



Agenda No: 6.1

Mtg. Date: Sept 11 / 14

Governance & Services Committee Meeting

TO: Governance & Services Committee
FROM: Marilyn Rilkoﬀ,
Director of Finance and Administrative Services
DATE: September 4, 2014
SUBJECT: Quarterly Program Measures Report, Year to Date June 30, 2014

Prepared by: *Donna Adams, Accounting Analyst*

RECOMMENDATION:

THATThe Quarterly Program Measures Report Executive Summary, Year to Date June 30, 2014 be received for information.

Purpose: To report on 2014 annual activities as set out in the 2014 – 2018 Financial Plan.

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:

Community Services:

004 -- Engineering Services

Effective June 2014, **MPulse Asset Maintenance Software** was implemented for a cost of \$5,700.

047 – Mosquito Control

There were **67 monitoring events with larvae identified** in the known 191 breeding locations for mosquito larvae. **372 kg of larvicide** was applied to June 30, 2014. The **Program was initiated two weeks earlier than usual** in an attempt to capture early season hatches in the Mission Creek and Roberts Lake areas. Cool spring temperatures resulted in a **higher than normal number of adult mosquitos** living longer without the hot weather to reduce the population. **Catch basin treatments** started on July 2, 2014.

Approved for Board's Consideration


Brian Reardon, CAO

091 – Septic Tank Disposal

A **2% increase in the septage disposal fee** was put into effect January 1, 2014, changing the rate from 38.64/m³ to **\$39.41/m³**. **Expansion of the facility continues** in 2014 and is on budget. **Disposal fees at the facility will be reviewed** after the current plant expansion and upgrade is complete and a new agreement is in place between the Regional District and District of Lake Country. Lake Country's completion of the \$7 million upgrade of the septage facility is expected in the fall.

301 – Killiney Beach Water System

In 2014, the **annual residential user fee rate** increased from \$408.00 to \$416.16 and **asset renewal fees** increased from \$482 to \$582. **Two 50 Hp variable frequency drives** purchased for \$12,894 are to be installed at the Lake Pump house. Online monitoring equipment has been replaced.

303 – Falcon Ridge System

Request for Proposal closed July 29, 2014, for the **Water System Design Upgrade**. In 2014, the **annual residential user fee rate** increased from \$479.00 to \$489.00 and **asset renewal fees** increased from \$409 to \$459. **Water Quality Advisory** issued on April 23 was lifted July 4 due to the decrease of turbidity in the source water.

305 – Sunset Ranch Water System

In 2014, the **annual residential user fee rate** increased from \$320.28 to \$326.70. **Asset renewal fees** and **water investment fees** remained unchanged at \$219 and \$1,800 respectively. **One 100 Hp variable frequency drive** purchased for \$9,250 is to be installed on Well Pump No. 1 for flow control.

306 – Trepanier Bench Water System

In 2014, the **annual residential user fee rate** increased from \$1,326.00 to \$1,352.52 and **asset renewal fees** increased from \$532.00 to \$682.00. **Water Quality Advisory** issued on April 17 was upgraded to a **Boil Water Notice** on May 5 then removed May 27 due to the decrease of turbidity in the source water.

307 – Westshore Water System

Final engineering work was completed and a Request for Proposals (RFP) closed May 13, 2014, for the **Westshore Pressure Reducing Valve (PRV) Upgrade project**. Notification of Water Service Interruption was issued July 29th for planned service outages during the **replacement of two PRV chambers** at the Evergreen and Lakewood Stations from August 1 through August 13, 2014. In 2014, the **annual residential user fee rate** increased from \$408.00 to \$416.16 and **asset renewal fees** increased from \$432 to \$532. **Water Quality Advisory** issued on April 10 due to suspected vandalism at the upper reservoir was lifted April 15 as additional testing indicated no adverse effects on the water quality. **Fencing around the upper reservoir** was installed for security reasons at a cost of \$9,500.

310 – Upper Fintry/Valley of the Sun Water System

In 2014, the **annual residential user fee rate** increased from \$408.00 to \$416.16 and **asset renewal fees** remained unchanged at \$200 for the year.

401 – Westside Sewer System & Treatment Plant

On June 12, 2014, a **Budget Amendment was approved** by the Board relating to the increase in the Biosolids Transportation Plan. The direction from Interior Health to not proceed with the disposal of Biosolids at the Brenda Mines site has resulted in a **budget increase of \$355,200**. The RD is proceeding with an Expression of Interest to identify and evaluate management options for biosolids.

The average daily flow is 9,513m³/day; to June 30, 2014, **1,722,000 m³ of effluent** has been treated. Supplier change for the purchase and delivery of Alum will result in **projected savings of \$15,500** in 2014.

2014 Projects: Recommendations from the **Odour Control Assessment** completed in 2013 were implemented in 2014 which included the initiation of the **odour monitoring program** in partnership with the University of British Columbia and modifications to the Biofilter. An air balance on the HVAC system was completed in May to assist in the reduction in **Hydrogen Sulfide (H₂S)**. CMH2 Hill provided the

Biofilter Improvement assessment for a contract cost of \$10,000. Recommended improvements of the biofilter assessment are 90% complete at June 30, 2014. **Transformer purchased** for \$30,900 is awaiting installation. **WWTP Landscaping Project:** Landscape Design completed in May for \$8,900. Request for Proposal closed July 31, 2014, for implementation of **Landscaping Phases I and 2**. Twelve foot chain link **fence extension** was completed for a cost of \$5,400.

