



Agenda No: 6-1

Mtg. Date: Nov 8/12

## Governance & Services Committee

**TO:** Governance & Services Committee

**FROM:** Marilyn Rilkoﬀ,  
Director of Finance and Administrative Services

**DATE:** November 1, 2012

**SUBJECT:** Quarterly Program Measures Report, Year to Date September 30, 2012

Prepared by: *Donna Adams, Accounting Analyst*

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### RECOMMENDATION:

THAT the Quarterly Program Measures Report, Year to Date September 30, 2012 be received for information.

**Purpose:** Outline of budget activities since June 30, 2012 Quarterly Program Measures Report.

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The following are some of the **highlights** for the year from the Quarterly Report, but are certainly not all inclusive. We do recommend that the report and each program be reviewed, particularly with respect to "Department Initiative Status Reports", the "Summary of Year to Date Results", and Project Updates for the various programs. There are too many items to be covered in this summary, and everyone's level of interest in specific programs and departments varies.

### Executive Summary:

#### Environmental Services:

**Department Initiatives (Page 1) and 004 -- Engineering Services (Page 5):** To Sep. 30, 2012: **Bylaws Adopted:** Water Systems Fees & Regulations Amending Bylaw No. 1307 & No. 1309 and Consolidated Water Systems Bylaw No. 1268. Information to determine property owner interest in a feasibility study is being collected regarding the **establishment of a water system** to service properties in the Trepanier and Paradise Road areas. The **proposed water system would service 80 properties** in this rural area currently receiving water from private wells. Effective October 2012 the **Administrative Assistant position** for Environmental services was **reduced by 0.5 FTE**.

**047 -- Mosquito Control (Page 7):** The Province has ended its funding of the Program effective 2012. **Residential Taxes** in the amount of \$31.5k were collected for the program in 2011. These monies were carried over to 2012 to augment the **Nuisance Control Program. Monitoring and treatment** is done in over 365 known surface water habitats as well as nearly 9,000 roadside catch basins in the participating areas. The spring's wet weather interspersed with periods of warm temperatures resulted in extensive flooding and **larger larval development habitats and high densities of mosquito larvae**. In 2012 residents experienced higher than normal numbers of nuisance mosquitoes throughout the summer.

**301 – Killiney Beach Water System (Page 12):** **Watermain Replacement** contract value \$398,786. **Reduction to scope of distribution system upgrades** as a result of potential risk associated with MOTi roadways and associated repair costs. **Remuneration for work reduction** negotiated in accordance with MMCD contract valued at \$42,000. **Provincial funding** through Towns for Tomorrow grant is in place and the project will proceed at reduced scope. A letter and **petition was received by the Board** in October from the North Westside Ratepayers Association with signatures from people concerned about the new water rate structure introduced in 2012. Implementation of the **Leak Detection Program** has resulted in a substantial decrease in the amount of water pumped. To Sep. 30, 2011 **165,225m<sup>3</sup>** of water was pumped compared to **131,940m<sup>3</sup>** at Sep. 30, 2012. **2012 Capital Projects: Udell Reservoir Expansion (307m<sup>3</sup>)** and **Controls & Instrumentation upgrades** has been completed. **Distribution System improvements** are underway.

**303 – Falcon Ridge System (Page 16):** A **deficit may occur at year end** due to the additional staff time required to monitor water quality during the record water levels in Mission Creek in the second quarter. **New Utility Rate Structure** approved July 12, 2012. A **Boil Water Notice was issued on Sep. 13** as exploratory drilling for a new well resulted in a poor turbidity water rating in the existing well. **On Oct. 5** the BWN was **downgraded to a Water Quality Advisory**. **Road access upgrades** to the well site were required in the third quarter due to the large ruts created by heavy rains. **2012 Capital Projects:** Controls & Instrumentation upgrades are complete. **Well replacement:** both deep exploratory wells drilled in the third quarter had little production and high mineral content. Other options are being assessed.

**305 – Sunset Ranch Water System (Page 20):** **Water investment fees**, previously known as maintenance fees, are charged to properties greater than 0.25 ha and will remain unchanged at \$1,800 per year. **New Utility Rate Structure** approved July 12, 2012. **Source water quality** continues to be under review with findings communicated to Interior Health Authority. There were **zero emergency callouts** in the third quarter.

