

**THE CORPORATION OF THE CITY OF PENTICTON**

**2005 ANNUAL REPORT**

## Table of Contents

Message from the Past Mayor	3
Biographies of the Past Mayor and Members of Council	4
2005 Council Priorities	6
Message from the Present Mayor	7
Biographies of the Present Mayor and Members of Council	8
2006 Council Priorities	12
Message from the Chief Administrative Officer	13
Division/Department Reports	
Corporate Services Division	16
Development and Engineering Services Division	41
Parks, Recreation, Culture and Convention Division	63
2005 Financial Statements	SCHEDULE A



## Message from the Past Mayor



It is indeed a pleasure to provide this message from the Office of the Mayor for the 2005 Annual Report for The Corporation of the City of Penticton. The past year has continued to be a very successful one for the city as we share in the economic progress of the province as a whole. Growth in the retail sector, as well as on the residential side has continued and these trends show no signs of abating.

On the retail end, 2005 saw the official opening of London Drugs, the Rona Home Improvement Centre and the construction of the new Winners store nearing completion. In addition, as competition in the market place benefits consumers, we see the planned expansion of Home Hardware and Canadian Tire.

On the residential side, existing and planned projects in and around the downtown core point to significant density which points to the reinforcement of a healthy town centre. The loss of the grocery store serving citizens in this area, while lamented, is sure to be replaced quickly as the market recognizes the opportunities with increased residential units coming on stream.

Development interests continue to focus on the other commercial centres around the Penticton Plaza, Cherry Lane and Peach Tree Square. This direction in growth follows the much talked about Smart Growth Principals as it concentrates higher density development around centres within easy walking distance and close to public transportation. Given our limited geography, these carefully established directions for growth that see increased density on the valley bottom suggest the basis of sound planning principles for many years.

In addition, Council introduced amendments to the Official Community Plan which saw the evolution of the North East Sector Plan. This plan has been heralded by biologists and Penticton Indian Band representatives as a land mark example of sustainable planning. The project was featured at Environment Canada's booth at the Union of BC Municipalities Convention as an outstanding example of partnership efforts.

As the year 2005 draws to a close, the outgoing council can take heart in the fact that their stewardship leaves the Corporation in sound financial shape, with a human resources plan focused on the importance of retention and recruitment, and the legacy of sound planning principles established, all providing clear direction for the years ahead.

It has been my pleasure to have had the opportunity to oversee the direction of the Corporation for the last three years and I thank the citizens of Penticton for that honor.

Mayor David Perry

## Biographies of the Past Mayor and Council Members



Mayor  
C. David Perry

David is currently serving his first term as Mayor of the City of Penticton. First elected to City Council in 1990, he served 12 consecutive years in the councillor's chair. With 28 years teaching experience, an undergraduate degree in Urban Geography as well as a graduate degree in Law related Education, David brings a wealth of experience to the Mayor's chair.

While on City Council, David chaired the Parks, Recreation and Culture Advisory Committee for several terms and through that body initiated a strong community focus on Sports Tourism. The renovation of Penticton's Memorial Arena was steered through this committee and this heritage facility was featured as a showpiece nation wide during the intermission of an NHL game. David is committed to building on this direction as Mayor, with Ironman training facilities, a softball 4 plex and an indoor soccer area on the horizon.

Being a career educator, David is interested in youth and youth activities. This sees him driving the process behind the City's second skateboard park, initiating a second 'Banquet of Champions' to celebrate young athletes and to develop facilities and programs in the City that provide a range of opportunity for youth development.

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Councillor  
Dan Ashton

Summerland Secondary School gave Dan a start towards a lifelong quest of personal development, this was further accented by work on a degree at Eastern Washington University. However, Dan has always fortified formal education with a healthy dose of common sense.

The family retail business, has given Dan a wider perspective of smaller town business viability and the importance of supporting and giving back to the community.

Currently in his third term as a City of Penticton Councillor, Dan also holds the position of Chair of the Regional District of Okanagan-Similkameen.

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Photo by Stuart Bish

Councillor  
Gus Boersma

Gus is now serving his second term as member of Penticton City Council and has many years in the field of leadership. Gus has also served a term as General Manager for the Penticton Chamber of Commerce.

Wherever he has lived, Gus has been an active participant in his community. After over 25 years of participating as a volunteer with the BC Chamber of Commerce, Gus served as Provincial President in 1985/86 and has been awarded a lifetime Governor designation. Gus was also honored to be the first ever elected British Columbia Senator at the University of Lethbridge 1981-87.



Photo by Stuart Bish  
Councillor  
Gary Leaman

Gary came to Penticton in 1987 as the General Manager at Cherry Lane Shopping Centre, where he has overseen significant growth and a great number of changes.

He graduated from BCIT with an Honours Technical Diploma in Business Administration – Hotels, and is a former member of the BCIT Senate. In 1986, Gary entered the Shopping Centre industry as Operations Manager for Cambridge Shopping Centres. He received his professional accreditation as a Certified Shopping Centre Manager (CSM) in 1999.

Gary also served on the Executive of the Penticton Chamber of Commerce for five years, including a term as President in 1992. He has also been locally involved in Economic Development, the Visitor's and Convention Bureau and was the founding Chairman of Shop Penticton.

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Photo by Stuart Bish  
Councillor  
Rory McIvor

Rory has been a resident of Penticton since 1972. He is a graduate of the University of Saskatchewan. Rory is not a stranger to community affairs. He is the retired chairman of the Penticton School District and serves on the board of the South Okanagan Community Futures Development Corporation.

Rory is the past chairman of the Okanagan Summer School of the Arts and the Community Foundation of the South Okanagan, and is a past member of the Board of Governors, Okanagan University College.

Rory has twice, in 1990 and 1999, been Penticton's Man of the Year. He is also the recipient of the Canada 125 medal for community service.

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Photo by Stuart Bish  
Councillor  
Mary Story

Mary was transferred by Canadian Regional Airlines to Penticton in 1996, to become the company's operations manager and continued in that capacity until the company merged with Air Canada. Her work with the Airlines allowed for assisting many community groups and to become familiar with their mandates.

Mary has been a Director of the Penticton Economic Development Commission since 1997 and is a member of the Penticton Convention Centre and the Okanagan University College Advisory Committees.

This is Mary's first term on Penticton City Council.

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Photo by Stuart Bish  
Councillor  
John Vassilaki

John is currently serving his first term on Penticton City Council. John graduated from Pen High in 1966 and furthered his education in the computer field at The Technical Institute in Vancouver.

John has had an extensive business career for the past 35 years in the Service & Hospitality industry. He has served on many committees and completed many projects for the improvement of Penticton over the years.

John's main concern is the development of the Downtown and Industrial core for more job creation.

## **2005 Council Priorities**

1. Regional Cost Sharing Agreement
2. Legacy Project: Multiplex Funding
3. Penticton Indian Band Principles Agreement
4. Community Growth Vision Review
5. Assess Crime Prevention Strategies

### Planned:

- Downtown Parking Options Analysis
- Review Development Cost Charges
- Naramata Road Water Plan

### Organization Improvements

1. Priority Work Program – Regular Updates
2. Decision Making Guidelines
3. Services Capacity Review & Improvement Process

## Message from the Mayor



photo by D. Szabo

It is difficult for me to provide an in depth Annual Report for 2005 having only been returned to the office of Mayor in November of 2005. I will therefore focus my comments on the decisions that were initiated by the previous Mayor and Council that will continue to be at the forefront of public interest through 2006, the proposed Event Centre and growth.

The major issue facing council is the proposed “Event Centre.” This project has presented the council and staff with a huge task of finding a partner for the project, securing the Provincial funding and lobbying the Federal government for a matching grant of \$9.7 million. The additional challenge is to find open land to accommodate the disrupted ball diamonds, soccer field and tennis bubble. As I type we are close to finding a solution to these challenges. It is projected that once the facility is opened it will provide a major economic boost to the whole of the South Okanagan.

This year I initiated a “Vision Planning Task Force.” The “Task Force” is required to set forth development planning that will provide a “Vision” of our community for the next twenty years. They are required to look at areas within the city that will be able to accommodate higher buildings without significant demands on the infrastructure with minimum effect on properties within the surrounding areas. The “Task Force” is also required to apply the principles of “Smart Growth,” and the need for “Affordable Housing” to all the new density projects. Failure to allow density development will pressure the city to expand into the surrounding farmlands and also help to protect our natural surrounding landscape and protect our overall environment for the benefit of future generations.

The benefit derived from providing density within the city is the significant increase to the tax base without too much demand for capital spending on infrastructure. Taking this approach will help the city to replenish it’s reserve accounts more rapidly than if we were to expand our boundaries with single family development.

Council has also endorsed two other significant programs dealing with public awareness of issues facing our community. They are the issue of Crystal Meth addiction and production and the potential of a Pandemic outbreak. Crystal Meth has become a drug of choice and is now creating a great deal of crime associated with those addicted to it throughout all municipalities. The objective of the Task Force is to educate the community on what to look for and how to report drug users and producers to the authorities. The Pandemic plan is to make sure that the city and the outlying region are well prepared for a pandemic outbreak. The council and staff will be appealing to the public to attend the public meetings in your neighborhood associated with these two very important programs.

With “due diligence, “common sense decisions,” and with public support and understanding I am convinced we will be able to achieve all these objectives.

Mayor Jake Kimberley

## Biographies of the Mayor and Council Members



photo by D. Szabo

Mayor  
Jake Kimberley

Married; June 1, 1966 Kate Kimberley, two sons Sean, Kevin.

- Journeyman Carpenter in England, partner in construction business.
- Immigrated to Canada in 1966.
- Became a Canadian citizen in 1972.
- Elected Councillor for the City of Penticton 1987.
- Appointed that same year as a Director for the Regional District of Okanagan Similkameen.
- Chair Regional Hospital Board 1989-1996 and Chair Regional District 1995-1996,
- Elected as Mayor 1990-1996.
- Appeal member for Worker's Compensation Review Board from April 1987-December 2002.
- Retired December 31, 2003.
- Elected to the PGCC Board December 2003. Served as Vice President 2004 and President in 2005.
- Vice President and President on the SS Sicamous Restoration Society from 2003-2005.
- Chairperson of the Board of Variance, for the city of Penticton 2004-2005.
- Re-elected as Mayor in November 2005.



Councillor  
Dan Ashton

Although I was born in Edmonton, Alberta, my family moved to Penticton, B.C. and only two weeks later, I considered myself an Okanaganite. My family and I have always been active in trying to enhance our community, all the while keeping in mind our core values and the reason which brought us here in the first place...**Quality of Life!**

Summerland Secondary School gave me a start towards a lifelong quest of personal development. This was further accented by work on a degree at Eastern Washington University. However, I have always fortified my formal education with a healthy dose of common sense. Our family retail business, with locations throughout the Okanagan and Kootenays, has given me a broader prospective of smaller town business viability and the importance of supporting and giving back to the community.

I am currently serving my fourth term as a City of Penticton Councillor and also hold the position (having been elected by my peers) as Chair of the Regional District of Okanagan-Similkameen.

My wife Monique and I currently have two young children, Coleton and Chantal. My family helps bring important balance and a truer prospective to our busy life.





photo by D. Szabo

Councillor  
Joanne Grimaldi

Born Toronto, Ontario, eldest of five. Moved to Penticton in 1950. Graduate of Pen High plus accounting and management courses. Married to Garnet who died in 1994. Have 4 children, 16 grandchildren and 1 great grandchild. Now married to Bill McKissock.

Worked 15 years as a bank commercial lending manager. Owned and operated four retail clothing stores. Operated a small family orchard on the Naramata Road for 33 years. Worked for Dr. J.E. Houston as receptionist-bookkeeper for 15 years.

25 year member and a president of Junior Hospital Auxiliary. 13 year member and a president of Penticton Soroptimist Club. Helped found the Penticton Women's Network. Presently member of the Okanagan Rotary Club.

Founder and first chair of Penticton Dry After Grad. Founder of Penticton Seniors Symposium. Previously chaired the United Way Appeal, Cancer Drive, an Air Fair plus many other events and served on most of the Penticton Community boards and organizations. Presently enjoying serving 20<sup>th</sup> year as City Councillor.

Enjoys people, working for the community, reading, hard crossword puzzles, gardening, sewing and knitting.



photo by D. Szabo

Councillor  
Garry Litke

A long time resident of the Okanagan Valley, Garry Litke (B.A., PDAD, M.Ed) has been involved in the field of education for the past 32 years.

A high school English teacher, Mr. Litke has spent much of his career as a personnel and contract administrator, a program facilitator and a highly effective mediator. He has held administrative positions with the British Columbia Teachers' Federation and was President of the Okanagan Skaha Teachers' Union for ten years.

Garry is also successful contract negotiator and, most notably, was instrumental in negotiating the teachers' provincial contract that resulted in the lowest class sizes in North America.

Garry is well known in his community for his extensive volunteer activities and his leadership in social and environmental causes. Provincially, Garry is a strong and vocal advocate of accessible, affordable health care and quality public education. He believes that thriving economy and a sustainable environment are viable and attainable. He is an advocate for affordable housing and the preservation of agricultural land in Penticton. Garry currently chairs the City of Penticton Social Development Advisory Committee, the Official Community Plan Review and Emergency Preparedness Committee. He also serves on the Centennial Committee and the Substance Abuse Task Force.

Experienced in policy development, case preparation and political lobbying, Garry welcomes the challenge of providing the Okanagan Valley and the province with a balanced approach to leadership that is both fiscally and morally responsible.

A 26-year resident of the Okanagan, Garry is an accomplished musician and amateur athlete. Garry is married to Kendra, an elementary school teacher, and they have three children.



photo by D. Szabo

Councillor  
Randy Manuel

My family came to Penticton in 1906 to run Penticton's first hotel, then located on Vancouver Hill at Van Horne Street. Four generations of my family have attended Penticton schools, and have contributed to the community in various organizations.

I have attended post secondary education at the Kootenay School of Arts, and the University of Victoria, specializing in commercial arts and cultural resource management.

I was one of the initial organizers of the Kettle Valley Steam Railway, the S.S. Sicamous Restoration Society, acquired the S.S. Naramata, and have been active in many community organizations.

I have retired from being the Director/Curator of the City of Penticton's R.N. Atkinson Museum and Archives having been in that position for 19 years.

I have one son, who is active in the community, as an Air Cadet Instructor, and in the field of music.



photo by D. Szabo

Councillor  
Rory McIvor

Rory has been a resident of Penticton since 1972. Rory is married to wife Anna and has four children. He is a graduate of the University of Saskatchewan. Prior to his arrival in Penticton he worked in pipeline construction in Western Canada, Europe and Australia.

Rory is not a stranger to community affairs. He is the retired chairman of the Penticton School District and serves on the board of the South Okanagan Community Futures Development Corporation.

Rory is the past chairman of the Okanagan Summer School of the Arts and the Community Foundation of the South Okanagan and is a past member of the Board of Governors, Okanagan University College.

Rory has twice, in 1990 and 1999, been Penticton's Man of the Year. He is also the recipient of the Canada 125 medal for community service. Rory is an inveterate reader, traveler and dog walker.



Photo by Stuart Bish

Councillor  
John Vassilaki

John is currently serving his second term on Penticton's City Council. He is a very passionate Pentictonite who enjoys his job to the fullest. John and his wife Barbara have been married for 36 years and have two grown children.

John's daughter Joanne is married to Dan, a great RCMP officer and currently lives in Chilliwack BC. Joanne currently heads the Science Department at Abbotsford's Career Technical Center and teaches grade 12 Biology, Chemistry & Math. They have two very busy boys.

John's son Fred is married to Shannon who is a very conscientious LPN at the Penticton Regional Hospital. They live in Penticton where Fred, among other jobs,

manages and operates many of the families businesses.

John and Barb have two very energetic grandsons which keep them "Young at Heart!"

John was born in Naxos, Greece but has called Penticton his home for over fifty years. John graduated from Pen High in 1966 and furthered his education in the computer field at The Technical Institute in Vancouver.

John has had an extensive business career for the past 35 years in the Service & Hospitality industry. He has served on many committees and completed many projects for the betterment of Penticton.

John has many passions concerning the development of Penticton - One of them being affordable housing, so we can attract young families to our community. Sprawling on agriculture land is also another major issue on John's mind. High density for residential housing is one way to expand our community due to the scarcity of land within our city boundaries.

John, along with Barb, are avid Philatelists. They both enjoy Canada's favorite sport, hockey and going for walks with their cocker spaniels, Emily & Lucy.

## **2006 Council Priorities**

1. South Okanagan Events Centre
2. Penticton Indian Band Relationship
3. Growth Management
4. Penticton Airport
5. Crime Prevention
6. Affordable Housing

## Message from the Chief Administrative Officer



It is my pleasure to once again report on Council priorities and major staff projects for the year 2005. The year was another extremely busy year for Council and staff. The year was one of transition as Penticton is at the crossroads of balancing growth with quality of life. We have worked hard to create growth and momentum but through this process we have also created major issues which we can no longer ignore and which require substantial effort to resolve.

This annual report is all about being accountable to the public. It's about reporting on all major changes and developments which have occurred during the year. The priority setting and reporting process has evolved in 2005 to include input from the city exempt employee group. In 2006 council has directed that the process be further expanded to include input from the public.

Council met early in the year to establish council priorities. These workshops identified dozens of topics for discussion. Following a very thorough and systematic approach we were able to pare down the many priorities to five. These five priorities are in addition to the previously established Division and Department priorities which are listed hereunder.

The 2005 council priorities are (1) Regional Cost Sharing, (2) Legacy Project, (3) Penticton Indian Band Relations, (4) Community Growth Vision and (5) Crime Prevention.

