



**THE CORPORATION OF THE CITY OF PENTICTON**

# **2008 ANNUAL REPORT**

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## MESSAGE FROM THE CURRENT MAYOR



We would like to extend our appreciation and thanks to Mayor Kimberley for the many years of service and dedication to the citizens of Penticton. His commitment and accomplishments did make Penticton a better place to be for everyone and on behalf of Council and City Staff, we would like to wish him the very best in his future endeavors.

2008 was a year of change....not only at Council, but within the City and in the entire world. Realization that our habits of expenditure have to change, accepting that productivity and accountability are front and center, and that these along with transparency, fairness and fiscal responsibility are this Council's mandates.

We are going to be taking responsibility for our actions and we will be ensuring that this City will become the employer of choice in the valley. There are many wonderful people at the City and their ideas, their due diligence and hard work is going to make a positive difference for all.

This past year was also very special as we celebrated our first 100 years. The citizens and volunteers as always came forward making sure that we would remember this very important milestone in our history. Enough cannot be said about volunteerism in Penticton. Whether it is for year long events like the Centennial or a day event like Ironman, their eagerness and willingness to lend a hand makes our community what it is...the best place to call home.

Your new Council looks forward to the challenges of our tenure.....and there will be many. We realize that there will be some immediate hurdles, but we also know that there will be many future successes and those are the most important. Penticton has an incredible future and Council and Staff is prepared to do their best during the next three years to make sure that the Citizens are priority #1.

Mayor and Council

## MESSAGE FROM THE PAST MAYOR



photo by D. Szabo

This past year 2008, gave all present and past residents an opportunity to revisit the 100-hundred years history of this beautiful city. Thanks to a very dedicated Centennial Committee we saw many significant historical events and persons recognized, which have contributed to the growth and development of the City throughout those 100-years. Council started off the beginning of the Centennial year with their re-enactment (in costume) of the City's very first recorded Council meeting of December 1907 under the chairmanship of Reeve Wade. A motion of his Council was to make a formal request to the Provincial government to have Penticton incorporated as a city in 1908.

The population back then was 800 but interestingly enough the problems and decisions that Council had then were not too different than Council had to face in 2008. More extra police, the need for road upgrades, adequate water supply, a sewer plant, a location for a fire hall and of course the affordability of those services for the 800 residents. Now with a population of 34,000 in 2008 those problems and costs have multiplied.

The challenge of any Council is to provide adequate services, accommodate growth, while addressing the affordability to the residents. In 2008 Council were faced with having to address an infrastructure that could no longer accommodate the growth the city was experiencing. Specifically, domestic water demands and sewer flows. In the summer our water supply reservoirs were running dry and Council had to put projects on hold until new sewer lines were built, namely in the South end of the city. The costs of these upgrades were estimated at \$44-million.

In 2008 Council signed an historic Sewage Collection Agreement with our neighbors for the last 100-years, the Penticton Indian Band. Connection of this service has been in the Band's interest for many years and will now allow them economic opportunities in the development of their land.

I left the office of Mayor at the end of 2008 with no regrets, I believe the major decisions, which were made unanimously by council on some of the issues I have referred to were the right decisions. Particularly the 20-year growth plan for the City, its purpose is to direct orderly growth into the future. The South Okanagan Event Centre officially opened in our Centennial year, which will strengthen Penticton's economy and will be fully paid for within 7-years. My prediction on leaving office is to state, the future generations will be the biggest benefactors of having the Event Centre built, the same as the city has benefited from having the Convention Centre and the Community Centre built.

In closing I would like to thank the most progressive and decisive Council's I've had the pleasure to work with through my 9-years as Mayor. I am rewarded in many ways by looking back on some of my initiatives and legacies that were endorsed by the Councils that I have served with, which I believe have added to the overall quality of life in Penticton.

Mayor G.J. (Jake) Kimberley

## Biographies of the Past 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 born in Edmonton, Alberta, I consider myself an Okanaganite. Our family has 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!**

I have always fortified my formal education with a healthy dose of common sense. A family retail business, with locations throughout the Okanagan and Kootenays, has given me a broader perspective of community viability and the importance of supporting and giving back.

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.

Two young children, Coleton and Chantal bring an important balance and a truer perspective to a busy family life.



photo by D. Szabo

Councillor  
Joanne Grimaldi

Born in Toronto, Ontario and the eldest of five. Moved to Penticton in 1950. Graduate of Penticton High School plus accounting and management courses. Married to Garnet who died in 1994. Have 4 children, 16 grandchildren and 2 great grandchildren. 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 22<sup>nd</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) was involved in the field of education for the past 33 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 a 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 Services Advisory Committee, the Official Community Plan Review Task Force and Emergency/Protective Services Advisory Committee. He also serves on the Centennial Advisory 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 27-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 38 years and have two grown children.

Their daughter, Joanne, is a senior science teacher in Abbotsford, B.C. and her husband, Dan, is a Corporal with the RCMP for the past 10 years. They reside in Chilliwack with their two very busy boys, Dryden, age 5 years and Ty who is 3 years old.

Their son, Fred, lives in Penticton and has 2 great Beagles, Max and Daisy. He is very busy managing and operating many of the family's businesses, both here and in Castlegar.

John was born in Naxos, Greece but has called Penticton his home for over 50 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 38 years in the service and hospitality industry. He has served on many committees and has completed many projects for the betterment of Penticton.

John has many passions concerning the development of Penticton - one of them being affordable housing - so that 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 is also a big advocate for saving the Pen High auditorium and gymnasium as it is a huge asset to the community. At the same time, he is all in favour of the new performing arts project. This building will be the anchor for our cultural corridor along Ellis Creek. He will be running for another term to make sure that this facility will be built along with many other meaningful projects.



## 2008 – PENTICTON'S CENTENNIAL - A YEAR IN REVIEW



A Centennial Committee consisting of fifteen people was formed 18 months prior to the City's Centennial year, with members of City Council, a youth component and representatives from various segments of the community. Research and planning resulted in a decision to hold events to celebrate the Centennial throughout the full year and build up to the December 31st, 2008 official date that Penticton became a municipality.

The Committee created a core marketing support plan, a web site, a mascot - ETERNA, a logo, an official song, an official flower, city-wide banners, signage, Centennial merchandise, media partners and a budget. From there the Committee members went work to begin establishing plans to get the community support.

Tremendous support was received from the Mayor and Council, City Staff and numerous organizations, associations, the media and individuals who embraced the theme, 'Celebrating a Century', the Centennial logo.

For a relatively small city, renowned for its volunteerism, Centennial sang, literally and figuratively. Through the words and music created by Katherine Lucier and Gillian Russell an enhanced relationship was also forged with our First Nations neighbours who collaborated on the musical recording of the compact disc. This music, that was composed and written for the 100th Celebration, will ring through the valley for years to come.

Six books were written honouring the 100th and many memories both old and new were captured, in still photography and on video. Seven people turned one hundred years old during the Centennial year and they were honoured with special gifts from the Mayor.

Throughout the year there were over 200 events, some organized by the Centennial Committee and many others planned by various businesses and volunteer organizations. They included: a Polar bear swim on January 1<sup>st</sup>; the development of a Centennial Calendar; the first ever Annual February Health Fair – an event to encourage Pentictonites to set healthy goals; a Centennial Ball in April which brought renowned band leader Dal Richards to Penticton for a night to remember; a special show 'Hello Tomorrow' featuring the talented youth of Penticton was held in May; the Museum featured exhibits which changed every six weeks to celebrate different aspects of the community; 100 years 100 stories was a collaborative project involving secondary school students, community seniors and Shaw Cable a project that documented stories of Penticton that will now be stored in the Museum's archives; a Centennial sculpture series was announced as a legacy for the City; Heritage Days celebrated our roots, with a special emphasis on agriculture; a Harvest Festival acknowledged and showcased the importance of Arts and Culture in a vibrant community; a visit from the Silver Ring Choir from Bath, England was coordinated by the Mayor in the Fall; and a second Penticton was proclaimed with a crater on Mars being named after the City.

Excitement was created in many community events from original compositions presented by the Okanagan Symphony to community concerts, kiddies' parades to the Peach Fest parade, art exhibits to photography contests, multi-cultural fairs to seniors' symposiums, tree plantings to teas, family picnics to high school reunions. The City's Centennial was front and centre throughout the year throughout the community.

The crowning glory was the Centennial Plaza, a grand entrance to Okanagan Lake Park, which will stand for the next 100 years as a monument to the community spirit and pride in Penticton

as well as provide a legacy fund, managed by the Community Foundation of the South Okanagan. The interest from this fund will provide support for local students as well as cultural, heritage and environmental projects. This would not have been possible without the generous support of the City of Penticton, The provincial government's Spirit Square program, The Community Foundation of the South Okanagan, The Penticton and Wine Country Chamber of Commerce and the donors who purchased plaques in the Plaza. A community project in the true sense of the word and one that will be here in 100 years when the last time capsule is opened. The items and essays in the capsules will provide Pentictonites of the day a sense of who we were in 2008.

## **2008 Council Priorities**

1. Airport
2. Penticton Indian Band Relations
3. OCP and Zoning Area Plans
4. Affordable Housing and Secondary Suites
5. Civic Facilities and Parks Needs Assessment
6. Workload Assessment

## **2009 Council Priorities**

7. Council Agenda
8. Economic Development Partnerships
9. Financial Strategies – Innovations, revenues, expenditures, infrastructure grants, regional recreation cost sharing
10. Intergovernmental Relations (partnerships)
11. Protective Services – needs assessment and fire implementation study



## MISSION STATEMENT

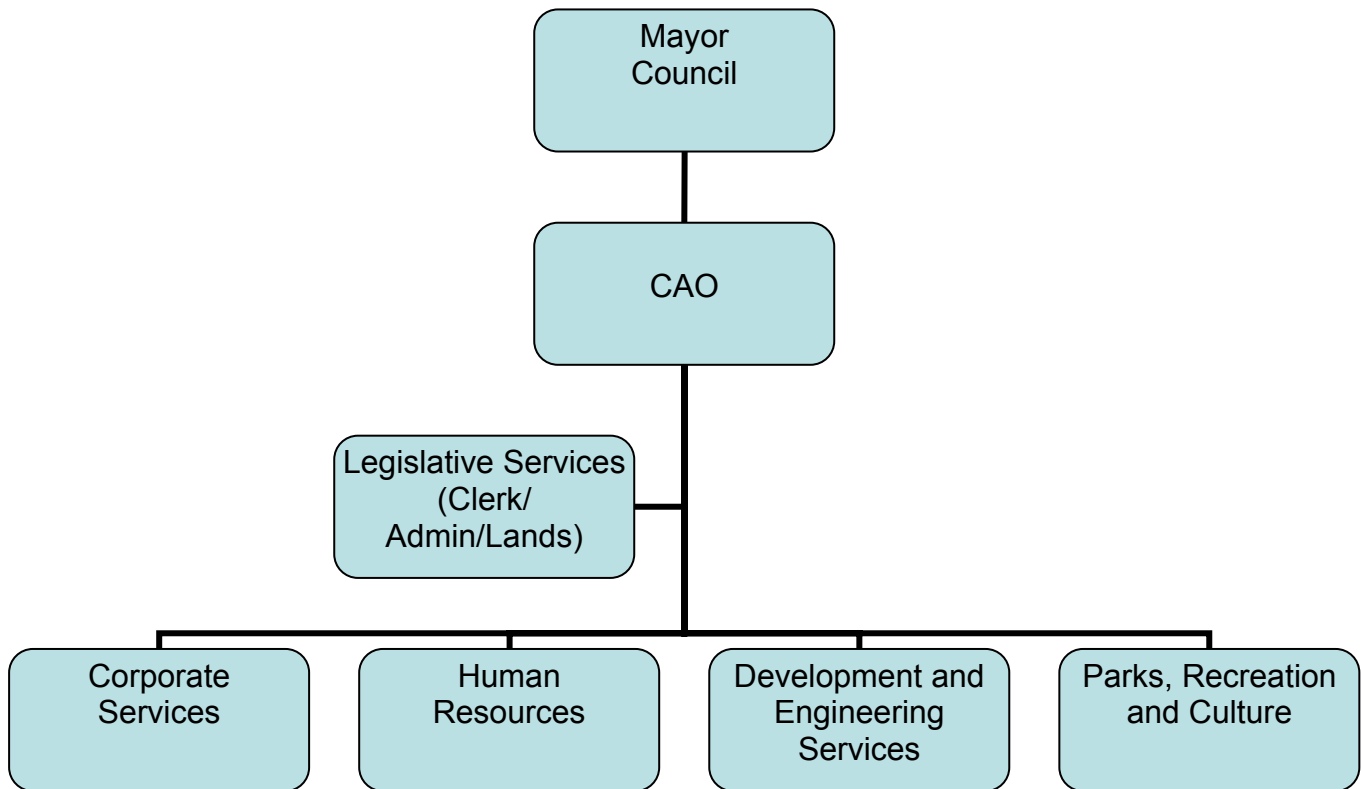
The City of Penticton exists to enhance the quality of life for our citizens, visitors and future generations.

We strive to live in harmony with each other and our environment and further our citizens' economic, physical and social wellbeing.



“WORKING TOGETHER FOR YOU”

# ORGANIZATIONAL STRUCTURE



## MESSAGE FROM THE CHIEF ADMINISTRATIVE OFFICER



This report covers our performance for 2008. It provides a high level look at our business and operations and sets out targets and measures by which our performance can be evaluated. City staff has done an exceptional job in completing their respective priorities and objectives in a timely, friendly and professional manner.

2008 was a year of transition for the City. The municipal elections in November brought in a new Mayor and Council, and new demands and priorities. On the horizon were dark economic storm clouds and staff took a lead role in anticipating revenue shortfalls for 2009, taking proactive steps to shift priorities and planning for potential downsizing and the scaling back of our operations and services. 2008 was also the City of Penticton's centennial year. Many events and celebrations were held and a huge thank you goes out to all those that participated and in particular the many hard working Centennial Committee volunteers that gave endlessly of themselves.

Notwithstanding all the difficult challenges and demands faced in 2008, staff has continued to provide exceptional and dedicated service to the public. Customer service enhancements were introduced and staff continued working with developers and builders to streamline the approval and permit process. Major capital projects were successfully completed on time and on budget. After many years our staffing levels were at the desired levels which meant that we could finally implement our succession plan.

As the City of Penticton Chief Administrative Officer it has given me a huge amount of pleasure to work with our dedicated and professional staff. It is the staff that gives gives any organization its heart and soul and they did the City proud in 2008. 2009 will bring many new and difficult challenges. Through co-operation and respect I am confident that they will be overcome and successfully completed.

## DIVISION/DEPARTMENT REPORTS

### LEGISLATIVE SERVICES/CORPORATE ADMINISTRATION DEPARTMENT

This Department focuses on the legislative, administrative and land administration functions of the *Community Charter* and *Local Government Act* for the City of Penticton.

The Department is responsible for the preparation, circulation, and storage of Council agenda and minutes as well as associated committee minutes, bylaws, reports, agreements and correspondence. Other responsibilities include land acquisitions, dispositions and exchanges, leases, licence to use agreements, restrictive covenants, right-of-way agreements and document registration with the Land Title Office, as well as preparation and distribution of public notices. This department administers elections and referendums, provides legal support for staff and Council and provides recording secretary services for Council Advisory Committees and Boards. The Department includes a Manager of Legislative Services/City Clerk, Deputy City Clerk, Manager of Administrative Services and 4 support staff.

### **Highlights for 2008 were:**

- Organized and attended 2008 Council Priority Setting Workshop
- Prepared 2007 Annual Report
- Complete list of municipally owned lands
- Ongoing staff training
- Completed 2009 Permissive Tax Exemptions Bylaw (see Schedule B)
- Provide staff support for 2008 UBCM Convention held in Penticton with 1,400+ delegates
- Hosted 2 Community to Community Forums with Penticton Indian Band
- Latecomer Policy
- Acquired 4 properties for South Okanagan Events Centre
- Penticton Industrial Development Association Local Area Service
- Penticton Yacht & Tennis Club Licence Amendment
- Lease of 100-166 Main Street (Kinsman Building)
- Assumed Administrative Assistant duties
- Beach/Street Vending Licences
- Beer and Wine Garden Licences
- Loco Landing Adventure Golf Inc. Lease
- Skaha Lake RFQ for 20 year lease for concessions/washroom improvements
- Okanagan Hockey School Lease
- Penticton Yamaha and Marine Crown Lease
- Held 2008 municipal election
- Held Council Orientation Session
- Inaugural Council meeting
- Advisory Committee Appreciation Reception

### **Goals for 2009 are:**

- Continue administrative liaison with Penticton Indian Band
- Complete city-wide records management system training and conversion
- Create a Records Management Policy
- School District/City of Penticton resolution on subdivision on South Main Street
- 2008 Annual Report
- 2010 Permissive Tax Exemption Bylaw and Tax Exemption Policy
- Continue to maximize use and income from City land portfolio
- Continue discussion with Penticton Yacht and Tennis Club for improvements to Okanagan Lake Marina
- Consolidate Corporate Policy manual
- Community to Community Forums with Penticton Indian Band
- 2009 Council Priority Setting Workshop

## **TREASURY DEPARTMENT**

### **Highlights for 2008 were:**

#### **Collections Division**

- \$47.7 million in property taxes & user fees billed and collected on behalf of the City and other taxing authorities.

