

Minutes of the **GOVERNANCE & SERVICES COMMITTEE** meeting of the Regional District of Central Okanagan held at Regional District Offices, 1450 KLO Road, Kelowna, B.C. on Thursday, November 12, 2015

Directors

J. Baker (District of Lake Country)
C. Basran (City of Kelowna)
W. Carson (Central Okanagan West Electoral Area)
M. DeHart (City of Kelowna)
D. Findlater (City of West Kelowna)
C. Fortin (District of Peachland)
G. Given (City of Kelowna)
T. Gray (City of Kelowna)
P. Hanson (Central Okanagan East Electoral Area)
D. Ophus (City of West Kelowna)
B. Sieben (City of Kelowna)
L. Stack (City of Kelowna)

Absent:

C. Derickson (Westbank First Nation)

Staff:

B. Reardon, Chief Administrative Officer
R. Fralick, Manager - Planning
M. Kopp, Director of Parks Services
C. Radford, Director of Community Services
B. Smith, Communications
M. Drouin, Manager Corporate Services (recording secretary)

1. **CALL TO ORDER**

Chair Given called the meeting to order at 8:30 a.m.

2. **ADDITION OF LATE ITEMS**

No additional items for the agenda

3. **ADOPTION OF THE AGENDA**

#41/15

FORTIN/GRAY

THAT the agenda be adopted.

CARRIED Unanimously

4. **ADOPTION OF THE MINUTES OF SEPTEMBER 10, 2015**

#42/15

OPHUS/FORTIN

THAT the Governance & Services Committee meeting minutes of September 10, 2015 be adopted.

CARRIED Unanimously

Director Sieben arrived at 8:35 a.m.

5. Delegations

5.1 Suzanne Pugh, SPCA Manager – Annual Update of RDCO Funding Received & Service Provided

Suzanne Pugh addressed the committee providing an update on the role of the SPCA--protecting and enhancing the quality of life for domestic, farm and wild animals in BC. The Regional District's Memorandum of Understanding with the SPCA expires at the end of 2015. The Regional District provides \$67,000 in annual funding - \$55,000 for education and the spay/neuter program and \$12,000 for adoption services for dogs. In 2014 and 2015, an additional \$20,000 was provided to the SPCA to assist in funding an education coordinator who provides education opportunities to school age children at their facility as well as in schools.

In 2015, 77 dogs were transferred from the RDCO Pound to the SPCA for adoption. The average care cost for an animal is \$281.

Director Baker arrived at 8:40 a.m.

In 2014, SPCA cared for 1700 to 1800 animals, an 14% increase over the year. An increasing number of dogs are admitted with medical and emotional issues. There has been a 21% increase in the feline population into the branch – 640 found as strays.

Director Basran arrived at 8:43 a.m.

The Kelowna Branch has 9 full-time and 3 part-time staff, 360 volunteers. The cost of spay/neuter program is \$96,657. Their general education program has increased over the past couple of years.

Due to the increase in adoption services for dogs, the SPCA requests additional funding in 2016, increased to \$100,000--an increase of \$13,000.

SPCA has a great relationship with dog control. Dog control holds a dog for 72 hours, if the dog is not claimed and is adoptable it is transferred to SPCA. SPCA will spay/neuter, provide medical treatment if required before the dog is adopted. Normally it costs \$281 for full care of animal. The SPCA charges a fee when adopting dogs to the public.

#43/15

STACK/DEHART

THAT the Governance and Services Committee receive for information the SPCA update on RDCO funding provided.

CARRIED Unanimously

5.2 Jay Darby & Ken Wiklund, Central Okanagan Trails Alliance (COTA) re:
Proposed Regional Trails Service Program

M. Kopp introduced representatives from the Central Okanagan Trails Alliance. COTA is a non-profit umbrella organization consisting of a collection of fifteen non-profit recreational trail oriented organizations in the Central Okanagan. Their purpose is to bring together a coordinated effort to standardize, maintain and fund the vast network of recreational trail networks.

Staff report dated November 4th outlined the proposal for a regional trail service program. COTA's master plan was highlighted. This is a brand new service being proposed. Staff noted that other regional districts have undertaken similar work. The question being proposed is whether the Board would like staff to explore options and work with COTA to establish a new trail program service.