470 – RDCO Lift Stations/Collector System

New pumps were purchased for \$107,600, after multiple retro-fit options for the **Casa Loma Pump Configuration** were considered.

471 – WFN Lift Stations/Collector System

Elk Road lift station has been brought into the RD Public Works maintenance system and not turned over to the Regional District as was previously stated in 2013 reporting.

499 – Ellison Sewer System

Annual asset renewal fees (previously referred to as sewer maintenance fees) increased from \$97.92 in 2013 to \$99.84 in 2014. **Sewer utility charges** were \$296.04 in 2013 and increased to \$302.04 for 2014.

Solid Waste Management:

A **one year contract for recycling depot and transfer station services** with OK Environmental Waste Systems will be utilized to monitor impacts related to the recently expanded provincially-regulated recycling program operated by Multi-Materials BC.

092 – Westside Transfer Station

Tonnage transferred offsite to June 30, 2014, has increased when compared to June 30, 2013: Wood waste by 12%, Garbage by 6% and Yard waste by 2%. **Capital expenditures** total \$6,300 for improvements to the trailers and onsite trailer bay.

093 – Westside Sanitary Landfill

Ministry of Environment approval in principle was received for the proposed final cover system. **Two sources of cover material were identified** and suitability analysis of cover material was completed. Engineering work on surface water management and landfill gas management was also completed.

094 – Solid Waste Management

The **new Provincial Recycling Program** was launched May 19th. Effectiveness of the program will be evaluated in the third quarter and additional education provided where required. **Curbside collection Radio Frequency Identification System** to June 30, 2014, identified **1,415 offenders** and **194 reoffenders**. This is a 25% and 29% increase respectively from identification of offenders in 2013 to June 30. There were 850 participants in the 2014 **Community Clean up**. To June 30, 2014, **waste collected has increased 18% in the construction sector**, 8% at the Glenmore Landfill, 7% in the residential sector and 3% in the commercial sector when compared to June 30, 2013. There were **3,066 household hazardous waste** users to June 30, 2014, a 12% increase compared to 2,686 customers at June 30, 2013. Three types of **Composters were available for pre-order** from March 1 to March 31 including a new one-piece backyard composter, the FreeGarden Earth. The first of the bi-annual **Trunk Sales** was held on May 24, 2014.

095 – Solid Waste Collection

Residential garbage quantities have increased 3% at June 30, 2014 when compared to June 30, 2013. **North Westside Bulky Household Items disposal** was in effect at the North Westside Rd Transfer Station from June 25 to July 7, 2014. **Special Hazardous Waste - Electronics round up** was held on July 26, 2014, at the North Westside Road Transfer Station.

096 – Recycling Program

The **new Provincial Recycling Program** was launched May 19th. This province wide Packaging and Printed Paper program introduces an expansion in the types of materials accepted for recycling.

Compared to June 30, 2013, **recyclables** and **glass collected from depots have decreased by 1.4%** and **26.1%** respectively to June 30, 2014. Tonnes of **recyclables processed** at Metro have increased from 5,665 at June 30, 2013, to 6,608 at June 30, 2014.

Planning Services:

110 – Regional Planning

Regional Growth Strategy Bylaw No. 1336 was adopted June 23, 2014. Final draft of the **Bio-Diversity Conservation Strategy** completed and reviewed. Mapping was distributed to the Community Mapping Network and a presentation was made to the Okanagan Collaborative Conservation Program. The Regional District Foreshore Plan has been updated to include the **Foreshore Inventory Mapping**. **OBWB grant funding of \$20,000** was approved for the **Regional Floodplain Risk Assessment & Mapping** project. Consultant Clarke Geoscience was hired to assist with project scope.

111 – Electoral Area Planning

In March 2014, a **Provincial Court judgment upheld the integrity of Zoning Bylaw No. 871**, confirming validity and correct application of the Agri-tourism definition. Resolution of the **Fringe Area Planning cost sharing agreements** is projected for the fall of 2014. Amendments to Zoning Bylaw No. 871 to June 30, 2014 included **Migrant Farm Worker Housing** regulations adopted March 24, 2014 and **Medical Marihuana regulations** adopted May 26, 2014. The **Joe Rich Rural Land Use Bylaw No. 1195** has also adopted the Medical Marihuana regulations effective May 26, 2014.

Application fee revenue was **\$6,879 to June 30, 2014** a significant decrease from June 30, 2013 when application fee revenue totaled \$21,220. At June 30, 2014 there have been **zero lot subdivisions** and **84 total applications** received compared to June 30, 2013, when 33 lot subdivisions and 90 total applications received.

Fire & Protection Services

019 – Electoral Area Fire Prevention

Improvements in joint purchasing for the four paid-on-call fire departments has resulted in cost savings in turnout gear and air compressor acquisitions. **Improved communications has optimized training;** including use of the North Okanagan Regional District facility to save associated training costs. Standardized Incident / Accountability Command Board structure has been put in place.

