Governance & Services Committee

TO: Governance & Services Committee

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

DATE: August 31, 2013

SUBJECT: Quarterly Program Measures Report, Year to Date June 30, 2013

Prepared by: Donna Adams, Accounting Analyst

RECOMMENDATION:

THAT the Quarterly Program Measures Report Executive Summary, Year to Date June 30, 2013 be received for information.


As requested at the March 14, 2013 Governance & Services Committee, the full report is not being prepared until the fourth quarter. The information is still compiled and reviewed each quarter by staff and the following are highlights from various programs.

Executive Summary:

Community Services:

Engineering Services
Organizational restructuring resulted in the creation of Community Services headed up by Director Chris Radford. Community Services now oversees Environmental, Development, and Information Services. Peter Rotheisler has been promoted to Manager of Environmental Services effective January 1, 2013 and will oversee the new Supervisor of Utilities Services position filled by Mike Wyman, in addition to the Environmental and Waste Management Departments. Proposals & Tender Projects included: Sunset Ranch utilities transfer of ownership, WWTP Outfall pipe capacity review, Casa Loma lift station review, Well Head Protection Plan for Sunset Ranch wells. Six projects completed: pump upgrades at Killiney Beach Lakeside pump house, river bank stabilization and access improvements at the Falcon Ridge well site, well improvements at Falcon Ridge, Sunset Ranch access improvements at reservoir and well improvements, three new flow meters added to sanitary sewer trunks. Statutory Right of Way (SROW) acquired off Dunwaters Rd for the new water system in Upper Fintry. SROW reviews have been completed for all six RDCO water systems. Vadim Maintenance Management Software implemented for asset management of water and wastewater treatment assets. Building Permit referrals have increased 24% when compared to June 30, 2012 referrals. Bylaws Adopted: Water Systems Fees & Regulations Amendment Bylaw No. 1328.
006 – Information Systems
Organizational restructuring resulted in Community Services overseeing Information Services effective 2013. A Disaster Recovery exercise was conducted on April 28 to simulate a serious emergency affecting all RDCO data and most communications equipment. Having to 'restore' the systems from backup equipment and processes and simulating a catastrophic emergency affecting operation was also part of the test. There were several system configuration changes discovered and implemented to enhance system processes. A second disaster recovery exercise is planned for 2014 to refine the process and confirm the changes are effective. To June 30, 2013, the number of Virus incidents was 7,334 and Spam incidents was 273,645. To June 30, 2012, Virus incidents numbered 3,843 and Spam incidents were 359,391. Initial review has been completed for the WWTP network evaluation and revision. A project group has been established for the file system organization and security configuration. Integration of new orthophotos from regional municipalities is complete. Site visits implemented for Districts of Lake Country and Peachland to improve their utilization of GIS technology. RDCO GIS Analyst, Dave Orlando, was presented with an Award of Excellence from ESRI Canada for utilizing GIS technology for the emergency services online mapping function introduced summer 2012 on the cordemergency.ca website. RDCO administrative building, website and GIS were offline for two hours on April 5 while Telus performed changes to the RDCO main fibre internet connection. At June 30 thirteen desktop computer replacements have been purchased.

047 – Mosquito Control
BWP Consulting Inc. is contracted to conduct all larval mosquito control within the participating areas of RDCO. Mosquito monitoring and control program began April 18th for the 285 known surface water habitats as well as more than 15,300 roadside catch basins. These breeding locations are visited and if mosquito larvae are found the surface water habitat are treated with an environmentally approved mosquito larvicide to minimize larval development. High densities of mosquito larvae were found due to the 2013 spring weather conditions. There were 135 monitoring events with larvae identified and 191 identified sites. 8,164 catch basins have been treated and 447.15 kg of larvicide has been applied to June 30th. Follow up treatment is scheduled for seven days in early August. Mission Creek had two major flood events and technicians applied larvicide to all known habitats in this problem area. There is a substantial habitat along Mission Creek that is owned by a landowner who has refused treatment. The area near this habitat had relatively high adult numbers in June, but the adult mosquito population was expected to drop rapidly in early July. Education programs include news releases and attendance at public events.

091 – Effluent Disposal
Septic Tipping Fees Bylaw fee schedule is under review as it expires at Dec. 31, 2013. The Union of BC Municipalities has approved Federal Gas Tax funding in the amount of $780,000 for Septic Treatment Upgrades Project and $317,900 for Upgrade and back up Centrifuge at the Regional Septage Treatment facility. Discussions are ongoing with regards to the capital upgrade. There are five permitted haulers and septic volume at June 30th was 5,314.20 m$^3$. RDCO staffs met with Lake Country staff on a continuous basis to ensure any issues are addressed.

301 – Killiney Beach Water System
A new lower water consumption rate threshold went into effect July 1, 2013. Bylaw No. 1328 amends all water consumed above 90 m$^3$ during the three month billing period will be charged $0.35 per m$^3$. This is updated from a 235 m$^3$ threshold and is anticipated to affect less than 15% of water system customers. The Leak Detection Program, which resulted in significant savings in electricity, water and money in 2012, is continuing in 2013. Hope Creek reservoir requires a Statutory Right of Way based on SROW review. Pump upgrades at the Lakeside pump house have been completed and new fence was installed at the reservoir site. Capital Project costs to June 30 total $14,500. Improvements and updates to infrastructure database records are 100% complete. Major upgrades to improve the water system were officially complete early 2013. Provincial Towns for Tomorrow grant provided $400,000 to the overall $580,000 project that saw more than 300 new meters of watermain installed and a more than tripling of the system's reservoir, providing storage capacity of 376,000 litres. Effective June 16 to Sept. 15, Stage 2 Water Restrictions are in effect which restricts outdoor irrigation to two
days each week based on a property’s address. Watermain flushing occurred from mid-April to mid-May to ensure optimum water quality and to remove any sediment deposits.

303 – Falcon Ridge System
A new lower water consumption rate threshold went into effect on July 1, 2013. Bylaw No. 1328 amends all water consumed above 90 m³ during the three month billing period will be charged $0.35 per m³. This is updated from the 235 m³ threshold and is anticipated to affect less than 15% of water system customers. Spring runoff caused a Water Quality Advisory issued on Apr. 7 due to increased turbidity in the water system source. This WQA was upgraded to a Boil Water Notice on May 9 due to higher water levels and flows from spring runoff. Effective June 4, Stage 4 Water Restrictions were put in place, eliminating water use for outdoor irrigation. This restriction was put in place to conserve water in the reservoir for indoor water use as the well for the system was shut down for inspection, cleaning and rehabilitation work. The Stage 4 Restrictions were lifted and the BWN downgraded to a Water Quality Advisory on June 6. WQA lifted July 10 due to the decrease of turbidity in the source water. Improvements and updates to infrastructure database records are 75% complete. Engineering proposal for Well Head Protection Plan is to be submitted. Mission Creek bank stabilization to protect the well and water system is complete in addition to road access improvements at the well site and well improvements. Capital Project costs to June 30 total $28,400. Effective June 16 to Sept. 15, Stage 2 Water Restrictions are in effect which restricts outdoor irrigation to two days each week based on a property’s address.

305 – Sunset Ranch Water System
A new lower water consumption rate threshold went into effect July 1, 2013. Bylaw No. 1328 amends all water consumed above 90 m³ during the three month billing period will be charged $0.35 per m³. This is updated from the 235 m³ threshold and is anticipated to affect less than 15% of water system customers. Ownership of the water utilities at the Sunset Ranch development will be transferred to the RDCO per Board approval and contingent upon 75% support from each of the five strata corporations. The transfer was requested by the stratas in order to provide a consistency and continuity in service as well as to meet long-term capital replacement requirements. Public meetings with all five stratas are complete; petitions have been received from 4 of the stratas for ownership transfer. Reservoir road access improvements and well improvements, including new check valve installation, have been completed. Capital Project costs to June 30 total $900. Effective June 16 to Sept. 15, Stage 2 Water Restrictions are in effect which restricts outdoor irrigation to two days each week based on a property’s address.