Jay Darby addressed the Board:

- Need to coordinate all the trail users – motorized, non-motorized.
- Mission Statement: To improve the Central Okanagan trail networks for the benefits of residents and visitors.
- Members: Alpine Club of Canada, Back Country Horsemen of BC, Central Okanagan Naturalists Club, Central Okanagan Outdoors Club, Okanagan Trail Riders Association, Friends of the South Slopes, Walk Around Lake Country, Kelowna Nordic and Telemark Ski Clubs, Gellatly Bay Trails & Parks Society, Kelowna & District Fish and Game Club, Mountain Bikers of the Central Okanagan, and pending Kelowna Snowmobile Club and West Kelowna Trail Crew.
- The current trail network was highlighted.
- General goals include: development of a smartphone app, improved trail signs, increase tourism, improve trails to meet current trail building standards for use and sustainability
- Funding mechanism was outlined.

Discussion:

- Staff outlined the mechanism for funding a new service: a program feasibility study would be necessary. Voter assent would be required either through a referendum or Alternative Approval Process.
- Would other regional districts be involved? There is an informal network of user groups between the regional districts in the valley. Interest but nothing formalized.
- Every trail network is not included in the current group but willing to work with any group.
- This is a 'far reaching' proposal – if it was funded as a regional program (\$500,000), there would be a large basis of volunteers and tourism involved.
- The main goal is to receive secured funding to hire contractors, leverage for grant funding provincially and federally, increase volunteer involvements and seek private donations.
- A trails coordinator position would be part of the Regional District service.
- Provincial legislation rules (Section 56/57) apply to Crown land trails.
- Province controls license of occupations.
- A service establishment bylaw would be required, and each partner would need to sign on and agree to be involved in the service.

Some partners may not wish to participate in the service. Should there be sunset clause when establishing new services?

- Could this program be funded under the existing regional parks service budget by reallocating funds? Yes, it could be if the Board chose to fund the program this way.
- How much of an overlap is there in the trail network and the current RDCO regional parks? Many trails are outside the Regional District boundaries. The Province would need to be involved (Section 57 designation).
- RDCO has a feasibility study fund which could be used to fund a study which would be required to address many of the issues raised with delivery of a new service.

#44/15

SIEBEN/STACK

THAT the Governance and Services Committee receive for information the proposed regional trails service program – Central Okanagan Trails Alliance;

AND FURTHER THAT the Governance and Services Committee recommend that the Regional Board direct RDCO Parks staff to prepare a report that will outline a proposed scope of work and projected costs associated with undertaking a Regional Trails Service Program feasibility study for Board consideration as part of the 2016 Parks Department work plan.

CARRIED Unanimously

6. Parks Services

6.1 Mission Creek Greenway – Mission Creek Restoration Initiative Project Update (Todd Cashin, Manager of Suburban and Urban Planning – City of Kelowna)

Staff report dated October 19, 2015 outlined the Mission Creek Restoration Initiative Project update. The partnership was officially formed in 2008 comprised of the Central Okanagan Land Trust, City of Kelowna, Fisheries and Oceans Canada, Friends of Mission Creek, BC Ministry of Environment, Okanagan Nation Alliance, Westbank First Nation and the Regional District. At the end of 2015, the group was successful in grant funding up to \$249,000 which will be used to complete the first phase of the dike setbacks. The project began in the fall and is to be completed by the end of March 2016. The section to be completed is between the Mission Sports Fields and WFN lands along the south side of Mission Creek.

Todd Cashin provided an overview of the project scope and current work being completed.

#45/15

BAKER/FORTIN

THAT the Governance and Services Committee receive for information the update on the Mission Creek Restoration Initiative Project.

CARRIED Unanimously

7. 2015 Board Approved Service Reviews

In January 2014, the Regional Board approved a schedule of service reviews. The following ten services were reviewed in 2015. This provided a good opportunity to review the services to highlight any concerns and potential improvements.

7.1 Unsightly Premises Service (Central Okanagan East & West Electoral Areas)

The Unsightly Premises & Visual Nuisance Bylaw No. 770 applies to the two electoral areas and is complaint driven. In 2015, nine complaints were received, four enforcement orders and no tickets. Issues are investigated with limited resources.

Director Carson noted he wishes to consider withdrawing from the service. It was noted there is a process to be followed to withdraw from a service. Further discussion is to occur with the Administrator.

