For the early part of the summer, lake access was limited with boat launches shutdown and parks and beaches closed, impacting Kelowna's most important recreation and tourism asset - Lake Okanagan. Canada Day fireworks, which usually attract upwards of 60,000 residents and tourists, were rescheduled due to the flooding of parks and beaches. Tourism Kelowna reported a decrease of 7 per cent in Hotel Occupancy for July 2017 compared to Summer 2016.^{xiv} As a community that relies heavily on Lake Okanagan for recreation and tourism, the flooding and fire in 2017 had considerable impacts on the local economy.



Trend | Smokey Summers

As Kelowna's climate changes to hotter and drier summers, the risk of wildfires increases for BC. The warmer and drier climate has also extended the length of wildfire season by 2.5 months over the past 30 years, a trend that will likely continue.^{xv} The increased maximum temperatures, low humidity and strong gusting winds can also make it harder to contain the spread of fires in some instances. As average temperatures increase over time the number of wildfires could increase by 5 or 6 times.^{xvi} In 2017, there were over 1.2 million hectares of wildfires costing the provincial government roughly \$500 million to contain.^{xvii} The Kamloops fire area, which includes Kelowna, reported 213,000 hectares of wildfires.^{xviii}

When you consider Kelowna currently attracts 1.9 million visitors annually, the risk of wildfires compromising Kelowna's summer appeal is a risk.^{xix} For example, early reports from Thompson Okanagan Tourism Association indicate that roughly 15% of businesses in the tourism sector reported cancellations in July due to Wildfires.^{xx}

Agriculture is another major sector of the economy that will need to respond to shifts in climate. Currently, the agricultural sector in Kelowna accounts for over \$100 million in gross farm receipts. Based on the increases in average temperature Kelowna could see a significant increase in the number of growing degree days and could allow for new higher value crop varieties to be grown.^{xxi} However, due to the drier summers and reduced snowfall, improved water conservation among agricultural users will be key. Also, higher temperatures could bring new pests that farmers will need to manage. As shifts in climate occur farmers in the region will need to respond by taking on new approaches in irrigation and management of their lands. The changing climate will create a new normal for Kelowna presenting a risk, but also new opportunities for crops.

.....
Due to an elevated risk of wildfires The BC government declared a state of emergency for over two months, the longest in the history of the province.

Anecdotal reports from the Thompson Okanagan Tourism Association suggest some operators had major losses in revenue from cancellations due to wildfires in July e.g. 40 cancellations per day.
.....





OUR INFRASTRUCTURE

In 2017, Kelowna experienced a major spring freshet that translated into an historic flood event. Due to a changing climate, major spring rain events are expected to become more common and more severe. Given the significant amount of the city located on floodplains, flood events are a serious threat to the community at-large and the City's infrastructure. The 2017 flood events, damaged City stormwater systems, parks, roads and other public property. For example, Mill Creek's historic stream flows resulted in significant damage to three key culverts in the Mill Creek corridor, representing \$200,000 in damages with another concrete flume completely destroyed causing \$5 million in damages. The flooding events had serious impact on the city infrastructure and a corresponding impact on residents' properties in flood zones.

The record inflow to Lake Okanagan from the snowpack and rain events contributed to the historically high lake levels that pushed the City's infrastructure to its breaking point with many systems

at full capacity.^{xxi} For example, Civic Operations installed pumps at six different locations along the lakefront to guard against a full backup of the City Stormwater System at a substantial cost to the City. Also, during the flood event in June and July lakefront parks were closed with damages to signage, public docks, walking paths, retaining walls and other park features. Due to high lake levels, key recreational and commuter paths and bridges through City parks were also closed for several months impacting residents and tourists. Overall, the historic flooding event tested the City's key infrastructure systems and impacted key parts of the city's community recreation infrastructure for much of the summer. The major flooding events associated with climate change will put increasing pressure on city infrastructure and asset management in the coming years, requiring greater adaptation efforts.



Trend | Green Infrastructure Response

To prepare for the increasing number of extreme weather events, cities across Canada are investing in networks of green infrastructure. “Green infrastructure” describes the various ways a city can manage lands at a city, neighbourhood, and site scale to reduce runoff and limit the amount of water that ends up in the city’s stormwater infrastructure.

At a city scale this includes limiting development on the city’s agricultural lands (55% of the City) to increase the amount of permeable surfaces in floodplains. From a neighbourhood perspective, green infrastructure includes development of parks or urban creeks that can improve livability and act as detention ponds during major rain or flood events. At the site scale, the use of rain gardens, permeable pavers, bio-retention planters and other features can mitigate the amount of runoff by close to 50 per cent.^{xxii} Green infrastructure improves water quality and increases groundwater recharge, while also offering a recreational amenity to the community that enhances resiliency in major flood events.

.....
“Every dollar spent on climate resiliency saves \$4 to boost local economies.”

(Next City)

.....
“Annual flooding costs in Canada are \$750 million with stormwater management challenges accounting for roughly 25% of the costs”

Government of Canada

.....
Taking Action

- Continue to support the Mission Creek Restoration Initiative, re-naturalizing for environmental benefit and adding flood capacity
- Look for opportunities to create more green infrastructure
- Examine infrastructure design standards (e.g.: 1 in 200-year flood standards) to see if they need to be updated



Charting a Path Forward

After coming to grips with the projected impacts of climate change in Kelowna, thinking about what we can do appears to be a daunting task. Fortunately, Kelowna is not alone in wrestling with this issue. Communities across Canada are struggling with how best to address the impacts of a changing climate. International, national, provincial and local initiatives to reduce our greenhouse gas (GHG) emissions are an important start, with a goal of preventing more rapid and extreme climate change. Kelowna's Corporate and Community Climate Action Plans demonstrate our local commitment to reducing our contribution to global climate change. Despite our efforts to continue to reduce carbon pollution, we need to ensure Kelowna is prepared for the impacts of a changing global climate.

With that in mind, communities are also looking at building adaptation strategies – plans that accept that some impacts are going to occur and consider how to limit impacts and to take advantage of opportunities. Looking in more detail at the micro level, Kelowna has made significant green infrastructure investments through:

- Protecting agricultural land, which acts as a major environmental and stormwater benefit
- Supporting the Mission Creek Restoration Initiative, re-naturalizing for environmental benefit and adding flood capacity
- Enforcing riparian protection and protection of natural areas
- Partnering to undertake wildfire mitigation in interface areas to reduce the risk of future wildfires
- Continuing to develop and refine Kelowna's Community Wildfire Protection Plan

Each of these individual actions makes important progress towards ensuring that we are more prepared for the changes coming. Moving forward, several key actions could be undertaken to coordinate our efforts and to ensure that we are taking action where it will prove most effective:

- Develop a Community Climate Adaptation Strategy
- To update the 2040 Official Community Plan and 20 Year Servicing Plan from a resiliency lens and have a responsive growth strategy
- Look for opportunities to create more green infrastructure
- Examine infrastructure design and enforcement standards to see if they need to be updated
- Ensure a sustainable and dynamic emergency response model remains in place

Global climate change is not optional, and Kelowna residents will feel its effects locally in a wide variety of ways. From disruptions in food security and pricing, water availability, and energy supplies to local infrastructure and personal property damage, climate change is no longer a future trend, but instead requires our community to respond today. Our infrastructure, our economy and our residents themselves will need to consider how best to adapt to the coming changes.

Notes

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- VIII. Timeline References Information Compiled from various sources: Environment Canada, Emergency Operations Centre, BC Wildfire Service (Current Fire Statistics), BC Ministry of Environment (Preliminary Air Quality), BC Ministry of Forest Lands and Natural Resource Operations (Snow Basin).
- IX. Statistics Canada. 2017. Infographic: Fort McMurray 2016 Wildfire – Economic Impact Retrieved from: <https://www.statcan.gc.ca/pub/11-627-m/11-627-m2017007-eng.htm>
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- XX. City of Kelowna. 2017. Agricultural Plan Background Report. Retrieved from: https://www.kelowna.ca/sites/files/1/docs/related/agriculture_plan_background_report_august_2017.pdf
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A Changing Climate

Special Edition Community Trends Report 2017

November 6, 2017



Role of Community Trends Report

- ▶ Forward looking document
- ▶ Understanding how global and local trends impact Kelowna
- ▶ Identifying opportunities for future action
- ▶ Preparing City, residents, businesses, community groups for future trends





