

**THE CORPORATION OF THE CITY OF PENTICTON**

**2009 ANNUAL REPORT**

# TABLE OF CONTENTS

Message from the Mayor	2
Biographies of the Mayor and Members of Council	3
2009 Council Priorities	6
2010 Council Priorities	6
Organizational Structure	8
Message from the Chief Administrative Officer	9
Division/Department Reports	
Corporate Services Division	10
Human Resources Division	31
Development and Engineering Services Division	34
Parks, Recreation and Culture	55
2009 Financial Statements	SCHEDULE "A"
2010 Tax Exemptions	SCHEDULE "B"



## MESSAGE FROM THE CITY



2009 saw the start of many changes at the City of Penticton. As we all know the world was doing its best to come out of a recession that affected almost everyone in some way. Realization took place that even in Canada, which is known for its conservancy, our habits as a Nation, as a Province and as a City had to change. The status quo was not an option. We have to take responsibility for our actions, we must become more accountable to those who trust us with their hard earned tax dollars and we must seize the opportunity to become more efficient and productive.

Council initiated a Core Services Review which undertook the opportunity to look at how we conduct our operations at the City. As of the printing of this Annual Report we know many of the findings of the report and have seen some of the changes that were recommended.

It is now time that both Staff and Council take the initiative to make the changes into a positive difference for our citizens. As I have said before, there are many wonderful people that work for the City of Penticton and their dedication to our City and their efforts must be acknowledged.

Council and Staff will have to continue to meet the challenges we will face, but we need to start doing it together. We also need Global, our operating partner at the South Okanagan Event Center and Trade and Convention Center, to work with us to address the hurdles we have faced during our first full year of operation at the SOEC.

Penticton is a wonderful place to live and it has an incredible future. The Staff at the City and Council are very proud to be a part of the many successes that have taken place during 2009. Our citizen's continue to be our #1 priority.

Mayor and Council

## Biographies of the Mayor and Council Members



Mayor  
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 prospective of community viability and the importance of supporting and giving back.

I am currently serving my fifth term on City of Penticton Council, four terms as a Councillor and presently serving as Mayor. I also hold the position (having been elected by my peers) as Chair of the Regional District of Okanagan-Similkameen.

A pre-teen daughter and teenage son bring an important balance and a truer prospective to a busy family life.



Councillor  
Dan Albas

Dan Albas has been a Penticton resident since the early 1980's. Dan attended school, graduating from Penticton Secondary School. After attending Okanagan University College, Dan decided to move into small business. He has been operating Premier Martial Arts Inc. for over twelve years and was the recipient Penticton's "2005 Young Entrepreneur of the Year" award.

As a community advocate, Dan has served as director on both the British Columbia and Penticton and Wine Country Chamber of Commerce. Through these roles he gained significant exposure to public speaking, chairmanship, public policy and advocacy.

Dan led the United Way of the South Okanagan Similkameen to their most successful year ever in the 2007 Campaign.

Dan and his family look forward to his new role as a City Councillor and to serving Penticton with leadership, energy and fresh perspective.



Councillor  
Andrew Jakubeit

Born in Toronto, Andrew and his family moved to Kelowna where he grew up, graduated from KLO Secondary and attended Okanagan College. He started his own wholesale company distributing CD's and tapes which is how he met his wife, LeAnne 19 years ago. He soon moved his business to Penticton 18 years ago and together with LeAnne operates the Grooveyard CD and Clothing company. Together they have raised two children (Dustin and Ronni) and two dogs (Leppelin and Ozzy).

"I've always tried to be very community minded, proud of our beautiful City and not afraid to volunteer or *put my money where my mouth is*" quotes Jakubeit. Past accomplishments before being on Council include being President of the Downtown Penticton Association where he was an advocate in lobbying for free parking, and championing the Community Market in the 200 block of Main Street.

Andrew volunteered with Penticton Minor Hockey for over 17 years, including 15 years on their executive and being President for 6 years. Although still an active Level 5 referee most of his hockey officiating is now as supervisor and district coordinator of Above Minor officials for BC Hockey. Andrew also continues to serve as the Chair of the RCMP Community Advisory Board.

Andrew enjoys movies, most sports (not just hockey), mountain biking, and long romantic walks on the beach.



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 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.



Councillor  
Mike Pearce

Mike Pearce has a long record of public service, having served as Mayor of Quesnel for ten years before coming to Penticton in 1993. He was first elected as a Penticton Councillor in 1996, and subsequently as Mayor of Penticton in 1999 for a three year term. Mr. Pearce returned to Council in 2008 for the current term.

Mike has been very instrumental in pushing for the enhancement of the City's parks and waterfront area as he recognizes the value that they bring to the community as well as the tourists that visit Penticton. Mr. Pearce is Chair of the South Okanagan Events Centre Advisory Committee and is working hard to increase attendance and corresponding revenues at the Events Centre and the Penticton Trade and Convention Centre, while also striving to reduce operating costs at these facilities.

Mike is a partner in a legal practice in Penticton, and has been actively practicing law for 38 years. Mike and his wife Sharon have five children and five grandchildren.



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A long term resident of Penticton for twenty three years, Judy Sentes has always had a passion for community involvement through the support of being a volunteer.



Councillor  
Judy Sentes

Judy has served as a Director on the Penticton Art Gallery Board and also volunteered as a Director for the Rotary International Children's Festival. Additionally she was an elected member of the Tourism Advisory Council. Judy has been a volunteer to the Subaru Ironman Canada Triathlon Race, past President to the Ironman Canada Race Society and for many years she chaired this Society as well as the Ironman Canada Community Fund. For six continual years Judy served as Director for the Penticton Wine Country Chamber of Commerce.

For sixteen years Judy has continued to be the Executive Director for the OSNS Child Development Centre. In addition to her administrative duties, she is required to maintain a balanced operating budget sustained through an aggressive campaign of fundraising.

The journey into Municipal governance has been a new experience for Judy. At the mid-point of a first time Councillor, she continues to chair the Parks, Recreation and Culture Advisory Committee as well as the Heritage, Arts and Culture (Public Art) Advisory Committee. Judy is City Council's liaison to the Penticton Public Library Board and to the Okanagan School of the Arts.

The mother of three grown children, Jocelyn, Paul and Janine and the grandmother of four delightful grandchildren ages five to fifteen. She enjoys gardening, boating, walking, movies, reading and music.



Photo by Stuart Bish

Councillor  
John Vassilaki

John is currently serving his 3rd consecutive term on City Council. He is a very dedicated Pentictonite who's passion for the development of Penticton is second to none. John and his wife Barbara have been married for 39 years and have two grown children.

Their daughter, Joanne is a Senior High School Teacher in Abbotsford B.C. and Dan her husband is a corporal in the R.C.M.P. for the last 10 years. They reside in Chilliwack B.C. with their 2 very busy boys, Dryden aged 5 and Ty aged 3.

Their son Fred lives in Penticton with his two lazy beagles, Max & 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 53 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 40 years in the service and hospitality industry. He has served on many clubs and committees and has completed many integral projects for the betterment of Penticton.

John has many passions, one of them being affordable housing for young families so that they can stay and work and raise their families in a positive 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 an advocate of the arts and is all in favor of a new performing arts centre. This building would be an anchor for our cultural corridor along Ellis Street.

John is looking forward to the next 3 years by putting his mark on the new and exciting changes for the advancement of Penticton.

### **2009 Council Priorities**

1. Council Agenda
2. Economic Development Partnerships
3. Financial Strategies – Innovations, revenues, expenditures, infrastructure grants, regional recreation cost sharing
4. Intergovernmental Relations (partnerships)
5. Protective Services – needs assessment and fire implementation study

### **2010 Council Priorities**

1. Corporate Review
2. PIB Relations and Communications
3. Economic Development Partnerships
4. Financial Strategies – Innovations, revenues, expenditures, infrastructure grants, regional recreation cost sharing
5. Intergovernmental Relations (partnerships)



## MISSION STATEMENT

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

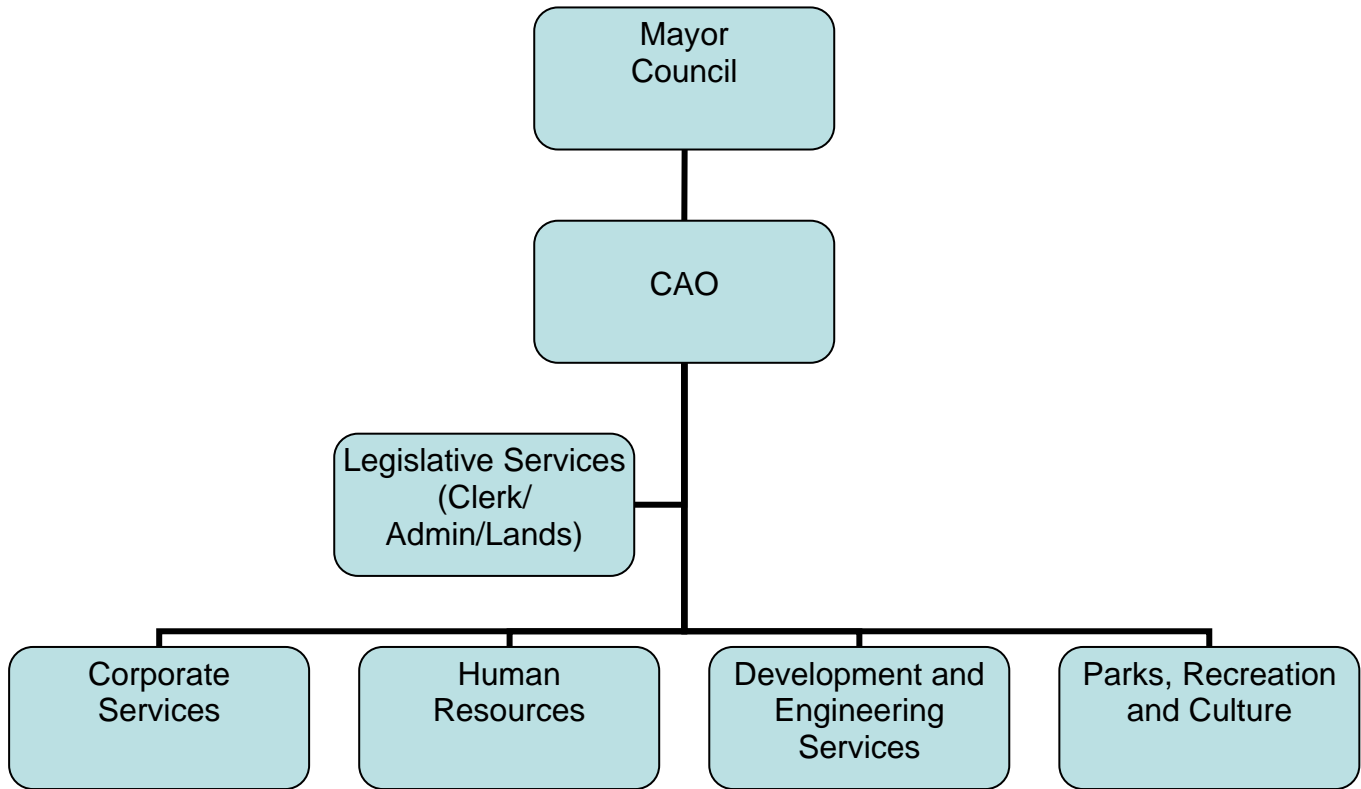
We strive to live in harmony with each other and our environment and further our citizens' economic, physical and social wellbeing.



“WORKING TOGETHER FOR YOU”



# ORGANIZATIONAL STRUCTURE



## MESSAGE FROM THE CHIEF ADMINISTRATIVE OFFICER



The past year has been a time of challenge and change.

The newly elected Council recognized early in its term that the City was on an unsustainable financial path and that corrections were required.

The Council engaged the services of a consulting firm to undertake a Core Services Review, along with a review of the organization compared to other comparable municipalities in BC. The consultant's findings and recommendations were received by Council on March 1<sup>st</sup> of this year and confirmed Council's concerns regarding the financial health and future of the organization.

Significant reductions were achieved in the 2009 budget to address the financial challenges facing the City. These efforts are ongoing in 2010.

The City was successful in gaining approval for a \$ \$15.3 million grant from the Building Canada Grant (Provincial and Federal funding). The grant, combined with \$7.4 million from approved borrowing, and \$585,000 in gas tax funding enable the City to complete a renovation and expansion of the 30 year old community centre. This project involved expanding aquatic facilities for families and sports groups, upgrading aging infrastructure throughout the building and implementing measures to reduce energy consumption including Green House Gas (GHG) reduction.

The City has a professional and dedicated workforce that is committed to providing services to the citizens of Penticton. It has been my pleasure to be part of this workforce for most of the past year, and as we continue our effort to streamline our organization and delivery municipal services in a more cost effective manner. We are also committed to openness and transparencies, and to continual improvement of customer service.

Dennis Back, CAO

## **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, liquor licences and vending licences. 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/Lands Manager, Deputy City Clerk/Executive Assistant to the Mayor/Freedom of Information and Protection of Privacy Coordinator and 4 support staff.

#### **Highlights for 2009 were:**

- Organized and attended 2009 Council Priority Setting Workshop
- Prepared 2008 Annual Report
- Ongoing staff training
- Tax Exemption Policy
- 2010 Permissive Tax Exemptions Bylaw (see Schedule B)
- Beach/Street Vending Licences
- Beer and Wine Garden Licences
- Held Council Orientation Session
- Advisory Committee Appreciation Reception
- Lease a portion of 888 Westminster Avenue West to BC Wine Authority
- Lease Amendment with Loco Landing Adventure Golf Inc.
- Listing 1125 and 1275 Munson Mountain properties for sale
- Sale of surplus lands adjacent to 310 Industrial Avenue West
- Phased Development Agreement for 450 Martin Street development

#### **Goals for 2010 are:**

- 2010 Council Priority Setting Workshop/Strategic Planning Session
- Continue administrative liaison with Penticton Indian Band
- Community to Community Forums with Penticton Indian Band
- Complete city-wide records management system training and conversion
- Consolidate Corporate Policy manual
- Create a Records Management Policy
- 2009 Annual Report
- Continue to maximize use and income from City land portfolio

- Inventory of City Leases, Licences, etc.
- Valuation of City Owned Lands Policy for Leasing and Licencing City lands
- Continue discussion with Penticton Yacht and Tennis Club for improvements to Okanagan Lake Marina
- School District/City of Penticton resolution on subdivision on South Main Street/Green Avenue W
- Okanagan Hockey School Lease
- Council Resolutions on screen in Council Chambers
- Council Agenda and Council Reports available on City website

## **TREASURY DEPARTMENT**

### **Highlights for 2009 were:**

#### **Collections Division**

- \$50.1 million in property taxes 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 17,000+ utility accounts.
- Processed 6,100+ applications for the connection, disconnection, and transfer of utility services for customers within our City boundaries.
- Collected on 70+ delinquent utility accounts totaling over \$15,000.
- Processed 113,000+ transactions through cash totaling \$70.9 million.

#### **Purchasing Division**

- Coordinating joint purchasing with Vernon, Kelowna and District of West Kelowna
- Coordinated with Recreation department all required Proposals, Expression of Interest and Tendering for construction and renovation of Community Centre.
- Due to staff vacancy have had to review all processes and procedures within the purchasing department.