- 9,440+ Homeowner Grant applications totaling \$6.3 million approved and processed on behalf of qualified taxpayers.
- \$35 million in electrical and domestic water sales billed and collected through monthly billings on 17,800+ utility accounts.
- Processed 7,000 applications for the connection, disconnection, and transfer of utility services for customers within our City boundaries.
- Implementation of new Utility, Property Tax, Dog Licensing and Cash software

### **Purchasing Division**

- Continuing to Plan for 2009 TILMA Legislation, by updating Tender documents and tendering procedures
- Coordinated purchases of furniture, fixtures and equipment for the South Okanagan Events Centre
- Tendered Water Treatment Plant Upgrades - \$7.9M total projected costs
- Researched improved material handling equipment and techniques.
- Installation of alarm systems at various Yards buildings and implement in-house security awareness at the Yards to help combat theft and vandalism.

### **Accounting/Finance Division**

- Continued close working relationship with a focus group in preparation for the reporting and gathering of the pertinent information regarding the City's assets. In accordance with the Public Sector Accounting Standards (PSAB 3150), all local governments in Canada are required to report the depreciation of tangible capital assets in their audited financial statements for 2009 (with 2008 comparatives).
- Purchased A2B Tangible Capital Asset Tool, a TCA inventory and valuation tool that provides suggested industry standards and will assist in calculating the required values for compliance with PSAB 3150.
- Implemented a new cemetery software system that will provide better data base information and improve cemetery administration.
- Integrated the accounting software with the newly implemented property tax and utility billing systems.
- Streamlined the data transfer from the Recreation Class system, thus substantially reducing the time required to import the data into the accounting software.
- Established tighter timeline for year end cut off.
- Continued to work with software providers to enhance functionality of the financial software and financial reporting.
- Continued to assist users by providing training on the financial software to enable them to obtain the information on a timely and more self reliant basis.
- Continued to strive towards providing financial reporting on a timely basis, to internal and external users for their decision making purposes.

### **Goals for 2009:**

#### **Collection Division**

- Implementation and fine tuning of utility billing, property taxation and cash receipts software systems.
- Further implementation of electronic services for payment and processing of all payments received by The City of Penticton.
- Teambuilding to improve staff productivity and morale.
- Redefine roles and responsibilities of a replacement manager due to career move vacancy.



### **Purchasing Division**

- Teambuilding to improve staff productivity and morale.
- Integrate facilities inventory requirements with the Yards warehouse.
- Plan for necessary improvements to existing Yards buildings, for both functionality and security purposes.
- Recruit a replacement manger due to a career move vacancy.

### **Accounting/Finance Division**

- Review budgeting process in an attempt to introduce performance measurement techniques.
- Review the effect of recording the depreciation of tangible capital assets in the City's financial statements. A strategy will need to be established and as to how to accommodate for the depreciation of these assets in order to not negatively affect the currently level of taxation for all City ratepayers.
- Implementation and review of the cemetery software system in conjunction with the new construction of the columbarium.
- Implement a changeover of the general ledger chart of accounts that will enable management and council to perform more detailed analysis of individual work units.
- Work in conjunction with other departments to continue to strive for more streamlined and automated accounting systems within the accounting software and with integration of other software being utilized by the other departments.
- To focus on required training needs within the department to ensure a continued high level of customer service to both internal and external customers.
- Teambuilding to improve staff productivity and morale.
- Provide quarterly financial results to Council.
- Provide staff resources for the Financial Advisory Board and the Asset Review Advisory Board.

## **INFORMATION TECHNOLOGY DEPARTMENT**

The Information Technology Department provides Computer and Telecommunications support for all City Departments. The services provided include programming, hardware, software, telephone and help desk support, along with daily corporate data backups. The IT Department enhances and maintains the City Web Site, Mapping information, and the Geographical Information System. A team of four IT staff and a website contractor work under the direction of the Technical Services Supervisor and IT Manager.

The Information Technology Department faced a very busy and challenging year in 2008. Our base of supported users, facilities, computers, phones, printers, cell phones and software grew dramatically over the course of the year. A considerable amount of time was spent in designing and commissioning the technology components of the new South Okanagan Event Centre. Also of significance was the departure of our long-time IT Manager, Wayne Klamut, after 35 years of service. Brian Abrey was promoted to the position of IT Manager and Kristin Wilkes was promoted to the Technical Services Supervisor position.



As the demands for service increase, and hardware and software becomes more complex, it has been a challenge to continue to deliver excellent customer service. The professionalism and dedication of the IT team ensured that they stayed on top of all of the requests for service as indicated by the highlights listed.

<b>Information Technology System</b>	<b>2007</b>	<b>2008</b>
Computers	196	241
Servers	20	27
Printers (networked)	36	42
Copiers (networked)	15	23
Phones	390	440
Cell Phones (including Blackberry's)	78	112
Network Equipment (switches, routers, AP's, etc.)	63	86
Software systems >2400 licenses for over 95 software applications		

***Table 1 – Supported systems increased significantly over previous year***

**Highlights for 2008 were:**

- Replaced all photocopiers within the City with new multi function units capable of printing, scanning, faxing and copying.
- Replaced our disk storage with a SAN (Storage Area Network) that has the capability to expand by adding additional disk drives.
- Added video surveillance cameras in areas where vandalism and theft have occurred in the past, limiting access when an incident occurs to only authorized users.
- Prepared for the removal of our IBM AS/400. This minicomputer installed in 1989, has been a corporate workhorse. We have replaced all of our in-house software packages with software packages running on Microsoft Operating System based servers.
- Implementation of our new Tax and Utilities systems in conjunction with the Collections Department.
- Implementation of new Stone Orchard software for the cemetery.
- Worked with the SOEC Project Manager to ensure that the IT needs of the South Okanagan Events Centre were built into the new facility. A significant amount of work was done on this project over the past two years from design phase to implementation. Worked with vendors and contractors on virtually all technical aspects of this facility, including electrical, lighting, score-clock, security, phones, networking, point-of-sale and ticket systems. This facility is wired with fibre optic cable and the latest in advanced technology for phone, video and networking.
- Worked with contractors and staff from Municipal Software and the Engineering Department to assist in the installation of the CityView Software application.
- Worked with contractors and staff from Global Spectrum to provide them with the systems and support they require as operators of the new SOEC facility.
- Upgraded our Recreation Class software to the most current version and replaced our existing payment server.
- Prepared for the November 2008 Civic Election that included the setup and preparation of 26 networked computers at two locations.
- Installed an Intranet software package and worked with the H/R Department to roll out Intranet services to all City staff.
- Upgraded our Cisco-based phone system hardware and software to the most current level.
- Installed Bizpal – a Provincial Government initiative that has a web based interface for handling various types of licence applications

- Negotiated a new long distance contract with Bell for a 3 year term savings of over 50% from our previous contract. Also negotiated a new Pri contract with Bell that will extend our service for 3 years. We received an extra 13 lines at no additional cost to the City.
- Coordinated and implemented new aerial photographs of the City into our mapping and GIS systems.
- Provided phone service to the Penticton Veas Hockey Club at their new offices in the SOEC. This is a revenue generator for the City of Penticton.
- Hired a new Network Support Technician to fill an existing vacancy.

**The planned goals for 2009 are:**

- Continue to work with our IT team to come up with new ways of improving our customer service levels.
- Promote training for IT staff so they are up-to-date on current technology and knowledgeable about future technologies.
- Implement Track-IT Help Desk software to allow us to better manage the increasing volume of help desk support calls.
- Upgrade our email server to new hardware and the latest version of Microsoft Exchange.
- Upgrade existing cell/PDA devices to Blackberry technology.
- Provide phone and internet service to the Okanagan Hockey School as new tenants in the Wellness space at the SOEC. This will be a revenue generator for the City of Penticton.
- Improve secure remote access capability to our City network through the use of a secure terminal server.
- Upgrade servers and computers as per our maintenance cycle.
- Work with ICIS, BC Assessment and the RDOS to maximize the value of our aerial photos and GIS systems.
- Implement a card-based door access security system at City Hall. This will improve security at this building and allow for logging all entries and allowing/denying access as required.
- Expand our corporate video security system to include the SOEC and areas of high theft or vandalism.
- Support Administration and Council in the implementation of a paperless council agenda system.

**PENTICTON FIRE DEPARTMENT**

**Service Areas:**

The Penticton Fire Department provides services to Penticton and the Regional District of the Okanagan-Similkameen. Our services include the following:

**Penticton Services:**

**Emergency Response** - fire suppression, pre-hospital medical emergencies (1<sup>st</sup> Responder Program), motor vehicle incidents, industrial accidents and all types of specialized and technical rescues such as high angle, water and confined space.

**Inspection and Investigation** - ensuring proper equipment and procedures are in place through education, code compliance and enforcement. Investigations are conducted to better understand the fire cause and to determine how similar situations can be avoided.

**Public Education** - helping children, adults, business and industry to become more aware of fire and life safety issues, preventive measures and appropriate emergency responses.

**Workplace Safety**- for all PFD personnel through training and education to meet the National Fire Protection Association standards and WorkSafeBC regulations.

### **Penticton and RDOS Services:**

**Emergency Communications**- The Regional Fire Dispatch Centre provides comprehensive regional 9-1-1 services including emergency dispatch, automatic alarm monitoring response and municipal/RDOS after-hours response.

**Emergency Response** – The PFD provides emergency services outside of Penticton when extrication is required for a motor vehicle incident. The department works closely with the adjacent fire departments, the BC Forest Protection Branch and the Provincial Emergency Program on joint emergency planning and during large scale emergencies such as interface fires and wind storms.

### **Highlights for 2008 were:**

- A significant arson fire at the Hamlets Care Facility in April resulted in excess of \$10 million in damages. This 3<sup>rd</sup> alarm fire tested our department's manpower and equipment resources. The Hamlets was under construction at the time and the PFD was able to stop fire spread into the nearly completed wing of the building. As a result of this "fire stop" the building was able to be rebuilt quickly and is now occupied.
- Fire Department Staffing Report was completed.
- The high rise training package for Career and Paid-On-Call members was implemented to train fire fighters in the complexities of high rise firefighting, including strategies to deal with the limited availability of firefighters needed for high rise fires.
- Prevention and Suppression were very busy with the high number of large buildings receiving occupancy in 2008. This included the South Okanagan Events Centre, Penticton Secondary School, the Hamlets, Alysén Place, Verana and 75 Martin Street.
- With considerable work provided by the BC Forest Service (Penticton Fire Zone) and the City's Parks Department fuel management work was completed on the Esplanade. 12 hectare was treated to reduce the fire hazard and to provide better access.
- Paid-On-Call recruitment is proving to be very challenging. Nine new members began their training in the spring but the PFD is still below the goal of having 40 members.

### **Regional Fire Dispatch Centre**

The Dispatch Centre handled 10,362 calls for service in 2008. This is a 14% increase in call volume when compared to 2007.

The five Fire Dispatchers work 24 hours a day, 7 days a week to dispatch 9-1-1 fire and first responder calls for Penticton and the 13 RDOS fire departments.

Responsibilities also include: fire alarm monitoring, man-checks for city and RDOS staff, answering the city's after hours telephone and dispatching city departments (works, electrical, parks, facilities and the pound), answering the non-emergency house phone for calls for service as well as issuing and monitoring burning permits for Penticton and five RDOS communities.



## Regional Fire Dispatch Centre- Total Yearly Call Volume

Year	Total Call Volume
<b>2008</b>	<b>10362</b>
2007	9089
2006	8293
2005	8402
2004	7943

## Emergency Dispatching for the 13 RDOS Fire Departments

Year	Fire Calls	Rescue & Safety	Totals
<b>2008</b>	<b>842</b>	<b>434</b>	<b>1276</b>
2007	867	422	1289
2006	862	392	1254
2005	786	439	1225
2004	729	366	1095

## Emergency Responses in Penticton

Year	Fire Calls	Rescue & Safety	Totals
<b>2008</b>	<b>994</b>	<b>1866</b>	<b>2860</b>
2007	863	1702	2565
2006	792	1698	2495
2005	788	1633	2421
2004	769	1538	2307

## Fire Calls

Our twenty-eight Career and thirty-two Paid-On-Call Firefighters respond to a growing number of calls each year (15% increase in fire calls since 2007). Fire Calls include residential and commercial fires as well as vehicle, garbage bins, interface and grass fires, agricultural burning complaints, alarm activations, hazmat incidents, a variety of rescues (confined space, water, rope, extrication and elevator), public service calls such as windstorms, floods and gas leaks and regional emergency incidents when requested.

## Rescue & Safety Calls

The First Responder service is an integral part of the pre-hospital care program in British Columbia and includes medical, cardiac, trauma, motor vehicle incidents with injuries and assisting BC Ambulance with patient lifts. There was a 9% increase in Rescue & Safety Calls since 2007.

## Staff Training

### Suppression

- Confined space – operations level
- Highrise Training
- Maritime Radio Certificate
- Technical Rescue Team
- Managing Fire Liability Risks

- Fire Officers I and II
- Driver Training
- Large Animal Rescue
- Rapid Intervention Training
- First Responder/AED
- NFPA 1001 - Fire Fighter Program - JIBC
- Basic Firefighter Program – JIBC
- S-100 – Wildland Firefighting



#### Prevention

- Fire Prevention Officers of BC – conference
- Fire Investigation – Level 2
- Thompson Okanagan Interface Committee
- NFPA – Remembering When (Fire & Fall Prevention for Seniors)

#### Dispatch

- APCO Convention – Ottawa
- First Responder

### **Burning Permits**

In an effort to improve the valley's air quality and to reduce the fire risk, PFD has been working with the RDOS to educate the public about alternatives to burning and to monitor closely the content and the safety of the permitted burns. Permits are now required for all outdoor burning in Penticton, Kaleden, Naramata, Okanagan Falls, Tulameen and Willowbrook. The Fire Dispatch Centre has become increasingly busy monitoring open burning.

The number of burning permits sold for Penticton has decreased from 169 in 2007 to 117 in 2008. This is due to the fact that many of the orchard removals have been completed and the land use has changed to vineyards or high density plantings.

### **Fire Prevention and Public Education**

The Fire Prevention Division consists of two Fire Inspectors and an Operations Assistant/Public Educator.

Our emphasis continues to be on emergency evacuation plans for residential occupancies such as apartment buildings and assembly occupancies (such as churches and industrial businesses). The object of these plans is to increase safety awareness for all the occupants of the buildings and to minimize the occurrence of life-threatening situations. These plans cover such things as up-to-date emergency contact information, actions required in case of emergencies, and maintenance schedules for fire safety systems such as fire alarms and sprinkler systems.

With the increased activity and growth in the building sector, the fire safety education requirement also increases for new building owners, managers and strata organizations. Monthly testing of fire alarms, sprinkler system and emergency lighting systems are required. Inspectors educate new occupants on the fire safety systems of their buildings and to discuss emergency procedures outlined in their emergency evacuation plans.

In 2008, our Inspectors completed 1896 mandatory inspections on businesses and other establishments within the City of Penticton. A number of fire investigations were completed in

2008 with a total of 86 fires being reported to the Office of the Fire Commissioner with a total dollar loss of \$11.3million.

The Fire Prevention Division continues to educate the public about fire and life safety issues related to homes, worksites, schools, natural areas and the community as a whole.

Our programs are designed to address specific fire problems and to motivate the public to take positive action to reduce injuries and property loss. More than 8,000 children and adults received fire safety information at school or in the community. Many more people received fire safety tips through the media.

## Fire Education Program Highlights

### Children and Families

- Sparky, the fire dog with Prevention Staff visited 16 preschools (282 children) and Penticton Secondary students (35) wrote and performed a fire safety skit for 11 elementary schools (2000 students) during Fire Prevention Month.
- **The annual “Fire Safety Starts With You” elementary school contest** was held with prizes provided by local businesses.
- **Fire Drills-** Prevention staff worked with owners/managers of apartments to conduct fire drills. PFD assisted with the drills, discussed fire safety concerns with residents and conducted pre-fire planning at each apartment. Five apartments (total of 405 units) were involved and the majority of residents are 60years &over.
- **25 hall tours were held for preschoolers, schools, youth as well as adult groups.** These tours focus on fire safety and home escape skills and a tour of the fire trucks and Dispatch Centre.



- **The “Getting to Know Fire” program** was delivered to all kindergarten students.
- **Fire Safety was a large part of the Safety Village programming in May and June.** Over 1205 Kindergarten to Grade 4 students and 361 parents were able to practice home escape skills.
- **SafeKids Canada- Safety Village Family Event-** This is a free annual family event to promote safety (fire, bicycle, pedestrian and water). Event partners included Interior Health, Penticton & District Community Resources, Okanagan Boys & Girls Club, Panago Pizza and the recreation department. Families with young children attended (500 people).
- **17 youth with their families participated in the Juvenile Fire Setter Intervention program.** This is a provincial program (OFC) in which the PFD provides screening to determine if the youth is likely to be a curiosity fire setter and likely to stop the fire setting behaviour or the youth needs to be referred to Child and Youth Mental Health or to another organization for support. Fire safety education is a key component of the program. School District #67 refers all students involved in fire setting and fire alarm activation incidents to this program. Referrals were also made by parents and the RCMP.