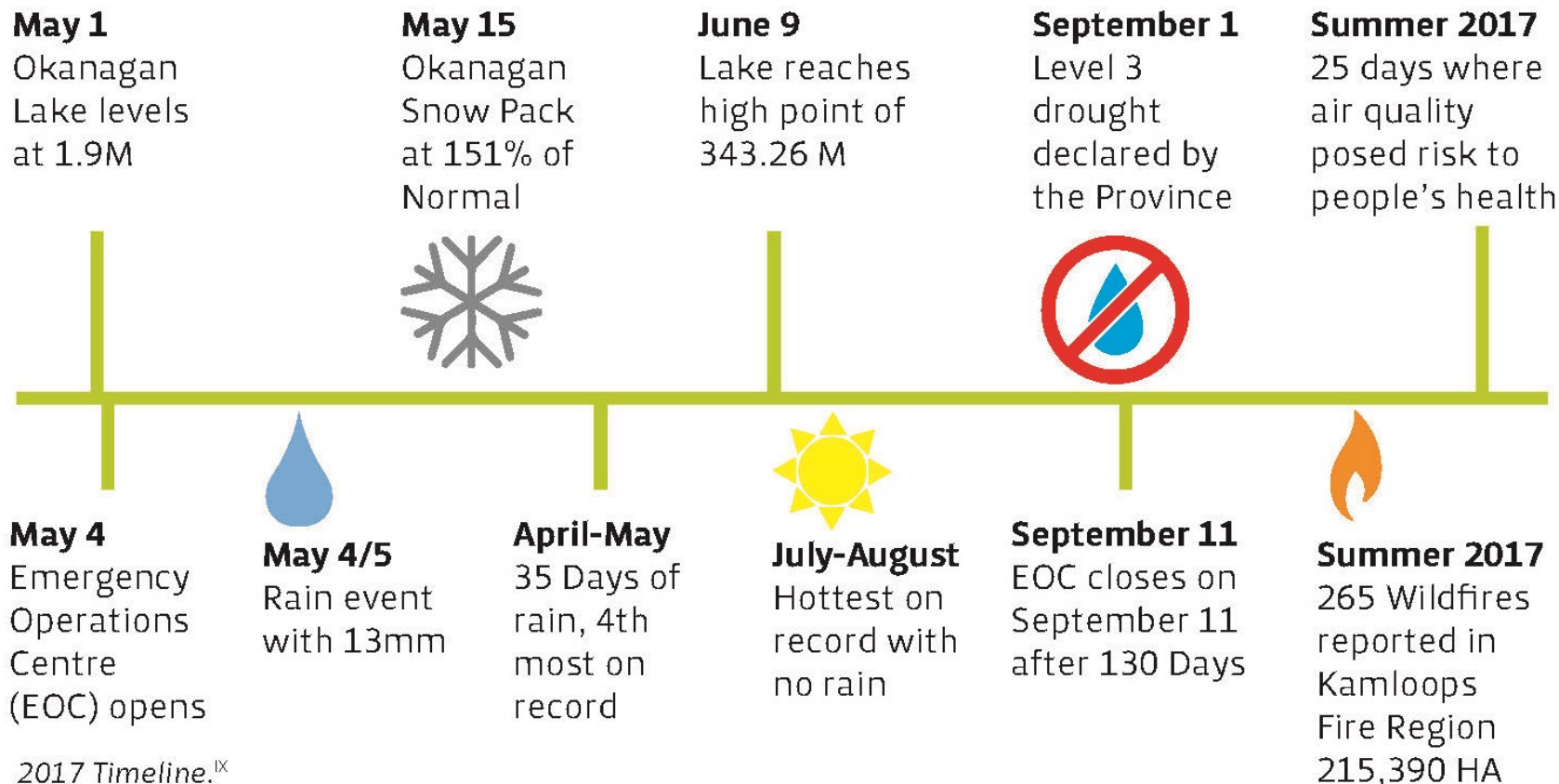
Lane south of Rowcliffe Ave on May 6th

Special Edition Trends Report 2017

- ▶ Recognizing global trend of climate change
- ▶ Investigate how this trend is impacting Kelowna
- ▶ Using theme areas: environment, economy people/ health, and infrastructure
- ▶ Identify opportunities for action



2017 A Year of Extremes



2050 Climate Projections

- ▶ *Pacific Climate Impacts Consortium* projections based on increase of 2 degrees
- ▶ Hotter, drier summers
- ▶ More annual precipitation
- ▶ Decrease in snowpack
- ▶ Aligns with events in 2017
- ▶ **Key Action:** Continue to work with regional partners on flood mapping project

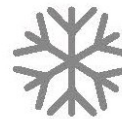
2050 Climate Projections



**1.9 CELSIUS
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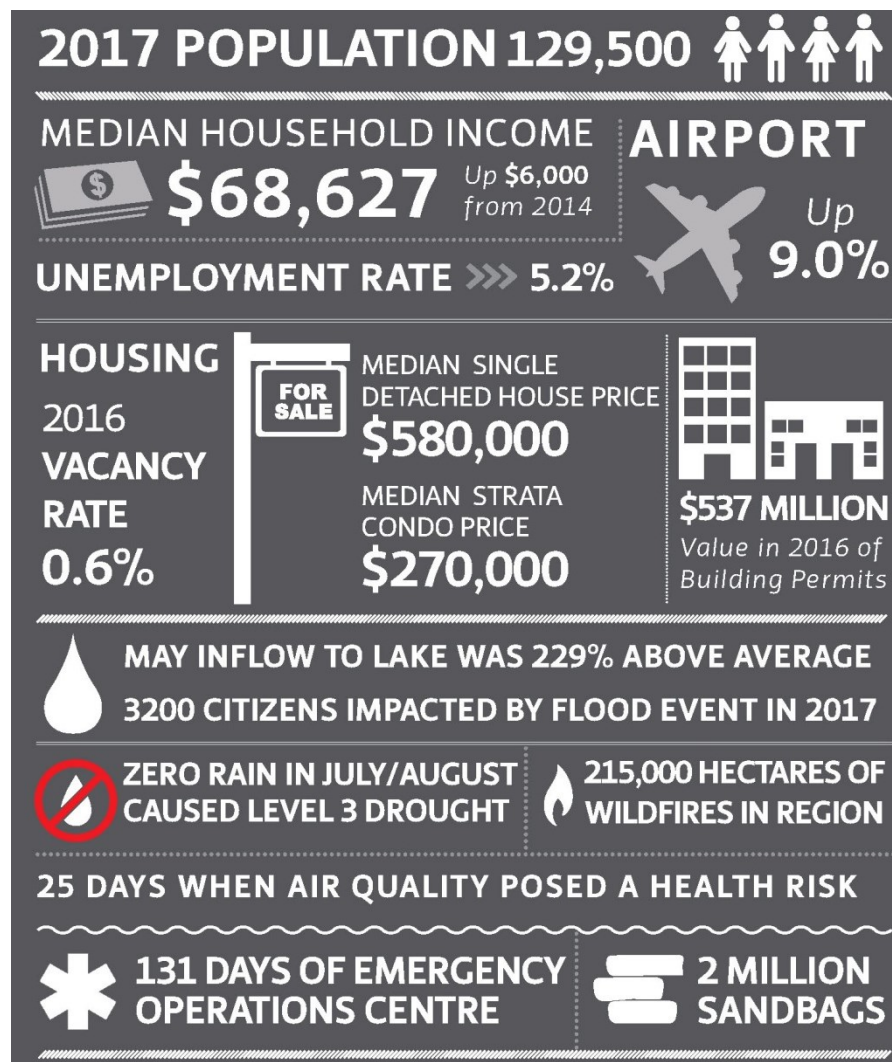
Special Edition Trends Report in 2017

Economic Trends

- ▶ Growing population
- ▶ Robust employment
- ▶ Real estate booming

Climate Trends

- ▶ Freshet 2017 impacts
- ▶ Drought & Wildfires
- ▶ Extended EOC activity



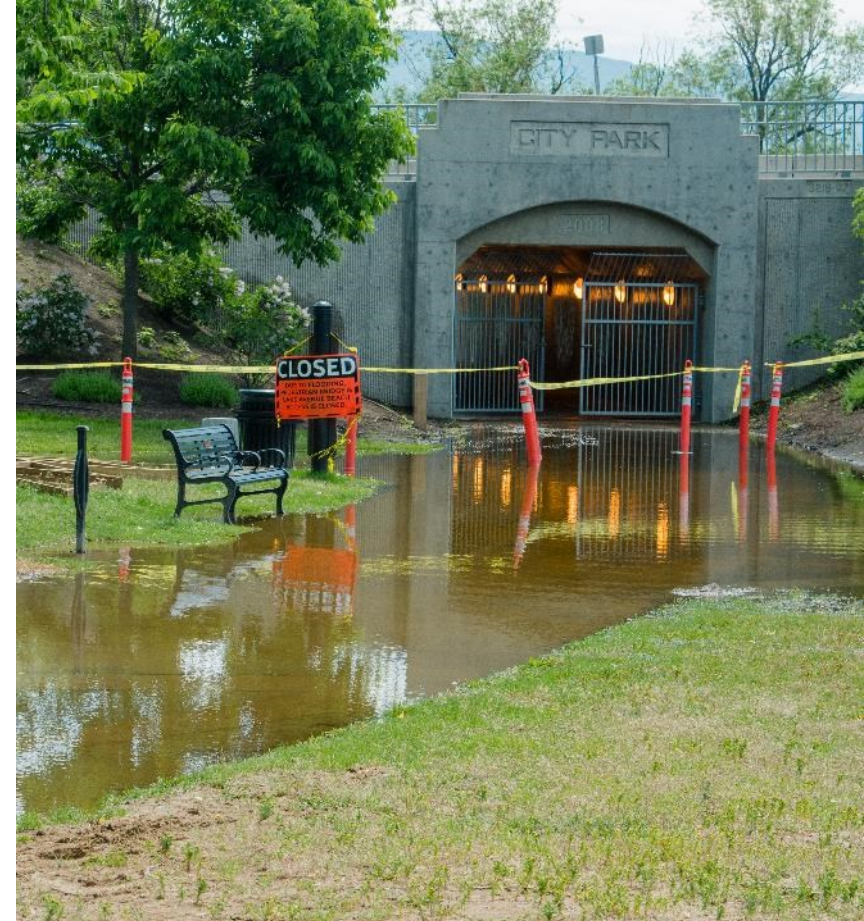
Our People / Health

- ▶ Human impacts
- ▶ Coordinated response and enhanced resiliency needed for long emergencies
- ▶ Wildfires: 25 days when air quality posed a health risk
- ▶ Water advisory from high turbidity
- ▶ **Key Action:** Community Wildfire Plan identifies risks in interface areas