306 – Trepanier Bench Water System
A new lower water consumption rate threshold went into effect July 1, 2013. Bylaw No. 1328 amends all water consumed above 90 m³ during the three month billing period will be charged $0.35 per m³. This is updated from the 235 m³ threshold and is anticipated to affect less than 15% of water system customers. Spring runoff caused a Water Quality Advisory to be issued Apr. 7 due to increased turbidity in the water system source. This WQA was upgraded to a Boil Water Notice on May 9 due to higher water levels and flows from spring runoff. The BWN was removed May 23. Capital Project costs to June 30 total $1,015. Effective June 16 to Sept. 15, Stage 2 Water Restrictions are in effect which restricts outdoor irrigation to two days each week based on a property’s address.

307 – Westshore Water System
A new lower water consumption rate threshold went into effect July 1, 2013. Bylaw No. 1328 amends all water consumed above 90 m³ during the three month billing period will be charged $0.35 per m³. This is updated from the 235 m³ threshold and is anticipated to affect less than 15% of water system customers. The Leak Detection Program, which resulted in significant savings in electricity, water and money in 2012, is continuing in 2013. Spring runoff caused a Water Quality Advisory to be issued on May 12 due to increased turbidity in the water system source. The WQA was lifted May 27 after consultation with Interior Health. PRV designs are complete. Due to higher than anticipated prices from contractors the new PRV construction to be delayed until 2014. Capital Project costs to June 30 total $6,510. Improvements and updates to infrastructure database records are 75% complete. Effective June 16 to Sept. 15, Stage 2 Water Restrictions are in effect which restricts outdoor irrigation
to two days each week based on a property’s address. Watermain flushing occurred from mid-April to mid-May and July 30 to Aug. 2 to ensure optimum water quality and to remove any sediment deposits.

310 – Upper Fintry/Valley of the Sun Water System
A new lower water consumption rate threshold went into effect July 1, 2013. Bylaw No. 1328 amends all water consumed above 90 m$^3$ during the three month billing period will be charged $0.35 per m$^3$. This is updated from the 235 m$^3$ threshold and is anticipated to affect less than 15% of water system customers. Landscaping improvements were finished around the Firwood Reservoir. Minor deficiencies relating to the construction of the water system have not yet been completed. Capital Project costs to June 30 total $2,400. Statutory Right of Way was acquired off Dunwaters Rd for the new water system resulting in completion of all required SROWs. Law suit against RDCO and Peters Bros Construction, filed by property owner over the restoration of his property after gravel processing, has been moved from RDCO legal counsel to Intact Insurance, insurer for Peters Bros, to defend the action. Repayment of RDCO legal fees to date has been requested. Effective June 16 to Sept. 15, Stage 2 Water Restrictions are in effect which restricts outdoor irrigation to two days each week based on a property’s address. Watermain flushing occurred from mid-April to mid-May to ensure optimum water quality and to remove any sediment deposits.

401 – Westside Sewer System & Treatment Plant
Higher than anticipated revenue received from Development Cost Charges in 2012 reduced the amount of short term financing required for the Stage 3 Upgrade. Urban Systems Ltd was awarded the outfall pipe capacity evaluation. Monitoring equipment was installed on Effluent Tower to collect information required for the potential orifice changes to the outfall pipe. Odour control system adjustments are ongoing. High Total Nitrogen operational challenges continue in 2013 with the two new Bioreactors. A process and source assessment project is underway with the summer student gathering data and providing trending information linking operations and process data for further review into the high TN values. Biosolids Management: consultation with numerous environmental agencies and the public with regards to a long-term biosolids management plan. A consultant is to be engaged in the third quarter to formalize a plan. Vadim Maintenance Management software training is complete and data has been input. This preventative maintenance program is to be implemented for day-to-day use during the third quarter. The C3 Water Recycling project is almost finalized; the Outfall assessment and transformer improvement assessment is complete. Capital Project costs to June 30 total $113,100. There was a grass fire on June 12 when fencing contractors were on site. Tours of the WWTP facility were held May 22 to May 24, 2013.

470 – RDCO Lift Stations/Collector System
Casa Lorna lift station improvements initiated. Implementation of odour control monitoring and tracking is scheduled for Gellatly Rd, West Kelowna. On the East Trunk all pump motors have been upgraded to 40hp. Three new data logging velocity (flow) meters have been added to sanitary sewer trunks bringing the total to six installed flow meters. This was completed under budget. Capital Project costs to June 30 total $16,485.

472 – Peachland Lift Stations/Collector System
Implementation of odour control monitoring and tracking is scheduled for Beach Ave, Peachland. All Peachland lift stations were cleaned during the first quarter of 2013.

499 – Ellison Sewer System
Ownership of the sewer utilities at the Sunset Ranch development will be transferred to the RDCO per Board approval and contingent upon 75% support from each of the five strata corporations. The transfer was requested by the stratas in order to provide a consistency and continuity in service as well as to meet long-term capital replacement requirements. Public meetings with all five stratas are complete; petitions have been received from 4 of the stratas for ownership transfer.
Solid Waste Management:

092 - Westside Transfer Station
Effective January 1, tipping fee increases for garbage and other solid waste materials apply to both residential and commercial customers at the two Central Okanagan facilities; the flat fee for up to 250 kg of garbage increased by $2 from $8.00 in 2012 to $10.00 for 2013. Up to 250 kg of yard waste continues to be accepted free of charge. Promotions and education relating to this increase was completed in the first quarter of 2013. Furniture Deconstruction Project: More than 2000 pieces of furniture, including 467 mattresses and box springs, were deconstructed in the first half of the year. Waste Loading & Hauling contract was awarded to BFI Canada. To June 30, 2013: 1,264 tonnes of garbage, 976 tonnes of yard waste and 109 tonnes of wood waste were transferred offsite. Garbage transferred offsite to June 30, 2012 totaled 1,353 tonnes. The reduction in 2013 is due to the furniture deconstruction project and waste reduction efforts. Battery theft is high at the transfer station.

093 - Westside Sanitary Landfill
Golder Associates 2013 Contracts: Landfill Monitoring; Landfill Grading and Landfill Gas Program Services. Effective 2013, Westside Sanitary Landfill site closure costs will be reflected in the operating budget only. All wells and gas monitoring sites were in compliance to June 30, 2013.

094 - Solid Waste Management
Effective January 1, tipping fee increases for garbage and other solid waste materials apply to both residential and commercial customers at the two Central Okanagan facilities; the flat fee for up to 250 kg of garbage increased by $2 from $8.00 in 2012 to $10.00 for 2013. Up to 250 kg of yard waste continues to be accepted free of charge. Promotion and education relating to this increase was completed in the first quarter of 2013. Compared to June 30, 2012, residential garbage has decreased by 2% and commercial garbage has increased by 1.8% for June 30, 2013. New Provincial Collection program for curbside recycling is to be introduced for 2014. Municipalities receive financial incentives for participation in the program while residents notice more paper and packaging materials being accepted for recycling, such as styrofoam and waxed containers. A future report is to be presented to the Board regarding possible expansion of curbside collection in rural electoral areas that rely on transfer stations in order to benefit from the program’s financial incentives. Curbside collection Radio Frequency Identification System to June 30 identified 1,067 offenders and 138 reoffenders. Completed Contracts: Waste Audit sorting to Greenstep Solutions; Recycling Depot operations to OK Environmental Waste Systems, Glass Collection & Recycling to Cascades Recycling, Waste Loading & Hauling at the Westside Transfer Station to BFI Canada. Garbage Composition Study: A section of the Glenmore landfill has been selected for the study. The goal of the bi-annual trash composition audit is to find exactly what materials are ending up in the landfill that could potentially be added to the recycling program. Trunk Sale preregistration began April 22 and ended May 23. The 150 spots available were quickly filled for the event that was held in tandem with a giant Garage Sale hosted by Okanagan College. A second Trunk Sale is planned for September 28, 2013. Community Clean up Month began with Starbucks employees joining in the seventh annual 20 Minute Make over. George Elliot Senior Secondary School participated with over 20 classes, 320 students and 12 teachers picking up more than 350 kg of garbage, one of the largest youth mobilization efforts for Community Cleanup Month. Composter Event presales were available March 1 - March 28 with a new online purchase option in addition to mailing or paying in person at RDCO. 90% of the composter sales were paid through this online option. Three composting models were available: Earth Machine, Green Cone Food Digester or the Wormcycler Worm Bin. Composter pickup event held May 4, 2013. Bi-weekly Yard Waste pick up resumed March 1, 2013. In 2012, 14,000 tonnes of yard waste was collected at the curb and diverted from the landfill, being turned into Glen Grow, a high quality compost instead.