A brief update on the five council priorities follows:

(1) Regional Cost Sharing

Discussions with the Regional District have ensued on regional participation in city services and functions. Of particular interest is recreational cost sharing.

(2) Legacy project

The South Okanagan Events Center is the chosen legacy project. Work is continuing on the selection of a private partner to design, build, finance and operate the facility.

(3) Penticton Indian Band Relations

Council to Council meetings were held throughout the year to discuss areas of mutual concern and interest.

(4) Community Growth Vision

Major planning projects have been completed including the Comprehensive Development Plan, Development Cost Charge review, North-East Sector Plan, and Official Community Plan update.

(5) Crime prevention

A number of initiatives have been completed including the community police office, and continuation of the drug awareness program.

A summary of the 2005 Council priorities and major projects follow:

Council Priorities and Major Projects	Year		
	2004	2005	2006
<b>Community Vision/Growth</b> <ul style="list-style-type: none"> <li>• Comprehensive Development Plan</li> <li>• Development Cost Charges - Update</li> <li>• Downtown Improvements</li> <li>• North East Sector Plan</li> <li>• Quality Design Standard</li> <li>• Affordable Housing</li> </ul>			
<ul style="list-style-type: none"> <li>• OCP Review – Density</li> <li>• Zoning Bylaw – Update</li> <li>• Heritage Strategy</li> <li>• Agriculture Plan</li> <li>• Mobile Home Park – Redevelopment Options</li> </ul>			
<b>Finance</b> <ul style="list-style-type: none"> <li>• Alternative Revenue Strategy</li> <li>• Electrical Power</li> <li>• Regional Cost Sharing</li> <li>• Business Licence By-law – Update</li> </ul>			
<b>Corporate</b> <ul style="list-style-type: none"> <li>• Reorganization Plan</li> <li>• Succession Plan</li> <li>• Employee Capacity Review</li> <li>• Compensation Policy</li> <li>• Decision Making Guidelines</li> <li>• Live Video Streaming/Web Site</li> </ul>			
<b>Infrastructure</b> <ul style="list-style-type: none"> <li>• Water Conservation Program</li> <li>• Naramata Road Watermain – Upgrade</li> <li>• Valleyview Road</li> <li>• Liquid Waste Management Plan</li> <li>• Sewer Master Plan</li> <li>• Water Master Plan</li> <li>• Storm Water Master Plan</li> <li>• Environment Plan – Phase 2</li> <li>• Voltage Conversion Program</li> </ul>			
<b>Protective Services</b> <ul style="list-style-type: none"> <li>• Community Police Office</li> <li>• Emergency/Protective Plan</li> <li>• Drug Awareness Program</li> <li>• Crime Prevention Program</li> </ul>			

<b>Facilities and Parks</b> <ul style="list-style-type: none"> <li>• South Okanagan Events Centre</li> <li>• Wine/Visitors Information Centre</li> <li>• Munson Mountain Park Expansion</li> <li>• Riverside Youth Park</li> <li>• Okanagan Park</li> <li>• Marina Way Park</li> <li>• Needs Assessment</li> <li>• Penticton Steps-Out Program</li> <li>• Raw Water Change Over – Parks</li> </ul>			
<b>Other</b> <ul style="list-style-type: none"> <li>• Penticton Indian Band <ul style="list-style-type: none"> <li>○ Service Agreements</li> <li>○ Protocol Agreement</li> </ul> </li> <li>• Airport</li> </ul>			

Looking ahead we have many challenges and many strategic decisions to make along the way. Balancing growth with quality of life requires effort and cooperation from all concerned. We all must work together to that end.

We look forward to the challenges which lie ahead and appreciate the opportunity to reporting further progress next year.

Leo den Boer  
Corporate Administrative Officer

# Division /Department Reports

## CORPORATE SERVICES DIVISION

Corporate Services consists of six departments:

- Corporate Administration
- Treasury
- Information Technology
- Human Resources
- Fire Services
- Police (R.C.M.P.) Services

The managers of the departments report to the Director of Corporate Services who also serves as the City Treasurer. As a result of the resignation of the Electric Utility General Manager, the Electric Utility currently reports to the Director of Corporate Services.

As 2005 was the third year under this organizational structure, a significant number of accomplishments were achieved and are summarized below by department.

### **CORPORATE ADMINISTRATION DEPARTMENT**

This department focuses on the procedural and technical aspects of the *Community Charter, Local Government Act*, bylaws and procedures approved by Council.

This area is responsible for the preparation, circulation, and storage of Council minutes as well as associated committee minutes and all correspondence. Other duties include functions such as land dispositions and acquisitions, exchanges, leases, licence to use agreements, restrictive covenants, right-of-way agreements and document registration. This department also administers elections and referendums and provides legal support for staff and Council. The management structure includes a City Clerk and an Administrative Services Manager.

#### **The highlights for 2005 were:**

- Secured off-site document storage
- City Policy Manual completed
- 2005 Civic Election
- 2004 Annual Report
- Deputy Clerk promoted to City Clerk
- Sale of former R.C.M.P. building
- Administration work space area was redesigned
- Ongoing staff training
- Lease assignment with Wine Country Chamber of Commerce for 888 Westminster Avenue West for City purposes



- New lease with Penticton Wine Country Chamber of Commerce and BC Wine Information Society for 553 Railway Avenue

**The goals for 2006 are:**

- Relocate files to off-site storage
- Implement electronic file retention program
- School District/City of Penticton resolution on subdivision on South Main Street
- Loco Landing lease for all phases of development
- Skaha Lake RFQ for 20 year lease for concessions/washroom improvements
- Negotiate new lease for Penticton Curling Club
- Conclude capital improvements for Okanagan Lake Marina
- Continued administrative liaison with Penticton Indian Band
- Adopt Decision Making Guidelines
- Adopt Success Indicator Guidelines

**TREASURY DEPARTMENT**

The Treasury Department consists of three operating sub-departments, Accounting/Finance, Collections and Purchasing. The Accounting/Finance Department administers and prepares the Five Year Financial Plan annually, establishes sound financial policies and guidelines, records and disseminates financial information on a timely basis and in accordance with generally accepted accounting principles and ensures that expenditures are in compliance with budgetary controls. The Collection Department is responsible for the administration and collection of over 17,000 utility accounts that are billed on a monthly basis. Annually the City sends out tax notices for the collection of City taxes as well collection of taxes for other government agencies. The Purchasing Department is responsible for procuring all goods and services for the City on a cost effective basis in accordance with the policy guidelines as adopted by Council. The management structure consists of Treasurer, Deputy Treasurer, Accounting Supervisor, Collector and Purchasing Manager.

**The highlights for 2005 were:**

Collections Division

- \$38.9 million in property taxes billed and collected on behalf of the City and other taxing authorities
- 9,000+ Homeowner Grant applications approved and processed on behalf of qualified taxpayers
- \$28.2 million in electrical and domestic water sales billed and collected through monthly billings on 17,000+ utility accounts
- Processed 6,900 applications for the connection, disconnection, and transfer of utility services for customers within our City boundaries

### Purchasing Division

- Purchasing issued 7,700+ Purchase Orders, totaling more than \$10,300,000, plus other capital projects.
- The Warehouse issued over 103,000 units of inventory totaling \$1,500,000.
- Started overall review of obsolete inventory items and took advantage of high scrap steel commodity prices to salvage unusable ductile iron pipe.
- Increased inventory investment on materials associated with volatile prices—such as resin based products. Total inventory is valued at approximately \$2,200,000.
- Updated Purchasing Policies & Procedures for Purchasing Card Program.
- Successfully implemented first phase of Purchasing Card Program. There are currently 35 employees participating in the Program.

### Accounting/Finance Division

- The project module costing system was implemented incorporating information such as budgets, payment history, purchase commitments and budget variances.
- A new payroll system was implemented.
- Promoted the Senior Accountant to the position of Accounting Supervisor.
- As a result of the purchasing card system implementation the City will receive a 2% cash rebate on all purchases.
- A new policy and procedure was developed for the Community Centre to further reduce liability exposure related to facility bookings.
- The Canada Revenue Agency conducted an audit in the areas of moving expenses, parking, honorariums and gratuities. All issues were resolved with minimal financial impact to the City and related parties.
- Great Plains software was upgraded to Version 8. This improved the functionality and ease of use of the software.
- Internal reporting procedures were instituted to provide more up to date information to user departments.

### **The goals for 2006 are:**

#### Collection Division

- Upgrade of MVRS hand held electric & water meter reading software system
- Research and evaluation of SQL based software systems to move traffic/taxes/utilities systems off the AS400 mainframe
- Implement on-line customer payment of City accounts (traffic tickets, MTI's, etc) including the use of credit cards
- Educational/training needs review in Collection Department
- Implementation of a City-wide electric & water meter access strategy
- Implement the transfer of the billing and collection aspects of Business Licenses from Regulatory Services to Collection Department

#### Purchasing Division

- Improve the Purchasing Website to include advertising bulletins and document Downloads.

- Expand Purchasing Card Program (phase II, 20 participants)
- Purchase and Install New Racking for Yards.
- Further streamline data entry in cooperation with Accounting and other Departments.
- Continue review of obsolete inventory.
- Research bar coding software and equipment.

#### Accounting/Finance Division

- Set up a Customer Service Team to address the financial information needs of City departments and third parties.
- Streamline reconciliation systems and strengthen internal controls.
- Set up a project module-training program for users within the organization.
- Investigate new technologies to accelerate vendor information processing and payments.
- Institute fraud prevention banking controls.
- Investigate alternative financing sources.
- Reorganize department to deal with staffing and space issues.
- Hire a Treasurer to segregate the current dual role of the Director of Corporate Services.
- Review Reserve policies.

### **INFORMATION TECHNOLOGY DEPARTMENT**

The Information Technology (IT) Department provides Computer and Telecommunications support for all City Departments. The services provided includes hardware, software, telephone and help desk support. The IT Department enhances and maintains the City Web Site, Mapping information, and the Geographical Information System. All electronic records are backed up on a daily basis and stored offsite to ensure quick recovery. A team of five IT staff and two contractors work under the direction of the IT Manager and the Technical Services Manager.

#### **The highlights for 2005 were:**

- The City web host site was moved to Vancouver from Toronto.
- We implemented a web based email system using Outlook Webmail. Our users now have the ability to access their City address emails from any location.
- Completed a City wide installation of new virus and Counterspy software.
- Fixed Video Cameras in Council Chambers are operational providing us with the ability to produce high quality live internet video imaging.
- Live video streaming is available from any City building.
- A new paging system integrated with our Cisco phone system was installed in the Garage area at the City Yards.
- Fiber links were established at the new Wine & Information Centre and Westminster Centre.

- New contracts with Bell West for Long Distance Services will result in savings of 37 ½ % within Canada and 50% to the United States. Another contract with Bell West for our ISDN PRI (Integrated Digital Services Network) (Primary Rate Interface) Service will result in a savings of \$44,820 over 3 years.
- The IT Department hired a Network Support Technician to fill a vacant position.
- The Community Centre gymnasium was upgraded to be an Internet Hot Spot.
- A major upgrade of Great Plains Software was completed with the assistance of the Accounting Department.
- Bell Mobility was selected to provide wireless service that gives us the option to take advantage of Blackberry and other technologies. We are now able to pool and share our monthly time units across all City owned Bell devices.
- For the November 2005 election, we installed over 30 desktop computers to track voter eligibility and the issuance of ballots. We also installed IP based phones with video links to connect our two polling stations. The computerized election went very well with students hired as poll clerks.
- Continuing to improve our access to information, a wireless system was installed at our City Yards and Convention Centre. This allows the users of wireless IP phones to take calls when they are in the building but away their office area. Laptops can also be used to access information in any part of the building without cable connections.

**The goals for 2006 are:**

- Install IP phones at the new Community Policing building, Fire Halls #1 and #2.
- Continue conversion of Cell Phones that allows sharing of airtime minutes.
- Implement mobile hand held data devices.
- Transfer our two main PRI circuits from Telus to Bell
- Standardize City desktops to a single operating system.
- Re-write and enhancement of our software for the traffic ticket system.
- Implement a new online mapping system that will allow the public to view various map information using the Internet.
- Update our corporate security system including software and physical changes.
- Connect our Cisco IP based phone system to other Okanagan municipalities that have a Cisco IP based phone system to reduce long distance charges.
- Install a direct connection from our Fiber Optic building to other service providers to strengthen our internet connectivity.
- Initiate a wireless pilot project to create a public internet 'Hot Spot'.
- Strengthen IT team through training to continue improving our customer service levels.
- Target the Provincial Government to become an active participant of our Fibre network strategies.
- Continue with our commitment with the Okanagan Partnership group towards the installation of an Okanagan Fibre Optic link connecting communities from Vernon to Osoyoos.

## ELECTRICAL UTILITY

The Electric Utility staff is responsible for all aspects of the operation, maintenance, and capital projects. From the various stages of planning, designing, estimating through to installation and commissioning if required. All works are done in-house with little or no contractual agreements for installation or design; with the exception of occasional civil works portions of installations. In addition to the utility operations, we have also over the years adopted all or most of these same tasks as related to traffic and pedestrian signalization within our City.

Some notable quantities of the infrastructure comprising our electric distribution system are:

- 15700 Customers (Metered & Flat Rate)
- 3795 Poles
- 180Km's of Overhead Power Lines
- 150Km's of Underground Distribution
- 2564 Transformers
- 3028 Streetlights
- 32 Signalized Intersections
- 25.2 Km's of Fiber Infrastructure
- 4 Substations encompassing 17 distributions circuits



### Highlights for 2005 were:

- The single most important highlight regarding the Electric Utility operations is the finality in negotiations and complete agreement of the terms, associated costs, etc. between the City of Penticton and FortisBC for the total rebuild/conversion of Waterford Substation. The City attained the redundancy on our converted portion or 12 KV sections of the system. Construction or rebuild of the substation commenced in September with a scheduled in service date although continually delayed due to material procurement is the middle to the end of March 2006. FortisBC is investing approximately 2.5 Million dollars in the revamp.
- There were no lost time injuries or accidents with the exception of minor cuts and bruises associated with the type of work they perform. Other achievements:
- An Independent Safety Consultant conducted a Safety Audit of the Electric Utility. The results were an achieved standard of 16/16 or 100% in the areas audited.

- The Utility received a recognition/award from The Canadian Electricity Association (C.E.A) for excellence in employee safety. This is the 1<sup>st</sup> year of a 3-year term award.
- Workers Compensation Board acceptance of re-written safe work procedures and safety rules relating to City of Penticton's Rubber Gloving practice. General practice has been to renew or submit for acceptance every 5 years.
- The continuing industry shortage in trades, particularly for Power Line Technicians has continued to be an area of concern for all in the electrical utility business. Although we recruited two Power Line Technicians from Saskatchewan it was offset by the departure of two existing staff. In light of the industry shortage or on going concern we will be pursuing an apprenticeship program and possibly two to begin in the May to June time period. Representatives from the City of Penticton will travel to E.I.T.I. (Electrical Industry Training Institute) in Surrey in an attempt to attract individuals or students enrolled in the Power Line Technicians Pre-Apprenticeship Course which is scheduled for graduation at the end of April. The City has decided to go this route due to previous meetings and on going discussions with staff at E.I.T.I. and BC Hydro who themselves have recruited and continue to do so from this program.
- The on going system voltage conversion targeted areas in the South end of the City South of Green Ave. E. and up to the 4500 block of Lakeside Rd. The works entail outages to designated sections while crews are dispatched to replace fuses and change transformer taps. This area required 4 separate outages with times ranging from 2 to 4 hours each with a total of 144 transformers supplying 1600 customers being converted to 12KV. These areas being completed in anticipation of the Waterford Substation coming on line in early 2006.
- New transformer installations resulting from the Conversion Project and new/or upgraded service installations totaled 73 for the year. This number is down considerably comparing to the previous year. Primarily due to development in the community receiving the bulk of our focus for 2005.
- Corbishley Ave. is undergoing a total rebuild/relocation to the South side of the road right of way which will be a great aesthetic improvement to the area. This project started in the fall with the intent of completion in 2005. The new line will be safely constructed away from the existing energized of line and when completed the customers will be transferred with little or no interruption of service.





- Capital Overhead System Construction: Line/Pole Installation and/or Replacement totaled 27 poles and approximately 1.4 Km's of line.
- Phases 1 and 2 of the Overhead Distribution to Underground Conversion Project on Lakeshore Dr. on the 2 blocks East of Winnipeg St. including a portion of Martin St. is complete.



**BEFORE**



### AFTER

- Phase 3 is at approximately 50% complete. A major portion of the works remaining is the creek crossing which will be constructed by attaching all utility ducts (Electrical, Telus & Shaw Cable) to the bridge on Front St. Once this is complete the balance of high voltage feeder cables can be installed and all remaining overhead infrastructure can be removed. Decorative street lighting has already been installed from Winnipeg St. through to the end of Marina way. Works remaining are scheduled for completion in 2006.
- Transformers being removed and/or replaced from our system resulting from the voltage conversion will be rewound to the new system voltage. The Electric Utility has solidified a program with Partner Technologies Inc. located in Regina, Saskatchewan. Partner Tech. Inc. will rewind the old units based on a cost which equals 25% less than current City inventory values for new transformers. The rewind units will be refurbished to our specifications and come with a warranty equal to purchasing new. To date we have 30 units at their factory which were shipped in September, 2005 with an expected rewind completion in the 1<sup>st</sup> quarter of 2006. The utility will also be investigating options for the units removed and intended to be scrapped as the metal markets particularly for core steel which is used in transformers has seen almost unrealistic price increase.
- Summerland Utility also is continuing to purchase limited numbers of transformers as their utility remains at our old system voltage .These are



excellent opportunities for savings, revenue and promotion for an environmentally conscious corporation.