Our Economy

- ▶ Growing population & leading job market
- ▶ Economic impacts of flooding & wildfires
 - ▶ Significant property damages
 - ▶ State of emergency for 2.5 months (Wildfires)
 - ▶ Impacts to local residents & tourism
- ▶ Climate change also could impact agriculture



Our Infrastructure

- ▶ 2017 spring freshet resulted in major flood event
- ▶ Damage to City roads, parks, and culverts (\$10.7 million in City damage)
- ▶ Impacted City stormwater infrastructure
- ▶ **Key Action:** Continue to support Mission Creek Restoration Initiative



Moving Forward on Adaptation

- ▶ Build on positive momentum
- ▶ Further adaptation & prevention action required:
 - ▶ Develop a Community Climate Adaptation Strategy
 - ▶ Update 2040 Official Community Plan and 20 Year Servicing Plan from a resiliency lens and have a responsive growth strategy
 - ▶ Examine infrastructure design standards & enforcement
 - ▶ Create more green infrastructure
 - ▶ Ensure sustainable & dynamic emergency response model remains
- ▶ Requires collective action

Report to Council



Date: November 6, 2018

File: 1910-10

To: City Manager

From: Alan Newcombe, Infrastructure Divisional Director

Subject: 2017 Freshet Infrastructure Recovery

Report Prepared by: Lance Kayfish, Manager, Risk & Safety

Recommendation:

THAT Council receives, for information, the report from the Infrastructure Divisional Director dated November 6, 2018 with respect to the 2017 Freshet Infrastructure Recovery

AND THAT The 2017 Financial Plan be amended to include up to \$10.7 million for the 2017 Freshet Infrastructure Recovery of which up to \$7.4 million is recoverable through the provincial Disaster Financial Assistance (DFA) program;

AND THAT Council authorize the expenditure for the City's portion of costs that are not recoverable from the provincial DFA program of up to \$3.3 million;

AND THAT up to \$2.1 million of the City's portion of costs be funded from the General Fund Accumulated Surplus as prescribed by the City's approved Financial Principles & Strategies;

AND FURTHER THAT the remaining \$1.2 million of the City's portion of costs be funded through a budget transfer from the Council approved 2017 Capital Project: City Hall – Phase IV Renovations

Purpose:

To provide Council with an overview of the infrastructure recovery and associated costs resulting from the 2017 Freshet Event.

Background:

The 2017 spring freshet brought extreme flooding in early May and record high levels in Okanagan Lake that persisted from May until July resulted in damage to public and private property in Kelowna and throughout the region. Staff estimate the City of Kelowna has suffered damages that will cost

\$10,659,038 to repair or restore as part of a '2017 Freshet Flooding Recovery Program', the direct cost to the City is estimated at \$3,287,132. Included within the recovery program are drainage and channel works that are urgent in nature and should be completed before the 2018 spring freshet to mitigate the risk of further flooding and additional damage. Amendments to the City's 2017 Financial Plan are required to proceed with the work.

Funding of the recovery work can be broken into three categories for the purpose of financial planning: costs eligible for the provincial Disaster Financial Assistance program, insured infrastructure and recovery costs retained solely by the City.

Disaster Financial Assistance (DFA) is a provincial program that supports local government and private property owners to recover after catastrophic events. DFA pays 80% of eligible recovery costs to restore many types of infrastructure to pre-disaster conditions. It does not fund enhancements or upgrades that improve infrastructure or prevent future problems. Not all damage caused by a disaster is eligible for DFA – erosion, landscaping, insured assets and non-critical items are not. Enhancements over and above the pre-existing condition are at the City's expense. The recovery program budget herein includes only one enhancement item in the drainage area.

DFA has received submissions from the City for review and preapproval. No approvals have been granted yet as formal notification may take some time. After the initial preapproval from DFA each project and component of work will be looked at on its merits to determine its ultimate eligibility for DFA funding. Given the high level estimating and need to develop detailed scopes of work for each project, some elements of work in the recovery program may ultimately not be eligible. A contingency budget has been added to the program to address this uncertainty.

Insurance coverage applies to some of the City owned structural assets damaged by the flooding that will pay for flood damage suffered by 14 residential properties, the City Park Water Park mechanical system and the Manhattan Point dock. Assets covered by insurance are not included in the budget within this report as they will be funded separately as insurance claims.

The Recovery Program:

There are 52 discrete locations or areas of damage identified within the recovery program as a repair project. In addition, many projects have multiple elements. The total recovery program is estimated to be \$10,659,038 with \$7,371,906 expected to be funded by DFA and \$3,287,132 a direct cost to the City.

Description	DFA Eligible	Not DFA Funded
Vernon Creek	\$5,070,308	
Drainage and Channels	\$1,371,550	\$160,000
Tree Removal	\$30,000	
Erosion / Landscaping (Parks)		\$736,300
Irrigation (Parks)	\$104,200	
Boardwalks, Walkways, Trails (Parks)	\$1,178,800	
Misc Park Damage (Benches, Signs, etc)	\$43,000	
Roads	\$340,500	
Dock / Bridge / Building Structures	\$544,000	
Recovery Program & DFA Claim staffing	\$532,525	
Total Estimated Damage:	\$9,214,883	\$896,300

DFA 80% / 20% split:	<u>\$7,371,906</u>	\$1,842,977
estimated City cost:		\$2,739,277
20% contingency on City costs:		<u>\$547,855</u>
Total City cost, estimated:		<u>\$3,287,132</u>

TOTAL FRESHET 2017 RECOVERY PROGRAM: **\$10,659,038**

Of the \$10,659,038 total recovery program budget one project accounts for \$5,070,308, the replacement of the flume on Vernon Creek. Temporary works are in place at this location but need to be replaced by a permanent solution and capacity restored prior to the 2018 freshet to avoid potential flooding and further damage to the channel itself.

Included in the drainage works above are approximately \$1,030,000 of work in Bellevue Creek and Mill Creek that is also recommended to be completed before next spring to reduce flood risk. The \$532,525 in staff time included is for one full-time project manager to oversee the recovery program, a financial analyst to track expenses and manage the resulting DFA claims and an administrative staff position to support the program, each for 24 months, 80% recoverable from DFA. These positions are needed before much of the work can get underway.

A contingency of 20% amounting to \$547,855 has been added to the estimate of the City's costs. It is intended to cover cost increases excess of estimated values, work unexpectedly not funded by DFA and additional support if needed. It is expected that as work within the recovery program is undertaken

undiscovered damages will be identified. Provide the high level of estimation to date some areas are expected to vary in terms of the actual final expenses and staff anticipate shifting approved City funding within the recovery program budget as required to complete all restoration works. If additional costs or contributions are required staff will report back to council.

Vernon Creek:

High flows at peak of the freshet event on May 5 and 6, 2017 fractured and eroded major sections of a concrete flume on Upper Vernon Creek (UVC). The City took measures to mitigate the flooding impacts during the emergency by removing approximately 300 m of the flume along the eastern side of Upper Vernon Creek, from 25 m downstream of Bubna Road to the downstream property line. Several sections of the bank were armored in this area to prevent further erosion. Several breaks in the flume also occurred upstream of Bubna Road. The destruction of the flume allowed flows in the UVC to discharge directly to ground, leading to extremely high groundwater conditions. Following the freshet event, groundwater entered Holiday Park Resort. In response, the City of Kelowna engaged professional engineering consultants to provide an assessment of the ground water changes related to impacts on the watercourse during the event.

Options are being developed and evaluated for the restoration of Upper Vernon Creek and to mitigate impacts from groundwater inundation.