095 - Solid Waste Collection
North Westside Bulky Household Items disposal was in effect at the North Westside Rd Transfer Station from June 26 to July 8, 2013 for a cost of $20 per truckload or $15 per fridge or freezer. Hazardous waste is not accepted. Curbside collection Radio Frequency Identification System identified 1,067 offenders and 138 reoffenders to June 30, 2013.
096 - Recycling Program
Compared to June 30, 2012, recyclables have decreased by 2.5% for June 30, 2013. Paper Reduction Program to June 30: booth was hosted at two trade shows and an extensive radio ad campaign to go paper free. Recycling Depot Service contract awarded to OK Environmental Waste Systems.

Planning Services:
Organizational restructuring resulted in the creation of Community Services headed up by Director Chris Radford. Community Services oversees Planning Services. Ron Fralick was promoted to Manager of Planning Services effective January 1, 2013. An exemption from the requirement for ministerial approval on RDCO bylaws has been granted due to clear demonstration of the department to work effectively with referral agencies and the Province to address issues as they arise early during the bylaw review process. This exemption will streamline and reduce processing time for approval of both private landowner and RDCO initiated development applications and other bylaws subject to the exemption regulation.

110 - Regional Planning
Regional Growth Strategy: Continued consultation among the local governments, Provincial Ministries, stakeholders, Westbank First Nation and staff to finalize draft RGS Agreement. The updated Regional Growth Strategy is anticipated to be adopted in the fall of 2013. Aggregate Supply & Demand Study: A draft study, representing a key milestone of 70% completion of the project, was presented to the G&S Committee, referred out to agencies and made available to the public on June 13, 2013. Both the RGS and Aggregate Supply & Demand Study draft updates are available online at www.futureok.ca. The Board has accepted the proposed RGS and Fringe Area policy amendments for the neighbouring Thompson-Nicola Regional District. Development of Bio-Diversity Conservation Strategy carried forward from 2012 has progressed with the finalization of the Methodology and Analysis Report; inclusion of mapping in the RDCO amalgamated environmental data set and review of Draft 2 of the Connectivity document and Strategy. Staff update: Permanent part-time employee moved into a full-time term position to replace staff member on leave. Relief employee was hired to fill the part-time position during the term.

111 - Electoral Area Planning
Application fee revenue is $7,200 higher than budgeted at June 30; three development applications totaled 11,000. To June 30, 2013, 33 lots have subdivided and 69 development enquiries have been made, a significant increase compared to 4 lot subdivisions and 25 development enquiries at June 30, 2012. Fringe Area Planning cost sharing agreements work plan was presented to the Board in May 2013. Draft maps and fringe area agreement document with financials details to be prepared in the third quarter. Groundwater Study initiatives were completed in March 2013 in conjunction with OBWB and the Province regarding the location and drilling of the Ellison monitoring well. Joe Rich Rural Land Use Bylaw amendment was adopted changing the land use designation on a property to allow the owner to subdivide into two lots and bringing it in line with similar designations provided for other properties.

Fire & Protection Services
019 - Electoral Area Fire Prevention
Departmental restructuring resulted in the elimination of the Fire Services Manager position. Effective April 2013, Dan Wildeman was hired as the new Fire and Inspections Manager and will oversee both the Fire Services and Building Inspection Departments. Monies from the Ministry of Forests were recently received for the RDCO paid on call fire departments’ response to the Trepanier Fire of September 2012. Operations and Operational Guidelines are currently under review for the paid on call fire departments. Part-time assistant has been assigned to the backlog of data entry into FDM. As part of the Regional Rescue Review process, fire departments in the Districts of Peachland, Lake Country and West Kelowna, as well as RD paid on call fire depts will be submitting a list of services preferred to be provided by the Regional Rescue in the respective service areas. Training records are
currently being updated and training levels reviewed. The intent is to establish a common training level between all RDCO paid on call fire departments to allow seamless response to mutual aid incidents. To mitigate risk, the departments are being made aware of liability issues and the impact of Bill C45 and criminal code 271 as it relates to the fire service. Thirteen burn permits were issued for properties on June Springs Rd and Lakeshore Rd. These properties are outside of a fire protection area, but still under RDCO jurisdiction. As these properties are not covered under either the RDCO Fire Prevention Bylaw or Smoke Control Bylaw, the RDCO will no longer be issuing permits to the property owners due to the lack of authority to enforce the bylaws. Burn permits issued within the fire protection areas totaled 249 from January 1 to June 30.

021 -- Ellison Volunteer Fire Department

Surplus will be reflected in revenues due to Ministry of Forests Office reimbursement re: 2012 Trepanier Fire firefighter salaries and equipment usage. As in the past, excess funds will be budgeted to be transferred to reserves. Medical First Response calls make up 54% of the total callouts (37 out of 68). Seven percent of the callouts (5 out of 68) were outside of the service area. There were 85 burn permits issued to June 30. Outdoor burning ended April 30 although local fire chiefs have the authority to shorten or extend the season, based on the fire hazard and weather conditions. Equipment purchases to June 30 include 3 complete sets of Turnout Gear and a 1½" Turbojet Akron Nozzle. 1993 Volvo Pumper was returned to the dept. after being on loan to the Joe Rich Fire Dept and is now equipped for response to Mutual Aid callouts.

022 – Joe Rich Volunteer Fire Department and Community Centre

Surplus will be reflected in revenues due to Ministry of Forests Office reimbursement re: 2012 Trepanier Fire firefighter salaries and equipment usage. As in the past, excess funds will be budgeted to be transferred to reserves. To June 30 the majority of callouts were for Medical First Response (12 out of 31). Six percent of the callouts (2 out of 31) were outside of the service area. Burn permits issued for the service area totaled 97 to June 30. Outdoor burning ended April 30 although local fire chiefs have the authority to shorten or extend the season, based on the fire hazard and weather conditions. Fundraising Breakfast-Car Wash held on June 16 to collect donations to further contribute to the purchase of the SCBA refilling machine. Pumper-51, the new 2013 Hub fire engine, was used for the first time on a wildfire on Huckleberry Rd in March. The new 2013 Nissan Frontier was delivered in May.

023 – North Westside Volunteer Fire / Rescue Department

Surplus will be reflected in revenues due to the Ministry of Forests Office reimbursement re: 2012 Trepanier Fire firefighter salaries and equipment usage. As in the past, excess funds will be budgeted to be transferred to reserves. Callouts for the 2nd quarter were not available due to restructuring of the fire department. The majority of callouts to March 31, 40% (8 out of 20) were for Medical First Response. Five percent of callouts for the first quarter (1 out of 20) are outside of fire protection area limits. The two new Fire Trucks, Engine 101 and Engine 102 arrived at the fire department on May 4, 2013 and are valued at over $620,000. The two engines were acquired without the need for financing as property owners within the North Westside Fire Protection District approved a referendum in 2005 for a parcel tax of $50 a year over five years, in order to build reserve funds for purchasing fire equipment. Boathouse construction at Killiney Beach Park is scheduled for September as the necessary environmental approvals and waterfront licenses were finalized in late February. The waterfront building contract was awarded to Burton Marine and Pile Driving Incorporated. Equipment purchases to June 30 include three 4" valve water thieves and 12 Scott Pack Alert SE + Pass alarm. There were 51 burn permits issued to June 30. Outdoor burning ended April 30 although local fire chiefs have the authority to shorten or extend the season, based on the fire hazard and weather conditions. Effective August 2, interim Fire Chief Doug Gardiner was appointed by the RDCO to provide coverage during an approved leave of absence by Fire Chief Wayne Carson.