**306 – Trepanier Bench Water System (Page 24):** A **deficit is expected at year end** due to low revenue levels and deficit carryover from prior years. The **forest fire in the Trepanier area** resulted in additional testing to check for residual fire retardants. After consultation with Interior Health no risk was evident. A **power outage** during the fire resulted in loss of service while the residents were evacuated. **RDCO has applied to the Provincial Emergency Program** to recover costs associated with staff overtime and the new filters required as a result of the fire. The **Boil Water Notice** in place since the RDCO assumed responsibility for operating and maintaining the system during the 1990's was **removed Oct. 19, 2012**. The Boil Water Notice issued Sep. 11 was a reminder and as a result of the Trepanier forest fire. Interior Health authorized the **removal of the longstanding BWN due to water system improvements** funded in part through the Federal Gas Tax Community Works Fund. **2012 Capital Project:** Equipment improvements included purchase of turbidity analyzer, residual chlorine analyzer and filter package replacement.

**307 – Westshore Water System (Page 28):** Several leaks have been found and repaired due to the **Leak Detection Program** resulting in a substantial decrease in the amount of water pumped. To Sep. 30, 2011, 258,139m<sup>3</sup> of water was pumped compared to **151,994m<sup>3</sup>** at Sep. 30, 2012. This reflects a 43% decrease. **2012 Capital Projects: Pump & Filter** replacements and upgrades. **Distribution system upgrades** have been deferred to 2013 to coincide with Parks Dept. works at Westshore Estates Community Park.

**310 – Upper Fintry/Valley of the Sun Water System (Page 32):** The new water system was **commissioned July 2012**. Minor deficiencies to the new water system were corrected during the third quarter. As of Sep. 30, 2012, **48 customers have connected** to the system. Delayed commissioning of water system resulted in unbillable revenues to mid-June and a **projected deficit for 2012**. **Fifty-nine property owners** elected to pay the capital cost of \$17,230 per parcel up front for a total amount paid of \$1,016,570. This equates to **82.4% of owners** electing to amortize the cost on their annual property taxes. **Security Issuing Bylaw No. 1310** was adopted July 23, 2012, in the amount of **\$4,850,315** to finance the new water system through the Municipal Finance Authority.

**401 – Westside Sewer System & Treatment Plant (Page 35):** A budget amendment will be brought forward. Specifications to replace and contract for **replacement of the main electrical transformer** is underway as electrical testing during Stage 3 upgrade determined the existing transformer does not fully meet safety and equipment protection. The capital expenditure is projected to exceed \$50,000. Progress on the **Westside Wastewater Trunk Master Plan** has been delayed due to the absence of input from District of West Kelowna during 2012. A **new Foul Air system and biofilter** became operational at the WWTP in early 2012. Additional minor improvements planned for the fourth quarter. **Nine odour complaints to Sep. 30, 2012** compared to zero in 2011. **WWTP Expansion obtained substantial performance May 1, 2012.** Deficiencies were corrected during the third quarter. **Test averages for Total Nitrogen were in compliance with standards** effective July 2012. Effluent quality averages for TN have not met permissible levels since 2008. Summer Student assisted with the implementation of an improved **preventative maintenance program** by setting up a computerized maintenance management system. **Data was compiled during the third quarter** and staff is determining the appropriate software to utilize.

**470 – RDCO Lift Stations/Collector System (Page 39):** Catastrophic failure of one of the **Casa Loma lift station pumps** occurred in the second quarter due to significant damage to the inside of the pump. All four pumps are being investigated for levels of deterioration.

**472 – Peachland Lift Stations/Collector System (Page 44):** The **6<sup>th</sup> Street Lift Station** is in need of critical repairs. A report is being prepared by RDCO to present to the District of Peachland.

### **Waste Management:**

**092 – Westside Transfer Station (Page 47):** Contract awarded to **Westlake Paving** in the amount of \$15,760 for **capital improvements** to the Metal and Drywall areas of the transfer station.

**094 – Solid Waste Management (Page 51):** The launch of the **Paper Reduction Program** is anticipated to result in greater decreases to the amount of recyclables received as paper products equate to an estimated 85% of all recyclables collected in the curbside and depot programs. To Sep. 30, 2012 overall **commercial quantities have decreased by 2.8%** compared to Sep. 30, 2011 commercial quantities. The three phase strategy for using the curbside collection Radio Frequency Identification System to address offenders became operational Feb. 6, 2012. To September 30, **1331 offenders and 52 reoffenders have been identified.** A higher than normal number of **illegal dumpsites** have been reported to Sep. 30, 2012 due to media stories heightened awareness of illegal dumping. The **My-waste App** has all the Living Greener Calendar information available to download and continues to receive positive feedback. Oct. 31 was the deadline for residents to **pre-register for the 2013 Living Greener Calendar** to be mailed the first week of January. **Bi-weekly Yard Waste** pick up resumed on Mar. 1, 2012 and will **end Nov. 30, 2012.**

**095 – Solid Waste Collection (Page 55):** **Residential garbage quantities have increased 3.2%** at Sep. 30, 2012 compared to Sep. 30, 2011. A contributing factor for this increase was the higher amount of self-hauling materials to landfill by residents in the third quarter of 2012. The three phase strategy for using the curbside collection Radio Frequency Identification System to address offenders became operational Feb. 6, 2012. To September 30, **1331 offenders and 52 reoffenders have been identified.** Revenue from the sale of 25 **240L collection carts** sold to Bylands Nurseries totalled \$1,375.