#### **Accounting/Finance Division**

- Gathered and reported on pertinent composition and valuation regarding inventory 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). The City met the required deadline.
- Continued to work with software providers to enhance functionality of the financial software and financial reporting.
- Met all statutory deadlines with respect to 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 2010:**

### **Collection Division**

- Further implementation of electronic and web based services for payment and processing of all payments received by The City of Penticton.
- Teambuilding to improve staff productivity and morale.
- Continue to redefine roles and responsibilities of a replacement manager due to career move vacancy.
- Investigate further options to improve customer service
- Implement training schedule within the department to further improve customer service

### **Purchasing Division**

- Integrate facilities inventory requirements with the Yards warehouse.
- Plan for necessary improvements to existing Yards buildings, for both functionality and security purposes.
- Reviewing all inventory levels and processes in order to decrease value of inventory
- Investigate processes and procedures to ensure that minimal quantities of inventory are being stocked.

### **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.
- 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, Geographical Information System, municipal Fibre Optic Network, and a number of core business applications. A team of four IT staff and a website



contractor work under the direction of the Technical Services Supervisor and IT Manager.

2009 was a challenging, but very successful year for Information Technology at the City of Penticton. Although short-staffed for a nine month period, some significant results were achieved. Staying on top of new technologies and implementing ones that produce efficiencies was a primary focus. Major cost savings were achieved by changing the way we provided a number of corporate services. For example, savings of over \$20,000 per year are being realized by bringing anti-spam services in-house and changing anti-malware providers. Implementing secure remote access technologies late in 2009 will provide many benefits and efficiencies by allowing staff and consultants to securely access the City network from anywhere in the world. The dedicated team of City IT professionals was kept very busy managing and supporting the increasingly complex systems that exist to support the daily needs of our users. Requests for service rose significantly in 2009, and new Help Desk software is being used to manage this additional load. The IT Department continually looks for new ways of doing things more efficiently and had some major wins in this area for 2009.

**Highlights for 2009 were:**

- Deployed 25 new phones to the Okanagan Hockey School at the South Okanagan Events Centre, and coordinated their migration from Telus to become new customers on our City phone system. This generates a significant amount of new revenue for the City.
- Deployed Blackberry cell/pda devices to the corporation. This provides a more reliable device than previously used, and allows managers better access to information when away from their desk. Quick and timely access to email and information is critical in today's fast-paced environment.
- Upgraded Email server to give enhanced functionality. This upgrade improved the capabilities of the webmail client, to allow access to network files via webmail.
- Installed additional outdoor security monitoring cameras at City Yards to provide better coverage of areas subject to theft and vandalism.
- Implemented a number of security monitoring cameras at the South Okanagan Events Centre as part of the building commissioning.
- 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.
- Installed new network connections at each seat in Council Chambers. This provides a much faster and more reliable network connection to each table position in the room, which will be useful not only for Council meetings, but also in the event the room is again used for other purposes such as training, EOC, etc.
- Coordinated the implementation of a Chubb card-swipe security system for City Hall. Improves security at City Hall by providing logging of all building access and the ability to quickly enable/disable access to specific persons.
- Researched and acquired an LCD TV for the City Hall Lobby. Used to improve the delivery of information to our customers and for advertising.
- Configured phones for Okanagan Hockey School at Queen's Park school. The effort to do this was significant as it now allows us to quickly and easily deploy City phones to any SD67 location, and have them appear as if they were part of our phone system. This opens up a number of extra facilities that could be used for various functions or in the event of an emergency.
- Citrix remote access server installed. This new service will allow City staff to access the corporate network from any computer in the world via the internet, and will give them a desktop experience similar to being at their office desk.
- Implemented a new system to allow the City Clerk to project content onto Council Chambers video screen.



- Implemented Track-IT Help Desk software to allow us to better manage the increasing volume of help desk support calls.
- Decommissioned and removed our IBM AS/400 minicomputer. Since all in-house applications have been replaced with Windows server applications, this long-time workhorse was no longer needed.
- Worked with contractors and staff from Municipal Software and the Engineering Department to assist in going live with the CityView Software application.
- Implemented a new in-house email anti-spam appliance. It blocks over 250,000 spam emails per month. ***This solution will save the City approximately \$10,000 per year.***
- Implemented a new corporate antivirus solution to protect all City computers and servers from virus attacks. ***This new solution will save the City approximately \$11,000 per year.***

**Planned goals for 2010 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.
- Improve secure remote access capability to our City network through the use of a secure terminal server, and promote this capability for users and consultants.
- Provide external internet access to our corporate Intranet.
- Upgrade servers and computers as per our maintenance cycle.
- Leverage our Track-IT help desk software to improve our service delivery and enable users to create and track their own support requests.
- Create a web application for the Snow Angels program that will connect citizens and volunteers to provide for snow clearing services.
- Implement wireless LAN controllers to better manage and secure all wireless access points in City facilities.
- Implement new corporate backup hardware to replace aging equipment and provide for increased capacity and retention.
- Upgrade audio and visual equipment in council chambers.
- Create a corporate plan for the provision of additional web services to the public. This will include steps to meet new Payment Card Industry compliance requirements.
- Revisit options for the enhancement of our Geographical Information Systems.
- Install archival database software for the Museum to allow them to electronically collect and categorize all museum artifacts.
- Install new network and computer management software to replace aging software and allow us to more efficiently manage our resources.
- Expand our corporate video security system improve coverage in areas of high theft or vandalism.
- Upgrade our core network switch to replace aging hardware

## 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 as well as 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** - assisting 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 National Fire Protection Association standards and WorkSafeBC regulations.

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

**Emergency Communications**- The Regional Fire Dispatch Centre

**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.

### **Current Status:**

3	Chief Officers
32	Career Firefighters
5	Dispatchers
2	Fire Inspectors
1	Operations Assistant/Public Educator
34	Auxiliary Firefighters (Should be 40)

### **Highlights for 2009 were::**

- The addition of four new firefighters enabled an improved and safer staffing level for responding to emergency incidents.
- The hiring of a second Deputy Fire Chief has provided the Chief Officers with the staffing to more effectively supervise, plan and manage the department.
- Suppression staff continued to train actively 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 or requiring inspections in 2009.

- Fire prevention and Parks staff worked together to implement the Community Wildfire Protection Plan.
- Auxiliary Firefighter recruitment and retention continues to be very challenging. Twelve 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 10,682 calls for service in 2009.

The five Fire Dispatchers work 24 hours a day, 7 days a week to dispatch 9-1-1 fire and first responder calls for the Penticton area and 14 RDOS fire departments and fire brigades.



#### Responsibilities include:

- Answering 9-1-1 lines and fire alarm company emergency telephone calls
- Dispatching fire departments and contacting agencies such as RCMP, PEP, SAR, property reps, towing and utilities
- Fire alarm monitoring – direct alarms and monthly testing
- Person-checks for Summerland, Oliver and Penticton municipal staff as well as RDOS land fill staff
- Answering the after-hours emergency telephone for Penticton, Summerland and the RDOS. Notifying appropriate department (works, electrical, parks, facilities and the pound) as required.
- Monitoring automated water and sewer systems for Penticton, Faulder, Okanagan Falls, Ollala, Westbench and Sage Mesa.
- Burning Permits – Updating venting index, issuing Penticton Permits, educating permit holders concerning burning regulations and monitoring burning permits for Penticton and five RDOS communities.
- Monitoring Marine Emergency Channel for Okanagan and Skaha Lakes.

### Regional Fire Dispatch Centre- Total Yearly Call Volume

Year	Total Call Volume
<b>2009</b>	<b>10 682</b>
2008	10362
2007	9089
2006	8293
2005	8402
2004	7943

### Emergency Dispatching for the 13 RDOS Fire Departments

Year	Fire Calls	Rescue & Safety	Totals
<b>2009</b>	<b>875</b>	<b>484</b>	<b>1359</b>
2008	842	434	1276
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
2009	710	2179	2889
2008	994	1866	2860
2007	863	1702	2565
2006	792	1698	2495
2005	788	1633	2421
2004	769	1538	2307

### Penticton Fire Calls: 710

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 that include smoke alarm/CO detector activations, windstorms, floods and gas leaks. We respond upon request to regional emergency incidents.

### Penticton Rescue & Safety Calls: 2179

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.

### Staff Training

- Confined Space – Operations Level
- High Rise Training
- Maritime Radio Certificate
- Boat Operators Certificate
- Technical Rescue Team (High Angle Rope Rescue)
- Fire Officers II
- Incident Command 300
- Driver Training
- Rapid Intervention Training
- Self-Rescue Training
- First Responder/AED
- NFPA 1001 - Fire Fighter Program - JIBC
- Basic Firefighter Program – JIBC
- S-100 – Wildland Firefighting
- Electrical & Gas Emergencies
- Traffic Control
- Airplane Emergencies
- WHMIS

### Burning Permits

In an effort to improve the valley's air quality and to reduce the fire risk, PFD has worked 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 required for all outdoor burning in Penticton, Kaleden, Naramata, Okanagan Falls, Tulameen and Willowbrook. The Fire Dispatch Centre is busy monitoring open burning.

**The number of burning permits sold for Penticton has decreased from 169 in 2007 to 95 in 2009.** This is due to the fact that an increasing number of West Bench residents are making

use of the yard waste pick-up service and a number of orchards have been removed and have been replaced with vineyards and high density plantings. Both of these land uses require less burning.

## **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 Fire Safety Planning for residential occupancies (apartment buildings, assisted living apartments) and assembly occupancies (churches and industrial businesses). The purpose 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 include 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 2009, our Inspectors and Fire Suppression Companies completed 2450 mandatory inspections of businesses and other establishments within the City of Penticton. This was an increase of 554 inspections more than 2008. A number of fire investigations were completed in 2008 with a total of 46 fires being reported to the Office of the Fire Commissioner with a total dollar loss of \$2.9 million.

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.
- **14 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 1300 Kindergarten to Grade 4 students and 350 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).
- **16 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 – **Pleasant Valley Mobile Home Park** was visited as part of the program funded by The Community Foundation of the South Okanagan since 2006. Prevention, Suppression and auxiliary members went door-to-door in this mobile home park to test smoke alarms, provide fire safety information and to provide batteries and smoke alarms where necessary. 72% of the homes were checked. At each of these homes we ensured that there was a minimum of one working smoke alarm.
- Community Fire Drill – During Fire Prevention Week the province-wide Community Fire Drill was held at 6:30pm on October 7 to promote smoke alarm information and home escape planning.
- 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, 148 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. Fire and Fall Prevention Messages from the NFPA were the focus of the presentations for older adults. Presentations are made to adult and seniors organizations, service clubs, strata and residential groups and to employees at their work place. 17 presentations (397 adults) were made.
- The Penticton Fire Department takes is active in community events. We participated in the Farmers Market, International Children's Festival, Peach Festival and Santa Claus parades, IronMan, Community Centre events and local fund raising initiatives.
- Media releases were 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.



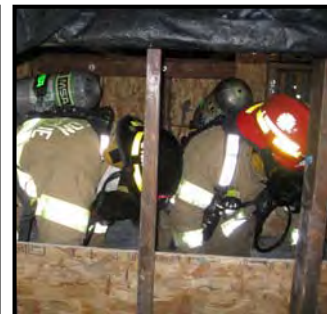
## Penticton Fire Department Association

There are thirty-four auxiliary members. The Penticton Fire Department struggles to maintain the staffing level of forty Auxiliary Firefighters. These members can be paged out day or night and respond to emergency incidents from their homes or work place. The Auxiliaries are extensively trained to the Basic Fire Fighter or NFPA 1001 – Standard for Fire Fighter Professional Qualifications. This gives them the skills needed to support the career staff on the emergency scene.

In order to maintain this training the members must commit to attending thirty-six fire drills each year. Aside from the commitment to training, the auxiliaries are active in the community participating in fund raising events and public education programs.

### Goals for 2010:

- Continue to evaluate all department operations for efficiency and effectiveness.
- Delivery of fire safety programs for evacuating residents of high rise buildings with emphasis on older adults and people with disabilities or special needs.
- 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.
- Utilize the new live-fire training prop at Station 2.
- Continue to deliver and update the high rise training package for Career and Auxiliary Firefighters.
- Evaluate our current radio system with a goal of improving radio communication within the Penticton Fire Department protection area.
- Deliver a Fire Service Instructor Level 2 course for the officers and prevention staff to improve the department training programs.
- Update the Fire and Life Safety Bylaw.
- Evaluate the fire inspection program to determine the frequency requirements for inspections of all building occupancies.
- Continue to implement the Community Wildfire Protection Plan and seek funding for fuel modification projects on city owned land and parks.
- Establish the specifications needed for the replacement of a fire engine in 2011, and prepare a Request for Proposal.



## PENTICTON ROYAL CANADIAN MOUNTED POLICE



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

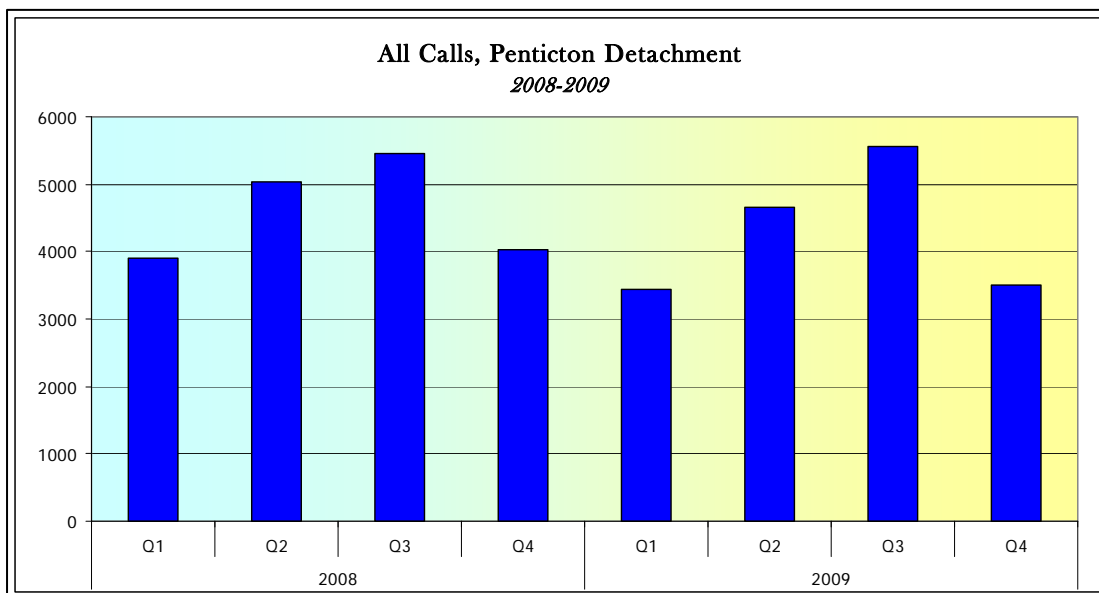
- In partnership with the community, share in the delivery of a sensitive and progressive police service.
- Serve and protect the community.
- Treat all people equally and with respect.
- Promote respect for rights and freedoms, the law and democratic traditions.