It was noted that staff resources at the RDCO would remain the same as there is only one enforcement officer in the position for all bylaw enforcement in the RDCO.

#46/15

OPHUS/DEHART

THAT the Governance and Services Committee recommend the Board continue to support the current service delivery model for Unsightly Premises Service.

CARRIED (Opposed: Carson/Hanson)

7.2 Noise Control Service (Central Okanagan East & West Electoral Areas)

The Noise Control Bylaw No. 403 applies to the two electoral areas and is complaint driven. In 2015, no complaints were received. In 2011, a Consent Order agreement was reached with the Kelowna Dirt Bike Club and is binding as long as the RDCO approves, on application, up to four special events permit per year.

Director Carson noted he wishes to consider withdrawing from the service. It was noted there is a process to be followed to withdraw from a service. Further discussion is to occur with the Administrator.

It was noted that staff resources at the RDCO would remain the same as there is only one enforcement officer in the position.

#47/15

BAKER/STACK

THAT the Governance and Services Committee recommend the Board continue to support the current service delivery model for Noise Control Service.

CARRIED (Opposed: Carson/Hanson)

7.3 Okanagan Regional Library (ORL) Service (Central Okanagan East & West Electoral Areas)

Staff report dated October 13, 2015 outlined that one of the objectives of the review was to follow up with the ORL to find a more reasonable determination of the population estimates used to calculate the Regional District's share of the tax requisition. The ORL service provides access to library service in the electoral areas.

When the determination of the population is determined, there is likely no refund of tax payments made to the Library. Library services have significantly increased online as well as physical libraries throughout the region. At Killiney, ORL has agreed to add a book drop and computer networking at their library.

#48/15

CARSON/BAKER

THAT the Governance and Services Committee recommend the Board support continued electoral area participation in the Okanagan Regional Library service;

AND THAT staff continue with the appeal process relating to population numbers in 2016 to obtain a population increase closer to the average for all participants;

AND THAT staff report back to the Board during the budget process;

AND FURTHER THAT staff continue to review the fairness of the proration annually.

CARRIED Unanimously

7.4 Victim Services Program (Region-Wide Service)

Staff report dated November 3, 2015 outlined the region-wide Victim Services program. The primary objective of this program is to provide emotional support and practical information to victims of all crime types including serious crime and murder, as well as traumatic non-criminal code incidents such as sudden death, suicide, fatal motor vehicle accidents, and disasters. There are three full-time equivalent (FTE) staffing in the service. It was noted a modest 0.25 FTE increase for the West Kelowna RCMP Detachment in 2016 would provide much needed services west of Okanagan Lake.

It was further noted that the Province has recently completed a review of the provincial victim services program and West Kelowna has been highlighted as a potential funding area. At this time, it is unknown if further provincial funding would be added to this program. Program staff are Regional District staff, not RCMP members.

The community based program (Elizabeth Fry Society) focuses on specific areas of support whereas the RCMP service supports all areas for victims.

As Vernon RCMP respond to calls in the north end of the North Westside Road area does the RDCO victim services staff support this area or does Vernon victim services staff?

Action: Staff to clarify with Director Carson where North Westside area residents receive their service from—Vernon or Kelowna.

#49/15

OPHUS/BASRAN

THAT the Governance and Services Committee recommend the Board continue to support the current service delivery model for the RCMP Victims Assistance Program.

CARRIED Unanimously

7.5 Crime Prevention Program (Region Wide Service [includes WFN], except for Kelowna)

Staff report dated November 3, 2015 outlined the Crime Prevention Program servicing all areas (except Kelowna who offers their own service). Westbank First Nation, under agreement with the RDCO, receives the service.

One coordinator oversees an expanding program. There are 85 volunteers involved in this program. The staff person is housed in the West Kelowna detachment building, with plans to have a satellite office at the KLO Office for this staff member to spend time here increasing exposure of the service and raising the profile to the Electoral Area East residents which included a block watch program into the Joe Rich area. Existing capacity of staffing would not support too many increases in services in this program.

#50/15

BAKER/FINDLATER

THAT the Governance and Services Committee recommend the Board continue to support the current service delivery model for the Crime Prevention Program.

