Committee of the Whole

Committee of the Whole
to be held at
City of Penticton, Council Chambers
171 Main Street, Penticton, B.C.

Tuesday, July 2, 2019
Recessed from the Regular Council Meeting at 1:00 p.m.

1. Call Committee of the Whole to Order

2. Adoption of Agenda

3. Delegations and Staff Presentations:

   3.1 Okanagan Dream Rally – August 4, 2019  
      Matt August, Corey Dunbar, Georgia McConnel, Gord Lindsay

   3.2 Harm Reduction - Interior Health  
      Dr. Karin Goodison, Medical Health Officer, Donna Jansons, MHSU Health Service Administrator 
      and Lesley Coates, Regional Harm Reduction Coordinator

   3.3 2019 Citizen Survey Results  
      JoAnne Kleb, Engagement Strategist

4. Adjourn to Regular Meeting of Council
Request to Appear as a Delegation

Preferred Council Meeting Date: **June 18th**  
**June 20th**

Second choice(s): **July 20th**  
**July 16th**

Subject matter: **Okanagan Dream Rally**

Name of person(s) making presentation:

Matt August / Corey Dunbar / Georgia McConnel / Goro Lindsey

Address: 844 McBurney Pl  
Phone: 250-860-0444

Email: georgia@augustmotorcars.com

Please provide details of your presentation or request of Council here: (or provide a detailed attachment)

| The 4th Annual Shaw Okanagan Dream Rally will be returning to Penticton on August 4th giving deserving children the opportunity of a lifetime to ride in a luxury sportscar for a day that is 100% dedicated to them, we are looking for Pentictons ongoing support in this amazing event. |

Please note:

- This form and submissions will become part of the public record.
- The Mayor has the authority to determine if the subject matter warrants the delegation to appear before Council and may determine at which meeting.
- Please submit this completed form at your earliest convenience. Written Requests to Appear are to be received by the Corporate Officer, no later than noon Monday, one week prior to the Council meeting. Please include a copy of all materials that will be discussed.
- If you'd like to share a PowerPoint with Council, email it to the Corporate Officer by 9:30 a.m. Wednesday prior to the Council meeting to be included with the Agenda.
- We recommend you bring backup PowerPoint files with you on a memory stick.
- Delegations are limited to 5 minutes.

Corporate Office  
Angie Collison, Corporate Officer  
171 Main Street, Penticton, B.C., V2A 5A9  
Phone: 250-490-2410  
Fax: 250-490-2402  
angie.collison@penticton.ca
Request to Appear as a Delegation

Preferred Council Meeting Date: July 2, 2019

Second choice(s): July 16, 2019

Subject matter: Harm Reduction

Name of person(s) making presentation:

Dr. Sue Pollock, Donna Jansons & Lesley Coates

Address: 505 Doyle Ave
Kelowna, BC

Phone: 250-469-7070 x12287
Email: tanya.osborne@interiorhealth.ca

Please provide details of your presentation or request of Council here: (or provide a detailed attachment)

Update Council on some of the work Interior Health is doing within the community, in particular strategies and programs to address the problem of improperly discarded needles.

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Interior Health
Mental Health & Substance Use response

Dr. Karin Goodison, Medical Health Officer
Donna Jansons, MHSU Health Service Administrator
Lesley Coates, Regional Harm Reduction Coordinator
I would like to begin by acknowledging the traditional and unceded territory of the Syilx (Okanagan) Nation, whose lands we are learning, collaborating, and working together on today.
1. Community health + challenges
2. Mental health + substance use services
3. Harm reduction + needle distribution
4. Addressing improperly discarded needles
5. Local innovations + collaboration
6. Discussion
What influences our health?

