

The Corporation of the City of Penticton

Quarterly Report – Q3



September 30, 2010

1.0 Summary & Interpretation

Executive Summary

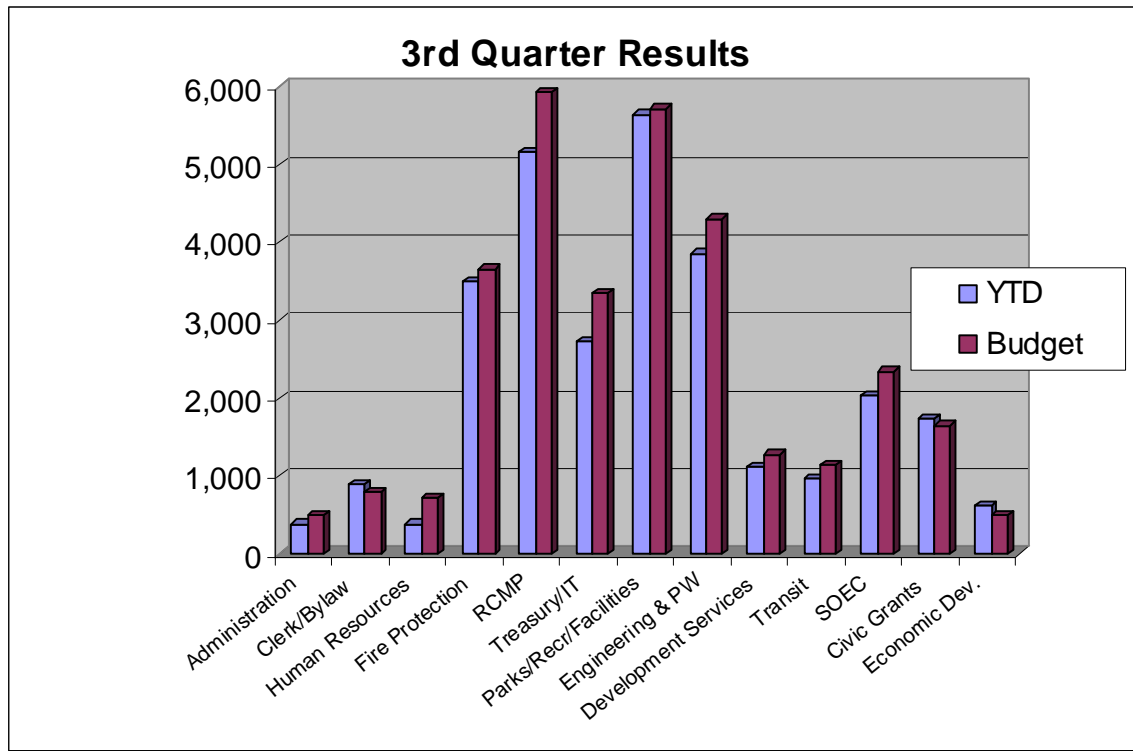
Strategic Issues

- ◆ Corporate Review
- ◆ PIB Relations and Communications
- ◆ Economic Development Partnerships
- ◆ Financial Strategies – Innovations, revenues, expenditures, infrastructure grants, regional recreation cost sharing
- ◆ Intergovernmental Relations (partnerships)

Strategic Initiatives & Milestones

- ◆ Implementation of Cores Services Review Recommendations
- ◆ Corporate re-organization

City Financial Performance



Financial Performance

TEAM	Q3 YTD Actual	2010 Annual Budget	2009 Q3 YTD Actual	Q3 Budget
Administration	381,080	662,586	514,904	496,940
City Clerk/Bylaw	893,772	1,062,757	645,957	797,068
Human Resources	378,901	960,240	598,461	720,180
Fire Protection	3,496,588	4,877,349	3,213,453	3,658,012
RCMP	5,167,930	7,919,334	3,703,225	5,939,501
Treasury/IT	2,727,762	4,233,205	2,440,060	3,339,803
Rec/Parks/Facilities	5,645,818	8,026,871	6,483,248	5,719,213
Engineering & PW	3,856,915	5,962,816	4,136,004	4,306,370
Dev. Services	1,112,686	1,698,483	1,061,336	1,273,862
Transit	955,956	1,522,634	851,907	1,141,976
SOEC	2,025,549	7,385,261	2,099,310	2,383,455
Grants	1,742,232	1,958,769	1,352,609	1,646,445
Econ. Development	608,655	1,018,367	860,167	501,275
City Total	28,993,844	47,288,672	27,960,641	31,924,100

Year End Variance Forecast

Revenues

Fire Protection Agreement	(13,800)	West Bench Agreement less than projected
Engineering Inspection Fees	59,000	Upper Carmi Development
Cemetery Fees	(75,000)	Tracking lower than budget
Business Licenses	10,000	Actual fees exceeding forecast
Tax Penalties	<u>38,000</u>	Actual fees exceeding forecast
	18,200	

Expenditures

Council Expenses	20,000	Reduced conferences & Ikeda Visit not occurring
Finance	35,000	Staff reduction - CSR
Purchasing	115,000	Staff vacancy & CSR
City Clerk	(20,000)	Legal Fees over budget, land services under budget
Human Resources	135,000	Staff vacancy, decreased employee development, seminars
Transit	80,000	Based upon invoices from BC Transit
Facilities	160,000	Staff vacancies & community centre
Parks	<u>80,000</u>	Sundry expenses less than anticipated
	605,000	

Net Surplus Forecast 623,200

General Capital

Projects not started at year end will not be carried forward.
Roadwork rehabilitation had a delayed implementation

Utilities

Sewer

Tracking on Budget, capital will be analyzed in detail at year end

Water

Tracking on Budget, capital will be analyzed in detail at year end

Electric

Profit margin is projected to decrease in 2010. Will be analyzed in detail during year end.

2.0 Divisional Highlights & Milestones

Legislative Services/Clerk's Department Highlights

Valuation of City Owned Land Policy for Use of City Lands

A comprehensive policy was prepared and endorsed by Council, detailing the process for determining values for use of City owned lands. The policy provides for consistency and equity amongst users, complies with the provincial legislation and provides revenue to the City for individual, association or commercial use of City lands.