The 2009 policing priorities of the Penticton RCMP were identified as:

### Operational Report

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#### Incident Statistics (Total)



In 2009 Penticton RCMP responded to 17,175 calls for service, compared with 18,289 in 2008. This corresponds to a decrease of approximately 6%.

## Crime Trends

	YEAR						08 - 09 Change
	2008			2009			
	C	R	Total	C	R	Total	
<b>ASSAULTS</b>	417	75	492	487	65	552	▲
<b>ROBBERIES</b>	34	1	35	34	3	37	▲
With Firearm	2	0	2	3	0	3	▲
With Other Weapon	13	0	13	3	1	4	▼
Other Robbery	19	1	20	28	2	30	▲
<b>HOMICIDES</b>	1	0	1	2	0	2	▲
<b>THEFT FROM VEHICLES</b>	385	66	451	564	77	641	▲
<b>VEHICLE THEFT</b>	213	41	254	213	31	244	▼
<b>BREAK AND ENTERS</b>	238	78	316	196	68	264	▼
Business	102	26	128	87	12	99	▼
Residential	103	35	138	79	33	112	▼
Other	33	17	50	30	23	53	▲
<b>CAUSE DISTURBANCE</b>	626	46	672	783	57	840	▲
<b>MISCHIEF</b>	805	134	939	688	90	778	▼

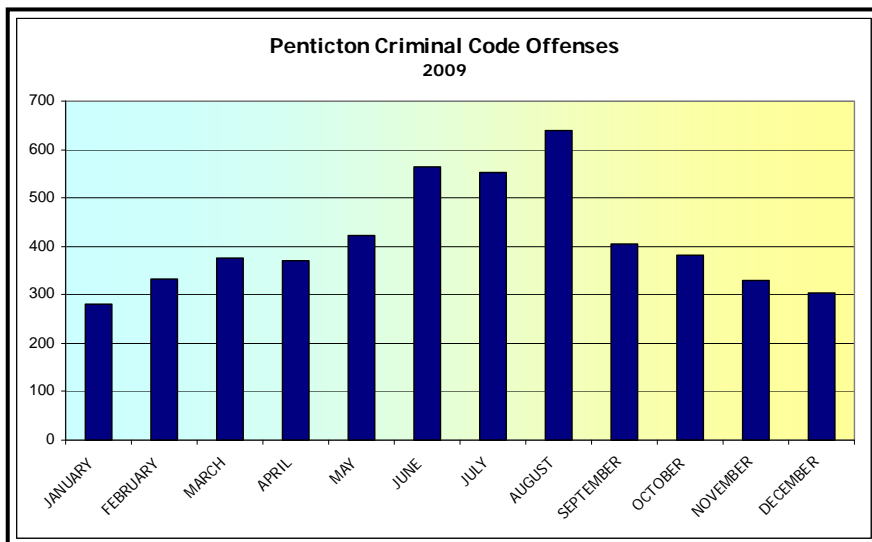
Penticton's 2009 total criminal code incidents are higher than 2008, driven by an increase in thefts from vehicles, cause disturbance complaints and common assaults.

Penticton RCMP responded to 12% more assault files in 2009 than in 2008, 37% of the year's assault files were reported in the downtown, North West or Lakeshore areas. Cause disturbance complaints increased by 25% in 2009 and were also most commonly in the city's North and North West areas.

Thefts from motor vehicles were substantially higher and most prominently in the area of South Main St and Skaha Lake Rd as well as the downtown area .

Vehicle theft fluctuated throughout the year, with a substantial decline in the second quarter between periods of increased activity in the first and third quarters, ending the year with a similar number of incidents as in 2008. The number of robberies was also comparable in 2008 and 2009.

Files involving mischief and property damage and break and enters continue to be lower than in previous years.



## **Homicide Investigations**

April 24, 2009 Penticton RCMP were called to a report of an unconscious man behind Slack Alice's show pub. He had been assaulted and was transported to hospital, where he remained in a coma until he died May 24, 2009. RCMP launched an 11 month investigation into the incident, ultimately resulting in the arrest of a 40 year old male suspect; he was charged with second degree murder on March 8<sup>th</sup>, 2010, and has been remanded into custody awaiting his next court appearance.

December 19, 2009 Penticton RCMP were called to a report of a stabbing at a residence on Hatfield Avenue. Upon attendance members located Penticton Ambulance Services tending to a 53 year old male who had been stabbed in the chest. He was transported to Penticton Regional Hospital but later succumbed to his injuries. A 19 year old male was arrested in connection with the incident and was charged with second degree murder. He is currently in custody awaiting trial.

A suspect charged with second degree murder in a two year old Penticton homicide pled guilty to the lesser charge of manslaughter March 9<sup>th</sup>, 2010. The murder occurred at 1:30 am May 24, 2008 at a gathering of approximately 100 youth on Skaha Beach - a large fight broke out and two males were stabbed during the altercation. One of them, a 25 year old male from Windsor, ON, died of his injuries. The male suspect, who was 16 years old at the time of the incident, was charged with second degree murder, aggravated assault and possession of a weapon. He is currently out on bail at a halfway house awaiting his next court appearance.

## **Drugs**

In 2009 Penticton RCMP investigated 196 founded drug-related files and conducted several undercover drug operations.

- 71 files involved illicit drug trafficking, including 30 cocaine, 20 cannabis, 12 methamphetamine, 11 MDMA (ecstasy), 4 morphine, 2 heroin, 2 psilocybin (magic mushrooms) and 2 other CDSA.
- Of the 71 trafficking files in 2009, 63 resulted in charges, an 89% charge rate.
- 15 of these offenses involved drug production, RCMP dismantled 7 outdoor and 8 indoor marihuana grow operations in 2009, seizing more than 2,300 marihuana plants, \$20,000 cash, several pounds of cultivated plant material, grow equipment and firearms.

## **Impaired Driving**

In 2009 Penticton RCMP charged 188 drivers with impaired driving, including impaired operation of a motor vehicle, driving over 80 mg and refusal to provide a breath sample. A further 253 drivers were given 24-hour prohibitions.

## **Social Disorder Program and Downtown Community Policing Office**

The Downtown Community Policing Office coordinates all RCMP volunteer operations, including Citizens on Patrol, the Auxiliary Constable program and Penticton Speed Watch, all of which aid in enhancing police to community contact. The downtown office also works closely with the Downtown Penticton Association and other police resources to address emerging crime and disorder issues which occur in the downtown core.

In 2009, the Downtown Community Policing Office began targeting some of the most highly visible prolific nuisance criminals, or 'social disorder offenders', in a bid to reduce the fear of crime in the downtown core. An integrated approach including the RCMP, social housing and

other agencies has been successful in taking several of these individuals off the streets and placing them into local housing/treatment. This resulted in a **40% reduction in intoxicated persons incidents downtown during the summer months and a 16% total reduction for the year.** Further projects are being developed in order to continue to reduce nuisance and disorder incidents, with a particular focus on the downtown core.

Other downtown policing priorities include:

- Graffiti abatement
- Fraud education
- Community involvement in the prevention of crime

### **Citizens On Patrol**

Penticton's Citizens on Patrol (COP) are instrumental in tackling crime and disorder in the community. They conduct Friday and Saturday night patrols, providing timely intelligence resulting in police attendance to nuisance complaints, stolen vehicle recoveries and other types of crime and disorder incidents within the city. COP volunteers conduct extensive daytime audits of some of the city's most concentrated auto crime hot spots, based on intelligence from crime analyst reports; between April and December 2009, COP volunteers issued 2901 Lock Out Auto Crime notices as part of these audits. Beginning in January 2010, COP volunteers will begin foot patrols to catalogue existing and new graffiti throughout the city as a means of supporting graffiti reduction and eradication initiatives.

### **Speed Watch**

Penticton Speed Watch concentrated their efforts on various school zones within the community in 2009.

### **Bait Vehicle Program**

The Penticton Crime Reduction Unit utilizes the RCMP's bait vehicle program as an effective tool to catch car thieves in the act. In 2009, Penticton CRU successfully deployed bait vehicles which aided in the arrest and prosecution of two of Penticton's most prolific car thieves. Auto crime has dropped drastically since these arrests.

### **Youth Initiatives**

Penticton's Community Policing service developed several projects and programs geared towards the city's youth including:

- **'Gen A'** - a project developed in partnership with the Penticton Community Safety and Crime Reduction Unit, the School District and the City of Penticton Recreation to address the increase in criminal activity in the 10-14 year age group, especially after school hours. Gen A offers activities for youth at little to no cost, promoting safe homes, safe communities and reducing criminal activity in the target age group.
- **The '20 under 20'** - program targets high risk females 16-18 years old. The program brings together knowledgeable females from the community willing to share their expertise and their time on a continuing basis. The first session focuses on sexual assault awareness. Partners include hospital staff, addictions support, community corrections, MCFD, RCMP and school counselors.

### **Restorative Justice**

Restorative Justice Program mediated a total of 45 files in Penticton in 2009. A Restorative Justice Program Volunteer Facilitator training session was developed and delivered to 22 new applicants from throughout the region. A Restorative Justice Teacher Inquiry Session has also been initiated to be delivered to the School District in 2010.

New initiatives like the wrap-around team for youth at risk include participants from Penticton School District, Child and Youth Mental Health, MCFD, IHA Addiction Services, Youth Probation, Youth Forensics and the Aboriginal Justice Strategy. A similar wrap-around team for adults with mental illness who are involved in the criminal justice system has also been created.

### **Crime Stoppers**

The Penticton South Okanagan Similkameen Crime Stoppers program received **419** tips in 2009 ultimately culminating in the following:

- 37 arrests
- 28 charges laid
- 3 recovered weapons
- \$171,000.00 worth of stolen property recovered
- \$4,616,000.00 worth of illegal drugs seized (street value)

### **Liquor Act Enforcement and Bar Watch**

Penticton RCMP continues to work closely with the local liquor inspector in focusing on infractions and enforcing compliance with Liquor Control and Licensing Act laws in the liquor-primary establishments. Penticton RCMP and the Liquor Control and Licensing Board conducted compliance checks on establishments throughout the city of Penticton, resulting in 10 suspensions ranging from 1 to 15 days each.

Penticton RCMP, the liquor inspector, the Downtown Penticton Association and concerned business owners have initiated the city's first 'Bar Watch Program' as a means of reducing violence and gang-related activity. The program is based on similar initiative in Vancouver and requires participating bars and nightclubs to assume a zero-tolerance approach to gangs and gang associates which will be enforced by the RCMP.

### **Prolific Offender Management and Inter-Agency Communication**

Penticton RCMP is committed to an inter-agency approach focusing on prolific and priority offenders in the community. Monthly meetings with youth and adult probation and collaboration with local parole officers have been instrumental in the identification of high-risk individuals and the timely dissemination of important information such as warrants, address changes, conditions and other compliance measures. Penticton RCMP actively target the city's most prolific offenders through various types of enhanced enforcement as well as facilitating offenders' contacts with social agencies.

### **Auxiliary Policing**

Penticton's Auxiliary Policing program had lost many key members so in 2009 a recruitment drive was launched with an aggressive plan to standardize training and service delivery. The stringent security requirements now in place and make volunteer contribution to policing a difficult and time-consuming process.

### **Victim Services Program**

Penticton's Victim Services Program opened 343 new files, assisting over 170 victims, witnesses and families through the court process.

Facilitators responded to 35 after hours call-outs in 2009. These call-outs tax staff who work days and then must respond to after-hours calls by RCMP members who require assistance with victims of crime. A project to review alternate models for after-hours crisis support has begun, with the goal of an improved model for 2010.



Recruitment and training continued in 2009, with the addition of 6 new volunteers to the program. Penticton's Victim Services Program Manager was elected as the Police Victim Services Representative for the entire Thompson-Okanagan region.

Victim Services files in 2009 included:

- 16 sudden deaths
- 5 suicides
- 5 motor vehicle collisions (4 of which were fatalities)
- 4 domestic violence incidents
- 2 assaults with a weapon
- 1 home invasion
- 1 unlawful confinement
- 1 homicide
- 4 ongoing murder investigations
- Dangerous offender file - goal of keeping a sexual offender in jail indefinitely
- 2 jury trials
- 2 National Parole Board cases

**Goals for 2010:**

- 2010 Olympic Deployments – February and March
- 2010 Wakeboard Championships (July 2, 3 and 4) – development of a public safety plan with stakeholders and partners
- Regional detachment service delivery and review of the current organizational structure
- Ongoing training, coaching and mentoring of police officers
- Seasonal policing response – Penticton and Region
- Penticton Detachment Core Activity Review
  - Youth programs and initiatives
  - High visibility policing
  - Reduction of actual and perceived fear of crime
  - Identification of solutions for a more effective and efficient police service
  - Development and communication of detachment performance plan
  - Service Delivery

## **ELECTRIC UTILITY**

The Electric Utility had a very successful year in 2009 both from an operational and capital point of view. The Department was lead by the General Manager, Terry Andreychuk who brought thirty (30) years of experience to the position. The Electrical Department carried out their responsibilities through the General Manager, an Operations Manager, an Electrical Technologist, a Meter Technician, a Secretary, an Electrical Foreman, a Lead Hand, six (6) Power Line Technicians and one (1) Groundman Truck Driver. For the first time in some ten plus years the Electrical Department was finally able to reach a full staff complement through the recruitment of previously vacant Power Line Technician positions...

The reliability of the distribution system remained static as per 2008. Until such time as the Carmi Substation is upgraded by Fortis or the City constructs its own substation it will not be possible to make reliability improvements. The Electrical Department worked on the issue however no decision was made by the City as to who would undertake the required upgrading, the City of Fortis. . This issue will remain one of the Departments main focuses in 2010.

## Highlights for 2009 were:

- Completion of the engineering and design by Lex Engineering Ltd. of Richmond, BC for the potential City owned Carmi Substation.
- Retention of Owen Bird Law Corp. by the British Columbia Municipal Electric Utilities, BCMEU, to review FortisBC's-Cost of Service Application (COSA) and the accompanying Rate Design Application (RDA) by FortisBC. The outcome of this process has the potential to impact power rates to those purchasing from Fortis The BCMEU together with Owen Bird Law Corp managed to demonstrate to Fortis that there are flaws in the methods utilized within the COSA Study which unfairly target the Wholesale Customers/Municipal Electric Utility's revenue to cost ratio which in turn has significant rate implications to the purchaser. The process is now at the Oral Hearing stage with an ultimate decision expected in the late spring or early summer of 2010.
- The Electric Utility investigated the use of Net Metering and Time of Use Metering as potential options for our customers. Work will continue on this front so that they would be ready for implementation upon conclusion of the FortisBC Cost of Service and Rate Design process.
- Various in home power reading technologies and devices were investigated and are under review with the goal of finding a device that is accurate, user friendly, and communicates wirelessly with our AMR meters.
- Work on a new Electric Utility By-Law continued with approval by Council planned for 2010.
- The procedures for Electric Utility Rubber Glove Use was revised and submitted to *Work Safe BC* for their approval.
- Deployment of the MC-Lite Drive-By Meter Reading Equipment commenced. 2009. This was the first in a four year accelerated Automated Meter Reading deployment process to see 98% of electric meters changed out to drive by meter reading capability by 2013. This device will substantially reduce meter reading time.
- A design for a new metering installation which is installed in padmount transformers was developed and deployed. This metering installation has been designed for use at a property that has multiple services from a single transformer. By metering at the source (transformer) the City has the potential to recover lost demand charges due to multiple metering points which do not totalize demands created by the single user. In addition the single meter reduces meter reads and meter maintenance, reduces basic monthly charges and eliminates metering installations in private buildings/electrical rooms.
- Deployed 1940 Automated Meter Reading meters bringing the total number of deployed units to 7989 meters or 47.76 % of the total meter population.
- The Electric Utility connected:
  - 87 new permanent services in 2009 versus 111 in 2008.
  - 33 temporary services in 2009 versus 51 in 2008.
  - 118 service upgrades in 2009 versus 119 in 2008.