- Completed maintenance program on system Isolating and Sectionalizing Switches
- Motor vehicle accidents (Public) will always affect our daily operations. Thankfully with all the incidents that occurred in 2005 there were no fatalities.
- 14 accidents involving utility poles
- 7 accidents involving Traffic and/or Street light standards.



- New customers connected increased by 74% over last year or from 121 to 210.
- Service Upgrades increased by 29% over last year or from 138 to 178.
- Deployed either by new installations or through the meter replacement/upgrade program 818 electronic radio read meters (ERT's) throughout the City in 2005. To date all meters in the North and South rural areas of the City are electronic radio reads which total 1874. Which is approximately 12.1% of our customer base an increase of 2.1% over last year.

- The Electric Utility is very proud to have developed (in house) a professional set of approved or engineer stamped/sealed City of Penticton-Electric Utility Standards & Specifications which encompass all works performed within our system. Works include all overhead to underground distribution, materials, equipment specifications, procurement standards, street lighting, metering etc. The total number of drawings, tables, material lists etc. that have been developed to make up the manuals is extensive and totals 240 pages.

The Electric Utility has also made available through the City of Penticton Website a limited series of these standards/specifications.

### **Traffic and Pedestrian Signals**

- Industrial Ave. and Atkinson St. traffic signals completed well under budget resulting from acquired funding from I.C.B.C., utilization of City staff and installation of one of the used traffic controllers from the City of Burnaby. Signals active Nov.19, 2005.



- Procurement of five used traffic signal controllers and seven cabinets complete with all the associated equipment from the City of Burnaby. The used controllers are identical to what we specify when we purchase brand new. The savings of purchasing the previously owned controllers/cabinets results in a huge savings to the City of Penticton when based on the following costs.
- New controller & cabinet      \$14,500.00 (Present C of P Inventory Value)
- Used controller & cabinet      \$1,700.00

- Thorough traffic signal maintenance program has been completed on 12 of our 32 intersections which were identified as high priority. Works were completed by Cobra Electric.
- Installation of Pedestrian activated X-Walk on South Main St. at the South Main Market.

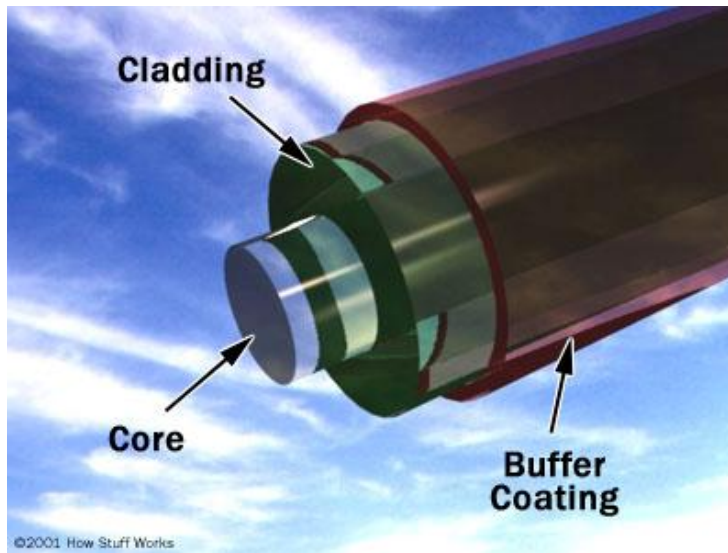


### **City of Penticton-Fiber Optic Network**

- Completed installations of fibre into Westminster Center, Jubilee Pavilion, Huth Substation, Waterford Substation, Duncan Ave Reservoir, Ridgedale Reservoir, and Okanagan Lake Pump House. Installations were completed by Global Broadband Inc., the original contractor for the overall City Fiber Network. Works are still underway for the City's fiber network to extend to the Eno'wkin Centre which is now scheduled for install early in the new year.

### **What are Fiber Optics?**

**Fiber optics** (optical fibers) are long, thin strands of very pure glass about the diameter of a human hair. They are arranged in bundles called **optical cables** and used to transmit [light](#) signals over long distances.



**Parts of a single optical fiber**

**The goals for 2006 are:**

- With the completion of the Waterford Substation upgrade in early 2006, the City Electric Utility intends to proceed with plans and negotiations with FortisBC which will result in secure plans to identify construction dates, costs, etc. for the next Substation Conversion Upgrade Project. The goal is having the voltage conversion project completed over the next 3-4 years.
- Phase 3 of the Lakeshore Dr. Overhead to Underground Conversion Project from Martin St., to East across the Creek.
- Continued implementation of the Electronic Radio Read meter replacement/upgrade program. The focus areas for 2006 are the King, Killarney, and Kilwining area due to meter reader accessibility issues.
- Phase 2 of the Abbott St. and Vancouver Ave. Overhead to Underground Conversion Project.
- Rebuild overhead distribution on Eckhardt Ave E. (Burns St. to Main St.)
- Promote the City of Penticton and its Electric Utility to ensure Power Line Technician ) staff levels are restored to full compliment by ongoing recruitment and implementation of a Power Line Technician Apprenticeship Program
- Perform traffic signal maintenance for the next 12-15 intersections in 2006.
- Fiber Network Extensions into Westminster and Carmi Substations.
- Operations Manager Recruitment.

- Contractual development of a real time active Distribution System Model which as a tool will allow us to analyze and determine the system efficiencies and deficiencies. From this we will focus on the system deficiencies, make the necessary system changes or upgrades with resulting energy savings. This model will also provide information to aid in determining the next substation upgrade(s) as part of the conversion project.
- Acquisition of Thermal Imaging Equipment, associated software and Certified Training for a preventative maintenance program(s) to detect system hot spots for the prevention of potential catastrophic failure or meltdowns. The program when utilized consistently will be a significant tool in maintaining and increasing system efficiencies resulting in operational and energy savings. The camera could also be utilized as an aid in the detection of power theft.

## **HUMAN RESOURCES DEPARTMENT**

The Human Resources Department is responsible for all staff related matters including safety. This starts with the recruitment and selection of new staff and continues throughout the employee's career with the City. The Department facilitates comprehensive education and training opportunities and encourages positive mental and physical health of all employees through support for, and involvement in, the Wellness Program. Specific functions performed by this department include, but are not limited to, all aspects of recruitment; the administration, negotiation and interpretation of three collective agreements; benefits administration; return to work programs for employees on disability leave; workplace safety requirements and audits and consulting and advising services. Due to the sensitive nature of this department's work, all staff are exempt employees. The staff complement of three is under the direction of the Human Resources Manager.

### **The highlights for 2005 were:**

- Commenced and successfully concluded bargaining with Canadian Union of Public Employees to roll over the collective agreement (except for wages) and address inadequate compensation for trades.
- Concluded negotiations with the International Brotherhood of Electrical Workers.
- Flex Benefit Plan renewal process for Fire Fighters was completed.
- Staff turnover/reassignment of three positions within Human Resources.
- Management training program continued with Program 3 and 4 being held.
- Re-enrollment of all City staff with new benefit plan policy holders. Included meeting with every City employee.
- Largest number of competitions ever handled by the department - 88.

### **The goals for 2006 are:**

- Implementation of a Human Resources Information System and/or some method of tracking applications to reduce paper.
- Commencement of bargaining with IAFF.
- Change our job postings banner.
- Recruit a Human Resources Manager (due to retirement of incumbent).
- Improvements to City of Penticton intranet (H.R. content only).

## **FIRE SERVICES DEPARTMENT**

### **Responsibilities:**

The Penticton Fire Department strives for excellence in each of the following core service areas:

**Emergency Response** - fire suppression, pre-hospital medical emergencies, and all types of specialized and technical rescue.

**Emergency Communications** - providing comprehensive regional 911 services, emergency dispatch, automatic alarm monitoring response, and municipal after hours response.

**Public Education** - helping children, families, business and industry become more aware of fire and safety threats, preventive techniques, and appropriate emergency responses.

**Inspection and Investigation** - ensuring that proper equipment and procedures are in place through education, code compliance, and enforcement - investigation to better understand cause and avoid similar tragedy.

**Ensure Workplace Safety** – for all PFD personnel through training and education to meet the National Fire Protection Association Standards and Workers' Compensation Board Regulations.

### **The highlights for 2005 were:**

The year of 2005 was a stimulating and productive year for the fire department and the City of Penticton. The department had many significant achievements and the highlights are as follows:

- The Emergency Response and Recovery Plan was tested again this year in the Emergency Operations Centre (EOC) at City Hall. Key agency personnel participated in a “mock” exercise that simulated a major flooding condition for the city. With the implementation of the Plan in 2004, the City has made an

enormous commitment to the citizens of Penticton to ensure their safety during a major disaster.

- Specialized training included Industrial Rope Rescue, High Angle Rescue for tower cranes, First Responder Level III with AED and spinal endorsement, and water rescue-boat operation for the department's Zodiac.
- The PFD was one of the first department's in BC to create and implement a Career Track Program for all members of the department. This program establishes paths that plot out courses and programs that are required for advancement. The program committee completed a major revamping of all courses and programs and it is now included in the PFD's Operational Guidelines and Reference Documents.
- As fire fighting is a hazardous profession the PFD places a heavy emphasis on all types of training. This past year we have been fortunate to have buildings donated to the PFD for live fire training prior to demolition. One such building was the Lakeland Motel on Riverside Drive. Prior to the demolition, our crews were able to extinguish a variety of different types of fires using some new and innovative ideas. The size of the building offered us a unique training experience.



### **Emergency Responses:**

Emergency response, whether it's a third alarm fire, a multi-vehicle accident involving injuries or a water rescue due to a capsized boat, is the major focal point of fire department operations. We continue to excel in our responses to provide protection to the citizens and visitors of our beautiful city.

The department's emergency response call volume continues to grow each year at a steady pace. First responder calls (Rescue and Safety) have tapered off after growing quickly from 2000 to 2003.

Year	Fire Calls	Rescue & Safety	Totals
2005	788	1633	2421
2004	769	1538	2307
2003	748	1510	2258
2002	726	1440	2166
2001	690	1385	2075

### Fire Losses (\$) – Five Year Comparison

Fire losses fluctuate from year to year and depend upon the value of the real property which is consumed by fire. When comparing 2002 to 2003 total Emergency Response Calls (chart above) saw an increase of 92 calls. The Total Fire Loss comparison for the same year saw an increase of well over \$1.1 million. In 2004, while fire calls increased by 21 over the previous year, Total Fire Loss decreased by \$2.1 million.

### Fire Calls by Incident

In 2005, the PFD responded to 1633 Rescue and Safety calls. Of these 1633 calls, 1393 (85%) of these responses were for First Responder calls. It is interesting to note that 603 (43%) of those calls were either for severe trauma (serious injuries) or cardiac (heart related) responses. The PFD also responded to 240 motor vehicle accidents where injuries were reported.

The PFD responded to 77 structure fires where losses occurred, 51 garbage bin fires and 36 wildland/grass fires.

### Emergency Communications Centre

The Emergency Dispatch Centre dispatches 911 fire and first responder calls to thirteen other fire departments in the RDOS as well as the City of Penticton. We welcomed the Anarchist Mountain Fire Department to our list in 2005. The dispatch centre handled 8402 calls for service this past year which is an increase of over 400 calls from the previous year. This is also our highest number of calls recorded in any one year and slightly above the total calls in 2003 (the year of FireStorm).

The dispatch centre also monitors fire alarms in various buildings as well as providing the required Man Checks, as per the Workers Compensation Regulations, throughout the city and the RDOS. The dispatch centre also handles the City's after hours telephone service when city facilities are closed.





## **Fire Prevention and Public Education**

The Fire Prevention Division of the PFD consists of two fire inspectors and an operations assistant/public educator. Each fire inspector is responsible to enforce the BC Fire Code Regulations and the Fire and Life Safety Bylaw 2004-57 by completing mandatory fire inspections. Each inspector is also trained through the Canadian Fire Investigation School to perform fire investigations under the Fire Services Act. Other duties include working with Building and Licensing Officials at City Hall, completing plan approvals and working with the general public on fire department issues. Fire Inspectors also deliver fire safety talks and fire extinguisher demonstrations to businesses and their employees.

In 2005, the fire inspectors completed 2782 mandatory inspections on businesses and other establishments within the City. They also completed 108 business license inspections and provided fourteen fire safety talks to 152 people.

### **Major Fire Prevention Projects:**

#### **Burn It Smart Workshop and Woodstove Exchange Program: (78 participants)**

This program was organized by the Penticton Fire Department with financial assistance from the RDOS Air Quality Committee. The purpose of the program was to encourage woodstove users to burn appropriately and safely and to promote the benefits of the new cleaner burning woodstoves.

#### **Safe Kids Canada- Safety Village Family Event**

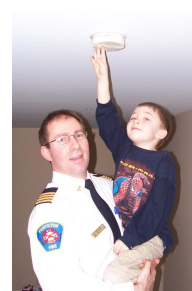
This was a free family event to promote safety (fire, bicycling and pedestrian). Event partners included Interior Health, RCMP, Penticton and District Community Resources, South Okanagan Similkameen Brain Injury Society, the Penticton Safety Village Society, Panago Pizza and Culligan Water. (*Over 300 participants- families with children under 10*)

#### **Neighbourhood Smoke Alarm Testing - Fire Prevention Month Activities**

Two neighborhoods were selected for testing smoke alarms using the following criteria:

- high percentage of rental units
- older housing stock
- families with children

Fire Prevention, Suppression and Paid on Call members went door to door to test smoke alarms, provide fire safety information and to provide batteries and smoke alarms where necessary. Fire trucks, the fire safety tent and a complimentary BBQ were set up in each neighbourhood.



A total of 164 homes were checked and many more residents received fire safety and smoke alarm information. (52 smoke alarms and 50 batteries were issued)

## **Open Burning**

A newsletter was mailed to agricultural and other open burning permit holders to provide information about the burning regulations and the venting index. Burning permits were updated.

## **Fire Prevention Month**

- A Fire Department Supplement was published in the Penticton Western News
- A School Contest- was held with winners going for lunch at McDonalds and receiving tickets to a Penticton Vees Hockey Game

## **Fire Smart House at Cherry Lane**

A safety display was featured during Emergency Preparedness Week in May. The fire department in conjunction with Forestry, used the Fire Smart House to promote urban interface issues, home fire safety and emergency preparations for families and individuals.

A FireSmart Newsletter was mailed to 700 homes in key interface areas of Penticton.

## **Penticton Fire Department Association**

The Fire Department has approximately forty Paid on Call members who volunteer their time to respond from home or work 24 hours a day/seven days a week to fire calls when additional help is needed by the career staff. Service as a paid on call member of our department requires a serious commitment as members must also attend thirty-six fire drills/practices in order to maintain the required training. The Paid on Call members are very active in the community participating in fund raising events and public education programs.

## **The Goals for 2006 are:**

The year 2006 will address the continued growth and progression of the Penticton Fire Department. A number of important issues were brought forward with the results of the 2004 Fire Underwriters Survey. These issues which will in turn be brought forward for development and implementation in 2006.

The Penticton Fire Department plans to:

- Prepare and deliver a report to Council on manpower issues amongst the fire suppression division and the administration staff. This was a key concern stressed in the survey.
- Research and design a new regional emergency training facility for training firefighters and staff throughout the regional district so that they are better prepared and equipped for an emergency.

- Research and design a new fire station facility for the industrial area to better house the firefighting apparatus and equipment, and to provide a safe work environment for our members.
- Purchase a Thermal Imaging Camera in 2006 to enable crews to see through smoke to rapidly search for trapped persons and to quickly locate fires.
- Implement a firefighter High Rise Training Program as the city continues to grow.
- Explore options, including partnerships and sponsorship, to purchase specialty equipment (i.e. Automatic External Defibrillator, Thermal Imaging Camera, Rescue Boat) that would better protect the public and firefighters.
- Cooperate with other local response agencies and City departments to coordinate training and to effectively utilize area resources.
- Create and implement a customer satisfaction questionnaire to the citizens of Penticton who receive our services. The questionnaire will help the department determine whether we are meeting the needs of the people we serve.
- Take ownership of the 2005 American LaFrance fire truck with a compressed air foam system in place. The PFD will outfit the fire truck and put into service by April 15<sup>th</sup>, 2006.
- Replace the existing Rescue Boat that is used for marine rescues on Okanagan and Skaha Lake by the end of 2006.
- Complete a Community Wildfire Protection Plan for The City of Penticton.



## PENTICTON ROYAL CANADIAN MOUNTED POLICE



The mission of the R.C.M.P. in Penticton is to:

- In partnership with the community, share in the delivery of a sensitive and progressive police service.
- Serve and protect the community.
- Treat all people equally and with respect.
- Promote respect for rights and freedoms, the law and democratic traditions.

Penticton R.C.M.P. remains committed to delivering excellence in policing; together we can work toward the R.C.M.P. goal of “Safe Homes, Safe Community”. The policing priorities of the Penticton RCMP are:

1. Drug Enforcement/Partnership/Education
2. Effective Traffic Services
3. Internal Training
4. Fraud Investigations (Related to drug enforcement)

### **SERVICES AND PROGRAMS**

#### **Community Policing Services**

Community policing refers to a partnership between police and the community, businesses, social agencies and other public service organizations. Through these relationships, police agencies can work in a co-ordinated effort to build healthy, safe and self-reliant communities.

Growing demands on police for an immediate response to community needs plus procedural requirements arising from legislative and judicial changes put additional pressures on police resources. We also find it necessary to keep pace with advances in investigative techniques while expanding beyond traditional responsibilities into areas of emerging criminal activity such as identity theft and internet-related crime.

