
CITY OF KELOWNA

MEMORANDUM

Date: November 28, 2016
File No.: Z16-0074

To: Community Planning (AC)

From: Development Engineering Manager(SM)

Subject: 238 Queensway Ave

P3 to P1

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 Sergio Sartori

1. Domestic Water and Fire Protection

- (a) The existing lot is not serviced. The developer's consulting mechanical engineer will determine the domestic and fire protection requirements of this proposed development and establish hydrant requirements and service needs. The estimated cost of this construction for bonding purposes is **\$9,000.00**

2. Sanitary Sewer

- (a) The existing lot is serviced with a 100mm diameter sanitary service that connects to a common connection at the seawall. The developer's consulting mechanical engineer will determine the requirements of this proposed development and confirm the existing service is suitable for the development. The existing service requires an inspection chamber (IC) complete with brooks box. The estimated cost of this construction for bonding purposes is **\$2,000.00**

3. Storm Drainage

- (a) The developer must engage a consulting civil engineer to provide a storm water management plan for these sites which meets the requirements of the City Subdivision Development and Servicing Bylaw 7900. 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.
- (b) The existing property is serviced with existing catch basin, catch basin lead and manhole. This may be modified to a service connection with the removal/relocation of the catch basin and manhole subject to Kerry Park design and the adjacent development requirements. The estimated cost of this construction for bonding purposes is **\$6,000.00**

4. Road Improvements

- (a) Queensway Ave fronting the subject property is currently urbanized and functions as a parking area. The adjacent development site is required to construct a Cul de sac with the closure of Mill Street. In the interim the parking area may require adjustments for traffic flow and pedestrian movement. The estimated cost of this construction for bonding purposes is **\$5,000.00**.

5. Road Dedication and Subdivision

- (a) Grant Statutory Rights of Way if required for utility services.
- (b) 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.

6. Electric Power and Telecommunication Services

- a) All proposed distribution and service connections are to be installed underground.
- b) 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.
- c) Re-locate existing poles and utilities, where necessary.

7. Engineering

Road and utility construction design, construction supervision, and quality control supervision of all off-site and site services including on-site ground recharge drainage collection and disposal systems, must be performed by an approved consulting civil engineer. Designs must be submitted to the city engineering department for review and marked "issued for construction" by the city engineer before construction may begin.

8. Design and Construction

- (a) Design, construction supervision and inspection of all off-site civil works and site servicing must be performed by a Consulting Civil Engineer and all such work is subject to the approval of the City Engineer. Drawings must conform to City standards and requirements.
- (b) Engineering drawing submissions are to be in accordance with the City's "Engineering Drawing Submission Requirements" Policy. Please note the number of sets and drawings required for submissions.
- (c) Quality Control and Assurance Plans must be provided in accordance with the Subdivision, Development & Servicing Bylaw No. 7900 (refer to Part 5 and Schedule 3).
- (d) A "Consulting Engineering Confirmation Letter" (City document 'C') must be completed prior to submission of any designs.

- (e) Before any construction related to the requirements of this subdivision application commences, design drawings prepared by a professional engineer must be submitted to the City's Works & Utilities Department. The design drawings must first be "Issued for Construction" by the City Engineer. On examination of design drawings, it may be determined that rights-of-way are required for current or future needs.

9. Servicing Agreements for Works and Services

- (a) A Servicing Agreement is required for all works and services on City lands in accordance with the Subdivision, Development & Servicing Bylaw No. 7900. The applicant's Engineer, prior to preparation of Servicing Agreements, must provide adequate drawings and estimates for the required works. The Servicing Agreement must be in the form as described in Schedule 2 of the bylaw.
- (b) Part 3, "Security for Works and Services", of the Bylaw, describes the Bonding and Insurance requirements of the Owner. The liability limit is not to be less than \$5,000,000 and the City is to be named on the insurance policy as an additional insured.

10. 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, 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.

11. Bonding and Levy Summary

(a) Bonding

| | |
|-------------------------------------|--------------------|
| Water service upgrades | \$ 9,000.00 |
| Sanitary sewer service upgrades | \$ 2,000.00 |
| Storm Service Upgrades | \$ 6,000.00 |
| Queensway Ave frontage improvements | \$ 5,000.00 |
| Total Bonding | \$22,000.00 |


NOTE: The bonding amount shown above are comprised of estimated construction costs escalated by 140% to include engineering design and contingency protection and are provided for information purposes only. The owner should engage a consulting civil engineer to provide detailed designs and obtain actual tendered construction costs if he wishes to do so. Bonding for required off-site construction must be provided and may be in the form of cash or an irrevocable letter of credit, in an approved format.