**FIG 1.3  Canada’s Social Determinants of Health**

- **10%**
  - YOUR ENVIRONMENT
    - AIR QUALITY
    - CIVIC INFRASTRUCTURE

- **15%**
  - YOUR BIOLOGY
    - BIOLOGY
    - GENETICS

- **25%**
  - YOUR HEALTH CARE
    - ACCESS TO HEALTH CARE
    - HEALTH CARE SYSTEM
    - WAIT TIMES

- **50%**
  - YOUR LIFE
    - INCOME
    - DISABILITY
    - EDUCATION
    - SOCIAL EXCLUSION
    - SOCIAL SAFETY NET
    - GENDER
    - RACE
    - ABORIGINAL STATUS
    - EARLY CHILDHOOD DEVELOPMENT
    - EMPLOYMENT/WORKING CONDITIONS
    - SAFE AND NUTRITIOUS FOOD
    - HOUSING/HOMELESSNESS
    - COMMUNITY BELONGING

What challenges are we facing?

1 in 3 people have a chronic disease
1 in 5 children live in poverty
We rely too much on cars instead of our feet
Housing is unaffordable for many
We are getting older
Many of us suffer or are impacted by mental health
Many do not have access to healthy foods
Health inequities exist in our communities
High demand, cost, and pressures on our emergency services and health care system
Overdose Deaths in IH by Local Health Area

Illicit Drug Overdose Deaths, Interior Health

NOTE: Annual counts 2007-2013 may not be directly comparable to the counts for 2014-2018

BC Coroners Service.
Data are preliminary and subject to change.
2018 Illicit drug overdose deaths

- 29 in South Okanagan
- 15 Penticton LHA
- 14 outside of Penticton LHA

2017 Illicit drug overdose deaths

- 30 in South Okanagan
- 14 Penticton LHA
- 16 outside of Penticton LHA
Harm reduction defined

• An umbrella term used to describe programs, policies and practices that aim to reduce the negative consequences associated with behaviors that are typically considered high risk.

• Focused on increasing safety and minimizing injury, death, and disease.

• Evidence based.

*From Interior Health Guide to Harm Reduction, October 2017.*
Harm reduction based services

1. Reducing risk of death/injury
   - Naloxone
   - Supervised consumption + overdose prevention sites
   - Opioid Agonist Treatment (OAT)
   - Outreach, education, and peer support
   - Impaired driving prevention – ride home programs

2. Reducing risk of infection
   - Needle distribution
   - Distribution of condoms
Needle distribution program

What is needle distribution?

• Provincial program.
• Created to reduce needle sharing among people who use drugs.
• Played an important role in reducing the rate of illnesses, including hepatitis C and HIV over the last 16 years.
• Reduces healthcare costs, demand on resources, and the risk of disease transmission for all community members.
• Helps people access resources and support, such as housing, health care, or treatment.

Resource: BCCDC – Harm Reduction Best Practices for Needle Distribution
Needle distribution program continued…

Why not needle exchange?

• In the past, some needles programs required people to exchange their used needles for sterile needles.

• This practice is outdated and is not used any longer in British Columbia.

• Evidence shows that limiting the number of needles distributed increases the likelihood of people sharing or re-using needles, and thus increases risk of disease transmission and infections.

Resource: BCCDC – *Harm Reduction Best Practices for Needle Distribution*
Improperly discarded needles

• We understand the anxiety and concerns around improperly discarded needles and needle stick injuries.
• The risk of getting sick from getting poked by a needle in the community is extremely low.
• Improperly discarded needles are often a result of:
  • Outdoor injection use – often due to unstable housing
  • A lack of safe disposal options
  • Stigma associated with drug use

Resource: BCCDC – Harm Reduction Best Practices for Community Needle Stick Injuries
Addressing improperly discarded needles

- Collaboration is essential to address this issue.
- There has been great community-driven work done by the Sharps Working Group in Penticton.

