

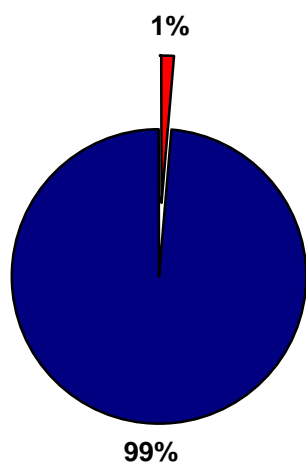
GENERAL FUND

CORPORATE SERVICES

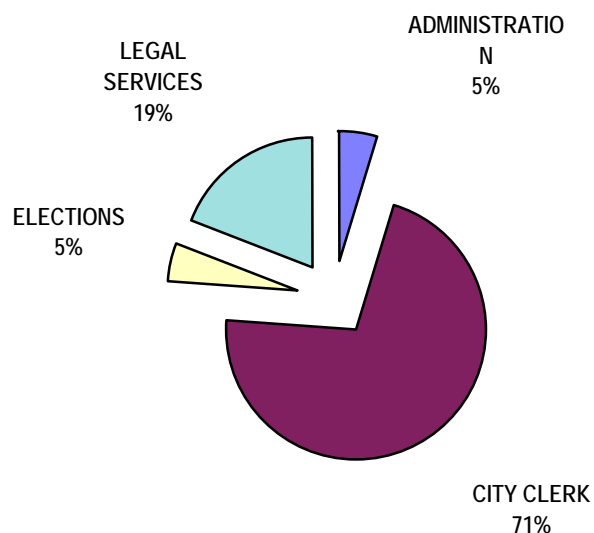
John Vos - A/Director of Corporate Services
 Stephen Fleming - City Clerk

Percent of General Fund Operating

Corporate Services = \$1.2 Million



Division Summary



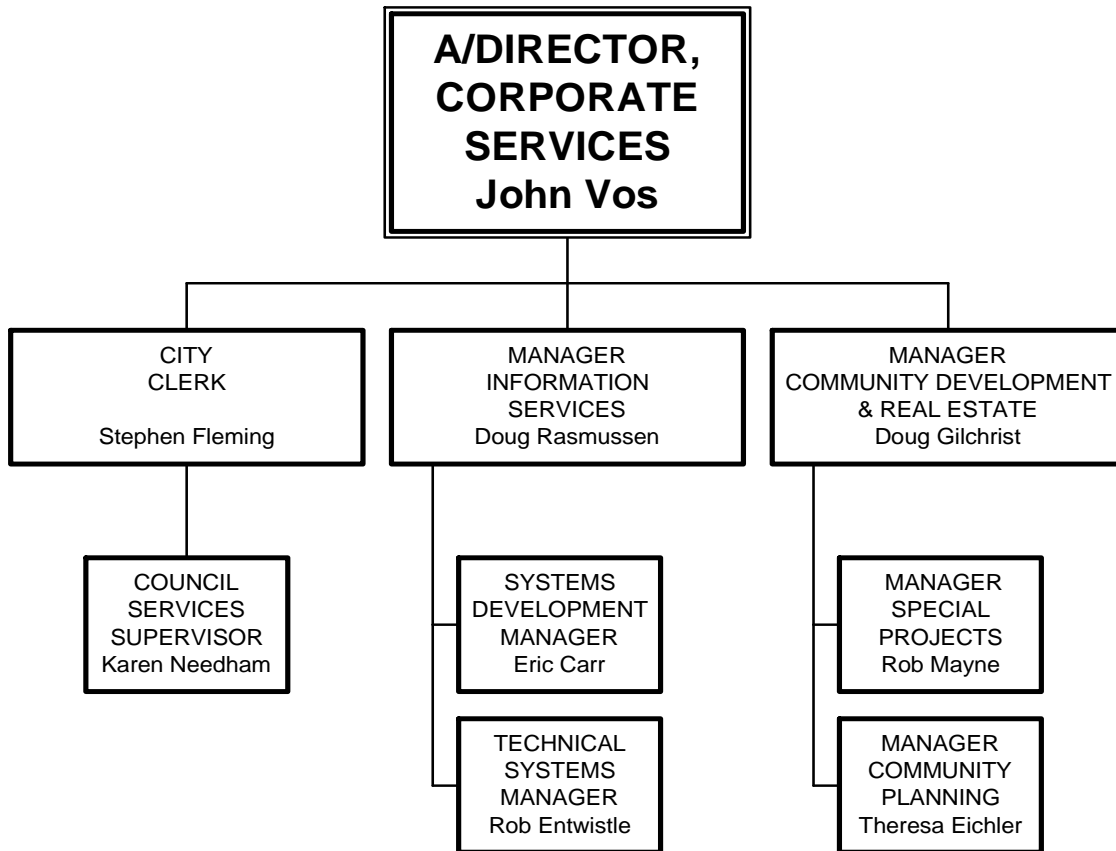
General Fund Operating = \$81.3 Million

Department Overview

	Revised Adopted 2008	Financial Plan 2009	Change from Prior Year	Percent Change
Taxation Expenditures				
Net Operating	1,198,255	1,045,533	(152,722)	-12.7%
Capital	0	0	0	0.0%
Total Taxation Expenditure	1,198,255	1,045,533	(152,722)	-12.7%
Authorized Positions	10.5	9.6	(0.9)	-8.6%

CORPORATE SERVICES

ORGANIZATIONAL CHART



CITY CLERK'S DIVISION

DEPARTMENT GOALS AND OBJECTIVES

To allow, through the provision of both internal and external resources, for the official business of the corporation (through City Council) to be conducted in accordance with legislated and other requirements.

To ensure that the efficient use of Council's time to conduct business is maximized by coordinating staff input, public input and Council consideration of issues before the corporation.