The owner must also enter into a servicing agreement in a form provided by the City.

12. Development Permit and Site Related Issues

Access and Manoeuvrability

- (i) Indicate on the site plan, the locations of loading bays as well as the garbage and recycle bins as required.



Steve Muenz, P. Eng.
Development Engineering Manager
SS



Proposed Visitor Centre

Public Information Session Survey

November 9, 2016

Prepared by:



Peak Communicators
403 -1155 Robson Street



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Executive Summary

Tourism Kelowna is a non-profit society with 320 tourism industry stakeholders. It represents the region's \$279 million tourism industry. Over the last several years, declining visitor numbers to the Harvey Avenue visitor centre have caused Tourism Kelowna to investigate alternatives. Annual visitor numbers to the current centre have declined from a peak of 55,000 just four years ago to approximately 20,000 today. The Queensway and Mill Street site has been identified as ideal to serve more visitors and capture the lost economic opportunity for the region that the declining visitor centre numbers represent. Tourism Kelowna hopes to serve 100,000 visitors at the proposed location.

On Wednesday November 9, 2016, Tourism Kelowna held a public information session on the site of the proposed visitor centre. The session was to be held from 10:00 to 18:00 hours but some early arrivals that were walking in the area were admitted before the official opening time at their request. They have been included in the totals. In all, 324 people attended the session and 159 of those people (49% of the total) completed surveys electronically or in paper form.

The survey included seven questions and space for comments. The results are below. All those who entered the public information session tent were asked before they left if they would participate in the survey. The reason for declining was not officially noted, but anecdotally ranged from not being a resident, to not having time, or not wanting to participate. Several were attending as couples and one person completed the survey for both. Both those in favour and those opposed declined to fill out the survey.

The results showed strong support for the visitor centre; 73% favoured the centre in this location, 17% were opposed and 10% were neutral. Every aspect of the proposal received more than 50% support.

Sample size and error rate

Based on 159 of 324 attendees filling out a survey the error rate is 5.6% with a 95% confidence rate. That is, the results represent the true feelings of all those who attended the public information session +/- 5.6%, 95 percent of the time. The 159 sample size taken over the population of Kelowna has an error rate of 7.8% with a 95% confidence rate.

Chris Olsen
Senior Consultant, Kelowna
Peak Communicators

Survey results and analysis

This section outlines the responses to each of the questions followed by analysis.

1. Are you a resident of the City of Kelowna?

Results based on 159 responses to this question



Analysis: Most of the participants were residents. The non-resident comments in the final section are reported separately. Based on our experience on site where some non-residents did not feel that they should participate in the survey, we feel this is an accurate representation of the overall make up of those attending. In later questions non-residents are included in the totals. But their weighting does not impact overall results in any significant way.

2. Do you believe tourism has a positive impact on Kelowna?

Results based on 159 responses to this question



Analysis: All of those who responded “Neutral” or “No” to this question were residents. The 11 non-residents all responded yes. However, this has little impact on the overall results. If non residents were removed the positive responses of residents would drop by 0.47%, an insignificant number. This question shows those attending believe that tourism has a positive impact on Kelowna.

3. Are you aware tourism generates 100 million dollars per year in total tax revenue for the City of Kelowna, provincial government and federal government?

Results based on 159 responses to this question



Analysis: This question shows a surprising lack of knowledge among residents about the positive impact tourism in Kelowna has on tax collection for all levels of government. It shows that residents are missing the connection between tourism (which they support in question 2) and benefits represented by taxes that pay for many of the services and programs they desire in the community. This is probably because no initiatives are earmarked as having been funded by this source of taxation. All the funds collected go into general revenue and are distributed through many initiatives.

4. Are you aware that the City is not being asked to contribute any funding to the construction of the Visitor Centre building?

Results based on 159 responses to this question



Analysis: Despite inclusion in media reports, news releases and fact sheets available on the Tourism Kelowna website, the “who is paying” question is not well understood. Misconceptions of the City of Kelowna’s role in the project are reflected in many letters to the editor published since the original announcement in March. These misconceptions persist to today. Judging by anecdotal comments at the public information session and reviewing previous public comments in media reports or letters to the editor and comments on news articles, many believe that the City of Kelowna is a major funder of this project either through the annual grant or providing a portion or all of the funding for construction.