**096 – Recycling Program (Page 57):** A **severe downturn in the market and value of recyclable commodities** has occurred. Average per metric tonne revenue from recyclables has **decreased by 45%** in August and September compared to the first four months of 2012. Due to the downturn of the market and reduced quantities of recyclables, **revenue from recyclables is projected to be \$200,000 lower than budgeted.** Processing costs will also be lower by approximately \$100,000. To Sep. 30, 2012 the budgeted **net cost of recycling processing** was projected to be \$328,580. The **actual net cost was \$375,829.** This represents an **unanticipated expense of \$47,249.** The downturn in the market reflects a global oversupply and demand has to be dramatically reduced. Compared to Sep. 30, 2011, **recyclables have decreased by 4.5%** at Sep. 30, 2012. Tonnages were approximately **15% below expectations.** **Paper Reduction Program** to be launched during the fourth quarter will consist of a major go paper free contest and a comprehensive media campaign.

## Development Services:

### Planning Services:

**110 – Regional Planning (Page 63):** Planning & Finance are working on **School Site Acquisition fee implementation** by November 25, 2012. The **official review of the Regional Growth Strategy is entering its final phase**. During the third quarter, information was collected from residents of the Central Okanagan that will help focus the direction of the review and identify priorities for each of the regional issue areas. **Aggregate Supply & Demand Study and Analysis Terms of Reference** have been approved by the Board and will be used for an anticipated Request for Proposals. **Planning Application guides** were updated in August. Final maps have been developed as part of the development of a **Bio-Diversity Strategy**.

**111 – Electoral Area Planning (Page 65):** **Zoning Bylaw No. 871 Amendments** adopted by the Board August 20, 2012. **Rural Westside OCP Review and Update** of land use policies has been deferred to late 2012.

### Protection Services:

**019 – Electoral Area Fire Prevention (Page 69):** There were several fires during the **2012 Wildfire season**, the most impact resulting from the **Trepanier / Peachland fire**. Regional Emergency Services (RES) Committee and RES Oversight Committee have been created to establish criteria for service delivery and to review budgetary concerns regarding the **Regional Rescue Core Service Review**. The Committees are currently on target to complete the review and recommendations by the end of November. The RDCO fire departments are getting involved with **BC Wide Smoke Alarm Initiative**.

**021 – Ellison Volunteer Fire Department (Page 73):** **Medical First Response** calls make up 54% of the total callouts (49 out of 91). The **Dept assisted Joe Rich VFD** in fighting a large grass fire during the third quarter. Mobile Computer Aided Dispatch (CAD) was added to the new engine in August. The technology is used to provide immediate information from dispatch to the truck and maps out the incident response to the address. It can further provide **specific information about the property in real time**, if available, for Hazardous Materials and other hazards contained at the address. **Current issues to address** are with the internet or air card. In some areas of Ellison the maps do not work due to low signal strength. The mapping system as displayed on the laptop screen is not yet meeting the needs of the VFD. More detailed maps and better resolution to be configured.

**022 – Joe Rich Volunteer Fire Department and Community Centre (Page 77):** The majority of **callouts 34%** were for motor vehicle accidents (18 out of 53). Seventeen percent of the callouts (9 out of 53) were **outside of the service area**. **Thirteen members attended the Peachland wildfire** contributing 232 man hours. During the effort, Engine 42 was used for 34 hours and Bush 52 for 41 hours. **A large grass fire was successfully controlled by the Dept** with assistance from Kelowna FD, Ellison VFD and BC Forestry. **Fire Hall Bay Extension at Station 51** is underway.

**023 – North Westside Volunteer Fire / Rescue Department (Page 81):** The majority of **callouts, 25%** (18 out of 73) were for **Medical First Response**. Eleven percent of callouts (8 out of 73) are **outside of fire protection area limits**. The Department took possession of the **Fire Boat** in March 2012. **Total cost was \$243,470**. The boat did not respond to any callouts during the 2012 season and will be put into service in 2013 upon completion of the boathouse. The **Engine Replacement program** is underway.