Community policing is a solid investment in crime prevention. Shared ownership of

problems involving partnership between police and the community is the first step. Community policing represents an evolution in policing - a paradigm shift from looking inward for answers to an external focus on long term community needs. The following are our active programs:

**Auxiliary Policing** – During 2005 we trained 16 new Auxiliary officers to bring our complement to 22. The primary role of the Auxiliary officers is to assist in program delivery for Crime Prevention initiatives. They are a valuable addition to our Detachment working both foot patrol and bike patrol.

**Youth Options Program** - This program provides a systematic response to correct wrongdoing as an alternative method of the justice system for young offenders between the ages of 12 – 18. During 2005 more than twenty referrals were made to the program.

**Citizens on Patrol** - These volunteers are the eyes and ears of our community. They patrol high crime areas and report suspicious activities to the police. In 2005 our COP's assisted in locating stolen property, stolen vehicles and arson during their after hour patrols.

**Speed Watch** - In partnership with I.C.B.C. volunteers set up radar at certain locations to remind people of the importance of staying within the speed limit. They pay special attention to school zones and areas of concern as reported by the citizens of Penticton.

**Crimestoppers** - A community-based crime solving program working in conjunction with the police, the media and the public to help make communities a safer place to live. This continues to be a very important program at our Detachment in the collection of criminal intelligence, the recovery of stolen property and drugs. These results would not be attained without this program.

**Downtown Community Police Office** - Manned by volunteers and Crime Prevention staff, this office looks after routine police enquiries, conducts parking lot audits, pawnshop visits and business alarm audits. This office is a resource to the business community and is relocating to 185 Lakeshore Drive, which will be open to serve the public in early 2006.

**Crime-Free Multi-Housing** - An education program designed to empower managers and residents of multi-family complexes in keeping illegal activity out of their properties. This program is a key component in providing safe housing for our community. We currently have six certified buildings and more that 30 properties in various stages of certification.

Throughout the year Penticton Detachment officers participate in a variety of community events where they give of their time and energy to engage in meaningful community building events.

- TIM HORTONS CAMP DAY
- WENDY'S DREAM LIFT
- COPS FOR KIDS
- SANTA CLAUS PARADE (1<sup>st</sup> Place Winner – Overall)
- MCHAPPY DAYS
- IRONMAN
- PEACHFEST
- REMEMBRANCE DAY PARADE
- CHILDRENS FESTIVAL
- DATE RAPE DRUG FORUM

### **Victim Services**

Under this program the R.C.M.P., the Solicitor General and local communities work together to provide emotional and legal support to the victims of crime. This program is a vital link between the police and the victim to ensure information flow, to assist with referrals to agencies for counseling and to provide assistance and support during the Court or Restorative Justice process.

Two staff members and ten volunteers have provided support for more than 500 victims of crime in the Penticton and Summerland detachment areas in 2005. Services were also expanded to support clients through the initial phase and continue to support them throughout the court process.

### **Task Force/ Drug Partnership**

This Detachment established a Drug Prevention Strategy as a priority in 2003. The first step in the Drug Prevention Strategy was the establishment of an R.C.M.P. Community Drug Partnership to take a problem-oriented approach to dealing with the issues of drugs in Penticton more effectively. Partners included City officials, R.C.M.P., various government agencies and service clubs.

The D.A.R.E. program continues to be a priority for both this Detachment and our School District. We are once again providing all the grade six classes within our policing area of responsibility the D.A.R.E. program. Education sessions on the Crystal Meth drug problem will take place in 2006.

Enforcement continues to be an important part of the Detachment Drug Strategy. This past year was once again a very successful one for the Task Force resulting in a large number of arrests for drug possession and trafficking.

### **General Investigation Section**

This Section consists of plainclothes officers responsible for conducting major investigations involving homicides or other serious offences under the provisions of the Criminal Code. Our Section consists of five members..

## **Forensic Identification Section**

F.I.S. provides technical investigative support services to the R.C.M.P. in the following areas:

- Crime scene analysis.
- Collecting, preserving and processing evidence.
- Providing expert testimony in Court with regard to forensic evidence.

Two members in F.I.S. provide support to all the Detachments in the South Okanagan.

## **Traffic Services**

The mandate of the Traffic Services Section is to develop and implement innovative strategies focused on the reduction of deaths and injuries on our roadways. Activities include:

- Performing general traffic law enforcement duties.
- Enforcement of Criminal Code relating to traffic such as impaired driving.
- Collision investigation.
- Educational programs to schools and other groups.

## **Police Dog Services**

The Police Dog Service provides specialized investigative support services using trained police dogs in the following areas:

- Tracking and searching for lost persons, criminals and evidence.
- Searching for narcotics, explosives, weapons/shell casings, minute and or large articles such as crime scene evidence, DNA and lost property.
- Crowd management.
- Assistance in hostage, barricaded or fleeing suspects situations.
- Avalanche search and rescue operations.
- Criminal apprehension of fleeing or dangerous suspects.
- Police community relations including presentations, demonstrations and education of our youth.

Two Police Service Dogs at Penticton offer support services to Detachments in the South Okanagan.

## **The goals for 2006 are:**

1. Crime Reduction Strategy
2. Crystal meth Education – Resources and Prevention
3. Regional Detachment – Increase integration Services

4. Traffic Services – Increase Enforcement at Crosswalks and Intersections
5. Effective Delivery of Integrated Police Services to the Aboriginal Community within the Regional Detachment



## **DEVELOPMENT AND ENGINEERING SERVICES DIVISION**

The Development and Engineering Services Division consist of four (4) Departments: Planning, Engineering, Regulatory Services and Public Works. These four (4) Departments provide service to the public through one (1) Director, four (4) Managers, Seven (7) Supervisors, sixty nine (69) Union staff and one (1) Contract staff person for a total of 82 full time equivalents.

The Division is headed up by Mitch Moroziuk, Director of Development and Engineering Services, a professional engineer with a master's degree in business administration and twenty five (25) years of experience mostly in local government coupled with some private sector work.

The year 2005 was a busy one for the Division as development activity continued to increase and several major initiatives in the planning and engineering areas were completed or were placed well on the road to completion. These include:

- Completion of a Comprehensive Development Plan.
- Amendment of the OCP to include the North East Sector.
- Amendment of the Development Cost Charges Bylaw.
- Significant work on the Main Street Revitalization plan.
- Completion of the design for the Naramata Road Watermain.
- Significant work on five infrastructure master plans (water, sanitary sewer, storm sewer, transportation and pavement overlay).
- Drafting of a new Business License Bylaw.
- Updating the Property Maintenance Bylaw.
- Completed dam repairs.
- Generator installation for the Ridgedale pump station.
- Significant work on the Liquid Waste Management Plan.

As with 2004, 2005 saw some additional re-organization occur to improve the functioning of two departments.

- The structure of the Engineering Department was altered to create a new position of Assistant City Engineer and a new Engineering Technologist position. These two positions will help to address outstanding issues related to backlogs in the private development area and record keeping.
- The Public Works Department was reorganized to split off the Fleet Maintenance area off from the Works area and promote the existing foreman to a supervisor position.
- The structure Planning Department was also altered to provide for a new Planner to assist the Department Manager with managing consultants and completing in house planning projects.

These changes in the organizational structure will improve the level of customer service, reduce the backlog of outstanding items and help to improve the quality of the work produced.

## **PLANNING DEPARTMENT**

The main focus areas of the Planning Department are to provide professional advice to Council on land use planning issues and to process and be the lead Department for development applications and approvals. These land use planning functions are both short and long term and typically involve items such as:

### **Short term**

Official Community Plan Amendments.  
Zoning and Rezoning  
Development Permits  
Development Variance Permits  
Subdivisions

### **Long term**

Redrafting of the Official Community Plan  
Redrafting of the Zoning Bylaw  
Sector land use plans  
Comprehensive Development Plans  
Development Cost Charges

The Planning Department carries out this responsibility through the City Planner managing a permanent staff of five (5) staff. The Planning Department is headed by the City Planner, Donna Butler, a Member of the Canadian Institute of Planners with a degree in Arts specializing in Urban Geography. Donna has twenty seven (27) years of experience split between local government and the private sector. In 2005 a new planner position, held by Karen Mellor, MCIP, was added to the Department to provide resources to address planning projects and long range planning matters.

### **The key achievements for the Planning Department for 2005 were:**

- Worked on the long over due rewrite of the Zoning Bylaw. This project, is managed by staff planner Karen Mellor with assistance from David Widdis of the Department and consultant Mike Brown, involves a complete rewriting of the Zoning Bylaw. This Bylaw affects all development in the City and there are many interesting land use issues to consider. In particular, secondary suites will be a key zoning issue to be addressed in 2006.



**Skaha One on Yorkton**

- Approved key developments in the south end of the City, including the Skaha Beach Club Resort, the Verana, and the Waterford and Skaha One apartment buildings.



**Winners**

- In the north end of town, phases 2 and 3 of 160 Lakeshore Drive, a fifteen (15) storey condominium development and a five (5) storey apartment on Norton Street was approved. In addition, approval of numerous smaller apartment and townhouse developments occurred throughout the City.
- Major commercial developments included Winners store at the Penticton Power Centre, expansion of Canadian Tire, opening of the new Rona store and on going redevelopment of the Peach Tree Square.
- Completion of the Comprehensive Development Plan to explore the land use, servicing and financial issues associated with City growth over the next 20 years. The Plan outlined growth strategies to accommodate some 23,350 additional people and accompanying servicing requirements and costs and financing strategies.
- Adoption of a Community Plan amendment to incorporate the North East Sector Plan, to provide for four (4) new hillside neighborhoods with a potential population of 8,000 and based on environmentally sensitive development. The ALR boundary review was also incorporated in the Community Plan with new non-agricultural lands in the Upper Valleyview area identified for development.
- Completion of a Heritage Strategy to provide a 5 year plan of action with a range of heritage initiatives, from preparation of a Heritage Register, to heritage promotion and Downtown heritage restoration.



**Rona**



**Winnipeg/Wade**

- Adoption of the Agriculture Plan, with a list of about forty (40) initiatives that the City can undertake to support and enhance agriculture in the City. Actions include regulatory changes, promotion, urban-rural conflict minimization and infrastructure improvements.
- Processed a significant number of development applications including:
  - 9 ALR;
  - 66 Development Permits;
  - 21 Subdivisions;
  - 46 Development Variance Permits.
  - 43 Re-zonings;
  - 6 Strata Developments and;

This represents the highest volume of development applications in the past ten (10) years.

- The volume of Applications handled by the Planning Department in 2005 has decreased by 12.5 % from 2004. Figure 1 illustrates the type and volume of permits issued for the period 1994 – 2005. It is important to note that the complexity of the applications entering the Planning Department increased in 2005.

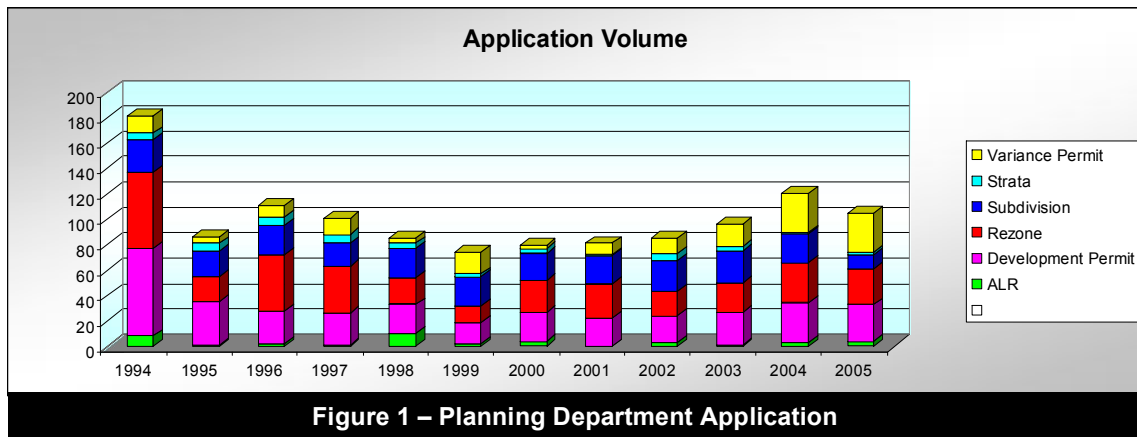
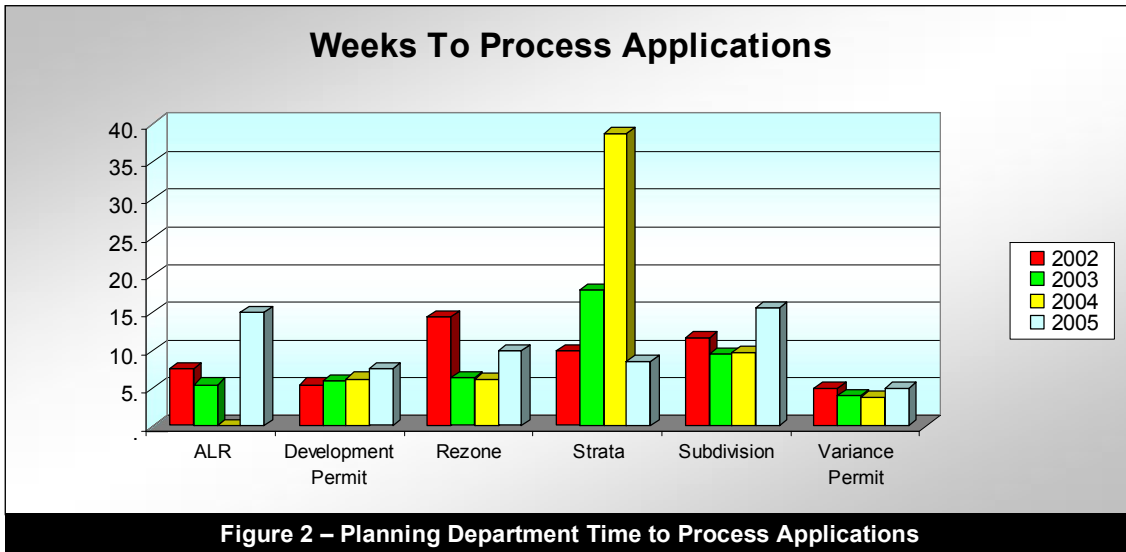
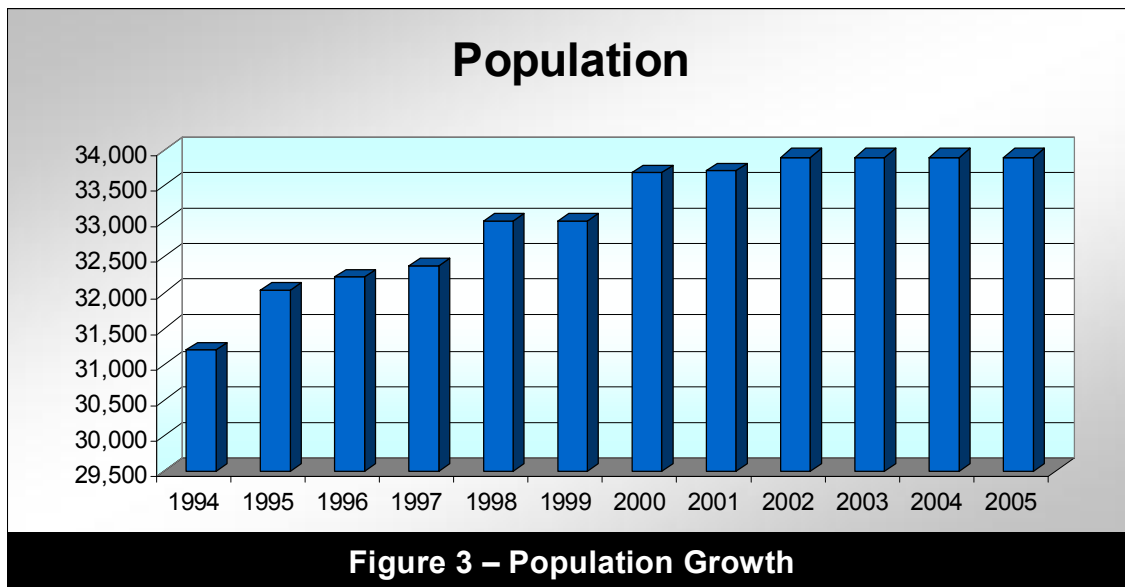


Figure 1 – Planning Department Application

- In 2002 the Planning Department started tracking the time to process applications, see Figure 2. For 2005 the department changed the manner in which data was tracked to eliminate inconsistencies that appeared from year to year. Between 2002 and 2005 the trend for ALR, Development Permits, Subdivisions and Strata developments has shown an increase in the amount of time required to process applications. The time to process applications related to rezoning and variance permits has been trending down from 2002 with a slight increase between 2004 and 2005. This resulted from new less experienced staff working in the Planning Department and the complexity of the projects that are now entering the Penticton market place.



- The Planning Department also tracked statistics on population growth as displayed in Figure 3. It can be seen that there has not been any significant growth in the City between the years 2002 to 2005.