Council Agenda Reports on the Internet, Item Time Index, Viewing of Resolutions

Posting the agenda to the City's webpage with a link to the corresponding Council reports provides Councillors, the media and the public with all of the detailed information that is provided in the Council agenda packages by accessing the City's website. The estimated time that each agenda item was dealt with is also posted on the website allowing users to go directly to the item of interest rather than scrolling through the entire meeting. The ability for Council members to view a motion on the LCD screens ensures the motion is correctly worded and the Council members are clear what is being voted upon.

Milestones Review

Description	Target Delivery Date	Status %
2010 Projects from the Annual Report		
– 2010 Council Priority Setting Workshop/Strategic Planning Session	No dates set at this time	10%
– Community to Community Forums with Pentiction Indian Band	No meetings booked at this time	n/a
– Continue administrative liaison with Pentiction Indian Band	Ongoing	n/a
– Complete City-wide records management system training and conversion	Ongoing	15%
– Consolidate Corporate Policy manual	Ongoing	25%
– Create Records Management Policy	December 2010	0%
– Continue to maximize use and income from City land portfolio	ongoing	n/a
– Inventory of City Leases, Licences, etc.	October 2010	60%
– Valuation of City Owned Lands Policy for Leasing and Licencing City lands	April 2010	100%
– Discussion with Pentiction Yacht and Tennis Club for improvements to Okanagan Lake Marina	Associated with gaining ownership of eastern Okanagan waterfront from province	10%

- Land Exchange with School District on South Main Street/Green Avenue W	December 2010	10%
- Okanagan Hockey School Lease of Lands	December 2010	10%
- Council Resolutions on screen in Council Chambers	June 2010	100%
- Council Agenda and Council Reports available on City website	June 2010	100%
New Projects		
- Extended hours for City Hall increasing public access by 1 hour per day	March 2010	100%
- Sale of Lands adjacent to 310 Industrial Avenue West	April 2010	100%
- Resident Parking Only on Balfour and Leir Streets	August 2010	100%
- Land Exchange with School District for Power Street Roundabout and Queens Park School	September 2010	90%
- Land Exchange with School District for Pen-Hi	December 2010	10%
- Closure and Sale of Hickory Road	October 2010	90%
- Skaha Lake Concession Leases	December 2010	75%
- Bylaw Adjudication Process	December 2010	50%
- Prepare Policies for Bylaw Compliance Staff	December 2010	0%
- Gain ownership of eastern Okanagan Waterfront from Province	December 2010	0%
- Animal Control Contract	October 2010	25%
- Towing Contract	December 2010	0%
- Parking Report	December 2010	0%
- 2011 Budget	October 2010	50%
- Sale of lands adjacent to 1245 Riddle Road	November 2010	25%
- Encroachment Agreement for 218 Main St	November 2010	50%
- Beach Vending	November 2010	50%
- Licence to Use for 475 Upper Bench Rd	November 2010	50%
- Guernsey Avenue Road and Lane Closure	November 2010	50%
- Licence to Use for KIA at 550 Duncan Ave	October 2010	100%

Human Resources Department Highlights

Community Centre Closure

Human Resources successfully continues to place laid off staff from the community centre in other positions throughout the City.

Recruitment

Successfully recruited a new CAO

Milestones Review

Description	Target Delivery Date	Status %
– Establish and maintain desirable working relationships among all members of the organization	Ongoing	N/A
– Attain an effective utilization of Human Resources in the achievement of organizational goals	Ongoing	N/A
– Support corporate performance through policies and programs, appropriate assessment, recognition and reward systems	Ongoing	N/A
– Support change management initiatives	Ongoing	N/A
– Improve and enhance communication throughout the corporation	Ongoing	N/A
– Complete collective bargaining with CUPE	December 2010	10%
– Complete collective bargaining with IAFF	No target date set	0%
– Undertake a review and enhancement of HR systems, processes, procedures and policies using the principles of continuous quality improvement and excellent customer service	Ongoing	N/A
– Long service recognition	September 2010	100%
– Implementation of new performance review system for both union and exempt staff	December 2010	75%
– Emergency Management table top exercise	September 2010	20%
– Closure of Community Centre	April 2010	100%
– Maintain a low WCB rate	Ongoing	N/A

Accounting Division Highlights

- 2010 Property Tax Notices Issued
- 2009 Year End Financial Statements completed
- Monthly Financial Reporting to Council Implemented
- Business Licensing moved to Collections
- Restructuring of General Ledger commenced – completed the planning phase and initial set up of logic behind the new structure.
- Installed new compound and new monitoring in order to reduce the theft of copper.
- Negotiated substantial savings on the purchase of electrical meters compared to previous orders.

- Rolled out new attendance sheet to departments in order to provide better tracking and more consistency.

Collections Milestones Review

Description	Target Delivery Date	Status %
- Web based services for payment and accessing customer information (in conjunction with IT)	December 15, 2010	40%
- Implement training schedule within department to improve customer service	November 30, 2011	25%
- Implement Infinity.teleconnect outbound services	October 1, 2010	33%
- Offer email service to deliver notification of billing (in conjunction with IT)	January 1, 2011	10%
- Offer credit card payments at City Hall (in conjunction with IT)	January 1, 2011	0%
- Convert Business Licenses to Tempest from CityView (in conjunction with IT)	October 31, 2010	50%

Accounting Milestones Review

Description	Target Delivery Date	Status %
- Report quarterly financial results to Council	March 31, 2010	100%
- Implement new General Ledger/ Financial reporting structure	January 1, 2011	60%
- Develop strategy for depreciation of tangible capital assets	November 30, 2010	50%
- Roll out new attendance sheet to end users	December 31, 2010	75%
- Introduce performance measurement in budget process	December 31, 2010	20%

Information Technology Department Highlights

Information Technology Strategic Plan

Significant progress was made this quarter on the Information Technology Strategic Plan, which will be presented to council in late October of 2010. Additionally, time was spent preparing a presentation on the IT department for a council workshop which will occur in early October.

Ongoing Support / Troubleshooting

In quarter 3 the IT support team processed 266 requests for support. Note this does not include the more minor calls (less than 10-15 minutes) or the large ongoing project work.

During this time the IT team also processed numerous requests for staff access changes, as well as implemented new equipment and user accounts for the new City CAO and the new SOEC GM.