### Adults & Community

- Neighbourhood Smoke Alarm Testing – **Chateau Village and Caravilla Mobile Home Park** were visited as part of the program funded by The Community Foundation of the South Okanagan since 2006. Prevention, Suppression and Paid-On-Call members went

door-to-door in these two neighbourhoods to test smoke alarms, provide fire safety information and to provide batteries and smoke alarms where necessary. A total of 173 homes were visited and 63% of the homes were checked for working smoke alarms. We ensure that every home where we are able to speak with the resident has a minimum of one working smoke alarm.

- Fire Extinguisher Training- The training was promoted by the Chamber of Commerce, PIDA and the Downtown Business Assoc. and the media. As a result of this advertising and employers' decision to train their staff, 231 adults were trained.
  - Canadian Home Builders Home Show - Display promoting home fire safety.
  - Senior's Symposium - The symposium was very well attended and our display was very busy and we were able to answer many fire safety questions and concerns.
- Fire Safety Presentations - Throughout the year prevention staff make targeted fire safety presentations to adult groups upon request. Presentations are made to adult and seniors organizations, service clubs, strata and residential groups and to employees at their work place. 13 presentations (313 adults) were made.
- The Penticton Fire Department takes an active part in community events. We participate in Peach Festival Parades, Iron Man, Community Centre events and local fund raising initiatives.
- Media releases are used through out the year to promote greater awareness of fire safety hazards and prevention tips to the public. Our website is becoming a tool for researching the fire department, employment opportunities and fire safety information.



### **Penticton Fire Department Association**

The Penticton Fire Department struggles to maintain forty Paid-On-Call firefighters (currently our number is thirty-two) who devote their time responding to emergency incidents from home or work 24 hours a day seven days a week. The Paid-On-Call are extensively trained to the Basic Fire Fighter or NFPA 1001 – Standard for Fire Fighter Professional Qualifications that gives them the skills needed to support the career staff on the emergency scene.

In order to maintain this training the Paid-On-Call must commit to attending a required thirty-six fire drills annually. Aside from the serious commitment to training, the Paid-On-Call are also very active in the community participating in fund raising events and public education programs.



### **Goals for 2009:**

- Evaluate all department operations for efficiency and effectiveness.



- Establish and deliver a fire safety program for evacuating residents of high rise buildings and elderly, disabled and special needs persons. (*NFPA – “Remembering When”*)
- Continue to update the department’s Operational Guidelines.
- Complete a Master Plan that will recommend strategies for the development of the Department as well as the locations, and the timing of firehalls and apparatus deployment that will meet contemporary standards of service, and provide direction to the Department for the short, medium and long term.
- Continue to work with the Regional District of Okanagan-Similkameen and other area fire departments to research and design an emergency training facility for training firefighters and staff so that they are better prepared and equipped for an emergency.
- Complete work on a live-fire training prop at Station 2.
- Continue to deliver and update the high rise training package for Career and Paid-On-Call firefighters.
- Take delivery of a new Tender/Engine.
- Evaluate our current radio system with a goal of improving radio communication anywhere within 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 2008 policing priorities of the Penticton RCMP were identified as:

- **Crime Reduction Strategy**
  - Regional approach to Crime Reduction
- **Traffic Enforcement**
  - Increase enforcement as indicated by the public survey
- **Continued emphasis on Drug Enforcement**
  - Regional approach to share intelligence and resources
- **Youth Initiatives**
  - Restorative Justice Program

### **Crime Reduction Strategy**

This initiative continues to be priority and was expanded to a Regional unit with the addition of our Regional Crime Analyst. Cross jurisdictional prolific offenders in property crime, auto theft and drug trafficking were targeted in 2008. This was very effective in reducing crime in the region.

In 2008 the RCMP partnered with BC Housing & Social Development, Community Corrections, Forensics, Interior Health, Mental Health and Addiction in the development of the Integrated Services Committee. The objectives are:

1. To establish partnerships in our communities to assist and support clients to access multiple services; to access safe, affordable and stable shelter and reduce recidivism.
2. Address mental health and addiction issues:
  - Increase the coordination of mental health and addiction support
  - Increase coordination with a broad variety of services including counseling, life skills and labor market connections.

### **Traffic Enforcement**

Traffic issues are a major concern in our community. The mandate of Traffic Services is to develop and implement innovative strategies focused on the reduction of deaths and injuries on our roadways. Penticton Detachment is able to report no traffic fatalities in 2008.

The apprehension of impaired drivers continues to be a Detachment priority. During 2008 more than 500 impaired drivers were removed from the roads in Penticton and surrounding area.

### **Drug Enforcement**

Penticton Task Force members aggressively target drug possession and trafficking, with a specific focus on cocaine and methamphetamine. During 2008 this unit conducted three undercover operations and arrested more than 100 individuals for drug possession and possession for the purpose of trafficking. Three residents of Penticton were arrested for possession of over 2.5 kilograms of cocaine; this was the largest single drug seizure to date in the South Okanagan.

## **Youth Initiatives**

1. Restorative Justice – this program continues to grow with an excess of forty files processed in 2008. School District 67 has increased their involvement with Restorative Justice allowing for early intervention with youth involved in criminal activities. The program has connected with the Downtown Penticton Association to assist with youth involved in theft from retail outlets. The DPA has been extremely helpful in assisting with volunteer opportunities for these youth and providing the youth an opportunity to learn how theft affects merchants.
2. After School Program – the RCMP collaborated with School District 67 and The City of Penticton Parks and Recreation to develop an After School Program. The program was initiated by the RCMP in recognition of the increase in calls for service occurring between 3PM - 6PM.
3. Families in Conflict – The RCMP responded to over 280 calls for service to assist families in conflict in the past year. This was a significant increase in calls that required an inordinate amount of time and resources. As the RCMP is not the best agency to deal with all of these situations the Penticton detachment approached the Ministry of Children and Family Development and Youth Mental Health for assistance and together we developed a 'Families in Conflict' card. RCMP members use this card when attending calls to provide families with direction on community services available to them. The intent is to improve access to services – reducing RCMP calls and freeing up resources.

### **The Goals for 2009 are:**

- **Crime Reduction Strategy**
  - Integrated Services approach to social disorder and chronic offenders throughout the region.
- **Traffic Enforcement**
  - Safe Roads & Impaired Driving
- **Drug Enforcement & Education**
  - Regional approach to share intelligence and resources
- **Youth Initiatives**
  - Restorative Justice Program expansion

## **ELECTRIC UTILITY**

The Electric Utility had a successful year, both in the operational and capital capacities for 2008.

The distribution system stability remains static in comparison to 2007 due to the fact that the 3<sup>rd</sup> substation at the 12kV voltage level has yet to see fruition. Delays to the substation construction project will place limits our capacities at both our 8kV and 12kV voltages. These capacity limits in turn affect flexibility and/or stability of the network as well as further delaying benefits of the overall voltage conversion project. It remains in the City's best interest to have the substation (Carmi) constructed as soon as possible from both financial and operational perspectives.

## Highlights for 2008 were:

- The proposed City owned Carmi Substation Project is presently being Engineered and Designed or Stage 1. These works are being performed by Lex Engineering Ltd. of Richmond, BC The infrastructure requirements of the transmission interconnection with FortisBC requires further detailed design of the substation in order to firm up the interconnection specifications.
- Completed all works at the South Okanagan Events Center and the surrounding areas as associated with the conversion of all aerial facilities to underground. This involved the City's-Electric Utility Distribution, City Fiber Network, Telus and Shaw Cable. All Civil, Electric and Fiber Utility works, including layout and design were completed by City staff.
- Spiller Rd Area three (3) Phase Upgrade Project to eliminate the Stray Voltage Issue was completed yielding excellent results or total resolution of the problem.
- Overhead power line in 500 block of Edmonton Ave. was completely rebuilt due to its condition, vintage and band-aided repairs resulting from both windstorms.
- An extensive Vegetation Management Program (Tree Pruning and/or Removal) was undertaken and completed in 2008, the extent of which should result in a significant decrease to future system operational problems, costs and safety concerns as associated with trees coming in to contact with power lines.
- Lakeshore Dr./Front St. overhead to underground conversion is 100% complete after several years as part of the waterfront beautification project.
- Regina and Cossar Avenues were rebuilt and upgraded from Single to Three Phase distribution to provide servicing to the new developments in the area.
- A pilot project was completed with Streetlight Technology that involved the installation of the Lumen IQ™ Streetlight Optimization System. The City's Electric utility installed 50 lamp heads into which Streetlight Intelligence installed its Lumen IQ™ C200 Lamp Controllers. The system permits total control of the lights via the internet allowing specifically for dimming fixtures as a means of saving energy and the technology also monitors and provides for automatic notification of malfunctioning lights. The locations for the pilot areas are:
  - Duncan Ave W. West of Fairview Rd to Railway Ave,
  - Westminster Ave W. West of Power St. to Wylie St.
  - Power St. South from Westminster Ave. W to the roundabout at the Memorial Arena.

See the following website for additional info. <http://www.streetlightiq.com/>

- The Electric Utility hired four staff in 2008 to replace those that left for positions in other utilities. The replacement staff members include three Journeyman Power Line Technicians (2 full-time and 1 part-time) and a Groundman Truckdriver.
- Capital Overhead System Construction:
- Forty (40) poles and approximately 1.85 kilometers of line were installed.

- New transformer installations resulting from the Conversion Project and new/or upgraded service installations totaled 114 for 2008 versus 139 for 2007.
- The Electric Utility is in the 5<sup>th</sup> year of a partnership in a Corporate Safety Program which includes BC Hydro, FortisBC, Terasen Gas, Shaw Cable, WorkSafe BC and all the municipally owned electric utilities. The partnership is an excellent means and opportunity of getting utility safety concerns out to the general public in a simple but explicit format.
- Electronic Radio Read Meters deployed in 2008 was 1552 bringing the system total to 6049 meters (36.54 % of total meter population).
- The Electric Utility connected 111 new permanent services and 51 temporary services in 2008.
- Service Upgrades decreased by 37 % over the previous year to 119.
- The City was struck by a brief but intense windstorm on the afternoon of July 10<sup>th</sup>, lasting approximately 20 minutes. The resulting damage to Utility infrastructure was significant with resulting widespread power outages, the majority of which were resolved the same day due to the staff's experience, performance and commitment. A major power line supplying the upper Pineview/Juniper/Evergreen Dr area required extensive repairs which were completed the following day with the assistance of Advanced PowerLines Ltd.

Windstorm damaged power line feeding from Green Ave. E. to the upper Pineview Road, Juniper and Evergreen Drive areas.





### **Windstorm Statistics:**

The Electric Utility staff responded to over 70 dispatch calls that affected approximately 3,100 customers. The windstorm and associated power disruptions and outage durations ranged from 45 minutes to 31 hours equating to approximately 13,452 lost customer service hours.

### **Training**

- Power Line Technician Apprentice - Mr. Chris Roberts is in the final year of his apprenticeship. He successfully completed all the required schooling and has written his Interprovincial exam for his Red Seal. His certification as a Journeyman Power Line Technician will then be granted upon completion of the apprenticeship's mandatory hours of on the job training/exposure.
- The Electric Utility staff are all very proud of their individual contributions to Chris's training as they were diligent in ensuring the necessary training, theoretical and hands-on exposure, was met. Chris is the first Power Line Technician to receive his training and journeyman certification with the Electric Utility's participation in the apprenticeship program.
- The Electrical Line Crews received various educational and refresher courses through the year in the following areas:
  - Rubber Glove Procedures and Limits of Approach.
  - (Certification & Annual Refresher Course)
  - Traffic Control Procedures Certification.
  - First Aid Level 1
  - Transportation of Dangerous Goods.
  - Fork Lift Training

### **Traffic Signals**

- Installation of full traffic signalization at South Main St. and Green Ave.

## **Pedestrian Signals**

- Installation of pedestrian signals or a ½ traffic signal at the Government St. and Nelson Ave intersections.

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

- The City's fiber network was extended into the South Okanagan Events Center which in turn allows extension of all City services such as phones, Internet etc. to the tenants of the center.
- Civil underground works were installed in Green Ave. W. from Skaha Middle School to Paris St. in conjunction with the sewer line upgrade project. These works are integral to the construction of a redundant fiber network for the southern portion of the City.

## **Goals for 2009:**

- Completion of Engineering/Design for the Carmi Substation and proceed with site preparation for a 2010 construction schedule.
- Resolution of substantial FortisBC transmission interconnection requirements associated with the Carmi Substation Project.
- Continued system voltage conversion works and targeting with the intent to upgrade all transformers and hardware in the four (4) circuits supplied from the present Carmi Substation location.
- Continue with revising and updating the Electric Utility By-Laws.
- Continued development of Electric Utility Distribution Policy referencing and/or coinciding with the Planning Departments development of City wide streetscape plans.
- On-going fiber infrastructure development with focus on System Redundancy.
- Continue with the Automated Meter Reading (AMR) program and employ an AMR Drive-by Reading System early in 2010.
- Continued staff training and development in various areas of utility operations.
- Recruit a Power Line Technician in 2009 and review the feasibility of starting another Power Line Technician (P.L.T.) Apprentice.
- Continued Development of Electric Utility Safety Practice Regulations (SPR)
- Complete Rebuilding/Upgrading of the Campbell Mountain Line.
- Complete the rebuilding and/or relocating of the overhead power line on Eckhardt Ave. E.
- Upgrade, remove and/or convert to underground different sections within the distribution system to provide electrical supply to the new development at 1701 Penticton Ave.
- Huth Substation – Capacity upgrade to R-5 and R-6 circuit feeder cables.

- Westminster Substation – Overhaul three reclosers and capacity upgrade of all circuit feeder cables.

## **HUMAN RESOURCES DIVISION**

At a time when human resources is redefining itself as a strategic business partner that is financially accountable for its programs and policies, an annual human resources report serves as a diagnostic and promotional tool. The data analysis sheds light on trends in the workforce, information that may not exist in monthly and quarterly summaries. The annual report should focus on employment trends, HR achievements, and a look towards the future in Human Resources.

The Human Resource Department has a complement of four (4) exempt staff under the direction of the Director of Human Resources

### **Mission Statement**

The Human Resources Department exists as a staff organization to meet and balance the needs of all our customers by guiding the City through effective and efficient practices, consistent policies, promoting cooperation and trust, and creating innovative programs.

### **Services**

The Human Resources department for the City of Penticton provides a range of consultative services in several areas. The Human Resources department counsels, advises, guides, participates and works closely with its customers - the managers, supervisors and employees of the City in the areas of Labour Relations, Recruitment and Selection, Compensation Management, Employee Relations, Disability Management, Safety and Emergency Preparedness. The department is also responsible for providing employees with health and wellness opportunities through the wellness program (WOW).

### **Employment**

As 2008 was a difficult year, we were in a booming economy and were struggling to stay on pace with the demands and trying to keep up with other municipalities. The City received and processed a total of 1065 employment applications in the department during the past year. Of the applications received we shortlisted 197 candidates, this is down from 278 shortlisted candidates in 2007. This reduction of shortlisted applicants reflects the recruitment challenges we are experiencing in attracting qualified applicants to our City jobs.

### **Labour Relations**

The City has 3 labour groups which we build and maintain healthy relationships, consisting of: the Canadian Union of Public Employees (CUPE), Local 608, the International Association of Fire Fighters (IAFF), Local 1399, and the International Brotherhood of Electrical Workers (IBEW), Local 213.

The HR department participates in labour management committee meeting with our labour unions to resolve issues that occur within the work force

### **Wellness Opportunities in the Workplace (WOW)**



Employee wellness is a priority, especially as the cost of benefit premiums continues to increase. Most of the City's wellness activities are planned by the WOW committee. The committee is made up of representatives from a cross-section of City departments.

Highlights of the WOW program this year are as follows;

- Introduction of the intranet – a corporate communication tool
- Introduction and implementation of the Earned Days Off program with both the CUPE and Exempt staff
- Construction of the bike compound outside City Hall, to encourage physical fitness and a safe place to keep you bike
- Initial drawings and concepts of a roof-top garden/deck with green initiatives in mind at City Hall

### **Emergency Preparedness**

- Human Resources coordinates the City of Penticton's emergency preparedness program aspects – Organizational Structure, Emergency plans, Emergency Operation centre(s), Volunteers based programs, training & exercises, administration – funding, budget etc.
- Address issue requiring direction Emergency Program Management Committee
- Coordinate the work of the various subcommittees/emergency response organization with respect to emergency preparedness

### **Highlights for 2008 were:**

- The Human Resources department managed 88 competitions in 2005 and 2006, and 103 in 2007. There were 109 competitions in 2008, which included positions vacancies and promotions. The City experienced 6 retirements in 2006, 10 retirements in 2007 and 11 retirements in 2008.
- Participated and assisted with staffing for the 2008 municipal election.
- City of Penticton staff chaired the Collective Bargaining process on behalf of the District of Summerland and City of Kelowna achieving a new Collective Agreement with International Association of Electrical Workers that will continue through to December 31 2010.
- Coordinated development and population of the City's internal intranet site.
- Assist new staff to find accommodation, etc.
- Compiled results of workload survey into quantifiable terms.
- Updated orientation booklet for staff
- Maintain Administrative List & Seniority Lists.
- WOW BBQ organization, staff recognition day, order promotional items, arrange contest, package prizes.
- Created an online central Material Safety Data Sheet database.
- Created an online Central Training available on the intranet for internal departmental use.
- Hosted a regional, COP EOC emergency preparedness table top exercise in council chambers.
- The City of Penticton Human Resources department continued to be the primary administrative resource for the Okanagan Mainline Labour Relations Association (OMMLRA) in 2008.