**024 – Wilson's Landing Volunteer Fire Department (Page 85):** Of the **19 callouts**, 58% were for motor vehicle accidents. **Volunteer Fire Chief Derek Fletcher has stepped down from the Wilson's Landing VFD** after almost 20 years of service. He will remain in place until a suitable candidate can be appointed. Manager of Fire Services is working on developing selection criteria and requirements and the job description in Operating Guidelines will be revised to meet current regulations etc. A **Fire Evacuation Alert** occurred on July 30, 2012 for approximately 40-50 properties in the Wilson's Landing area due to the potential danger from the wildfire in the area. **Callouts outside of the service area** included two Forestry events to the east of the fire protection district and Tender 42 assisting West Kelowna Fire at a fire event near Bear Creek Park. There has been a **higher than normal volume of Forestry calls** this season both within and just outside the fire protection boundary. Number of false alarms from **Lake Okanagan Resort** has dropped considerably.

**030 – Regional Rescue Service (Page 92):** Regional Dispatch processed **14,382 calls to Sep. 30, 2012**; 14,517 calls were processed to Sep. 30, 2011. Calls received in the third quarter of 2012 numbered 6,135 compared to the third quarter 2011 of 5,793; a 6% increase. **Dispatch Standards met in from July to Sep. 2012:** 92% of calls dispatched within 60 seconds. **Dispatch Standards not met from July to Sep. 2012:** 92% of 9-1-1 calls answered in less than 15 seconds (standard is 95%), 91% of 9-1-1 calls answered in less than 40 seconds, 91% of calls processed within 35 seconds (standard is 95%). Wildfire events in quarter three caused **extraordinary 9-1-1 call volume** over 120% higher than the same period last year. The **EOC was activated four times** to Sep. 30, 2012 for the Greystokes flooding, the Truswell Rd flooding, Wilson's Landing fire and the Trepanier fire. **Operation Unity, the Central Okanagan Full Scale Disaster exercise**, occurred on September 13, 2012 and was coordinated by the Kelowna Airport, Kelowna Fire Dept and the Regional Emergency Program. **Forty-one agencies** and over 300 people participated in the successful full scale mock disaster event. **Regional Rescue Program Service Review** report, containing **12 recommendations** to further enhance the program, was received by the Board in March. A **five-member political stakeholder committee** was established and is currently on target to complete the review and recommendations by the end of November. Emergency Operations Centre Public Information Website **www.cordemergency.ca was launched April 27, 2012**. The success of the website was evident when the District of Peachland was struck with a major fire and the web address started popping up on major news networks like Global, CTV and CBC. **In the three day period following the fire 80,004 visits** were recorded from **52,536 unique visitors** and the site had **226,131 page views** with visitors from Canada, UK, Australia, Mexico, Netherlands, New Zealand and Switzerland. To Sep. 30, 2012 the **Regional Emergency Program activated the ESS 27 times** for flooding and fires, providing support for 116 adults, 20 children and nine pets that were displaced. **ESS responded to assist with evacuations** from the Trepanier Wildfire. 1501 adults and children plus 108 pets were assisted.

### **Inspection & Bylaw Enforcement Services:**

**043 – Business Licenses (Page 96):** **Total Business Licenses: 216** versus 191 at Sep. 30, 2011. **Locations of businesses licensed:** 215 RDCO East & West, 1 out of area. **Invoicing for 2013 Business Licenses will be processed in November** and due December 31, 2012. An additional \$25 late fee applies to any RDCO businesses applying for a 2012 license renewal after the 2011 due date. **Building and Business License Inspector resigned** in June. A temporary relief Inspector was hired and performs site inspections to confirm compliance with the applicable Bylaws. **Clerical support is being provided by Finance Dept.** to maintain continuity of the function. Due to a projected budget shortfall in 2012, **time allotted for Building & License Inspection Services** has been reduced from 3 work days to 2 work days per week.

**044 – Building Inspection (Page 98):** It appears there will be a **deficit at year end**. To Sep. 30, 2012, **93 building permit applications** have been made. Building permit applications in 2011 totalled 143 at Sep. 30 and 170 for the year. Effective Sep. 1, 2012, **inspections are being carried out 2 days per week**. Due to a projected budget shortfall in 2012, **time allotted for Building & License Inspection Services** has been reduced from 3 work days to 2 work days per week. Reduction to inspections has resulted in **delayed entry of inspection slips**. As Finance requires an established start date in order to start billing services to customers, charging user fees to residents connecting to the new water system has been delayed. Once the start date is provided, customer services are back billed. There has been an **overall reduction** in the number of Building Permit Applications and Permits issued. **Building and Business License Inspector resigned** in June. Due to the further reduction of inspection days, the Permanent Part-time Building Inspector **position had to be re-advertised**.