Information Technology Milestones Review

Description	Target Delivery Date	Status %
– Upgrade audio/video in Council Chambers	July 2010	100%
– Relocate MapGuide service to new / faster server as previous server has reached end of life	August 2010	100%
– Coordinate CityView technical / sysadmin training	August 2010	100%
– Create a corporate plan for the provision of web services and Payment Card Industry compliance	October 2010	30%
– Create a strategic master plan for Information Technology	October 31, 2010	90%
– Upgrade core network switch due to age of current switch and dependency on School Board core switch	December 2010	10%
– Update the City of Penticton website to provide a fresh and new look to the site. A Website Committee has been established to steer this task.	December 2010	40%
– Implement security alarm system for Yards cable compound	October 2010	50%
– Replace computers over 5 years of age, new computer will include Windows 7	December 2010	5%
– Deploy tablet computers to building inspectors	November 2010	10%
– Implement wireless network at SOEC	November 2010	15%
– Update cell phones over 2 years old (no cost to City)	December 2010	40%
– Update Cisco phone system to latest version for new features and bug fixes	November 2010	25%
– Work with Development Services to continuously improve workflows in CityView	Ongoing	Ongoing
– Decommission end of life servers	December 2010	60%
– Upgrade Intranet to latest software	November 2010	10%
– Implement System Centre Essentials 2010 software to allow for remote management	November 2010	70%

NEW PROJECTS		
– Implement CityView Online Portal	December 2010	5%
– Replace Cisco PIX firewall as it is end of life	December 2010	10%
– Upgrade CFA (fleet software) to latest version	November 2010	5%
– Upgrade Class (recreation software) to latest version	October 2010	10%
– Implement web filter appliance to protect against Internet malware / spyware	November 2010	5%

Development Services Division

The 3rd Quarter of 2010 has seen a continuation of the increased building activity within the City of Penticton. Building applications are still well above 2009 predictions and revenue generation from the Building Permits received has continued to increase. Interestingly and unexpectedly, Planning applications in the form of Rezoning, Development Permit and Development Variance Permits has increased toward the end of summer and early fall. Where earlier in the year it was expected that application numbers would be down compared to 2009 figures, it is now expected that there will be an increase in Planning applications received in 2010 compared to 2009.

Objective Summary

Planning Department Goals for 2010

Rebuild the Department to enhance customer service

Improving application processing timelines has been a key implementation target of the Development Services Division in the 3rd Quarter of 2010 to enhance the service we deliver to the development community.

Staff will be bringing reports to Council toward the end of October with amendments to the City's procedures bylaw so that applications can proceed to Council more efficiently and save between 2 and 4 weeks in application processing times with regards to Development and Variance Permit applications.

Completion of Peach Tree and Skaha Village Area Plan

The City's Long Range Planner is currently in the process of completing a Draft document for the City's first Urban Village Plan.

Finalization and Adoption of New Zoning Bylaw and OCP Amendments resulting from bylaw changes.

A legal review of the proposed new Zoning Bylaw has recently been completed. The Consultant is currently working with Staff to adjust the document with recommendations from the legal

review. The bylaw has been and will continue to be reviewed against current applications received so that as many issues can be identified prior to adoption and implementation of the new bylaw.

The Consultant is on track to have the bylaw back before Council in the 4th Quarter of 2010 for introduction.

Spiller Road and Reservoir Road Neighbourhood Plan

Planning Staff are in the process of reviewing the Draft plan submitted. The City's Technical Planning Committee are in the process of reviewing the plan and comments will be provided to the developer's consultants in the coming weeks.

Upper Wiltse Neighbourhood Plan

CTQ Consulting have commenced development of the Neighbourhood Plan for this area on behalf of Wiltse Holdings Ltd. A Draft plan is expected to be reviewed by the City by the end of 2010. Staff have been advised that background work is being completed by the developer's consultants. Meetings with the property owners are ongoing.

North Gateway Area Plan & Downtown Area Plan

These projects are currently on hold, pending funding from Development Applications in the specific areas.

Building Department Goals for 2010

Building Bylaw

A Draft of the Building bylaw has been completed by staff. The proposed bylaw will be reviewed with the Canadian Home Builders Association prior to bringing the document to Council to request commencement of the public consultation phase in the third quarter of 2010.

Review Permit Fees and formulate fee structure

A review of the fee structure within the Building Division has been completed and is required to be reviewed by Council prior to approval.

Building Permit Applications

The 3rd Quarter of 2010 continued with the trend of increased building activity in the City of Penticton. Building Permit applications received to the end of September stands at 653, versus a total of 520 for the same time in 2009. The value of construction up to the end of September 2010 now stands at \$76,126,997.

Engineering Department Goals for 2010

Complete the update of the Subdivision and Development Bylaw

The Subdivision and Development Bylaw review is an ongoing process. Improvement in the clarity and interpretation of the document is continually reviewed. With the department reorganisation and staff changes in the Development Engineering department, continual improvements will be made to the document.

Provide engineering review, approval and agreements for development proposals

Engineering review of all development related projects is a significant aspect in the development approval process. With the new division structure and all staff within the division now on the 2nd Floor of City Hall, coordination and efficiencies amongst all departments has improved.

Development Services Division Milestones Review – 2010 Goals

Description	Target Delivery Date	Status %
<u>Planning Department Goals</u>		
Rebuild the Department to enhance customer service	Ongoing	
Completion of Peach Tree and Skaha Village Area Plan	Q4, 2010	60%
Finalization and Adoption of New Zoning Bylaw and OCP Amendments resulting from bylaw changes.	Q4, 2010	90%
Spiller Road and Reservoir Road Neighbourhood Plan	Q1, 2011	55%
Upper Wiltse Neighbourhood Plan	Q3, 2011	10%
North Gateway Area Plan & Downtown Area Plan	Commence in 2010	0%
<u>Building Department Goals</u>		
Building Bylaw	Q4, 2010	60%
Review Permit Fees and formulate fee structure	Q4, 2010	90%
<u>Development Engineering Goals</u>		
Complete the update of the Subdivision and Development Bylaw	Ongoing	
Provide engineering review, approval and agreements for development proposals	Ongoing	
New Items		
Climate Action Plan	Q4 2010	50%