**Goals for 2009 are:**

- Withdraw the City of Penticton's Human Resource commitment for the administrative duties for the Okanagan Mainline Labour Relations Association (OMMLRA).
- Streamline an enhanced recruitment marketing strategy.
- Review and revise Safety and Health Manual.
- Complete the Community Disaster Recovery Plan and hold a table top exercise for that plan.
- Continue to develop internal training promotional opportunities within city operations.
- Implement a new standardized employee performance management process.
- Retention Strategy – employee development, employee recognition, flex work program, succession/career planning. This will include the City's Wellness program.
- Generate and administer a staff innovations program.
- With changes in the structure of the OMMLRA the association is no longer designated as the bargaining principle for its member municipalities. As a result the City of Penticton is preparing to bargaining independent of other OMMLRA members for Collective bargaining CUPE and The International Association of Fire Fighters (IAFF) whose agreements expire on December 31, 2009.

## **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, Nine (9) Supervisors and seventy two (72) 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 six (26) years of experience mostly in local government coupled with some private sector work.

### **PLANNING DEPARTMENT**

The main focus areas of the Planning Department is 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  
Subdivision

#### **Long term**

Redrafting 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 six (6) staff. During 2008 the Planning Department underwent nearly a complete change over in staff and was understaffed by two to three persons for a good portion of the year. This lead to increased timelines for processing

**Westminster Avenue Duplex**



applications and a dissatisfied customer base as they had to deal with the learning curve of new staff.

## Planning Department Performance Measures

### Infrastructure-Measurements and Targets:

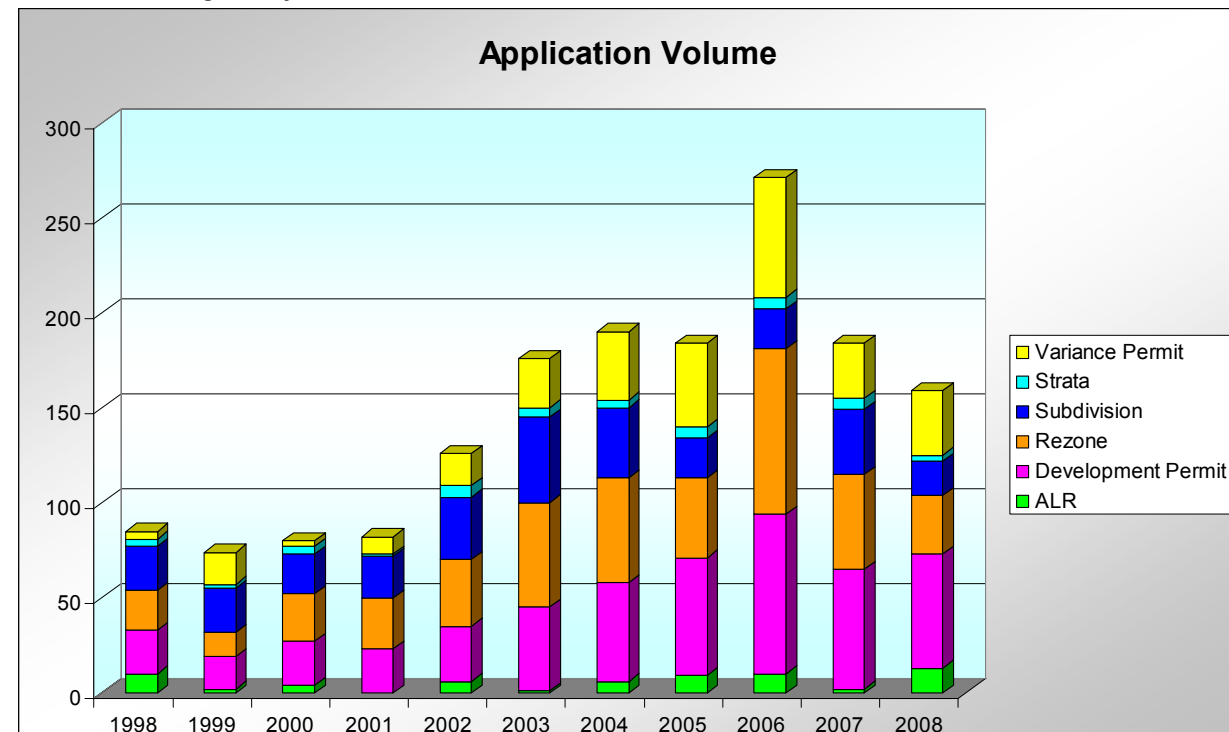
Description	2005 Target (Actual)	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)
<b>Number of Development Applications / Staff</b> Total # of dev't applications/ Total # of Planning staff	40	35	35 (36)	35 (53) <sup>1</sup>	35

Note 1: 3 Staff.

### Client Benefits - Measurements and Targets:

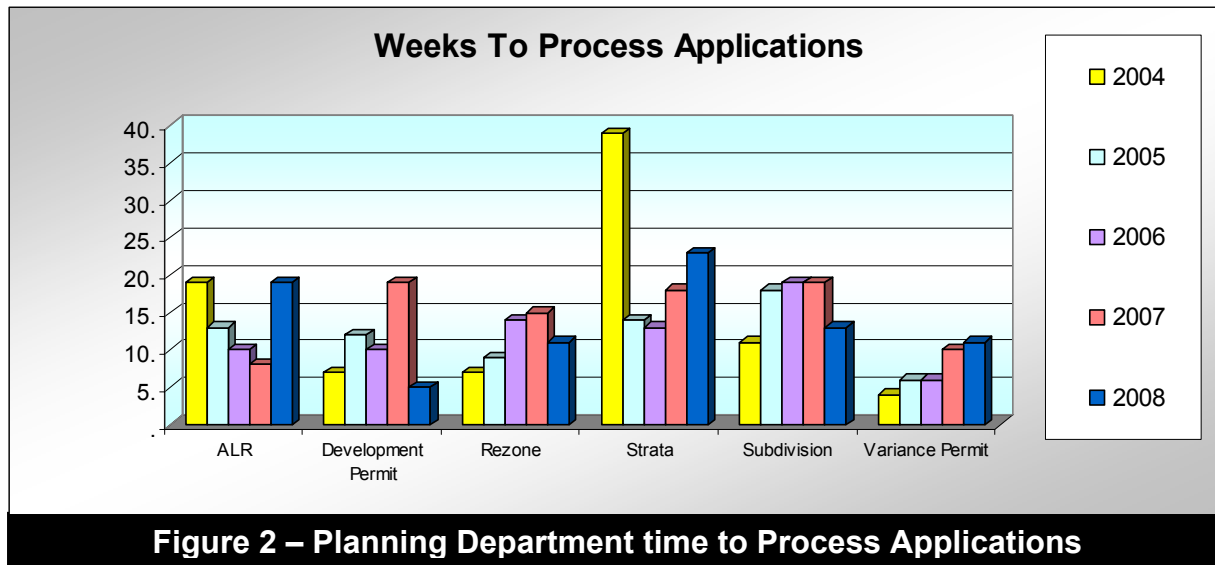
Description	2005 Target (Actual)	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)
<b>Time to process Development Applications</b>					
Weeks to process a Subdivision Application	8.0 (15.7)	12.0 (19.1)	12.0 (14)	12 (13)	12
Weeks to process a Development Permit	6.5 (7.5)	7.0 (9.5)	8.0 (15)	12 (5)	12
Weeks to process a Rezoning Application	6.5 (9.9)	8.0 (14.1)	8.0 (12)	12 (11)	12
Weeks to process a Variance Permit	4.0 (5.0)	4.0 (6.1)	4.0 (10)	10 (11)	10
Weeks to process an ALR Application	9.0 (15.1)	10.0 (9.6)	10.0 (8)	10 (19)	12
Weeks to process a Strata Subdivision Application	10.0 (8.6)	10.0 (13.0)	10.0 (18)	12 (23)	18
<b>Number of Information Sessions held with the Development Industry</b>	2 (1)	1 (0)	1 (0)	2 (1)	2 <sup>1</sup>

Note 1: one meeting already held March 7, 2009



**Figure 1- Planning Department Applications Volume**

Figure 1 illustrates the volume of planning applications handled by the department since 1994. The application volume increased from 1999 to 2006, but has declined somewhat in 2007 and 2008 in response to market conditions. The contents of this table have been adjusted from previous year's reports based on use of Excel spreadsheets rather than Access software to produce a more accurate result.



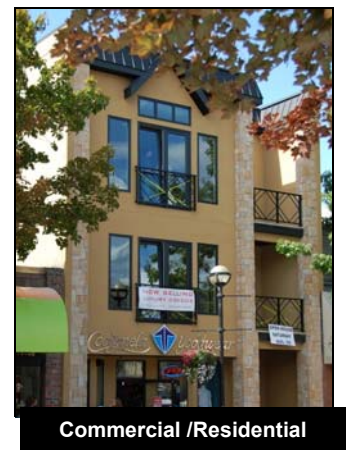
**Figure 2 – Planning Department time to Process Applications**

Figure 2 illustrates the time taken to process planning applications for six different categories. The figure clearly shows that for the most part the time to process has been on the increase. This is due to the number and complexity of applications (mixed use and high-rise) coupled with staff vacancies during 2008 and new inexperienced staff unfamiliar with City processes.

## Planning Department Goals

The planned goals for the Planning Department for 2008 were:

- Completion of the Peach Tree and Skaha Village Area Plan: ***Project not Complete, carry over to 2009.***
- Secondary Suites Zoning Bylaw amendment and implementation strategy: ***Complete.***
- Finalization of new Zoning Bylaw document: ***Project not Complete, carry over to 2009.***
- Implementation of Affordable Housing Strategy: ***Implemented as it applies to Secondary Suites.***
- Ongoing work on Spiller and Reservoir Road Neighborhood Plan and commencement of Upper Wiltse Neighborhood Plan: ***No real work done by the developers on these, carry over to 2009.***
- Access to Skaha Bluffs rock climbing area: ***Complete.***
- Work on the Cultural Corridor/District Plan: ***Provided input as required. A new champion is required.***
- Commence North Gateway Area Plan: ***No work done, carry over to 2009.***
- Participation on new Climate Change Committee: ***Complete.***



**The planned goals for the Planning Department for 2009 are:**

- Rebuild the Department and enhance customer service delivery.
- Completion of the Peach Tree and Skaha Village Area Plan.
- Finalization and Adoption of the new Zoning Bylaw.
- Completion of a Density Bonus Policy.
- Additional work on an Affordable Housing Strategy.
- Ongoing work on Spiller and Reservoir Road Neighborhood Plan and commencement of Upper Wiltse Neighborhood Plan.
- Commence North Gateway Area Plan.
- Participation in regional planning and environmental initiatives based on staff availability.
- Initiate work on OCP amendments to address mixed use development and other issues related to contents of new Zoning Bylaw.
- Improve and standardize Council report mapping.



**Townhouse Project**

**REGULATORY SERVICES DEPARTMENT**

The Regulatory Services Department provides three main areas of service: Building Inspections, Bylaw and Business Licensing. These sections are challenged daily with handling very diverse, complex and technically sensitive issues that require a high level of expertise and problem solving skills.

Activities of the Regulatory Services Department are coordinated through the Manager Glenn Peterson, who is assisted by a Deputy Chief Building Official and a compliment of nine staff members. During 2008 the Department was unable to fill the vacant Deputy Chief Building Official position. This staff shortfall had an impact on the work load this department was able to carry.

**Building Inspection Services**



**Alyssen Place Condos**

The Building Inspections Section is responsible for regulating construction within the City through the permit and inspection process for all types of buildings including residential, commercial, industrial, institutional and agricultural buildings.

For 2008 the department Manager also assumed the role of Deputy Chief Building Official and supervised the four Building Officials.

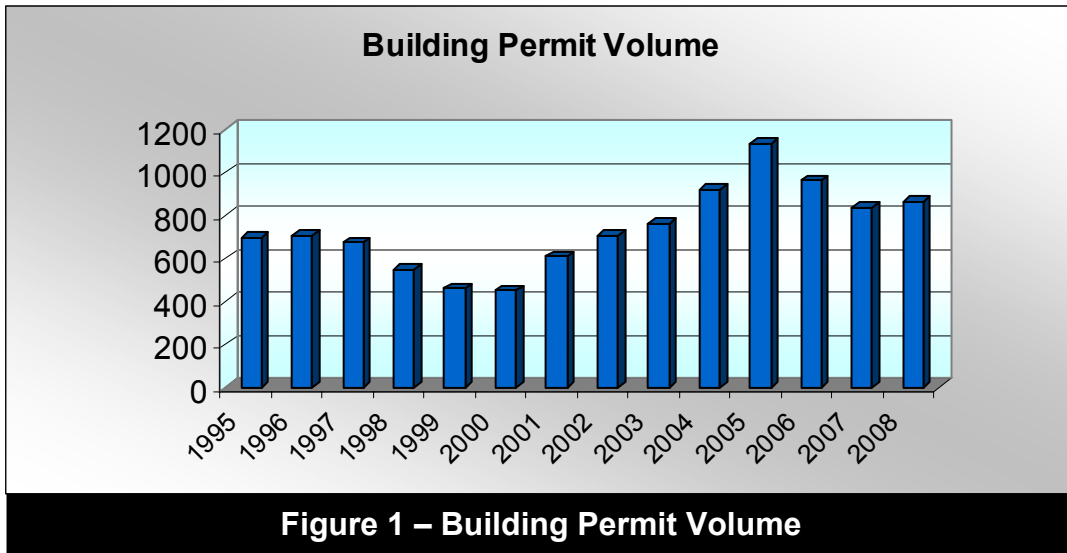
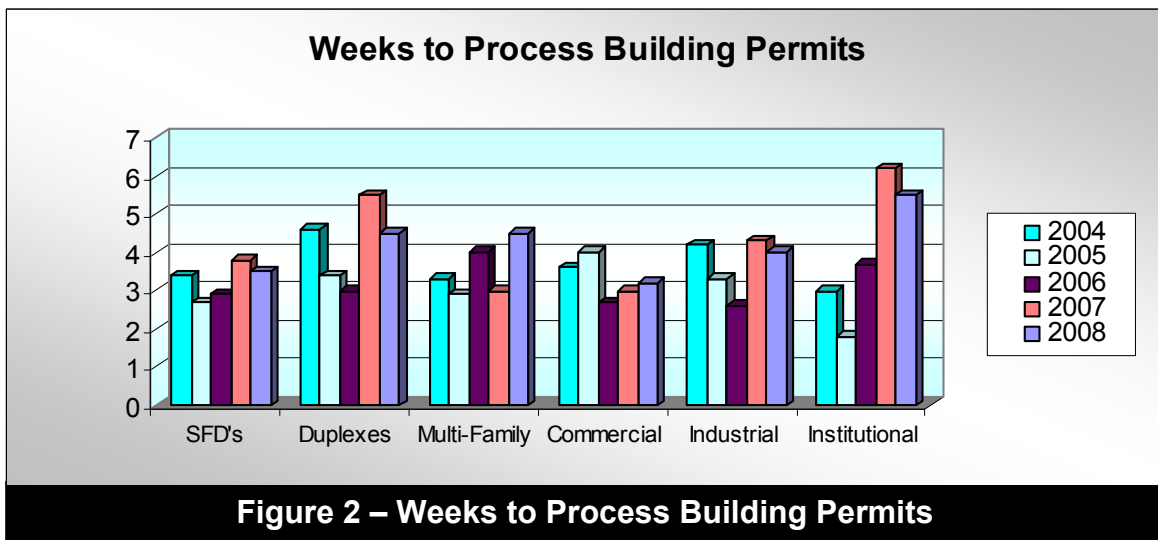


Figure 1 illustrates building permit volumes addressed by the department since 1995. The high was experienced in 2005 and a 25% drop in volume has occurred from 2005 to 2008.



The Building Inspections Section also tracks time to process building permits, Figure 2. As can be seen there has been a steady increase in the amount of time to process building permits for all categories except for Commercial since 2004. This is partially due to not operating with a full complement of staff; having new inexperienced staff and the increased complexity of the buildings the department is dealing with.