To ensure that the records of the corporation are kept secure and managed throughout their life cycle (creation, retention, destruction, archiving) such that the requirements of Provincial legislation are met and public access to records is ensured to the greatest extent permitted by those requirements.

CURRENT YEAR OBJECTIVES – LINK TO COMMUNITY STRATEGIC PLAN

GOAL 2 – OBJECTIVE 1 Aid in the growth and progress of Kelowna as a desirable place to do business.

1. Ensure council business is conducted in accordance with legislated and other requirements.

GOAL 3 - OBJECTIVE 1 Promote health and wellness initiatives.

1. Participate in City Wellness Program.

GOAL 3 - OBJECTIVE 2 Ensure the availability of fiscal and human resources to provide quality services.

1. Encourage staff to pursue training opportunities that fall within the relevant City policies, and to share their expertise with other groups where appropriate.
2. Work with all departments to perform records audits to ensure the City's records management policies are understood and followed, and assist departments as necessary in bringing records management into compliance. Use the information from the audits to update records management policy, or the Central File Index system, where applicable.
3. Work with Information Services to implement a corporate Electronic Document Management System program pilot project.
4. Work with other departments to review older regulatory bylaws needing updates so that amendments or replacement bylaws can be brought forward.
5. Ensure that the City remains compliant with new legislative changes implemented by other levels of government (provincial or federal).

GOAL 3 - OBJECTIVE 8 Provide meaningful opportunities for a broader range of input from residents and agencies on major directions taken by the City.

1. Work with other divisions or departments to ensure in-process bylaws are tracked and dealt with appropriately (including applications for extensions where applicable and closure of obsolete bylaw files).
2. Broaden public knowledge and understanding of role of statutory Council committees and the opportunities for participation and input that they provide.



CORPORATE SERVICES

Department ID Section Descriptions

ADMINISTRATION

To provide support and administrative services to the Corporate Services group.

CITY CLERK

The Clerk Section provides the link between the City, its citizens, and other government bodies. It has three working groups.

Legislative Services ensures all City actions are conducted in accordance with increasingly complex federal, provincial, and municipal government legislation. This working group also prepares notifications and advertisements of Council's actions according to statutory regulations and is responsible for the proper conduct of local government elections.

The Council Recording secretary prepares Council meeting agendas and information packages, compiles meeting minutes, and prepares the correspondence required by Council.

Records management staff have expanded from being official record keepers for legal documents, minutes, and bylaws to being responsible for corporate-wide records management. This working group is also responsible for Freedom of Information and Protection of Privacy issues.

ELECTIONS

The Clerk's Office ensures that Local Government Elections and other voting opportunities are conducted in a fair and open manner.

LEGAL SERVICES

The Clerk's Office oversees the provision of legal services to the corporation and acts as the primary liaison between the City and the City solicitor.

PERFORMANCE MEASURES

PROGRAM INPUT MEASURES	Actual 2007	Revised Adopted 2008	Financial Plan 2009
061 ADMINISTRATION	218,882	221,875	49,391
062 CITY CLERK	665,751	727,780	747,542
065 ELECTIONS	48,600	48,600	48,600
067 LEGAL SERVICES	234,969	200,000	200,000
Total Net Operating Expenditures	1,168,202	1,198,255	1,045,533

CORPORATE SERVICES

PERFORMANCE MEASURES

	Actual 2007	Estimated 2008	Proposed 2009
PROGRAM OUTPUTS			
Number of bylaws created, amended or adopted	161	225	225
Number of FOI requests received	41	50	40
Number of files retrieved from File House	3,796	4,500	5,000
Number of Statutory Notices Mailed or Hand Delivered	16,429	20,000	22,000
PROGRAM OUTCOMES			
EFFICIENCY MEASURES			
Percentage of FOI requests responded to within statutory deadline	98%	100%	100%
Number of Applications Requiring Re-Advertising due to Staff error	3	0	0
CUSTOMER SATISFACTION			
INNOVATION AND LEARNING			
Number of professional organizations represented	5	3	3
Hours of training received by staff	250	250	250
Hours of training given by staff to other groups	100	150	150

CORPORATE SERVICES

REVENUES / EXPENDITURES BY CATEGORY

	ACTUAL 2007	REVISED ADOPTED 2008	FINANCIAL PLAN 2009
<u>REVENUE</u>			
FEES AND CHARGES	(22,615)	(13,400)	(13,400)
OTHER REVENUE	(30,400)	(50,000)	(52,500)
TRANSFERS FROM FUNDS	(17,417)	(128,000)	
Special (Stat Reserve) Funds			
Development Cost Charge Funds			
Accumulated Surplus	(17,417)	(128,000)	
TOTAL REVENUE	(70,432)	(191,400)	(65,900)
<u>EXPENDITURES</u>			
SALARIES & WAGES	798,568	844,695	680,493
INTERNAL EQUIPMENT	10,718	6,790	6,790
MATERIAL & OTHER	354,824	500,670	375,920
CONTRACT SERVICES	29,566	37,500	48,230
DEBT			
INTERNAL ALLOCATIONS			
TRANSFERS TO FUNDS	44,958		
Special (Stat Reserve) Funds			
Development Cost Charge Funds			
Accumulated Surplus	44,958		
TOTAL EXPENDITURES	1,238,634	1,389,655	1,111,433
NET OPERATING EXPENDITURES	1,168,202	1,198,255	1,045,533
CAPITAL EXPENDITURES			
FROM TAX DEMAND			
OTHER FUNDING SOURCES			
GROSS CAPITAL EXPENDITURES			
NET OPERATING & CAPITAL EXP.	1,168,202	1,198,255	1,045,533