Erosion:

Of the approximate 60 park sites that front onto or are in close proximity to Okanagan Lake, 42 sites experienced some level of damage due to severe flood waters and wave action at the exceptionally high lake levels in 2017. In addition, there are a number of linear parks associated with creek corridors that run through the city that were also impacted. Damage associated with loss of shoreline, physical property and habitat from erosion are not DFA eligible. The cost for the City to restore eroded areas is estimated at \$625,700.

The impact of lakefront erosion is the loss of some of the City's most valuable and desirable property. It is understood that the Province allows for reclaiming of land lost due to catastrophic events. However, it is expected that there will be a time limit associated with this work before it is considered as an existing state resulting from natural forces.

Typical examples of erosion damage experienced include: loss of significant amounts of sand at beach accesses; undercutting of shoreline that has resulted in steep embankments and loss of riparian habitat.

Internal Circulation:

Divisional Director, Financial Services
Divisional Director, Human Resources
Infrastructure Operations Manager
Infrastructure Deliver Manager
Financial Planning Manager

Financial/Budgetary Considerations:

The 2017 Freshet Infrastructure Recovery in the amount of \$10.7 million is not part of the City's current financial Plan. The 2017 Financial Plan will require the addition of the 2017 Freshet Infrastructure Recovery of which \$7.4 million be recovered from the provincial Disaster Financial Assistance (DFA) program, \$3.3 million will be funded from the General Fund Accumulated Surplus up to \$2.1 million and the remaining \$1.2 million through a budget transfer from the approved 2017 Capital Project: City Hall – Phase IV Renovations. The General Fund Accumulated Surplus will be replenished through the 2017 year end process and recommended surplus allocation.

Personnel Implications:

There is a need for 1 Project Manager, 1 Financial Analyst and 1 Administrative Assistant to be created to support the recovery plan.

Considerations not applicable to this report:

Legal/Statutory Authority:

Legal/Statutory Procedural Requirements:

Existing Policy:

Personnel Implications:

External Agency/Public Comments:

Communications Comments:

Alternate Recommendation:

Submitted by:

A. Newcombe, Infrastructure Divisional Director

Approved for inclusion:



R. Mattiussi, City Manager

Attachments:

cc:

Divisional Director, Financial Services

Divisional Director, Corporate Strategic Services

Divisional Director, Human Resources

Financial Planning Manager

Report to Council



Date: November 6, 2017
File: 0705-20
To: City Manager
From: Ron Westlake, Senior Engineer
Subject: UBCM Funding Application – Flood Mitigation Planning

Recommendation:

THAT Council receives for information, the report from the Senior Engineer dated November 6, 2017, with regard to UBCM Funding Application – Flood Mitigation Planning;

AND THAT Council support an application to the Union of BC Municipalities under their Community Emergency Preparedness Fund for flood mitigation planning on Mill Creek.

Purpose:

To confirm City Council's support for an application for funding to complete mapping and undertake flood mitigation planning for Mill Creek through Kelowna and to direct City staff to provide overall grant management if it is approved.

Background:

2017 marked a major flood event in the interior of BC. During the spring, we experienced a late build-up of snow in the headwaters above Kelowna followed by extreme flooding of local creeks and Okanagan Lake. Flow in Mill Creek caused flooding in many locations in the City.

The Union of BC Municipalities offers funding under their Community Emergency Preparedness Fund for local governments to do flood risk assessments, prepare flood mapping and do flood mitigation planning. Their program will fund 100% of these costs up to \$150,000.

The City has been collaborating with the Regional District of Central Okanagan and the Okanagan Basin Water Board on water resource management. Through these collaborations, the Regional District and the City are making applications to the subject UBCM program. The Regional District is applying for flood mapping and flood planning related to Mission Creek while the City is applying for funding to flood mitigation planning for Mill Creek. If both organizations are successful in getting their applications approved, they will pool their resources to have detailed mapping prepared by a common contractor.

The City's application for Mill Creek is to undertake flood capacity analysis on Mill Creek and to develop a management plan to maintain critical capacity for this creek. The management plan will be used to get approvals from provincial agencies to allow the City to do work within the stream area to accommodate this desired capacity and to remove restrictions.

Internal Circulation:

Grants & Partnerships Manager
Utilities Planning Manager

Considerations not applicable to this report:

Legal/Statutory Authority
Legal/Statutory Procedural Requirements
Existing Policy
Financial/Budgetary Considerations
Personnel Implications
External Agency/Public Comments
Communications Comments
Alternate Recommendation

Submitted by:

R. Westlake, P.Eng.
Senior Engineer, Infrastructure

Approved for inclusion:



A. Newcombe, Division Director

cc: Utilities Planning Manager

CITY OF KELOWNA

BYLAW NO.11477

A Bylaw to Set Purchasing Policy

WHEREAS pursuant to the Community Charter, Council may provide for the expenditure of municipal funds in a designated manner;

AND WHEREAS pursuant to the Community Charter, Council may by bylaw delegate its powers, duties, and functions to its officers and employees;

AND WHEREAS the Municipal Council of the City of Kelowna wishes to set authority for Purchasing Policy that provides for the expenditure of municipal funds and to delegate certain authority with regard to the approval and execution of certain contracts and agreements;

NOW THEREFORE the Municipal Council of the City of Kelowna, in open meeting assembled, hereby enacts as follows:

PART 1 - GENERAL

1.1 This bylaw may be cited for all purposes as City of Kelowna "Purchasing Bylaw No. 11477".

1.2 In this bylaw:

"Best Value" means the most advantageous option for the City while considering a combination of the financial, quality and ancillary attributes of the alternatives under review;

"City" means the corporation of the City of Kelowna;

"Council" means the municipal council of the City;

"Financial Officer" means the person appointed by Council pursuant to section 149 of the Community Charter;

"Professional Consulting Services" means services to be provided by a person or persons who are licensed and regulated by a governing body in their professional capacity, and which services are provided pursuant to those regulations. Such services include, but not limited to, engineering, landscape architecture and architecture;

"Public tendering process" means the process whereby tenders are solicited by the City by means of public advertisement;

"Purchasing Manager" means the City employee that in the execution of their duties is responsible for Purchasing Policy content and the procurement activity of the City;

"Purchasing Policy" means all the so named documents that sets the authority, parameters and methods used by the City in its procurement activity;

- 1.3 A delegation under this bylaw includes a delegation to a person who is from time to time the lawful deputy or designate of the delegate.
- 1.4 A person to whom a power, duty or function has been delegated under this bylaw has no authority to further delegate to another person any power, duty or function.
- 1.5 The provisions of this bylaw are subject to any overriding requirements of the Community Charter or Local Government Act with respect to specific purchases or commitments, or with respect to the approval of certain kinds of contracts.
- 1.6 The Purchasing Manager is authorized to review and recommend amendments to Purchasing Policy.

PART 2 – PROCUREMENT

- 2.1 The Purchasing Branch is established as a centralized purchasing function having control of the acquisition of all goods, services, and construction required by the City.

The Purchasing Branch will establish, adhere to, and administer general procurement practices and procedures that supports openness and transparency of business while avoiding discriminating procurement practices or circumventing competitive obligations.

Authority

- 2.2 The competitive obligations outlined in Purchasing Policy, and all awards made pursuant to it, shall be conducted under the direction the Purchasing Branch.
- 2.3 Preference shall be given to the supplier offering the Best Value to the City.

Commitment Authority

- 2.4 Approvals for purchases or commitments must relate only to the authorized employee's own area of responsibility; except for the City Manager or Designate.
- 2.5 No purchase or commitment shall be made by any employee of the City, unless it falls within the current budget approved or amended by Council as to nature and amount.
- 2.6 Purchases or commitments must not be issued where budget over-expenditure will result and it is the responsibility of each manager to ensure that this requirement is complied with.
- 2.7 The City Manager and the Financial Officer shall establish approval limits for City employees and procedures, not inconsistent with this bylaw, to govern and control all commitments of City funds. No City employee's approval limit shall be greater than the City Manager's.
- 2.8 City employees may approve purchases of goods, services, or construction up to their individual approval limits, so long as Purchasing Policy has been followed. The approving employee or the Purchasing Manager may execute binding contracts or commitments, including amendments, related to those purchases on behalf of the City.
- 2.9 The City Manager may approve purchases of goods, services or construction and execute binding contracts or commitments, including amendments, on behalf of the City or when the expenditure is in excess of individual approval limits of City employees providing that:
 - (a) The purchase is within budget, and
 - i. the expenditure has been approved by Council in the current year budget, or
 - ii. approved through the budget amendment process, and
 - (b) Purchasing Policy has been followed, and
 - i. the accepted tender is the best value with no conditions or uncertainties.
- 2.10 A written information report of the contract awards exceeding \$500,000 shall be made available every quarter.

- 2.11 Council's approval is required in each individual case for all purchases of goods, services, or construction that do not fall under section 2.08 or 2.09 of this bylaw.
- 2.12 In any event, the Mayor and the City Clerk together, shall be authorized signatories for any document the execution of which has been authorized by Council either through existing policy or bylaw, or on an individual case basis, and that is consistent with the current City budget, as to both nature and amount."