## Building Section - Performance Measures

Infrastructure - Measurements and Targets					
Description	2005 Target (Actual)	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)
<b>No. of Building Permits per Staff person</b> Total # of Building Permits / Total # Building Inspectors	307 (379) <sup>2</sup>	370 <sup>2</sup> (322) <sup>2</sup>	330 <sup>3</sup> (209) <sup>3</sup>	225 <sup>3</sup> (209)	216 <sup>3</sup>
<b>Time to process Building Permits:</b>					
Weeks to process a Single Family Residential Permit	3.0 (2.7)	3.0 (2.9)	3.0 (3.8)	4.0 (3.7)	3.5
Weeks to process a Duplex Permit	3.0 (3.4)	3.0 (3.0)	3.0 (5.6)	5.0 (5.6)	4.5
Weeks to process a Multi Family Permit	4.0 (2.9)	4.0 (4.0)	4.0 (6.8)	4.0 (3.0)	4.5
Weeks to process a Commercial Permit	4.0 (4.0)	4.0 (2.7)	4.0 (3.1)	4.0 (3.0)	3.2
Weeks to process an Industrial Permit	4.0 (3.3)	4.0 (2.6)	4.0 (4.3)	4.0 (4.3)	4.0
Weeks to process an Institutional Permit	4.0 (1.8)	4.0 (3.7)	4.0 (6.2)	4.0 (6.2)	5.5
<b>Number of Information Sessions held with the Construction Industry</b>	2 (0)	1 (0)	1 (1)	1 (1)	2

Note 1: Based on 2 Building Officials, (1 plan checker not incl. in stat) Note 2: Based on 3 Building Officials, (1 plan checker not incl. in stat)

Note 3: Base on 2 Building Officials and 2 Plan Checkers

## Bylaw Enforcement



New Ticket

Enforcement of City bylaws is the responsibility of the Bylaw Section. Key areas of involvement typically include: property maintenance, zoning, noise and nuisance, traffic & parking. The Bylaw Section is currently staffed with one supervisor and two bylaw officers.



Bylaw Smart Car

## Bylaw Section - Performance Measures

Infrastructure - Measurements and Targets					
Description	2005 Target (Actual)	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)
<b>Number of Bylaw Files per Bylaw Officer</b>	1,360 (1,348)	1,350 (1,523)	1,350 (1485)	1,350 (1941)	1500
<b>Time to process a Bylaw Complaint</b>					
Weeks to complete a complaint investigation	1.5 (1.0)	1.5 (1.0)	1.5 (1.5)	1.5 (1.0)	1.5
Days to complete a general bylaw response	5.0 (2.0)	5.0 (4.0)	5.0 (5.0)	5.0 (2.0)	5.0

Note 1: Based on 1 Bylaw Officer Note 2: Based on 1.5 Bylaw Officers

## Parking

Client Benefits - Measurements and Targets					
Description	2005 Target (Actual)	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)
Statistics reflect peak summer conditions (mid-august) & are a combined average of mid-week & weekend use					
<b>Usage of metered parking stalls – downtown core</b> Metered parking stall usage 100 – 400 blocks of Main & Martin (193 stalls 2005) 9:00am to 5:00 pm	N/A (39%)	45% (32%)	45% ( N/A )	38% (N/A)	38%
<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 (82%)	85% (79%)	85% (N/A) <sup>3</sup>	85% (N/A)	85%
<b>Usage of paid parking lots – downtown core</b> Paid parking lot 300 and 400 block of Main Street	N/A (18%)	20% (23%)	40% ( N/A )	30% (37%)	37%
<b>Usage of free parking lots – downtown core</b> Paid free lot 200 block of Main Street	N/A (55%)	55% (63%)	55% ( N/A )	N/A <sup>1</sup> (73%)	73%
<b>No. of regulated parking stalls per Traffic Officer</b> Total # of regulated (metered, timed and city parking lots/ # of Parking Enforcement Officer.	769 (811) <sup>5</sup>	866 (858) <sup>5</sup>	858 <sup>5</sup> (1144) <sup>5</sup>	858 <sup>5</sup> (1144) <sup>5</sup>	858 <sup>5</sup>

Note 1: All lots will be pay parking in 2008

Note 2: Includes all three phases at 100 Lakeshore

Note 3: Traffic study cancelled for 2007

Note 4: Based on 1 Bylaw Officer

Note 5: Based on 1.5 Bylaw Officers

## Business Licence Section



Front Street Businesses

The Business License Section reviews and issues business licenses. The province has initiated a trial mobile business license program for the Okanagan which was implemented by the Business License Section in 2008.

## Business Licence Section - Performance Measures

Infrastructure - Measurements and Targets					
Description	2005 Target (Actual)	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)
<b>No. of Business Licenses per staff person</b> Total # of Business Licenses / # Business License staff	2,600 (2,481) <sup>1</sup>	2,600 <sup>1</sup> (2,548) <sup>1</sup>	2,600 (2,995)	2,800 (2705)	2400
<b>Mobile Business Licences<sup>2</sup></b>	N/A	N/A	N/A	115 <sup>2</sup> (135)	150 <sup>2</sup>
<b>Time to process a Business License</b> Days to review and have ready for pick up a new business license	3.0 (5.0)	5.0 (4.0)	5.0 (3.0)	4.0 (2.0)	4.0
Days to change an existing business license	2.5 (2.0)	3.0 (2.0)	3.0 (3.0)	3.0 (2.0)	3.0

Note 1: based on one Business License Clerk

Note 2: Mobile Business License program started in January 2008



## Regulatory Services Department Goals

### The planned goals for the Regulatory Services Department for 2008 were:

- Bylaws:
  - Building Bylaw – complete rewrite of the bylaw: ***Not complete, carry over to 2009.***
  - Controlled Substance Property Remediation Bylaw – review and amend as required: ***Not complete, carry over to 2009.***
- Prepare a parking report that addresses trends in parking usage and identifies any significant issues. Existing parking strategies will be reviewed and a plan initiated to meet future parking requirements. The review will include: investigation of new technology, parking meter rates, number of meters and potential methods to increase parking volume in the downtown core: ***Not complete, carry over to 2009.***
- Local Bylaw Dispute System – assess the advantage of bylaw matters not going through the provincial court system but rather settled through a Local Bylaw Dispute System: ***Not complete, carry over to 2009.***
- Review permit processing procedures and implement changes as required. Challenges from workload volumes, inquiries, complaints and general problem solving continued to concern the department. Changes to the permit process and an additional clerical staff member have contributed to efficiencies for the department however, further review will occur to ensure services are efficiently and effectively delivered without penalizing the daily workloads: ***The department developed directives which supported the effective, efficient delivery of services. This process is always ongoing in an effort to ensure processes are fine tuned.***
- Mobile Business Licences – work with the province on the inter-municipal business licence initiative as the program expands from the Okanagan to include the entire province: ***Complete.***
- Cityview software conversion will require a considerable amount of staff input but will assist in streamlining the department processes further and ensure files are monitored and expedited through the process to completion: ***Staff input provided work nearly complete.***

### The planned goals for the Regulatory Services Department for 2009 are:

- Bylaws:
  - Building Bylaw – complete rewrite of the bylaw.
  - Controlled Substance Property Remediation Bylaw – review and amend as required.
- Prepare a parking report that addresses trends in parking usage and identifies any significant issues. Existing parking strategies will be reviewed and a plan

initiated to meet future parking requirements. The review will include: investigation of new technology, parking meter rates, number of meters and potential methods to increase parking volume in the downtown core.

- Local Bylaw Dispute System – assess the advantage of bylaw matters not going through the provincial court system but rather settled through a Local Bylaw Dispute System.
- Implementation of Cityview with the adaptation of current processes to ensure benefits of the new software is realized.
- Investigate moving the renewal date for business licences to October 31. Further investigate the implications on Mobile Business Licence program. Develop required bylaw amendments to support proposed changes.
- Review Traffic Movement Bylaw 2006-35 and propose bylaw amendments after soliciting strategic direction from representatives of the Downtown Penticton Association and the Crime Prevention/Community Liaison Coordinator.

### 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 twenty (20) years of experience to the City.

The Public Works Department carries out their responsibility through the Manager of Public Works, four (4) supervisors, one (1) assistant supervisor, and a permanent staff of fifty four (54) full time and seven (7) seasonal (including 2 water conservation students, 3 labourers, and 2 Co-op Students). 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.



**Forestbrook and Kilwinning 30" Pipe  
New Wash Bay**

### Public Works Administration Section planned 2008 Goals were:

- Revisions to Traffic Bylaw: ***Not complete will be included in Administration Dept. Inter-Municipal Bylaw review and updates carry over to 2009.***
- Update Public Works Policies: ***Work in progress ongoing policy updates more work required in 2009.***

- Septic Waste Facility – Commissioning: **Complete.**
- Review the potential of providing service for other water purveyors: **Not complete, carry over and put a concerted effort in for 2009.**
- Review the water storage scenarios for the City of Penticton with climate change in mind: **Not complete, carry over to 2009.**
- Represent the City from a Public Works perspective on the issues that may arise out of the looming Pine Beetle concerns: **Project removed from 2008 Goals.**

**Public Works Administration Goals planned for 2009 are:**



**Greyback Dam - August 2008**

Continue the update of Public Works Policies

- Review the potential of providing service for other water purveyors
- Complete a water storage study that will address climate change.
- Update Snow and Ice Control Policy.

**Fleet Maintenance Section**

Fleet Maintenance is a section of the Public Works Department responsible for the maintenance, acquisition and management of the City’s fleet. In addition to the City fleet this group also maintains vehicles and equipment for the Fire Department, RCMP and the RDOS. The Equipment types range from weed eaters and fire fighter small equipment to large loaders, screening plant and sophisticated Fire Engines.

The section is supervised by Keith Manders and is comprised of two heavy duty mechanics, one heavy duty apprentice and 3 automotive mechanics.

<b>PERFORMANCE MEASURES/FLEET STATISTICS</b>					
<b>Description</b>	<b>2005 Target (Actual)</b>	<b>2006 Target (Actual)</b>	<b>2007 Target (Actual)</b>	<b>2008 Target (Actual)</b>	<b>2009 Target (Actual)</b>
<b>Work Order/ Technician</b>	(224.2)	(255.6)	250 (295.6)	275 (304)	275
<b>Customer Satisfaction-</b> % of customers that indicate that rate service as is "Good" or better on satisfaction survey.	n/a	n/a	80% (87.5 %)	90% (93%)	90%
<b>% of Unscheduled Work Orders</b> - Amount of total Work Orders that were not planned.	(61%)	(66%)	60% (67%)	60% (63)	60%

As of December 31, 2008 Fleet Maintenance was responsible for:

FLEET INVENTORY					
	2005	2006	2007	2008	2009
City Vehicles	115	121	124	125	-/-
Misc. Equipment	163	176	204	224	-/-
Fire Department Vehicles	19	18	19	19	-/-
RDOS	14	15	15	17	-/-
RCMP	20	26	29	31	-/-
<b>TOTAL UNITS</b>	<b>331</b>	<b>356</b>	<b>391</b>	<b>416</b>	<b>-/-</b>

ORDERS / SERVICES AND INSPECTIONS					
	2005	2006	2007	2008	2009
Service Orders Issued	1121	1278	1478	1520	-/-
Services and Inspections	432	434	496	561	-/-

**Fleet Maintenance Section Planned 2008 Goals were:**



**Fleet Equipment Maintenance**

- Recruit and Hire a HD/CT Apprentice: **Complete.**
- Have new single axle truck c/w snow equipment purchased, assembled, calibrated and operating before Oct 01/08: **Complete.**
- Purchase and ready for service all 10 pieces of Equipment by October 01, 08: **Complete**
- Identify and pursue "Green Fleet" initiatives and have report of accomplishments and potential future directions and goals by year end: **Have started work on this, carry over to 2009.**

- Work with the Fire Dept on purchase of new Water Tender: **Complete Fire Tender to arrive May/09**

**The Fleet Maintenance Section Planned Goals for 2009 are:**

- Complete a review and produce a report for Council on the utilization of our automotive fleet in the organization with an eye to reducing their use.
- Complete the E3 Fleet Review. This consists of gathering comprehensive fleet information using a nationally recognized program that will enable us to make calculated decisions on improving our fleet efficiency and environmental impact.



**Fleet Vehicle Maintenance**

- Pursue “Green Fleet” initiatives and have report of accomplishments and potential future directions and goals by year end
- Focus on best value maintenance in 2009 with the goal of holding our repair and maintenance budget at 2008 levels.

## Wastewater Treatment Section



**Lee Ave By-Pass Pump**

The operation of the Wastewater Treatment System benefits the community by ensuring protection of public health and the environment. The operation meets or exceeds all regulatory requirements, is cost effective and results in minimal public concerns. The dedicated staff responsible for the wastewater treatment system is comprised of a Supervisor, Assistant Supervisor and Foreman with a combined 60 years of experience in the wastewater field as well as a key technical group of 6 certified operators, 1 Millwright and 1 Electrician/Instrument Tech.



**Septage Receiving Facility**

## Waste Water Treatment Section Performance Measures

INFRASTRUCTURE - MEASUREMENTS AND TARGETS					
Description	2005 Target (Actual)	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)
<b>Efficient Waste Water Pumping and Treatment Operations and Maintenance</b> Costs for pumping and treatment per cubic meter of Wastewater treated. (Since 2003 The City has expanded its water conservation program resulting in reduced flows to the plant)	\$0.250/m <sup>3</sup> (\$0.255/m <sup>3</sup> )	\$0.270/m <sup>3</sup> (\$0.273/m <sup>3</sup> )	\$0.270/m <sup>3</sup> (\$0.296/m <sup>3</sup> )	\$0.300/m <sup>3</sup> (\$0.316/m <sup>3</sup> )	\$ .320/m <sup>3</sup>

CLIENT BENEFITS - MEASUREMENTS AND TARGETS:					
Description	2005 Target (Actual)	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)
<b>Regulatory Requirements – Waster Water Quality</b> % of waste water samples that meet the Ministry of Environment total phosphorus requirement of 2.00 mg/l.	100% (100%)	100% (100%)	100% (100%)	100% (100%)	100%
<b>Yearly Average Phosphorous – the average of all Total Phosphorous tests (Permit Limit is 0.25 mg/l).</b>	0.10mg/l (0.11mg/l)	0.10mg/l (0.11mg/l)	0.10mg/l (0.13mg/l)	0.10mg/l (.20mg/l)	0.10mg/l

**Waste Water Treatment Section Planned 2008 Goals were:**

- Ensure compliance with all M.O.E. operating certificate standards: **Achieved.**
- Integration of a successful student employee program: **Achieved.**
- Completion of preliminary design and detailed design for the Advanced Waste Water Treatment Plant (AWWTP) plant expansion: **Nearly completed (75% detail design).**
- Construct and commission the septic waste receiving facility at the AWWTP: **Complete.**
- Preliminary design, detailed design and construction of a new effluent line to south end of Penticton that will be used to expand the effluent irrigation system and effluent disposal in the busy summer months: **Transferred to Engineering.**
- Finalize the operational certificate as part of the AWWTP upgrade: **AECOM submitted application to amend to the Ministry of Environment.**

**The planned goals for the Waste Water Treatment Section for 2009 are:**

- Finalize Detail design and Tender for AWWTP upgrade
- Commence construction of a major upgrade to the AWWTP
- Construction of Lee Ave lift station, Forcemain and Irrigation Line
- Amend Operating Certificate

**Water Treatment Section**

The Water Treatment section is supervised by Brent Edge. Brent has 28 years experience in the areas of water and waste water treatment. The Water Treatment division has three distinct areas of focus. The first is maintaining and operating the City's Water Treatment Plant ensuring that citizens and visitors receive safe, high quality water. The second area of focus is the Cross Connection Prevention Program which evaluates potential contamination issues to the domestic water service. The third area of focus is water conservation. Citizens are educated in simple and cost effective measures to reduce water demands.



**Water Treatment Plant Upgrade**

**Water Treatment Section Performance Measures**

Infrastructure - Measurements and Targets					
Description	2005 Target (Actual)	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 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.	\$0.158/m <sup>3</sup> (\$0.125/m <sup>3</sup> )	\$0.15/ m <sup>3</sup> (\$0.16/m <sup>3</sup> )	* \$0.15/m <sup>3</sup> (\$0.126)	\$0.15/m <sup>3</sup> (\$0.148)	\$0.16/m <sup>3</sup>
<b>Per Capita Daily Water Demand</b> Liters of treated water per capita per day	650 lpcd (684 lpcd)	650 lpcd (644 lpcd)	650 lpcd (612 lpcd)	610 lpcd (581 lpcd)	600 lpcd

\*Estimated population for 2008 @ 35,000, Q at 7420.17 ML/yr

Client Benefits - Measurements and Targets					
Description	2005 Target (Actual)	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)
<b>Citizen Concern – Water aesthetics</b> Number of complaints received specifically related to treated water odor, taste and clarity.	15 (8)	10 (8)	10 (5)	10 (9)	10
<b>Regulatory Requirements – Water Quality</b> % of water samples that meet or are better than the requirements in the Ministry of Health Operating Certificate.	100% (100%)	100% (100%)	100% ( 100%)	100% (100%)	100%

Infrastructure - Measurements and Targets					
Description	2005 Target (Actual)	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)
<b>Efficient Water Conservation Program</b> Water Conservation Costs per reduction in the number of liters per capita per day.	(\$ 1176/L)	\$1000/L (935/L)	\$900/L ( \$704/L )	\$636/L (545/L)	\$492/L

\* 2008 581 lpcd, reduction of 144 lpcd from 2002 - \$78,500 program cost (2008)

\* 2009 estimated reduction of 125 lpcd from 2002 – \$61,500 program cost since WaterSmart Ambassadors removed from budget

Note: per capita consumption includes system losses, hydrant flushing, non metered use such as construction, etc. Also note the 2007 population adjusted per BC Stats to 35 000 from 33 000.