Interior Health supports needle retrieval through:

- Accepting used needles at all public health, mental health and substance use, and primary care sites.
- Installing large industrial sharps bins in hot-spot areas.
- Covering the cost of harm reduction sharps disposal.
- Supporting community partner agencies to conduct community clean ups.
Discussion & Questions
Additional resources


Toward the Heart – Reducing Stigma: https://towardtheheart.com/reducing-stigma


BC CDC Needle Distribution: https://www.interiorhealth.ca/YourEnvironment/HarmReduction/Documents/HR-needle%20distribution.pdf

Committee of the Whole

Date: July 2, 2019
To: Donny van Dyk, Chief Administrative Officer
From: JoAnne Kleb, Engagement Strategist
Subject: 2019 Citizen Survey Results

Strategic priority objective

Good Governance: Engage with the community in the major decisions or development of policies that impact the interests of residents and stakeholders.

Background

Citizen Surveys are conducted by municipalities to gather feedback from residents on topics such as quality of life in the city, performance of City services, and priorities for the future. Citizen surveys are typically conducted using probability sampling methods to provide results that can be generalized across the population. They are often conducted biannually to measure performance and identify trends. The City last conducted a Citizen Survey in 2013 and a commitment to complete a new Citizen Survey was included in the 2019 Business Plan.

The City conducted the survey between April 18 and May 3 to support the timing of Council’s development of their strategic priorities. Staff opted to conduct a shorter version of the 2013 survey and included many of the same questions to allow for comparisons. The survey was voluntary (opt-in) and citizens had the opportunity to complete the survey online through the shapeyourcitypenticton.ca. Paper copies were also available at City Hall, the Community Centre, the Library and the Penticton Seniors’ Drop-in Centre. To encourage feedback from youth, high school students were invited to answer questions about the City’s strategic priorities.

This report provides a summary of the key findings of the survey. An analysis of the results has been included in the Appendix and the complete results can be viewed at shapeyourcitypenticton.ca.

Please note that as the methodology used for the 2019 Citizen Survey was different than the 2013 version, the findings cannot be generalized across the population and comparisons with 2013 results are provided for illustration purposes only.
Analysis

The survey was completed by 1,171 citizens representing a wide age demographic. The majority of participants have lived in Penticton for more than 11 years (59 per cent). Some of the key findings include:

Quality of Life

- The **Quality of Life** section asked participants to rate a number of factors that influence quality of life in the city. Overall, 68 per cent of participants rate their quality of life in Penticton as good (4/5) or excellent (5/5) although 58 per cent believe it has decreased over the past three years. The 2019 average rating (3.8/5) is slightly lower than the 2013 result (3.9).
- Participants were also asked to rate Penticton as a place to retire, holiday, raise a family, find a job, start a business and as a safe place to live in the Quality of Life section. The ratings in these areas were fairly consistent with the 2013 results with the exception of the perception of Penticton as a safe place to live which declined from an average score of 4 out of 5 in 2013 to 2.9 in 2019. Thirty-six per cent of participants gave Penticton a good (4/5) or excellent (5/5) rating as a safe place to live.

City Services

- The **City Services** section asked participants to rate the importance and performance of 26 City services such as Bylaw, Parks, Electric Utility and Tourism. All City services were rated in the top quartile meaning that perceptions of importance and performance all scored an average rating above 3 out of 5 on a scale of 1 to 5. Services that saw the biggest increases in terms of perception of importance and performance when compared to 2013 include Economic Development, Planning, Transit, Fire Department and Online Services. Perceptions of the performance of Police services declined over 2013.
- The City’s performance in other areas improved in 2019. The 2019 average ratings for *understanding of how the City spends tax dollars* (3.1/5), *listening to citizens* (3.0/5), and *belief that the City is doing a good job* (3.2/5) increased over 2013. The average rating for *receiving good value for taxes* (3.1/5) in 2013 remained constant in 2019.