CARRIED (Opposed: Carson)

7.6 False Alarm Reduction Program (Region Wide Service)

Staff report dated November 3, 2015 outlined the False Alarm Reduction program. The primary objective of this program is to reduce problematic false alarm calls thereby allowing the RCMP to better serve and protect the public by reducing time and resources being spent responding to false alarms. Staff will be addressing promotional opportunities for increased registration in the program as well as advertising the service to residents. A new bylaw will be brought forward for Board approval in the near future.

The question was raised regarding the number and a breakdown of calls received from Central Okanagan East and Central Okanagan West electoral areas.

Action: Staff to provide information to the electoral area directors.

#51/15

BAKER/CARSON

THAT the Governance and Services Committee recommend the Board continue to support the current service delivery model for the False Alarm Reduction Program;

AND FURTHER THAT staff be directed to update the False Alarm Reduction Bylaw No. 1081.

CARRIED Unanimously

7.7 Crime Stoppers Program (Region Wide Service)

Staff report dated November 3, 2015 outlined the region-wide Crime Stoppers program. The primary objective of this program is to create a partnership of the public, police, media and Regional District that provides a proactive program for people to assist the police anonymously to solve crimes. This is a unique program with Regional District staff providing the program.

#52/15

STACK/BASRAN

THAT the Governance and Services Committee recommend the Board continue to support the current service delivery model for the Crime Stoppers Program.

CARRIED Unanimously

7.8 Solid Waste Collection Program (Central Okanagan East & West Electoral Areas)

Staff report dated November 3, 2015 outlined the solid waste collection program servicing the two electoral areas. The primary objective of the program is to provide timely and efficient garbage, recycling and yard waste collection services to Central Okanagan East and West Electoral Areas. The program serves approximately 2,769 households with either curbside (1,629) or transfer station (1,140) service. Central Okanagan East is serviced through the curbside program.

Director Carson noted that residents have raised issues about increasing the size of the transfer station. Curbside collection could be considered in the future but is not on the current plan and it is believed the current facility overall meets the needs of the area.

#53/15

BAKER/FINDLATER

THAT the Governance and Services Committee recommend the Board continue to support the current service delivery model for the Solid Waste Collection Program.

CARRIED Unanimously

7.9 Business Licensing Program (Central Okanagan East & West Electoral Areas)

Staff report dated November 3, 2015 outlined the region's business license program servicing the two electoral areas. The primary objective of this program is the administration of the Central Okanagan Business Licensing and Regulations Bylaw and the Inter-Community Business License Bylaw to ensure businesses comply with local zoning and building regulations and to minimize the impacts of incompatible adjacency issues. There are approximately 220 business licenses, more than one third currently participate in the Inter-Community License Program.

#54/15

CARSON/FINDLATER

THAT the Governance and Services Committee recommend the Board continue to support the current service delivery model for the Business Licensing Program.

CARRIED Unanimously

7.10 Building Inspection Program (Central Okanagan East & West Electoral Areas)

Staff report dated November 3, 2015 outlined the building inspection program servicing the two electoral areas. The objective of this program is to provide effective and efficient building inspections to ensure compliance with all applicable codes and regulations. Areas of review going forward include updating the Building Bylaw and associated fee schedules to maintain consistency with surrounding jurisdictions and cost recovery.

Director Carson noted he and Director Hanson do not support the service and questioned whether the private sector could do the program.

In 2012, a review of the service was done on an alternate service delivery model. The Board did not endorse using outside contract management of the service but supported the provision of service by RDCO staff. The municipalities (West Kelowna, Lake Country and Kelowna) were not interested in engaging this service as it would not be cost effective partly due to the extended travel time.

Taxation to support the service began as permits were considerably down. The program is a more self-funded model now as permits have increased.

#55/15

FINDLATER/BAKER

THAT the Governance and Services Committee recommend the Board continue to support the current service delivery model for the Building Inspection Program;

AND FURTHER THAT the Board direct staff to review and update Building Bylaw No. 835 for Board consideration.

CARRIED (Opposed: Carson/Hanson)

7.11 Fire Prevention Program (Central Okanagan East & West Electoral Areas)

Staff report dated November 3, 2015 outlined the Fire Prevention Program servicing the two electoral areas. The objective of this program is to increase fire prevention awareness through education and enforcement, reduce the loss of life, increase public safety, educate people how to protect their property and the environment from fire. Areas of review going forward include updating the Fire Prevention Bylaw No. 1066 to include any amendments of the BC Fire Service Act which are currently under consideration by the Province.