Client Benefits - Measurements and Targets					
Description	2005 Target (Actual)	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)
<b>Peak Day Demand</b> Highest volume of water pumped over a 24 hour period.	45.0 ML/d (47.15ML/d)	45.0ML/d (45.34ML/d)	44.00 ML/d (43.67)	44.00 ML/d (42.85)	43.00 ML/d
<b>July Total Monthly Demand</b> Volume of water pumped over the month of July.	1250 ML (1141 ML)	1085 ML (1179 ML)	1200ML (1088 ML)	1050ML (1157.2 ML)	1050ML
<b>July Degree days over 30</b> Days in July where the temperature exceeded 30	(10)	(18)	(17)	(18)	
<b>July Total Rainfall</b>	(14.9 mm)	(28.7 mm)	(43.6 mm)	(12.2 mm)	
<b>August Total Monthly Demand</b> Volume of water pumped over the month of August.	1075 ML (1273 ML)	1020 ML (1131ML)	1150 ML (1062 ML)	1120 ML (939.5 ML)	1050 ML
<b>August Degree days over 30</b> Days in August where the temperature exceeded 30	(17)	(9)	(6)	(10)	
<b>August Total Rainfall</b>	(11.7 mm)	(10.2 mm)	(4.8 mm)	(83.8 mm)	
<b>Average Day Demand</b> Average volume of water pumped over a 24 hour period.	21.5 ML/d (22.6 ML/d)	22.6 ML/d (21.17ML/d)	22.0 ML/d (21.47ML/d)	21.0 ML/d (20.27ML/d)	20.3 ML/d
<b>Per Capita Daily Water Demand</b> Liters of treated water per capita per day	(639 lpcd)	(684 lpcd)	(612 lpcd)	(581 lpcd)	19.5 lppd

#### The Water Treatment Section Goals for 2008 were:

- Ensure safe and cost effective supply of water meeting all Ministry of Health and Environments standards: **Achieved.**
- Complete final design for Water Plant Capacity increase and Ridgedale Reservoir booster/expansion: **Complete.**
- Tender and award construction of Water Plant and Ridgedale Reservoir projects: **Complete.**
- Administer the West Bench Irrigation water system maintenance 2008 contract. **Complete.**

- Complete a maintenance schedule for all major equipment and outside building of significant value: **Not complete, carry over to 2009.**
- Focus on cross connection compliance and program delivery: **No non compliance infractions reported.**
- Install automated flow measurement equipment for Ellis Creek Irrigation system: **Installation complete, Programming and SCADA by March 09.**

**The Water Treatment Section planned goals for 2009 are:**

- Ensure safe and cost effective supply of water meeting all Ministry of Health and Environments standards.
- Complete the major upgrade to the Water Treatment Plant, Booster Station and Reservoir.
- Continue cross connection surveys of high hazard facilities and new construction. Enforce for non compliance.
- Ongoing water conservation focusing on the value of water and solutions to reducing waste. Collaborate with local focus groups on information sharing opportunities on effective delivery of the program.

**Works Section**

The Works Section is supervised by the Works Superintendent, John Fenske. John's 23 years of well rounded experience ensure the Works Department is well managed.

The Works Division 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.

**Works Section Performance Measures**

Description	2005 Target (Actual)	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)
<b>Efficient Road Maintenance Operations (232 km of Road)</b> Cost for lanes and streets patching, line painting, crack concrete curb & gutter & sidewalk repair per lineal meter of road network.	\$1.24/m (\$1.43/m)	\$1.71/m (\$1.27m)	\$1.67/m ( \$1.53m )	\$1.60/m (\$1.21/m)	\$1.37/m
<b>Efficient Road Sweeping Operations (232 km of Road)</b> Cost for road sweeping per lineal meter of road network.	\$0.41/m (\$0.35/m)	\$0.34/m (\$0.35/m)	\$0.36/m ( \$0.52/m )	\$0.41/m (\$0.56/m)	\$0.45/m

Note: Some numbers may have changed from previous years due to items tracked. Target numbers reflect the approved budget not necessarily the budget required to perform the required maintenance.



## Client Benefits - Measurements and Targets ROADS

Description - After Hours Call-outs	2005 Target (Actual)	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)
<b>Citizen Concern – Roads General</b> Number of complaints received specifically related to the condition of the roads and road maintenance	N/A	(78)	50 (80 )	50 (52)	50
<b>Citizen Rating – Snow and Ice Control</b> Number of complaints received specifically Snow and Ice Control.	N/A	(10)	10 (5 )	10 (6)	10

## Infrastructure - Measurements and Targets WATER IRRIGATION/DOMESTIC

Description	2005 Target (Actual)	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)
<b>Efficient Agricultural Irrigation Mainline (33 km) Operations &amp; Maintenance</b> Cost to provide and maintain 33 km of an agricultural Irrigation system (dams, operations, not incl. Capital)	\$3.21/m (\$3.39/m)	\$4.65/m (4.82/m)	\$4.43/m ( \$4.36/m )	\$6.44/m (\$5.82/m)	\$4.62/m
<b>Efficient Domestic Water Mainline Operations &amp; Maintenance (199 km)</b> Cost to provide and maintain 199 km of domestic water supply main.	\$2.15/m (\$2.36/m)	\$2.25/m (\$1.85/m)	\$1.72/m ( \$1.58m )	\$1.73/m (\$1.70/m)	\$1.70/m

Note: Some numbers may have changed from previous years due to items tracked. Target numbers reflect the approved budget not necessarily the budget required to perform the required maintenance.

## Client Benefits - Measurements and Targets IRRIGATION/DOMESTIC:

Description: After Hours Callouts	2005 Target (Actual)	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)
<b>Citizen Concern - Agricultural</b> Number of complaints received specifically related to agricultural irrigation services & mains	N/A	7	10 (17 )	15 (06)	15
<b>Citizen Concern – Domestic</b> Number of complaints received specifically related to domestic water services & mains	N/A	82	80 (94 )	75 (70)	70

## Infrastructure - Measurements and Targets SEWER:

Description	2005 Target (Actual)	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)
<b>Efficient Sanitary Sewer System Maintenance (153 km)</b> Cost per lineal meter of pipe Note: Future Numbers may change as Engineering Reports provide accurate data on pipe lengths	\$1.55/m (\$1.65/m)	\$1.73/m (\$1.27/m)	\$1.68/m (\$1.22m)	\$1.42/m (\$1.31/m)	\$1.49/m
<b>Efficient Storm Sewer Maintenance (79 km)</b> Cost per lineal meter of pipe – incl. c/b & mh	\$0.91/m (\$1.55/m)	\$2.03/m (\$1.65/m)	\$1.68/m (\$1.33m )	\$1.62/m (\$1.45/m)	\$1.58/m

Note: Some numbers may have changed from previous years due to items tracked. Target numbers reflect the approved budget not necessarily the budget required to perform the required maintenance.

## Client Benefits - Measurements and Targets SEWER:

Description - After Hours Callouts	2005 Target (Actual)	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)
<b>Citizen Concern - Sanitary Sewer</b> Number of complaints received specifically related to sanitary sewer services or mains	N/A	6 (N/A )	15 (9 )	13 (9)	10
<b>Citizen Concern – Storm Sewer Mains</b> Number of complaints received specifically related to storm sewer mains	N/A	N/A	40 (3 )	30 (3)	10

## Client Benefits - Measurements and Targets OTHER:

Description - After Hours Callouts	2005 Target (Actual)	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)
<b>Citizen Concern - Other</b> Number of complaints received specifically related to miscellaneous callouts.	N/A	26	25 ( 20 )	28 (45)	25

## The planned goals for the Works Section for 2008 were:

- Transit Upgrades – Installation of 50 new advertising benches: **Complete.**
- Compost Site- Design upgrade and relocation: **Design 90% complete. Construction on hold pending Regional discussion.**
- Greyback Dam – Upgrades to meet Dam Safety Guidelines: **Dam crest complete. Spillway widening required in 2009.**
- Campbell Mtn. tunnel inspection and reservoir cleaning: **Complete.**
- Upgrade of Brantford PRV: **Complete.**
- Rehabilitate Lakeside Rd. manholes: **Complete.**
- Complete phase 2 of the bike route sign upgrades: **Complete review required.**
- Implementation of new meter reading software: **Implemented and in use.**
- Sidewalk installations (Kinney Ave, Warren Ave, Wade Ave): **Warren Ave. Complete, Kinney Ave Main St to Mackenzie complete, Wade Ave not complete pending budget carry forward this project will carry forward to 2009.**
- Continue with hydrant spacing program with the installation of 16 new hydrants: **Complete.**
- Upgrade large meters: **Caravilla Estates and White Water Trailer Park Complete.**
- Develop a long term plan for Irrigation System Upgrades: **In progress pending the completion of the irrigation modeling carry over to 2009.**
- Address seepage concerns of Ellis 2 Dam: **Continued monitoring no work required at this point.**

## The Planned goals for the Works Section for 2009 are:

- Wade Ave sidewalk upgrade pending budget carry over.
- Upgrade 800 water meters as part of annual RF program.
- 15 Domestic water meter installations in rural areas pending budget approval.
- Continue hydrant spacing program approx. 16 new hydrant installations.



**Road Grading Prior to Paving**

- Complete compost site design to ensure project is shelf ready pending outcome of regional discussions.
- Complete Greyback spillway widening as per design requirements.
- Implement Ellis Creek water management plan.
- Secure Greyback Dam from Public Access.
- Study to increase storage of dams and deal with climate change issues.
- Administer a \$327,000 grant for transit upgrades.
- Capital sidewalk upgrades.

## ENGINEERING DEPARTMENT

The Engineering Department has five main areas of focus. The first is to provide professional engineering advice to Council. The second is to plan, budget, design and administer construction of Capital Infrastructure projects including the provision of engineering and survey assistance to other City departments. The third is to review, inspect, approve and provide input into the requirements for private development. The fourth is to maintain records and mapping with respect to engineering as-built drawings, utility records and reports. The fifth is to administer bylaws relating to various activities within the City.

The engineering Department is managed by Ian Chapman, a professional engineer with twenty four (24) years of Civil Engineering experience in contracting and consulting. Ian is assisted in carrying out the responsibilities of the Engineering Department by two (2) supervisors and eight (8) Union staff with additional assistance where appropriate from external consultants.



### Engineering Department Performance Measures

#### Infrastructure - Measurements and Targets:

Description	2005 Target (Actual)	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)
<b>Capital projects per Staff person</b> Total # of Capital Projects / Total # of Eng. Staff dedicated to Capital Projects.	3.0 (3.0)	3.0(4.0)	4.5 ( 3.0)	4.0 (3.0)	3.0
<b>% of capital projects completed within submitted budget.</b>	75% (85%)	80%(90%)	90% (90%)	100%(100%)	100%
<b>% of capital projects complete by completion date in Contract</b>	75% (70%)	80%(80%)	80% (80%)	100% (100)	100%

## Client Benefits - Measurements and Targets:

Description	2005 Target (Actual)	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)
<b>Negative Citizen Concern - Capital Projects</b> Number of negative complaints received specific related to capital construction projects	10 (12)	8 (15)	8 ( 6)	0 (5)	0
<b>Positive Citizen Comment – Capital Projects</b> Number of positive comments received specific related to capital construction projects	4 (20)	10 (12)	10 ( 5 )	10 (>10)	10

## Engineering Department Goals

### The planned goals for the Engineering Department for 2008 were to:

- Complete the construction of the PIDA contract: **Completed.**
- Complete the pre-design and commence detailed design of the Lee Avenue Lift Station and sewer/force main upgrades servicing the South end of the City: **Complete.**
- Complete the update of the Subdivision and Development Bylaw: **Not able to accomplish, carry over to 2009.**
- Complete the City wide irrigation study: **Not able to accomplish, carry over to 2009.**
- Complete construction of the South Okanagan Event Centre offsite works: **Complete.**
- Continue administration of the Earthworks Control Bylaw including initiation of updates to the Bylaw: **On going.**
- Commence pre-design work on projects identified in the budget as 2009 priorities to confirm cost estimates: *Completed Predesign for the following projects: **Valleyview Road watermain upgrade.***  
***Lakeside Road sanitary sewer upgrade.***
- Provide engineering review, approval and agreements for development proposals: **On going.**
- Implement CityView software application: **Project nearing completion.**
- Maintain and improve estimating manual and contract document front end: **On going.**

### Un-planned achievements in 2008:

- Completed Public Service Accounting Board PSAB 3150 Tangible Assets Inventory for public works items.
- Completed the construction of the Green Avenue Sanitary Sewer Main Diversion.

### The planned goals for the Engineering Department for 2009 are to:

- Complete the update of the Subdivision and Development Bylaw.
- Complete the City wide irrigation study.
- Complete the implementation of the CityView software.
- Evaluate City owned land and right of ways and come up with a list of infill projects for implementation, cost same and take to Council for endorsement.
- Complete design and construction for the Lakeside Road sanitary sewer upgrade/replacement.
- Complete construction of the Lee Avenue lift station replacement.
- Complete construction of the Lee Avenue forcemain replacement and treated effluent transmission line.
- Provide engineering review, approval and agreements for development proposals.
- Maintain and improve estimating manual and contract document front end.

- Continue administration of engineering related Bylaws including initiation of appropriate updates to the Bylaws.
- Ongoing updates of the Utility Modeling for the Water and Sanitary Sewer systems.

## **PARKS, RECREATION AND CULTURE 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 of Penticton.

### **Goals and Objectives**

1. To foster a sense of community through supporting volunteerism, community groups, community beautification, the arts, special events and providing leisure opportunities.
2. To foster individual growth through the provision of opportunities that will improve the social emotional and physical development of residents and visitors.
3. To preserve, enhance and utilize the environment.
4. Support a sustainable economy.

The Division consists of six Departments: Parks, Cemeteries, Facilities, Recreation, Arts & Culture, and Museum. The Division services are provided through a Director, three managers, five supervisors, over ninety full or part time employees, and up to 200 volunteers who provide over 5,200 hours of support to a wide variety of programs and events. In addition, more than one hundred contract instructors conduct over 2,260 recreation programs in the community and dozens of other contractors provide everything from security to custodial services.

The Division is responsible for managing nearly thirty-five (35) parks totaling over 400 acres; 2 cemeteries, managing all civic and recreation facilities including approximately ninety-two (92) buildings with 741,000 square feet; providing nearly 2,500 different types of recreational programs, and managing 13,000 square feet of exhibit, archive and storage space at the Penticton Museum.

### **PARKS DEPARTMENT**

In 2008 The City of Penticton Parks Department was comprised of one Parks Manager, one Parks Supervisor, three Foremen, six full-time staff and approximately 30 seasonal Parks Maintenance and summer staff. The Department has four main sections: Urban Forestry, Design / Amenities, Horticulture and Cemetery Services. Some of the major responsibilities/functions are:

- |  |   |
|--|---|
| • Manage 400 acres of parks & open space                   | • Park planning & capital project administration                        |
| • Maintain 20 acres of beach & 25 km of trails             | • Maintain 140 irrigation systems & 100 acres of turf                   |
| • Support tourism & 40-50 special events per yr.           | • Plant & maintain 15,000 sq ft of annual flower beds                   |
| • Inspect & maintain City's inventory of approx 5000 trees | • Manage the operation of cemeteries with approx 200 interments per yr. |

- 2008 Operating Budget - \$ 2,378,772
- 2008 Capital Budget - \$ 5,177,124

## MISSION STATEMENT

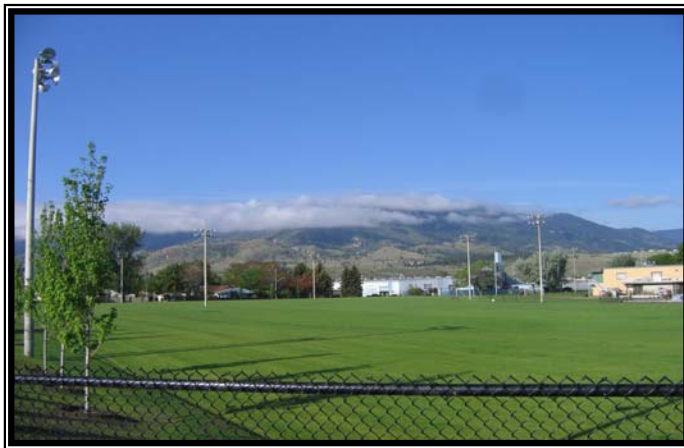
The mission of the Parks Department is to achieve socially worthwhile goals through the provision and protection of public open spaces, which enhance quality of life for our citizens, visitors and future generations.

## GOALS AND OBJECTIVES

Maintain a quality parks and beaches system which meets the community's needs and provides a positive impression to visitors. Provide outdoor opportunities for public participation. Protect the natural environment of Penticton for future generations. To create, maintain and nurture a productive and healthy work environment.