AUTHORIZED F.T.E. POSITIONS

	BUDGETED FTE'S 2007	ACTUAL 2007	REVISED ADOPTED 2008	FINANCIAL PLAN 2009
<i>Salaried</i>	10.6	10.0	10.5	9.6
<i>Hourly</i>				
<i>Contract</i>				

CORPORATE SERVICES

Description of Program Changes	2009 Gross Cost Change	2009 Net Impact	2009 FTE
1) 2008 One-Time Supplementals	\$128,000	\$0	
2) Annualized 2008 Budget Cost	\$2,500	\$0	
3) Salary Adjustments	\$8,282	(\$164,202)	-1.0
4) Departmental Adjustments	\$1,980	\$1,480	
5) 2009 Supplementals	\$10,000	\$10,000	
Total Changes for 2009	\$150,762	(\$152,722)	-1.0
 Unfunded 2009 Requests			
1) 2009 Supplementals	\$15,000	\$15,000	
Total Unfunded Requests for 2009	\$15,000	\$15,000	0.0

**2009 SUPPLEMENTAL REQUEST SUMMARY
PROVISIONAL BUDGET
BY DEPARTMENT**

<u>ACCOUNT NUMBER</u>	<u>DESCRIPTION</u>	<u>GROSS AMOUNT</u>	<u>REVENUE</u>	<u>FUNDING SOURCE</u>	<u>NET AMOUNT</u>	<u>ONE-TIME ONGOING</u>
<u>CORPORATE SERVICES</u>						
252-10-062-0-001	ANIMAL CONTROL FUNCTION	10,000			10,000	ONE-TIME
	DEPARTMENT TOTALS	<u>10,000</u>	<u>0</u>		<u>10,000</u>	
<u>CORPORATE SERVICES- PRIORITY 2</u>						
351-10-062-0-475	SISTER CITIES	15,000			15,000	ON-GOING
	DEPARTMENT TOTALS	<u>15,000</u>	<u>0</u>		<u>15,000</u>	



CITY OF KELOWNA

2009 SUPPLEMENTAL REQUEST DETAILS

DEPARTMENT: CORPORATE SERVICES

DEPT. ID: CITY CLERK

DESCRIPTION:	NEW or EXPANDED Program?	NEW		
ANIMAL CONTROL FUNCTION				
JUSTIFICATION:				
<p>Currently, the RDCO deals with dog and starling complaints, the City deals with geese and farm animal complaints, and any other complaints are referred to the provincial conservation officers. Animal carcasses are picked up from City roads by the Roadways Division. A request (approved by Council) to the Board of the RDCO to consider expanding the Regional Animal Control function beyond the existing dog control contract was considered and subsequently denied by the Board.</p> <p>As such, staff looked into creating a City Animal Control function, at Council's request, and concluded that it would be best to hire a consultant with expertise in this area to examine the resources required, including staffing and costs, to create and operate such a service.</p> <p>At the Council meeting on September 29, 2008, Council approved further discussion regarding the creation of an Animal Control function for the City of Kelowna to be forwarded to the 2009 Budget deliberations.</p>				
STRATEGIC PLAN OBJECTIVE:				
Goal 1, Objective 3 - Manage human impacts on our environment, including Okanagan Lake and the surrounding hillsides.				
CONSEQUENCES OF NOT FUNDING:				
Without hiring a consultant with expertise in this area, the City will be unable to respond to the various types of animal control requests received annually.				
Acct-Fund-Dept-Prog-Class	DESCRIPTION	2009 AMOUNT	2010 AMOUNT	2011 AMOUNT
252-10-062-0-001	Contract Services	10,000		
TOTAL COST ADDITION		10,000	-	-
FUTURE BUDGET IMPACT		ON-GOING ONE-TIME		
		X		
SPECIAL REMARKS		PRIORITY: 1		

CITY OF KELOWNA

2009 SUPPLEMENTAL REQUEST DETAILS

DEPARTMENT: CORPORATE SERVICES

DEPT. ID: CITY CLERK

DESCRIPTION:	NEW or EXPANDED Program?	EXPANDED
SISTER CITIES		

JUSTIFICATION:

The City of Kelowna has existing sister city relationships with Veendam in the Netherlands, Kasugai in Japan and is considering Senanga in Zambia. In recent years, the City has also been approached to consider a range of new twinning relationships, especially with cities in China.

With their expertise, the consulting firm of Millier Dickinson Blais has provided the City with a number of options moving forward, taking into account the City's existing sister city relationships. There is potential for expanding or enhancing these existing relationships, and the possibility of engaging in other types of relationships, both through formal programs and independently.

It is recommended that the City invest enough resources, including travel and promotions into these municipal twinning partnerships in order to ensure that they function effectively. Whether choosing to further develop existing relationships or to explore new ones, the City should fully commit to each of these relationships in order to reap the economic, social, cultural and recreational benefits for all communities involved.

Base: 2,500

STRATEGIC PLAN OBJECTIVE:

Goal 2, Objective 1 - Aid in the growth and progress of Kelowna as a desirable place to do business.

CONSEQUENCES OF NOT FUNDING:

The City's existing municipal partnerships would suffer, putting a strain on relations with sister cities. Opportunities for new relationships with other communities would be ignored, along with any potential benefits from engaging in such relationships.