Strategic Priorities

- The section about **Strategic Priorities** asked participants what they would like to see the City focus on in the future. From the list provided, the three priorities that received the most interest from citizens include improving safety and security (84 per cent), smart growth and development (75 per cent) and advancing environmental initiatives and practices (70 per cent).
- A group of high school students was also asked to rate their interest in the same priorities for the future. Of the 56 responses, 95 per cent were interested or very interested in the City prioritizing environmental practices and initiatives. Initiatives that improve safety and security generated the second highest level of interest at 62 per cent of the responses.
- Citizens were also asked their preference to fund the rising costs of services. Encouraging growth to share costs across a larger tax base was the most preferred option followed by passing fees on to users and increasing taxes. Reducing service levels was the least preferred of the four options.
The complete results have been shared with Council in support of the development of strategic priorities and with staff to support the next business planning cycle.

Attachments

Attachment A – 2019 Citizen Survey Results

Respectfully submitted,

JoAnne Kleb
Engagement Strategist

Concurrence

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<thead>
<tr>
<th>Director</th>
<th>Chief Administrative Officer</th>
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DyD
2019 Citizen Survey
Overview and Summary of Results

June 28, 2019
Background

• City gathered community input to support the development of the strategic priorities
• Citizen Survey was a deliverable of the 2019 Corporate Business Plan
• Desire to gather this input in April to support Council’s strategic planning work in May
What is a Citizen Survey?

• Bi-annual survey
• Supports the development of City plans
• Measures improvements or changes
• Benchmarks with other communities
• Penticton’s last Citizen Survey was conducted in 2013
Plan

• Survey ran from April 18 to May 3
• Online at shapeyourcitypenticton.ca
• Paper copies at Seniors’ Drop-in Centre, City Hall, Library and Community Centre
• Different sampling methodology to 2013 (voluntary versus random)
• Special ‘high school edition’ (56 responses)
What did we measure?

- Quality of life
- City Services
- Strategic Priorities
*Please note that as the methodology used for the 2019 Citizen Survey was different than the 2013 version, the findings cannot be generalized across the population and comparisons with 2013 results are provided for illustration purposes only.
Who did we hear from? (%)

1,171 surveys received

How many years have you lived in Penticton?

- 28 -
Quality of Life
Quality of Life 2013 Comparison

*To allow for comparison, the 2013 scale has been converted from 10 point to 5 point.

- Overall quality of life
- Safe place to live
- Find work
- Open a business
- Raise children
- Place to retire
- Holiday destination

1.0 2.0 3.0 4.0 5.0

2013 2019

1.0 2.0 3.0 4.0 5.0
Over the past 3 years do you feel the quality of life has...

- **Improved**: 13% (2013) vs 7% (2019)
- **Stayed the Same**: 64% (2013) vs 29% (2019)
- **Decreased**: 58% (2013) vs 19% (2019)
- **Not Sure**: 3% (2013) vs 6% (2019)
“The events Penticton does put on are amazing. However Penticton needs to continue to attract people to our city which means more development, both tourism and Economical.”

“I mentioned that I think quality of life has decreased...only because I believe that there are some safety issues as far as recent crimes are concerned.”
26 services evaluated in 2019 (compared to 16 in 2013)
Services in blue saw the biggest shift over 2013
How is the City of Penticton doing? (%)

I understand how the City spends the taxes I pay.
- 1 Strongly Disagree
- 2
- 3
- 4
- 5 Strongly Agree
- No opinion

The City listens to citizens and encourages involvement in decisions.

I receive good value for the taxes I pay.

In general, I believe the City is doing a good job.

In general, I believe the City is doing a good job.
How is the City of Penticton doing?

- I understand how the City spends the taxes I pay: 2013 - 2.8, 2019 - 3.1
- The City listens to citizens and involves them in decisions: 2013 - 2.9, 2019 - 3.0
- I receive good value for the taxes I pay: 2013 - 3.1, 2019 - 3.1
- In general, I believe the City is doing a good job: 2013 - 3.1, 2019 - 3.2

*To allow for comparison, the 2013 scale has been converted from 10 point to 5 point.
Quotes about City Services

“Penticton is vibrant but more can always be done - especially to support arts and culture, library, museum.”

“We need to market ourselves as a clean safe holiday and retirement place BUT also keep growing our services for families and working people so we do not stagnate.”
Strategic Priorities
What should we focus on next?