5. Are you aware that the proposed Visitor Centre is 40% smaller than the plan announced in March and that the building is realigned to remove it entirely from the Simpson Covenant lands?

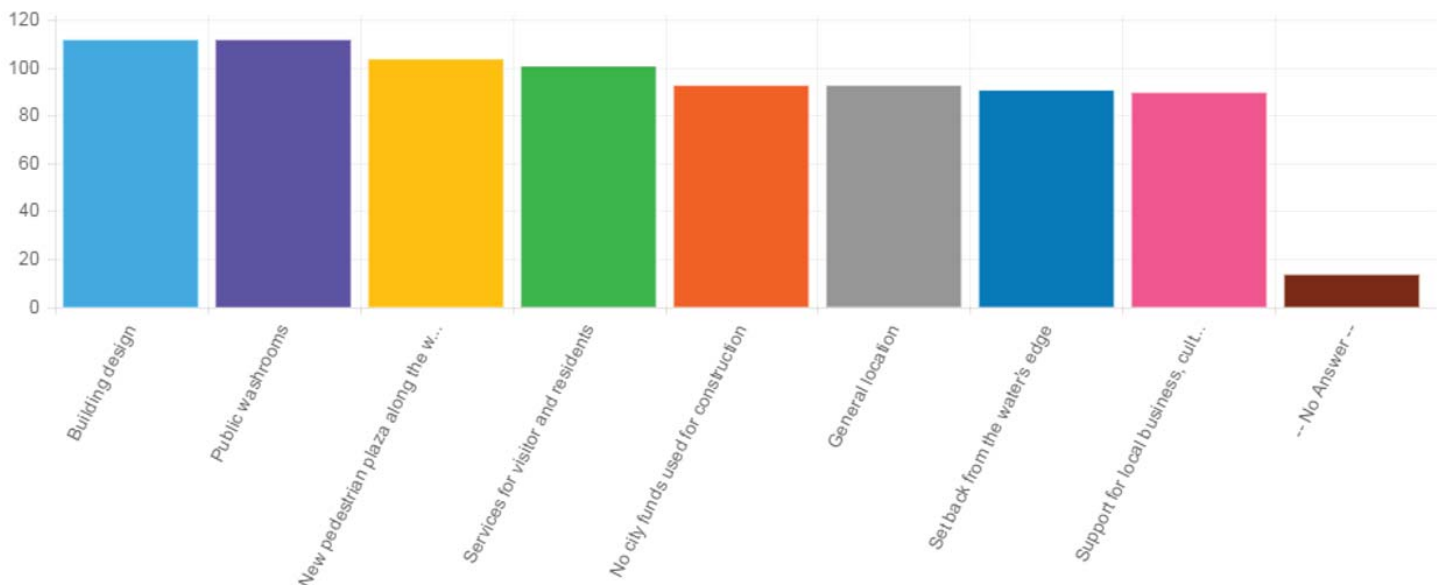
Results based on 159 responses to this question



Analysis: Awareness of the changes is high with over three-quarters of those who participated saying they know this. This shows that the public has been paying attention to those issues. While we didn't ask in the survey whether this had changed anyone's mind on the project, it is likely those changes allowed support to be as high as it is in this survey. Some comments in the survey support this conclusion.

6. What do you like about the plan that you saw today? Please check all that you agree with.

Results based on 159 responses to this question



Analysis: The "no answer" column is comprised of people who are against all aspects of the project and match those who answered no to the next question. Interestingly, all aspects of the building scored more than 80 positive responses (50% of the total) meaning that overall, those taking the survey approved of all aspects of the project from the design to the location. Public washrooms and building design had the highest level of support.

7. Do you support the plan to build a Visitor Centre at this location?

Results based on 159 responses to this question



Analysis: There is strong support for the project as 73 per cent are in favour, 17 percent opposed and 10 per cent are neutral. Interestingly, non-residents voted in the same percentages as residents

Comments

Survey participants were given the opportunity to comment on the project and 88 of them made additional comments. The comments have been sorted based on how they answered question 7 and we have separated out comments by non-residents. In all there were 56 comments made by those who answered yes to question 7, 21 from people who answered no, eight who answered neutral, and three from self-described non-residents, two in favour and one against. The comments offer suggestions for further improvements such as bike racks, artist demonstrations, and finding an alternate location for a deep-keel boat launch. Those opposed are against the location and size of the structure.