Operations Division – Electrical Department

Description	Target Delivery Date	Status %
2010 Projects from the Annual Report		
To reach resolution with respect to how to address the Carmi Substation construction project.	2010/09 Decision from Council.	100%

<p>STATUS: Complete. Taken to an Excluded Council meeting on September 20, 2010 where Resolution 1105/2010 was passed authorizing staff to pursue construction through FortisBC.</p>		
<p>Continued system voltage conversion works for the remaining circuits in the system.</p> <p>STATUS: Underway. First set of transformers ordered, received and installation has commenced. A second order for Transformers has been tendered.</p>	2010/12	67%
<p>Revise and implement updated Electric Utility By-Laws.</p> <p>STATUS: Carry over to 2011. Draft changes received. Staff review required. This will be a carry over project to 2011.</p>	2011/06	25%
<p>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.</p> <p>STATUS: Underway. Meters are now in inventory and installation has commenced and will accelerate in Q4.</p>	2012/12	44% for 2010
<p>Continue staff training and development in various areas of utility operations.</p> <p>STATUS: All recurrent training is either done or scheduled. The majority of training occurs in Q4.</p>	2010/12	60%
<p>Continue Development of Electric Utility Safety Practice Regulations</p> <p>STATUS: Carry over to 2011.</p>	2011/12	0%
<p>Rebuild/Upgrade the Campbell Mountain Line to address aging infrastructure and to maintain service integrity to the top of Campbell Mountain.</p> <p>STATUS: Underway. Work has commenced on the project. Schedule has slipped due to issues with bed rock. Revised completion 2010/12.</p>	2010/12	20%
<p>Complete the Westminster Substation capacity upgrades for circuits R-32, R-33 and R-34</p> <p>STATUS: Carryover to 2011. Circuit R-33 complete. Issues with length of cable runs.</p>	2011/06	30%
<p>Overhaul the circuit reclosers/breakers at Westminster Substation to as required for preventive maintenance.</p> <p>STATUS: Underway. One nearly complete with three more to be done.</p>	2010/12	25%

Install an additional 20 LED and 20 LED STI streetlight dimming luminaries. STATUS: Materials ordered with delivery expected by mid October and installation to be completed by end of November.	2010/ 11	58%
Complete pole maintenance/replacement of units identified in the pole testing program. STATUS: Underway. Wooden pole check has been completed, poles identified for replacement and replacement is underway. A protocol for the steel pole check has been developed and select poles have been identified for review.	2010/12	25%
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. STATUS: Carryover to 2011.	2011/12	0%
New Projects		
Reach a resolution on the ownership of the Electric Utility. STATUS: Complete. Taken to an Excluded Council meeting on August 8, 2010 where Resolution 942/2010 was passed abandoning consideration of outsourcing of the utility.	2010/08	100%
Commence work on an Electric Utility Master Plan. STATUS: Underway. Proposal call issued, proposals received and under review.	2011/07	10%

Operations Division – Engineering Department

Description	Target Delivery Date	Status %
2010 Projects from the Annual Report		
Complete the consultation, final report and implementation of the city wide irrigation study. STATUS: Carry over to 2011. The report is complete and has been presented to Council	2011/12	80%

and the Agricultural Committee. The next step is to present the report to the irrigation water users. The 2010 – 2019 10 year budget included the replacement of the irrigation system. What needs to be sorted is how this will be paid for. Due to staff shortages in the Engineering Department this project has been put on hold and will be carried over to 2011.		
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. STATUS: Underway. Back ground research completed. Completion and production of report to council due end of year.	2010/12	50%
Review and update the Earthworks Control Bylaw. STATUS: Carry over to 2011. Only house keeping changes are required.	2011/12	25%
Manage pre-design for expansion of City treated water supply to WBID, support public consultation and follow up with design and construction if approved. STATUS: Underway. The draft pre-design is finalized. Direction has been received from Council regarding water pricing. WBID is now wishing to approach Council on a revision to pricing. A WBID rate payer referendum is scheduled for late November. Depending on the nature of the vote the project will then move to detail design and construction.	2011/12	20%
Provide support for negotiations with PIB for expansion of City treated water supply to reserve lands. STATUS: Underway. Draft water report completed and forwarded to PIB.	2010/09	100%
Complete design and construction for the 2010 Watermain upgrades. STATUS: Complete. Done on time and slightly under budget.	2010/10	100%
Complete design and construction for the 2010 road and lane recapping. STATUS: Underway. Design complete, tender let and construction is on going.	2010/11	65%
Initiate multi year program for the expansion of a bike network. STATUS: Carry over to 2011. Project was to originally create a Wade Ave Bike path.	2011/09	25%

Council elected not to proceed and has now asked staff to develop a Bike Plan.		
Initiate City wide review of signage and intersection functionality (sight lines, etc). STATUS: Carry over to 2011. The budget will include monies to complete a warrant analysis at various intersections to determine where upgrades are required.	2011/12	0%
Develop and implement a revised capital budget procedure. STATUS: Carry over to 2011. Have developed the database and methodology but still need to populate the date base with data. The goal is to have this in place for 2011.	2011/10	35%
Initiate implementation of in-house asset management and GIS systems. STATUS: Project deleted from 2010 work plan. Council has endorsed IT examining and reporting on what we should be doing with GIS.	N/A	N/A
New Projects		
Design and installation of a two way left turn lane on Government Street. STATUS: Complete.	2010/08	100%
Sanitary Sewer extension to 425 Lower Bench Road. STATUS: Complete. Council endorsement received on granting the extension, funding the services and providing a late comers agreement. However the winery has now sold and the new owner has not indicated that he wishes to proceed.	2010/10	100%
Review of signage and road safety conditions at Elementary Schools. STATUS: Underway. A Work shop is planned for Q4 with City staff, school board, RCMP and Council as required.	2010/12	0%

Operations Division – Public Works, Administration

Description	Target Delivery Date	Status %
2010 Projects from the Annual Report		
Complete the Public Works Maintenance Policy. STATUS: Underway. Proposed levels of service and standards have been developed. Validation of service levels currently in process.	2010/12	50%
Solid Waste Collection Level of Service Survey. STATUS: Project deleted from 2010 work plan as no budget provided to undertake the work.	N/A	N/A
Tender and Award the next 5 year Solid Waste Collection Contract. STATUS: Underway. Award set for 2010- RFP complete and out to proposal call.	2010/2011	70%
New Projects		
Establish rate and availability for Sanitary Sewer Effluent. Change the related bylaws to reflect the same. STATUS: Underway. Presented information to council. Received direction on rates to be negotiated with potential users. Actual cost rates have been determined.	2010	25%