Regional Rescue Service Review continues to be reviewed by all partners. Dispatch, Core and non-core services are being investigated by each partner to determine costs and structure of the program. Effective January 1, 2014, firefighter wages are **paid on a quarterly basis**.

A Letter of Understanding has been signed by all parties regarding a new framework for cooperation between Central Okanagan Search and Rescue (COSAR) and the RD. The **agreement sets out roles and responsibilities during search and rescue emergencies** to help with effective deployment of resources and to help minimize duplication of services between Regional fire departments and COSAR.

021 -- Ellison Volunteer Fire Department

Energy improvements were completed at the Ellison Fire hall by converting to natural gas furnace and water heater. Lower greenhouse gas emissions will result from the project financed through **Community Works - Gas Tax Funds**. Turnout Gear purchases totaled \$1,300 at June 30, 2014. Fire fighter, Phil Scott, has received an **Exemplary Service Award** to mark three decades of service to the Ellison community.

022 – Joe Rich Volunteer Fire Department and Community Centre

Nine percent of the callouts (2 out of 22) were **outside of the service area** at June 30, 2014. Awarded to Stantec Consulting for a contract cost of \$14,400, the predesign report for the **Joe Rich Cistern Project** is underway. **Three new bay doors** were installed at Station No. 51 for \$7,500.

023 – North Westside Volunteer Fire / Rescue Department

Ten percent of callouts (3 out of 30) were **outside of fire protection area limits** at June 30, 2014. **The Boathouse, designated Station 103**, was commissioned upon completion of the service power upgrade final cost of \$7,960. The **1979 Mack Pumper fire truck was sold** for \$11,430.

024 – Wilson's Landing Volunteer Fire Department

Mini 42 replacement, a Fire Rescue Bush Truck, was awarded to Hub Fire Engines for a contract cost of \$183,630. **Jordair Mini-Kat air compressor** was purchased for \$29,500 with gas tax funds to greatly improve the efficiency and safety of callouts requiring use of a breathing apparatuses. Gas Tax funding was also approved for the **emergency generator** acquisition to enhance operations and communications in the event of power disruption.

030 – Regional Rescue Service

Regional Audit Committee was formed to undergo a **full audit of the Regional Rescue Equipment**. Data will be utilized to structure ongoing long-term reserves. Negotiations are ongoing with the District of West Kelowna for the **provision of non-core Regional Rescue Program Services** on the west side of Okanagan Lake. The **Core Service Review** continues in 2014 with the current focus on Regional Dispatch.

Regional Dispatch processed **6,881 calls** to June 30, 2014. This is a **5% decrease** in volume compared to 7,256 calls processed to June 30, 2013. **All Dispatch Standards were met** from Jan. 1 to Jun. 30, 2014: The **Emergency Operation Centre (EOC) was activated** April 30, 2014, to support the District of West Kelowna. **Erosion of Smith Creek slopes** on April 7 caused concerns for the stability of Gellatly Rd and a **Declaration of State of local emergency was issued on May 7** and remained in effect until July 12 when repairs were completed and the area was safe. The Regional Emergency Program **facilitated the recovery of many of the expenditures** relating to the event.

To June 30, 2014 the Regional Emergency Program **activated the Emergency Support Services (ESS) sixteen times** and provided support for 50 adults, 18 children and a variety of pets that were displaced. Effective for the 2014 Wildfire season, the EOC Information Office expanded the **public information area** to **include Facebook and Twitter** as tools during any emergency response. Technological tool tips were provided to residents during **Emergency Preparedness Week** May 4-10.

The **two replacement Marine Rescue Boats** and Boat Trailers for Lake Country and Peachland were delivered by Kanter Marine Inc. on June 27, 2014 and will be put into service once training is complete.

Inspection Services

043 – Business Licenses

At June 30, 2014, **Total Business Licenses: 188**. At June 30, 2013, there were 169 businesses licensed. **Locations of businesses licensed:** 172 RDCO East & West and 16 out of area.

044 – Building Inspection

Tax requisition for building inspection continued in 2014 in order to maintain a consistent level of building inspection services. **Building permit applications** are increasing, resulting in higher revenues as reflected with **\$65,975 in fees collected to June 30, 2014** compared to \$51,763 to June 30, 2013. To June 30, 2014, **60 building permit applications** have been made and **41 building permits were completed**. Building permit applications to June 30, 2013, totaled 77. **Stop Work Orders** continue to increase compliance and ensure building codes are met. **Sixteen Stop Work Orders have been placed** in the first half of 2014 on construction projects found underway in the two electoral areas compared to

eleven Stop Work Orders placed in the first half of 2013. **Field inspection reports also continue to increase** and are complaint based or are the result of unauthorized activity. These inspections may initiate stop work orders, building permit, development or licensing applications.

Parks Services

121 – Ellison Heritage Community Hall

A **new operational agreement** has been drafted and is ready for review and completion. **Energy improvements** were completed at the Ellison Heritage Community hall by converting to a natural gas furnace and water heater. Lower greenhouse gas emissions will result from the project financed through **Community Works - Gas Tax Funds**. Upgrades to the infrastructure to accept natural gas scheduled for the fall.

123 – Joe Rich Community Hall

A new **five year Operation and maintenance agreement** with the Joe Rich Ratepayers and Tenants Society was approved by the Regional Board. The renewed agreement continues to see the Society managing hall operation and maintenance, including capital requirements.