### **Distribution System:**

- Electric Utility, Telus and Shaw Cable cost shared the installation of significant future underground infrastructure in the Skaha Lake Road, Lee Avenue, Parkview Street, Yorkton Avenue locations as part of the Forced Sewer Main Project in the area.
- Upgraded and converted a portion of the underground distribution system at the east end of Penticton Ave. in conjunction with the 1701 Penticton Ave. residential development.
- Fifty-Eight (58) poles and approximately Two (2) kilometers of line were installed or upgraded in the distribution system.



**Wiltse Area Pole**



**Power Line Technicians Tying in Conductors and Hardware**

- Installed 169 new transformers as part of the voltage conversion project and as required for new or upgraded electrical services
- Rebuilt the Eckhardt Avenue East overhead power line from Haywood Street to Main Street East Lane fronting the new Pen-High School. Works were completed to provide both much needed upgrading of the poles and wires and also to improve aesthetics in the vicinity of the new Pen-Hi School.
- Rebuilt the aging Upper Townley Street power line to current standards and completed several required pole replacements and voltage conversion upgrades in the area.
- Upgraded the Primary Underground Distribution system in the Wiltse Boulevard /Stocks Crescent area to provide a redundant or alternate supply to the area.
- Upgraded the Westminster Substation circuit R-31 feeder cables to provide for additional circuit capacity.
- Extended the Vegetation Management Program to the customer side of the electrical system in order to deal with trees on the customers side of the property that have the potential to cause problems or inconvenience, damage and expense if they are not appropriately dealt with. To date the Electrical Department has seen excellent co-operation and appreciation from customers.
- Completed the system wide Pole Testing Program to the 90% level. To date the work has indicated that 280 of the 4150 poles in the system are deteriorating. The subject poles will either be repaired or replaced based on location and/or hardware mounted on the pole. In conjunction with the pole testing program all other associated infrastructure is being inspected and data recorded in the maps and data bases.
- 27 new streetlights were installed in 2009. The new lights were part of the distribution system line upgrades/relocations. Additional street light maintenance tasks performed were the re-lamping 212 units, photo-eye replacement on 226 and installation of 127 flat glass panels for dark sky compliance or light pollution reduction.

### **July 25<sup>th</sup> Windstorm:**

On Saturday, July 25<sup>th</sup>, 2009 an intense wind and rain storm caused a number of localized outages throughout the City, the majority resulting from damaged service drops due to broken tree branches. Utility crews responded to and repaired as necessary 13 locations between 2:45 to 8:15 PM. No major Utility infrastructure was damaged during the storm which is a credit to the on going and aggressive vegetation management program.

### **Staff**

- The Electrical Staff received various certification, educational and/or refresher courses through the year in the following areas:
  - Power Line Technician Apprentice, Mr. Chris Robers successfully completed all requirements and achieved certification as a journeyman Power Line Technician.
  - 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
- System Safety and Lockout training (FortisBC)
- Traffic Controller Training

### **Pedestrian Signals**

- Installed a pedestrian ½ traffic signal at the intersection of Duncan Avenue East and Manitoba Street.

### **Goals for 2010:**

- To reach resolution with respect to how to address the Carmi Substation construction project.
- Continued system voltage conversion works for the remaining circuits in the system.
- Revise and implement updated Electric Utility By-Laws.
- Expedite the Automated Meter Reading program for planned 65% completion by the end of 2010, with the ultimate goal of 98% completion at the end of 2012.
- Continue staff training and development in various areas of utility operations.
- Continue Development of Electric Utility Safety Practice Regulations
- Rebuild/Upgrade the Campbell Mountain Line to address aging infrastructure and to maintain service integrity to the top of Campbell Mountain.
- Complete the Westminster Substation capacity upgrades for circuits R-32, R-33 and R-34
- Overhaul the circuit reclosers/breakers at Westminster Substation to as required for preventive maintenance.
- Install an additional 100 intelligent streetlight dimming luminaries.
- Complete pole maintenance/replacement of units identified in the pole testing program.
- Replace the existing check meters at all City of Penticton substations with advanced meters capable of remote interrogation, Power Quality monitoring, concurrent Demand calculation, Revenue calculation, Power Factor monitoring and data trending.

## **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 which 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 Resources Department has a complement of three (3) exempt staff, a Generalist, Safety Coordinator and Assistant. The Department performs their duties under the direction of the Chief Administrative Officer.

### **Mission Statement**

The Human Resources Department exists as a staff organization to meet and balance the needs of all of 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 works closely with its customers, the managers, supervisors and employees of the City, providing direction to create an effective, cohesive plan in the areas of:

- Recruitment and selection
- Organizational design and development
- Change management
- Performance, conduct and behavior management
- Industrial and employee relations
- Workforce analysis and data management
- Compensation, rewards, and benefits management
- Training and development
- Occupational Health & Safety
- Emergency Management
- Wellness in the Workplace

## **Employment**

As 2009 was a difficult year, the world economy continued to experience a global recession which created major repercussions to the local economy and demands changed, new challenges were created for the City's Human Resources Department. The City received and processed a total of 1092 employment applications in the past year. Of the applications received we interviewed 164 candidates, this is down from 211 interviewed in 2008. This reduction of interviewed 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 with, consisting of:

- The Canadian Union of Public Employees (CUPE), Local 608
- The International Association of Fire Fighters (IAFF), Local 1399
- The International Brotherhood of Electrical Workers (IBEW), Local 213.

The Human Resources Department participates in the Labour Management Committee meetings with representatives of the labour unions to resolve issues which occur within the work force.

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

Employee wellness is a priority for the City, especially as the cost of benefit premiums continues to increase. A Committee consisting of representatives from a cross-section of City departments was formed to achieve overall acceptance from the City staff. The City's WOW committee creates opportunities for City staff to improve their well being through various planned activities and initiatives.

## **Emergency Preparedness**

Human Resources coordinates the City of Penticton's Emergency Management Program aspects:

- Emergency Management Committee
- Hazard Specific Emergency plans
- Emergency Operation Centre(s)
- Volunteer based programs
- Training & exercises
- Administration – grant funding, budget, etc.

Through 2010 Human Resources will continue to coordinate the city's Emergency Response and Community Disaster Recovery Program with the various emergency response and volunteer agencies. Participate in regional training activities and program updates as member of the Regional District Integrated Emergency Management Program.



**Highlights for 2009 were:**

- Implemented a review and development plan for management/exempt staff
- Led the implementation of a new access card entry system for City Hall
- H1N1 preparedness and response
- Participated in the development and implementation of the Cold Snap Inn program - developed to shelter homeless during periods of extreme weather
- Participated as lead in the transfer of OMMLRA to SIMEA membership and continue to participate as a member of SIMEA
- Led and assisted with the implementation of computer kiosks at all City locations
- Participated in the newly formed Interior municipal employers committee
- Implemented and trained staff on the "Path to Exceptional Customer Service" policy
- Completed the Community Disaster Recovery program

**Goals for 2010 are:**

- Establish and maintain desirable working relationships among all members of the organization
- Attain an effective utilization of Human Resources in the achievement of organizational goals
- Support corporate performance through policies and programs, appropriate assessment, recognition and reward systems
- Support change management initiatives
- Improve and enhance communication throughout the corporation
- Complete collective bargaining with both CUPE and IAFF to achieve settlement
- Undertake a review and enhancement of HR systems, processes, procedures and policies using the principles of continuous quality improvement and excellent customer service

# 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 eight (28) 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, Anthony Haddad. Anthony joined the Planning Department in December 2009 and has ten (10) years of professional planning experience in Melbourne, Australia and Alberta, Canada. Most recently, his planning experience has been with the City of Calgary. Anthony manages a permanent staff of six (6) staff. During 2009 the Planning Department was understaffed by two persons for a good portion of the year and management within the division went through two position changes. This lead to increased timelines for processing applications and a dissatisfied customer base as they had to deal with the learning curve of new staff.

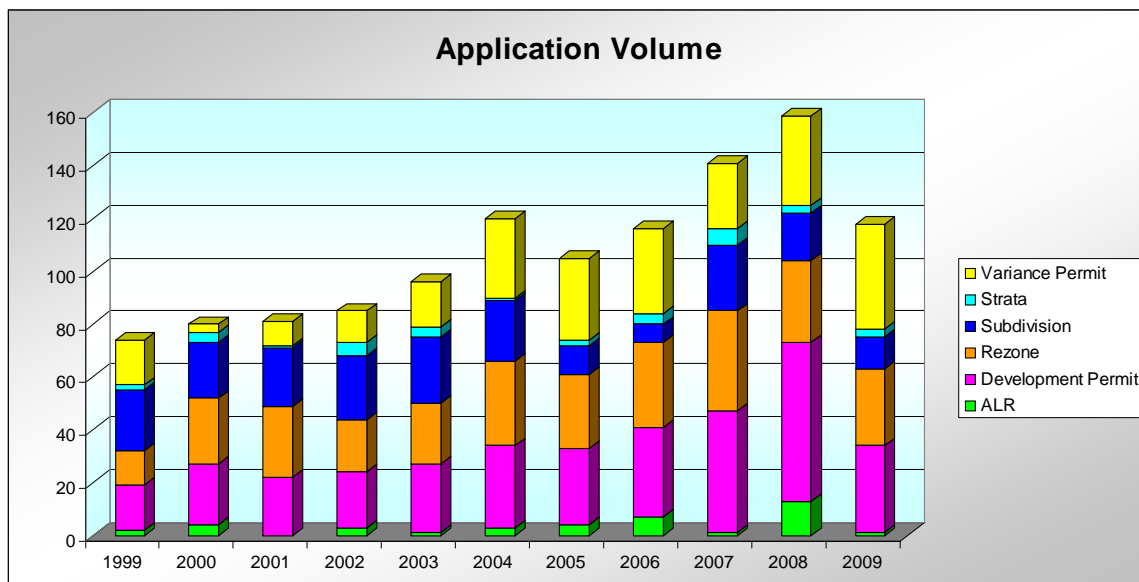
### Planning Department Performance Measures Infrastructure-Measurements and Targets:

Description	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)	2010 Target (Actual)
Number of Development Applications / Staff Total # of dev't applications/ Total # of Planning staff	35	35 (36)	35 (53) <sup>1</sup>	35 (59)	35

Note 1: 3 Staff.

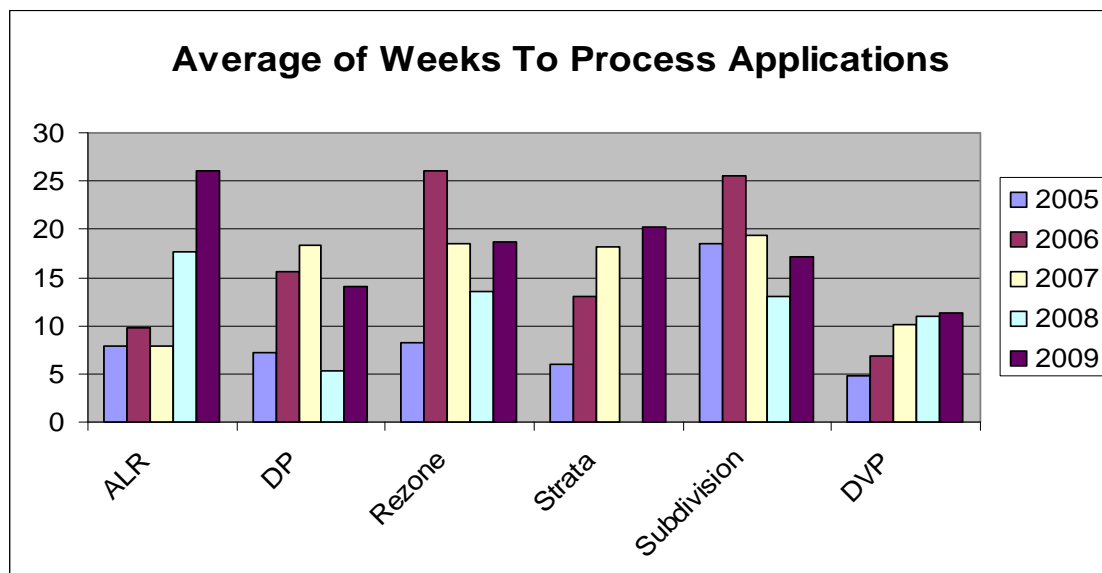
### Client Benefits - Measurements and Targets:

Description	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)	2010 Target (Actual)
<b>Time to process Development Applications</b>					
Weeks to process a Subdivision Application	12.0 (19.1)	12.0 (14)	12 (13)	12 (17)	12
Weeks to process a Development Permit	7.0 (9.5)	8.0 (15)	12 (5)	12 (14)	12
Weeks to process a Rezoning Application	8.0 (14.1)	8.0 (12)	12 (11)	12 (19)	12
Weeks to process a Variance Permit	4.0 (6.1)	4.0 (10)	10 (11)	10 (11)	10
Weeks to process an ALR Application	10.0 (9.6)	10.0 (8)	10 (19)	12 (26)	12
Weeks to process a Strata Subdivision Application	10.0 (13.0)	10.0 (18)	12 (23)	18 (20)	18
<b>Number of Information Sessions held with the Development Industry</b>	1 (0)	1 (0)	2 (1)	2(2)	2



**Figure 1- Planning Department Applications Volume**

Figure 1 illustrates the volume of planning applications handled by the department since 1999. The application volume has increased from 1999 to 2009, but has declined somewhat in 2009 in response to the current economic climate. 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 2009 and new inexperienced staff familiarizing themselves with City processes.

### Planning Department Goals

The planned goals for the Planning Department for 2009 were:

- Rebuild the Department and enhance customer service delivery. **Department rebuilding started but was set back due to not filling the Supervisor of Current Planning position due to budget cuts, the resignation of the Department Manager and the Long Range Planner going on maternity leave. The process will have to continue in 2010.**
- Completion of the Peach Tree and Skaha Village Area Plan. **Not completed.**
- Finalization and Adoption of the new Zoning Bylaw. **Draft completed and proceeding to public consultation.**
- Completion of a Density Bonus Policy. **Complete.**
- Additional work on an Affordable Housing Strategy. **Done thru the work completed by the Engineering Department with BC housing.**
- Ongoing work on Spiller and Reservoir Road Neighborhood Plan and commencement of Upper Wiltse Neighborhood Plan. **Work on going.**
- Commence North Gateway Area Plan. **Not started due to staffing shortages.**
- Participation in regional planning and environmental initiatives based on staff availability. **Participated in the Regional Growth Strategy and work on Climate Change with the RDOS.**



Example of high density development

- Initiate work on OCP amendments to address mixed use development and other issues related to contents of new Zoning Bylaw. **Drafts completed and proceeding to public consultation.**
- Improve and standardize Council report mapping. **Complete.**

**The planned goals for the Planning Department for 2010 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.
- Finalization and adoption of the OCP amendments required due to the new Zoning Bylaw.
- Ongoing work on Spiller and Reservoir Road Neighborhood Plan and commencement of Upper Wiltse Neighborhood Plan.
- Commence North Gateway Area Plan.
- Commence the Downtown Area Plan.