In favour (answered yes to question 7)

- Love the location! Be sure to include adequate garbage cans
- You convinced me regarding location
- Looks like a good plan. Great idea to host the open house at the actual location.
- Good luck ...
- Great design. A welcome addition to the downtown
- I still think that having local artisans have the opportunity to showcase their talents would be worthwhile. Not only having a gift shop but having a space for artists to do demos. So many talented artists in this city just waiting to show the world!
- Love it. Would love to see cultural animation of outside spaces too
- Where will visitors who are driving motor homes or hauling trailers go to get info?
- This will be such an asset to the city as well as our visitors. This is virtually a wasted portion of the waterfront now. (I have done my own little survey of watching people walk



through this portion of the park and not one even glanced toward the lake let alone walk down to the edge.) BUT they certainly will once this centre is available!

- The sooner the better
- Do It!
- Good concept
- Good project. Like walkway around the building
- Like it!
- Great idea...now if you could encourage the construction of condos that are large enough in square footage (at least 1200 sq feet) starting at the ground level all the way up to the top floor, you would get more off season traffic to our downtown area.
- Downsized compared to present facilities will reduce products and service available.
- Glad to see a much reduced footprint!
- Good plan
- No
- Glad it is a lower building.
- Great presentation,
- I would like bike path and walk-ways marked or separated from bird sanctuary to beyond City Park to streamline public walkers and cyclists all the way to the bridge.
- I like the color of the umbrellas
- Would like the facility to be smaller
- As a new resident of Kelowna I am looking forward to the many new culture activities offered here
- Good luck with the rezoning!
- Let's get active! Please make bike parking areas
- Good job. It may be helpful to have secure bike parking in the area
- Will be an asset for the City and the public
- The sooner the better!!!
- Please ensure that keelboat launch substitution takes place
- Great addition to downtown for visitors and businesses
- No
- Yes I am now more aware of what they have planned and I do think it's going to be great for Kelowna.
- Looking good, finally got right.
- Thank you for addressing community concerns. This new design reflects a desire to serve both tourists and residents needs.
- I believe that this is extremely important to our tourism
- The location makes perfect sense.
- Nice to see positive planning
- It's really a nice looking plan, great location
- Perfect location! Lovely design and excellent benefits to the city and our valued tourists
- I like the location and design
- I believe that this will have an extremely positive impact on the city as well as its residents
- Well done, you have done a great job displaying the proposed idea well done.
- Do it now!
- This appears to be exactly what visitors or new people moving here ... As I have just done ... could use and help them explore this wonderful area.
- This is an amazing new venue that will add so much to our city as well as assist visitors in ways to spend more while enjoying the beauty we have to offer here. Good luck.



- It's a great idea! Well done!
- Nice
- Impressive
- Love it
- Outdoor seating and coffee station, pets allowed outside
- Would love to see a coffee shop in the visitor centre area near the water's edge.
- Looks good
- This is an awesome project!

Opposed (answered no to question 7)

- No qualified (?) should be further from waterfront. Should be leasing space rather than building a new one
- Not wanted on waterfront
- Needs to be further from waterfront
- Wrong place, excessive cost, there are more effective use of costs, not on waterfront blocking views and vistas
- Wrong location
- I think the location is wrong, should be on Bernard Ave
- Great building. Bad location at the water's edge. Please move it out of the view.
- Why not use the Zamboni storage building in summer. Where are boat trailers and motor homes going to park? Being lake oriented maybe concentrate on better and more boat launches our present launches are a disgrace
- Ensure there is deepwater launch facility for keelboats!!!
- I would rather see something here for the residents. Like a Granville island style destination. The location near the bus loops is good for residents and a waste for tourists
- I think it is stupid to block the gorgeous view of Lake Okanagan and the waterfront with a building. A small kiosk is a much better idea. Also there will be no parking nearby for tourists. There will only be foot traffic. I thought the second storey was removed. A building twenty feet tall is the same height as a two storey building, even if there is not a second floor. I vote to put the tourist centre somewhere else, so everyone can still enjoy the view here. Landscaping should join Kerry Park to Stewart Park, not a building that no one wants.
- Why do you feel you need prominent locations? WE HAVE TRAVELED ALL OF THE AMERICAS. AND. MOST ARE LOCATED COMING INTO THE CITY.
- Move away from the waterfront
- People don,
- Should be a kiosk and not a building
- Bad location
- Written many letters against
- This lakeshore location is a tourism site and should not have a building promoting commercial tourism activities plunked right in the middle of our beautiful promenade. This is the wrong location for a tourist info centre in Kelowna. Because of the lack of parking it would only be accessed by pedestrians visiting the downtown lakefront. All that is needed is a staffed kiosk to answer tourist inquiries. Please keep our lakefront open for all our residents and tourists to enjoy. We have such limited lakeshore access left.
- The visitor centre should NOT be built so close to the public water. It could go in an existing building near the Sails instead