126 – Killiney Community Hall

RDCO Senior staff initiated a review of the current **lease agreement terms and conditions** associated with NWCA Community Hall building tenancy on RDCO lands. Options associated with a potential renewal of the RDCO - NWCA lease agreement will be targeted for presentation to the RDCO Board prior to Q4.

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. **Regional Parks Biophysical Inventories Phase 5** final staff review and approval has been completed. Ecoscape Environmental Consultants will be completing the works for a contract cost of \$21,500.

Regional Parkland Acquisition Project: Priority property negotiations were nearing completion at June 30, 2014. Property acquired in 2013 for a **Glen Canyon Regional Park** extension was subdivided and the surplus property sale was completed in May 2014.

Strategic Wildfire Prevention Initiative: Operational treatments are completed in Coldham, Stephen's Coyote Ridge and Scenic Canyon Regional Parks. **Strategic Wildfire Prevention funding** in the amount of \$23,835 has been received to conduct wildfire prevention treatment on Black Knight Mountain.

The long term property management plan for **Johns Family Nature Conservancy** Regional Park is in its final stages. Two Open Houses were held to collect input from residents and neighbours of the park.

Mission Creek Park Grasslands Viewpoint is complete. Construction of the Viewpoint was awarded to Cabin Forestry Services for a contract cost of \$27,500. Gabion baskets purchased for \$12,270 were modified for viewpoint seating, interpretive pedestals, benches and landscaping have been installed as part of the project. The Viewpoint is being **funded through the Friends of Mission Creek**. The agreement between the RD and the City of Kelowna has been renewed for an additional five years for the management and operation of **Mission Creek Greenway Regional Park**.

Okanagan Centre Safe Harbour: North Pier Breakwater contract awarded to Burton Marine Pile Driving Inc. is complete for the breakwater demolition and reconstruction. Section 9 Water Act **approval was received from the Province for the public walkway** extending along approximately 50% of the new breakwater structure. **Federal Government Community Infrastructure Program grant monies of \$150,000** were awarded for the North Breakwater reconstruction.

The Freshwater Fisheries Society of BC, the Habitat Conservation Trust Fund and the Province of BC has offered a **\$20,000 donation** for the installation of a **floating dock at Shannon Lake Regional Park**. An Open House was held on June 24, 2014, for the proposed 48 foot main dock with guardrails and 32 foot long connecting walkway.

To June 30, 2014, **sections of the Mission Creek Greenway were closed** for dike integrity vegetation maintenance. **Controlled burning** was also completed to dispose of fire hazards fuels in Stephens Coyote Ridge, Coldham, Rose Valley, Glen Canyon and Scenic Canyon Regional Parks. Springfield-Durnin Rd **Access was closed to Mission Creek Regional Park** for three weeks in April due to the intersection undergoing safety and operational improvements by the City of Kelowna.

Rising spring runoff water levels forced the closure of two underpasses along the **Mission Creek Greenway** on May 17 and June 13. Creek levels and flows stabilized to reopen the underpasses May 27 and June 19 respectively. **Lakeshore Rd construction upgrade** is ongoing to November and has eliminated access to the Mission Creek Greenway from Lakeshore Rd. **Mount Boucherie Regional Park Access closed** July 16, 2014, as a result of the ongoing firefighting efforts on Mount Boucherie.

Regional Parks held a **'Move for Health Tracks Walk'** May 7, 2014, with funds provided by BC Recreation and Parks Association for participation in the Move for Health Week program.

Staff resources review completed with the implementation of departmental reorganization put into effect in June 2014. The **Parks Service Review** process was initiated and a report is to be presented to the Board in the fall.

Policing Liaison Services

031 – 911 Emergency Number

Effective November 18, 2014, the initial **911 call answering service will transition** from the Kelowna based RCMP Operational Communications Centre to E-Comm, a service provider located in Vancouver. **After extensive review and negotiations, a five year agreement was signed** by the Regional Districts that continues with public safety as the top priority and projects a 25% reduction in overall program costs. Staff continues to collect information from Telus, information on the abandoned calls issues and **assists with numerous requests from E-Comm** for the transition of the service.

040 – Crime Stoppers

Although **Tips are higher** when compared to June 30, 2013, **\$398,000 in illegal drugs seized** and **\$27,000 in property value** recovered to June 30, 2014, **is significantly lower** than the over \$3.8-million seized and \$71,260 recovered to June 30, 2013. The Program continues to receive tips on illegal grow operations but **due to a recent court challenge no prosecutions are able to be done**; therefore, searches are not being conducted and **seizures are not being made**. Crime Stoppers continues to provide Police with information on problem houses where there is suspected trafficking of drugs such as heroin, crack cocaine and crystal meth. These residences are also suspected of trafficking in stolen property.

Central Okanagan Crime Stoppers has partnered with the Integrated Municipal Provincial Auto Crime Task Force (IMPACT) and developed a program to help prevent the theft and the recovery of stolen ATV's, Snowmobile, Boats and Trailers. **The recovery of two snow machines and a stolen trailer** can be attributed to this new program. The Board has also endorsed participation with the FortisBC – **Theft of Energy Crime Prevention Initiative**. The Program will receive anonymous tips regarding the theft of electricity and natural gas, forwarding the information to the utility for investigation.