Example of affordable housing options and infill development

## **REGULATORY SERVICES DEPARTMENT**

The Regulatory Services Department provides four main areas of service: Building Inspections, Bylaw, Business Licensing and Animal Control. 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 complement of nine staff members, not including animal control and pound which are contract services.

### **BUILDING INSPECTIONS SECTION**

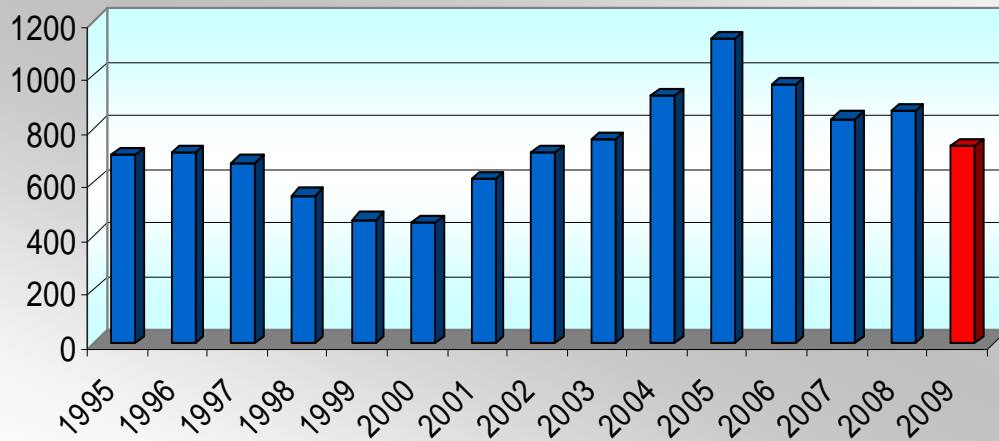
The Building Inspections Section is responsible for regulating construction within the City through the permit and inspection process for all types of buildings including residential, commercial, industrial, institutional and agricultural buildings.

The focus of the Building Inspections Section is to ensure that construction in the City of Penticton conforms to the requirements of the BC Building Code, the Building Bylaw and other relevant City bylaws. Currently, the Building Section is managed by the Deputy Chief Building Official supervising a staff of three Building Officials.



Atkinson Street

## Building Permit Volume



**Figure 1: Building Permit Volume**

Figure 1 illustrates Building Permit activity since 1995. Permit volume in 2009 continued a retraction with an 18% reduction in permits from 2008. Due to a spike in construction activity over the past five years this represents a 24% decrease based on the five year average however, permit activity met the 14 year average illustrated by this chart.

## Figure 2: Performance Measures

### Weeks to Process Building Permits

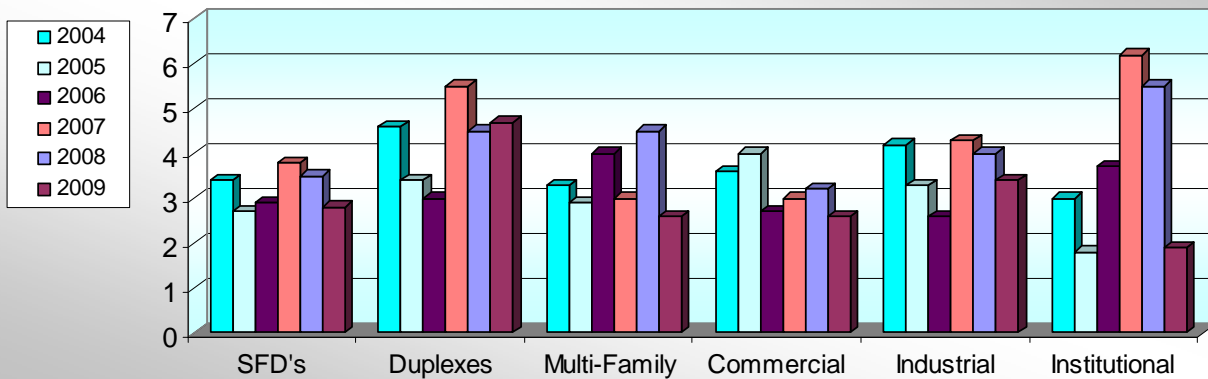


Figure 2 illustrates timelines related to the processing of Building Permits. Prioritization of permit processing resulted in performance measure expectations being exceeded in all categories other than duplexes. This was accomplished with 25% less Building Official staffing and an additional priority of closing out expired permit files.



## BUILDING SECTION - Performance Measures

Infrastructure - Measurements and Targets						
Description	2005 Target (Actual)	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)	2010 Target
<b>Number of Building Permits Issued</b>	(1138)	(966)	(837)	(864)	(734)	750
<b>Number of Building Permits per Staff person</b> # of Building Permits / # Building Inspectors	307 (284) <sup>1</sup>	370 (241) <sup>1</sup>	330 (209) <sup>1</sup>	225 (216) <sup>1</sup>	216 <sup>1</sup> (244) <sup>2</sup>	250 <sup>2</sup>
<b>Time Required 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 (2.8)	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 (4.7)	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 (2.6)	3.5
Weeks to process a Commercial Permit	4.0 (4.0)	4.0 (2.7)	4.0 (3.1)	4.0 (3.0)	3.2 (2.6)	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 (3.4)	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 (1.9)	4.0
Statistics						
<b>Number of Inspections Completed</b>	N/A	(1932) <sup>1</sup>	(1911) <sup>1</sup>	(1846) <sup>1</sup>	(1642) <sup>2</sup>	
<b>Number of Expired Permit Files Closed</b>	N/A	N/A	N/A	N/A	(520)	
<b>Number of STOP WORK ORDERS Issued</b>	N/A	N/A	N/A	N/A	(11)	

Note 1: Based on 4 Building Officials

Note 2: Based on 3 Building Officials



**Okanagan College Centre for Excellence**



**Residential Development**

## BYLAW SECTION

Enforcement of City bylaws is the responsibility of the Bylaw Section. The By-law Section works to promote compliance with the by-laws, regulations and programs of the City of Penticton with key areas of involvement typically including: property maintenance, zoning, noise, nuisance, traffic and parking issues. This service is primarily accomplished through enforcement activity but also includes public relations, education and awareness. The Bylaw staff assists many City departments and community partners such as police and community groups to ensure Penticton is a great and safe community to live in and visit. The Bylaw Section is staffed with three Bylaw Officers.



**Ticket Printer**



## BYLAW SECTION - Performance Measures

Infrastructure - Measurements and Targets						
Description	2005 Target (Actual)	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)	2010 Target
Number of Complaints received	1,360 (1,348)	1,350 (1,523)	1,350 (1,485)	1,350 (1,941)	1,500 (1,680)	1,600
Number of Files per Bylaw Officer <sup>1</sup>	(898)	(1,015)	(990)	(1,294)	(1,120)	1,066
Time to process a Bylaw Complaint						
Weeks to complete a complaint investigation	1.5 (1.0)	1.5 (1.0)	1.5 (1.5)	1.5 (1.0)	1.5 (1.5)	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 (2.0)	3.0
Number of School Zone Patrols	N/A	N/A	(63)	(75)	(79)	75
Statistics						
Number of Property Inspections	(1,875)	(2,548)	(2,345)	(2,786)	(2,977)	
Number of Traffic Tickets Issued	(10,461)	(8,475)	(7,098)	(6,787)	(7,152)	
Number of MTI's	N/A	N/A	N/A	(105)	(106)	
Number of Unsightly Property Cleanups	(15)	(11)	(12)	(11)	(13)	
Number of Meter Repairs	N/A	N/A	(383)	(1,407)	(626)	

Note 1: Based on 1.5 Bylaw Officers      N/A: Statistics not available

## BUSINESS LICENCE SECTION

The Business License Section reviews and issues business licenses. Every business operating in Penticton, including those located in a private residence, must have a valid City of Penticton business licence. Business licence fees vary depending on the type of business as determined by municipal bylaw with fees charged on an annual basis. The City of Penticton is also a partner in the Inter-Community Business Licence and BizPal programs. The business licencing functions are performed by one clerk, supplemented with inspections from the Building Section, as required.

## 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)	2010 Target
No. of Business Licenses Based on one Business Licence Clerk	2,600 (2,481)	2,600 (2,548)	2,600 (2,995)	2,800 (,2705)	2,400 (2,799)	2,700
Mobile Business Licences <sup>1</sup>	N/A <sup>1</sup>	N/A <sup>1</sup>	N/A <sup>1</sup>	115 (135)	150 (181)	170
Time to process a Business License						
Days to review / issue a new BL	3 (5)	5 (4)	5 (3)	4 (2)	4 (2)	3
Days to change an existing BL	2.5 (2)	3 (2)	3 (3)	3 (2)	3 (2)	3

Note 1: Mobile Business License program started in January 2008, statistics not available



**Busy Downtown Business Area**

### **ANIMAL CONTROL SECTION**

The City of Penticton has established rules and regulations to control dogs within the City to provide for the enjoyment and protection of the community's general population. Animal control and pound services which include enforcement of the animal control policies and regulations for the City have been contracted to Rosalee Gingras. The contract for animal control and pound services expires August 15, 2010.

### **ANIMAL CONTROL SECTION**

<b>Statistics</b>					
<b>Description</b>	<b>2005 Actual</b>	<b>2006 Actual</b>	<b>2007 Actual</b>	<b>2008 Actual</b>	<b>2009 Actual</b>
<b>Number of Complaints received</b>	N/A	N/A	179	405	461
<b>Number of Files per Animal Control Officer<sup>1</sup></b>	N/A	N/A	N/A	N/A	184
<b>No. of MTI's Issued</b>	N/A	N/A	41	66	41
<b>No. of Court Dates</b>	N/A	N/A	N/A	N/A	4
<b>Number of Animals Impounded</b>	N/A	N/A	95	208	231
<b>Number of Animals Claimed</b>	N/A	N/A	74	153	154

Note 1: Based on 2.5 Animal Control Officers      N/A: Statistics not available

### **Regulatory Services Department Goals**

**Planned goals for the Regulatory Services Department for 2009 were:**

- Bylaws:
  - Building Bylaw – complete rewrite of the bylaw: ***Not complete, carry over to 2010.***
  - Controlled Substance Property Remediation Bylaw – review and amend as required: ***Not complete, carry over to 2010.***
- 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: **Draft competed in 2009, final recommendations to go back to Council for adoption.**

- Bylaw Dispute Adjudication System – assess the advantage of bylaw matters not going through the provincial court system but rather settled through a Local Bylaw Dispute System. **Preliminary work completed implementation in 2010.**
- 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: **Completed**
- 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. **Completed, renewal date moved to January 31<sup>st</sup>.**
- 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. **Completed**

**Planned goals for the Regulatory Services Department for 2010 are:**

- Bylaws:
  - Building Bylaw – complete rewrite of the bylaw.
  - Controlled Substance Property Remediation Bylaw – review and amend as required.
  - Business Licence Bylaw – review bylaw and recommend changes, investigate criminal records search requirements.
- Review Permit Fees and formulate a fee structure.
- Complete the Parking Report, have it endorsed by Council and implement the recommendations.
- Bylaw Dispute Adjudication System – implement system in conjunction with Okanagan municipalities.
- Department website modification to simplify access and navigation abilities.
- Investigate OneStop Business Registry and make recommendation.

**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 (22) 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 three (53) 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.



**Townley Street Bank Stabilization**

**Public Works Administration Section planned 2009 Goals were:**

- Review the potential of providing service for other water purveyors. **Completed and Council does not want to proceed in this direction.**
- Complete a water storage study that will address climate change. **Not started, Council has removed from 2010 budget.**
- Update Snow and Ice Control Policy. **Complete.**

**Public Works Administration Goals planned for 2010 are:**

- Complete the Public Works Maintenance Policy.
- Solid Waste Collection Level of Service Survey.
- Tender and Award the next 5 year Solid Waste Collection Contract.

**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 various small equipment to large loaders, screening plant and sophisticated Fire Engines.



Removing an engine

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

PERFORMANCE MEASURES/FLEET STATISTICS					
Description	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)	2010 Target (Actual)
Work Order/ Technician	(255.6)	250 (295.6)	275 (304)	275 (297)	300
Customer Satisfaction- % of customers that indicate that rat service as is "Good" or better on satisfaction survey.	n/a	80% (87.5 %)	90% (93%)	90% (94%)	90%
% of Scheduled Work Orders vs Unscheduled	(66%)	60% (67%)	60% (63)	60% (62%)	60%

As of December 31, 2009 Fleet Maintenance was responsible for:

FLEET INVENTORY					
	2005	2006	2007	2008	2009
City Vehicles	115	121	124	125	126
Misc. Equipment	163	176	204	224	227
Fire Department Vehicles	19	18	19	19	19
RDOS	14	15	15	17	17
RCMP	20	26	29	31	30
<b>TOTAL UNITS</b>	<b>331</b>	<b>356</b>	<b>391</b>	<b>416</b>	<b>419</b>

ORDERS / SERVICES AND INSPECTIONS					
	2005	2006	2007	2008	2009
Service Orders Issued	1121	1278	1478	1520	1787
Services and Inspections	432	434	496	561	611

**Fleet Maintenance Section Planned 2009 Goals were:**

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.**



**Serving a flush truck**

- 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. **Complete.**
- Pursue "Green Fleet" initiatives and have report of accomplishments and potential future directions and goals by year end. **Initiatives reviewed no year report completed.**
- External Review of Fleet **Complete.**
- Audit and Down Sizing Report **Endorsed by Council.**
- Focus on best value maintenance in 200 with the goal of holding our repair and maintenance budget at 2008 levels. **Accomplished, 2% reduction in repair costs.**

**The Fleet Maintenance Section Planned Goals for 2010 are:**

- Implement new Idle Free Policy and report results at year end.
- Down Size Fleet in accordance with 2009 Council Endorsed Fleet Review and Down Sizing Strategy.



**Unloading of new Centrifuges**



## Wastewater Treatment Section



**New Lee Avenue Lift Station**

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.