- There is no PARKING! If you travel to a city and need a tourist centre, you need parking.
- There is not enough parking downtown as it is

Neutral (answered neutral to question 7)

- Needs at least six of each men's and women's restrooms, sewer line needs repair before construction
- Should have used the Fintry Queen as information centre at the foot of Bernard or at this current location
- Need to ensure that we continue to have access to a deep water boat launch
- Please urge city to finally repair and maintain the Water Street boat launch facility after thirty years of neglect.
- Keep buildings well back and update Rose's boat launch for keelboats. Thanks
- Nope
- Awesome!
- Much better than you original concept - you have obviously listened to public opinion - good work.

Non-residents (two answered yes and one answered no to question 7)

- Wrong location, highway property preferred,
- Great plan - well presented
- As frequent visitors to Kelowna, we appreciate all the public sculpture and the beautiful waterfront development. This centre seems a needed addition.

Conclusion:

The overall results showed strong support for the visitor centre; 73% favoured the centre in this location, 17% were opposed and 10% were neutral. Every aspect of the proposal received more than 50% support. The results also show strong support for tourism in Kelowna. Understanding of the project is quite high with the exception of who will fund it.

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KELOWNA
Chicago, Illinois, IL

2016-11-04
DP

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| TO: KPMG LLP | DATE: 11/04/16 |
| BY: MEKLEJOHN ARCHITECTS INC. | PROJECT: VISITOR CENTRE |
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PROJECT TITLE
VISITOR CENTRE
TOURISM KELOWNA

233 QUEENSWAY AVE KELOWNA
Drawing Number

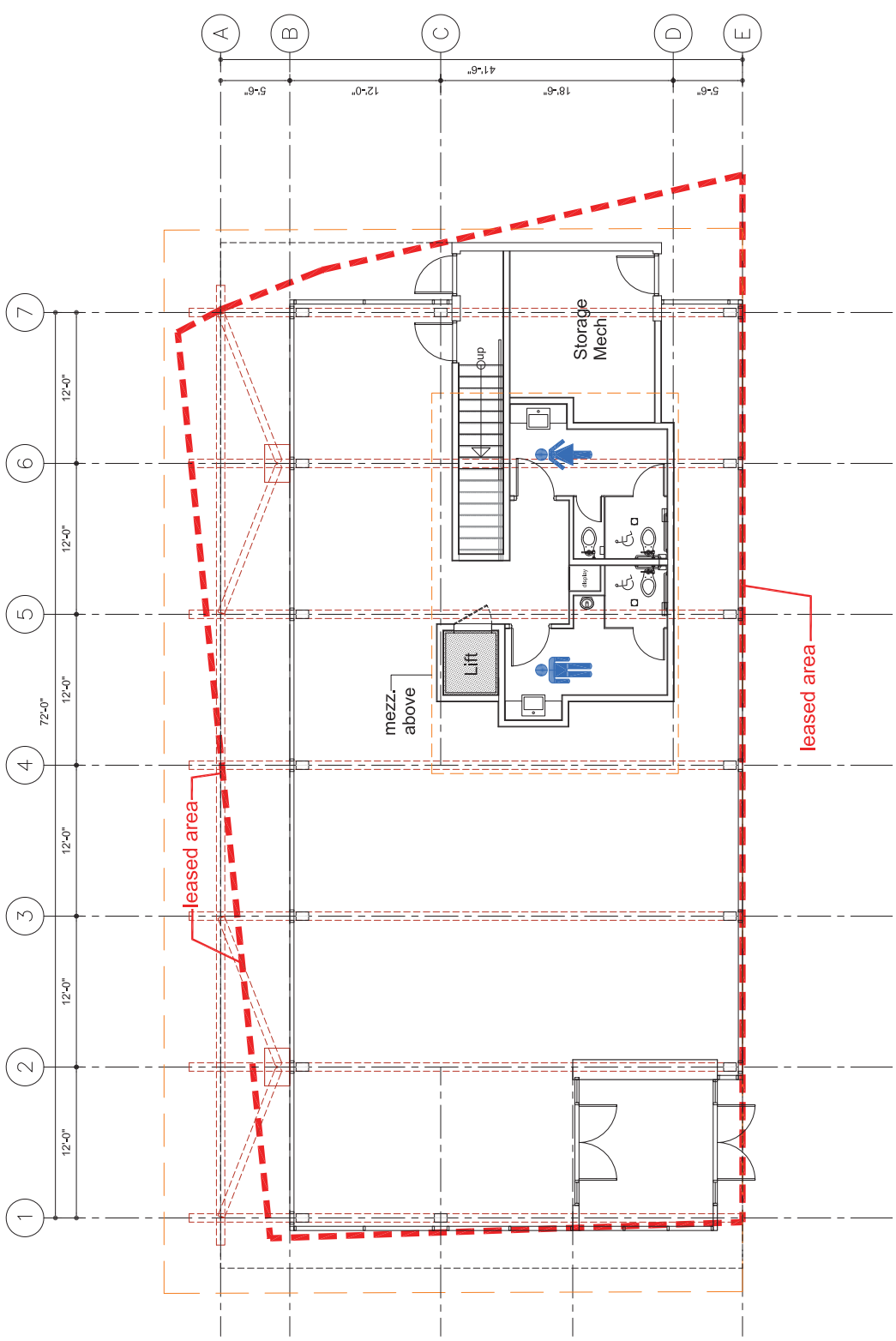
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floor plan