PART 3 – EFFECTIVE DATE

- 3.1 This bylaw shall come into full force and effect and is binding on all persons as and from the date of adoption.

PART 4 – REPEAL

- 4.1 City of Kelowna Purchasing Bylaw No. 9095 and all amendments thereto, are hereby repealed.

Read a first, second and third time by the Municipal Council this 30th day of October, 2017.

Adopted by the Municipal Council of the City of Kelowna this

Mayor

City Clerk

CITY OF KELOWNA

BYLAW NO. 11500

A Bylaw for the purpose of preventing, abating and prohibiting nuisances and other objectionable situations

WHEREAS under Sections 8 and 64 of the *Community Charter*, Council may, by bylaw, regulate, prohibit and impose requirements in relation to nuisances, disturbances and other objectionable situations;

AND WHEREAS under Section 17 of the *Community Charter*, Council directs that if a person subject to a requirement fails to take the required action the municipality may fulfill the requirement at the expense of the person and recover the costs incurred from that person as a debt;

AND WHEREAS under Section 194 of the *Community Charter*, Council may, by bylaw, impose a fee payable in respect of all or part of a service of the municipality or the exercise of a regulatory authority by the municipality;

AND THEREFORE, the Council of the City of Kelowna, in an open meeting assembled, enacts as follows:

1. Introduction

- 1.1 This bylaw may be cited as "Good Neighbour Bylaw No. 11500".

2. Definitions

- 2.1 In this bylaw:

Building materials includes items and implements used in the construction of structures or in landscaping, including lumber, windows, doors, roofing materials, fill, soil, scaffolding, tools and equipment;

Bylaw Enforcement Officer means a bylaw enforcement officer appointed by Council of the City of Kelowna pursuant to section 36(1) of the *Police Act*, RSBC 1996, c. 367;

Bylaw Supervisor means the person appointed by Council of the City of Kelowna to exercise supervisory responsibility over **bylaw enforcement officers** or other persons;

Construction Noise means any noise or sound made by:

- (i) the carrying on of works in connection with the construction, demolition, reconstruction, alteration or repair of any building or structure;
- (ii) the carrying on of any excavation by machinery or heavy equipment; or
- (iii) the moving or operating of any kind of machine, engine or construction equipment.

Customer Service Box means a distribution box for publications or a drop box for couriers;

Derelict means

- (a) physically wrecked or disabled;

- (b) in the case of a **motor vehicle**, incapable of operating under its own power or, in the case of a trailer, incapable of being towed in the manner a trailer is normally towed; or
- (c) in the case of a **motor vehicle**, lacking number plates for the current year pursuant to the regulations under the *Motor Vehicle Act*, RSBC 1996, c. 318;

Development Engineering Manager means the person with supervisory authority over the City's department of Development Engineering;

Dumpster means a trash receptacle designed to be hoisted and the trash within it deposited into a truck;

Graffiti means one (1) or more letters, symbols or marks, however made, on any structure, place or thing, including a **utility kiosk**, **customer service box** or **dumpster**, but does not include marks made accidentally, or any of the following:

- (a) a sign, public notice or traffic control devices authorized by the Public Works Manager appointed by Council of the City of Kelowna;
- (b) a sign authorized by the Sign Bylaw, No. 8235, as amended or replaced from time to time;
- (c) a public notice authorized by a City bylaw or by provincial or federal legislation; or
- (d) in the case of **real property**, a letter, symbol or mark for which the **owner** or tenant of the **real property** on which the letter, symbol or mark appears has given prior, written authorization, such as a **mural**;

Motor Vehicle means a vehicle that is designed to be self propelled;

Mural means an artistic rendering or drawing painted or otherwise applied to a building or structure, and where permission has been granted by the **owner** of the building or structure to apply the **mural**;

Nuisance Abatement Fee means the fees, charges and amounts stated in Schedule "A" to this bylaw;

Nuisance Service Call means a response by a **bylaw enforcement officer** or RCMP member to, or abatement of, any activity, conduct or condition occurring on or near **real property** that is contrary to a provision within sections 4, 7, 8 or 9 of this bylaw;

Order to Comply means an order substantially in the form described in provision 10 of this bylaw;

Owner means the registered owner of an estate in fee simple, the tenant for life under a registered life estate, the registered holder of the last registered agreement for sale, the holder or occupier of land held in the manner referred to in section 228 or 229 of the *Community Charter*, and an Indian who is an owner under the letters patent of a municipality incorporated under section 9 of the *Local Government Act*.

Public Space means any **real property** or portions of **real property** owned or leased by the City to which the public is ordinarily invited or permitted to be in or on, and includes, but is not limited to, the grounds of public facilities or buildings, the surface of Okanagan Lake and the lake foreshore, any public transit exchange, transit shelter or bus stop, and public parkades or parking lots;

Public Works Manager means the person with supervisory authority over the City's department of Public Works;

Real Property means land, with or without improvements so affixed to the land as to make them in fact and law a part of it;

Residential Areas means lands that are used residentially in a zone that permits residential use under the City of Kelowna Zoning Bylaw No. 8000, as amended or replaced from time to time (the “Zoning Bylaw”);

Revenue Supervisor means the municipal officer assigned responsibility as collector of taxes for the City;

Rubbish includes, but is not limited to, dead animals, paper products, crockery, glass, metal, plastics, plastic, metal or glass containers, wire, rope, pipes, machinery, tires, household appliances, litter, organic matter not in a closed and sealed composter, vehicle or mechanical parts, dilapidated furniture, and any other scrap or salvage, unless the materials are in a closed building or structure and not visible from another parcel or a **public space**, and for clarity, **rubbish** material covered by a tarp or other cover are not within a closed building or structure;

Street means any highway, roadway, sidewalk, boulevard, lane and any other way which the public is ordinarily entitled or permitted to use for the passage of vehicles or pedestrians, but does not include a private right-of-way on private property;

Utility Kiosk means an above-ground structure that is used for housing or storing electrical or communications components, circuits, devices, equipment, materials, cables, connections and the like.

3. **General Prohibition**

- 3.1 No person shall do any act or cause any act to be done which constitutes a nuisance at law.

4. **Property Nuisances**

- 4.1 No **owner** or occupier of **real property** shall permit any act to be done which constitutes a nuisance at law on that **real property**.
- 4.2 No **owner** or occupier of **real property** shall permit or allow the **real property** to become or remain unsightly.
- 4.3 Without limiting the generality of section 4.2 of this bylaw, an **owner** or occupier of **real property** must not:
- (a) permit an accumulation of water, filth or **rubbish** on the **real property**;
 - (b) keep a **derelict motor vehicle**, vehicle, boat or trailer except as part of a lawful business operating under a license from the City;
 - (c) permit the accumulation on the **real property** of noxious, offensive or unwholesome materials, substances or objects;
 - (d) Except when specified as a permitted use in the Zoning Bylaw, allow or permit an accumulation of **building materials** on the **real property** for more than fifteen (15) days unless:
 - (i) the **owner** of the **real property** is in possession of a valid building permit; or
 - (ii) the **building materials** are stored in a closed building or structure such that they are not visible from another parcel or a **public space**.
- 4.4 Except as permitted by this bylaw, no **owner** or occupier of **real property** in **residential areas** as defined in this bylaw shall make or cause, or permit to be made or caused, any contamination of the atmosphere through the emission or smoke, dust, gas, sparks, ash, soot, cinders, fumes, or other effluvia that is liable

to foul or contaminate the atmosphere or make or cause, or permit to be made or caused any odour or dust which is liable to disturb the quiet, peace, rest, enjoyment, comfort of convenience of individuals or the public.

5. Graffiti

- 5.1 No person shall place **graffiti**, or cause **graffiti** to be placed on any wall, building, fence, sign or any other structure or surface, adjacent to a **street** or **public space**.
- 5.2 No **owner** or occupier of **real property** adjacent to a **street** or other **public space** shall permit **graffiti** to be placed on any wall, building, fence, sign, **utility kiosk, customer service box, dumpster** or other structure or surface.
- 5.3 Every **owner** or occupier of **real property** shall keep any wall, building, fence, sign or other structure or surface that is located on such **real property**, and adjacent to a **street** or **public space**, free of **graffiti**.
- 5.4 Every **owner** of a **motor vehicle** shall keep the **motor vehicle** free of **graffiti**.