024 – Wilson’s Landing Volunteer Fire Department

Fire Chief Robert Baker was unanimously appointed effective January 1, 2013. Seventeen percent of the callouts were outside of the fire protection area (1 out of 6). Of the 6 callouts, 2 were for motor vehicle accidents and 2 were for alarms. Sixteen burn permits were issued for the period January 1 to
June 30. **Outdoor burning** ended April 30 although local fire chiefs have the authority to shorten or extend the season, based on the fire hazard and weather conditions. The **opportunity to practice multiple skills** (entries, ventilation, defensive firefighting, working with portable pumps, etc) and **view practical demonstration** of the development and spread of fire through a structure arose when Camp Owassi requested the department’s assistance with the demolition of a wooden camp structure. During the first quarter, the Truck Replacement Committee completed its work regarding specifications of the Mini Pumper replacement.

**030 – Regional Rescue Service**

Regional Dispatch processed 7,293 calls to June 30, 2013. This is a **13% decrease** in volume compared to 8,247 calls processed to June 30, 2012. All Dispatch Standards were met to June 30, 2013: 97% of 9-1-1 calls answered in less than 15 seconds (standard is 95%), 99% of 9-1-1 calls answered in less than 40 seconds, 96% of calls processed within 35 seconds (standard is 95%) and 94.5% of calls dispatched within 60 seconds. The **EOC was activated four times** (Level 1) during the first half of 2013, to support a **natural gas leak** in West Kelowna, the McDougall Creek flooding on April 5, the **Jackson Court landslide** on April 8, and the Mission Creek flooding June 20 and June 21. The EOC was also active on June 22 for the flooding at the 11200 block of Highway 33 when a **Local State of Emergency** was issued. To June 30, 2013 the Regional Emergency Program **activated the Emergency Support Services (ESS) ten times** and provided support for 107 adults and 11 children that were displaced. ESS members **took part in 9 RCMP briefings** on ESS role in emergency preparedness. Fifteen **ESS volunteers** were recognized for a combined 185 years of service to the community. The **Regional Flood Plan** was updated. Forty-four students from across the region were trained to EOC Level 1. The **Emergency Program continues to support** recovery activities from spring freshet. Emergency Operations Centre Public Information Website [www.cordemergency.ca](http://www.cordemergency.ca) had over 1200 subscribers at May 2, 2013. Central Okanagan Search and Rescue community activities included White Rabbit snowshoe races at Crystal Mountain and Kelowna Ski to Sea. **COSAR volunteer hours totaled 4,923** for the first half of 2013, a **25% increase over 2012** volunteer hours which totaled 3,698 at June 30. Five year Central Okanagan **Emergency Mutual Aid Agreement** was signed by all fire departments in the region, replacing the 2008 agreement with the current costs of providing various fire equipment and services. As part of the **Regional Rescue Review** process, fire departments in the Districts of Peachland, Lake Country and West Kelowna, as well as RD paid on call fire depts will be submitting a list of services preferred to be provided by the Regional Rescue in the respective service areas. **Emergency Preparedness Week** was May 5th to 11th. New updated emergency plan for McKinley Landing residents was completed in collaboration with the McKinley Landing Residents Association. **Trader’s Cove neighbourhood emergency plan** update is in progress. **Flood Watch** for the Mission Creek watershed issued May 12 ended on May 14. The **Local State of Emergency issued** at the request of Emergency Management of BC on June 22 to protect infrastructure along Mission Creek was **removed June 28**. Emergency Mgmt BC has **approved the funding for the project** that will see the collection of man-made residual debris downstream from the infrastructure. New for the 2013 fire season, the Emergency Management Program issued **picture identification cards with bar code clearance information strips** to anyone who may be required to enter or work in an active Emergency Operations Centre.

**Inspection Services**

**043 – Business Licenses**

Effective April 2013, Dan Wildeman, the new Manager of Inspections and Fire Services, oversees the Business License function. **Total Business Licenses at June 30:** 231. **Locations of businesses licensed:** 153 RDCO East & West, 62 Inter Community business licenses (ICBL) and 16 out of area. To June 30, 2012, there were 204 businesses licensed, of which 55 were ICBL. Adjustments to the location of office front end staff have resulted in better access for the public and **improved customer service** and counter coverage.
044 - Building Inspection
Organizational restructuring resulted in a Manager of Inspections and Fire Services position filled effective April 2013 by Dan Wildeman. This position oversees the Fire Protection and Inspection Services Departments. Both electoral areas have a special one year requisition for 2013 to provide a consistent level of building inspection services due to lower revenues generated from permit fees. To June 30, 2013, 77 building permit applications have been made. Building permit applications in 2012 totaled 63 at June 30 and 130 for the year. Construction value of permits issued continues to decrease as shown when comparing the June 30, 2013 value of $3,371,053 to the June 30, 2012 value of $4,531,235. Building Inspector has an adjusted work week allowing for fielding of questions from the weekend and providing improved customer service. Information Services dept. is currently in the process of purchasing a tablet computer and approving a program to allow field entry and uploading upon returning to the office to improve efficiency and effectiveness. Chief Building Inspector, Ray Paterson, retired after 23 years with the Regional District.

Parks Services

123 – Joe Rich Community Hall
Draft operational agreement for the Community Centre is under review by RDCO legal counsel. The proposed agreement between JRRATS and RDCO is based on a reduction in scope of operational services to be provided within the Community Hall only. Grounds and sports rink maintenance are proposed to be managed within an increased Eastside Community Parks budget. Joe Rich Community Hall operational contract and service program budget will subsequently reflect a reduced operational contract cost for 2013 - 2017.

126 – Klinave Beach Community Hall
An operational and capital funding agreement was approved by the RDCO Board on May 28, 2012. Agreement implemented for a two year term between RDCO and North Westside Communities Association (NWCA). Contract is for RDCO to provide funds to support the operation of the facility. 2013 Operations and Capital funding of $10,460 and $7,350 respectively have been paid in full to the NWCA. Completion of new property tenancy agreement for Community Hall deferred until quarter three of 2013.

142 – Regional Parks
Regional Trails to Health Project $200,000 grant received from the Ministry of Community, Sport and Cultural Development to help fund more than six kilometres of trail upgrades in four Regional Parks: Mission Creek, Rose Valley, Glen Canyon and Trepanier Creek Greenway. Project planning completed and infrastructure upgrades started in Rose Valley Regional Park. Program grant funding has been secured to implement "Get Outside BC" regional coordinator project in the Thompson Okanagan. Okanagan Health Coalition: Division of Family Practice and Interior Health Authority has been contacted in an effort to seek collaborative opportunities to promote "Healthy by Nature" programming. A target Community Health Fair is scheduled for September. Regional Active Transportation Plan Project: funding agreement with UBCM to be completed for Goats Peak Connector Path, Gellatly Nut Farm and Kalamoir Regional Parks. Gellatly Nut Farm: TD Green Streets provided a $15,000 grant towards development of the Gellatly Nut Farm Regional Park Tree Inventory and Heritage Orchard Management Plan that has been received by the Board. Okanagan Centre Safe Harbour: North Pier Reconstruction project design underway then the project will be tendered. RDCO is currently awaiting announcement of Community Infrastructure Improvement Grant Funding of $150,000.