**046 – Dog Control (Page 100):** At Sep. 30, 2012 **legal expenses are over budget by \$42,760** due to highly contested cases. Legal costs include all costs for dog behaviour expert and transcripts. Seeking **resolution through consent orders** is the first step of the 2012 procedure for any dogs seized under the Community Charter regulation. Pitbull named "**Tank**" **reunited with owner on vacation in the Cayman Islands** within eight days of impounding. To Sep. 30, 2012, **12,035 dog licenses** have been issued. Dog licenses issued in **2011 totalled 11,761** at Sep. 30 and 12,467 for the year. Permanent dog licenses are 12% of total licenses issued. **Outstanding dangerous dog trials from 2011:** July trial for dog named Shadow has concluded with a consent order agreement. The Judgement on the June trial for dog named Diesel has resulted in an appeal by the dog owner. **Appeal hearing is scheduled for December 2012**. Diesel is currently the only long term dog being held under the authority of the dangerous dog legislation in the Community Charter. Contract awarded to Neilson-Welch Consulting for **an independent service**

**review of the Dog Control function.** The Report was received by the Board in October and **staff has been directed to provide an implementation plan** with the goal of rolling out changes within the next year. The new model for Dog Service delivery would **focus on incentives and rewards** for responsible dog owners while providing zero tolerance for those not supporting their responsibilities to their dog and community at large. The **Permanent Dog License program**, which enables dog owners to pay online when renewing a license, was rolled out in November 2011. To Sep. 30, 2012, **1421 permanent dog licenses** have been issued for the 2012 license renewal.

**105 – Enforcement of Noise Bylaws (Page 105):** The **two tickets written in June were resolved** through mediation between the RDCO lawyer and the property owner's lawyer. **One ticket was paid** for by the property owner and the **second ticket was withdrawn** by the Chief Bylaw Enforcement Officer, thereby avoiding a full day court trial which had been scheduled for October 18.

**115 – Enforcement of Noxious Insect Control Bylaws (Page 108):** The **low insect complaint numbers** in 2012 are a reflection of fewer backyard fruit trees. **Only 5 properties required inspection** to Sep. 30, 2012, compared to 20 inspections completed to Sep. 30, 2011.

**116 – Enforcement of Noxious Weed Control Bylaw (Page 110):** A **\$15,500 grant was received** from the Ministry of Forests, Lands and Natural Resource Operations for collaborative delivery of **Invasive Plant Management**. Collaboration with Regional Coordinators in the South Okanagan throughout the season has provided invasive plant training to the new staff. To Sep. 30, 2012, a total of **456 Complaints** and **569 Property inspections** occurred. These measures have decreased compared to Sep. 30, 2011, when total Complaints were 593 and Property inspections numbered 626.

**118 – Starling Control (Page 112):** Bylaw expires December 31, 2012.

## **Parks Services:**

**Initiatives:** Updates on various initiatives and projects are on pages 113 - 116.

**123 – Joe Rich Community Hall (Page 118):** **New operational agreement discussions were deferred** to the fourth quarter of 2012. RDCO staff and JRRATS will be working to develop an agreement that will best meet the needs of Joe Rich residents.

**142 – Regional Parks (Page 121):** Two **Community Infrastructure Improvement Fund** applications were submitted to support the RDCO's **Trails to Health** project in the amount of \$250,000 and to help fund improvements to the aging infrastructure at the **Okanagan Centre Harbour North Breakwater** for \$120,000. **Regional Parkland Acquisition Project:** purchase agreements involving three properties closed during the third quarter. Ecoscape Environmental Consultants contract for **Regional Parks Biophysical Inventories Phase 3** is underway for Bertram Creek, Kalamoior, Kopje and Kaloya Regional Parks. **Coldham Regional Park:** Funding will be received from the Province in the amount of \$10,125 for a **fuel management plan**. **Gellatly Nut Farm:** TD Green Streets is providing a \$15,000 grant for Heritage Tree Inventory and Nut Orchard Management Plan. **AgriSpirit Grant** project completed. **Hardy Falls Regional Park:** bridge replacement project is complete. **Kalamoior Regional Park:** Comfort Station Construction was completed in the third quarter. **Mission Creek Greenway:** Repair and reinforcement of the dike along Mission Creek caused periodic closures of the greenway from Aug. 17 to Sep. 15. Additional closures from Aug. 1 to Sep. 15 as the **Cottonwoods Bridge** by the Mindy Tran Memorial is to be refurbished, painted and the deck surface replaced. **A fire on Aug. 24<sup>th</sup>** burned approx. 0.2 hectare above a trail on the south side of Mission Creek, close to the Cottonwoods Bridge. **Mission Creek Regional Park Playground:** Closed Sep. 24 for upgrades and redesign. Contributions from the Orchard City Lions Club and a grant from the Tire Stewardship BC Community Grant Program helped fund the new equipment and play area. **Okanagan Centre Safe Harbour:** Construction of the new **South breakwater** began June 11, 2012. **North Pier** Reconstruction has been delayed to 2013. **Rose Valley Regional Park:** An additional, larger parking lot was developed on Westlake Rd and provides access to trails at the southernmost portion of the 250ha park. A **major trail upgrading project** for 8km of trails is planned for the fall. **Stephen's Coyote Ridge Regional Park:** Funding will be provided from the Province in the amount of \$11,250 to determine **fuel management** requirements. The **Trepanier Creek Greenway** Rank 5 forest fire occurred on Sep. 9, 2012. RDCO has worked with Ministry staff to evaluate and stabilize post fire terrain in both Regional Park land and adjacent unsurveyed Crown lands. **Parks**