Acct-Fund-Dept-Prog-Class	DESCRIPTION	2009 AMOUNT	2010 AMOUNT	2011 AMOUNT
351-10-062-0-475	Sister City	15,000	15,000	15,000
TOTAL COST ADDITION		15,000	15,000	15,000

FUTURE BUDGET IMPACT	ON-GOING ONE-TIME	X	PRIORITY:	2
SPECIAL REMARKS				

GENERAL FUND

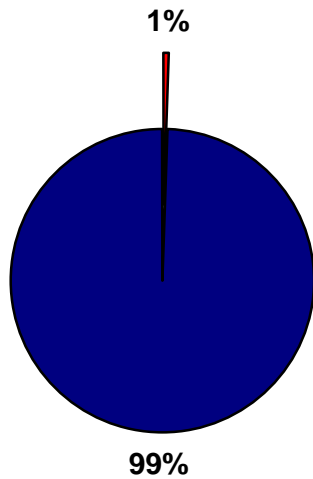
COMMUNITY DEVELOPMENT & REAL ESTATE

John Vos - A/Director of Corporate Services
 Doug Gilchrist - Community Development & Real Estate Manager

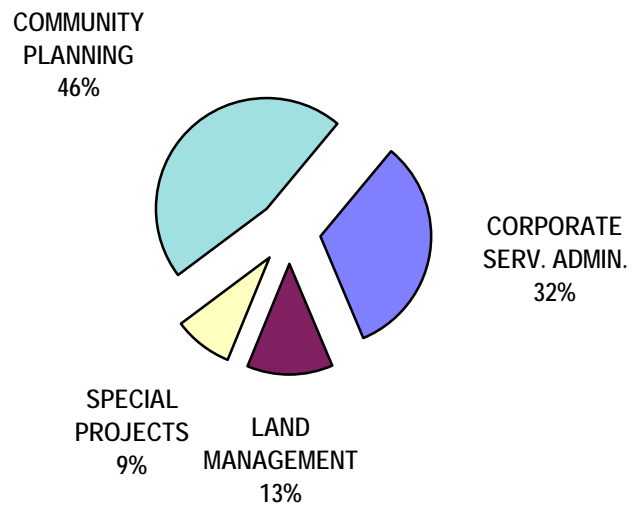
Percent of General Fund Operating

Division Summary

Community Devel & Real Estate = \$0.4 Million



General Fund Operating = \$81.3 Million



Department Overview

	Revised Adopted 2008	Financial Plan 2009	Change from Prior Year	Percent Change
Taxation Expenditures				
Net Operating	432,212	469,896	37,684	8.7%
Capital	500,000	500,000	0	0.0%
Total Taxation Expenditure	932,212	969,896	37,684	4.0%
Authorized Positions	7.1	7.9	0.8	10.6%

COMMUNITY DEVELOPMENT & REAL ESTATE

DEPARTMENT GOALS

To create initiatives and formulate policy that will implement the City's strategic direction for healthy and sustainable growth.

To create or support City led projects that increase economic opportunities and achieve the goals of the City as identified in the OCP.

To facilitate land transactions that will best provide for infrastructure works for all city capital projects and private sector developments.

To manage an inventory of rental properties in a manner that maximizes economic return in the short term and optimal use in the long term.

To achieve an increase in the supply of affordable and special needs housing as defined by the Official Community Plan (OCP), through City initiated housing and mixed use projects.

To be a people focused department that ensures staff have access to relevant learning opportunities and that focuses on the advancement and retention of talented people.

To promote public and private sector partnerships to achieve sustainable development projects that achieve the City's environmental, social, economic and recreational needs.

To resolve land-related issues that have previously hindered advancement of projects or initiatives that will benefit the community.

To act as catalysts for revitalization in the City's Urban and Village Centres.

To mitigate community social problems from developing or worsening by acting from a prevention perspective.

To identify and acquire strategic land for long-term civic needs.

To maximize City revenue by disposing surplus lands.

To maintain an accurate record of the City's land based assets.

CURRENT YEAR OBJECTIVES – LINK TO COMMUNITY STRATEGIC PLAN

GOAL 1 - OBJECTIVE 1 Conserve Kelowna's water resources.

1. Continue to complete land transactions required to facilitate identified 2009 priorities for all City Departments: Drainage.
2. Complete the Munson Pond park area acquisition for Parks.
3. Implement sustainability measures on CD Zone for downtown and Central Green.

GOAL 1 - OBJECTIVE 3 Manage human impacts on our natural environment, including Okanagan Lake and the surrounding hillsides.

1. Apply acquisition strategy for Mission Creek Restoration Project (dyke setback, sediment trap, Benvoulin woods).
2. Continue land acquisitions of lineal parks that respect the riparian area along target creeks.

3. Continue to advise on which land acquisitions should occur when new master planned developments are presented to the City.
4. Demonstrate lakefront development leadership with the redevelopment of Cedar Avenue, Kerry Park and Sails Plaza.

GOAL 2 - OBJECTIVE 1 Aid in the growth and progress of Kelowna as a desirable place to do business.

1. Obtain approval for the proposed CD Zoning initiative which will confirm the City's main urban center and future place of commerce.
2. Implement the Central Green CD Zone and conduct an RFP process to select developers that best meet the redevelopment goals.

GOAL 2 - OBJECTIVE 2 Aid in the growth and progress of Kelowna as a desirable place to visit, shop and tour.

1. Develop acquisition strategy for lineal trail master plan created by City Parks Department (Bellevue Creek, Mill Creek, Rails with Trails, Rutland Connections, etc.).
2. Facilitate the relocation and development of the Kelowna Yacht Club clubhouse.

GOAL 2 - OBJECTIVE 4 Commit to continued sound fiscal management.

1. Identify surplus City-owned lands in Urban Town Centres and elsewhere that may be available for sale or redevelopment.
2. Complete an annual review of rent levels for all properties and apply increases to parallel market rates where applicable.
3. Identification and strategic disposition and/ or assembly of remnant properties as a result of infrastructure projects.
4. Complete a policy review for the valuation of the land component for Park and Road as related to DCC's.
5. Manage the service contract with outside agencies to ensure appropriate administration of community planning grants program.