Regional Parkland Acquisition Project: Priority properties of interest identified and negotiations are underway. Agreements secured in 30% of properties identified in the 2013 acquisition capital budget. Acquisition announcements completed in 2013 for Woodhaven on March 22; Johns Family Nature Conservancy on April 10; Mission Creek Greenway on April 23; Glen Canyon on May 16. Glen Canyon Regional Park: 3910 Brown Road purchased for $1.18-million to extend park boundaries by 13.86 ha. This property will remain closed to the public until spring 2014 as the connecting trail will be designed and
built during 2013. **Johns Family Nature Conservancy Regional Park**: over 320 ha of land was donated by Nancy and Alfred Johns through the Central Okanagan Land Trust (COLT). The new park created by this land donation amalgamates the existing **Cedar Mountain Regional Park** lands into the new Nature Conservancy. The market value of these lands is estimated at more than $7.8-million. **Mission Creek Greenway**: The Greenway Loop became official due to the purchase of a 2.7 ha property and registration of a legal Statutory Right-of-Way for the 450m of trail along the south dyke of Mission Creek. A letter of access from Westbank First Nation makes the 2.5km public loop complete. The property was purchased through **Regional Parks Legacy Fund and Habitat Conservation Trust Fund**. This project was in partnership with the Mission Creek Restoration Initiative. Of the 116 ha of private land from Tolko Industries Tree Farm License 49 approved to be removed by the Ministry of Forests, Lands and Natural Resource Operations, **30 ha in the vicinity of Traders Cove**, is planned to be donated to the RDCO as parkland. **Woodhaven Nature Conservancy Regional Park**: 969 & 979 Raymer Road now extend park boundaries by 21.2 ha. A total of $6.9-million was used from the **Regional Parks Legacy Fund** to acquire the two properties in the south Mission area of Kelowna.

**Crown Land Park Land Community Nominal Rent Tenure (NRT) Applications**: A tour of outstanding NRT applications at Trepanier Creek, Black Mountain and Rose Valley Regional Parks was provided to senior staff from the Ministry of Forests, Lands & Natural Resource Operations. Ecoscape Environmental Consultants currently under contract for Regional Parks **Biophysical Inventories Phase 4**.

**Gellatly Heritage Regional Park**: Grassfire on June 12th burned more than 1.5 ha uphill and was stopped less than a meter from the wooden heritage buildings. Staff had recently cut back grass and weeds growing near the historical buildings and that defensible space helped to protect the heritage site. **Glen Canyon Regional Park**: For 2013 RDCO is contributing $30,000 and COLT is seeking complimentary grant funding for development of a park management plan. **Kalamoir Regional Park**: The Mike Passmore Trail was closed for one week due to a grassfire on July 20th. **Kopje Regional Park**: First annual ‘Old Fashioned Teddy Bear Picnic’ held on June 23, 2013. **Mission Creek Greenway**: Mindy Tran Memorial **Cottonwoods Bridge deck replacement** project has been further delayed due to complications related to crane equipment and working in proximity to high voltage FortisBC transmission lines. **Grasslands Viewpoint** collaborative design meetings completed and geotechnical consultant engaged for site assessment. Project review and site assessment for **Phase 3 (a) of the Mission Creek Greenway** proposed extension is underway. Draft operating agreement for the Greenway is completed and map schedule revision is proceeding. **Mission Creek Regional Park Playground**: Official opening July 11, 2013. Contributions of $10,000 from the Orchard City Lions Club and a grant of $15,270 from the Tire Stewardship BC Community Grant Program helped fund the new equipment and play area. **Mission Creek Greenway Closures**: The underpass at Casorso Rd and the south end of the Gordon Dr bridge underpass closed May 8 due to high runoff and rising water levels. After reopening on May 17, these underpasses were closed again on May 22, reopening June 21. A **nine kilometer section from Hollywood Rd to Scenic Canyon** closed June 10 due to high creek water levels and floating debris due to the heavy rain. **Rose Valley Regional Park**: the final 30 piles of debris collected on 50 ha of the park during the 2012 fuel modification project were burned away early 2013. **Knights Gate Properties** is seeking formal withdrawal of land from the park to support future road access to service a proposed subdivision of land off Westside Rd. The **Trepanier Creek Greenway** Rank 5 forest fire occurred on Sep. 9, 2012. Danger tree assessment and removal project completed as part of the fire rehabilitation management. The Trepanier Crk Greenway reopened to the public on July 26, 2013.

**Fleet Changes to June 30, 2013**: $10,170 generated from the sale of: 1994 Ford F250, 1996 John Deere 410B and 1978 M-Ferg tractor. **Two Nissan Frontiers** added to the Parks fleet for $49,815. To June 30, 2013 there were **108 incidents of vandalism for a total cost of $6,821**. Vandalism at the EECO on May 25, 2013, put two RDCO vehicles out of service for one week. This is an increase from June 30, 2012, with 53 incidents costing $2,650. Due to the warm spring weather **15 Regional District parks**, usually closed from Nov. 1 to the end of March, were able to open early for the Easter holiday weekend. There are 13 Regional Parks open year round. There will be **two versions of the Parks Guide** in 2013. The Summer-Fall edition was published in May and is currently available online. Registration
opened June 6 for **Summer Nature Day Camps** that will be held at Mission Creek and Bertram Creek Regional Parks during July and August. ‘Family Fun Zones’ were added to the Parks Program for 2013.

143 – Westside Community Parks

**Westshore Estates Community Park:** 2012 Community Grant funding of $80,000 received for an expansion to the park’s amenities. **Phase 2** soccer field goal area fencing is currently underway. Ball diamond and sports field project turf establishment contract awarded to Marc Langis. The **water system upgrade project** is proceeding. The April to October 2013 **Westside Parks Operational Maintenance Contract** was awarded to Su Casa Sustainable Landscaping Ltd for $14,300.

144 – Eastside Community Parks

**Joe Rich Community Hall Recreation Upgrades:** In 2012, grant funding in the amount of $224,000 was received from the Ministry of Community, Sport and Cultural Development to help fund **Sport Rink upgrades** including resurfacing of the sport box and board replacements for all season use of the sports facility. **Significant scope change** was requested by JRRATS early in 2013 prior to issuance of tender. Upon discussion with Provincial grant administrator and further review of the design and scope change options, it was agreed to proceed with the **original 2012 design.**

**Policing Liaison Services**

031 – 911 Emergency Number

A Board authorized **amendment to the 9-1-1 Emergency Telephone Number Service Contract** approved a 2013 budget for the service of up to $1.7-million. A consultant was approved to **review the requirements of the RCMP Southeast District 9-1-1 service** and provide technical support for a Request for Information and Request for Proposal process for the 9-1-1 service. **POMAX resourcing study** is being completed in partnership with other RD PSAPS. **Call Answer Levy study** was completed and the results provided to UBCM study consultant, Ian MacDonald, as required. The **issue of abandoned calls and the potential unexpected costs** of these calls are being explored. Currently there is no standard in place regarding abandoned calls. RCMP and Regional District Administrators group meeting took place January 2013 where the **proposed five year RCMP Memorandum of Understanding** and 2013 budget were discussed. To June 30, 2013, 105,997 9-1-1 calls were received. 9-1-1 calls in 2012 totaled 106,558 at June 30 and 237,567 for the year. RDCO, its emergency response agencies and telecommunication partners have created a more **detailed geographic database** to assist with emergency response in the Westside Road areas including Westshore Estates, Fintry and Killiney Beach. **Commissions being paid by Bell Mobility** total $10,020 at June 30. January to June **staff updates:** Term extensions have been implemented for two term employees. There are currently **seven vacancies** within the 9-1-1 function due to **four staff transferred** to become RCMP civilian members, **two staff on medical leave** and **one employee is filling the term position** in the Alarm control function. Although the available positions have been advertised there have been extreme challenges in filling the vacancies. The RD is coordinating with RCMP to ensure backfill. At June 30 the **RCMP have not provided invoice** for backfilling of vacancies. During Emergency Services Dispatch week, April 8 to April 14, 911 primary and secondary service providers encouraged residents to know what they need to do in a 911 call event. RDCO provides initial 911 call response services to nine regional districts throughout the BC Interior.