**closures due to Bears:** The main trail at Hardy Falls closed Sep. 13. The entire Sutherland Hills section of Mission Creek closed Sep. 18. Both parks reopened Oct. 4. **EECO implemented a new summer schedule** in the third quarter to extend access to the facility until 7:00pm. Additional interpretation resources were focused on programming resulting in an **8% increase in participants** over 2011. **September closure** of Mission Creek Park for playground reconstruction and Sutherland Hills bears affected the number of EECO visitors.

**143 – Westside Community Parks (Page 125): Westshore Estates Community Park:** An expansion to include the addition of a sports field, ball diamond, trail connection to adjacent Crown Land trails and a washroom/change room facility began in August. The **park will remain open** during construction and project completion is scheduled for late spring 2013. Construction contract for upgrades to the **Finty Boat Launch** was awarded to S&K Forming Ltd and all works have been completed. **Project savings of \$23,000** were realized from the original project budget of \$46,350.

**144 – Eastside Community Parks (Page 128): Joe Rich Community Hall Recreation Upgrades:** **MMM Group Ltd** has been awarded a contract to complete the Sport Rink upgrades contract design and provide project management support. Construction is scheduled for spring 2013. **Three Forks Park:** Comfort Station upgrade deferred for reconsideration in 2013 budget.

### **Finance Services:**

**003 – Finance (Page 135): Purchasing Detailed Value Added report** is now included in this report pages 132-133. Extensive information regarding Central Okanagan East taxation, contracts, bylaws and history was provided to the City of Kelowna for the **Boundary Extension Study**. **Budget amendments** will be presented at the November 8th meeting. Staff participated in the **Trepanier Fire Emergency Operations Centre**. RDCO is waiting to hear from the Province with regard to recovery of Volunteer Fire Department response costs. Retro pay has been issued with the **ratification of the new Collective Agreement**. Final document is being edited. **Fixed Asset database has been updated** to reflect Environmental Services review and update of Central Okanagan East water and sewer records. In order to maintain continuity of the Business Licence function, **Finance Dept. is providing clerical support**. **Banked time requests** are now being entered into Vadim to reconcile in the payroll system. **Calendar reports** of scheduled vacation and banked time hours to be reviewed for information to be provided to Managers.

**005 – Human Resources (Page 137):** The new **Collective Agreement with CUPE** is being finalized with assistance from CPMS. Seventeen **summer student positions** were completed in August. **Term Human Resources Manager** hired on contract when full-time Manager went on maternity leave Sep. 2012.

### **Corporate Services:**

**002 – Administration (Pages 143): A Regional Active Transportation Master Plan** has been established through meetings with member municipalities and WFN. Regional Emergency Services Oversight Committee is on target to complete the review and recommendations for the **Service Review for Regional Rescue** by November. **Dog Control service review report** received by the Board in October. **Interim Chief Administrative Officer one year term ends April 15, 2013**. Recruitment of a permanent CAO is underway.

**006 – Information Systems (Page 144):** At Sep. 30, 2012, **District of Lake Country has not signed the GIS Memorandum of Understanding**. This will result in potential budget implications in 2013 for the remaining program partners. A **meeting was held with the District of Lake Country Chief Financial Officer** to better understand their position. The meeting was followed up with an email outlining RDCO concerns. The **core Database server has been updated** to the latest version of SQL. **GIS Analyst resigned in May**. Position remains vacant due to limited number of qualified applicants. The vacancy has resulted in **increased advertising expense** and lowered expenditure in salaries.