## Planning Department Performance Measures

### Infrastructure - Measurements and Targets:

Description	2002 Target (Actual)	2003 Target (Actual)	2004 Target (Actual)	2005 Target (Actual)	2006 Target
Number of Development Applications per Staff per Year Total # of Development Permits / Total # of Planning Staff	34.3	35.4	39.0	40.0	35.0

## Client Benefits - Measurements and Targets:

Description	2002 Target (Actual)	2003 Target (Actual)	2004 Target (Actual)	2005 Target (Actual)	2006 Target
<b>Time to process Development Applications</b>					
Weeks to process a Subdivision Application	11.7	9.5	9.8	8.0 (15.7)	12.0
Weeks to process a Development Permit	5.5	6.0	6.3	6.5 (7.5)	7.0
Weeks to process a Rezoning Application	14.5	6.4	6.2	6.5 (9.9)	8.0
Weeks to process a Variance Permit	5.0	4.0	3.9	4.0 (5.0)	4.0
Weeks to process an ALR Application	7.6	5.5	None Done	9.0 (15.1)	10.0
Weeks to process a Strata Subdivision Application	9.9	18.0	38.7	10.0 (8.6)	10.0
<b>Number of Information Sessions held with the Development Industry</b>	No Data	No Data	0	2 (1)	
<b>% of Customers who report that procedures are</b>					
Efficient	N/A	N/A	N/A	75% (75%)	75%
Fair	N/A	N/A	N/A	75% (75%)	75%
Consistent	N/A	N/A	N/A	75% (75%)	75%
Professional	N/A	N/A	N/A	80% (75%)	75%

## Planning Department Goals

### The highlights for 2005 were:

- Continuing work on the rewrite of the Zoning Bylaw. **Work ongoing.**
- Complete the Northeast Sector Plan. **Complete.**
- Complete the Comprehensive Development Plan. **Complete.**
- Amend the OCP to reflect the: Agricultural, Northeast Sector and CDP. **Complete.**
- Amend and update the Development Cost Charges Bylaw. **Complete**
- Commence the Heritage Register project. **Project carried forward to 2006.**
- Prepare a Floodplain Bylaw. **Project carried forward to 2006.**
- Phase 2 Environmental Study of the Valleyview, Wiltse and, further assessment of Campbell Mountain and the City Riddle Road lands and development permit polices. **Commenced in 2005 and carried forward to 2006.**

### The goals for 2006 are:

- Complete the Community Plan Review Project to review High Density Residential policies and associated Commercial/Resort development, including Development Permit Area guidelines.
- Complete amendments to the Community Plan to implement the provincial government Riparian Area Regulations.
- Prepare Floodplain Bylaw.
- Complete the Heritage Register, with the first 20 properties placed on the register.
- Complete Phase 2 Environmental Study and related Community Plan Amendments.
- Work with property owner/consultants on the north Valleyview Area Plan.
- Ongoing work on the new Zoning Bylaw, with completion in 2007.

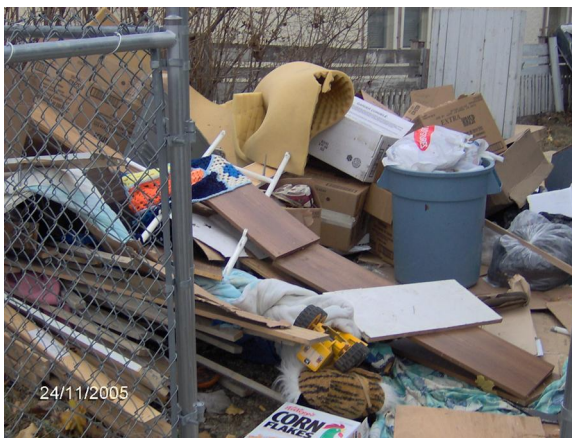
## REGULATORY SERVICES DEPARTMENT

The Regulatory Services Department is charged with providing three services. The first is the building permits and inspection function which addresses residential, agricultural, commercial, institutional and industrial building construction in the City of Penticton. The second is to provide enforcement of the City of Penticton Bylaws which includes property bylaws, traffic and parking bylaws. The third is a licensing function which involves the review and issuance of business licenses and liquor licenses.

The Regulatory Services Department is managed by the Manager of Regulatory Services, Barry Chickloski who has an Architectural Technology Diploma, fifteen (15) years of local government experience plus an additional ten (10) years of private sector experience. The Department carries out their responsibilities through the Manager of Regulatory Services, a Deputy Chief Building Official and a permanent staff of nine (9).

### The key achievements for the Regulatory Services Department for 2005 were:

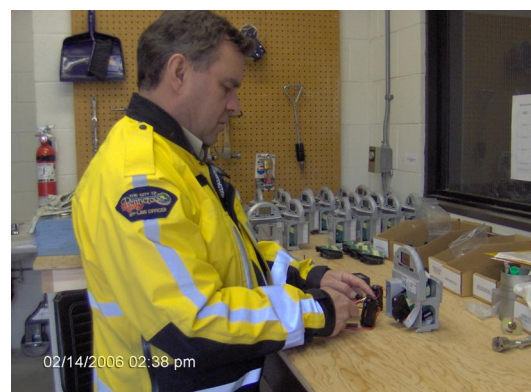
- The City's business license bylaw was fully reviewed and a new business licence bylaw was drafted and adopted. Key changes in the new bylaw included: use of a base business licence fee common to all types of businesses; a reduction in the number of business categories and a requirement for a screening process for certain business types in order to increase public protection. The new bylaw will be in effect for the 2006 license year. Regulatory staff will be monitoring the effects that the new bylaw may have on businesses.



**An Unsightly Awaiting Clean Up**

- The property maintenance bylaw, which deals with unsightly properties within the City, was also reviewed and a new bylaw was developed and adopted in 2005. The new bylaw ensures that unsightly properties are cleaned up much quicker than under the previous bylaw and places a limit on the number of vehicles that can be stored on a property.

- The department completed an organizational restructuring. A Deputy Chief Building Official was hired and the department was able to achieve most of their targeted performance measures despite having a record year in construction activity.



**Fixing the Parking Meters**

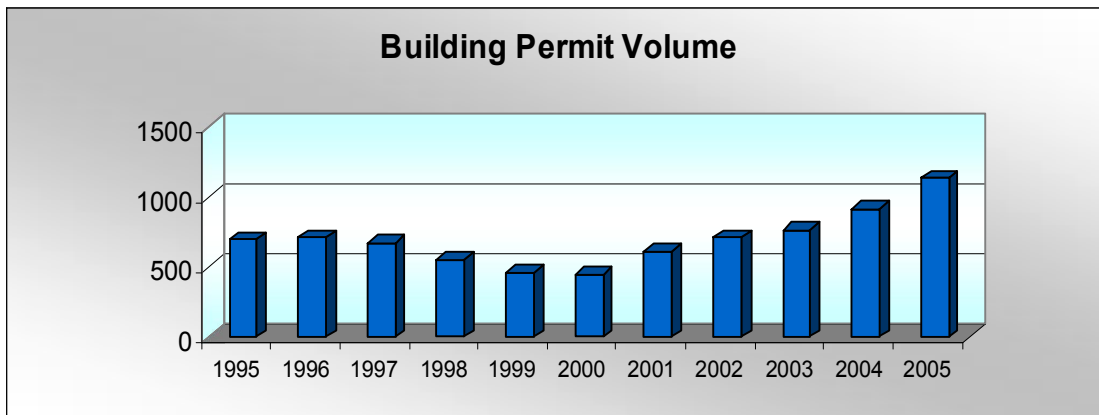
- The Bylaw Services Section, in conjunction with the Engineering Department, School District 67, the RCMP and Berry & Smith Trucking Ltd. the school bus operator, reviewed school drop off zones with respect to student safety and parent needs. As a result, parking and no stopping zones around a number of schools in Penticton were altered and drop off zones were created to allow for the safe area for parents to load and unload their children.



**Commercial Construction**

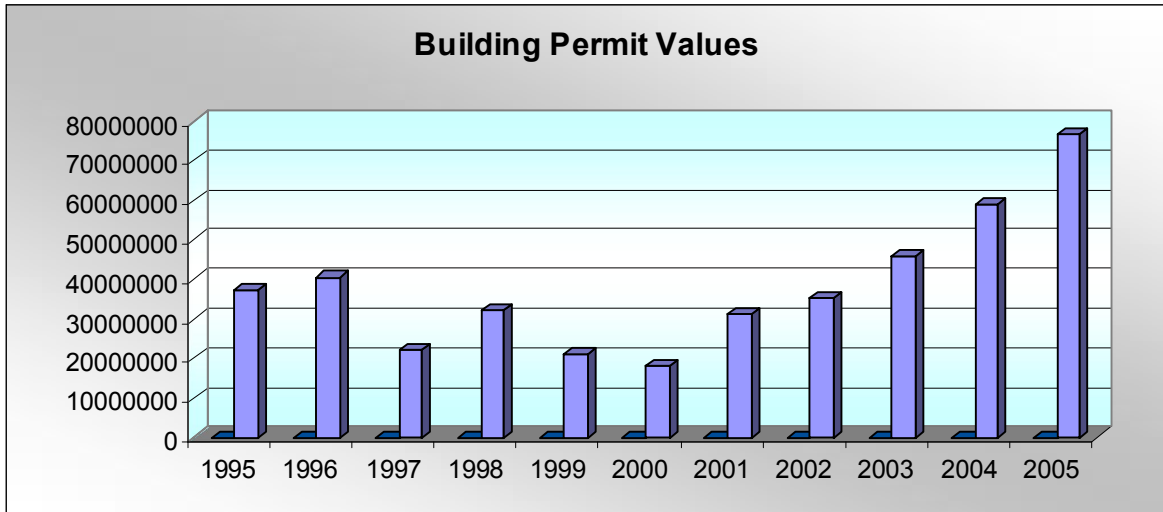
- Monitored Building Permit Activity. Figures 4 and 5 illustrate that Building Permit activity in terms of volume and value has been on the rise since 2000. The increase from 2000 to 2005 was 153 % in terms of the number of permits (Volume) and 327 % in terms of the value of construction (Value).

This statistic demonstrates the increasing health and vitality of Penticton’s development and construction industry. 2005 remained strong with a 24% increase in building activity as measured by the number of permits and a 30 % increase in the value of construction over the previous year.



**Figure 4 – Building Permit Volume**



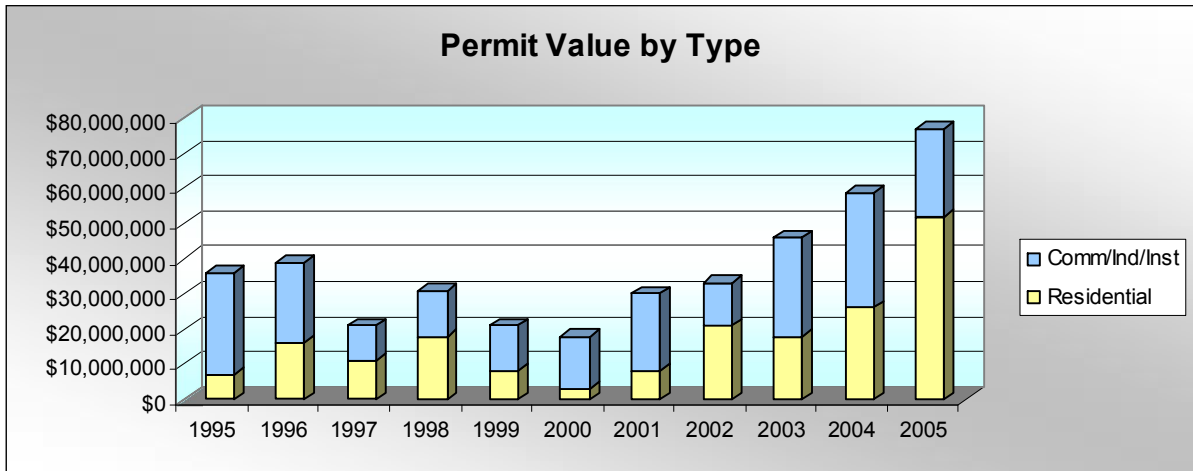


**Figure 5 – Building Permit Values**



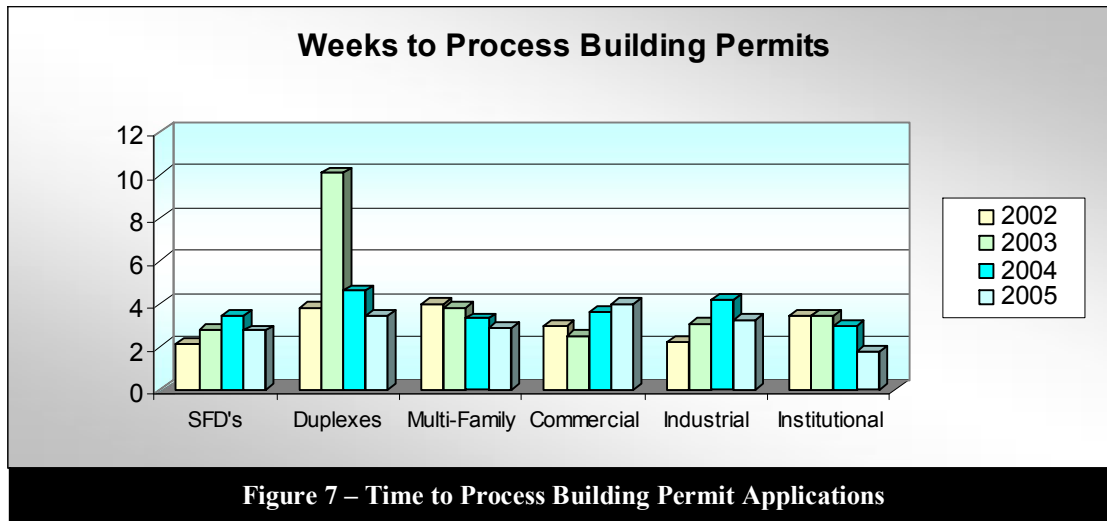
**Residential Construction**

Monitored the make up of Building Permits issued. Figure 6 shows the make up of the Building Permits issued in terms of residential and commercial, industrial and institutional. As can be seen the ratio between the two classes of Building Permits changes from year to year. In general terms construction has been on the increase since 2000. It is interesting to note that 2002 to 2004 has seen balanced growth in both classes of construction, however in 2005 residential construction was more than double that of the other class of construction, which was lead by the construction of 376 new multi family units, up from 135 units in 2004..

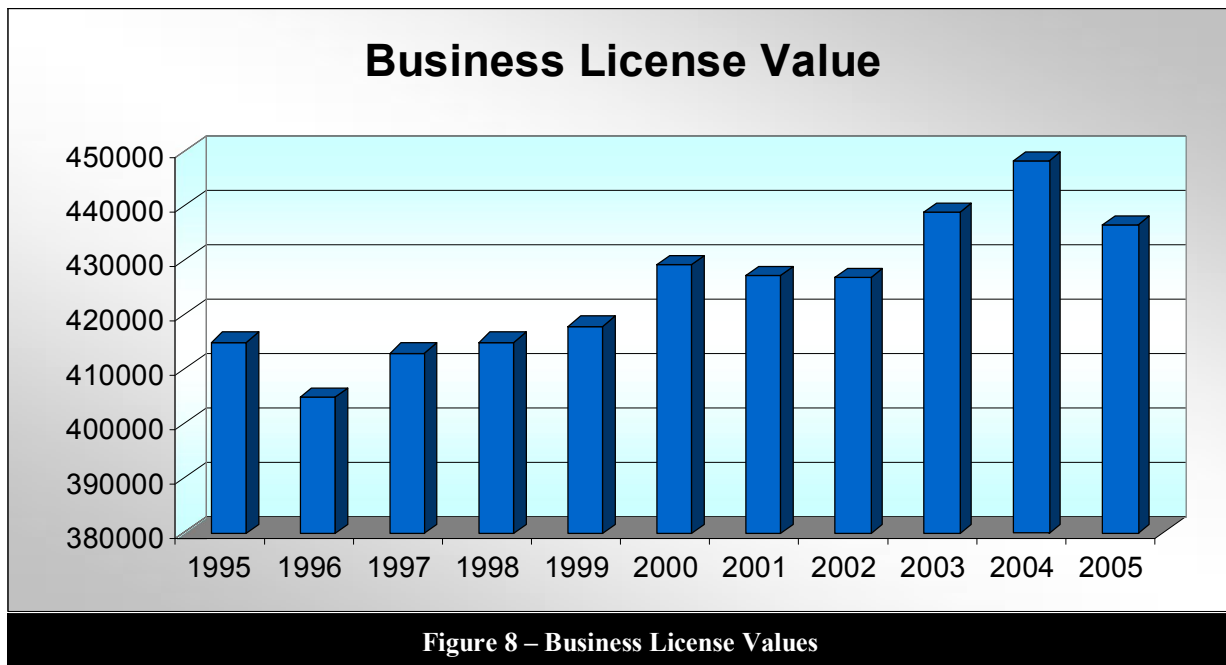


**Figure 6 – Building Permit Values by Class of Permit**

- The building and License Section tracks the time that it takes to process Building Permit applications see Figure 7. As can be seen in 2005 the time to process all types of building permit applications was quite uniform ranging from 2 to 4-weeks. Other than commercial applications, the time to process building permits has been reduced compared to 2004. This can be attributed to the organizational restructuring that occurred in 2004 and 2005.



- The Building and Licensing Section also tracks the issuance of Business Licenses. The value of Business Licenses issued in 2005 showed a small decrease of 2.5 % over 2004, see Figure 8.



