

## 2019 Citizen Survey results released

The complete results of the 2019 Citizen Survey are now available at [shapeyourcitypenticton.ca](http://shapeyourcitypenticton.ca). The survey was completed by 1,171 citizens and included many of the same questions as the last survey conducted in 2013.

"We're thrilled that so many citizens took the time to give us their feedback," says Mayor John Vassilaki. "The findings confirmed Council's view that feelings of safety and security in the city is the most pressing concern. They also showed that we need to pay attention to how we manage growth and how we impact the environment as we look ahead."

Participants were asked to evaluate quality of life in the city, provide their views on City services, and give feedback on possible strategic priorities for Council. Some of the key findings include:

- Overall, 68 per cent of participants rate their quality of life in Penticton as good or excellent although 58 per cent believe it has decreased over the past three years. The 2019 average rating for quality of life in Penticton is slightly lower than the 2013 results.
- The ratings for Penticton as a place to retire, holiday, raise a family, find a job, and start a business were fairly consistent with the 2013 results. The ratings for Penticton as a safe place to live saw the greatest decline in 2019.



- All City services were rated in the top quartile meaning that participants scored the importance and performance of each service above 3 out of 5. The City's performance in helping citizens understand how tax dollars are spent and listening to citizens increased slightly over 2013.
- The top three priorities for the future that received the most interest include improving safety and security (84 per cent), smart growth and development (75 per cent), and advancing environmental initiatives and practices (70 per cent).
- A group of 56 high school students was also asked to rate their interest in the same priorities for the future. Of the 56 responses, 95 per cent were interested or very interested in the City prioritizing

environmental practices and initiatives. Initiatives that improve safety and security generated the second highest level of interest at 62 per cent of the responses.

- Participants were also asked their preference to fund the rising costs of services. Encouraging growth to share costs across a larger tax base was the most preferred option followed by passing fees on to users and increasing taxes. Reducing service levels was the least preferred of the four options.

The complete findings were reviewed with Council and also shared with staff to consider in the development of the 2020 business plans and budgets.

Residents are encouraged to visit [shapeyourcitypenticton.ca](http://shapeyourcitypenticton.ca) to see the full results.

## Council adopts three strategic priorities

Council has adopted the following three strategic priorities to steer policy creation and decision making between now and 2021.

- **Asset & Amenity Management** - The City of Penticton will ensure the services we provide to our residents and visitors are reliable and cost effective by proactively investing into our natural and built assets.

- **Community Safety** - The City of Penticton will support a safe, secure and healthy community.
- **Community Design** - The City of Penticton will attract, promote and support sustainable growth and development which matches the community's vision for the future. Visit [penticton.ca](http://penticton.ca) to review the complete document.

Planning has started on a lake-to-lake cycling route. Go to [shapeyourcitypenticton.ca](http://shapeyourcitypenticton.ca) to learn more.



[penticton.ca](http://penticton.ca)



## Water conservation strongly advised; 15% reduction sought

Penticton's water reservoirs are dropping faster than normal for this time of year leading the City to request that all domestic and agricultural users voluntarily reduce water consumption by 15 per cent.

"A number of factors, including lower than normal winter snowpack and lower than normal Okanagan Lake water levels, led the City to the point we are today whereby a 15 per cent reduction in water consumption by all user types is strongly advised as we head into the expected dry summer months," said General Manager of Infrastructure, Mitch Moroziuk. "We're asking all water users to review their current water needs and look for ways to reduce their regular consumption. Whether its personal use, garden use, agricultural use or commercial use, it's in our collective interest as a community to work together to achieve the 15 per cent reduction target."

Two simple ways to achieve the 15 per cent water reduction goal is to reduce the total time your automatic irrigation system is operating by 15 per cent or to remove one day of watering from a 14-day cycle and leave all other settings as is.



Printed signage has been placed around the city to help alert residents to the drought and promote water conservation.

The Province has declared a Level 3 Drought for much of BC, including the Okanagan region. They are asking water suppliers like the City of Penticton to monitor reservoirs, ground water levels, weather conditions and customer demand to assess whether higher water restrictions are necessary for their communities.

For information on water conservation, please visit [penticton.ca](http://penticton.ca).

## Community Centre pool to close for annual maintenance



The Penticton Community Centre's aquatic facilities will be closing for its annual maintenance and cleaning Aug 10 to Sep 2 and will re-open Sep 3.

The purpose of this annual closure is to complete preventative maintenance on all areas of aquatics including the pools, steam room, hot tub, change rooms and mechanical areas as well as inspecting for damage and to execute major repairs or upgrades that can't take place during the rest of the year.

"The annual pool shutdown is an important part of the annual cycle of the aquatic facility," says Facilities Supervisor, Chris Schmidt. "It aids in keeping the pool healthy and functional and helps reduce maintenance related service impacts throughout the other times of the year."

During the closure of the pool, the community can review the Fall/Winter 2019-2020 Recreation Guide on [www.penticton.ca/recreation](http://www.penticton.ca/recreation) to view schedules and programming for upcoming aquatic and other programs taking place through the Community Centre.

## City appoints new Economic Development Specialist



A new Economic Development Specialist has been appointed to the City of Penticton. Reporting to the Director of Development Services, Andrew Kemp began his new role in June.

Mr. Kemp brings to the City a diverse background in economic development, having most recently worked for the Federation of Canadian Municipalities, funding leading municipal infrastructure initiatives across Canada. Prior to that, he worked with the economic development consulting firm, MDB Insight, and for the economic development department of the County of Huron, Ontario.

"The City is excited to have Andrew on board, his experience and skillset is well suited to leading the implementation of the City's Economic Development Strategic Plan and joining the Development Services Management team," said the City's Director of Development Services, Anthony Haddad.

[penticton.ca](http://penticton.ca)