040 – Crime Stoppers

To June 30, the Program has been working closely with the “Green Team” by **supplying Tip information on illegal grow ops** in residential areas. **Over $3.8 million in illegal drugs** and six illegal weapons have been seized; **$71,260** in property has been recovered. The Program was recognized as the **Crime Stopper Program of the Year** at the BC Crime Stoppers Training Conference in Vancouver. The award was based on the Program’s **outstanding results and contributions in 2012** making the community a safer and better place to live. This was made possible by the contributions provided by Program partners, the Police, the Media and the citizens of the Central Okanagan. The Program also received a **Productivity Award** for providing tips to the Police which lead to the **recovery of over 9.2 million dollars of illegal drugs.** During **Crime Stoppers Month luncheon** interim RDCO CAO, Paul Macklem
was presented with an award from Crime Stoppers Society Director Dino Cabalfin, recognizing the Regional District for its ongoing and continued support of the crime-fighting organization. A UBCM student has joined the Board of Directors in an advisory capacity. As part of the Youth Initiatives, Fit4Defense youth project was completed with funding from the Crime Stoppers Society and the Program worked with three UBCO Engineering students to redesign the look of the webpage. In March the media features site that posts wanted criminals and unsolved crimes was infiltrated via a file that was uploaded to the website from an attacker originating in Morocco. This did not compromise the integrity of tip database which is secure, encrypted and separate from the media site. The 2013 Fund Raising Golf Tournament is scheduled for September 13th at the Harvest Golf Club. Funds raised at the annual tournament are used for award payouts. Seven rewards have been approved by the Crime Stoppers Board at June 30 for a total of $2,425. Crime Stoppers Website received 22,862 visits to June 30, 2013.

041 – Victims Services

New clients were 89% adult with the remaining eleven percent consisting of seniors, youth and children. Of the new clients, 73% were female. The number of new clients is decreasing, at June 30, 2013, new clients numbered 313, compared to 352 to June 30, 2012 and 404 new clients at June 30, 2011. 75% of Victim Services Clients are from RCMP referrals; 48% of Callouts are due to sudden deaths. There were 33 callouts to June 30, 2013 and 45 callouts at June 30, 2012. Number of callouts has decreased due to a variety of factors which include but are not limited to; type of incident, safety of staff, changes within RCMP system and personnel, and changes within RDCO staffing. Victim Services funding application with the Ministry of Justice was approved for the period April 1, 2013 to March 31, 2014. Police Victim Services of BC hosted its 28th Annual Training Symposium May 2 to 4 in Kelowna. A long-term service award was presented to one of the Program’s volunteers with over 15 years of service. Eighth National Victims of Crime Awareness Week was April 21 to 27. In 2012/2013 the Central Okanagan RCMP Victim Services provided over 5,600 hours of support services to victims of crime and trauma. In addition to regular victims services provided by 3 paid staff and 3 volunteers; staff is available 24/7 for police requested crisis response. Due to limited storage space for the more than 100 stuffed toys Walmart Canada donated to the Program, staff enlisted the support of several Kelowna elementary school principals to use the excess stuffies for the anti-bullying campaign in their various schools. The toys were used as rewards for various acts of kindness and for individual classroom campaigns.

042 – Regional Crime Prevention

An assessment of resource requirements was completed for the provision of Crime Prevention Services to residents on Westbank First Nation lands. Draft letter agreement and proposed RDCO - WFN Local Services Agreement amendment is under development with an anticipated September implementation date due to the request for staff to provide services outside of the RDCO service area. Potential Business Watch workshop is scheduled for the fall. Respect program was restarted and operational in the first quarter of 2013. For the program, community donations are used as recognition for the police to issue a positive ticketing when youth are observed acting in a responsible and respectful manner. Block Watch Crime Prevention Program had 15 participating neighbourhoods at June 30, 2013. Volunteer recruitment is up 10%.

039 – Crime Prevention Sub-Program Alarm Control

Many new registrations and inquiries have resulted from the ads for the Program placed in newspapers in Peachland, West Kelowna, Lake Country and Kelowna. The goal was to increase awareness of the program and to encourage home and business owners to register their systems with the program. Additional advertising is planned for the fall and 2014. Alarm Program Coordinator position is held by a term employee effective March 18, 2013, for coverage of a one year leave of absence.
Finance & Administration Services:

003 - Finance
The 2013 – 2017 Financial Plan was completed. Sick leave actuarial review also complete and estimates are reasonable. The 2012 Audited Financials resulted in no management letter issues and was approved by the Board June 24. Effective 2013, the format for Quarterly reporting will consist of summary highlights only until the yearend report, which will be inclusive of all data accumulated throughout the year. The number of website payments has significantly increased with the additional option to pay for composters and permanent dog license renewals online. To June 30, 2013, 2,442 online payments were made totaling $223,270 compared to June 30, 2012 with 1,055 payments totaling $114,325. 90% of the composter sales were paid through this online option, reducing in-house traffic. At June 30 there were 116 Personal Status Notices processed by payroll: 63 changes to employee status; 33 new employees / rehires; 10 end of employments and 10 leave of absences / return to work. Accounts Payable clerk went on a medical leave of absence. The term position was filled in August and procedures are under review. Senior Accounting Coordinator/Systems Analyst provided over 17 training sessions and was involved in more than 13 special projects including Vadim Maintenance Management, online Dog Licensing, Parks Class software updates, Vadim F9 module and assistance with Building permits and Business Licensing. Various projects underway in the first half of 2013 included the review of AP processes, exempt salary review and transition from HST back to GST / PST.

Purchasing Policy adopted February 2012 has resulted in savings for the first half of 2013. The total value of contracts awarded as a result of Tender/RFP processes from Jan 1 to Jun 30 was $1,292,740. The total tangible savings achieved as a result of Tender/RFP processes for the same period was $706,065. Effective 2013, monthly vehicle charge calculations reflect a cost allocation based on vehicle type and age. The average monthly costs for the first half of 2013: Emergency vehicles $193; Emergency vehicles older than replacement year $391; Non-emergency fleet $90 and non-emergency fleet over 10 yrs of age $180. The Vehicle Use policy is currently under review for development of new procedures.

005 - Human Resources
A six week Live Well - Eat Well Challenge was introduced in January 2013 to encourage and assist staff to have a healthier lifestyle. Six week Fall into Motion Challenge began March 25 to extend healthy efforts and intentions. RDCCO staff joined the Metro Community "Street Survival Pack" Challenge to help support those adults and young people in the community who are homeless or at risk. The number of RD staff participating in the United Way workplace giving campaign increased 124% for 2013 and resulted in the receipt of the Quantum Leap Participation Award. A Joint Leadership Wellness Program was established with CUPE to collaboratively strategize future wellness initiatives. The monthly Joint Consultation meetings involving CUPE and management, provides an opportunity to discuss upcoming labour management issues and foster a positive, collaborative and problem-solving relationship with the union.

At June 30 there were 116 Personal Status Notices issued: 63 changes to employee status; 33 new employees / rehires; 10 end of employments and 10 leave of absences / return to work. The WCB rate increased from $1.19 in 2012 to $1.20 for 2013. Average number of sick days per employee has increased from 2.57 days at June 30, 2012 to 3.26 days at June 30, 2013. At June 30, 2013 there were 6 Worksafe BC claims compared to 8 at June 30, 2012 and 14 at June 30, 2011. Grade 12 graduates of RDCCO employees may be eligible for a $500 academic scholarship offered annually through Encompass Scholarship Program. Great West Life benefits are provided through Encompass Benefits and HR Solutions. RDCCO and CUPE Local 338 co-sponsored BBQ was rescheduled for September. The Safety Committee has been renamed Occupational Health, Safety & Wellness Committee effective March 2013.
Corporate Services:

002 - Administration

Brian Reardon filled the position of Chief Administrative Officer on a permanent basis when the Interim CAO Paul Macklem's one year term ended April 15, 2013. Due to departmental restructuring the new position, Manager of Corporate Services was created. Corporate Services Coordinator Mary Jane Drouin was promoted January 1, 2013, to fill the position that oversees Corporate and Bylaw Services. The Executive Assistant position was filled effective May 27.