Operations Division – Public Works, Fleet Maintenance

Description	Target Delivery Date	Status %
2010 Projects from the Annual Report		
Implement new Idle Free Policy and report results at year end. STATUS: Complete.	2010/06	100%
Down Size Fleet in accordance with 2009 Council Endorsed Fleet Review and Down Sizing Strategy.	2010/06	100%

STATUS: Complete. 2010 fleet purchases complete and compliant with the Council endorsed downsizing strategy and vehicle delivery has started. Council has asked that the Vehicle Replacement Policy be examined. To be done as part of the 2011 budget process.		
New Projects		

Operations Division – Public Works, Wastewater Treatment Plant

Description	Target Delivery Date	Status %
2010 Projects from the Annual Report		
Continue with the construction of the AWWTP upgrade on time and on budget. Construction scheduled to finish March 2011. STATUS: Underway. Construction well underway. Project on budget and approximately 2 weeks behind schedule.	2011/03	50%
Amend Operating Certificate with the Ministry of Environment. STATUS: Complete	2010/08	100%
Design and construct a Bio Gas energy recovery system with AECOM STATUS: Underway. Project endorsed by Council, AECOM budget has been amended and design underway. Waiting for full costing of supply and installation.	2011/03	35%
Promote effluent energy recovery for new developments STATUS: Completed. A business plan for a district heat program has been completed and shows that it is not economically feasible to construct a district heating system. Work with Okanagan College is underway on the use of treated effluent for heat recovery. This effort will depend on the cost of purchasing the effluent for use and MOE approvals. Currently working with OC on this initiative.	On going	100%
New Projects		
Work with the RDOS to include Oliver and area	2011/10	30%

<p>A and area C to those that bring septic waste to the Septic Waste Receiving Facility</p> <p>STATUS: Underway. RDOS has endorsed the construction of a transfer station. Council has agreed to revise the existing agreement to include the new area. The RDOS is about to commence an Alternative Approval process for areas A and C to authorize the construction of the Oliver transfer station. This project is currently in the care of the RDOS.</p>		

Operations Division – Public Works, Water Treatment Plant

Description	Target Delivery Date	Status %
2010 Projects from the Annual Report		
<p>Expand collaborative approach on water conservation program delivery methods.</p> <p>STATUS: Underway, May carry forward to 2011 depending on grant status. The City, Fortis and Terasen gas are undertaking a joint conservation program in 2010 which includes the whole south Okanagan and the Okanagan Water Board. The program is 100% grant funded.</p>	2010/12	70%
<p>Perform site surveys to ensure backflow preventer installations adhere to code with a focus on moderate to high risk applications.</p> <p>STATUS: Underway. Program is ongoing with a target of 100 to 150 surveys per year.</p>	2010/12	55%
<p>Engage community in developing water conservation initiatives focusing on relevancy and early adoption with public programs and education.</p> <p>STATUS: Underway. This is being addressed as part of the expanded collaborated approach to water conservation, see above.</p>	2010/12	85%
<p>Optimize water treatment processes upgrades installed in 2009 with a focus on cost effective treatment and delivery of water.</p> <p>STATUS: Underway. The new process is working well producing high quality water. Ongoing optimization and trials required to dial in process.</p>	2010/11	50%

New Projects		

Operations Division – Public Works, Works Area

Description	Target Delivery Date	Status %
2010 Projects from the Annual Report		
Continued upgrading of 800 domestic water meters as per RF program. STATUS: Underway. Approximately 450 meters installed. Work will continue this fall / winter.	2010/12	70%
Continued installation of approx 15 domestic meter pits in rural areas. STATUS: Completed.	2010/12	100%
Complete transit upgrades from provincial grant of \$327,000. STATUS: Completed.	2009/10	100%
Continue hydrant spacing program to meet fire underwriter requirements of approx. 16 new hydrant installations. Pending budget approval. STATUS: Underway. Hydrants being installed as part of the Engineering Department Capital Works Contract.	2010/11	75%
Upgrades to Three mile and Brantford irrigation mains in existing easements. STATUS: Both projects complete.	2010/06	100%
Complete fire flow enhancement project in the Industrial area. STATUS: Underway. Design completed. Four areas consisting of 6 water main tie ins to be done. Two completed	2010/10	40%
New Projects		
City Yards preparation for subdivision, relocation of 3 structures and misc related items. STATUS: Completed	2010	100%
Spruce Place public safety drainage and retaining wall removal due to building permit infraction	2010	100%

STATUS: Completed.		
Convention Center entrance paving stone repair. STATUS: Underway. High traffic areas complete some minor repairs remain.	2010	90%

Parks, Recreation & Culture Milestones Review

Description	Target Delivery Date	Status
Parks Department: Annual Report Goals and Objectives:		
- Complete Cemetery Services Strategic Master Plan	May 2011	5% Complete RFP in preliminary draft form
- Complete installation of SOEC Landscaping	Completed April 2010	100% Complete On time & on budget.
- Complete Xeriscape brochure for public education	Oct 2010	100% Complete Brochure & interpretive signage at Marina Way Park
- Update Parks section of the Masterplan	September 2010	90% complete. Revised report presented to PRC in June, 2010. Final report to be presented to Council.
- Purchase & install bike racks in various parks to encourage bikes transportation to City parks & beaches (Transportation Grant)	June 2010	100% Complete
- Work with local Astronomical Society to install Sunset Markers at Munson Mountain	June 2010	95% Complete Waiting on astronomical society to select & place stones
- Work with Skaha Rotary Group on Trail Enhancement Project to develop and improve trails in the city	Ongoing	15% Complete Letter of Understanding for the committee adopted. Staff is acting as a resource and liaison with the Skaha Rotary group.
- Park irrigation conversion from potable to effluent source at Skaha and Lions Parks	April 2011	90% Complete Effluent line not commissioned yet. Still need to make final connections
- Revise & promote the Parks Gifting Program	Jan 2011	10% Completed
- Monitor potential Pine Beetle infestations	Ongoing	Staff continue to monitor pine beetle activity in City and respond accordingly.