## Highlights & Issues In 2008

### Design/Construction



### SOEC Sports Field Relocation

- Parks completed the last of the 2007 Sports Field relocation projects, which resulted from the SOEC development. Work in 2008 included renovating Kings Park to gain a fourth soccer pitch, and upgrading the slo-pitch infield at Parkway School.
- Parks staff were responsible for all contract administrative duties and the project was completed on time and on budget.

### Skaha Park Rotary Playworld

- Parks completed the re-design and replacement of the playground equipment. The original playground, which was built in 1992 by the City and Rotary Club, had reached the end of its life cycle and was in need of replacement.
- Input from Community groups recommended that we improve overall accessibility for people of all abilities; therefore an emphasis was placed on accessibility incl. wheelchair ramps, additional pathways and a new wood fiber surface that can accommodate wheelchairs.



### Penticton Spirit Square Project

- The City received \$400,000 from the Province of BC with matching funds from the City to be used to celebrate both the 150<sup>th</sup> anniversary of the founding of the Crown Colony of British Columbia and the 100<sup>th</sup> anniversary of the City through the creation of the Centennial Plaza in Okanagan Lake Park.
- Additional funding support came from the Penticton and Wine Country Chamber of Commerce, the Community Foundation of the South Okanagan and the Penticton Herald.



- The Centennial Plaza will be the grand entrance into the Park and act as distinct space where all aspects of the community are represented. The plaza will house four time capsules, one to be opened every 25 years.
- Other amenities added to the park as a result of the Spirit Square Program are Shade shelters, public art, landscape improvements, portable staging, street lighting and furnishings.

### **Beach Safety Improvements**

- Staff implemented beach safety improvements, as recommended by the BC Lifesaving Society in a Public Beach Safety audit. More signs were installed on our beaches, including 'Water Smart Tips' signs, which educate swimmers of how to be safe around the lakes.

### **Other Capital projects**

- Ellis Creek Park – Concept design completed, archeological study in cooperation w/the Penticton Indian Band completed, negotiations with adjoining land owners ongoing.
- Riverside Park – ongoing improvements to the youth park.
- Marina Way Park – design work on the xeriscape kiosk & water edge treatment
- Skaha Park – replace asphalt surfacing at the water park.
- Trail Improvements – sections of trails that had safety issues were re-asphalted.
- SOEC site-related impacts
- BMX Track, Lions Park – noise and dust improvements

### **URBAN FORESTRY 2008** - *“Managing our tree and shrub inventory and natural park areas.”*

#### **Tree Maintenance**

- Received over 140 public service requests.
- Removed five Ponderosa Pines that were damaged through Western Pine Beetle.
- Sprayed one Ponderosa Pine at Skaha Park due to Pine Beetle damage.
- Pruned 161 trees following a regular maintenance cycle.



#### **Windstorm – July 10, 2008**

- A devastating windstorm hit Penticton, resulting in widespread damage throughout the Community. Skaha Park, home to hundreds of mature Ponderosa Pine, suffered extensive damage; over 35 pines were lost and 20 trees were damaged.

#### **Tree Planting**

- 370 trees and shrubs were planted throughout the city.
- 100 of those were planted from donations to the Skaha tree re-planting project.
- Manual watering newly planted as well as established trees is full time operation from April into November.

## Skaha Park Centennial Tree Re-Planting Program



- In response to the devastating windstorm that occurred on November 12, 2007 the parks department initiated a program to re-plant the trees that were lost at Skaha Park.
- Funds from the City of Penticton, Green Streets Canada Grant, and over \$10,000 from private donors allowed 100 trees to be re-planted in the park.
- A sign was erected in the park with all the names of the individuals who donated to the program.

### Plant Health Care

- Staff employed an Intergrated Pest Management approach when monitoring the health of our plant, tree and turf inventories.
- 5 of 8 pesticides used in 2008 were used less on average of 44%.
- Monitoring of Western and Mountain Pine Beetles continued throughout the season. Of the 171 beetles trapped, 150 were identified as Mountain Pine Beetle.
- Pest control was divided between aphid, scale, powdery mildew and spider mites. Vegetation management included barrier spraying, poison ivy, burdock and puncture vine.

### Goose Control

- City program included scare tactics (Launcher and laser).
- The City of Penticton contributed to the Okanagan Valley Goose Management Program.
- The program was successful in egg addling 1181 eggs from 250 nests resulting in 885 less geese entering the Okanagan resident Canada Goose population.

**HORTICULTURE** - *managing turf, sport fields, flower displays, landscape beds.*

### Floral Displays

- Four Horticultural staff plant and maintain 40 flower beds, 120 hanging baskets, a formal rose garden, and acres of manicured trails and shrub beds.



### Turf and Sportfields

- Horticultural staff maintains about 100 acres of turf on a weekly basis. This included Penticton's sports fields and event sites, which require high-level maintenance practices, including mowing, aerating, overseeding, topdressing, foliar feeding and the use of sound fertilization and irrigation practices. Weekly monitoring of the turf's health keeps the maintenance staff on top of problems, and monthly safety inspections assure that the fields are safe for play.

### Irrigation

- The irrigation section operates, inspects and maintains over 100 automatic irrigation systems and two ornamental fountains on a daily basis.
- Many sites are irrigated using non-potable water sources (lake water, wastewater effluent)



**AMENITIES** - *managing beaches, playgrounds, trails, signs, litter and furniture amenities.*

**Beaches**

- In May & June this year an unusually high spring run-off resulted in hundreds of tonnes of additional wood and debris on our beaches that staff had to remove daily over a four-week period.
- Staff contracted our beach-cleaning services to other local public and private beaches on occasion (Naramata, Summerland, OK Falls).
- Council's decision to remove the remaining 3 fire pits on the beaches did result in noticeably less broken glass and other damage to our beaches and surrounding parks.



**Litter Control**

- Bio-degradable dog clean-up bags (Pet Stands) are available throughout the parks, free for public use, and over 300,000 bags were used in 2008. These bags help keep our Parks clean, and they also encourage residents to stay healthy by walking their pets. Public feedback has indicated a need for more off-leash dog parks (currently there is only one - located at Okanagan Lake Park beach).
- Recycling containers for bottles and cans are being used in some Parks and during special events; and public feedback suggests that we need more.



**Water Equipment**

- Parks staff installs and maintain public swimming areas on our lakes. Buoys, rafts and slides are installed seasonally for the enjoyment and safety of swimmers.

**OTHER**

- The Parks Dept. collaborated with various local special interest groups on some interesting projects this year including: a new Pheasant sculpture at the Community Gardens, a Waterfowl interpretation sign at Marina Way Park, and Fairview Cemetery monument restoration and commemorative signage.
- Through our Gifting Program \$17,000 was donated in 2008 to the install 5 new park benches and 8 picnic tables in our parks.
- Leir House – Parks took over grounds maintenance for the Leir House in 2008.
- Special Events - Penticton's parks host dozens of annual Special Events and Sports tourneys that attract thousands of visitors throughout the year. Each year more events are booked as the ability to hold events in our Parks is a key attraction for locals and visitors alike. Within our existing staffing, Parks does their best to support these events; however the sheer number of events does put a strain on the regular maintenance operations.

**Cemetery Services**

Provide a dignified setting where residents can reflect on their lives with departed loved ones.

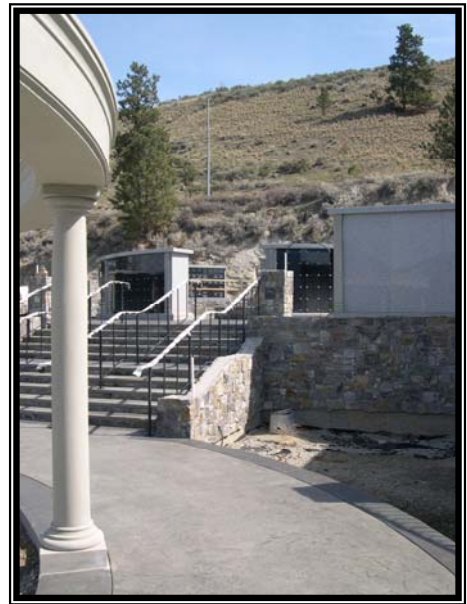
**Operational Functions**

- Parks staff is responsible for the coordination and to ensure compliance of the operational contract for Lakeview Cemetery and also perform all maintenance functions at Fairview Cemetery.

- In 2008, 214 interments were carried out, all at Lakeview Cemetery.
- A two phase public tendering process was initiated to solicit bids for the maintenance and operation of the Lakeview Cemetery and Columbarium Gardens. Through this process a new five year maintenance contract was awarded.

### **Columbarium Gardens**

- Construction began on the 2.4 million dollar Columbarium Gardens at Lakeview Cemetery in the spring with completion projected for the spring of 2009.
- When completed it will offer an unparalleled setting with a variety of interment options including a 54 full body mausoleum, ossuary and approximately 1450 niches for ash interments.



### **Departmental Goals and Objectives for 2009**

- Complete an Irrigation Audit and Efficiency study
- Complete a Cemetery Services Strategic Master Plan
- Implement the Urban Forestry Tree Planting Project as part of the Provincial Trees for Tomorrow grant program and seek initiatives to offset City costs.
- Complete construction on the Lakeview Cemetery Columbarium and open the facility for interments.
- Complete all 2009 Capital Projects by year end.
- Complete construction of effluent line through Lions Park and Skaha Park and convert portions of the irrigation system from potable water to effluent water.
- Complete upgrades to Okanagan Lake Park as per the Spirit Square Grant program.
- Continue inventorying all City trees in an electronic database.
- Initiate a Sports Field Inventory and Needs Assessment Study.
- Revise the Snow and Ice Policy and winter control operational procedures to reflect the new service levels.
- Implement Phase I of the Ellis Creek Trail Head project in conjunction with the Locomotion Grant.
- Inventory all tangible assets within the GIS database.
- Revise the Cemetery Bylaw.
- Review and revise the Department Policy and Procedure Manual.
- Update the Gifting Program.
- Review the organizational structure of the department.
- Continue to search for economic operational efficiencies and innovation.
- Preliminary investigation to explore the acquisition of Campbell Mountain for use as a public park.
- Explore all applicable infrastructure grants.
- Accessibility assessment of the parks system.

## **RECREATION DEPARTMENT**

In 2008, the Recreation Department was comprised of one Recreation Manager; one Recreation Supervisor; one Recreation Business Supervisor; four Recreation Coordinators; one Aquatics Coordinator, two full time Head-lifeguards; twelve part time Lifeguards; one full time Office Administrator; two full time office staff; and four part time office staff as well as relief

support for office and aquatic staff. More than 100 contract instructors conducted over 2260 programs and over 200 volunteers provided over 5200 hours of support to a wide variety of programs and events.

### **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.

### **Strategic Directions**

Lifelong Active Living  
Arts and Cultural Development  
Sport Development

### **Highlights for 2008 were:**

#### ***Enhancing Quality of Life***

*Momentum continues to build as the Recreation Department's Active Communities Initiative (GetActive! Penticton) completed year three of the 4-Year Plan to become 20% more active by 2010.*

- *GetActive! Penticton* projects and initiatives included Activity Coupon Book ; Penticton Workplace Wellness; *GetActive! Girls*; hearts@school Grade 6 Health Fair; Spirit of BC Week and Move For Health Day free community events and activities; Healthy Food & Beverage Choices Initiative; Everybody Gets to Play; Community Recreation Outreach; and Active Aging Project.
- *GetActive! Penticton* Speaker Series celebrated 4 years with 16 Keynote addresses and over 4000 attendees.
- Eight grants, nine business sponsors and support from Interior Health and community agencies provided funding to further develop the mandate of *GetActive! Penticton*.
- Ten Recreation Department representatives (staff, contractors, partners) were nominated for South Okanagan Health Fair Awards. The Recreation Department celebrated a win in the Youth Initiative Leader Category.



#### ***Building Sustainable Opportunities***

*The key to the continued success of community recreation outreach is partnerships - working collaboratively with all corners of the community having a role.*

- In partnership with the Okanagan Boys and Girls Club, youth programming and marketing techniques were expanded.
- The Penticton and District Community Resources Society, Penticton Regional Hospital Cardiologists and the S.O.S. Medical Foundation partnered to present the 2008 *GetActive! Penticton* Speakers Series.
- In partnership with Dragonfly Pond, new opportunities were provided for individuals with special needs.



- The South Okanagan Brain Injury Society co-funded the Youth Park Ambassador program from Spring Break through September.
- Interior Health/Penticton Integrated Health Centre co-sponsored Wellness Wednesdays Workshops.
- Interior Health and School District #67 co-sponsored the 3<sup>rd</sup> annual Student Health Conference which served over 500 students.
- PacificSport provided ‘toolkit’ seminars and training opportunities to coaches and athletes as well as ‘Sport Discovery Camps’ for 9 – 13 year olds.
- The Junior Chamber International (JCI) sponsored Summer Day Camps.
- In partnership with Global Spectrum, the 26<sup>th</sup> annual Pumpkin Patch Carnival and the 21<sup>st</sup> annual Santa’s Craft Workshop hosted 710 children combined.
- In partnership with minor sport organizations, entry level sport clinics were offered at no charge to families (i.e. Introduction to Lacrosse).
- In partnership with the Fire Department and Health Unit, the Aquatics Department co-hosted the “Kids Safe” event at the Safety Village. Approximately 500 families participated in this free event.

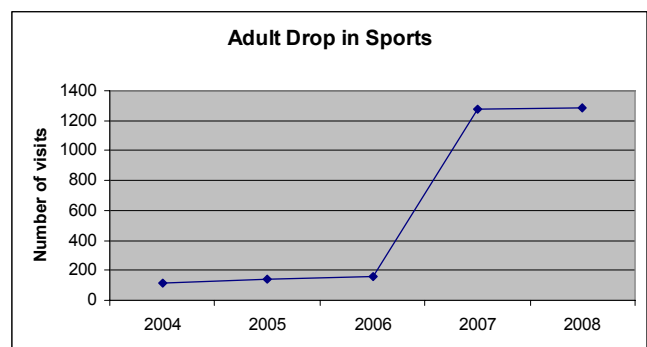
### **Removing Barriers**

*The “Everybody Gets to Play” initiative is designed to help communities reduce barriers to participation in recreation. The Recreation Department and its partners are committed to this goal through education, awareness and opportunities.*

- The LIFE (Leisure Involvement For Everyone) access to recreation subsidy program sponsored 460 individuals.
- Through the Canadian Tire Jump Start Program, staff assisted in distributing \$11,335 towards recreational registration fees for children in financial need.
- The Recreation Department provided low cost and no cost programs such as Loonie Swims and Youth Etcetera programs throughout the year.
- An Everybody Active Forum was implemented with representation of over 20 community agencies with targeted dialogue on decreasing barriers and increasing access to recreation for low-income residents of Penticton.

### **Responding to Changing Trends**

*Although there has been a decrease in participation in registered programs, the demand for and participation in drop in programs continued to increase. Community outreach initiatives are necessary for targeting new markets to improve participation rates and engage more individuals in recreation opportunities.*

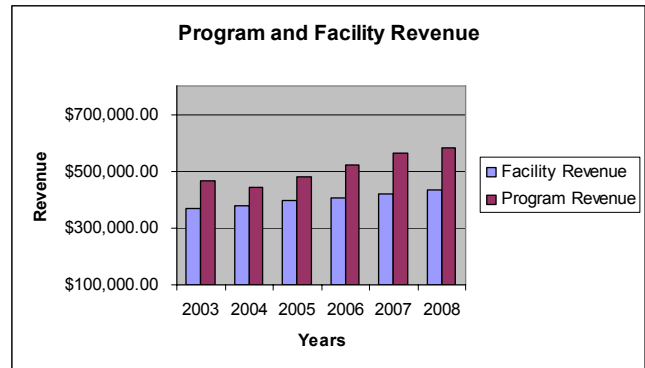


- The Community Recreation Outreach project (UBCM grant) was implemented including: Silken’s ActiveKids Movement; Summer Playground project; volunteer development; and creation of a Community Recreation Outreach strategic plan.
- An Aging Actively Strategic Report was created which included resource development; marketing/promotion; and partnerships.
- “Shared Swim” times were introduced and expanded to include Saturday mornings to accommodate increased volume of swimmers.
- Funded by Penticton Integrated Health Centre, doctors referral pads were developed for Doctors to prescribe physical activity and health seminars.

### **Moving Innovation into Action**

The Recreation Department is committed to provide improved services, information and opportunities to the residents and visitors to Penticton.

- A new membership system for admissions to the Community Centre fitness room and swimming pool was implemented to improve customer service and help track expired passes which in turn increased membership revenues to the pool by over \$20,000. 1,467 memberships were sold – the highest number in five years.
- Aquatics staff visited the beaches for one week in July and August to promote water safety and drowning prevention information.
- The Recreation Department brought together staff and community leaders from planning, engineering, recreation, parks, public works, Interior Health, RCMP, fire department as well as local architects and developers to participate in a facilitated Active Friendly Penticton workshop on improving the health and wellness of Penticton through community design.
- 15% of the recreation programs offered in 2008 were NEW offerings.
- Building partnerships with outside organizations has increased the number and variety of outdoor recreation opportunities by 47%.