## Regulatory Services Department Performance Measures

### Bylaw

#### Infrastructure - Measurements and Targets:

Description	2001 Target (Actual)	2002 Target (Actual)	2003 Target (Actual)	2004 Target (Actual)	2005 Target (Actual)	2006 Target (Actual)
<b>Number of Bylaw Files per Bylaw Officer</b> Total # of Bylaw complaint files / # Bylaw officers	(275)	(507)	(638)	(2,040)	1,360 (1,348)	1,350

### Bylaw

#### Client Benefits - Measurements and Targets:

Description	2001 Target (Actual)	2002 Target (Actual)	2003 Target (Actual)	2004 Target (Actual)	2005 Target (Actual)	2006 Target (Actual)
<b>Time to process a Bylaw Complaint</b> Weeks to complete a complaint investigation	N/A	N/A	N/A	(1.5)	1.5 (1.0)	1.5
Days to complete a general bylaw response	N/A	N/A	N/A	(5.0)	5.0 (2.0)	5.0

### Parking

#### Client Benefits - Measurements and Targets:

Description	2002 Target (Actual)	2003 Target (Actual)	2004 Target (Actual)	2005 Target (Actual)	2006 Target (Actual)
<b># of regulated parking stalls per Traffic Officer</b> Total # of regulated (metered, timed and city parking) / # of Parking Enforcement Officer.	(1,023) <sup>1</sup>	(1,023) <sup>1</sup>	(1,154) <sup>1</sup>	769 (811) <sup>2</sup>	866 <sup>2</sup>

Note 1: Based on 1 Bylaw officer

Note 2: Based on 1.5 Bylaw officers

### Parking

#### Client Benefits - Measurements and Targets:

Description	2002 Target (Actual)	2003 Target (Actual)	2004 Target (Actual)	2005 Target (Actual)	2006 Target (Actual)
Statistics reflect peak summer conditions (mid-august to mid-september) and are a combined average of mid-week & weekend					
<b>Usage of metered parking stalls - downtown core</b> Metered parking stall usage 100 – 400 blocks of Main and Martin (193 stalls 2005) 9:00am to 5:00 pm	N/A	N/A	N/A	N/A (39%)	45%
<b>Usage of non metered parking stalls - downtown core</b> Non metered parking stall usage 100 – 400 blocks of Main and Martin (127 stalls 2005) 9:00 am to 5:00pm	N/A	N/A	N/A	N/A (82%)	85%
<b>Usage of paid parking lots – downtown core</b> Paid parking lot 300 and 400 block of Main Street	N/A	N/A	N/A	N/A (18%)	20%
<b>Usage of free parking lots – downtown core</b> Paid free lot 200 block of Main Street	N/A	N/A	N/A	N/A (55%)	55%
Number of businesses in the 100 – 400 blocks of Main and Martin Streets	N/A	N/A	N/A	N/A (217)	217
Number of residential suites in the 100 – 400 blocks of Main and Martin Streets.	N/A	N/A	N/A	N/A (143)	230

## Building Inspection

### Infrastructure - Measurements and Targets:

Description	2001 Target (Actual)	2002 Target (Actual)	2003 Target (Actual)	2004 Target (Actual)	2005 Target (Actual)	2006 Target (Actual)
<b>Number of Building Permits per Staff person</b> Total # of Building Permits / Total # Building Inspector	(314)	(355)	(381)	(460) <sup>1</sup>	307 (379) <sup>2</sup>	370 <sup>2</sup>

Note 1: Based on 2 building inspectors, (one plan checker not included in stat)

Note 2: Based on 3 building inspectors, (one plan checker not included in stat)

## Building Inspection

### Client Benefits - Measurements and Targets:

Description	2001 Target (Actual)	2002 Target (Actual)	2003 Target (Actual)	2004 Target (Actual)	2005 Target (Actual)	2006 Target (Actual)
<b>Time to process Building Permits</b>						
Weeks to process a Single Family Residential Permit	N/A	(2.1)	(2.8)	(3.4)	3.0 (2.7)	3.0
Weeks to process a Duplex Permit	N/A	(3.8)	(10.1)	(4.6)	3.0 (3.4)	3.0
Weeks to process a Multi Family Permit	N/A	(4.0)	(3.8)	(3.3)	4.0 (2.9)	4.0
Weeks to process a Commercial Permit	N/A	(3.0)	(2.5)	(3.6)	4.0 (4.0)	4.0
Weeks to process an Industrial Permit	N/A	(2.2)	(3.1)	(4.2)	4.0 (3.3)	4.0
Weeks to process an Institutional Permit	N/A	(3.4)	(3.4)	(3.0)	4.0 (1.8)	4.0
<b>Number of Information Sessions held with the Construction Industry</b>	N/A	N/A	N/A	(1)	2 (0)	1
<b>% of Customers who report that procedures are</b>						
Efficient	N/A	N/A	N/A	N/A	75% (70%)	75%
Fair	N/A	N/A	N/A	N/A	75% (61%)	75%
Consistent	N/A	N/A	N/A	N/A	75% (51%)	75%
Professional	N/A	N/A	N/A	N/A	80% (80%)	75%

## Business Licensing

### Infrastructure - Measurements and Targets:

Description	2001 Target (Actual)	2002 Target (Actual)	2003 Target (Actual)	2004 Target (Actual)	2005 Target (Actual)	2006 Target (Actual)
<b>Number of Business Licenses per staff person</b> Total # of Business Licenses / # Business Licensee	(2,300) <sup>1</sup>	(2,400) <sup>1</sup>	(2,500) <sup>1</sup>	(2,600) <sup>1</sup>	2,600 (2,481) <sup>1</sup>	2,600 <sup>1</sup>

Note 1: based on one Business Licence Clerk.

## Business Licensing

### Client Benefits - Measurements and Targets:

Description	2001 Target (Actual)	2002 Target (Actual)	2003 Target (Actual)	2004 Target (Actual)	2005 Target (Actual)	2006 Target (Actual)
<b>Time to process a Business License</b>						
Days to review and have ready for pick up a new business license.	N/A	N/A	N/A	N/A (3.9)	3.0 (5.0)	5.0
Days to change an existing business license	N/A	N/A	N/A	(3.0)	2.5 (2.0)	3.0

## Regulatory Services Department Goals

### The highlights for 2005 were:

- Examine methods to reduce the time required to issue permits. **Project carried over to 2006.**
- Monitor City parking lots and on street parking in the downtown core to determine usage rates, turnover rates and duration rates. **Complete.**
- Review the Private Property Maintenance Bylaw and bring forward an amendment that better defines what is considered to be an unsightly property and to what standard must the property be cleaned up. **Complete.**
- Complete the review & amendments to the Building Bylaw to bring it in conformance with the MIA Core Bylaw and to make it a requirement that low water use fixtures be used on all new and renovation projects. **Project carried over to 2006.**
- Complete the Review & rewrite of the Business License Bylaw to reduce the number of license classes, simplify the fee schedule and participate in inter-municipal business licensing. **Complete.**
- Work with the Planning Department to bring forward a strategy on how the City should deal with Secondary Suites in the future. **Work in progress, project carried over to 2006.**

### The goals for 2006 are:

- Complete the Streamlining of the application process with the goal being to raise the standards, developing a new application form and process and educating City staff and the industry on the new standards and the inherent values.
- Rewrite the Building Bylaw to bring in line with the MIA Core Bylaw, include a requirement for low water use fixtures for all new projects, and introduce a sliding scale related to penalties where violations occur.
- Monitor the affect of the new Business Licence Bylaw and determine if amendments are required to improve the bylaw.
- Examine the prospect of implementing a Local Bylaw Dispute System, whereby bylaw matters would no longer go through the provincial court system but rather would be settled through a Local Bylaw Dispute System.
- Complete the illegal suite strategy and bring it forward to Council.
- Examine commercial uses on the City streets and sidewalks such as sidewalk cafes, sidewalk sales areas, sandwich board signs and newspaper boxes. Draft a Street Use Policy and bring it forward to Council.
- Draft a Solicitation Bylaw and bring it forward to Council. The Solicitation Bylaw will address regulations regarding where panhandling is restricted and aggressive panhandling.

## **PUBLIC WORKS DEPARTMENT**

This is the largest Department within the Development and Engineering Services Division. The Public Works Department is managed by Len Robson who has a diploma in Engineering Technology is ASCT certified and brings eighteen (18) years of experience to the City.

The Public Works Department carries out their responsibility through the Manager of Public Works, four (4) supervisors and a permanent staff of forty seven (47) full time and three (3) seasonal. The Public Works Department is further broken down into four Sections, the Works Section, the Fleet Maintenance Section, the Water Treatment Section and the Waste Water Treatment Section.

The Works Section is supervised by Todd Mizuik and includes three areas. The first is the Meters and Irrigation area which is charged with installing, maintaining and managing the City of Penticton's water meter system, dams and agricultural irrigation systems. The second area is the Utility area which maintains the underground treated water, storm and sanitary sewer infrastructure. The third area is the Works area which provides road maintenance and compost functions for the City. This is the area of the City that keeps things running smoothly twenty four (24) hours a day seven (7) days a week. If there is a problem these guys deal with it.



**A "Smart" Addition to the Fleet**

The Water Treatment Section is supervised by Brent Edge and is responsible to operate and maintain the City's water treatment plant, water storage reservoirs, cross connection program, water conservation program and water pump stations.

The Waste Water Treatment Section is supervised by Berne Udala and maintains and operates the City of Penticton Advanced Waste Water Treatment Facility, the sewage lift stations and the Effluent Irrigation System to the Penticton Golf Course and City Parks.

The Fleet Maintenance Section is a new Section, is supervised by Keith Manders and is responsible for the management and maintenance of the City's vehicle and equipment fleet, the Fire Department fleet, the RCMP fleet, and the RDOS fleet. The section is comprised of two heavy duty mechanics, 2 automotive mechanics and one apprentice automotive mechanic. They purchase and service all equipment from lawn mowers to large electrical line trucks.



**Lee Avenue Lift Station Mtce.**

The Water Treatment and Waste Water Treatment Sections ensure that the water you get at your tap is safe to drink and that your sanitary sewage is treated properly. The citizens of Penticton are fortunate that we have state of the art water and waste water facilities run by the most qualified operators in the business. Our facilities are often showcased to universities, consultants and other municipalities.

The key achievements, performance measures and goals for the Public Works Department are presented in the following sections.

### **General Public Works Section Key Achievements**

- Entered into an agreement with the West Bench Irrigation District to maintain their water system.
- Entered into an agreement with the RDOS for the construction, operation and joint financing of a Septic Waste Facility
- Chaired the BCWWA Conference – more than 1000 delegates
- Implemented a Rat Control Program
- Restructured the Works and Fleet Maintenance Areas
- Won first place in the BCWWA Top Operator's Competition (Dave Evanchu, Cid McLean, Karen Moore)

### **Works Section Key Achievements**



- Completed the second phase of the Columbia School sidewalk installation.
  - Completed sidewalk construction at Carmi Avenue and Duncan Avenue to improve pedestrian safety.
  - Worked with the Okanagan School of the Arts on a Banner Program and Street Scape Program to promote local artists, support the 2006 World Freestyle event at Apex and to make Main Street a more people friendly place.
  - Completed the installation of 125 m of sanitary sewer on Pickering Street.
  - Replaced all irrigation spray fills to meet cross control connection standards.
- Relined 718 m of sanitary sewer main.
  - Completed rehabilitation work on the Ellis 2 and Ellis 4 dams.
  - Nearly completed the Penticton and Ellis Creek Inundation Study.
  - Completed the Dam Safety Review and commenced work on implementation of the recommendations.
  - Implemented a new Uni-directional water main flush program.
  - Nearly completed construction of a wash bay / winter storage building at the yards.

- Installed 100 m of water main on Vancouver Hill.
- Installed 841 radio frequency read water meters.

### Works Section Performance Measures

Description	2002 Target (Actual)	2003 Target (Actual)	2004 Target (Actual)	2005 Target (Actual)	2006 Target (Actual)
<b>Efficient Road Maintenance Operations</b> Cost for lanes and streets patching, line painting, crack concrete curb & gutter & sidewalk repair per lineal meter of road network.	(\$1.24/m)	(\$1.30/m)	(\$1.34/m)	\$1.24/m (\$1.43/m)	\$1.71/m
<b>Efficient Road Sweeping Operations</b> Cost for road sweeping per lineal meter of road network.	(\$0.36/m)	(\$0.36/m)	(\$0.33/m)	\$0.41/m (\$0.35/m)	\$0.34/m
<b>Efficient Snow Ice Road Operations</b> Cost for snow and ice control per lineal meter of road network.	(\$0.30/m)	(\$0.22/m)	(\$0.57/m)	\$0.58/m (\$0.58/m)	\$0.64/m

Please note some numbers may have change from previous years due to a change in what we are tracking and what figures should be included in the calculations.

### Client Benefits - Measurements and Targets:

Description	2002 Target (Actual)	2003 Target (Actual)	2004 Target (Actual)	2005 Target (Actual)	2006 Target (Actual)
<b>Citizen Concern – Roads General</b> Number of complaints received specifically related to the condition of the road network.	N/A	N/A	(9)	10 (12)	10
<b>Citizen Rating – Roads Maintenance</b> % of those surveyed that rate Road Maintenance as sufficient.	N/A	N/A	N/A	N/A	80%
<b>Citizen Rating – Sweeping Operations</b> % of those surveyed that rate Street Sweeping Operations as sufficient.	N/A	N/A	N/A	N/A	80%
<b>Citizen Rating – Snow and Ice Control</b> % of those surveyed that rate Snow and Ice Control Operations as sufficient.	N/A	N/A	N/A	N/A	80%

### Infrastructure - Measurements and Targets:

Description	2002 Target (Actual)	2003 Target (Actual)	2004 Target (Actual)	2005 Target (Actual)	2006 Target (Actual)
<b>Efficient Agricultural Irrigation Mainline Operations &amp; Maintenance</b> Cost to provide and maintain 33 km of an agricultural Irrigation system (dams, operations, not incl. Capital)	(\$2.61/m)	(\$2.39/m)	(\$3.60/m)	\$3.21/m (\$3.39/m)	\$4.65/m
<b>Efficient Domestic Water Mainline Operations &amp; Maintenance</b> Cost to provide and maintain 199 km of domestic water supply main.	(\$1.63/m)	(\$2.75/m)	(\$1.91/m)	\$2.15/m (\$2.36/m)	\$2.25/m

Please note some numbers may have change from previous years due to a change in what we are tracking and what figures should be included in the calculations.



### Client Benefits - Measurements and Targets:

Description	2002 Target (Actual)	2003 Target (Actual)	2004 Target (Actual)	2005 Target (Actual)	2006 Target (Actual)
<b>Citizen Concern - Agricultural Mainlines</b> Number of complaints received specifically related to agricultural irrigation mains	N/A	N/A	(0)	5 (9)	10
<b>Citizen Concern – Domestic Mainlines</b> Number of complaints received specifically related to domestic water mains	N/A	N/A	(3)	5 (14)	10

### Infrastructure - Measurements and Targets:

Description	2002 Target (Actual)	2003 Target (Actual)	2004 Target (Actual)	2005 Target (Actual)	2006 Target (Actual)
<b>Efficient Sanitary Sewer System Maintenance</b> Cost per lineal meter of pipe Note: Future Numbers may change as Engineering Reports provide accurate data on pipe lengths	(\$1.46/m)	(\$1.89/m)	(\$1.51/m)	\$1.55/m (\$1.65/m)	\$1.73/m
<b>Efficient Storm Sewer Maintenance</b> Cost per lineal meter of pipe – incl. c/b & mh	(\$1.02/m)	(\$1.66/m)	(\$1.22/m)	\$0.91/m (\$1.55/m)	\$2.03/m

Please note some numbers may have change from previous years due to a change in what we are tracking and what figures should be included in the calculations.

### Client Benefits - Measurements and Targets:

Description	2002 Target (Actual)	2003 Target (Actual)	2004 Target (Actual)	2005 Target (Actual)	2006 Target (Actual)
<b>Citizen Concern - Sanitary Sewer Mains</b> Number of complaints received specifically related to sanitary sewer mains	N/A	N/A	(1)	5 (6)	5
<b>Citizen Concern – Storm Sewer Mains</b> Number of complaints received specifically related to storm sewer mains	N/A	N/A	(8)	5 (7)	8

### Works Section Goals



**Repairing a Water Break**

#### The highlights for 2005 were:

- Investigate Asset Management Software. – **Project carried over to 2006**
- Implement Fleet Maintenance Software. – **Project transferred to the Fleet Section for 2006**
- Complete the Ellis 2 Dam repairs. - **Complete**
- Implement a Uni-Directional Flushing Program. - **Complete**
- Review and update Public Works Policies. – **Project carried over to 2006**

## The goals for 2006 are:

- Asset Management - Investigate Asset Management Software.
- Develop a Customer Survey.
- Upgrades to the Skaha Lake storm detention pond pump and controls.
- Pilot the liquid anti-icing program.
- Construct the King Street sidewalk.
- Commence work on a fire hydrant spacing upgrade.
- Review and update Public Works Policies.

## Fleet Maintenance Section Key Achievements

- Created a separate Fleet Maintenance Section.
- Completed advanced training for the sweeper and flush truck.
- Completed office space improvements.
- Assisted in the purchase of a new fire truck.
- Purchased and equipped new CAT loader.
- Completed training for the 2<sup>nd</sup> Year Apprentice Training, Ryan Rosenke, who received an "A" Average.
- Investigated and purchased two Smart Cars and one Hybrid Vehicle.
- Tendered for the purchase of an aerial truck for the Electrical Department.

## Fleet Maintenance Section Performance Measures

Performance measures for the fleet maintenance section are to be developed during 2006.

## Fleet Maintenance Section Goals



**Fleet Maintenance Repairing a Leak**

As the Fleet Maintenance Section was newly created in late in 2005 no 2005 Goals were put in place.