The Program has been **successful in identification of two prolific graffiti taggers** who have since been arrested and are facing charges. One tagger was responsible for approximately \$250,000 in damage to various properties and businesses in the District.

A number of tips were received on the Ausman and Aimee Parkes homicides that were forwarded to the investigators. The **Crime Stoppers Program is a part of the Kelowna Detachment Crime Reduction Team** and works closely with the Crime Analyst by sharing information on prolific offenders and identifying problem crime areas.

To June 30, 2014, **Crime Stoppers Website** received 40,425 visits and **You Tube views** numbered 3,386. **Twitter and Facebook are used to promote the program** and a new initiative is underway to feature unsolved crimes, cold cases, and missing persons files in a **Crime Watch Magazine** to be distributed throughout the Central Okanagan. Sponsorship is being solicited for this initiative. **The 2014 Fund Raising Golf Tournament** is scheduled to be held September 14th at the Harvest Golf Club.

041 – Victims Services

New clients were 85% adult with the remaining fifteen percent consisting of seniors, youth and children. Of the new clients, **73% were female**. To June 30, 2014, **new clients numbered 371** compared to 313 new clients to June 30, 2013. **76% of Victim Services Clients** are from RCMP referrals.

Victim Services funding application with the Ministry of Justice **was approved** for the period April 1, 2014 to March 31, 2015 in the amount of \$80,190. Per the Ministry of Justice, Victim Services contract, **protocols between the police based victim services and the community based victim services program** were signed in January 2014. The protocols **to formalize the referral process** between the police based and community based victim services programs were delayed due to staff from the community based program not engaging in the process by the July 2013 due date. The 2014 – 2015 contract year protocols to be reviewed. **Department of Justice Canada grant of \$7,200 was approved for the Program** to host an awareness event, "Hidden Facets of Victim Issues and Worker Care" during national Victims of Crime Week, April 6 – 12, 2014. A **second grant in the amount of \$1,508.07** was received to assist with staffing costs.

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** was secured at June 30, 2014.

Successful Business Coupon Campaign for the **Respect Program** with coupons turned over to School Resource office and Westbank First Nation to assist with youth related programs. Research is complete for the **Business Watch Program**; implementation has been delayed due to the availability of RCMP resources. A **Theft From Auto Education and Awareness** campaign was held in March in Peachland, West Kelowna and Lake Country. **Theft From Auto Crime Prevention** campaign was held in June. **Block Watch Crime Prevention Program** has 21 participating neighbourhoods at June 30, 2014, including a recently added neighbourhood in Lake Country. The **Bike Theft Prevention Program** was launched during the second quarter.

039 – Crime Prevention Sub-Program Alarm Control

The term position for the alarm program has ended and **full time Alarm Coordinator has returned** from a Leave of Absence. Due to the numerous staff changes since 2011 the Program is focusing on overall **consistency in program operations and service delivery**.

To June 30, 2014, the number of **False Alarms was 1,213**. To June 30, 2013, False Alarms numbered 1,123. The number of **new permits issued** at June 30, 2014 was **529**, a 24% increase over the 400 issued at June 30, 2013. The Program ran an advertising campaign in June 2014 to promote the false alarm program to residents. The **Alarm Coordinator worked with the RCMP and the security company** for a property acknowledged as having an excessive number of false alarms to develop an action plan to reduce the number of false alarms.

Finance & Administration Services:

003 – Finance

Finance completed the 2014 budget in a timely fashion and the **2014-2018 Financial Plan was adopted** March 28, 2014. **The 2013 audits** for Regional District, Hospital District, and contracted Sterile Insect Release Program & Okanagan Basin Water Board were completed and all received **clean Management Letters** from the auditors BDO Canada LLP.

The **Regional District has entered into a ten year Community Works Fund Agreement with the Union of BC Municipalities (UBCM)**, which administers the Federal Gas Tax funding program with the Canada and BC governments. Under the new agreement, the RD is eligible for bi-annual payments of \$320,835 for 2014 and 2015.

The number of **website payments has continued to significantly increase** with implementation of the Online Dog License website renewals. To June 30, 2014, **5,846 online payments were made totaling \$296,347** compared to June 30, 2013 with 2,442 payments totaling \$223,270. Effective June 2014, **Septic billing payments** are no longer accepted online.

Senior Accounting Coordinator/Systems Analyst implemented training for the newly launched Vadim Explorer in addition to **streamlining the online payment processes** for Dog Control, Alarm Control and Business Licenses. New for 2014, journal vouchers entered into the **General Ledger have documentation scanned** and attached to the voucher for electronic referencing.

Employees were notified of the increased rate for Municipal Pension Plan contributions effective July 1, 2014. **Employer rates increased** from 8.93% to 9.94% as anticipated in the 2014 budget process. Finance provided information regarding the new **Canadian Anti-Spam Legislation** that was put into effect July 1, 2014, which resulted in an organization wide review for compliance of electronic messages originating in all departments.

The Board approved a new **Finance Accounting Technician** employee and the position was filled effective August 27, 2014.

Purchasing Policy was amended effective February 24, 2014, to put in place Board approval for any sole source purchase exceeding \$75,000, except where the CAO deems the purchase urgent and delay would be injurious to the public interest. An **updated Purchase Requisition Form** was made available in March to assist with proper completion and approval requirements. Continuing in 2014, monthly vehicle charge calculations perform **cost allocation based on vehicle type and age**.