- Continue to search for innovation/efficiency in park operations	Ongoing	Park budget was reduced by \$25k as part of the 2010 budget process.
Parks Department: Council Directives:		
- Banning of 2-4-D Pesticide	Completed Feb 15/10	100% Complete Report to Advisory Committee and Council. Maintain status quo until results of the Provincial investigation of a province wide ban is completed.
- Marmots Invasion	Completed June, 2010	100% Complete Marmots living on private property. Local residents advised of options for control.
- Canada Goose Hunting/Cull Permit	Completed June 7/10	100% Complete Cull permit denied by Ministry. Hunting to be permitted within City limits by permit only.
- Costs for walkway on marina breakwater	October 2010	100% Complete Report to Council. Referred to the Okanagan Waterfront Enhancement Advisory Committee.
- Rock Groin project east side OK Lake	In Progress	10% Complete Referred to the Okanagan Waterfront Enhancement Advisory Committee.
- Access to Esplanade	In progress	10% Complete Referred to the Okanagan Waterfront Enhancement Advisory Committee.
- Initiative to offset \$51,000 for Trees for Tomorrow Program	In Progress	Promoted through Parks Donation Program
- Form 'Off-Leash Dog Park' Committee to identify/recommend official dog off-leash sites	Completed Apr 19/10	100% Complete Report to Park & Rec Advisory Committee & Council. Council approved two locations as off leash dog parks. Directed staff to begin public process to solicit input from residents in vicinity of the two sites.
- Work with Penticton Community Garden Society re: potential expansion of gardens at Vancouver Avenue Park	October 2010	100% Complete New Licence to Use has been executed. Garden Society beginning to

		explore grant opportunities to fund expansion.
- Urban Agriculture – request for lands at Munson Mt.	December 2010.	75% Complete Has gone to advisory committees for comments. Needs to go to Council for final direction.
- Negotiate Beach sub licenses	Complete July 2010.	100% Complete Review of procedures needed for 2011 contracts.
- Marine facility study	January 2011.	Consultant hired. To be presented to Waterfront Enhancement Committee
- Penticton Canadian Italian Society Gazebo in Rotary Park	Dec 2010	40% Complete Gazebo design selected. Installation to occur based on delivery from manufacturer. .
- Relocate and reinstall the Romp sculpture	December 2010.	50% Completed Report to Heritage/Arts Committee completed. Council denied funds in 2010 budget. New location in Rotary Park approved by Committee. Funding to be found in Park & PW budget.
Recreation Department: Annual Report Goals and Objectives:		
- Develop and implement transition plans for Community Centre & Pool closure.	Ongoing	100% Transition plan in place. Interim services and programs provided as approved
- Facilitate development of 2011 BC Disability Games committee & support committee in planning the Games	Completed May 2010	100%. Games cancelled due to low level support from provincial sport organizations
- Work with the Chamber of Commerce to develop sport tourism strategy	April 2010	100% Strategy Completed. Chamber to present to Council.
- During Community Centre Closure: <ul style="list-style-type: none"> o Provide core selection of recreation programs for youth (pre-school – teens) o Provide facility & parks booking services and event liaison activities o Assist Cleland Theatre user groups with relocation to other venues 	March to December	<ul style="list-style-type: none"> - identified recreation programs continue throughout the closure - booking functions continue - all theatre users accommodated through 2010 schedule; subsidy program implemented
- Liaise/support development of 'Festevents	Completed	100% formation of Society

Society' (Society established to help coordinate needs of event organizers hosting events in Penticton)		complete. Staff continues to provide support throughout the year.
- Support & host 2010 BCRPA Symposium	May 2010	100% Complete
- Provide support for 2010 Provincial Swim Championships (Feb.)	Feb 2010	100% Completed
- Develop plans for re-opening Community Centre and pool	December 2010	70 % of planning complete. Continuing to develop report for council.
- Wrap up 4 year plan for GetActive! Penticton & establish long term sustainability plan	On Hold.	80 %. Provincial funding/program halted. Community Centre closed. Limited staff resources. Program is awaiting BCRPA direction.
Recreation Department: Council Directives:		
- 2015 Canada Winter Games Bid	Completed	100% host community chosen. Offer to partner with Kelowna denied.
- Arts Festival & Public Art UBCM Grant App.	Sept 2010	95% of work completed. One report left to be submitted to UBCM (3 projects)
- Mandatory Use of Helmets in Skate Parks	May 2010	80%. Bylaw adopted. Phased implementation. Summary report to be submitted to council in Oct 2010.
- Implement 2 Tier Sub-Regional Recreation	December 2010	100% of research and reports completed. Council received report and abandoned program
- Sport and Outdoor Recreation Grant	Sept 2010	90% Penticton Outdoor Adventure Tourism Strategy completed. Report to be presented to PRC.
- Tourism Marketing and Signage Grant	Feb 2011	30% EOI re-posted; project to be completed in Feb. 2011;
- Provide support for International Wakeboard Championship	April 2010	100%. Support provided/event postponed
- Lease portion of SOEC to Interior Health	Jan 2010	100% Completed
- Okanagan Hockey School Licence to Use	June 2010	100% Completed
Facilities Department: Annual Report Goals and Objectives:		
- Continue facility condition assessments to	On Hold	10% Complete

		Draft RFP completed. On hold due to Facilities Supervisor position not being filled and other higher priorities
- Continue energy audits of civic facilities to reduce energy consumption, lower operating costs and help city meet its Climate Action charter commitment	On Hold	10% Complete Draft RFP completed On hold due to Facilities Supervisor position not being filled and other priorities
- Implement computer maintenance management software system to establish preventative maintenance program	On Hold	20% Complete RFP went out and short listed companies were interviewed. On hold due to Facilities Supervisor position not being filled and other priorities.
- Assist South Okanagan Tennis Association with review of options for redevelopment of community tennis facility	Ongoing	50 % Complete Some discussions with SOYSA and SOTA.
- Continue to move Facility Department forward in role of managing city assets through long range strategic planning	Ongoing	Challenging to complete when the Facilities Supervisor position is still vacant.
Facilities Department: Council Directives:		
- Demolish Nanaimo Hall Buildings	Oct 2010	100% Complete Staff worked with contractor to complete demo of all buildings on site within allocated budget.
- New Contractor for Public Washrooms	May 1, 2010	100% Complete Contract to maintain the public park washrooms awarded to new contractor. Contract expires Dec 31, 2011 with three one year options.
- SOYSA – Phase II approvals and assistance with grant	July 2010	100% Complete
- Explore participating with OSA to move forward with Shatford Vision	Completed	100% Complete OSA given city funding and provincial grant to support development
- Community Centre Steering Committee	Ongoing	Meetings held biweekly
- Community Centre Pool Infrastructure Grant	March 2011	20% Complete Grant received. Work in progress.