6. Street and Public Space Nuisances

- 6.1 No person shall place **graffiti**, or cause **graffiti** to be placed on any wall, building, fence, sign or other structure or surface in a **street** or **public space**.
- 6.2 No person shall on a **street** or in a **public space**:
 - (a) urinate or defecate;
 - (b) sleep in a **motor vehicle**; or
 - (c) participate in a violent confrontation or struggle.
- 6.3 No person shall on a **street** or in a **public space**:
 - (a) scatter, dump, or dispose of any garbage, glass, crockery, litter or other material, whether liquid or solid, and whether likely to injure any person, animal, vehicle or not;
 - (b) place or throw any circular, pamphlet, handbill or other paper material, whether or not the paper material had been previously placed upon any **motor vehicle** or other vehicle, without the consent of the **owner** or driver thereof;
 - (c) cut, remove or damage any tree, shrub or flower plant, bush or hedge;
 - (d) deface, injure or damage any **street**, ditch or fence or anything erected or maintained for purpose of lighting a **street**;
 - (e) dispose or place or leave any cement, mortar, lime, or any other substance having a damaging or destructive effect upon the concrete, asphalt, bushes, shrubs, or trees, or grass situate thereon;
 - (f) stamp, paint, post, affix or otherwise place any placard, bill, poster, notice advertisement without first having obtained the permission of the City; or
 - (g) remove to, or accumulate in from lands adjacent to a **street** or **public space**, grass cuttings, leaves or **rubbish**.

7. Property Noise

- 7.1 No person shall make or cause, or permit to be made or caused, any noise in or on a **street** or elsewhere in the City that is liable to disturb the quiet, peace, rest, enjoyment, comfort or convenience of individuals or the public.
- 7.2 No **owner** or occupier of **real property** shall allow or permit such **real property** to be used so that noise or sound which emanates therefrom is liable to disturb the quiet, peace, rest, enjoyment, comfort, or convenience of individuals or the public.
- 7.3 No person shall make, cause, or permit to be made or caused, noise or bass sound of a radio, television, player, or other sound playback device, public address system, or any other music or voice amplification equipment, musical instrument, whether live or recorded or live, whether amplified or not, in or on private property or in any **public space** or **street** in such manner that is liable to disturb the quiet, peace, rest, enjoyment, comfort, or convenience of individuals or the public.
- 7.4 No person shall own, keep or harbour any animal or bird which by its barks, cries or sounds is liable to disturb the quiet, peace, rest, enjoyment, comfort or convenience of individuals or the public.

8. Construction Noise

- 8.1 No person shall on any day before 0700 hours or after 2100 hours make or cause, or permit to be made or caused any **construction noise**.
- 8.2 A person may apply to the **public works manager** for permission to vary the time restrictions established in section 8.1 of this bylaw with respect to **construction noise** generated on **public spaces** or **streets**. A person may apply to the **development engineering manager** for permission to vary the time restrictions established in section 8.1 of this bylaw with respect to **construction noise** generated on **real property** that is not a **public space** or a **street**. An application in the form specified by the **development engineering manager** or **development engineering manager**, as appropriate, must be submitted at least five (5) business days prior to the date of the proposed activity.
- 8.3 Upon receiving an application submitted in accordance with section 8.2 of this bylaw, the **City** may, by written permit, vary the time restrictions set out in section 8.1 of this bylaw for a certain location and activity if, in the opinion of the **public works manager** or **development engineering manager**, as appropriate:
- (a) public safety or traffic considerations make it necessary or expedient that the work or activity commence or continue beyond those time restrictions; or
 - (b) it is impossible or impractical to carry out, within those time restrictions:
 - (a) excavation;
 - (ii) concrete pouring or finishing;
 - (iii) major structural or mechanical component delivery or placement; or
 - (iv) relocation of a building; and

after considering whether there should be prior notification of the neighbourhood that would be affected, the **public works manager** or **development engineering manager**, as appropriate may impose such terms

and restrictions as deemed necessary in the circumstances to mitigate the impact of the **construction noise** on the adjacent neighbourhood.

- 8.4 Notwithstanding any provisions of this bylaw, a person may perform works of an emergency nature for the preservation or protection of life, health, or property but the onus shall be on the person performing the work to show that the work was of an emergency nature.
- 8.5 Notwithstanding the provisions of this bylaw, a person may apply for and receive from the City a permit for a special event which in Council of the City of Kelowna's opinion is in the public interest, in which case the provisions of this bylaw shall be inoperable to the extent the activities constituting the special event are permitted.
- 8.6 Notwithstanding the other provisions of this bylaw, where a normal farming practice as defined by the *Farm Practices Protection (Right to Farm) Act*, RSBC 1996, c. 131 involves the operation of machinery or equipment, this bylaw does not apply.

9 Deemed Objectionable Noises

- 9.1 No person shall launch a motor boat from any lands in the City or operate a motor boat in the City if the motor boat is equipped with an exhaust system that permits the exhaust gases from the engine to be expelled directly into the air without first passing through water unless the motor boat is equipped with a muffling device that ensures the exhaust gases from the engine are cooled and expelled without excessive noise.
- 9.2 No person shall operate a motor boat powered by an engine equipped with the exhausting devices commonly described as dry stacks or dry headers.
- 9.3 No person shall operate a motor boat powered by an engine equipped with exhausting devices commonly described as water injected headers or over-transom water cooled exhaust unless a properly operating muffler is installed thereon.
- 9.4 No person shall operate a motor boat so as to cause noise which disturbs the quiet, peace, rest, enjoyment, comfort or convenience of individuals or the public.
- 9.5 Without limiting the generality of sections 7.1 to 8.1 and 9.1 to 9.4 of this bylaw, the following noises or sounds are considered by Council of the City of Kelowna to be liable to disturb the quiet, peace, enjoyment, comfort or convenience of individuals or the public:
- (a) any noise or sounds, the occurrence of which extends continuously or intermittently for fifteen (15) minutes or more, created by the following:
 - (i) a gathering of two or more persons, where at least one (1) human voice is raised beyond the level of ordinary conversation;
 - (ii) barking, howling or any other sound by a dog that is kept or harboured; and
 - (iii) yelling, shouting or screaming,
 - (b) any noises or sounds produced within or outside a **motor vehicle** and created by:
 - (i) the vehicle's engine or exhaust system when such noises or sounds are loud, roaring or explosive;
 - (ii) a **motor vehicle** horn or other warning device except when authorized by law; and

- (iii) a **motor vehicle** operated in such a manner that the tires squeal, and
- (c) noise or sound generated from the operation of a power lawn mower or power garden tool before 0700 hours or after 2100 hours on any day.

10 Compliance Orders

- 10.1 Pursuant to section 154 (1) (b) of the *Community Charter*, Council of the City of Kelowna delegates to the **bylaw supervisor** its powers, duties and functions to require that something be done to remedy a contravention of this bylaw.
- 10.2 Where a condition exists that is a contravention of any of the provisions in sections 4 and 5 of this bylaw, the **bylaw supervisor** may issue an **order to comply** requiring the person to remedy the nuisance or non-compliance within fourteen (14) days of deemed service or ten (10) days in the case of a contravention of section 5.3 of this bylaw, or on a date the **bylaw supervisor** considers reasonable in the circumstances if in the opinion of the **bylaw supervisor** a further period of time is required due to:
 - (a) the quantity of **rubbish** or other material or amount of **graffiti** to be removed;
 - (b) any disability or physical limitations of the person to whom the **order to comply** is directed; or
 - (c) weather conditions at the time of issuing an **order to comply**.
- 10.3 An **order to comply** may be served on an **owner** or occupier of **real property** and is deemed to be served when the City has:
 - (a) mailed, by registered mail, a copy of the **order to comply** to the address of the **owner** shown on last revised **real property** assessment roll;
 - (b) delivered a copy of the **order to comply** to the **owner** of the **real property** at the address shown on the last revised real property assessment roll;
 - (c) placed the **order to comply** in a mailbox or other receptacle for the receipt of mail on the **real property**; or
 - (d) posted a copy of the **order to comply** on the **real property**.
- 10.4 Every person shall comply with an **order to comply**.
- 10.5 If the nuisance or non-compliance in an **order to comply** has not been remedied by the date specified therein set out and the **owner** has had an opportunity to be heard in respect of the matter, the City, by its employees, contractors and agents may enter the **real property** and effect compliance with the **order to comply** at the expense of the **owner**. The **bylaw supervisor** shall certify to the **revenue supervisor** all costs incurred by the City in effecting compliance, and such costs shall constitute a debt due and owing by December 31 in the year compliance was effected and, if unpaid by December 31, the cost shall be added to and form part of the taxes for the **real property** as taxes in arrears.

11. Enforcement

- 11.1 The provisions of this bylaw may be enforced by any **bylaw enforcement officer** and members of the Royal Canadian Mounted Police.

12. Penalty

12.1 Every person who violates any provisions of this bylaw or who suffers or permits any act or thing to be done in contravention or in violation of any of the provisions of this bylaw or who neglects to do or refrains from doing anything required to be done by any of the provisions of this bylaw, or who does any act which constitutes an offence against the bylaw is guilty of an offence against this bylaw and liable to the penalties hereby imposed. Each day that the violation continues to exist, shall constitute a separate offence;

Every person who commits an offence against this bylaw is liable on conviction, to a minimum fine of not less than \$100.00 and a maximum fine of not more than \$10,000 in the case of a conviction or a term of incarceration for a period of not more than ninety (90) days, or both. Any penalty imposed pursuant to this bylaw shall be in addition to, and not in substitution for, any other penalty or remedy imposed pursuant to any other applicable statute, bylaw or legislation.