005 – Human Resources

Preparation has commenced for the upcoming **Collective Agreement negotiations**. The current contract expires December 31, 2014. Effective April 1, 2014, the union employee's **Group Benefit Plan** provides additional coverage for laser eye surgery and a clearly contacts discount plan. The Employee Family Assistance Program service provider was also changed to **Mind Smart Health Inc.** A Benefits Lunch n' Learn session was held in April to communicate changes and benefit coverage to staff. **Canada Pension Plan**, Social Insurance Numbers (SIN), **regulations were amended in March** 2014. Employees previously required to produce a SIN card to an employer are now only required to inform the employer of the SIN. Organization wide **"OnSide Workplace"** and **"Safety in the Workplace"** training was implemented. **Functional Demands Analysis** was completed for the Waste Water Treatment Plant to minimize workplace injuries.

Corporate Services:

002 – Administration

Strategic Community Investment Funds of \$79,415 were received. SCIF funds continue to minimize tax rate increases by supporting and offsetting general corporate services administrative costs, and administrative projects which have included Strategic Planning, ortho photo updates, service reviews, service agreement reviews, energy efficiencies, building improvements and working toward meeting economic and climate change targets.

Fringe Area Planning, Ellison Transit Service and Parks Service reviews are underway. **Air Quality review** will also be completed as part of the implementation of a regular **service review 5 year cycle**. RESOC continues to review the **Regional Rescue Service**. Final approval of **Amendments to Westbank First Nation (WFN) Agreements** for inclusion in Crime Prevention, Economic Development Commission and Air Quality Program services are under consideration by WFN. RCMP Community Policing Office **leased space in Administrative offices** main floor effective spring 2014. Reporting to the Director of Community Services, the **Fleet and Facilities Manager** position was filled effective September 8, 2014.

006 – Information Systems

An **automate process was completed** to provide road updates to Digital Road Access (DRA) to **improve Emergency Services**. **Tools were created** to update Emergency Operations Centre (EOC) data to Multi-Agency Situational Awareness Site (MASAS). **Technology was developed** to enable document searching of subdivided or retired parcels within the Geographic Information Systems (GIS) application. Spring 2014 issue of the **GIS Times Newsletter** included information on **GISApp improvement** and how new developments are assisting other RD departments. An **on-call service was implemented** April 11, 2014, to provide a higher quality of service and reduce the impact of technological issues that arise outside of regular office hours. **GIS Orthophotography Services** Request for Proposals closed March 2014. Scheduled for the third quarter, the Information Services team will be **upgrading the Storage Area Network** and **making improvements to file maintenance** of the common H: drive. **Change to reporting structure**, this department reports to Chief Administrative Officer effective June 2014.

050 – Transportation Demand Management

The Regional Board approved the **Sustainable Transportation Partnership Inter-municipal Service Agreement**. Through the formal agreement, local and regional governments in the Central Okanagan will work together on **transportation initiatives and projects** that support common regional policy, plans and interests. The City of Kelowna will manage the agreement; the **electoral areas will continue to participate in Transportation Demand Management** initiatives.

102 – Air Quality Monitoring

As a result of the informal service review, the Air Quality service will likely eventually be considered as part of **Sustainable Transportation Partnership**. An official call for proposals for a 2014-2015 **Woodstove Exchange Program** is scheduled for September. **The provincial Woodstove Exchange program** and the \$250 rebate was not offered in 2014. The Regional District, in coordination with the industry and participant retailers, will continue to promote wood stove exchanges in the region. To June 30, 2014, **7,274 cubic metres** were chipped for **Agricultural Wood Waste Chipping Program**.

Open Burning Program: the online option to verify if the open burning conditions are met has been operational though 2014 and promoted through the open burning phone line. A total of **1,353 burning permits were issued** during the 2014 season, 34% within the City of Kelowna and **32% within the Regional District of Central Okanagan**. The Districts of Lake Country, West Kelowna and Peachland make up the remaining 34%.

Gas Tax Funding of \$38,000 was approved in 2012 for a review and **update of the Regional Air Quality Management Plan** originally released in 2007. **Funds in the amount of \$12,000** were also provided from the Ministry of Environment. The **Phase I report** was presented February 14, 2014, to the Governance & Services Committee and **Phase II of the update** has included an online public

engagement and media campaign. Input generated was reviewed and incorporated in the Phase II report. For better understanding of the plan, the Regional Airshed Management Plan **name was changed to Central Okanagan Clean Air Strategy**. Final reporting is underway.

Through all the programs and activities of the Air Quality Department and other Transportation Demand Management Programs, approximately **96.8 tonnes of particulate matter, 199 tonnes of Carbon monoxide** and 25.5 tonnes of Green House Gas-Carbon Dioxide equivalents **were not released into the air to June 30, 2014**.