Museum Department: Annual Report Goals and Objectives:		
<ul style="list-style-type: none"> - Presentation of three temporary exhibits in Atkinson Gallery featuring:- <ul style="list-style-type: none"> o Skies Alive! Stargazing through Ages o Foundations: History of construction in Penticton o Bravo Zulu: Celebrating Canada's Naval Centennial 	<p>Jan – Jun</p> <p>July-Dec</p> <p>Oct - Dec</p>	<p>Skies Alive 100% Completed</p> <p>Foundations – 100% Completed</p> <p>Bravo Zulu – 70 %.</p> <p>(Presently in design and construction stage) for Oct 21st opening.</p>
<ul style="list-style-type: none"> - Development of Artefact & Archives Electronic Collections Database System including digitization of archival records & implementation of new artefact storage systems 	<p>Ongoing</p>	<p>Initiated July and 4% completed. Ongoing until planned completion in 2013 (not 2012 as previously planned due to limited human resources)</p>
<ul style="list-style-type: none"> - Completion of museum's permanent exhibit 'Penticton – The Shaping of Place', including exhibits related to 1950's to 1990's 	<p>Dec 2010</p>	<p>80% completion of 50's – 60's section; 70's – 90's to be completed Dec 2010</p>
<ul style="list-style-type: none"> - Install/celebrate military exhibit for former BC Dragoon Lt. Col. TC Chapman 	<p>May</p>	<p>100% Completed</p>
<ul style="list-style-type: none"> - Install over five off-site exhibits highlighting local heritage, including <i>Winter Sports Legacy</i> installation at SOEC & Cherry Lane Mall, <i>Literacy Day</i> exhibit, <i>BC Heritage Week</i> and other celebratory events 	<p>Ongoing</p>	<p>Total of 12 off-sites exhibits installed as of Oct 1, representing 120% increase from initial plans.</p>
<ul style="list-style-type: none"> - Initiate South Okanagan Heritage Alliance summer project involving GPS Treasure Map and Geo-caching 	<p>June</p>	<p>100% Completed and delivered.</p>
<ul style="list-style-type: none"> - Facilitate development of new Penticton Heritage & Culture Walking Map, with associated social media content 	<p>Sept</p>	<p>95% Completed. Walking Map & website completed. Video web contents to be developed by Nov 15th</p>
<ul style="list-style-type: none"> - Develop new Curator Kid programs with focus on historical narratives & local earth sciences 	<p>Spring</p>	<p>Spring program 100% completed. Fall program under review due to budget limitations</p>
<ul style="list-style-type: none"> - Continue upgrades to the Archive Storage & Research rooms and meet <i>Archive Association of BC</i> accreditation criteria to access funding opportunities 	<p>Ongoing</p> <p>Aug 2010</p>	<p>85% completion of archives upgrades.</p> <p>AABC application submitted; delay in acceptance notice, now expected Oct 20th. Funding applications to be submitted by Nov.</p>
<ul style="list-style-type: none"> - Initiate new adult programs & partner with local arts & cultural organizations 	<p>Ongoing</p>	<p>50% complete. Projects (including Economusee concept) on hold until further funding secured. Partner programming in</p>

		Shatford Centre expected Jan 2011
- Renovate and re-format collections storage area to achieve conservation efficiencies	Ongoing	Initiated July and 30% completed – completion expected Dec 2011
- Continue delivery of Brown Bag Lecture series, Remembrance Week film series and Valentines Tea, Volunteer's Party and other celebratory events	Ongoing	Spring Brown Bag lectures 100% completed; Fall program to start in Sept. Remembrance Week in planning phase. Valentines tea & volunteer party 100% completed.
- Explore potential of partnership interpretative programs at Leir House & SS Sicamous	Ongoing	Museum partnering with Sicamous on Navy Centennial exhibit in Oct. No projects with Leir House to date.
Museum Department: New Projects:		
- Explore relocating Museum & Archives to Shatford building	May 2010	100% completed. OSA received grant from the city to proceed with Arts centre without relocation of civic facilities.

Fire Department – Highlights

Departmental Training

Chief Williams attended a symposium on High Rise Firefighting in New Westminster. It was a very valuable training session and a number of training materials were brought back to be used by our department. Deputy Spalding and Deputy McCleary attended a "Train the Trainer" workshop in Kelowna that enables us to deliver an Officer Program in-house to save the costs of sending students to the Lower Mainland. We have been approached by other fire departments in the RDOS to see if they can use our live fire prop at Station 2 and we will be looking at a fee structure and policy development for its use by outside agencies.

New Fire Engine

The Truck Committee has had the opportunity to visit other fire departments that have recently purchased apparatus. They have also met with some manufacturers to finalize the RFP specifications.

Dispatch Study

The contractor for the Dispatch Study has supplied the final copy to the Regional District but it has not been supplied to us as of yet.