**Goals for 2009 are:**

- Through the *GetActive! Penticton*, Local Active Communities Initiative, implement strategies to increase physical activity levels of Penticton residents 20% by 2010.
- Expand outdoor recreation opportunities to respond to changing trends.
- Review and refine the Recreation Department marketing plan to expand and enhance the information on recreation services.
- Continue to work in partnership with organizations such as School District #67, Interior Health Authority, service clubs, local business, community agencies, Penticton Indian Band and the media to further advance the mandate of recreation services.
- Review and update the Recreation Department Strategic Plan.



- Facilitate the development of a 2011 BC Disability Games committee.
- As identified in the Community Recreation Outreach Project, in order to maximize participation in recreation, provide opportunities which are:
  - Less structured and with more flexible times (i.e. drop in opportunities);
  - Neighbourhood-based (i.e. decentralized opportunities);
  - Low-cost or no-cost;
  - Integrated into workplaces and schools.
- Update the department's policies and procedures manual.
- Search for and apply for all applicable grants.

- Work with the Chamber of Commerce in developing a sport tourism strategy.
- Review operations and search for economic efficiencies and innovations.
- Review and update fees and charges bylaw.
- Research and report on regional delivery of recreation services.
- Update parks and facilities booking manual.
- Finalize the lease agreement with the SOYSA multi-use sport building.
- Continue to monitor the changing recreational needs of the community and adjust accordingly.

## ARTS AND CULTURE DEPARTMENT

### Introduction

The Arts and Culture Department was established with the creation of the position of Arts and Cultural Officer (ACO); the first ACO was hired in September, 2008. Stemming from the recommendations of the Arts and Cultural Tourism Strategy (PACTS) for the City of Penticton, this department's vision was to help the creative sector inspire and engage our community and its guests in arts and cultural activities, and develop future opportunities within the creative economy, particularly in cultural tourism.



The department's goal is to help create connections between arts and culture, tourism and business, and help develop marketing and cultural tourism opportunities, provide information, assist with grants and fundraising, and create partnerships both within the Penticton community, and with outside agencies.

The ACO position was eliminated as of April 17, 2009, therefore this summary will include information for the entire duration of the position, from September, 2008 to April, 2009.

### Highlights:

A number of recommendations in the PACTS document were implemented in 2008 and early 2009, including:

- Hiring of Arts and Cultural Officer (ACO): September 2008
- Establishment of arts and cultural advisory committee: September 2008, revised structure for January 2009 to Heritage, the Arts and Culture Advisory Committee
- Hosting a motivational workshop/session: September 2008, as part of UBCM conference
- Developing and hosting an annual symposium: hosted in January, 2009, featuring the three top funding agencies for arts and culture in the province: BC Arts Council, 2010 Legacies Now (Arts), Direct Access/Gaming grants as well as a hands-on fundraising workshop; 65 attendees
- Developing an annual workshop series to assist with capacity and skills development within the arts and cultural sector. First workshop: Marketing 101, hosted in March, 2009
- Becoming member of the Creative City Network of Canada: October 2008 ACO attended annual conference as new member; membership transferred to the Penticton Museum as of April, 2009
- Encouraging residents to become arts and cultural tourism ambassadors: began writing a twice-monthly column in the Penticton Western News, called *The Artizen*
- Partnering with Tourism Penticton to maintain and enhance information on and functionality of Tourism Penticton's online events calendar; publicized through electronic media and through *The Artizen*.

- Developing arts and cultural messaging: created with collaboration and input from arts and culture community, Tourism Penticton, Chamber of Commerce and other community stakeholders
- Facilitating the purchase of portable staging for use in Okanagan Lake Park Creating, in partnership with the Penticton Museum, Pen-Mar Cinema Centre, South Okanagan Events Centre and the Penticton Ramada, along with a number of sponsors, the first Vroom! Filmfest, held in conjunction with the Vroom! The Magic of Motorcycles Exhibit at the Penticton Museum

#### **Goals for 2009:**

- Work with School District 67 in developing an adaptive reuse strategy for the Shatford Building.
- Formalize and implement a long term lease for the Leir House.
- Work with the Chamber of Commerce and Penticton & Wine Country Tourism in promoting cultural tourism opportunities.
- Search for and apply for potential grants relating to Cultural Development.
- Work with the Heritage, Arts and Culture Advisory Committee in establishing priorities for Arts and Culture in Penticton.

## **FACILITIES DEPARTMENT**

#### **Mission Statement**

The Facilities Department plans, designs, builds, manages, operates and maintains city owned buildings to ensure Penticton is an attractive and desirable place to work, play and visit and that its municipal facilities set the standard for mid-size cities in North America.

#### **Vision**

The Facilities Department vision is to create an atmosphere of shared responsibility in which all employees contribute to the process of continually improving the services to civic and recreational facilities.

#### **Goals and Objectives**


- To provide staff, citizens, and visitors with safe and clean facilities in a cost efficient manner.
- To plan, design and build City facilities.
- To provide maintenance services to city owned buildings involving 92 buildings, 741,000 square feet of building space, replacement value \$129 million.
- To ensure all safety requirements are met including fire, security, environmental and emergency.
- To supervise, operate and provide custodial services to Recreation Centres including McLaren Arena, Community Centre and Cleland Theatre, operating 18 hours per day, 7 days per week.
- To provide a wide variety of building and support services to staff, community groups, and special events throughout the city.
- To manage contracts providing HVAC, electrical, fire/safety/security, and janitorial services to leased, civic and recreation buildings.
- To supervise consultants and contractors who are awarded design and construction work on city buildings.
- To provide a wide variety of support services to support tourism and special events.

The Facilities Department is comprised of one Manager, one Facilities Supervisor, two unionized Foremen, seven M1 Attendants, one Building Operator, five M2 Maintenance and four relief staff.

The Facilities Department is responsible for administering custodial contracts at 7 of our sites.

2008 Operating Budget	-	\$3,062,297
2008 Capital Budget	-	\$2,298,522

#### Highlights for 2008 were:

- Initiated a feasibility study for solar domestic hot water heating at the Community Centre swimming pool.
  - Completed installation of the UV filtration system at the Community Centre swimming pool.
  - Completed accessibility improvements to handicap parking stalls at the Community Centre.
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- Completed restructure/re-org of the Facilities Department and transferred responsibilities for Memorial Arena and Penticton Trade & Convention Centre to Global Spectrum.
  - Overlooked replacement of arena boards and glass at McLaren Arena.
  - Relocated offices and shops for Facilities staff to City Yards.
  - Replaced Skaha boat dock.
  - Overlooked renovations to Skaha East and Main public washrooms including the addition of two all season family change rooms.
  - Completed a connection to sanitary sewer main at the City owned building located on Brunswick Street.
  - Employee recognition of five Facilities staff who acted decisively, showed exceptional teamwork and commitment to duty under critical circumstances which helped save the life of a Memorial Arena patron who suffered a heart attack.

#### Goals for 2009 are:

- Continue with facility condition assessments which will assist in our facility inventory and will provide the basis necessary for developing our 10 year capital plan for civic and recreational facilities.
- Implement a computer maintenance management software system to establish a preventative maintenance program.
- Continue with energy audits of civic facilities to reduce energy consumption and lower operating costs.
- Evaluate possible locations and operating models for the indoor tennis facility.
- Continue to move the Facility Department forward in an asset management philosophy and provide a state of our physical assets.
- Review solar energy feasibility study for Community Centre pool and make application to Federal ecoEnergy Program, Commercial Deployment Incentive for a solar water heating project.
- Develop updated designs for a pool expansion and apply for infrastructure grants.
- Undertake a facilities strategic plan for the provision of long term services.
- Continue to examine means of economic efficiency and innovation in service delivery.
- Complete an organizational review of the Department.



- Review and revise policies and procedures manual.
- Complete all capital budgets by year end.
- Conduct accessibility review of facilities.

## PENTICTON MUSEUM & ARCHIVES



### Mission

The Penticton Museum & Archive's mission is to deliver professional and innovative exhibits, programs, archival services and resources in order to coordinate heritage programming, both at the museum and within the City's environs. Its goal is to ensure cultural and natural heritage is a vital component in the development of Penticton's physical identity and community character.

### Museum Details

The Penticton Museum has two full-time staff: a Manager/Curator and a Museum & Archives Assistant and two seasonal summer staff. The capital and operating budget for the museum in 2008 was \$211,000 (excluding general building maintenance services and security costs). The museum received \$85,540 in grants and \$10,498 in donations, sales and fees throughout 2008.

The total number of visitors to the museum was 11,420 with an additional 3,500 attendees at partner events outside of the museum.

### Highlights for 2008:

- Penticton Museum was one of the key planning partners in the city's **Centennial Celebrations** for 2008.
- The Museum developed and delivered the **Centennial Exhibit Series**, consisting of nine separate exhibits celebrating different themes of the community over the last 100 years. Each exhibit featured a special opening event with panel discussions by key people in their respective fields.
- Renovations were initiated in the permanent gallery's **Penticton: Shaping of Place** exhibit in order to highlight Penticton's pre-history, natural history and recent past.
- The museum hosted over 10 centennial themed programs; including **Heritage Days** festival in June; **100 Years – 100 Stories** video project; **Oxbow Restoration** program; and installation of **Time Capsules**.
- The **Archival Research & Education Centre** (ARC) was instrumental in collecting and preserving multiple donations of archives, plus the servicing of over 200 research and archive requests. Upgrades to the archival storage facilities were also completed.
- The Museum partnered with UBC-O to assist with **archaeology** excavation of KVR camps at Myra Canyon.
- Over 29 **Brown Bag lectures** were hosted in the auditorium to total attendance of over 1,800 people.
- Over 34 **Curator Kids** family programs, school tours and youth activities were hosted throughout 2008.

- The delivery of long-standing museums programs & events continued, such as the **Remembrance Week Film** series, **Valentines Tea**, **Volunteer's Party**, **Christmas Party for Kids** and other events in partnership with Friends of Penticton Museum.



### Museum & Archive Goals for 2009:

- Install 3 temporary exhibits in the Atkinson Gallery, featuring:
  - **Vroom! The Magic of Motorcycles**
  - **Red Roads: A visual history of Syilx culture in Penticton.**
  - **Foundations: The construction of Penticton**
- Design and develop a new **Artifact & Archives Electronic Collections Database System**, including the digitization of all archival records and implementation of new artifact storage systems.
- Complete the museum's permanent exhibit '**Penticton – The Shaping of Place**'.
- Enhance the scope of the **Curator Kid** program to include youth service groups, schools and families.
- Continue upgrades to the Archive Storage & Research rooms and meet *Archive Association of BC* accreditation criteria to access funding opportunities.
- Deliver up to 6 summer programs related to astronomy, First Nation culture, archaeology, natural history and local marine heritage.
- Continue efforts to develop a strategic and marketing plan for the Museum and Archives.
- Search for and apply for all applicable grants.
- Continue to search for economic efficiencies and innovations.

### SPECIAL PROJECTS DIVISION

The Division's mission is to assist other divisions with projects to achieve identified goals of the City of Penticton. This includes grant opportunity investigation and application follow-up with the goal of maximizing funding for the City of Penticton.

The Division consists of a Director and the volunteers, consultants, and contractors involved in specific projects.

### Highlights for 2008 were:

- Assisted with the completion of Council and Corporate objectives.
- Provided assistance to the Centennial Committee and consultants in regards to the Centennial Plaza.
- Provided assistance to staff in regards to the Spirit Square grant criteria and implementation.

- Refined the long term land use plans for the City Yards.
- Assisted with the completion of a cultural mapping document, cultural tourism strategy, and the related recommendations.
- Involved with the submission of several grant applications, including successful applications to Trees for Tomorrow and Cultural Tourism District Planning.
- Cultural tourism district community workshop and follow-up on the cultural tourism grant project.
- Emergency Social Services Recovery meetings and EOC/ESS training.
- Completed parks master plan presentations, workshops, and papers.
- Assisted with liquor license issues for Memorial Arena and the SOEC.
- Assistance to the UBCM conference planning committee and coordinated a UBCM pre-conference workshop.
- Provided historic information, research, or draft papers on projects including a grant tracking log, solar energy, school district land issues, and accessibility/inclusion objectives.
- Shatford heritage building planning process.

SCHEDULE "A"

THE CORPORATION OF THE CITY OF PENTICTON  
BRITISH COLUMBIA

CONSOLIDATED FINANCIAL STATEMENTS  
AND AUDITOR'S REPORT

DECEMBER 31, 2008

SCHEDULE "B"

<b>Address</b>	<b>2009 Estimated Annual Tax Rates Levy</b>	<b>2010 Estimated Annual Tax Rates Levy</b>	<b>2011 Estimated Annual Tax Rates Levy</b>
197 Brandon Avenue	28,832.49	\$29,697.46	\$30,588.39
290 Warren Avenue West	27,944.50	28,782.84	29,646.32
945 Main Street	29,224.44	30,101.17	31,004.21
65 Preston Avenue	4,095.76	4,218.63	4,345.19
973 Main Street	8,030.60	8,271.52	8,519.66
608 Winnipeg Street	3,217.63	3,314.16	3,413.58
523 Jermyn Avenue	16,286.54	16,775.14	17,278.39
2800 South Main Street	48,863.37	50,329.27	51,839.15
1498 Government Street	23,860.92	24,576.75	25,314.05
74 Penticton Avenue	8,894.71	9,161.55	9,436.40
1265 Fairview Road	5,374.53	5,535.77	5,701.84
52 Roy Avenue	14,391.78	14,823.53	15,268.24
96 Edmonton Avenue	20,497.52	21,112.45	21,745.82
1370 Church Street	8,428.07	8,680.91	8,941.34
120 Preston Avenue	11,853.90	12,209.52	12,575.80
2469 South Main Street	23,007.20	23,697.42	24,408.34
3260 South Main Street	1,100.39	1,133.40	1,167.40
3290 South Main Street	10,193.03	10,498.82	10,813.79
3302 South Main Street	6,496.49	6,691.38	6,892.13
397 Martin Street	7,602.52	7,830.60	8,065.51
157 Wade Avenue	2,660.33	2,740.14	2,822.34
1296 Main Street	25,373.58	26,134.79	26,918.83
361 Wade Avenue West	14,357.47	14,788.19	15,231.84
150 Orchard Avenue	17,649.79	18,179.28	18,724.66
2946 South Main Street	35,613.17	36,681.57	37,782.01
696 Main Street	22,114.31	22,777.74	23,461.07
352 Winnipeg Street	11,476.66	11,820.96	12,175.59
#102-1825 Main Street	22,304.19	22,973.32	23,662.52
639 Main Street	13,249.35	13,646.83	14,056.24
550 Carmi Avenue	691,488.42	712,233.07	733,600.06
#101 and #102, 594 Rene Ave	4,119.16	4,242.73	4,370.02
1299 Manitoba Street	25,883.28	26,659.78	27,459.57
270 Hastings Avenue	93,464.62	96,268.56	99,156.62
75 Green Avenue West	31,558.13	32,504.87	33,480.02
1295 Manitoba Street	11,884.05	12,240.57	12,607.79
245 Warren Avenue West	6,332.39	6,522.36	6,718.03
521 Martin Street	1,894.22	1,951.05	2,009.58
2434 Baskin Street	2,845.30	2,930.66	3,018.58
2450 Baskin Street	2,825.69	2,910.46	2,997.77
180 Industrial Avenue West	31,333.43	32,273.43	33,241.64
226 and 234 Van Horne Street	3,351.62	3,452.17	3,555.73
318 Ellis Street	8,570.56	8,827.68	9,092.51
2399 South Main Street	13,708.33	14,119.58	14,543.17
332 Eckhardt Avenue West	3,185.88	3,281.46	3,379.90
742 Argyle Street	2,763.37	2,846.27	2,931.66
Undisclosed Location	3,199.36	3,295.34	3,394.20
456 Main Street	6,041.53	6,222.78	6,409.46
574 Main Street	4,893.67	5,040.48	5,191.69
600 Comox Street	39,060.07	40,231.87	41,438.83
852 Eckhardt Avenue West	81,754.83	84,207.47	86,733.70
675 Marina Way	60,395.26	62,207.12	64,073.33

216 Hastings Avenue	17,160.20	17,675.01	18,205.26
1099 Lakeshore Drive West	22,464.70	23,138.64	23,832.80
1101 Lakeshore Drive West	7,051.36	7,262.90	7,480.79
1175 Lakeshore Drive West	5,744.45	5,916.78	6,094.29
220 Manor Park Avenue	19,679.79	20,270.18	20,878.29
2905 South Main Street	52,373.24	53,944.44	55,562.77
553 Railway Street	566,050.03	583,031.53	600,522.48
199 Marina Way	54,592.01	56,229.77	57,916.66
2200 Dartmouth Road	22,144.91	22,809.26	23,493.54
135 Winnipeg Street	4,491.63	4,626.38	4,765.17
502 Martin Street	13,894.60	14,311.44	14,740.78
330 Ellis Street	18,284.09	18,832.61	19,397.59
885 Fairview Road	33,952.30	34,970.87	36,020.00
453 Winnipeg Street	48,410.76	49,863.08	51,358.98
343 Ellis Street	9,492.54	9,777.32	10,070.64
126 Dakota Ave	739.40	761.58	784.43
	<b>2,500,074.42</b>	<b>\$2,575,076.65</b>	<b>\$2,652,328.95</b>