Bylaw Services

046 – Dog Control

Responsible Dog Ownership Bylaw No. 1343 was adopted February 24, 2014. **Effective January 2014**, there is **zero tolerance for any dog found without a license**. Bylaw changes were adopted **increasing the fine for an unlicensed dog** from \$100 to \$300 effective January 1, 2014. **Agent Collection fees are higher** than anticipated due to fewer than expected new licenses and renewals being processed online or at the Administrative office. Software program design being reviewed to make it more user friendly. To June 30, 2014, \$107,600 in license fees or **21% of all licenses were processed online** (3,886 out of 18,169). Changes to the dog license vendor program now **limit vendors to the member municipalities, RDCO, Dog Pound and SPCA**, resulting in a more streamlined financial record.

Total **dog licensing revenues** increased from \$268,189 at June 30, 2013 to **\$394,658 at June 30, 2014**. There were **18,169 dogs licensed** at June 30, 2014, a **37% increase** over June 30, 2013, when 11,481 dogs were licensed. In April a **two week advertising campaign** commenced to once again encourage dog license purchases. The program ran in the Capital News, Lake Country Calendar, Westside Weekly, Peachland View and on Castanet. Two summer students were hired to carry out the **new Ambassador program** introduced in spring 2014.

To June 30, 2014, of the **362 Bylaw Offence Notices** issued under the new Southern Interior Bylaw Adjudication program, **52 were disputed** and six were heard at adjudication. **Quarterly reporting Dog Control measures** have been streamlined for 2014 to bring the information in line with monthly reports as presented to the Board. Dog Licenses sold are now available by jurisdiction.

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 were waived** for the permitted events.

115 – Enforcement of Noxious Insect Control Bylaws

The Regional Board adopted amendment Bylaw No. 1334 on October 10, 2013, **removing the District of West Kelowna from the service area boundaries** effective December 31, 2013. To June 30, 2014, **100% of the complaints** originated in the City of Kelowna. Of the eleven complaints, nine were for the Pine Beetle. RDCO has received notification of a **\$13,000 grant approval from the Ministry of Forests Lands and Natural Resources**. This funding will be directed into education tools and opportunities when the seasonal bylaw commences in April.

116 – Enforcement of Noxious Weed Control Bylaw

Amendment Bylaw Notice Enforcement No. 1346 adopted February 24, 2014, implemented new fines for Noxious Weed Control. Invasive Plant education, utilizing the **\$13,000 grant funding from the Ministry of Forests Lands & Natural Resources** is ongoing in 2014 and is integrated with the bylaw program.

The Regional Board adopted amendment Bylaw No. 1333 on October 10, 2013, **removing the District of West Kelowna from the service area boundaries** effective December 31, 2013. Calls pertaining to the District of West Kelowna are logged as complaints and recorded as "No Inspection Required".

To June 30, 2014, a total of **368 Complaints, 314 Property inspections** and **205 Enforcement Orders** occurred. To June 30, 2013, Complaints totaled 230, Property inspections numbered 428 and there were 214 Enforcement Orders given. **Five percent** of complaints and property inspections and **7% of enforcement orders given** occurred in the Electoral Areas. The **Electoral Areas consist of 3%** of the population.

Economic Development Commission

120 – EDC

Funding was approved by the Regional District of the Central Okanagan Board for the development of a **Five Year EDC Strategic Plan**. Work is undertaken to shape the Terms of Reference and begin to seek clarity of what the project will entail.

Employment & Skills Training Demand to 2020 final report was publically published in June 2014 and includes ten formal presentations from the supplier to 23 stakeholder groups including the COEDC Advisory Board, RDCO, RDNO, RDOS, and all Community Futures and Chambers of Commerce throughout the entire Okanagan Valley.

The **Business Liaison Program is complete** with 11 presentations made to 13 organizations in the business community. The goal of the program was to better inform front-line service providers and decision makers in order to connect members and clients with COEDC programs and services as a means of support.

Business Walk is scheduled for October 1, 2014. Areas under review are potential new geographic areas to walk, revisions to advertising and attracting new walkers to participate.

The second intake of the **Agri-Tourism pilot project** was completed in March. The 6 participants included 4 farm operators already doing agri-tourism to some extent, and two start-ups. Each participant received approximately 30 hours of group work including speaker presentations plus 18 hours one-on-one with the Consultant.

2014 COEDC Corporate Partners - Grant Thornton LLP and HSBC Bank Canada have re-signed with the COEDC to be sponsors for 2014. Their financial support assists programs such as Okanagan Young Professionals and Business Beyond Borders reach a broader audience

Five Central Okanagan companies exhibited their products and services at the **International LNG Conference in Vancouver**, May 21-23. The BC Ministry of Jobs, Tourism and Skills Training offered free booth space to eligible companies, making participation in the trade show accessible to even smaller companies. The participants were pleased with the exposure they received and the connections they were able to make at the trade show. In conjunction with the conference, the **COEDC hosted two workshops on LNG Opportunities, a Buy BC Bootcamp, and a follow-up RFP Workshop**. Over 150 people attended the two workshops, indicating a strong interest in LNG opportunities.

Attraction and Retention of Workforce: The COEDC assisted 165 foreign individuals from 13 countries with issues related to immigration status. **Fifty-six employers** made contact with concerns or questions on foreign workers. **Five seminars were held** with content including Labour Market Opinions (20 employers attended), transition from school to work to permanent status (40 students attended from OC and UBCO), and sponsorships to Canada at Kelowna Community Resources (25 participants).