Fire Department Milestones Review

Description	Target Delivery Date	Status %
- Continue to evaluate all department operations for efficiency and effectiveness	Ongoing	n/a
- Delivery of fire safety programs for evacuating residents of high rise buildings with emphasis on older adults and people with disabilities or special needs.	December 31, 2010	50% (of Assisted Living complexes)
- Continue to update the department's Operational Guidelines	December 31, 2010	10%
- 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.	No dates set at this time	n/a
- Utilize the new live-fire training prop at Station 2	May 2010	100%
- Continue to deliver and update the high rise training package for Career and Auxiliary Firefighters	Ongoing	n/a
- Evaluate our current radio system with a goal of improving radio communication within the Penticton Fire Department protection area	December 31, 2010	60%
- Deliver a Fire Service Instructor Level 2 course for the officers and prevention staff to improve the department training programs	April 2010	100%
- Update the Fire and Life Safety Bylaw	November 30, 2010	30%
- Evaluate the fire inspection program to determine the frequency requirements for inspections of all building occupancies	December 31, 2010	40%
- Continue to implement the Community Wildfire Protection Plan and seek funding for fuel modification projects on city owned land and parks	Ongoing	n/a
- Establish the specifications needed for the replacement of a fire engine in 2011, and prepare a Request for Proposal	October 31, 2010	80%

3.0 Major Capital Projects & Costs

Major Capital Project summary exceeding \$100,000

Capital Project / Owner	Size \$M	Performance Summary	Status %
Electrical Department			
Pole Replacements	\$181,115	Wooden pole check has been completed, poles identified for replacement and replacement is underway. This program will have to be continued at a higher level for the next year or two. After that it will be an annual program at a smaller level. A protocol for the steel pole check has been developed and select poles have been identified for review. These have been checked and found to be ok,	75%
Campbell Mtn Line Rebuild	\$125,000	Work has commenced on the project. Due to the amount of bedrock blasting or drilling will be necessary. Project put on hold until fall to avoid the dangers associated with starting a wild fire.	20%
Vancouver Ave & Abbott Underground Conversion	\$106,742	Project deleted from the 2010 work plan as the underground work will be accomplished in conjunction with future development.	N/A
Voltage conversion transformer change outs	\$623,500	Transformers ordered, received and installation has commenced. Will need to order more transformers.	50%
AMR meter conversion program	\$275,887	Council direction received to accelerate the program to complete it in 3 years. 2010 meters ordered and meter conversions underway.	20%
NEW Electric Utility Master Plan	\$130,000	Council approved a budget amendment and reallocation to create a project to complete an Electric Utility Master Plan. Drafting of the terms of reference to commence shortly.	0%
Engineering Department			
Pineview and Cedar subdivision	\$133,535	Discussions with the adjacent land owner underway regarding funding. The City may have to undertake the entire project and use a late comers agreement to recoupe our costs in the future.	20%
Lane Recapping	\$110,000	Part of the Capital Works Contract. Design complete, tender awarded and construction underway.	25%
Road Rehabilitation Contract	\$750,000	Part of the Capital Works Contract. Design complete, tender awarded and construction underway.	0%
Smythe Drive Construction	\$567,000	Construction Complete	100%
Warren and Atkinson Traffic Signals	\$130,000	Design complete, materials ordered and construction scheduled.	35%
Queens Park School Pedestrian	\$60,000	Design complete, construction underway.	80%

Activated Crossing			
South Penticton Sanitary Sewer Interceptor	\$550,000	Carried forward to be completed as part of the capital works program 2010.	95%
Lee Avenue Lift Station	\$1,280,475	Minor deficiencies remain to be completed. It is anticipated that the majority of this carry forwarded budget will remain unused and will be returned to the sewer utility.	100%
Westminster Avenue Sanitary Sewer	\$150,000	Awarded and yet to commence	10%
Water main Upgrade Contract	\$1,647,796	Contract awarded and construction well underway.	90%
Valleyview Road Water main Design	\$180,121	Predesign is complete – Staff report to Council pending	7%
Public Works			
Miscellaneous Sidewalk Upgrades	\$225,000	Included in the Road Rehabilitation Contract - Awarded- sidewalks completed	100%
SOEC Sanitary Sewer Main Infiltration Testing	\$100,000	Smoke Testing is complete. Implementation of required works determined from report remains to done.	60%
Advanced Waste Water Treatment Plant Upgrade and Expansion	\$20,130,880	Construction at 50% complete. Project on budget and about 2 weeks behind schedule.	50%
Dam Storage Capacity Study	\$100,000	This was a carry over project from 2009 that was not supported by Council. This project has been removed from the 2010 work plan.	N.A
Water Treatment Plant Expansion	\$140,732	This project is 97% complete – Approximately & \$19,000 remains in the budget	97%
Detail Design for the WBID water supply project	\$500,000	Pre-Design in Draft form. To be finalized followed by a public meeting with WBID ratepayers in mid September. The WBID ratepayers will then vote on the City option and if they support it Detail Design will continue. If they do not support it the project will end.	15%

Capital Project / Owner	Size \$M	Performance Summary	Status %
Parks Department			
Trail Head construction along Ellis Creek (Transportation Grant)	\$136k	Linked with Provincial LocalMotion grant funding that has to be spent by March 31, 2012. Current funding will allow completion of Phase One only. To go to tender in Spring of 2011 and completion by Fall of 2011.	30%
Integrated Waterfront	\$380k	This is a long term, multi-year project. Funds have been allocated to certain projects but no firm timelines have been determined. Marina Way Xeriscape garden is complete and brochure produced.	50%

Okanagan Waterfront Park Enhancements	\$300k	Construction drawings for Ph 1 & 2 complete. Tender to be issued in Nov. Scope of Ph. 1 may have to be reduced to meet the Ph.1 \$300k budget based on revised cost estimates derived from construction dwgs. Project approx 2 weeks behind schedule but should still be substantially complete by May 2011.	25%
Various Small Capital Projects	6 Projects Totalling \$95k	Various stages of completion. Anticipate all projects to be completed by year end.	Various
Facilities Department:			
Community Centre Upgrade Project	\$23.3M	\$18.3 million of 19.9 million in total tenders confirmed to date. Project continues to be on time and within budget.	30 % of construction complete
Replace Cooling Towers at City Hall	\$22k	Project complete July 2011. On Budget. Work completed in house by Facilities staff.	100%
Concrete Floor Repairs at Fire Hall #1	\$25k	Project Complete Oct 2011. Under budget.	100%
Park Washroom Improvements	\$40k	Various park washrooms have received improvements such as ceramic floor tile, new lighting & plumbing fixtures, ceiling enclosure and paint. All work completed in house by Facilities staff. Work to continue through Winter/Spring 2011	50%
Nanaimo Hall Demolition	\$90k	Project complete Oct 2010. Staff were able to negotiate with the RDOS to have the majority of the tipping fees waived which allowed the demo of all the buildings on site within the allocated budget instead of only the Bud Clark buildings.	100%

[RCMP.pdf](#)