As a result of the service reviews, a bylaw amendment to remove the City of Kelowna and District of West Kelowna from Transportation Demand Management (TDM) is underway. Sustainable Transportation Partnership, an inter-municipal partnership that coordinates a regional delivery of sustainable transportation programs and projects, will replace TDM. Weed and Insect Control establishment bylaws also to be amended, removing District of West Kelowna.

A new Automated External Defibrillator (AED) is now available at the KLO office in the event of a cardiac emergency. The interior of the Administration Building painting and floor covering renovation occurred from June 12 to August 20, 2013. During 2012 the Shred-It recycling program provided enough paper recycled and turned back into usable paper products to save more than 97 trees.

007 - Electoral Areas

For 2013, tax impacts on the average home in the electoral areas reflect a $9.86 decrease in Central Okanagan West Electoral Area and a $15.22 increase in the Central Okanagan East Electoral Area. The primary reason for the increase in CO East is due to the shift in assessment values between the two electoral areas. The rate of decrease due to market value change in assessed values is greater for C.O. West than it is in C.O. East.

050 - Transportation Demand Management

The Regional Board approved participation in the Sustainable Transportation Partnership, an inter-municipal partnership that coordinates a regional delivery of sustainable transportation programs and projects. Through the Sustainable Transportation Partnership (STPCO) the City of Kelowna and District of West Kelowna will no longer be a part of the RDCO Transportation Demand Management service. The STPCO will assume this service at the City of Kelowna.

Bike to Work / School Week occurred May 27 to June 2, 2013 and 12 Bike Rodeos were hosted in area Elementary Schools. Transit summer service reductions were implemented with service reinstatements scheduled for September. A new Rider's Guide is to be released September 4th. Transit Advertising Franchise bus shelter audit has been completed. Kelowna General Hospital TDM Plan is ongoing; a HPASS to be created with the 2014 transit expansion. SmartTRIPS Neighbourhood Travel Program: Springvalley Neighbourhood started April 6th has been completed. The program survey is to be finished and followed by the final report.

083 - Westside Transit Services

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.

102 - Air Quality Monitoring

The informal service review requested by the District of West Kelowna has been completed and a recommendation has been adopted by the Board to request the Sustainable Transportation Partnership to look at assuming responsibility for the Air Quality Program. Open Burning Website update: a new online option for the open burning index is under development by the City of Kelowna staff. Open Burning season ended April 30, 2013. The program works with farmers to encourage the use of the Agricultural Chipping Program as an alternate method for disposing of wood waste resulting from orchard removal. To June 30 there were 9,185 cubic metres chipped for the Agricultural Wood Waste Chipping Program and 15 wood stove exchanges in the Central Okanagan.
Bylaw Services

RDCO joins more than 60 other local governments utilizing the Southern Interior Bylaw Notice Dispute Adjudication Program. The Program is designed to provide a simpler, speedier and more cost effective method of resolving minor bylaw infractions than going through the court system. RDCO determines which bylaws are to be included in the program and plans to use the new system to administer zoning, business licensing, animal control, water and other bylaw disputes more efficiently and effectively. Bylaw Notice Enforcement bylaw was adopted March 28, 2013 and is now in place.

046 – Dog Control
Due to organizational restructuring, the new position, Manager of Corporate Services was created. Corporate Services Coordinator Mary Jane Drouin was promoted January 1, 2013, to fill the position that oversees Corporate and Bylaw Services. As of March 2013, and after 2 years in RDCO care, a BC Supreme Court Justice accepted the proposal to have the dog Diesel anonymously adopted outside the Central Okanagan by a qualified dog rescuer. The Diesel case was an unusual, protracted legal action and cost an estimated $75,000 in legal fees to find resolution. Professional dog trainer, Brad Pattison, held a dog training session which included an outdoors practical hands-on segment. A pamphlet has been designed and the dog control webpages revamped to begin strategically phasing in service updates stemming from the 2012 Dog Control Service Review. 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. Cost effective Consent Orders are being utilized in inappropriate dangerous dog cases and redrafting of the dog bylaw is underway. 2013 Dog license renewals were sent to more than 12,000 dog owners throughout the Central Okanagan. Licensing rates are unchanged from 2012. New for 2013 dog licensing, dog owners that purchased a Permanent License tag during 2012 can easily renew and pay online at regionaldistrict.com/vdo. Permanent Licenses make up 20% of licenses issued (2,303 out of 11,481) at June 30, 2013. This has increased from 11.5% of licenses being permanent licenses at June 30, 2012 (1,286 of 11,122). Dog Control staff is targeting unlicensed dogs as resources permit. Rewards program and website “My Dog Matters” is scheduled for public release in August. A marketing summer student was hired to develop and assist staff with the rewards program. The Regional District website now has a link that provides information on each Regional Park that allows dogs on leash and links to parks in each municipality that allow leashed dogs. Aggressive and Dangerous Dog incidents will not be included in the Bylaw Notice Dispute Adjudication Program due to the complexity and requirement for a higher burden of proof and result in stricter measures of control. The three year Memorandum of Understanding with the SPCA has been renewed. The 1995 John Deere ATV was sold and two 2013 Nissan Frontier pickups were purchased for the department.

105 – Enforcement of Noise Bylaws
Four Special Events permits were approved for Kelowna Dirt Bike Club race activities at its facility adjacent to the Bear Creek Forest Service Rd. Noise regulations are waived for the permitted events.

115 – Enforcement of Noxious Insect Control Bylaws
The informal review process has been completed and the recommendation to no longer provide enforcement of the Noxious Insect Control services to District of West Kelowna has been approved by the Board. Amending bylaw for withdrawal of services is to be adopted with a December 31, 2013 effective date. At June 30, 2013, 20% of the complaints originate in West Kelowna (1 out of 5). Two term positions were filled for the 2013 April to October season.

116 – Enforcement of Noxious Weed Control Bylaw
The informal review process has been completed and the recommendation to no longer provide enforcement of the Noxious Weed Control services to District of West Kelowna has been approved by the Board. Amending bylaw for withdrawal of services is to be adopted with a December 31, 2013 effective date. At June 30, 2013, 21% of the complaints originate in West Kelowna (48 out of 230) and 29% of the West Kelowna properties required inspection (122 of 428). The Electoral Areas consist of 3% of the population. One percent of complaints and property inspections and 3% of enforcement orders occur in the Electoral Areas. To June 30, 2013, a total of 230 Complaints and 428 Property
inspections occurred. **Property Inspections have increased** compared to June 30, 2012, when total Complaints were 236 and Property inspections numbered 212. The number of property inspections varies as one complaint may result in numerous inspections. **Two term positions** were filled for the 2013 April to October season.

**Economic Development Commission**

**120 – EDC**

As a result of the informal review process, the Regional Board has endorsed **participation of all partners in funding the operation** and programs provided by the Economic Development Commission. The **Business Walks program** initiated by the EDC in the fall of 2012 has been recognized as **Best Practice on the Business Attraction Toolkit for BC Communities** launched by the Ministry of Jobs, Tourism and Skills Training. **Business Walks** was also awarded **Community Project of the Year** by the Economic Development Association of BC. May's **Manufacturing Business Walk** within the three Okanagan municipalities was designed to get a snapshot of how companies are doing, what can be done to help them and what their challenges are.

The **Agri-Tourism pilot project** spearheaded by the EDC brought successful experts in agri-tourism together with operators looking for assistance in starting up a business. The pilot program final phase took place in the first quarter of 2013 and the **Agri-Tourism Business Planning Program** is set to begin in the fall.

The EDC connected with more than **10 companies** looking to **develop export markets**. Industries represented included technology, manufacturing, agri-food, wine, as well as service businesses. Additionally, the COEDC's **Export Development Officer** conducted **15 site visits** to a wide variety of Central Okanagan businesses from a range of sectors including wine, biotechnology, advanced manufacturing, agriculture and professional services.