As a result of the **Okanagan Young Professionals (OYP) Collective** supported or solely organized activities, **\$217,000 of funds and services were raised** for non-profit groups. To June 30, the OYP Collective **Wrapped Growing Chefs!** Program which grew to four classroom and 96 students, with 14 chefs and planned **Dragons Den** event where students pitched themselves for job interviews.

Young Entrepreneur Program (YEP): The COEDC is responsible for raising \$7,000 in prize money. Contact to sponsors has been completed and \$8,550 in funds has been received. **Due to the School District No. 23 teacher job action** the wrap up meeting for 2013-2014 and planning meeting for the 2014-2015 program has been delayed.

The COEDC has formally **partnered with metabridge**, a program started by the Commission in 2008. This year's event featured Silicon Valley VIPs from many well-known firms including Twitter and the Program had access to the VIP delegates when continuing to roll out air promotions and technology opportunities here in the Central Okanagan. The **COEDC is no longer the owner/operator of metabridge** but is pleased that the event continues to grow in stature and impact.

As part of the **Alberta Recruitment initiative**, the EDC developed all coordination and program planning to promote the Okanagan at the Fort McMurray Spring trade event in April 2014.

Air Route Development: Kelowna to Fort McMurray direct now announced beginning with daily service in May 2014. The Program worked with the Air Service development team and met with United Airlines. New service was announced connecting **Kelowna to San Francisco return** daily beginning September 20, 2014.

The COEDC Communications include 251 Facebook followers, 1974 twitter followers, 2578 newsletter subscribers and 28 presentations provided to community stakeholders.

Board

001S – Board Sub-Program Corporate Communications

Media interest was very high in the first quarter due to the heightened activity and public response to the introduction and passing of the new Responsible Dog Ownership Bylaw. Additionally, there was **supportive advertising and media coverage** as dog owners were encouraged to renew licenses for 2014 and purchase a new license as the bylaw increased the fine to \$300 for dogs caught without a license. Advertising regarding dog licensing and explaining the benefits for licensed dog owners through the **My Dog Matters program** continued through the second quarter. The program website is seeing a consistent level of visits each month as owners check out the special services and discounts available to My Dog Matters cardholders. Approximately **77% of visitors to the mydogmatters.ca website each month are new**, which directly results from the number of new dogs being licensed and owners receiving program cards. Second quarter further **raised awareness of expectations** for Responsible Dog Ownership and **attracted media exposure** through the unveiling of humorous signs focusing attention on dog owners picking up after their pets.

Early 2014 was an extraordinary season where air quality and venting permitted open burning. The RD issued **48 news releases to advise of open burning** of fire hazard debris collected in fuel modification projects this winter in four regional parks. This **high level of public awareness** for fuel reduction projects resulted in few calls to fire dispatch and no calls from residents complaining of detrimental effects from burning. Media attention in the second quarter focused on news releases **encouraging flood preparations** for waterfront property owners, **closures of underpasses along the Mission Creek Greenway** and **two water quality advisories** affecting two RDCO water systems due to higher than acceptable turbidity as a result of the spring runoff. Media attention was also received for the Open Houses and an **online survey related to development of a Management Plan** for Johns Family Nature Conservancy Regional Park and a **proposed Floating Dock** for Shannon Lake Regional Park.

Information newsletters were produced for the Westside Regional Wastewater Treatment Plant and the Westside Residential Waste Disposal and Recycling Centre. The **Water Talk newsletter** will be created for distribution with the third quarter utility bills.

007 – Electoral Areas

November 15, 2014, is General Voting Day for the **2014 Local Government Election**. The **Chief Election Officer** and Deputy Chief Election Officer have been appointed. An independent committee has reviewed the current **Board Remuneration and Expenses Bylaw No. 1247** and **Policy 7.15**. Results of the review indicate the bylaw and policy are adequate and reasonable in light of the important civic duties and responsibilities of Regional Board Directors.

011 – Regional Grants

As of August 5, 2014, **all 2014 Grants-in-Aid have been paid out.**

037 – Social Development

Social Development Coordinator (SDC) co-organized a community event with colleagues from Interior Health & Canadian Mental Health Association in acknowledgement of **Mental Health Week** on May 8th, 2014.

West Kelowna Youth Homelessness Action Committee submitted funding request was approved by the Central Okanagan Foundation for an emergency grant to pilot an **Emergency Transportation to Shelter “Voucher” program** to facilitate access to the Youth Shelter in Kelowna for West Kelowna & Peachland youth who are without options. The Okanagan Boys & Girls Clubs West Kelowna Youth Centre will facilitate and manage funds for this program that was proposed in lieu of a seasonal shelter for West Kelowna.

SDC participates as a member of the **Community Advisory Board – Homelessness** (Homelessness Partnering Strategy); Board voted to extend existing funded projects for a year pending completion of a new community plan process.

SDC organizing interim participant schedule and continuation of **evening outreach volunteer/service provider program** at Metro Community. Program scheduled from January until May with SDC to invite community sector participants for a subsequent review of services pre-spring/summer service provision.

SDC assisted Kelowna Community Resources (KCR) with readiness and launch of PIN – **Partners Information Network** ~ a new Homelessness Partnering Strategy service provider information exchange website. This KCR site was launched in February, 2014. SDC also provided NOW Canada with information/statistics requested to help support a provincial funding application.

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:



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