The program oversees the four rural fire departments and participates on the regional program (Regional Rescue, Emergency Operation Centre, Emergency Preparedness Program and fire prevention in the electoral areas). Staff is reviewing a fee for burning permits in the future to assist with administrative costs of the service.

It was noted that the electoral area directors have verbally stated they wish to withdraw from this service.

It was stated that there is a formal process for withdrawal from a service which will be required to be followed should the electoral area directors wish to withdraw from any service. In discussion with the Chair and CAO, it was stated to the electoral area directors that further dialogue would occur with the directors after the service reviews were completed, including what process would be required if a formal request to withdraw from a service was received.

#56/15

CARSON/HANSON

THAT discussion on the electoral area fire prevention program (7.11) and fire service review (7.12) be *POSTPONED* until the electoral area directors have a meeting with the Chair and CAO to discuss the process for withdrawal from the Fire Prevention Program and Electoral Area Fire Services.

DEFEATED (In favor: Carson/Hanson/Fortin)

#57/15

OPHUS/BAKER

THAT the Governance and Services Committee recommend the Board provide direction to staff to review and update the Fire Prevention Bylaw No. 1066 and bring back to the Board for consideration of amendment;

AND FURTHER THAT the Board continue to support the current service delivery model for the Electoral Area Fire Prevention Program.

CARRIED (Opposed: Carson/Hanson/Fortin)

7.12 Fire Service Program (Pomax Consulting Inc. Review) (Central Okanagan East & West Electoral Areas)

Staff report dated November 3, 2015 provided an overview of the Board's decision to undergo an independent fire services review of the electoral area fire service program. The Terms of Reference for the review focused on the following:

- Finance, Bylaw and Policy
- Training, Recruitment, Retention and Records
- Recommendations on Best Practices and Long Term Strategy
- Organizational Structure

POMAX Consulting was awarded the contract and has just recently completed their review.

Glen Miller, POMAX Consulting provided an overview of the review of the fire service. A summary of 22 recommendations proposed was highlighted in the review. The consultant noted that candid feedback from all fire departments, including the volunteer firefighters and fire chief, was received during the review.

Overall recommendations in the POMAX study included: the Community Services should continue on their current path to increased effectiveness and efficiency; the Board should support this continuing initiative; four fire services should be reorganized into one department headed by a fire chief rather than a manager; and the four departments should become four fire service districts.

Discussion on service review report:

- The POMAX recommendations are only recommendations for consideration by the Regional Board.
- Significant recommendations are being proposed including appointing one chief and four divisions. Has there been discussion with the fire chiefs and the departments? Not at this time. Further consideration is required.
- Is there consideration for increased staffing and costs? Training would be coordinated over-all. Review of the structure for each of the four departments still needs to be considered and reviewed.
- The recommendations proposed is a regionalization of the fire services which the electoral area directors were opposed to.
- Has there been consideration of the municipal fire departments providing services to the electoral areas?
- There is a challenge in other local governments with small 'electoral area' fire departments – consolidation is occurring in other electoral areas in the province.
- There may be a financial benefit to consolidate services ie: consistent training, purchasing of supplies?
- Clearly articulated policies and bylaws updates are needed.
- Some departments have societies, some don't. Some fundraise and purchase a variety of equipment. They provide some equipment to the departments – assets donated need to be transferred to the Regional District ie: defibrillator, fire-fighting gear/equipment.
- There is still work to be done on the implications of each recommendation.
- What was the cost of the review? Staff noted final costs have yet to be completed.

#56/15

STACK/BAKER

THAT the Governance and Services Committee receive the “Regional District of Central Okanagan – Fire Services Review” report from POMAX Consulting dated November 2015;

AND THAT the Governance and Services Committee recommend the Board approve Support in Principle for the recommendations included in the POMAX Fire Services Review report, and that the Board request staff report back outlining the implications of implementing all of the recommendations in the POMAX Fire Services Review Report.

CARRIED (Opposed: Carson/Hanson)

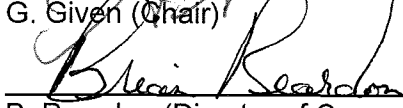
6. ADJOURN TO A REGIONAL BOARD MEETING

There being no further business the meeting was adjourned at 11:50 a.m.

CERTIFIED TO BE TRUE AND CORRECT



G. Given (Chair)



B. Reardon (Director of Corporate Services)