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| DESIGNED BY | MEKLEJOHN ARCHITECTS INC. |
| CHECKED BY | MEKLEJOHN ARCHITECTS INC. |
| APPROVED BY | MEKLEJOHN ARCHITECTS INC. |



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TO: BSA 12-04

PROJECT NO: 16-00000000

Project Title
VISITOR CENTRE
TOURISM KELOWNA

238 QUEENSWAY AVE KELOWNA
Drawing Number

A4.01

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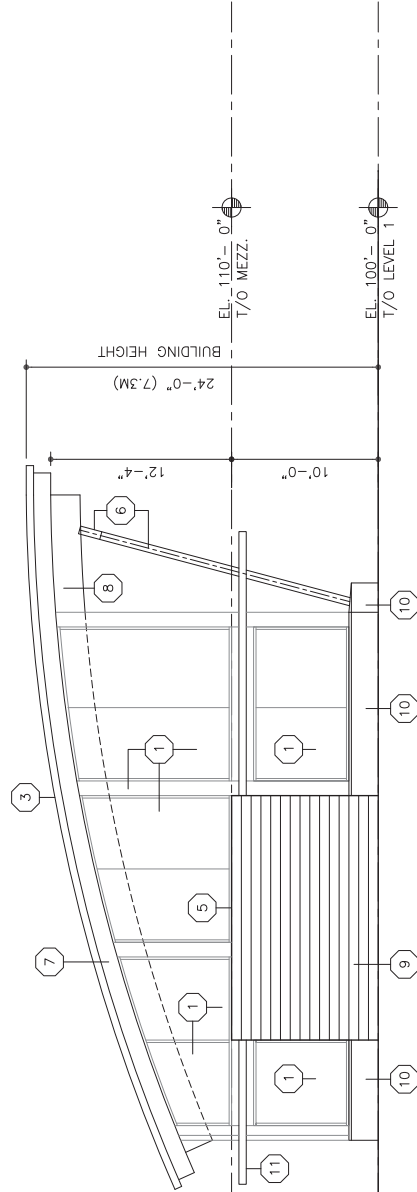
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bldg elev

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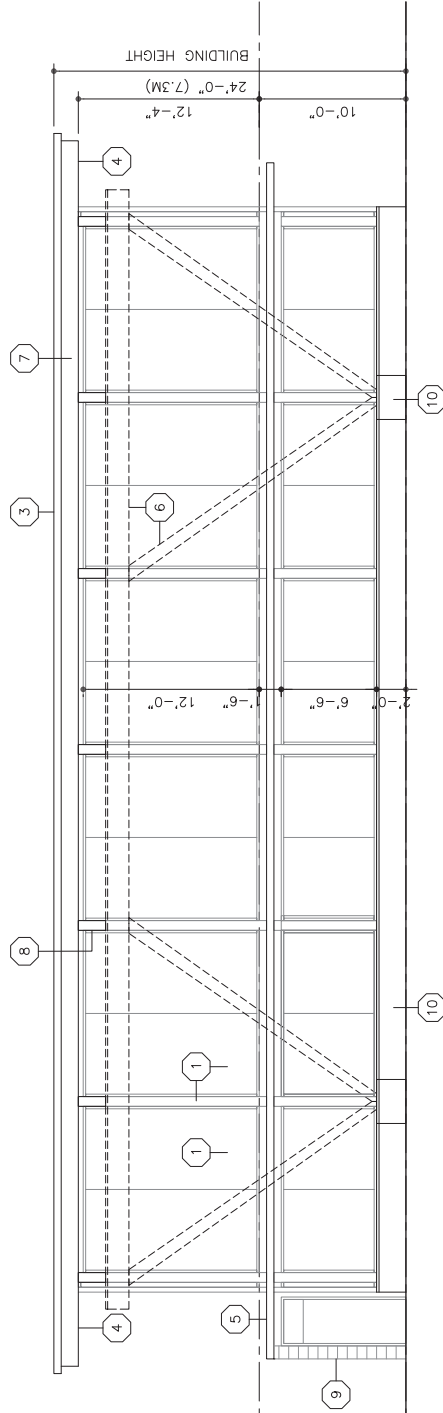
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ELEVATION KEY NOTES LEGEND
ALL COLOURS TO BE CHOSEN BY ARCHITECT FROM
APPROVED PRODUCT MANUFACTURER'S STANDARD LINE OF
COLOURS
(PROVIDE SAMPLES OF ALL MATERIALS FOR
COLOUR SELECTIONS/FINISHES)