GOAL 3 - OBJECTIVE 1 Promote health and wellness initiatives.

1. Participate in City Wellness Program.

GOAL 3 - OBJECTIVE 2 Ensure the availability of fiscal and human resources to provide quality services.

1. Engage staff in appropriate training and education.
2. Focus on the advancement and retention of talented people.

GOAL 3- OBJECTIVE 3 Reduce traffic congestion on city streets, Highway 97 and Okanagan Lake bridge.

1. Continue to complete land transactions required to facilitate identified 2009 priorities for all City Departments: Transportation.
2. Continue to complete land acquisitions for Rails with Trails.
3. Solidify agreement and funding source for pedestrian overpass at Central Green.

GOAL 3 - OBJECTIVE 4 Realize construction of housing forms and prices that meet the needs of Kelowna residents.

1. Expand affordable housing policies in the OCP to provide greater direction on the generation of affordable housing units.
2. Achieve an administrative structure to implement affordable housing requirements imposed by housing agreements.
3. Implement recommendations of Affordable and Special Needs Housing Task Force.
4. Continued participation on Committees & Task Forces:
 - i. Social Planning & Housing Committee
 - ii. Advisory Committee for Community & Women's Issues
 - iii. Advisory Committee for People with Disabilities

GOAL 3 - OBJECTIVE 6 Provide infrastructure (utilities, transportation, parks, facilities) that keeps pace with population growth and evolving opportunities.

1. Continue to complete land transactions required to facilitate identified 2008 priorities for all City Departments: Works & Utilities, Parks and Planning.
2. Acquire appropriate surplus School District #23 lands (Dilworth I & II, Johnson Road) for continued park use.
3. Complete and implement the terms of a master parks agreement for neighbourhood #3.
4. Complete land assembly for Rutland Transit Site.
5. Complete land assembly and tenure transfer for Pleasantvale Homes Site.
6. Complete land transactions for the Aqua Resort development that will provide public access to the pier and boardwalk, as well as a reconfigured boat launch area.
7. Undertake the process to relocate the Water Street Seniors Centre to a new facility that meets their space and surrounding environment needs.
8. Explore strategic land opportunities that could contribute to the City's boat launching and mooring challenges.

GOAL 3 - OBJECTIVE 7 Sensitively integrate new development with heritage resources and existing urban, agricultural and rural areas.

1. Establish a project team for implementation of redevelopment process for Cedar Avenue.
2. Obtain approval for the Downtown CD Zone which incorporates the provision of heritage asset preservation.

GOAL 3 - OBJECTIVE 8 Provide meaningful opportunities for a broader range of input from residents and agencies on major directions taken by the City.

1. Lead community consultation process for Community Development & Real Estate initiated projects.



COMMUNITY DEVELOPMENT & REAL ESTATE

Department ID Section Descriptions

ADMINISTRATION

To provide support and administrative services to the division.

LAND MANAGEMENT

The Land Section is responsible for the acquisition and disposal of land required for City use. This includes wholly owned parcels (like those used for parks) and partially owned parcels (such as those used for rights of way and easements).

RENTAL PROPERTIES / RESIDENTIAL AND COMMERCIAL PROPERTIES

Administer leases and the rentals of more than 80 City-owned houses and concessions.

SPECIAL PROJECTS

Identifies, plans and delivers strategic initiatives to maximize the delivery of community objectives. Achieves value added goals to the disposition of surplus City owned land.

COMMUNITY PLANNING

Addresses community and social needs in the areas of affordable housing, crime prevention, employment, youth, seniors and the mobility-challenged.

The focus is to address the needs of people and their communities as part of the planning process to balance the more familiar focus on land use, roads etc.

PERFORMANCE MEASURES

PROGRAM INPUT MEASURES		Actual 2007	Revised Adopted 2008	Financial Plan 2009
069	CD & RE ADMIN	244,342	285,416	372,042
070	LAND MANAGEMENT	153,235	122,319	144,430
071	RENTAL PROPERTIES	(503,379)	(619,992)	(678,204)
168	SPECIAL PROJECTS	85,691	113,111	99,470
170	COMMUNITY PLANNING	434,053	531,358	532,158
Total Net Operating Expenditures		413,942	432,212	469,896

COMMUNITY DEVELOPMENT & REAL ESTATE

PERFORMANCE MEASURES

	Actual 2007	Estimated 2008	Proposed 2009
PROGRAM OUTPUTS			
Amendments to City bylaws to encourage affordable housing, redevelopment, revitalization	2	3	4
Participation in steering committees regarding social issues (hours per week)	4	5	5
PROGRAM OUTCOMES			
Applications submitted with affordable housing component	5	14	20
Units of affordable housing applied for	20	240	200
Units of affordable housing constructed	5	45	50
Rental units under management (Residential & Commercial)	52	81	90
Land transaction files opened	452	282	300
Land transaction files closed	49	104	150
EFFICIENCY MEASURES			
Response time on Land Inquiries (days)	2	2	2
Response time on Rental Inquiries (days)	1	1	1
Rental Vacancy Rate	7.1%	1.2%	3.0%
CUSTOMER SATISFACTION			
# of rental complaints received	20	20	15
INNOVATION AND LEARNING			
# of professional organizations represented	8	8	9
Hours of training received by staff	76	330	400
Hours of training given by staff to other groups	11	65	40