Participants were asked to rate their interest in the following strategic priorities:

• Reinforce City assets
• Guard public safety & security
• Advance lake-to-lake connections
• Enrich vibrancy for locals & visitors in the summer
• Foster smart growth & development
• Elevate arts & culture programs & facilities
• Energize sports and entertainment
• Advance environmental practices & initiatives
What should the City focus on next?

- Guard public safety & security: 63% Very Interested, 21% Interested, 10% Slightly Interested, 9% Neutral, 0% Not at all Interested
- Foster smart growth & development: 44% Very Interested, 31% Interested, 19% Slightly Interested, 5% Neutral, 0% Not at all Interested
- Advance environmental practices & initiatives: 44% Very Interested, 26% Interested, 20% Slightly Interested, 6% Neutral, 0% Not at all Interested
- Reinforce City assets and infrastructure: 22% Very Interested, 34% Interested, 29% Slightly Interested, 10% Neutral, 0% Not at all Interested
- Energize sports and entertainment: 24% Very Interested, 31% Interested, 29% Slightly Interested, 10% Neutral, 0% Not at all Interested
- Enrich vibrancy for locals & visitors in the summer: 24% Very Interested, 30% Interested, 28% Slightly Interested, 11% Neutral, 0% Not at all Interested
- Advance lake-to-lake connections: 21% Very Interested, 23% Interested, 17% Slightly Interested, 12% Neutral, 0% Not at all Interested
- Elevate arts & culture programs & facilities: 20% Very Interested, 24% Interested, 16% Slightly Interested, 11% Neutral, 0% Not at all Interested

- Not at all Interested
- Slightly Interested
- Neutral
- Interested
- Very Interested
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<th>Slightly Interested</th>
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<td>Advance environmental practices &amp; initiatives</td>
<td>5%</td>
<td>15%</td>
<td>20%</td>
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<td>42%</td>
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<td>Guard public safety &amp; security</td>
<td>11%</td>
<td>27%</td>
<td>20%</td>
<td>42%</td>
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<td>Enrich vibrancy for locals &amp; visitors in the summer</td>
<td>5%</td>
<td>18%</td>
<td>22%</td>
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<td>Energize sports and entertainment</td>
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<td>13%</td>
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<td>Elevate arts &amp; culture programs &amp; facilities</td>
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<td>Foster smart growth &amp; development</td>
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<td>19%</td>
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<td>Advance lake-to-lake connections</td>
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<td>Reinforce City assets and infrastructure</td>
<td>4%</td>
<td>13%</td>
<td>46%</td>
<td>21%</td>
<td>15%</td>
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Rank the options for increasing revenue to fund rising costs of services in order of preference...

1st
Encourage growth to share the costs across a larger tax base (1.9)*

2nd
Increase fees to pass on costs to users (2.18)

3rd
Increase taxes to provide funds (2.73)

4th
Reduce service levels to save costs (3.05)

* This option was selected as the 1st preference most often giving it the lowest average score (1.9).
Quotes about strategic priorities

“We place far too much emphasis on Penticton as a tourist town. Let’s diversify our economy and economic base.”

“Penticton is a great City - we just need to invest more in things that attract young people, tourism, families and affordability.”

“City can be more pro-active in "greening-up"- looking after infrastructure, less focus on cars/parking. more on public transit and could look at supporting services to residents.”
Selection of responses to ‘What is your big idea?’

- Create more natural inspired spaces
- Connect young and old (mentorship)
- Green energy
- Convert run down properties to pocket green spaces
- Composting for organics
- Cable car system up Carmi
- Clean city / community pride

High School

- Ban plastics
- Control waste / public composting
- Youth mental health
- More activities
- Address homelessness
Next steps

• The results were provided to Council to support the development of the strategic priorities and to staff to support the next business planning cycle.

• Complete results are available at shapeyourcitiy.penticton.ca.

• Analysis of results is ongoing.