## The goals for 2006 are:

- Develop a Customer Satisfaction Survey and receive feedback
- Develop and implement a Vehicle Purchasing Policy
- Develop a system to track Drivers Abstracts as required by Motor Vehicle Act
- Purchase all equipment by end of April
- Design and install a new system for loading and unloading Sanders and Tailgates
- Implement a Fleet Maintenance Software system

## Water Treatment Section Key Achievements



- Completed the installation of an emergency generator at the Ridgedale Reservoir
- Repaired the Ridgedale pumps
- Upgraded the PLC Lakeshore Pump Station PLC Upgrade
- Completed and posted the Annual Water Report on the Web
- Installed 300 cross connection assemblies
- Set up a water smart house on the City Web to promote water conservation

## Water Treatment Section Performance Measures

### Infrastructure - Measurements and Targets:

Description	2002 Target (Actual)	2003 Target (Actual)	2004 Target (Actual)	2005 Target (Actual)	2006 Target (Actual)
<b>Efficient Water Treatment, Pumping &amp; Storage Operations and Maintenance</b> Costs for treatment, pumping and storage per cubic meter of water treated.	(\$0.138/m <sup>3</sup> )	(\$0.135/m <sup>3</sup> )	(\$0.151/m <sup>3</sup> )	\$0.158 m <sup>3</sup> (\$0.125/m <sup>3</sup> )	\$0.150/m <sup>3</sup>
<b>Per Capita Daily Water Demand</b> Liters of treated water per capita per day	(725 lpcd)	(703 lpcd)	(639 lpcd)	650 lpcd (684 lpcd)	650 lpcd

\*estimated Q for 2005 8000 ML, pop 33000

### Client Benefits - Measurements and Targets:

Description	2002 Target (Actual)	2003 Target (Actual)	2004 Target (Actual)	2005 Target (Actual)	2006 Target (Actual)
<b>Citizen Concern – Water aesthetics</b> Number of complaints received specifically Related to treated water odor, taste and clarity.	(7)	(10)	(15)	15 (8)	10
<b>Regulatory Requirements – Water Quality</b> % of water samples that meet or are better than requirements in the Ministry of Health Operating Certificate.	(100%)	(100%)	(100%)	100%(100%)	100%

### Infrastructure - Measurements and Targets:

Description	2002 Target (Actual)	2003 Target (Actual)	2004 Target (Actual)	2005 Target (Actual)	2006 Target (Actual)
<b>Efficient Water Conservation Program</b> Water Conservation Costs per reduction in the number of liters per capita per day.	N/A	N/A	(\$ 1046/L)	N/A increase from 2004	\$1,000/L

Note: per capita measurement is deceiving as this does not account for system loss, hydrant flushing, non metered use, construction etc. Plans are in place to determine effectiveness of program by using meter records in sample areas. Look for this change in 2006.

## Client Benefits - Measurements and Targets:

Description	2002 Target (Actual)	2003 Target (Actual)	2004 Target (Actual)	2005 Target (Actual)	2006 Target (Actual)
<b>Peak Day Demand</b> Highest volume of water pumped over a 24 hour period	(48.3 ML/d)	(52.6 ML/d)	(46.6 ML/d)	45.0 ML/d (47.15 ML/d)	46.0 ML/d
<b>July Total Monthly Demand</b> Volume of water pumped over the month of July.	(1318 ML)	(1428 ML)	(1186 ML)	1250 ML (1141 ML)	1085 ML
<b>July Degree days over 30</b> Days in July where the temperature exceeded 30	(15)	(18)	(17)	(10)	
<b>July Total Rainfall</b>	(11.2 mm)	(0.0 mm)	(8.0 mm)	(14.9 mm)	
<b>August Total Monthly Demand</b> Volume of water pumped over the month of August.	(1226 ML)	(1225 ML)	(1006 ML)	1075 ML (1273 ML)	1020 ML
<b>August Degree days over 30</b> Days in August where the temperature exceeded 30	(10)	(16)	(14)	(17)	
<b>August Total Rainfall</b>	(7.0 mm)	(3.8 mm)	(70.6 mm)	(11.7 mm)	
<b>Average Day Demand</b> Average volume of water pumped over a 24 hour period	(23.2 ML/d)	(23.1 ML/d)	(21.0 ML/d)	21.5 ML/d (22.6 ML/d)	22.6 ML/d
<b>Per Capita Daily Water Demand</b> Liters of treated water per capita per day	(725 lpcd)	(703 lpcd)	(639 lpcd)	650 lpcd (684 lpcd)	650 lpcd

## Water Treatment Section Goals

The highlights for 2005 were:



- Rebuild Ridgedale Pump Station pump #1. - **Complete**
- Purchase and install an emergency generator at the Ridgedale Pump Station. - **Complete**
- Complete the installation of a fiber optic line between Duncan Avenue Pump Station and the Ridgedale Pump Station. - **Fiber installed, final connections required**
- Surveys high water contamination hazards surrounding the Warren Avenue Well. - **Survey incomplete waiting replies - low priority as well is not in operation**
- Complete the 2005 Annual Water Plant Operations Report and post on the city web page. - **Complete**
- Complete a pilot test and pre-design of the Warren Avenue Well Treatment Facility. - **2005 Water Study has indicated that there may be an alternative to upgrading the Warren Ave Well, further investigation required in 2006**

### The goals for 2006 are:

- Complete the survey of high water contamination hazards surrounding the Warren Avenue Well
- Complete the installation of a fiber optic line between Duncan Avenue Pump Station and the Ridgedale Pump Station
- Successfully administer the West Bench Irrigation water system maintenance contract
- Purchase and install an emergency generator at the Okanagan Lake Pump Station
- Upgrade the Duncan Ave Reservoir PLC
- Determine the direction to take regarding expanding our treated water supply and commence predesign
- Design and installation of zonal flow meters
- Administer the Toilet Rebate Program as part of the Water Conservation initiative
- Focus on cross connection compliance for all new construction at time of permit

### Waste Water Treatment Section Key Achievements



**Repairs at the Waste Water Plant**

- Completed fall protection upgrades for the lift station hatches.
  - Completed lift station wireless communication system upgrade.
  - Added a cross connection control device at the Fairview Station.
  - Completed lift station operations manuals.
  - Nearly completed (75%) the Liquid Waste Management Plan.
  - Completed a plant audit.
  - Tendered and awarded a new 5 year Biosolids hauling contract.
- 13 out of 14 planned capital projects completed on time and budget.
  - Completed chlorine awareness training.
  - Worked through staff shortage with a minimal impact on process. Best results in the last three years.
  - The following staff innovations were also implemented:
    - ✓ Repaired screw pump drive performed in house resulting in a cost savings of approximately \$10,000 over new replacement.
    - ✓ Repaired to Moyno sludge pump performed in house by maintenance staff resulting in cost savings of approximately \$12,000 over new replacement.
    - ✓ Screw pump controls upgraded, greater safety factor for back up screw pump operation.
    - ✓ Soft start installed on main blowers.
    - ✓ Installation of Halogen emergency shut off valves on Chlorine & Sulphur Dioxide systems.
    - ✓ New SCADA software and new process PC installed.

## Waste Water Treatment Section Performance Measures

### Infrastructure - Measurements and Targets:

Description	2002 Target (Actual)	2003 Target (Actual)	2004 Target (Actual)	2005 Target (Actual)	2006 Target (Actual)
<b>Efficient Waste Water Pumping and Treatment Operations and Maintenance</b> Costs for pumping and treatment per cubic meter of waste Water treated.	(\$0.241/m <sup>3</sup> )	(\$0.240/m <sup>3</sup> )	(\$0.250/m <sup>3</sup> )	\$0.250/m <sup>3</sup> (\$0.255/m <sup>3</sup> )	\$0.270/m <sup>3</sup>

### Client Benefits - Measurements and Targets:

Description	2002 Target (Actual)	2003 Target (Actual)	2004 Target (Actual)	2005 Target (Actual)	2006 Target (Actual)
<b>Regulatory Requirements - Waster Water Quality</b> % of the daily Wastewater samples that meet our target of 0.25 mg/l total Total Phosphorus	(99.6%)	(88.5%)	(71.0%)	85% (93.5%)	99%
# of days Total Phosphorous exceeded 0.25 mg/l. (Daily limit for the Operating Permit is not to exceed 2.0 mg/l)	(1)	(31)	(81)	(17)	5
<b>Yearly Average phosphorous</b> The average of all total phosphorus tests (limit 0.25 mg/l)	(0.07 mg/l)	(0.16 mg/l)	(0.25 mg/l)	0.25 mg/l (0.11 mg/l)	0.10 mg/l

## Waste Water Treatment Section Goals

### The highlights for 2005 were:

- Complete fall protection upgrades for the lift station hatches. **Complete**
- Upgrade the wireless communication upgrade. **Complete**
- Complete the Liquid Waste Management Plan. **Project carried over to 2006**
- Complete a plant and equipment audit. **Complete**
- Complete a three year staff training plan. **Project carried over to 2006**

### The goals for 2006 are:

- Implement the Liquid Waste Management Plan recommendations by commencing preliminary design of the Wastewater Plant upgrade option that was chosen as part the LWMP process in 2005 and 2006.
- Automate the air supply systems on both Bioreactors resulting in efficiency and process stability.
- Continue to introduce new technology into the Treatment systems which will then help to produce safe waters.
- Design the Septage receiving facility
- Complete a value analysis on any new major wastewater system upgrades that are selected from the Liquid Waste Management Planning Process. (Value Analysis Process )

## **PARKS, RECREATION, CULTURE AND CONVENTION DIVISION**

The Division's mission is to achieve socially worthwhile goals that will enhance the quality of life for the citizens, visitors, and future generations Penticton.

The Division consists of five (5) Departments: Parks and Cemeteries, Facilities, Recreation, Museum and Trade & Convention. The Division also co-ordinates the Emergency Social Services (ESS) functions for the City in times of family or community disaster. The Division services are provided through a Director, three managers, five supervisors, 100 full or part-time employees and nearly 300 volunteers. In addition, 90 contract staff lead recreation programs in the community and dozens of contractors provide everything from security to custodial services.

The Division's administration manages human and physical resources, planning, research, administrative priority setting, liaison with authorities, fiscal control, support to advisory committees, and assistance to community groups.

### **The highlights for 2005 were:**

- Re-structured the division to address the growing need for management support within the facilities department.
- Completed the financial due diligence phase on the proposed South Okanagan Event Centre.
- Completed phase 3 construction on the Penticton Trade & Convention Centre.
- Completed and opened a new 10,000 square foot Wine Country Information Centre.
- The Recreation Department's Active Living project, *Penticton Steps Out*, received the Program Excellence Award from the BC Recreation and Parks Association and the Canadian Parks and Recreation Association's Award of Excellence for Innovation.
- The Penticton Trade & Convention Centre achieved over 100,000 delegate days in 2005 and hosted over 472,000 person-visits at the facility.
- Completed construction of the new Community Policing Office.
- Additional special events were coordinated by staff, including: a coach and athlete conference in conjunction with PacificSport Okanagan; a Community Volunteer Day for Penticton's Youth Park; and a new Dodgeball Tournament event.

### **The goals for 2006 are:**

- Develop a partnering agreement and initiate construction of the South Okanagan Event Centre.
- Develop a proposal for the delivery of sub-regional recreation services.
- Facilitate and implement an Active Community Plan to get residents 20% more active by 2010 and have Penticton become one of the healthiest communities in BC.
- Complete a Recreation Department Strategic Plan for 2006 – 2008 and begin to implement its recommended actions.

- Increase the role of the Parks and Recreation Departments in facilitating the needs of tournament and event organizers.
- Complete construction drawings and business plan for phase two of the Lakeview Columbaria.
- Develop a strategy to address recommendations from the Sports Field Land Search Task Force, as part of the SOEC planning.
- Continue with the Waterfront Capital Development Project, including Marina Way, Riverside Park, and Okanagan Park.
- Increase the non-resident delegate days at the Penticton Trade & Convention Centre by 10% in 2006.
- Complete construction of the Penticton Youth Park and host a grand opening event.
- Initiate the first phase of a facility audit on all buildings - which will provide the basis for long term facility maintenance and facility planning.
- Complete a public safety audit of major facilities in combination with the Parks Department to improve crime prevention strategies and reduce vandalism.
- Investigate automated maintenance management systems and evaluate the costs and benefits of implementing a program.

## **PARKS AND CEMETARIES DEPARTMENT**

The Parks Department provides quality leisure open spaces for everyone to enjoy. Sports fields, beautiful clean beaches, vast hiking trails, playgrounds, youth parks and passive park areas provide a variety of outdoor lifestyle choices.

The amenities and services delivered enhance the image of Penticton. Parks furniture, water buoys, slides, playground equipment, tennis and sport courts are set into natural settings, and maintained daily by staff. Litter control, irrigation and turf maintenance, urban tree management, special event assistance, equipment inspections, and safety are supplemented aesthetically with innovative parkland design and construction, new tree plantings, and flower bed and hanging basket displays.



**SKAHA BEACH**

Through their commitment to the community and involvement in partnerships, the staff and volunteers of the Parks Department strive to:

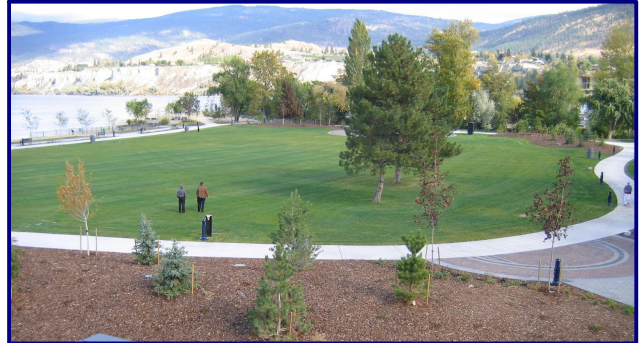
- Maintain quality public facilities such as parks, beaches, cemeteries and nature trails that meet the needs of the community and provide positive impressions.
- Provide outdoor accessibility for all people.
- Protect the natural environment of Penticton for today and the future.
- Maintain the dignity of the resting place of deceased loved ones in a tranquil setting.
- Improve existing outdoor recreation opportunities through vision and forethought.



The Parks Department is administered by a Parks Supervisor and divided into three sub-sections: Amenities and Design, Urban Forestry, and Horticulture. The scope of each section is demanding, and uses 30 full-time and seasonal staff.

**The highlights for 2005 were:**

- Okanagan Park redesign and construction was completed.
- Sixty trees were planted along highway 97 in cooperation with the Ministry of Highways.
- Phase 1 of the Marina Park xeriscape demonstration garden began.
- Youth Park 75% complete, with the projected opening in spring 2006.



**OKANAGAN PARK**

- Completed landscaping at the Wine Center, the PT&CC, Front Street, Okanagan Marina parking lot, and the Sudbury walkway.
- Installation of new playground equipment that was donated by Little Triumphs Daycare.



**PENTICTON YOUTH PARK  
VOLUNTEER DAY**

- Storage building at City Yards was completed.
- Skaha Tennis Courts were rebuilt.



**SKAHA TENNIS COURTS**



**NEW PLAYGROUND  
EQUIPMENT**

- Irrigation upgrade at Warren Ave ballpark was completed and open for the 2005 slow pitch season.
- All required irrigation backflow prevention assemblies installed.

- The raw water irrigation system is now in place at Okanagan and Marina Parks as part of the Waterfront Development Plan.
- Water management educational pamphlet was developed.



**NON POTABLE WATER  
USAGE EMPHASIZED**



**GIFTING PROGRAM**

- Gifting program received \$37,000 that was used to purchase and install 26 new park benches and picnic tables
- Special events, both local and international continued to increase in number and popularity.

- The IPM program continued to reduce pesticide use by monitoring and improving plant health.
- 250 trees were planted throughout the City.
- The Arbor Day planting incorporated an erosion control element at the Ridgedale stairway. Grade 8 students of the neighboring McNicol Middle School participated.



**ARBOR DAY**

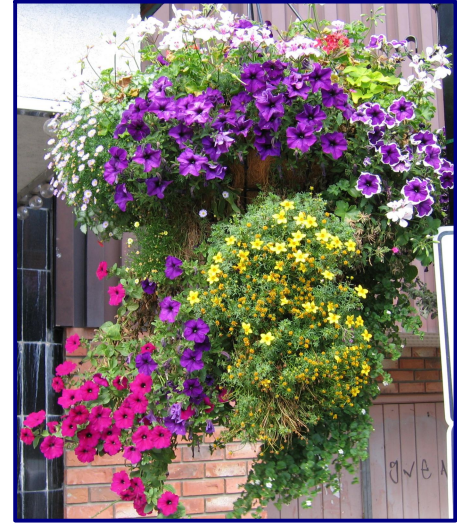
- The Okanagan regional goose management strategy and action plan draft report was completed.
- The Urban Forestry section responded to 154 public concerns and requests, and assisted all residents with concerns within 24 hours.



### SPORTS FIELDS

- Penticton sports fields continued to be booked to capacity by local sports organizations, and were also host to 25 regional and provincial tournaments.

- 110 hanging baskets were planted and maintained along Main, Martin, and Nanaimo Streets.
- 40 flower beds totaling 16,000 ft<sup>2</sup> were planted throughout the City.
- New entrance signs to the City were installed at the north and south ends of the City.



### HANGING BASKETS

- Parks staff mowed over 90 acres of turf each week. This included trimming, weed eating, and sports field double-cuts for events and tournaments.



### NEW SIGNS

- Lakeview Cemetery experienced another successful year with few public concerns.
- The ongoing process of leveling sunken headstones continued, with approximately 40 completed. To prevent future sinkages in the burial plots, ¾" minus is being used as backfill. To date, this has proven successful.
- 210 cu.yds. of crush was utilized in burials in 2005.
- The City sweeper cleaned all the roadways and lanes during spring clean-up, which proved to be a cost saving measure in terms of time and labour.
- Prior to turning on the irrigation system at Lakeview, a new Clayton valve was installed to replace the existing valve that was aging and unreliable.