13. Repeat Service Calls

13.1 Where a **bylaw enforcement officer** or member of the RCMP are required to respond to **real property** for more than three **nuisance service calls** within any twelve (12) month period, the **owner** of the **real property** shall pay a Nuisance Abatement Fee for each **nuisance service call** in excess of three within any twelve (12) month period.

13.2 Despite section 13.1 of this bylaw, where legal title to the **real property** is transferred, **nuisance service calls** occurring before the date the new **owner** obtains legal title to the **real property** shall not apply to the determination under section 13.1 of this bylaw whether **Nuisance Abatement Fees** are payable or with respect to the amount that is payable.

13.3 Before an **owner** of **real property** is liable to pay a **Nuisance Abatement Fee**, the City shall provide written notice to the **owner** that:

- (a) describes the nature of the contravention or nuisance conduct, activity or condition; and
- (b) advises the **owner** of **Nuisance Abatement Fees** and that such fees are in addition to the City's right to seek other legal remedies or actions for abatement of the nuisance or contravention.

13.4 Service of the notice under section 13.3 of this bylaw may be effected and is deemed to have been served in the manner provided for in section 10.3 of this bylaw.

13.5 **Nuisance Abatement Fees** shall be paid by the **owner** within fourteen (14) days of receipt of an invoice from the City.

13.6 The City may impose a **Nuisance Abatement Fee** despite a person not being charged with an offence relating to the nuisance or contravention, a person charged with an offence relating to a nuisance or contravention being acquitted of any or all charges or if the charges are withdrawn, stayed or otherwise do not proceed.

14. Entry and Inspection

- 14.1 The **bylaw supervisor** and **bylaw enforcement officers** may enter at all reasonable times on any **real property** that is subject to this bylaw to ascertain whether the requirements of this bylaw are being met and the regulations in this bylaw are being observed and no person shall interfere with, hinder or obstruct the **bylaw supervisor** or a **bylaw enforcement officer** from doing so.

15. Severability

- 15.1 If a section, subsection, sentence, clause or phrase of this bylaw is for any reason held to be invalid by the decision of a Court of competent jurisdiction, it shall be severed and such decision shall not affect the validity of the remaining portions of this bylaw.

16. Effective Date

- 16.1 This bylaw shall take full force and effect as and from the date of adoption.

17. Repeal

- 17.1 City of Kelowna "Kelowna Noise and Disturbances Control Bylaw No. 6647" and all amendments thereto, are hereby repealed.
- 17.2 City of Kelowna "Residential Nuisance Bylaw No. 7782" and all amendments thereto, are hereby repealed.
- 17.3 City of Kelowna "Unsightly Premises and Visual Nuisance Bylaw No. 8217" and all amendments thereto, are hereby repealed.
- 17.4 City of Kelowna "Anti-Litter Bylaw, 1972, No. 3477" and all amendments thereto, are hereby repealed.

Read a first, second and third time by the Municipal Council this 30th day of October, 2017.

Adopted by the Municipal Council of the City of Kelowna this

Mayor

City Clerk

SCHEDULE "A"

NUISANCE ABATEMENT FEES

- 1) Nuisance service call response fee: \$250.00 per response by City of Kelowna, Bylaw Enforcement;
- 2) Nuisance service call response fee: \$250.00 per response by RCMP;
- 3) Nuisance service call response fee: \$250.00 per response by Kelowna Fire Department.

CITY OF KELOWNA

BYLAW NO. 11503

Amendment No. 18 to Bylaw Notice Enforcement Bylaw No. 10475

The Municipal Council of the City of Kelowna, in open meeting assembled, enacts that the City of Kelowna Bylaw Notice Enforcement Bylaw No. 10475 be amended as follows:

1. THAT Schedule "A", **Kelowna Noise and Disturbances Control Bylaw No.6647**, be deleted in its entirety that reads:

Bylaw No.	Section	Description	A1 Penalty	A2 Early Payment Penalty	A3 Late Payment Penalty	A4 Compliance Agreement Available (*Maximum 50% Reduction in Penalty Amount Where Compliance Agreement is Shown as "Yes")
Kelowna Noise and Disturbances Control Bylaw No.6647						
6647	3.1	Permit noise to disturb the neighbourhood	\$500.00	\$450.00	\$500.00	Yes
6647	3.2	Permit noise from real property to disturb any person	\$500.00	\$450.00	\$500.00	Yes
6647	3.3	Operate a radio, stereophonic equipment or instrument to disturb any person	\$500.00	\$450.00	\$500.00	Yes
6647	3.4	Harbour any animal or bird which disturbs the neighbourhood	\$500.00	\$450.00	\$500.00	Yes
6647	3.5	construction noise before 0700 hours or after 2200 hours	\$500.00	\$450.00	\$500.00	Yes
6647	3.10	Participate in fight or physical confrontation	\$250.00	\$225.00	\$275.00	Yes
6647	4.1	Launch a motor boat without an adequate exhaust system	\$500.00	\$450.00	\$500.00	No
6647	4.2	Operate a motor boat without an adequate exhaust system	\$500.00	\$450.00	\$500.00	No

6647	4.3	Operate motor boat with stacks or dry headers	\$500.00	\$450.00	\$500.00	No
6647	4.4	Operate motor boat without proper muffler	\$500.00	\$450.00	\$500.00	No
6647	4.5	Operate motor boat without proper muffler	\$500.00	\$450.00	\$500.00	No
6647	4.6	Operate a motor boat causing noise which disturbs persons in the vicinity	\$500.00	\$450.00	\$500.00	No

2. AND THAT Schedule "A", **Unsightly Premises Bylaw No. 8217**, be deleted in its entirety that reads:

Bylaw No.	Section	Description	A1 Penalty	A2 Early Payment Penalty	A3 Late Payment Penalty	A4 Compliance Agreement Available (*Maximum 50% Reduction in Penalty Amount Where Compliance Agreement is Shown as "Yes")
Unsightly Premises Bylaw No. 8217						
8217	3.1	Permit accumulation of rubbish on premises	\$100.00	\$90.00	\$110.00	Yes
8217	3.1	Permit accumulation of noxious matter on premises	\$100.00	\$90.00	\$110.00	Yes
8217	3.1	Permit accumulation of offensive matter on premises	\$100.00	\$90.00	\$110.00	Yes
8217	3.1	Permit accumulation of unwholesome matter on premises	\$100.00	\$90.00	\$110.00	Yes
8217	3.2	Deposit rubbish in open place	\$100.00	\$90.00	\$110.00	No
82.17	3.3	Permit visual nuisance on premises	\$100.00	\$90.00	\$110.00	Yes
8217	3.4	Place graffiti on property	\$500.00	\$450.00	\$500.00	No
8217	3.5	Permit property to become/remains unsightly	\$500.00	\$450.00	\$500.00	Yes
8217	3.6	Obstruct a Bylaw Enforcement Officer	\$500.00	\$450.00	\$500.00	No

3. AND THAT Schedule "A", **Unsightly Premises Bylaw No. 8217**, be deleted in its entirety that reads:

Bylaw No.	Section	Description	A1 Penalty	A2 Early Payment Penalty	A3 Late Payment Penalty	A4 Compliance Agreement Available (*Maximum 50% Reduction in Penalty Amount Where Compliance Agreement is Shown as "Yes")
RESIDENTIAL NUISANCE BYLAW NO. 7782						
7782	5.1	Permit contamination	\$100.00	\$90.00	\$110.00	No
7782	7.1	Obstruct Entry of Inspector	\$500.00	\$450.00	\$500.00	No

4. AND THAT Schedule "A" be amended by adding a new section for Good Neighbor Bylaw No. 11500 as attached to and forming part of this bylaw as Attachment A.
5. This bylaw may be cited for all purposes as "Bylaw No. 11503 being Amendment No. 19 to Bylaw No. Bylaw Notice Enforcement Bylaw No. 10475."
6. 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 30th day of October, 2017.