COMMUNITY DEVELOPMENT & REAL ESTATE SUMMARY

REVENUES / EXPENDITURES BY CATEGORY

	ACTUAL 2007	REVISED ADOPTED 2008	FINANCIAL PLAN 2009
<u>REVENUE</u>			
FEES AND CHARGES	(1,332,147)	(1,379,585)	(1,397,085)
OTHER REVENUE	(12,500)		
TRANSFERS FROM FUNDS	(21,737)	(674,940)	(255,000)
Special (Stat Reserve) Funds		(120,000)	
Development Cost Charge Funds			
Accumulated Surplus	(21,737)	(554,940)	(255,000)
TOTAL REVENUE	(1,366,384)	(2,054,525)	(1,652,085)
<u>EXPENDITURES</u>			
SALARIES & WAGES	590,686	595,143	692,497
INTERNAL EQUIPMENT	3,795	300	300
MATERIAL & OTHER	540,604	1,192,835	840,725
CONTRACT SERVICES	13,829	258,400	138,400
DEBT			
INTERNAL ALLOCATIONS	194,887	151,203	161,203
TRANSFERS TO FUNDS	436,525	288,856	288,856
Special (Stat Reserve) Funds	424,973	288,856	288,856
Development Cost Charge Funds			
Accumulated Surplus	11,552		
TOTAL EXPENDITURES	1,780,326	2,486,737	2,121,981
NET OPERATING EXPENDITURES	413,942	432,212	469,896
<u>CAPITAL EXPENDITURES</u>			
FROM TAX DEMAND	450,000	500,000	500,000
OTHER FUNDING SOURCES	1,148,431	4,897,930	1,732,000
GROSS CAPITAL EXPENDITURES	1,598,431	5,397,930	2,232,000
NET OPERATING & CAPITAL EXP.	2,012,373	5,830,142	2,701,896

AUTHORIZED F.T.E. POSITIONS

	BUDGETED FTE'S 2007	ACTUAL 2007	REVISED ADOPTED 2008	FINANCIAL PLAN 2009
<i>Salaried</i>	8.2	7.0	7.1	7.9
<i>Hourly</i>				
<i>Contract</i>				

COMMUNITY DEVELOPMENT & REAL ESTATE

Description of Program Changes	2009 Gross Cost Change	2009 Net Impact	2009 FTE
1) 2008 One-time Supplementals	\$736,940	\$0	
2) Annualized 2008 Budget Cost	\$5,000	(\$5,000)	
3) Utilities	\$44,430	(\$4,570)	
4) Salary Adjustments	\$111,995	\$97,354	0.75
5) Departmental Adjustments	\$14,400	\$4,400	
6) 2009 Supplementals	\$295,160	(\$54,500)	
Total Changes for 2009	\$1,207,925	\$37,684	0.75
 Unfunded 2009 Requests			
1) 2009 Supplementals	\$22,200	\$22,200	
Total Unfunded Requests for 2009	\$22,200	\$22,200	0.0

**2009 SUPPLEMENTAL REQUEST SUMMARY
PROVISIONAL BUDGET
BY DEPARTMENT**

<u>ACCOUNT NUMBER</u>	<u>DESCRIPTION</u>	<u>GROSS AMOUNT</u>	<u>REVENUE</u>	<u>FUNDING SOURCE</u>	<u>NET AMOUNT</u>	<u>ONE-TIME ONGOING</u>
<u>COMMUNITY DEVELOPMENT & REAL ESTATE</u>						
XXX-10-071-0-XXX	RENTAL REVENUES - CITY TAXES & UTILITIES	40,160	94,660	REVENUE	(54,500)	ON-GOING
XXX-10-168-0-XXX	STRATEGIC DEVELOPMENT - CONSULTING	255,000	255,000	LDAQRES	0	ONE-TIME
XXX-10-170-0-XXX	COMMUNITY SOCIAL DEVELOPMENT	22,200			22,200	ON-GOING
	DEPARTMENT TOTALS	<u>317,360</u>	<u>349,660</u>		<u>(32,300)</u>	
<u>COMMUNITY DEVELOPMENT & REAL ESTATE - PRIORITY 2</u>						
XXX-10-170-0-XXX	COMMUNITY SOCIAL DEVELOPMENT	0	0		0	ON-GOING
	DEPARTMENT TOTALS	<u>0</u>	<u>0</u>		<u>0</u>	



CITY OF KELOWNA

2009 SUPPLEMENTAL REQUEST DETAILS

DEPARTMENT: COMMUNITY DEVELOPMENT AND REAL ESTATE

DEPT. ID: RENTAL PROPERTY/RESIDENTIAL&COMM REVENUE

DESCRIPTION:	NEW or EXPANDED Program?	EXPANDED
RENTAL REVENUES, CITY TAXES & UTILITIES		

JUSTIFICATION:
 The Community Development & Real Estate Division has been mandated to administer the City of Kelowna's rental properties. The City's rental property portfolio has fluctuated as rental properties have been removed and added throughout the year. In order to compensate for the fluctuation, this request is proposing to increase the City-paid taxes portion of the Budget to reflect the 2008 estimated tax cost. This request also notes the changes that have occurred in the City's rental properties portfolio throughout the year.

During certain times of the year, various rental properties have become vacant and the utility charges on those properties are paid by the City of Kelowna. The request is to increase the Budget to reflect these changes.

In 2007 Council, as a result of a recommendation for the Affordable Housing & Special Needs task Force, directed Staff to reserve a portion of the City's residential rental portfolio for affordable housing. These properties are made available to qualified applicants to receive housing at a discounted rate.

On July 24, 2006, Council also approved a resolution to support the attraction and retention of employees. Under this resolution properties are being made available to new City employees who are in the process of relocating into the City at a reduced rent.

STRATEGIC PLAN OBJECTIVE:
 Goal 3, Objective 5 - Achieve accessible, high quality living and working environments.

CONSEQUENCES OF NOT FUNDING:
 There will not be sufficient funds allocated in the Budget to cover these rental property portfolio fluctuations, and therefore the rental property revenues and expenditures will not reflect the actual revenues collected and expenditures paid.