### LAKEVIEW CEMETERY

**The goals for 2006 for Parks are:**

- To continue with the Waterfront Capital Development Project, including Marina Way, Riverside Park, and Okanagan Park.
- Complete construction of the Rotary pavilion, including landscaping of adjacent area.
- To complete the approved parks Capital program.
- Completion and Grand Opening of the Penticton Youth Park.
- Outline rationale for an Urban Forestry Management Plan by taking the following steps: assessing our present condition, identifying resources needed, and identifying issues.
- Continue to work with clubs and Organizations who sponsor events, park development and amenities and to pursue joint ventures with these organizations.
- Continue to review Parks Safety Standards and refine the Parks Safety Manual.
- Develop detailed design specifications and tender documents for the relocation of three baseball fields, one soccer field and possibly an indoor tennis facility, if the SOEC proceeds.
- Implement the Regional Goose Management Plan, by taking the following steps: get Council's approval of the Regional Goose Management Plan, cost share a valley-wide egg addling program, and develop a public awareness program.
- Complete a public Safety Audit related to Crime Prevention, by taking the following steps: acquire funding of \$20,000, hire a consultant to complete the Audit, and submit a written report.
- Reduce the amount of pesticide use by 10% by implementing the recommendations in the adopted IPM program.
- Evaluate existing mature landscapes, for the purpose of rejuvenating them and increasing their display value and public appearance.
- Evaluate existing bulb / flower beds for the purpose of rejuvenating them and increasing their display value and public appearance.
- Develop a Parks section for the Leisure Services guide.
- Develop a strategy to address recommendations from the Land Search Task Force, as part of the SOEC planning.
- Complete an Issues Paper and Action Plan for the upcoming Parks and Recreation Master Plan Update.

**The goals for 2006 for Cemeteries are:**

- Complete a review of the Cemetery operation and complete a status report, Issues Paper and Action Plan for managing the demands for Cemetery services in the City.
- Complete construction drawings and a Business Plan for phase two of the Lakeview Columbaria.
- Implement plan for additional full burials.

## **FACILITIES DEPARTMENT**

The Facilities Department provides property management functions for the development and maintenance of civic and recreational facilities within The City of Penticton, with the exception of the two treatment plants. Staff in the Facilities Department continually strive to:

- Provide staff, citizens, and visitors with safe and clean facilities; in a cost efficient manner.
- Provide maintenance services for 500,000 square feet of building space.
- Supervise, operate, and provide custodial services for two arenas and a Community Centre operating eighteen hours a day and seven days a week.
- Provide a wide variety of services for staff, community groups, tourists, and special events throughout the city.
- Hire and manage a large number of contractors to cover many areas such as elevators, fire suppression, HVAC (heating, ventilation and air conditioning), electrical, refrigeration, boilers, carpentry, gas fitting, janitorial, and security.
- Contract with and supervise architects, engineers, and consultants to help with the design and construction of new facilities and renovations to existing buildings.
- The Facilities Department is led by a Facilities Supervisor and has two sub-foremen, five maintenance personnel, and ten certified facility attendants. The operating budget for 2005 was \$2,702,338 and the department completed the year under budget by \$85,913.

In addition to regular maintenance duties, staff coordinated new construction and building upgrades for \$2,361,511 worth of Capital projects.

### **The highlights for 2005 were:**

- Operated recreation facilities on an eighteen hour day and seven days per week schedule.
- Provided support to the Emergency Services program and participated in training sessions.
- Assisted the curling club with annual ice removal and maintenance of ammonia plant.
- Completed annual maintenance functions on McLaren Arena, Memorial Arena and Community Centre.
- Completed start up, operation, and winterization of public washrooms/beach houses in city parks and beaches.
- Continued involvement and improvement to our Joint health and Safety Program.
- Provided support and information to the South Okanagan Event Centre process.
- Westminster Centre (Old Wine centre) was cleaned, painted and furnished to provide much needed space for City staff. This also freed up space at The community Centre and Convention Centre.
- Roof inspections.
- Cross Connection Control program requirements.
- Safety improvements.
- Repairs due to vandalism.

- Assessment of handicap access needs in all City Facilities.
- Hosted and provided support for many special events, such as the Best of the West Rodeo, the Hockey Academy, Swim Meets, Army / Air Cadet parades, the Annual Garage Sale, the Dry Grad, Ogo-pogo Figure Skating competition, the Okanagan Hockey School.



In May 2005 the new 10,000 sq ft Visitors Wine Information Centre Opened its doors to the public. Facilities will provide maintenance and support.

The Old Wine Information Center has been renamed The Westminster Centre. Several city staff have moved there freeing up much needed space at the Community Centre and Convention Centre.

### **NEW WINE INFORMATION CENTRE**

The City and The School Board announced the Preservation of Penticton High heritage buildings.

These structures were included in the discussions involving the future of the Library/Museum.



### **PENTICTON SENIOR SECONDARY SCHOOL**

**The highlights for 2005 were:**

#### **Convention Centre**

- Completion of the Convention Center phase 3 renovation, including the exterior façade and digital signage
- Replacement of one of the meeting room HVAC units.
- Installation of fire alarm magnetic lock releases on several exit doors as required by the Fire Department.
- Completed signage on north exterior wall.
- Completed painting the remainder exterior of the building.



### **CONVENTION CENTRE FACADE**

### **Community Centre**

- Removal of the asbestos in the Theatre and installation of a new curtain.
- Replacement of the south doors.
- Installation of a divider curtain.
- Replacement of all window blinds in the building.
- Carpet and vinyl flooring was replaced in the lifeguard office and control room.
- The annual pool maintenance was completed, shutdown was extended to accommodate tile repairs.
- Completion of drawings for the family / handicap change room.
- A donated handicap lift was installed in the pool.

### **City Hall**

- Upgrade to the air conditioning system.
- Complete renovations to the second floor of City Hall.
- Handicap access ramps were installed in Council Chambers.
- The front entrance and the Utilities Department were painted.
- Drawings have been completed for the construction of front entrance handicap ramp.
- Installation of new carpeting in the Administration Office.
- Placement of the City's new Coat of Arms.
- UPS battery replacement for the IT Department.
- Installation of new chiller water circulating pumps.
- The back windows were prepared for caulk and reflective film, and the screens removed.
- The Heritage Office furniture upgrades to several areas.
- Custodial contract was terminated, and a temporary contract is in place.



**SECOND FLOOR RENOVATIONS**

### **City Yards**

- Fire alarm system was installed at City Yards main building and garage.
- Custodial contract was terminated, and a temporary contract is in place.

### **Library / Museum**

- Architectural plans have been drawn up for the expansion of the auditorium stage to create more office space and storage.
- Quotes have been received for handicap access door on the front entrance to the Museum.
- Several areas with lifting asbestos tile flooring have been addressed.
- Repairs to the ceiling of the Museum have been completed. The humidifier that causes the leak has been repaired.
- Expansion of the Library / Museum study.

## Memorial Arena

- Renovation and addition to the change rooms for the Junior Hockey team and Hockey Academy.



## MEMORIAL ARENA CHANGEROOM ADDITION

Arena floor replacement..

- Annual rebuild of ammonia plant.
- Update ammonia , carbon monoxide detection.
- Purchase of a new Olympia ice resurfacing machine.



## MEMORIAL ARENA PLANT REBUILDS

## NEW ZAMBONI FOR MEMORIAL ARENA

- Installation of new flooring at Fire hall # 1.
- Repairs to the roof at the Fire hall # 1.
- Completion of Fire Hall #1 exhaust system
- Demolition of Fire hall # 2 training building.
- Renovation to windows and doors at Fire Hall#2 to address safety issues.



## NEW EXHAUST SYSTEM

## Leir House

- Repairs completed after flood damage.
- Removal of asbestos flooring.
- Installation of a rock pit.



- Repairs made to the Leir House's studio roof.

### **Edmonton Avenue Center**

- Installation of a kids climbing wall for the daycare that was purchased through grant money.

### **Edmonton Avenue storage (old Alternate School)**

- All storage items have been removed in preparation for the building to be renovated and leased by the After School Program.

### **Nanaimo Hall**

- Roof repairs to several areas of the building.

### **Skaha Marina**

- Emergency Relocation of the fuel tank due to ground erosion. The building received roof repairs to resolve some stubborn leaks.



**SKAHA MARINA FUEL TANK**



### **Jubilee Building**

- Addition and renovation to Jubilee Pavilion. The RCMP has moved their Community Police operation into Jubilee Pavilion. Facilities will provide maintenance and support.

### **COMMUNITY POLICING OFFICE**

### **The goals for 2006 are:**

- Develop a partnering agreement and initiate construction of the South Okanagan Event Centre.
- Initiate the first phase of a facility audit on all buildings which will provide the basis for long term facility maintenance and facility planning.
- Conduct a functional review of the Facilities Division including strengths, weaknesses, opportunities, and work capacity with recommendations to improve efficiencies.
- Develop a service request form and method of tracking service requests to improve communication and public relations.
- To investigate automated maintenance management systems and evaluate the costs and benefits of implementing a program.

- Develop a method of tracking requests from the Joint Health and Safety Committee, improving communications and priority service requests.
- Renew the janitorial contract and establish procedures for tracking and monitoring performance.
- Complete a public safety audit of major facilities in combination with the Parks Department and improve crime prevention strategies and reduce vandalism.
- Complete the Department's approved 2006 Capital Budget on time and on budget.
- Establish work performance standards for the major facilities.
- Complete the Works Yard master plan.
- Develop an issue paper and action plan to be included in an update of the Parks, Recreation and Culture Division Master Plan.
- Implement Phase I of a program to improve public washroom facilities.
- Continue to address the developing problems related to increased usage and special events in our facilities.
- Continue to address the problems related to aging facilities.

## **RECREATION DEPARTMENT**

### **Mission**

Through strong leadership, community partnerships and volunteerism, the Recreation Department promotes a healthy community by providing arts, culture, sports and active living opportunities for residents and visitors of Penticton.

### **Vision**

The Recreation Department has a strong and dynamic community presence connecting people, quality facilities and programs making Penticton a diverse, active and culturally rich place in which to live, work and play.

The Department's structure includes one Recreation Manager, two Recreation Supervisors, five Recreation Coordinators and five additional full time staff with a combined 181 years of service with the City, 16 part time staff who have collectively worked for 61 years with the City, 52 contract staff providing recreation programs and courses, and 274 volunteers who provided 9,840 hours of service in 2005.

### **The highlights for 2005 were:**

- The Recreation Department's Active Living project, 'Penticton Steps Out', received the Program Excellence Award from the BC Recreation and Parks Association and the Canadian Parks and Recreation Association's Award of Excellence for Innovation. The department's health partner, hearts@work, received the B.C. Medical Association's Program Innovation Award.
- Over 500 steppers have logged in more than 290 million steps in one year on the 'Walk to Vegas' promotion in the Steps Out program.
- Staff partnered with PacificSport Okanagan in providing a one-day coach and athlete conference. This successful



event drew 115 delegates from the throughout the Okanagan and surrounding region.

- The Jaycees Summer Day camp Program continued to expand and experienced record participation.
- Newline Skateparks and the Youth Park Committee hosted a Community Volunteer Day in November at the Youth Park construction site in Riverside Park with over 50 volunteers participating in a work party.
- The LIFE program (Leisure Involvement for Everyone) is designed to provide free and low cost recreation opportunities to individuals and families on limited incomes. In 2005, 404 people participated in the program.
- Canadian Tire's Jump Start program provided \$1,766.50 for financially disadvantaged children to participate in sports and recreational activities.



- The Recreation Department hosted an old-time rock and roll dance featuring two of the City's best remembered groups from the 60's and 70's, Crosstown Bus and Great Canadian River Race. Over 500 people attended this successful fundraiser for Sport Tourism Penticton and Penticton Steps Out.
- R.E.A.C.T (Recreational Enjoyment in Aquatic Controlled Therapy), a program offered twice a week to persons of all ages with permanent or temporary physical disabilities, provides gentle aquatic exercises led by a physiotherapist. In 2005, there were 3,641 participant visits to the program.

- A new PacificSport pilot program was successful in introducing children ages 8 to 12 to new sports opportunities. This was due to a partnership between the City of Penticton, School District 67 and PacificSport Okanagan.



- There were 7,410 visits to aquatic fitness classes.
- The New Waves swimming program expanded to 4 days a week providing participants with greater independence in daily living activities and improved ability to cope with limitations imposed by disabilities.
- The aquatic staff successfully launched the new Red Cross learn to swim continuum.



- The Community Centre hosted the Barnsley Shield Provincial Lifeguard Championships in August. Nine teams from out of town participated in this exciting event highlighted by a simulated boating accident by the S.S. Sicamous.
- There were 58,682 visits to public swimming sessions including over 13,000 visits to the Early Bird Swim, the most popular length swimming session.
- The Okanagan Dodgeball Tournament attracted 192 participants to this unique, trendsetting event that took

place at Memorial Arena in June. The event raised \$2,500 for the Penticton Youth Park.

***Recreation, sports and arts/culture are the attractions that draw tourism – the third largest and one of the fastest growing industries in the world today.***

**The goals for 2006 are:**

In 2006 staff in the Recreation Department will strive to:

- facilitate and implement an Active Community Plan to get residents 20% more active by 2010 and have Penticton become one of the healthiest communities in BC.
- participate in the BC Recreation and Parks Association Pedometer Pilot Project being conducted in partnership with the BC Medical Association. This project will set the stage for a province-wide physical activity initiative.
- complete their Strategic Plan in early 2006 and implement its directions throughout the year.
- support the \$700,000 state-of-the-art Youth Activity Park in Riverside Park in order that it be completed in the spring of 2006.
- work to maintain consistent and equitable recreational opportunities for families living on limited incomes.
- promote the 'Step into Action' student pedometer/active living program that will reach every Grade 6 student (550 children) in School District No.67.
- develop and implement a comprehensive and sustainable leadership program for youth 13-16 years of age.
- develop a volunteer plan which defines the appropriate volunteer support for the City's Emergency Social Services, a component of Penticton's Emergency Program.
- increase the department's role in facilitating the needs of tournament and event organizers.
- develop and implement a new volunteer recruitment strategy.
- develop and implement increased outdoor recreational and adventure opportunities year round for children, youth and adults.
- develop new strategic partnerships with health agencies to increase leisure education opportunities and better promote healthy lifestyles.
- increase the utilization of the Community Centre Gym through the use of the newly installed divider.
- provide increased training and development opportunities for volunteers and program leaders.
- expand special event activities for the Community Centre Pool.
- create and promote Corporate Wellness opportunities.
- develop and adopt a gender equity



photo courtesy of Carey Tarr



policy.

- establish local partnerships to create a seniors specific Pedometer Program.
- provide the necessary planning support for the South Okanagan Event Centre and the recreation facilities affected by the project.
- research the recreational needs and program options for people with special needs.
- develop a working partnership with PacificSport Okanagan to increase support to local athletes and coaches through services, training and educational opportunities.



***A 3% increase in participation by Canadian citizens would save taxpayers \$41 million in annual health care costs!***

## **MUSEUM DEPARTMENT**

The mission of the Museum and Archives is to ensure that the living heritage values of the community are retained; that heritage resources that enhance the quality of life of our citizens are conserved through the provision of museum and archival functions; that the museum provides an attraction for local visitors and tourists; and that there is an ongoing preservation program of our heritage for future generations.

The primary goals and objectives of the institution are to collect, maintain, preserve and interpret the heritage of Penticton through exhibits and programming.

### **Functions Performed**

The Museum Department provides archival and research functions, permanent and temporary exhibits, public education, conservation and maintenance of artifact and archival collections, special events, and a gift shop.



The archives is a valuable resource for academics, students, general researchers, and historical land use research. Included in the archives are textual records, approximately 80,000 photographs, a collection of sound and moving images dating as far back as 1930, and a large collection of regional, civic and railway related maps.

The artifact collection is concentrated in four areas: Transportation, First Nations, Natural history, and Settlement History.

The Museum and Archives interacts with other groups in the community and the region. The S.S. Sicamous Restoration Society, Kettle Valley Steam Railway, Art Gallery of the

South Okanagan, Penticton and District Arts Council, Okanagan Historical Society, En'Owkin Centre and the Penticton Indian Band, Okanagan Similkameen Conservation Alliance, South Okanagan Similkameen Conservation Project, N'Kmip Desert Heritage Centre, the Osoyoos Indian Band, Penticton Multicultural Society, Okanagan College and UBC Okanagan.

## **Staffing**

There are two full time positions at the Museum and Archives, and two summer students were hired to work May through August. One additional person, under a mentorship from the Osoyoos Indian Band, worked at the museum from October 2004 to October 2005.

Volunteers and Friends of the Museum have assisted with interpretation, fundraising and special events.

## **The highlights for 2005 were:**

- Completion of the geology component of the 'Explore Your Backyard' exhibit.
- The establishment of several new special events and programs attracted new audiences to the Museum.
- Revenue from gift shop sales, programming, photographic sales and fees for service was \$25,175.93.
- A grant of \$7,150.00 was received from the British Columbia Arts Council.
- An audit of the archives was completed, and work has begun on a standardized system for archival materials.
- The artifact collection has also been audited, resulting in an improved standardized system for cataloguing artifacts.



## **The goals for 2006 are:**

- Develop a Strategic Plan for the Museum department.
  - Expand partnership opportunities in order to develop new exhibits and events.
  - Increase the opportunities to provide training workshops for museums in our region.
  - Pursue additional grant funding for the Museum.
- Continue work on the standardization of archival and artifact collection systems.
  - Complete the biology component of the 'Explore Your Backyard' exhibit, and develop related programming.
  - Develop curriculum related educational programming.