## Waste Water Treatment Section Performance Measures

INFRASTRUCTURE - MEASUREMENTS AND TARGETS					
Description	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)	2010 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)	\$0.270/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> )	\$0.320/m <sup>3</sup> (\$0.324/m <sup>3</sup> )	\$0.330/m <sup>3</sup>

CLIENT BENEFITS - MEASUREMENTS AND TARGETS:					
Description	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)	2010 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</b> – the average of all Total Phosphorus tests (Permit Limit is 0.25 mg/l).	0.10mg/l (0.11mg/l)	0.10mg/l (0.13mg/l)	0.10mg/l (.20mg/l)	0.10mg/l (.15mg/l)	0.10mg/l

## Waste Water Treatment Section Planned 2009 Goals were:

- Finalize Detail design and Tender for AWWTP upgrade. **Complete.**
- Commence construction of a major upgrade to the AWWTP. **Construction underway.**
- Lee Ave. Lift station and force main upgrade **Complete.**



**Pouring of Concrete for new dewatering building**

**The planned goals for the Waste Water Treatment Section for 2010 are:**

- Continue with the construction of the AWWTP upgrade on time and on budget. Construction scheduled to finish March 2011
- Amend Operating Certificate with the Ministry of Environment
- Design and construct a Bio Gas energy recovery system with AECOM
- Promote effluent energy recovery for new developments

**Water Treatment Section**



**Installing filter to waste pipeline**

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 Section Performance Measures

Infrastructure - Measurements and Targets					
Description	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)	2010 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.	\$0.15/ m <sup>3</sup> (\$0.16/m <sup>3</sup> )	* \$0.15/m <sup>3</sup> (\$0.13)	\$0.15/m <sup>3</sup> (\$0.15)	\$0.16/m <sup>3</sup> (\$0.15)	\$0.16/m <sup>3</sup>
<b>Per Capita Daily Water Demand</b> Liters of treated water per capita per day	650 lpcd (644 lpcd)	650 lpcd (612 lpcd)	610 lpcd (581 lpcd)	600 lpcd (589 lpcd)	590 lpcd

\*Estimated population for 2009 @ 35,000, Q at ML/yr

Client Benefits - Measurements and Targets					
Description	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)	2010 Target (Actual)
<b>Citizen Concern – Water aesthetics</b> Number of complaints received specifically related to treated water odor, taste and clarity.	10 (8)	10 (5)	10 (9)	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	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)	2010 Target (Actual)
<b>Efficient Water Conservation Program</b> Water Conservation Costs per reduction in the number of liters per capita per day.	\$1000/L (\$935/L)	\$900/L ( \$704/L )	\$636/L (\$545/L)	\$492/L (\$452/L)	\$400/L

\* 2009 589 lpcd, reduction of 136 lpcd from 2002 – \$61,500

\* 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	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)	2010 Target (Actual)
<b>Peak Day Demand</b> Highest volume of water pumped over a 24 hour period.	45.0 ML/d (45.3 ML/d)	44.0 ML/d (43.7 ML/d)	44.0 ML/d (42.9 ML/d)	43.0 ML/d (41.2 ML/d)	42.0 ML/d
<b>July Total Monthly Demand</b> Volume of water pumped over the month of July.	1085 ML (1179 ML)	1200 ML (1088 ML)	1050 ML (1157 ML)	1050 ML (1072 ML)	1050 ML
<b>July Degree days over 30</b> Days in July where the temperature exceeded 30	(18)	(17)	(18)	(17)	
<b>July Total Rainfall</b>	(28.7 mm)	(43.6 mm)	(12.2 mm)	(38.0 mm)	
<b>August Total Monthly Demand</b> Volume of water pumped over the month of August.	1020 ML (1131ML)	1150 ML (1062 ML)	1120 ML (940 ML)	1050 ML (980 ML)	1000 ML
<b>August Degree days over 30</b> Days in August where the temperature exceeded 30	(9)	(6)	(10)	(13)	
<b>August Total Rainfall</b>	(10.2 mm)	(4.8 mm)	(83.8 mm)	(47.3 mm)	
<b>Average Day Demand</b> Average volume of water pumped over a 24 hour period.	22.6 ML/d (21.2ML/d)	22.0 ML/d (21.5 ML/d)	21.0 ML/d (20.3 ML/d)	20.3 ML/d (20.6 ML/d)	20.0 ML/d
<b>Per Capita Daily Water Demand</b> Liters of treated water per capita per day	(684 lpcd)	(612 lpcd)	(581 lpcd)	(589 lpcd)	

## The Water Treatment Section



**Instrumentation Maintenance**

and solutions to reducing waste. Collaborate with local focus groups on information sharing opportunities on effective delivery of the program. **Complete**

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

- Ensure safe and cost effective supply of water meeting all Ministry of Health and Environments standards. **Complete**
- Complete the major upgrade to the Water Treatment Plant, Booster Station and Reservoir. **Complete.**
- Continue cross connection surveys of high hazard facilities and new construction. Enforce for non compliance. **Complete**

- Ongoing water conservation focusing on the value of water

### **The Water Treatment Section planned goals for 2010 are:**

- Expand collaborative approach on water conservation program delivery methods.
- Perform site surveys to ensure backflow preventer installations adhere to code with a focus on moderate to high risk applications.
- Engage community in developing water conservation initiatives focusing on relevancy and early adoption with public programs and education.
- Optimize water treatment processes upgrades installed in 2009 with a focus on cost effective treatment and delivery of water.

## Works Section

The Works Section is supervised by the Works Superintendent, John Fenske. John's 25 years of well rounded experience ensure the Works Department is well managed.



**Grading Compost Site**



**Fire Hydrant Installation**

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.



**Sewer Maintenance**

## Works Section Performance Measures

Description	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)	2010 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.	\$1.71/m (\$1.27m)	\$1.67/m ( \$1.53m )	\$1.60/m (\$1.21/m)	\$1.37/m ( \$1.43/m)	\$1.80/m
<b>Efficient Road Sweeping Operations (232 km of Road)</b> Cost for road sweeping per lineal meter of road network.	\$0.34/m (\$0.35/m)	\$0.36/m ( \$0.52/m )	\$0.41/m (\$0.56/m)	\$0.45/m (\$0.45/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	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)	2010 Target (Actual)
<b>Citizen Concern – Roads General</b> Number of complaints received specifically related to the condition of the roads and road maintenance	(78)	50 (80 )	50 (52)	50 (57)	50
<b>Citizen Rating – Snow and Ice Control</b> Number of complaints received specifically Snow and Ice Control.	(10)	10 (5 )	10 (6)	10 (8)	10

## Infrastructure - Measurements and Targets WATER IRRIGATION/DOMESTIC

Description	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)	2010 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)	\$4.65/m (4.82/m)	\$4.43/m ( \$4.36/m )	\$6.44/m (\$5.82/m)	\$4.62/m (\$3.67/m)	\$4.77/m
<b>Efficient Domestic Water Mainline Operations &amp; Maintenance (199 km)</b> Cost to provide and maintain 199 km of domestic water supply main.	\$2.25/m (\$1.85/m)	\$1.72/m ( \$1.58m )	\$1.73/m (\$1.70/m)	\$1.70/m (\$2.24/m)	\$2.07/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	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)	2010 Target (Actual)
<b>Citizen Concern - Agricultural</b> Number of complaints received specifically related to agricultural irrigation services & mains	7	10 (17 )	15 (06)	15 (6)	10
<b>Citizen Concern – Domestic</b> Number of complaints received specifically related to domestic water services & mains	82	80 (94 )	75 (70)	70 (58)	70

## Infrastructure - Measurements and Targets SEWER:

Description	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)	2010 Target (Actual)
Efficient Sanitary Sewer System Maintenance (153 km) Cost per lineal meter of pipe Note: Future Numbers may change as Engineering Reports provide accurate data on pipe lengths	\$1.73/m (\$1.27/m)	\$1.68/m (\$1.22m)	\$1.42/m (\$1.31/m)	\$1.49/m (\$1.43/m)	\$1.62/m
Efficient Storm Sewer Maintenance (79 km) Cost per lineal meter of pipe – incl. c/b & mh	\$2.03/m (\$1.65/m)	\$1.68/m (\$1.33m )	\$1.62/m (\$1.45/m)	\$1.58/m (\$1.55/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	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)	2010 Target (Actual)
Citizen Concern - Sanitary Sewer Number of complaints received specifically related to sanitary sewer services or mains	6 (N/A )	15 (9 )	13 (9)	10 (6)	10
Citizen Concern – Storm Sewer Mains Number of complaints received specifically related to storm sewer mains	N/A	40 (3 )	30 (3)	10 (4)	10

## Client Benefits - Measurements and Targets OTHER:

Description - After Hours Callouts	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)	2010 Target (Actual)
Citizen Concern - Other Number of complaints received specifically related to miscellaneous callouts.	26	25 ( 20 )	28 (45)	25 (30)	25

The planned goals for the Works Section for 2009 were:



**Dam/Reservoir Maintenance**

- Wade Ave sidewalk upgrade pending budget carry over. **Postponed to 2010 and supplemented with Fairview Huth-Waterloo completed.**
- Upgrade 800 water meters as part of annual RF program. **Completed 850.**
- 15 Domestic water meter installations in rural areas pending budget approval. **Completed 17.**
- Continue hydrant spacing program approx. 16 new hydrant installations. **Completed.**

- Complete compost site design to ensure project is shelf ready pending outcome of regional discussions. **Completed.**
- Complete Greyback spillway widening as per design requirements. **Completed.**
- Implement Ellis Creek water management plan. **In Progress.**
- Secure Greyback Dam from Public Access. **Completed.**



- Study to increase storage of dams and deal with climate change issues. **Pending.**
- Administer a \$327,000 grant for transit upgrades. **In Progress.**
- Capital sidewalk upgrades. **Completed Fairview from approved budget.**

**The Planned goals for the Works Section for 2010 are:**

- Continued upgrading of 800 domestic water meters as per RF program
- Continued installation of approx 15 domestic meter pits in rural areas.
- Complete transit upgrades from provincial grant of \$327,000.
- Continue hydrant spacing program to meet fire underwriter requirements of approx. 16 new hydrant installations. Pending budget approval.
- Upgrades to Three mile and Brantford irrigation mains in existing easements.
- Complete fire flow enhancement project in the Industrial area.

## ENGINEERING DEPARTMENT

The Engineering Department has five main areas of focus:

1. Provide professional engineering advice to Council.
2. Plan, budget, design and administer construction of Capital Infrastructure projects including the provision of engineering and survey assistance to other City departments.
3. Review, inspect, approve and provide input into the requirements for private development.
4. Maintain records and mapping with respect to engineering as-built drawings, utility records and reports.
5. Administer bylaws relating to various activities within the City.

The engineering Department is managed by Ian Chapman, a professional engineer with twenty four (25) 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.



**Lakeside Sewer Installation**

### Engineering Department Performance Measures

**Infrastructure - Measurements and Targets:**

Description	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)	2010 Target (Actual)
<b>Capital projects per Staff person</b> Total # of Capital Projects / Total # of Eng. Staff dedicated to Capital Projects.	3.0(4.0)	4.5 ( 3.0)	4.0 (3.0)	3.0(2)	3.0
<b>% of capital projects completed within Submitted budget.</b>	80%(90%)	90% (90%)	100%(100%)	100%(100%)	100%
<b>% of capital projects complete by completion date in Contract</b>	80%(80%)	80% (80%)	100% (100)	100%(100%)	100%

## Client Benefits - Measurements and Targets:

Description	2006 Target (Actual)	2007 Target (Actual)	2008 Target (Actual)	2009 Target (Actual)	2010 Target (Actual)
<b>Negative Citizen Concern - Capital Projects</b> Number of negative complaints received specific related to capital construction projects	8 (15)	8 ( 6)	0 (5)	0 (4)	0
<b>Positive Citizen Comment – Capital Projects</b> Number of positive comments received specific related to capital construction projects	10 (12)	10 (5)	10 (>10)	10 (5)	10

## Engineering Department Goals

The planned goals for the Engineering Department for 2009 were to:

- Complete the update of the Subdivision and Development Bylaw. **Not complete due to time required to complete the Cityview software launch, carry over to 2010.**
- Complete the City wide irrigation study. **Study complete and out for consultation.**
- Complete the implementation of the CityView software. **Complete.**
- 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. **Completed as it relates to BC Housing needs. Still need to address City of Penticton revenue generation opportunities.**
- Complete design and construction for the Lakeside Road sanitary sewer upgrade/replacement. **Complete.**
- Complete construction of the Lee Avenue lift station replacement. **Complete.**
- Complete construction of the Lee Avenue forcemain replacement and treated effluent transmission line. **Complete.**
- Provide engineering review, approval and agreements for development proposals. **Complete.**
- Maintain and improve estimating manual and contract document front end. **Complete.**
- Continue administration of engineering related Bylaws including initiation of appropriate updates to the Bylaws. **Complete. Intend to update the Earthworks Control Bylaw for 2010.**
- Ongoing updates of the Utility Modeling for the Water and Sanitary Sewer systems. **Updates have been undertaken for the water and sanitary models.**



Lee Avenue Lift Station

The planned goals for the Engineering Department for 2010 are to:

- Complete the update of the Subdivision and Development Bylaw.
- Complete the consultation, final report and implementation of the city wide irrigation study.
- Evaluate City owned land and right of ways and come up with a list of revenue generation infill projects for implementation, cost same and take to Council for endorsement.
- Provide engineering review, approval and agreements for development proposals.
- Review and update the Earthworks Control Bylaw.



- Manage pre-design for expansion of City treated water supply to WBID, support public consultation and follow up with design and construction if approved.
- Provide support for negotiations with PIB for expansion of City treated water supply to reserve lands.
- Complete design and construction for the 2010 Watermain upgrades.
- Complete design and construction for the 2010 road and lane recapping.
- Initiate multi year program for the expansion of a bike network.
- Initiate City wide review of signage and intersection functionality (sight lines, etc).
- Complete pre-design reports for future year projects.
- Develop and implement revised capital budget reporting procedure.
- Initiate implementation of in-house asset management and GIS 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 five Departments: Parks, Cemeteries, Facilities, Recreation, and Museum. The Division services are provided through a Director, two managers, five supervisors, over ninety full or part time employees, and up to 200 volunteers who provide over 8,340 hours of support to a wide variety of programs and events. In addition, more than ninety contract instructors and eleven seasonal staff conduct over 2,295 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 totalling over 300 acres; 2 cemeteries, managing all civic and recreation facilities including approximately ninety-two (92) buildings with 741,000 square feet; providing nearly 2,300 different types of recreational programs, and managing 13,000 square feet of exhibit, archive and storage space at the Penticton Museum.

The Division administers or supports volunteer activities including the Adopt-A-Park program and throughout 2009, some of the highlights involved:-

- The Penticton Creek clean-up in March spear-headed by OUC and Skaha Rotary
- Esplanade clean-up and park patrols with daily activity by volunteers
- Upper Bench Road litter clean-up by BC Assessment staff
- Okanagan Lakeshore clean-up by local divers
- Facilitated private tree donations for Skaha Park

The Parks Department, within our Division, and in an effort to preserve, enhance and utilize the environment, developed a Xeriscape landscape plan for the SOEC and undertook the installation in-house. They also co-hosted an Earth day event with Okanagan Similkameen Conservation Alliance by planting additional trees and shrubs in the Esplanade. Parks worked with the Engineering Department to design a new effluent wastewater distribution plan to irrigate all of Skaha Park with recycled water. They also worked with the City Electrical Department to save a 100 year old ponderosa pine tree during a construction project, used vacuum truck to excavate around tree roots and tunnel new pipe under roots. A solar-powered automated gate was installed at Airport beach utilizing "green" energy. The sport field lighting system at Kings Park was automated in an effort to reduce energy consumption.