Acct-Fund-Dept-Prog-Class	DESCRIPTION	2009 AMOUNT	2010 AMOUNT	2111 AMOUNT
618-10-071-BXXX-9400	Rental Revenue	(94,660)	(100,660)	(100,660)
618-10-071-CVXXX-9400	Rental Revenue	20,160	22,290	22,290
467-10-071-B999-001	Affordable/Employee Housing Rent	10,000	10,000	10,000
4340-10-071-B998-T4340	Transfer to Civic Prop. (maintenance)	10,000	10,000	10,000
TOTAL COST ADDITION		(54,500)	(58,370)	(58,370)

FUTURE BUDGET IMPACT	ON-GOING ONE-TIME	X
SPECIAL REMARKS	PRIORITY: 1	

CITY OF KELOWNA

2009 SUPPLEMENTAL REQUEST DETAILS

DEPARTMENT: COMMUNITY DEVELOPMENT & REAL ESTATE

DEPT. ID: SPECIAL PROJECTS

DESCRIPTION:	NEW or EXPANDED Program?	EXPANDED
STRATEGIC DEVELOPMENT - CONSULTING		

JUSTIFICATION:
 In 2008 the Community Development and Real Estate Division embarked on several projects that demonstrated their ability to deliver strategic project development. Included in CD&RE's strategic accomplishments is the redevelopment of key City holdings such as the Central Green site and the creation of the Comprehensive Development Zone for downtown. The identification of future strategic land assemblies, the adding of value to real property dispositions, and the realization of OCP and corporate objectives through creative real estate strategies encompass the mandate of the Community Development and Real Estate Division.

Several projects and properties have been identified that have the potential of returning financial, social and environmental benefits to the City. To deliver many of these projects, an investment to cover expenditures on legal advice, property appraisal, urban design/planning, quantity surveying, legal surveying and other professional services. These costs will be recovered as part of the redevelopment and disposition and therefore have no taxation implications.

Projects identified in the 2009 CD&RE work plan include, Cedar Ave planning and disposition, the Kelowna Yacht Club relocation, Westside Gravel Pit replacement / redevelopment planning, and the redesign / relocation of the Water Street Seniors' Centre and smaller holdings on Highland Drive and Drysdale Blvd. Also the preparation of a policy, for Council consideration, for the determination of the appropriate financial return for City strategic developments.

STRATEGIC PLAN OBJECTIVE:
 Goal 2, Objective 4 - Commit to continued sound fiscal management.

Goal 3, Objective 7 - Sensitively integrate new development with heritage resources and existing urban, agricultural and rural areas.

CONSEQUENCES OF NOT FUNDING:
 Strategic development objectives will not be completed, investment returns will not be realized and the division will not meet its mandate.

Acct-Fund-Dept-Prog-Class	DESCRIPTION	2009 AMOUNT	2010 AMOUNT	2011 AMOUNT
311-10-168-0-001	Contracted Services	255,000		
731-10-168-0-R077	Land Acquisition Reserve	(255,000)		
TOTAL COST ADDITION		-	-	-

FUTURE BUDGET IMPACT	ON-GOING	
	ONE-TIME	X
SPECIAL REMARKS	PRIORITY: 1	

CITY OF KELOWNA

2009 SUPPLEMENTAL REQUEST DETAILS

DEPARTMENT: COMMUNITY DEVELOPMENT & REAL ESTATE

DEPT. ID: COMMUNITY PLANNING

DESCRIPTION:	NEW or EXPANDED Program?	EXPANDED
COMMUNITY SOCIAL DEVELOPMENT		

JUSTIFICATION:

The Central Okanagan Foundation has been administering three of the City's grant programs since 2005. An administrative fee is paid for this service. Consistent with historical management of the Community Social Development Program is the fact that each year the total funds requested in applications far exceed the annually budgeted amount of \$57,800 allocated to these grants. The other 2 programs are the grants to address the Sexual Exploitation of Youth and the Emergency Grants. The Foundation is satisfied that the annually budgeted funds for the last two grants are funded, meet the need. However their grants committee has felt increasingly frustrated when presented with good proposals that meet the intent of the Community Social Development Grants program but have insufficient resources to recommend Council approval of these applications. The budget for this program was last expanded in 2005 from \$50,000 to \$57,800. Prior to this the Community Social Development annual budget had been \$50,000 since 1992. The Foundation is keen to effectively deliver programs that meet the intent of a prevention oriented approach to wellness in our community. It has indicated that increasing the program's annual budget by \$22,200 to \$80,000 would be appropriate.

Base: \$57,800

STRATEGIC PLAN OBJECTIVE:

Goal 3, Objective 1 - Promote health and wellness initiatives.

CONSEQUENCES OF NOT FUNDING:

The Foundation has advised that without increasing the funding for the Community Social Development grant program, opportunities to support and thereby allow programs to go ahead that deliver positive prevention oriented benefits to the community will be lost.