| | |
|----|-------------------------------------|
| 1 | ALUM CURTAIN WALL C/W CLEAR GLAZING |
| 2 | ALUM / GLASS DOOR |
| 3 | PREFINISHED STANDING SEAM ROOFING |
| 4 | WOOD SOFFIT |
| 5 | PREFINISHED METAL FLASHING |
| 6 | PAINTED STEEL FRAMING |
| 7 | GLULAM FASCIA/TRIM |
| 8 | CURVED GLULAM BEAM |
| 9 | BOARD-FORMED CONCRETE |
| 10 | CONCRETE BASE |
| 11 | ALUM FRAME CANOPY |
| 12 | PAINTED METAL DOOR |



Bldg Elev 1



Bldg Elev 2

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MEKLEJOHN ARCHITECTS INC.
m+m
a

KELOWNA
Champion Bldg. 302

2016-11-04

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Project Title
TO: KELLOWNA DP 2016-11-04

Project Title
VISITOR CENTRE
TOURISM KELOWNA

233 QUEENSWAY AVE KELOWNA
Drawing Number

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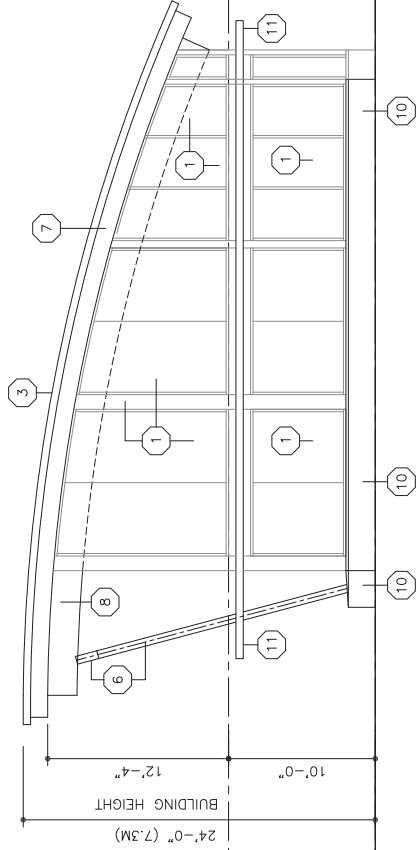
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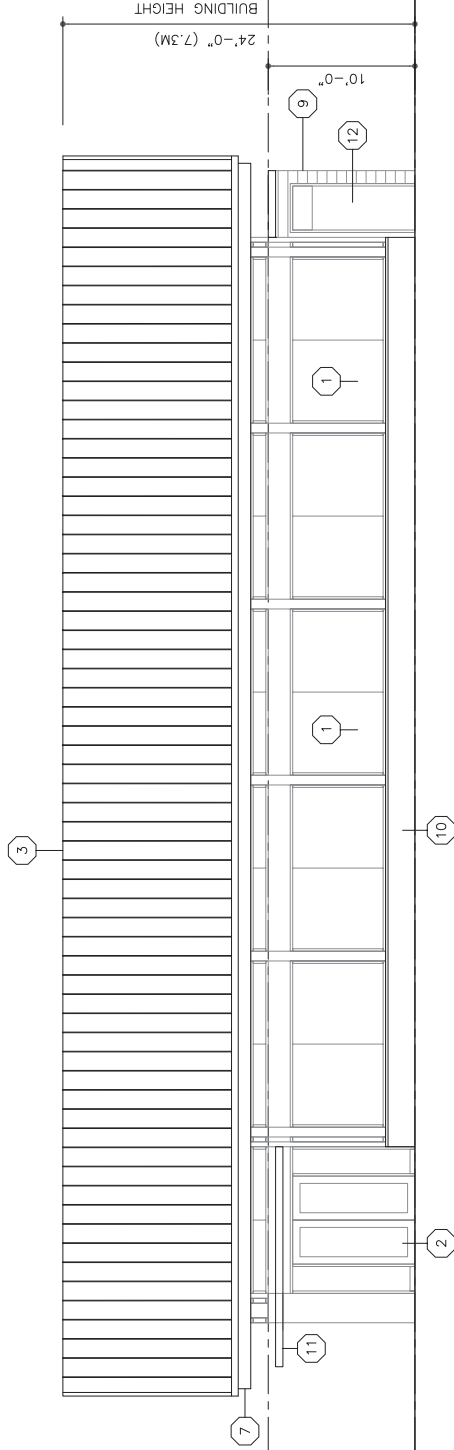
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| Job No.: | 11-04-02 |
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| Drawn By: | MEK |
| Checked By: | |