As a contribution to our tourism based economy, the Division assisted numerous festivals, sport and adventure tourism and special events throughout 2009. Between

April 1 and October 31, 2009, 167 tournaments, festivals and events were held in our parks, fields and facilities.

<b>2009 Budgets</b>	<b>Parks</b>	<b>Cemeteries</b>	<b>Facilities</b>	<b>Recreation</b>	<b>Museum</b>
Capital	\$ 125,000	\$ 80,000 (from reserves from revenue)	\$ 100,000	\$ 25,000	\$ 1,000
Operating	\$2,362,350	\$ 142,546	\$2,996,710	\$2,245,237 expenses \$1,114,069 revenue	\$208,000 \$ 9,800 revenue

The Division also sought out numerous granting opportunities and was successful in securing the following grants:

<b>Grants Secured</b>	<b>Parks</b>	<b>Facilities</b>	<b>Recreation</b>	<b>Museum</b>
2009	\$ 50,000  (Trees for Tomorrow Grant)	\$15.3 million  (Building Canada Grant re: pool)	\$122,334 (various)  \$ 38,000 (Sport tourism, signage & marketing)  \$ 51,569 (Arts festival, Public Art Policy & heritage walking Tour)  \$ 50,000 (Adventure tourism strategy)	\$ 35,000  (Various)

## PARKS DEPARTMENT

In 2009 the City of Penticton Parks Department was comprised of one Parks & Facilities Manager, one Parks Supervisor, three Foreman, six full-time staff and 24 seasonal parks maintenance and summer staff. The Department has five main sections: Design / Construction, Urban Forestry, Horticulture, Park Amenities and Cemetery Services. Some of the major responsibilities/functions are:

<ul style="list-style-type: none"><li>○ Manage approximately 400 acres of parks &amp; open space</li><li>○ Maintain 20 acres of beach &amp; 25 km of trails</li><li>○ Support tourism &amp; 40-50 special events per year</li><li>○ Inspect &amp; maintain City's inventory of approx 5000 trees</li><li>○ Maintain 16 sport fields, 2 skate parks, multiple volleyball / basketball / tennis courts</li></ul>	<ul style="list-style-type: none"><li>○ Park planning &amp; capital project administration</li><li>○ Maintain 110 irrigation systems &amp; 100 acres of turf</li><li>○ Plant &amp; maintain 10,000 sq ft of annual flower beds</li><li>○ Manage the operation of cemeteries with approx 220 interments per year</li><li>○ Maintain 8 playgrounds, 2 water parks, lake rafts and slides</li><li>○ Winter Control for sidewalks and trails</li></ul>
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### 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 cemeteries 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 AND ISSUES FROM 2009

#### **DESIGN / CONSTRUCTION** - *managing park design and construction projects*

- **SOEC Landscaping** - developed a Xeriscape landscape plan for the SOEC and began the installation in-house.
- **Centennial Plaza** - completed construction of the Centennial Plaza in Okanagan Lake Park. Through the sales of donor plaques, \$20,000 went to the Community Foundation of the South Okanagan towards the City of Penticton Centennial Legacy Fund.
- **Tree Planting** - received a \$50,000 Trees for Tomorrow Grant from the Ministry of Community Development to plant additional trees throughout the City, funds have been used towards the new landscaping at SOEC, and for planting additional trees in parks and along trails throughout the City.
- **Masonic Lodge Obelisk** - assisted the Masonic Lodge in the installation of the donation of their Centennial Obelisk and pathway in Gyro Park.
- **Public Art** - Worked with the Okanagan School of the Arts in the development and installation of the "Ancestors", a public art structure in Okanagan Lake Park; also worked with OSA to design and install new



'medallions' on lights in Okanagan Lake and Marina Way Parks – images on medallions are representative of the South Okanagan and include depictions of the railway and orchard industries, and fish and wildlife.

#### Other projects

- Worked with Engineering Dept. to design a new Effluent Wastewater Distribution plan to irrigate Skaha and Lions Parks with recycled water.
- Penticton Youth Park – added bleachers and shade structures for skateboard park users.
- Worked with Penticton Community Garden Society to install a new security fence around the vegetable garden plots at Vancouver Ave. Park, which has resulted in less garden theft and damage by deer.
- Worked with Loco Landing to assist in the expansion of their leased area which provided an enhanced tourist attraction.
- Redeveloped the landscaping in front of Memorial Arena to accommodate the sculpture commemorating the 1955 World Champion Penticton Vees.
- Trail Improvements – sections of trails that had safety issues were re-asphalted.
- Automated the sport field lighting system at Kings Park – reduce energy waste.
- Installed solar-powered automated gate at Airport Beach – 'green' energy.
- Received \$8,000 donation from Penticton Rotary Club for accessibility improvements at Skaha Park Rotary Playworld.
- Developed concept design for a trail on the marina breakwater.
- Purchased portable stage available for rent by special events groups.
- Reviewed development proposals for potential impacts on parks and trees within the City.

### **URBAN FORESTRY - *managing trees and natural park areas***

#### Tree Maintenance

- Purchased new aerial bucket truck, more efficient equipment that increases ability to maintain larger trees.
- Received 104 public tree inquiries / requests.
- Worked with City Electrical Dept. to save a 100-year old ponderosa pine tree during a construction project, used vacuum truck to excavate around tree roots and tunnel new pipe under roots.



#### Tree Planting

- 112 trees and 1688 shrubs were planted throughout the city.
- Co-hosted Earth Day event w/ Okanagan Similkameen Conservation Alliance by planting additional trees and shrubs in the Esplanade.

#### Plant Health Care

- Increased preventive monitoring and inspections of trees and shrubs for insects and diseases, incl. Western and Mountain Pine Beetles. Reduced overall use of pesticides.
- Through Grant funding, worked with Invasive Plant Society to manually remove large amounts of invasive puncturevine throughout City properties.

#### Goose Control

- Local goose control program included regular monitoring of low tolerance sites and using various scare tactics – noise makers and lasers.

- The City of Penticton again contributed to the Okanagan Valley Goose Management Program (ORGMC). Through the ORGMC program the egg-addling program has resulted in 3,200 fewer Canada Geese from joining the Valley resident goose population over the past three years.

**HORTICULTURE** - *managing turf, sport fields, irrigation, floral displays and landscaping.*

Floral Displays

- The budget for hanging basket displays was reduced by 50%. Staff eliminated baskets that were more expensive to maintain (hand-watering), resulting in a reduction of 36 baskets, from 116 to 80.
- The budget for annual flower displays was reduced by \$20,000 (30%), resulting in less funds to plant and maintain flower beds. Many flower beds were either converted to lawn or were planted with ornamental grasses and perennials, which provide floral display but cost less to maintain.



Special Events

- Special Events - Penticton's Parks host dozens of annual Special Events and Sports tournaments 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.

**PARK AMENITIES** - *managing beaches, trails, playgrounds, swimming areas, play courts and furniture amenities.*

Beaches

- Implemented a reintroduction of five (5) fire pits on the public beaches
- Staff provided 7 days/week beach cleaning throughout the summer
- Contracted our beach-cleaning services to other local public and private beaches on occasion (Naramata, Summerland, OK Falls).



Litter Control

- Recycle - bottle and can recycling dispensers were purchased and will be installed on litter receptacles throughout the city to help reduce landfill waste.

Furniture

- Sold excess bleacher inventory through public auction, generating \$4,300 revenue
- Received over \$10,000 in donations through the Gifting Program for additional park benches and picnic tables in our parks.



Snow and Ice Control

- Expanded areas for snow removal service to include nearly all City park sidewalks and trails.

**CEMETERY SERVICES** - *providing a dignified setting where residents can reflect on their lives with departed loved ones.*

**Operational Functions**

- First year of a 5-year contract with new caretaker at Lakeview Cemetery
- Completed construction of Columbarium & Mausoleum interment facility at Lakeview Cemetery, opened in June. Provides several interment options incl. mausoleum (full body), niche (ash) and ossuary (comingling).
- In 2009, 213 interments were carried out at Lakeview Cemetery (159 cremations, 54 full burial)
- Columbarium Gardens niche sales generated \$253,000 revenue in 2009.



**DEPARTMENT GOALS AND OBJECTIVES FOR 2010**

- Complete a Cemetery Services Strategic Master Plan.
- Complete all 2010 capital projects on time on budget.
- Complete installation of SOEC Landscaping.
- Complete Xeriscape brochure for public education.
- Continue to update critical chapters in the Parks section of the Masterplan.
- Form an 'Off-Leash Dog Park' Committee to identify and recommend official dog off-leash sites.
- Complete trail construction along Ellis Creek (Transportation Grant).
- Purchase and install bike racks throughout various parks to encourage use of bikes for transportation to City parks and beaches (Transportation Grant).
- Work with the local Astronomical Society to install Sunset Markers at Munson Mountain.
- Relocate and reinstall the Romp sculpture.
- Work with the Skaha Rotary Group on the Trail Enhancement Project to develop and improve trails in the city.
- Support and work with Engineering Dept. in park irrigation conversion from potable to effluent source at Skaha and Lions Parks.
- Revise and promote the Parks Gifting Program.
- Work with the local Rotary Club to develop a partnership to enhance trails in the community.
- Work with Penticton Community Garden Society for the potential expansion of the vegetable gardens at Vancouver Avenue Park.
- Continue to provide updated information on potential Pine Beetle infestations
- Increase efforts to achieve the long term goal of reducing the Canada Goose population and reducing the impacts to the community, including applying for a culling permit.
- Continue to search for innovation and efficiency in park operations.



## RECREATION DEPARTMENT

In 2009, 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 90 contract instructors and 11 seasonal staff conducted over 2,295 programs and over 190 volunteers provided over 8,340 hours of support to both 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 2009 were:**

#### **Partner in Health Prevention**

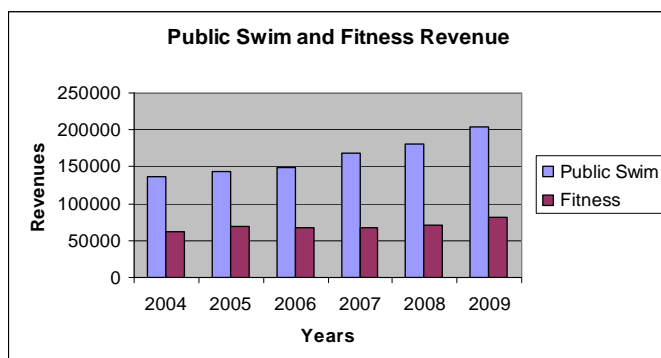
*GetActive! Penticton completed its four year plan to increase physical activity levels 20% by 2010. As well, partnerships with the medical profession and other organizations were established to help residents access healthy lifestyle information and opportunities.*

- *GetActive! Penticton* projects and initiatives included the Activity Coupon Book; Workplace Wellness Network; *GetActive! Girls*; hearts@school Grade 6 Health Fair; community events and activities; Everybody Active accessibility and inclusion initiatives; and doctors' prescription referral pads.
- Wellness Wednesdays were offered in partnership with the Integrated Health Centre and the Arthritis Society.
- Penticton Steps Out now has 1,817 steppers and the 2009 Speaker Series had 4,200 in attendance with 3 key note speakers funded through Penticton Regional Hospital Cardiologists and the Hospital Foundation (\$10,000). GamesTown 2010 awarded Penticton with an early bird draw prize to host a paralympic speaker.
- In partnership with local health and wellness providers, Healthy Family Day was held at the Community Centre promote healthy living to young families.
- Interior Health Authority partnered in providing Prenatal Health and Yoga aimed to help young mothers and parents raise a healthy family.
- In partnership with the Fire Department and Health Unit, Penticton Aquatics hosted approximately 500 families at the "Kids Safe" event at the Safety Village.

## Cost Effective Strategies

The Recreation Department explored innovation, marketing initiatives and reviewed business practices to address the tough economic times.

- Fees and Charges received a comprehensive review in 2009 for implementation in 2010 through 2012.
- Outdoor Recreation Programs were linked to the Chamber of Commerce tourism website which receives over 5,000 hits per week.
- A \$4,000 BCRPA physical activity grant resulted in a Social Marketing presence, an electronic newsletter and Recreation Stations (off-site information kiosks).



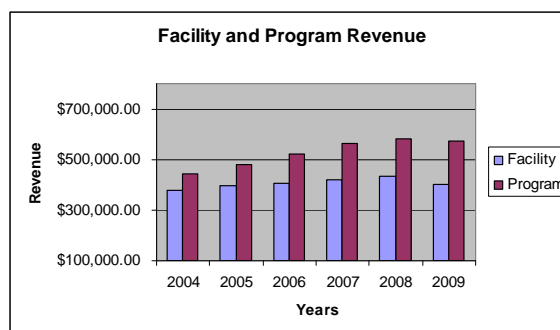
The scan system implemented in 2008 continued to reflect an increase in drop-in program revenue.

- A business case was completed and submitted to the RDOS for consideration regarding Regional Recreation.
- \$67,000 of grant funding was recruited to support recreation initiatives.
- The Recreation Department assisted the Interior Health Authority (IHA) to transition into the SOEC Wellness facility. The IHA program was launched in September 2009.

## Sport, Culture and Adventure Tourism

Penticton is viewed as a sport and event community attracting residents and visitors alike.

- In January 2009, Rick Thorpe, MLA for Okanagan-Westside, announced that The City of Penticton was awarded the 2011 BC Disability Games.
- A Community Tourism Phase 2 UBCM grant of \$50,000 was secured to develop an Outdoor Adventure Tourism Strategy and another \$38,000 was received for sport tourism signage and marketing.
- The Aquatics Department supported 3 major swim meets which attracted over 700 competitive swim participants.
- \$51,569 grant from the UBCM Community Tourism program was secured to establish an Art Festival, a Public Art Policy and an Arts & Heritage Walking tour program for completion in 2010.
- Penticton was selected as an Olympic Torch Celebration Community with \$55,000 secured to support celebration activities.
- 6 non-resident Triathlon groups trained at the Community Centre.
- The Recreation Department brought together members of the festivals and Events community to assess methods to improve efficiency for event delivery in Penticton. As a result, a new society – FESTEVENETS – is being established.
- 167 tournaments, festivals and events were held in our parks, fields and facilities between April 1 and October 31, 2009.



Although the economy affected recreation programs, demand and use of parks and facilities stayed strong.

- PacificSport provided seminars and training opportunities to coaches and athletes as well as 'Sport Discovery Camps' for 9 – 13 year olds.

### **Access to Participation**

*Several strategies were employed to increase physical activity levels of Penticton residents.*

- Generation Active (Gen-A) program was launched in partnership between the City, School District #67, the RCMP and various fitness and minor sport organizations. Gen-A provided after school activities at 3 schools to increase opportunities for youth without the barrier of transportation.
- Penticton was identified as a provincial success story by the BCRPA and a short promotional video was created to highlight the initiatives.
- Accessibility/Inclusion – several initiatives were implemented targeted at people living on low incomes or facing other barriers and included:
  - Community forums, workshops, discussion groups and networking;
  - Mentorship Walking Program in partnership with the Penticton Indian Band;
  - Community Centre welcome orientations;
  - Access Resource Guide was developed.
- Leveraged by a provincial grant, a Special Needs Hockey program for youth and young adults was developed and is now supported by local sponsorship and volunteer coaches.
- The LIFE (Leisure Involvement For Everyone) access to recreation subsidy program sponsored 547 individuals. The LIFE program transitioned to a scan card system to improve statistical reporting on usage and to increase client confidentiality.
- Through the Canadian Tire Jump Start Program, staff assisted in distributing \$9,600 towards recreational registration fees for children in financial need.
- The Recreation Department provided low cost and no cost programs such as Loonie Swims, Youth Etc. and Free Try-it programs (Lacrosse, Tai Chi and Chi Gong) throughout the year.