Adopted by the Municipal Council of the City of Kelowna this

Mayor

City Clerk

Attachment A

Bylaw No.	Section	Description	A1 Penalty – First Offence	A2 Early Payment Penalty – First Offence	A3 Late Payment Penalty – First Offence	A4 Penalty – second and subsequent offences	A5 Early Payment - second and subsequent offences Payment Penalty	A6 Late Payment Penalty – second and subsequent offences	A7 Compliance Agreement Available (*Maximum 50% Reduction in Penalty Amount Where Compliance Agreement is Shown as "Yes")
Good Neighbour Bylaw No. 11503									
11503	4.2	Owner of real property remain unsightly	\$500.00	\$450.00	\$500.00	\$500.00	\$450.00	\$500.00	Yes
11503	4.3a	Permit accumulation of rubbish on premises	\$100.00	\$90.00	\$110.00	\$100.00	\$90.00	\$110.00	Yes
11503	4.3a	Permit compost that is not closed and sealed	\$100.00	\$90.00	\$110.00	\$100.00	\$90.00	\$110.00	Yes
11503	4.3b	Permit derelict motor vehicle, vehicle, boat or trailer on real property	\$500.00	\$450.00	\$500.00	\$500.00	\$450.00	\$500.00	Yes
11503	4.3c	Permit accumulation of noxious, offensive or unwholesome materials, substance or objects	\$500.00	\$450.00	\$500.00	\$500.00	\$450.00	\$500.00	Yes

Bylaw No.	Section	Description	A1 Penalty – First Offence	A2 Early Payment Penalty – First Offence	A3 Late Payment Penalty – First Offence	A4 Penalty – second and subsequent offences	A5 Early Payment - second and subsequent offences Payment Penalty	A6 Late Payment Penalty – second and subsequent offences	A7 Compliance Agreement Available (*Maximum 50% Reduction in Penalty Amount Where Compliance Agreement is Shown as "Yes")
Good Neighbour Bylaw No. 11503									
11503	4.3d	Permit accumulation of building materials	\$500.00	\$450.00	\$500.00	\$500.00	\$450.00	\$500.00	Yes
11503	4.2	Permit contamination of the atmosphere	\$500.00	\$450.00	\$500.00	\$500.00	\$450.00	\$500.00	Yes
11503	5.1	Place graffiti on wall, building, fence or other structure	\$500.00	\$450.00	\$500.00	\$500.00	\$450.00	\$500.00	No
11503	5.2	Permit graffiti on utility kiosk, customer service box or dumpster	\$500.00	\$450.00	\$500.00	\$500.00	\$450.00	\$500.00	No
11503	5.3	Permit graffiti on real property adjacent to street or public space	\$500.00	\$450.00	\$500.00	\$500.00	\$450.00	\$500.00	Yes
11503	5.4	Permit graffiti on a motor vehicle	\$100.00	\$90.00	\$110.00	\$100.00	\$90.00	\$110.00	Yes
11503	6.1	Cause or place graffiti on street or public space	\$500.00	\$450.00	\$500	\$500.00	\$450.00	\$500.00	No
11503	6.2a	urinate or defecate on street or public space	\$100.00	\$90.00	\$110.00	\$100.00	\$90.00	\$110.00	No

Bylaw No.	Section	Description	A1 Penalty – First Offence	A2 Early Payment Penalty – First Offence	A3 Late Payment Penalty – First Offence	A4 Penalty – second and subsequent offences	A5 Early Payment - second and subsequent offences Payment Penalty	A6 Late Payment Penalty – second and subsequent offences	A7 Compliance Agreement Available (*Maximum 50% Reduction in Penalty Amount Where Compliance Agreement is Shown as "Yes")
Good Neighbour Bylaw No. 11503									
11503	6.2b	sleep in a motor vehicle on or public space	\$100.00	\$90.00	\$110.00	\$100.00	\$90.00	\$110.00	No
11503	6.2c	Participate in violent confrontation or struggle	\$250.00	\$225.00	\$275.00	\$250.00	\$225.00	\$275.00	No
11503	6.3a	Dispose materials that may injure any person, animal or vehicle	\$500.00	\$450.00	\$500.00	\$500.00	\$450.00	\$500.00	No
11503	6.3b	Place paper or other material on motor vehicle	\$250.00	\$225.00	\$275.00	\$500.00	\$450.00	\$500.00	No
11503	6.3c	Cut, remove or damage tree, shrub, flower plant, bush or hedge	\$100.00	\$90.00	\$110.00	\$100.00	\$90.00	\$110.00	No
11503	6.3d	Damage street lighting	\$500.00	\$450.00	\$500.00	\$500.00	\$450.00	\$500.00	No
11503	6.3e	Contaminate & harm bushes, shrubs, trees or grass situate	\$500.00	\$450.00	\$500.00	\$500.00	\$450.00	\$500.00	No

Bylaw No.	Section	Description	A1 Penalty – First Offence	A2 Early Payment Penalty – First Offence	A3 Late Payment Penalty – First Offence	A4 Penalty – second and subsequent offences	A5 Early Payment - second and subsequent offences Payment Penalty	A6 Late Payment Penalty – second and subsequent offences	A7 Compliance Agreement Available (*Maximum 50% Reduction in Penalty Amount Where Compliance Agreement is Shown as "Yes")
Good Neighbour Bylaw No. 11503									
11503	6.3f	Placing paper materials without the permission of the City	\$250.00	\$225.00	\$275.00	\$500.00	\$450.00	\$500.00	Yes
11503	6.3g	Place or accumulate grass cuttings, leaves or rubbish	\$250.00	\$225.00	\$275.00	\$500.00	\$450.00	\$500.00	No
11503	7.1	Permit noise to disturb the neighbourhood	\$250.00	\$225.00	\$275.00	\$500.00	\$450.00	\$500.00	Yes
11503	7.2	Permit noise from real property to disturb any person	\$250.00	\$225.00	\$275.00	\$500.00	\$450.00	\$500.00	Yes
11503	7.3	Operate sound amplification equipment or instrument to disturb any person	\$250.00	\$225.00	\$275.00	\$500.00	\$450.00	\$500.00	Yes
11503	7.4	Harbour any animal or bird which disturbs the neighbourhood	\$250.00	\$225.00	\$275.00	\$500.00	\$450.00	\$500.00	Yes
11503	8.1	construction noise before 0700 hours or after 2100 hours	\$500.00	\$450.00	\$500.00	\$500.00	\$450.00	\$500.00	Yes
11503	9.1	Launch a motor boat without an adequate exhaust system	\$100.00	\$90.00	\$110.00	\$100.00	\$90.00	\$110.00	No

Bylaw No.	Section	Description	A1 Penalty – First Offence	A2 Early Payment Penalty – First Offence	A3 Late Payment Penalty – First Offence	A4 Penalty – second and subsequent offences	A5 Early Payment - second and subsequent offences Payment Penalty	A6 Late Payment Penalty – second and subsequent offences	A7 Compliance Agreement Available (*Maximum 50% Reduction in Penalty Amount Where Compliance Agreement is Shown as "Yes")
Good Neighbour Bylaw No. 11503									
11503	9.2	Operate motor boat with stacks or dry headers	\$100.00	\$90.00	\$110.00	\$100.00	\$90.00	\$110.00	No
11503	9.3	Operate a motor boat powered by an engine with exhausting devices	\$100.00	\$90.00	\$110.00	\$100.00	\$90.00	\$110.00	No
11503	9.4	Operate a motor boat to cause noise	\$100.00	\$90.00	\$110.00	\$100.00	\$90.00	\$110.00	No
11503	9.5(a)(i)	Noise or sounds exceeding 15 mins – two or more people – raised voices	\$100.00	\$90.00	\$110.00	\$100.00	\$90.00	\$110.00	No
11503	9.5(a)(ii)	Noise or sounds exceeding 15 mins – barking or howling of harbored dog	\$100.00	\$90.00	\$110.00	\$100.00	\$90.00	\$110.00	No
11503	9.5(a)(iii)	Noise or sounds exceeding 15 mins – yelling or screaming	\$100.00	\$90.00	\$110.00	\$100.00	\$90.00	\$110.00	No
11503	9.6(b)(i)	Exhaust system noise	\$100.00	\$90.00	\$110.00	\$100.00	\$90.00	\$110.00	No
11503	9.6(b)(ii)	Horn or alarm noise	\$100.00	\$90.00	\$110.00	\$100.00	\$90.00	\$110.00	No
11503	9.6(b)(iii)	Tire squeal noise	\$100.00	\$90.00	\$110.00	\$100.00	\$90.00	\$110.00	No
11503	9.6(c)	Lawn mower or power tool noise before 0700 or after 2100	\$100.00	\$90.00	\$110.00	\$250.00	\$225.00	\$250.00	Yes
11503	14.1	Obstruct a Bylaw Enforcement Officer	\$500	\$450	\$500.00	\$500.00	\$450.00	\$500.00	No

CITY OF KELOWNA

BYLAW NO. 11484

Road Closure and Removal of Highway Dedication Bylaw **(Portion of John Hindle Drive)**

A bylaw pursuant to Section 40 of the Community Charter to authorize the City to permanently close and remove the highway dedication of a portion of highway on John Hindle Drive

NOW THEREFORE, the Municipal Council of the City of Kelowna, in open meeting assembled, hereby enacts as follows:

1. That portion of highway attached as Schedule "A" comprising 1.56ha shown in bold black as Road To Be Closed on the Reference Plan prepared by Cameron Henry B.C.L.S., is hereby stopped up and closed to traffic and the highway dedication removed.
2. The Mayor and City Clerk of the City of Kelowna are hereby authorized to execute such conveyances, titles, survey plans, forms and other documents on behalf of the said City as may be necessary for the purposes aforesaid.

Read a first, second and third time by the Municipal Council this 23rd day of October, 2017.

Adopted by the Municipal Council of the City of Kelowna this

Mayor

City Clerk

Schedule "A"