Bldg Elev 3



Bldg Elev 4



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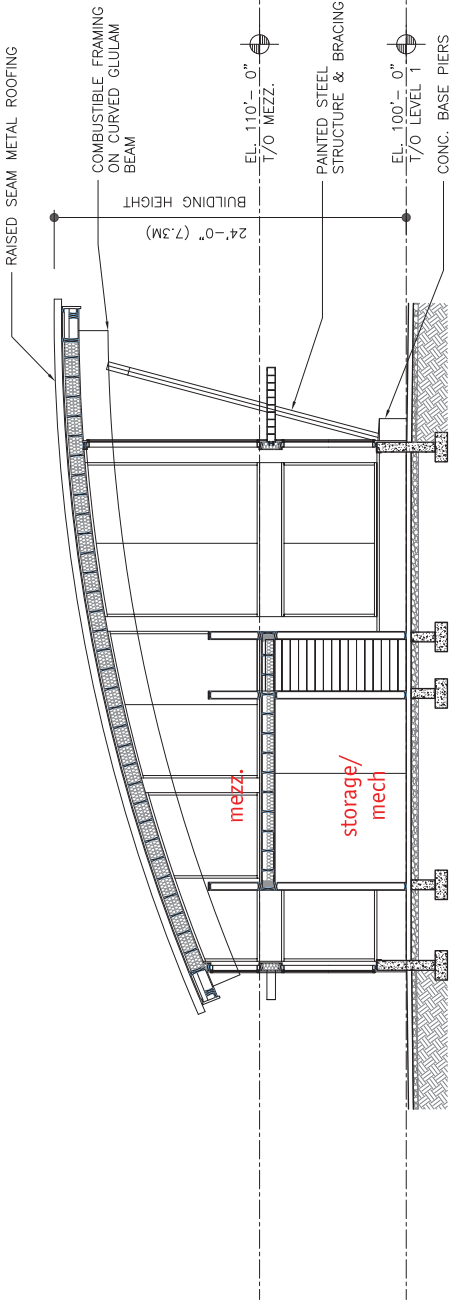
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KELOWNA
Champion Valley BC

2016-11-04

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Bldg Section

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VISITOR CENTRE
TOURISM KELOWNA

233 QUEENSWAY AVE KELOWNA
Drawing Number

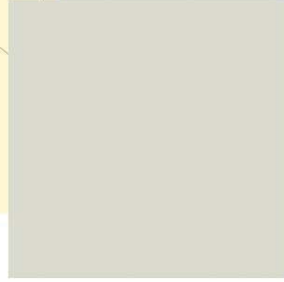
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bldg section

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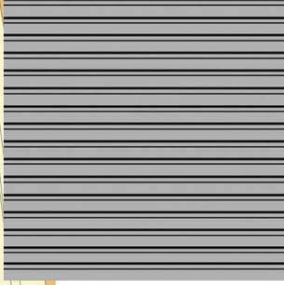
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| Date: | 11/04/2016 |
| Job No.: | 11/04/2016 |
| Scale: | AS SHOWN |
| Drawn: | MEK |
| Checked: | MEK |



2141-60 titanium



board-formed concrete



standing seam roof



grey
canopy



red
accent



glulam
beam



stain wood soffit