**050 – Transportation Demand Management (Page 150): Bicycle Locker Rental Program:** The six new bike lockers with two spaces each added in 2011 to meet unprecedented demand have been rented out. During the third quarter of 2012, bike lockers with anti-graffiti coatings, advertising cycling in the city, were added to Bernard Avenue re-vitalization project. **Carpool.ca:** The website has recently **upgraded its functionality** offering improved matching services by route not just by destination or origin. Social media is also used to engage existing and would be participants. **Okanagan Car Share Cooperative** is currently under development. A membership launch is set for Nov. 8, 2012. **Kelowna General Hospital TDM Plan:** TDM is working with KGH to develop a H-PASS for hospital employees, to be funded by Interior Health and KGH. **Transit Advertising Franchise:** On bus advertising contract completed and signed. Bench / shelter advertising contract completed, extension to 2016. **SmartTRIPS Neighbourhood Travel Program:** Pandosy Neighbourhood Pilot Program completed. **Springvalley** has been chosen as the 2013 Neighbourhood. **Regionally Significant Project federal gas tax funding** of more than \$4.4-million, was approved by the Board to be allocated toward the local government share for the **purchase of new transit buses** or debt servicing on buses within the Regional Transit System. Gas Tax Funding of \$150,000 has been approved for a **Regional Household Travel Survey and Analysis**.

**083 – Westside Transit Services (Page 152): Westbank First Nation** assumed a direct partnership agreement with BC Transit March 31, 2012. **District of Peachland** is currently negotiating with BC Transit to assume responsibility for a direct partnership in 2013. **Local Transit Service Area Establishment Bylaw No. 376** will be repealed. The Regional District will no longer provide transit services on behalf of the District of Peachland and Westbank First Nation. **Regionally Significant Project federal gas tax funding** of more than \$4.4-million was approved by the Board to be allocated toward the local government share for the **purchase of new transit buses** or debt servicing on buses within the Regional Transit System.

**084 – Handi Dart Transit Services (Page 153): Westbank First Nation** assumed a direct partnership agreement with BC Transit March 31, 2012. **Handi-Dart Transit Bylaw No. 419** will be repealed.

**102 – Air Quality Monitoring (Page 155): Gas Tax Funding of \$38,000** has been approved for a review and update of the **Regional Air Quality Management Plan** originally released in 2007. Updates are required to accurately reflect changes to Provincial and Federal air quality objectives and monitoring. **Funds in the amount of \$12,400** have been received from the Ministry of Environment to begin **Phase I: Research and Review**. Regional Gas Tax funding has been approved for **Phase 2: Consultation and Preparation of Final Report**. **Great Okanagan Wood Stove Change Out** program application for 2013 is to be submitted. At Oct. 12 2012, **10 rebates remain available** in the RDCO. **As of Oct. 12, 2012**, there have been 34 woodstove exchanges in the RDCO and 70 exchanges in the RDOS. As of Oct. 12, 2011, there were 79 total woodstove exchanges. To Oct. 12, 2012, **2103 cubic metres** were chipped for **Agricultural Wood Waste Chipping Program**. Toll-free **Outdoor Burning Hotline** received 11,728 calls from January to September, 2012. **41% of the calls** were received in April. Permitted **Open Burning was delayed** from Oct. 1 to Nov. 1, 2012. The Program is working with the Province and Pinna Contracting to assist in **developing Provincial Guidelines** for reducing exposure to traffic emissions.

## **Policing Services:**

**031 – 911 Emergency Number (Page 165):** All participating Regional District partners have **current agreements in place**. A conference call was held to update partners on 911 issues. **Escalating costs were discussed** and a meeting is to occur to explore 911 options. A consultant may be retained for review. **Changes to the Memorandum of Understanding** are anticipated along with revised 911 costs. Costs received regarding employee roll over were greater than anticipated. **Service Review is underway** to explore options within the 911 function. RCMP Corporate Management Branch provided staff with the new RCMP budget per the **new Provincial Policing contract**. Staff was notified the new budget would take effect Jan. 1, 2013. **Abandoned calls are 18% lower** than at Sep. 30, 2011.

**040 – Crime Stoppers (Page 167): Harmony Honda donated** a new 2012 Honda CRV to the Program in August. For the **2012 Youth Initiatives**, Crime Stoppers Board and staff are working with Fit4Defense to implement an anti-bullying and self defense program for students in School District No. 23 middle schools. A grant received from the **Tree of Hope Society** will be used to sponsor this program. Public announcement on Sep. 20, 2012, to inform residents of the **"Light the Night Against Crime"** event to be held in conjunction with the Tree of Hope lighting on Nov. 30 at the Landmark Centre. Strategic Planning



Meeting was held on Sep. 20, 2012. The focus for this year will be on **securing Corporate Financing** for the youth program and youth initiatives. **Sponsorship packages are being developed** as part of a sponsorship strategy. During the third quarter **Tips to the Program provided valuable information** to Police investigators on two major homicides that occurred in the Okanagan. Posters have also been placed in various parts of the region to **seek information on the rash of arson fires** in the area. **Three new media sources** are now publishing Crime Stoppers information: Welcome to Kelowna, InfoTel and Beyond 50. Crime Stoppers **Website received 25,695 visits** to Sep. 30, 2012, indicating that the public is utilizing the site to obtain information on criminal activity in the community.