*"I am so glad I came to this. I probably wouldn't have got to know these other people normally in school and now we are friends."- Gen A program participant (13-15 years)*

### **Active Living for all Ages**

*A variety of recreation program and activities are offered annually to meet the lifelong living and physical activity needs of pre-schoolers, children, youth, adults and seniors.*

- Swim Fit was introduced to help adults build stroke techniques.
- REACT, a program for individuals with limited mobility and health issues, continued to support 140-160 participants each week.
- New Waves program hosted 30 special needs children and adults each week.
- In partnership with the Dragonfly Pond Society, two camps with over 30 children and their caregivers were hosted.
- Staff led the process to establish a local cycling club.
- The City of Penticton partnered with Global Spectrum to host a 2009 Volunteer Recognition Event for 100 Recreation Department volunteers.
- In partnership with Global Spectrum, the 28<sup>th</sup> annual Pumpkin Patch Carnival and the 23<sup>rd</sup> annual Santa's Craft Workshop hosted over 700 children combined.

- Ten Recreation Department representatives (staff, contractors, and partners) were nominated for 2009 South Okanagan Health Fair awards. The Recreation Department celebrated a win in the Youth Initiative Leader Category.
- Grant funds were used to bring home and restore two city-owned 1908 war-canoes for future use by the Penticton Museum, the Recreation Department and the Penticton Indian Band through the “Pulling Together” aboriginal youth paddling program.

**Goals for 2010 are:**

- Develop and implement transition plans for the Community Centre and Pool closure.
- Facilitate the development of a 2011 BC Disability Games committee and support the committee in the planning of the Games.
- Work with the Chamber of Commerce in developing a sport tourism strategy.
- Lead a process which will address regional delivery of recreation services.
- During the Community Centre Closure:
  - provide a core selection of recreation programs for youth from preschool age to teens.
  - provide facility and parks booking services and event liaison activities.
  - assist Cleland Theatre user groups with relocation to other venues.
- Liaise and support the development of the ‘Festevents Society’ (society established to help to coordinate the needs of event organizers hosting events in the City of Penticton).
- Provides support for the International Wakeboard Championship.
- Facilitate the implementation of UBCM grant programs (Outdoor Adventure Tourism and Community Tourism).
- Accommodate all aspects of design for the Pool Expansion Project and to coordinate communications during the construction.
- Support and host the 2010 BCRPA Symposium.
- Provide support for the 2010 Provincial Swim Championships (February).
- Develop plans for the re-opening of the Community Centre and the Aquatic facility.
- Wrap up the 4 year plan for GetActive! Penticton and establish a long term sustainability plan.
- Represent the City on the Chamber of Commerce Sport Tourism strategy.



*“Childminding is great here!  
Kids love the room and the  
ladies” – Childminding Parent.*



## 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 (vacant), 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.

2009 Operating Budget	-	\$ 2,996,710
2009 Capital Budget	-	\$ 100,000



### Highlights for 2009 were:

- Developed plans for upgrading and expanding the Community Centre pool. Received an Infrastructure grant of \$15.3 million as 2/3 of the total cost. Received strong public support for the borrowing by-law.
- Assisted South Okanagan Youth Soccer Association (SOYSA) in the development of a successful Western Economic Diversification grant application for Phase II of the Kings Park multi-use building expansion.
- Assisted South Okanagan Tennis Association (SOTA) with a review of options for the redevelopment of a community tennis facility and assisted SOTA and SOYSA in the proposal for a joint venture on the Kings Park site.
- Instituted 24/7/365 standby for Facility related emergency call outs to improve customer service.
- Worked with the School District and the Okanagan School of the Arts to develop an adaptive reuse plan for the Shatford building.
- Initiated the process of developing a long term lease and management plan with the Penticton Curling Club.
- Worked closely with Peachfest organizers to improve electrical supply at Okanagan Lake Park to ensure there were no power losses during the event.
- Installed energy efficient lighting at the Library.
- Installed new chiller unit at the Penticton Curling Club.
- Leased out vacant space in Westminster Centre to the BC Wine Authority.
- Hired an HVAC Technician which reduced operating costs by reducing the use of contractors.
- Assisted SS Sicamous Restoration Society in sourcing numerous opportunities for grants to restore heritage artifacts, expand interpretive programs and sponsorship of cultural shows.



### Goals for 2010 are:

- Complete the approved 2010 Capital Program on time and on budget.
- Continue with facility condition assessments to assist with facility inventory to provide the basis necessary for developing our 10 year capital plan for civic and recreational facilities.
- Continue with energy audits of civic facilities to reduce energy consumption and lower operating costs.
- Implement a computer maintenance management software system to establish a preventative maintenance program.
- Continue to assist the South Okanagan Tennis Association with a review of options for the redevelopment of a community tennis facility.
- Continue to examine means of economic efficiency and innovation in service delivery.
- Provide technical support and act as liaison with contractors and consultants during the Community Centre Aquatic Expansion and renovation.
- Continue to move the Facility Department forward in an asset management philosophy and provide a state of our physical assets.

## PENTICTON MUSEUM & ARCHIVES



### Mission

The Penticton Museum strives to deliver professional and innovative exhibits, programs, archival services and collections management resources with the goal of ensuring heritage and culture is highly represented in Penticton's physical identity and community character.

### Museum Details

The Penticton Museum is represented by a Manager/Curator and a Museum & Archives Assistant, with assistance from two seasonal summer staff. The capital and operating budget for both museum & archives was \$209,000 (excluding general building maintenance and security services.) The museum received \$35,000 in grants and \$9,800 in donations, sales and fees throughout 2009. The total number of visitors to the museum was 15,600 people (a 36% increase over the previous year) with an additional 2,500 attendees at partner events outside of the museum.

### Highlights from 2009 are:

- Penticton Museum produced 4 temporary exhibits at the Atkinson Gallery and hosted accompanying open houses, panel presentations and lectures related to each of the exhibits:
  - ***Vroom! The Magic of Motorcycles:*** Featuring 22 heritage and modern motorcycles from the Okanagan.
  - ***Red Roads:*** A visual journey through Syilx history which was held in partnership with Enowkin Centre.
  - ***Transforming Landscapes: Best of Canadian Architecture 2008.*** Presented by local architects.
  - ***Skies Alive! Stargazing through the Ages:*** Family exhibit to celebrate International Year of Astronomy 2009.
- Renovations and new installations were made to the permanent gallery's ***Penticton: Shaping of Place*** exhibit in order to highlight Penticton's pre-history and recent past.
- Six temporary off-site exhibits were installed around Penticton to promote local heritage including Environmental Week, community for Kids, Literacy Day, Penticton Visitors Centre and Spirit of BC sites.
- Over 30 ***Curator Kids*** school tours, family programs and youth activities were hosted both at the museum and at partner organizations like White lake observatory and the SS Sicamous.
- Museum hosted over 7 performance and celebratory events, including Okanagan Symphony Orchestra, Kettle Valley Brakeman, JCI Amazing Race and Genealogical Society open houses.
- Over 31 ***Brown Bag lectures*** were featured in the auditorium to attendance of over 2,200 people.
- ***Archival Research and Education Centre*** (ARC) was instrumental in collecting and preserving hundreds of donations to the archives, ARC also serviced over 180 research requests and archive requests, including partner projects with UBC-O, Okanagan College, local schools, businesses and organizations.

- ARC assisted in development and publication of the Penticton Heritage Registry.
- Conservation of museum's collections continued, including preservation of two heritage war canoes.
- The delivery of long-standing museums programs and events continued, such as the Remembrance Week Film series, Valentines Tea, Volunteer's Party, Elders Symposium and BC Heritage Week.
- The museum was proud to work with 22 regular volunteers, including partnering with the ***Friends of the Museum***, on multiple events and projects for the enhancement of the museum and archives.



Vroom! The Magic of Motorcycles



Pioneer Life School Program

#### Museum and Archive Goals for 2010:

- Presentation of three temporary exhibits in the Atkinson Gallery, featuring:
  - ***Skies Alive! Stargazing through the Ages*** (until April 2010).
  - ***Foundations: The history of construction in Penticton.***
  - ***Bravo Zulu: Celebrating Canada's Naval Centennial.***
- The museum was proud to work with 22 regular volunteers, including partnering with the ***Friends of the Museum***, on multiple events and projects for the enhancement of the museum and archives.
- Development of a new ***Artifact and Archives Electronic Collections Database System***, including the digitization of all archival records and implementation of new artifact storage systems.
- Completion of museum's permanent exhibit "***Penticton – The Shaping of a Place***", including the addition of exhibits related to 1950's to 1990's.
- Install and celebrate new military exhibit for former BC Dragoon Lt. Col. T.C. Chapman.
- Install over five off-site exhibits highlighting local heritage, including a ***Winter Sports Legacy*** installation at SOEC and Cherry Lane Mall, Literacy Day Exhibit, Bc Heritage Week and other celebratory events.
- Initiate South Okanagan heritage Alliance summer project involving GPS Treasure Map and Geo-caching.
- Facilitate the development of a new City of ***Penticton Heritage and Culture Walking Map***, with associated social media content.
- Develop new ***Curator Kid*** programs with a focus on historical narratives and local earth sciences.
- Continue upgrades to the ***Archive Storage and Research*** rooms and meet Archive Association of BC accreditation criteria to access funding opportunities.
- Initiate new adult programs and partner with local arts and cultural organizations.
- Renovate and re-format collections storage area to achieve conservation efficiencies.

- Continue delivery of **Brown Bag Lecture** series, **Remembrance Week** film series and **Valentine's Tea, Volunteer's Party** and other celebratory events.
- Explore potential of partnership interpretive programs at the Leir House and S.S. Sicamous.



Curator Kids sampling early apple varieties



Red Roads exhibit open house



Volunteer working with lithic collection



Celebration in museum courtyard

**SCHEDULE "A"**

THE CORPORATION OF THE CITY OF PENTICTON  
BRITISH COLUMBIA

CONSOLIDATED FINANCIAL STATEMENTS  
AND AUDITOR'S REPORT

DECEMBER 31, 2009



**SCHEDULE "B"**

<b>Address</b>	<b>2010 Estimated Annual Tax Rates Levy</b>	<b>2011 Estimated Annual Tax Rates Levy</b>	<b>2012 Estimated Annual Tax Rates Levy</b>
#101-96 Edmonton Ave	4,958.86	5,058.04	5,159.20
#102-1825 Main St	26,458.58	26,987.75	27,527.51
#104-550 Carmi Avenue	1,531.52	1,562.15	1,593.39
1099 Lakeshore Drive W	23,380.88	23,848.50	24,325.47
1101 Lakeshore Drive W	8,607.64	8,779.79	8,955.39
1175 Lakeshore Drive W	7,014.74	7,155.03	7,298.14
120 Preston Avenue	8,582.34	8,753.99	8,929.07
1203 Main Street	12,776.21	13,031.73	13,292.37
123 Nanaimo Ave E	4,687.31	4,781.06	4,876.68
1265 Fairview Road	2,386.31	2,434.04	2,482.72
1295 Manitoba St	12,363.04	12,610.30	12,862.51
1296 Main St	12,492.95	12,742.81	12,997.67
1299 Manitoba St	7,407.16	7,555.30	7,706.41
135 Winnipeg Street	4,663.37	4,756.64	4,851.77
1370 Church Street	4,652.91	4,745.97	4,840.89
1498 Government Street	11,249.93	11,474.93	11,704.43
150 Orchard Ave	8,181.42	8,345.05	8,511.95
157 Wade Avenue W	3,248.61	3,313.58	3,379.85
180 Industrial Ave W	32,605.11	33,257.21	33,922.36
197 Brandon Avenue	8,405.94	8,574.06	8,745.54
199 Marina Way	56,850.76	57,987.78	59,147.53
216 Hastings Avenue	17,839.93	18,196.73	18,560.66
220 Manor Park Avenue	20,466.28	20,875.61	21,293.12
2200 Dartmouth Dr	24,678.72	25,172.29	25,675.74
226 Van Horne St	3,401.98	3,470.02	3,539.42
234 Van Horne St	3,401.97	3,470.01	3,539.41
2399 South Main St	14,295.97	14,581.89	14,873.53
2434 Baskin St	3,474.47	3,543.96	3,614.84
245 Warren Ave W	7,732.67	7,887.32	8,045.07
2450 Baskin St	3,450.54	3,519.55	3,589.94
2469 South Main St	10,805.28	11,021.39	11,241.81
270 Hastings Ave	94,743.87	96,638.75	98,571.52
2800 South Main Street	33,599.42	34,271.41	34,956.84
290 Warren Ave W	12,390.41	12,638.22	12,890.98
2905 South Main St	62,773.69	64,029.16	65,309.75
2946 South Main St	14,933.92	15,232.60	15,537.25
2964 Skaha Lake Road	21,818.52	22,254.89	22,699.99
318 Ellis St	8,903.94	9,082.02	9,263.66



3290 South Main St	4,778.42	4,873.99	4,971.47
330 Ellis St	18,976.94	19,356.48	19,743.61
3302 South Main St	7,933.09	8,091.75	8,253.59
332 Eckhardt Ave W	3,235.72	3,300.43	3,366.44
352 Winnipeg Street	9,309.85	9,496.05	9,685.97
361 Wade Ave W	2,568.49	2,619.86	2,672.26
391 and 397 Martin Street	2,239.23	2,284.01	2,329.69
393 Winnipeg St	2,025.83	2,066.35	2,107.67
453 Winnipeg St	47,199.27	48,143.26	49,106.12
456 Main St	6,277.61	6,403.16	6,531.23
52 Roy Ave	5,251.21	5,356.23	5,463.36
521 Martin Street	1,927.36	1,965.91	2,005.23
523 Jermyn Avenue	5,775.49	5,891.00	6,008.82
574 Main Street	5,092.54	5,194.39	5,298.28
600 Comox St	47,013.63	47,953.90	48,912.98
608 Winnipeg St	2,587.35	2,639.10	2,691.88
639 Main Street	13,756.28	14,031.41	14,312.03
65 Preston Avenue	4,259.81	4,345.01	4,431.91
675 Marina Way	70,785.17	72,200.87	73,644.89
696 Main St	8,368.69	8,536.06	8,706.79
74 Penticton Ave	4,494.55	4,584.44	4,676.13
742 Argyle St	2,807.28	2,863.43	2,920.69
852 Eckhardt Ave W	13,048.65	13,309.62	13,575.82
945 Main Street	16,362.45	16,689.70	17,023.49
973 Main Street	8,375.48	8,542.99	8,713.85
Undisclosed Location	4,868.97	4,966.35	5,065.68
	\$940,536.53	\$959,347.26	\$978,534.21