**Attraction and Retention of Workforce:** The COEDC participated in **five European recruitment trade shows** resulting in follow up with a number of technology companies and 110 individuals including 8 entrepreneurs; **99 foreign clients** who are currently in the Okanagan have been assisted. **Twenty eight local employers** requested assistance with Foreign Worker issues; Work Permits and BC Provincial Nominee Program (PNP) applications were the most requested concerns. An **EDC/Foreign Skilled Worker coordinator workshop** was conducted at the Kelowna Community Resources for their clients (new immigrants) and an **Employer Seminar on Labour Market Opinions** was hosted in May with 25 local employers in attendance. **Twelve inquiries from individuals** looking at the potential to purchase a business and submit a BC PNP – Regional Business application were also received.

As a result of the **Okanagan Young Professionals (OYP) Collective** supported or solely organized activities, **$115,000 of funds and services were raised** for non-profit groups and over 600 people attended these events. The brand awareness and the impact in the community is rising for the OYP.

The winners of the **2013 Dragons' Den Edition of the Young Entrepreneur Program (YEP) Competition** were announced at an Awards Dinner held at Okanagan College May 30th beginning with a Student Trade Show. **Seventy four teams** signed up to compete. Nearly 70 professionals from the business community participated as judges and prize money awarded totaled $7500. Fundraising for the 2014 program will begin again this fall.

As part of the **Alberta Recruitment** initiative, the EDC facilitated an **Okanagan presence at Ft McMurray's largest trade show** with an attendance of over 15,000 people. Worked in partnership with the development community/industry from Peachland, West Kelowna, Lake Country, as well as other communities set outside the Central Okanagan region to target and promote the Okanagan for families to settle. The Commission is partnering closely with Canadian Home Builders Association and Urban Development Institute in the **development of an Okanagan Lifestyle and Relocation Guide**.
With funding support from the Federal Department of Foreign Affairs and International Trade Canada, the EDC has unveiled a newly designed and optimized website, www.investkelowna.com. To June 30, 70 site visits were conducted and 23 presentations were delivered to local business and community groups. Approximately 192 individuals were made aware of the Commission’s programs and services through staff representation at regular and special events.

Through participation in the Okanagan Valley Economic Development Society (OVEDS), the Commission published the first Okanagan Valley Economic Profile. This technical document to be used in the creation of promotional materials and as a primary resource in investment attraction activities can be accessed on the investkelowna.com/resources web page.

Board

001 – Board
Effective May 1, 2013, alternate director for the City, Councilor Luke Stack officially replaced Councilor Andre Blanleil as a Director for the City of Kelowna. Per Board agreement, a regular rotational cycle of prioritized reviews of regional programs and services is to be developed.

001S – Board Sub-Program Corporate Communications
27th RDCO Annual Review was completed; a 43-page publication available online or in print that provides an excellent overview of the Regional District’s activities, programs and services provided for residents across the Central Okanagan. Implementation of the new RDCO website Content Management System allows for a more up-to-date statistical capturing program that provides a more accurate and detailed monthly accounting of website use. Plans are underway to complete the first major overhaul and updating of the internal intranet site, ‘The Loop’ during 2013.

Media interest remained very high in the first quarter due to the Supreme Court ruling regarding the appeal of 'Diesel' by the former owner of the dog. Changes to the Dog Control Service were addressed due to the early implementation of the Dog Control Service Review recommendations, including planning for the impact this will have on internal and partner organizations. Of prime focus were media interviews on the new My Dog Matters responsible dog owners’ rewards program, while publicizing that there will be zero tolerance and stiffer fines in 2014 for dogs found without a license. The Bylaw Adjudication Program was also introduced to the public.

Four Parks Legacy Fund events were held to inform the public about new Regional park acquisitions. Vigorous promotion of many Parks Services programs and activities occurred during the winter months with several new programs available for the public including 'Families in Parks', 'Winter Tracks and Treks' and 'Spring Discovery' which was held in Lake Country for the first time. There was also extensive media coverage of the various programs, activities and events held during the second quarter through the advance release of monthly Public Service Announcements.

Spring runoff water watch information was provided with referencing to cordemergency.ca. Emergency Operations Centre program plans included news releases during the second quarter to promote individual property owners flood preparedness and preparing families during Emergency Preparedness Week, May 5th to 11th. Ten news releases processed directly related to the Regional Emergency Program, seven of which updated the flood season status and continually encouraged property owners to make preparations to protect their properties from potential flooding. Two additional news releases related to a Local State of Emergency declared to address issues with a flooded property near Mission Creek in Joe Rich.

On the Environmental Services front, several news releases and media interviews were done for the Mosquito Control program and advertising was booked for quarter three to encourage property owners to reduce or remove mosquito breeding habitat. Several water quality advisory news releases were sent between April and the end of June affecting three RDCO water systems. Through a grant from the
BC Water and Waste Association, a successful promotion was held for tours of the Westside Regional Wastewater Treatment Plant.

**011 – Regional Grants**

The Terms of Reference have been approved for the committee that will review the Regional Grant-In-Aid Program. BC Grape Growers Association received $20,450 for the Starling Control program, previously recorded in cost centre 118. As of August 15th all Grants in Aid have been paid out.

**Regional Hospital District**

Construction began on the new Interior Heart and Surgical Centre to which the Regional Hospital District is contributing over $91-million along with major renovations to the Royal Building.

**037 – Social Development**

Community Open House on May 8 during National Mental Health Week provided a unique opportunity to link with another community event occurring concurrently on the same site so people had an opportunity to explore local mental health and related resources in addition to gaining information from the Early Childhood Development Table supported by CATCH (Community Action Towards Children’s Health) as well as Children & Youth with Special Needs resources.

Social Development Coordinator (SDC) partnered with the West Kelowna Okanagan Boys & Girls Club and Westbank United Church to raise awareness about Youth Homelessness. A Community Forum on Youth Homelessness in West Kelowna was held on May 7th with a successful outcome of awareness raising, open dialogue and community engagement. Currently the focus is around identified food security, housing (emergency/longer-term) and transportation needs.

RDCO staff joined the Metro Community "Street Survival Pack" Challenge at the suggestion of the SDC, to help support those adults and young people in the community who are homeless or at risk.

Crossroads Integrative Addictions Centre announced closure of detoxification unit and residential treatment effective June 26, 2013. SDC responded to community concerns, media information requests and interviewed with CBC Radio about community resources, statistics on intoxicated drivers report as well as Interior Health Authority (IHA) Regions’ highest overdose hospitalizations in Province. In April, IHA accepted submissions for a 2-year interim RFP [BC Bid] for alcohol and/or other drug residential treatment as well as detox services within the Central Okanagan. It was announced on June 18, the Bridge Youth & Family Services was awarded the contract for both detoxification & residential services.

Pending funding cuts quietly announced for termination of a ‘high risk’ client support program operated by PIERS. SDC met with the organization impacted about potential risks for current clientele and community-at-large and a letter of support was provided pertaining to the need for this service, advocated to a potential future funder.

SDC held a meeting at Metro Community with community outreach/related employees and Evangel Church volunteers to receive feedback regarding the re-launched ‘community evening outreach volunteer/service provider program’ as well as to review some challenging client behaviours in recent months. The meeting outcome was, once a month, on a rotating schedule facilitated by SDC, employees from 14 participating organizations will continue to attend Metro Community for after-hours engagement and support of high risk populations, including youth.

SDC, in collaboration with Kelowna Community Resources is currently developing a Shelter & Supportive Housing Quick Reference Guide to be available on the new Homelessness Partnering Strategy service provider website. This KCR site will be officially launched in September.
The 2013 Living Wage calculation for the Regional District of Central Okanagan is up an average 4.9% over the previous year's figure ($17.17). To keep the two parent, two child household out of extreme poverty, each adult must be employed full-time and earn at least $18.01 per hour in order to meet their family's most basic needs.

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

This is for your consideration.

Submitted by:

M. Rilkoff
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Approved for Board's Consideration

Brian Reardon, CAO