**041 – Victims Services (Page 171):** New clients were **90% adult** with the remaining ten percent consisting of seniors, youth and children. Of the new clients, **72% were female**. At Sep. 30, 2012, **new clients number 537** compared to 625 new clients at Sep. 30, 2011. **71% of Victim Services Clients** are from RCMP referrals; **48% of Callouts** are due to sudden deaths. The Victim Services Program was busier during the summer quarter as is the normal trend. Support for families, friends and witnesses was provided for **41 sudden deaths** and **13 fatalities**. Victim Services staff responded to **28 callouts in the third quarter** of which 14 were sudden deaths and 6 were fatalities, a slight increase over the previous six months of the year. There has been a **significant decrease in the amount of volunteer service hours** as a result of the **Service Delivery Model change**. The change was required due to the inability to have volunteers recruited, security cleared, and trained in a timely manner. Additionally, volunteers are not able to access RCMP information related to the file due to Federal privacy rules.

**042 – Regional Crime Prevention (Page 175):** **Block Watch Crime Prevention Program** had 15 participating neighbourhoods at Sep. 30, 2012. The **Graffiti Eradication project** in the Regional District continues with "**Operation Wrap**". Since the initiation of the anti-graffiti program in 2008, vinyl images of Okanagan fruit have been placed on control boxes at more than 20 intersections in West Kelowna, Lake Country, Peachland and WFN. District of West Kelowna **Business Watch Program** launch has been deferred to early 2013.

**039 – Crime Prevention Sub-Program Alarm Control (Page 177):** To Sep. 30, 2012, the **number of False Alarms is 1,637**. To Sep. 30, 2011, False Alarms numbered 1,725. The program has teamed up with **Welcome Wagon** so new residents in Lake Country, Kelowna, West Kelowna and District of Peachland will know about the program. The Alarm Coordinator continues to **streamline correspondence** and is **working to clarify the RCMP's policy** regarding Big White alarms which do not fall under the RDCO Bylaw No. 1081.

### **Economic Development Commission:**

**120 – EDC (Page 179):** See the **EDC 2012 Summary Report** (page 181-186) for the projects EDC has been working on including site visits, Business Enhancement & Retention Activities, Export Development, Metabridge, Business Walks, Agricultural Support & Development programs, Workforce Attraction program, Investment Attraction, Economic Facilitation and Okanagan Young Professionals Programs.

### **Board:**

**001S – Board Sub-Program Corporate Communications (Page 189):** **Regional Emergency Program** and **Public Information component** was very active during the third quarter. In early July, there were **flooding issues along Mill Creek, Mission Creek** and waterfront properties. Late July and early August, **Wilson's Landing fire** saw five news releases issued after an **Evacuation Alert** was brought in affecting approximately **50 properties** in the community. In September, the **Trepanier Creek fire** spread from the Regional District into Peachland and saw over five days an estimated **1550 people evacuated, another 500 on alert** and the issuing of 17 news releases. The **cordemergency.ca website** received more than 80,000 visits from over 52,000 unique visitors during the Trepanier fire. Just **over 1,100 people are now subscribers** to the website's online e-notice delivery program. The **Dog Control Program** attracted a lot of media attention due to dog issues pertaining to two separate court cases. Organized online email letter and petition campaigns required additional staff time during the third quarter. Website page updates were completed in advance of the **Regional Waste Reduction Office** launching its **Paper-Free home campaign** during the fall. Also during this quarter there were **two water related advisories issued** for the Falcon Ridge system, both directly to customers through the online e-notification service and via local media. A **timely early news release** during late August reminded


residents of being **Bear Aware** and in September large sections of two Regional Parks (Hardy Falls / Mission Creek) were closed in an effort to reduce potentially serious bear-human conflicts. Many **Regional Parks events and activities** were highlighted during the quarter throughout local media with approximately one-third of the 976 media inquiries/contacts/stories relating to Park Service activities.


Note: As previously directed, the full report is not circulated to members of the Regional Board but is placed in the reader file. Should you require a full copy, please do not hesitate to inform staff.

If you have any questions, feedback or comments, drop by, call Marilyn at 250-469-6219, or e-mail [marilyn.rilkoff@cord.bc.ca](mailto:marilyn.rilkoff@cord.bc.ca).

This is for your consideration.

Submitted by: Marilyn Rilkoff

  
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M. Rilkoff, Director Finance and Administrative Services

Approved for Board's Consideration  
  
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Paul Macklem, CAO