Acct-Fund-Dept-Prog-Class	DESCRIPTION	2009 AMOUNT	2010 AMOUNT	2011 AMOUNT
466-10-170-0-4100	Community Social Development Grants	22,200	22,200	22,200
TOTAL COST ADDITION		22,200	22,200	22,200

FUTURE BUDGET IMPACT	ON-GOING	X	
	ONE-TIME		
SPECIAL REMARKS	PRIORITY: 1		



CITY OF KELOWNA
 2009 CAPITAL BUDGET SUMMARY
 GENERAL OPERATING FUND
 PROVISIONAL BUDGET



CHARTFIELD	DESCRIPTION	TAXATION	SURPLUS/ RESERVES	DEBENTURE OTHR BORRW	FED / PROV FUNDING	DEV/COMM OTHR CONTRB	UTILITY REVENUE	TOTAL
<u>COMMUNITY DEVELOPMENT & REAL ESTATE</u>								
1. 10-075-L1000	GENERAL LAND	400,000	1,000,000	0	0	0	0	1,400,000
2. 10-075-L1060	MISSION CREEK RESTORATION	0	32,000	0	0	0	0	32,000
3. 10-075-L1300	ROAD WIDENING	100,000	0	0	0	0	0	100,000
4. 10-075-L1400	DCC ROAD WIDENING	0	500,000	0	0	0	0	500,000
5. 10-075-L1500	STRATEGIC CAPITAL LAND NEEDS	0	200,000	0	0	0	0	200,000
DEPARTMENT PRIORITY 1 TOTALS		500,000	1,732,000	0	0	0	0	2,232,000

CITY OF KELOWNA
 2009 CAPITAL BUDGET SUMMARY
 GENERAL OPERATING FUND
 PROVISIONAL BUDGET



RANK	CHARTFIELD	DESCRIPTION	TAXATION	SURPLUS/ RESERVES	DEBENTURE OTHR BORRW	FED / PROV FUNDING	DEV/COMM OTHR CONTRB	UTILITY REVENUE	TOTAL
<u>COMMUNITY DEVELOPMENT & REAL ESTATE</u>									
1	10-075-L1000	GENERAL LAND	400,000	1,000,000	0	0	0	0	1,400,000
2	10-075-L1500	STRATEGIC CAPITAL LAND NEEDS	0	200,000	0	0	0	0	200,000
3	10-075-L1060	MISSION CREEK RESTORATION	0	32,000	0	0	0	0	32,000
4	10-075-L1300	ROAD WIDENING	100,000	0	0	0	0	0	100,000
5	10-075-L1400	DCC ROAD WIDENING	0	500,000	0	0	0	0	500,000
DEPARTMENT PRIORITY 1 TOTALS			500,000	1,732,000	0	0	0	0	2,232,000

PROJECT	DESCRIPTION	TOTAL COST
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COMMUNITY DEVELOPMENT & REAL ESTATE

- 1. 10-075-L1000 GENERAL LAND \$1,400,000**
Strategic Plan Objective: Provide infrastructure (utilities, transportation, parks, facilities) that keeps pace with population growth and evolving opportunities.

This request is for the purchase of land which is required by the City, yet may not be identified in an existing capital budget. Unplanned opportunities to add value to existing City land assets or achieve other civic goals may be achieved through strategic acquisitions, partnerships or land assemblies. This may allow for the cost efficient acquisition of properties required for other city initiatives. Purchases are dependent on funding availability.

	10 Year Capital Plan reference #L1			Ongoing Operating Cost		
	Taxation	Reserve	Borrow	Fed/Prov	Dev/Com	Utility
Funding	400,000	1,000,000				
Land Sales Reserve (R600) - \$1,000,000						

- 2. 10-075-L1060 MISSION CREEK RESTORATION \$32,000**
Strategic Plan Objective: Commit to continued sound fiscal management.

The Consultant report on Mitigation Banking and the Project Team for Mission Creek Restoration both agree that land acquisition is the most important aspect of the restoration process, and will be determined by CD&RE as land becomes available. The locations are numerous between Gordon Drive and the Regional Park and are detailed in "The Mission Creek Restoration Feasibility Study". The purchase of land is a first step towards creating a Compensation bank and restoring Mission Creek as per the plan. There is a possibility for Provincial funding as well as developers contributions to match existing funding which, if received, acquisition will proceed.

	10 Year Capital Plan reference #L1			Ongoing Operating Cost		
	Taxation	Reserve	Borrow	Fed/Prov	Dev/Com	Utility
Funding		32,000				
Mitigation Banking Fund (R128) - \$32,000						

2009 CAPITAL PROJECT SUMMARY

CITY OF KELOWNA

PROJECT	DESCRIPTION	TOTAL COST
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- 3. 10-075-L1300 ROAD WIDENING \$100,000**
Strategic Plan Objective: Provide infrastructure (utilities, transportation, parks, facilities) that keeps pace with population growth and evolving opportunities.

To fund the purchase of land required for the widening of roads as identified by Works & Utilities.

	10 Year Capital Plan reference #L2			Ongoing Operating Cost		
	Taxation	Reserve	Borrow	Fed/Prov	Dev/Com	Utility
Funding	100,000					

- 4. 10-075-L1400 DCC ROAD WIDENING \$500,000**
Strategic Plan Objective: Provide infrastructure (utilities, transportation, parks, facilities) that keeps pace with population growth and evolving opportunities.

To fund the purchase of land required for the widening of roads identified by Works & Utilities as DCC roads. These purchases will be made as and when required, subject to approval by Council.

	10 Year Capital Plan reference #L3			Ongoing Operating Cost		
	Taxation	Reserve	Borrow	Fed/Prov	Dev/Com	Utility
Funding		500,000				

DCC Roads Reserve Sector A - \$50,000 (R741)
 DCC Roads Reserve Sector B - \$50,000 (R742)
 DCC Roads Reserve Sector D - \$50,000 (R744)
 DCC Roads Reserve Sector E - \$50,000 (R745)
 DCC Roads Reserve Sector I - \$300,000 (R749)

- 5. 10-075-L1500 STRATEGIC CAPITAL LAND NEEDS \$200,000**
Strategic Plan Objective: Commit to continued sound fiscal management.

To fund the projects identified by Community Development & Real Estate to advance the strategic policy objectives for the City's development of affordable housing. Purchase is dependent on funding availability.

	10 Year Capital Plan reference #L4			Ongoing Operating Cost		
	Taxation	Reserve	Borrow	Fed/Prov	Dev/Com	Utility
Funding		200,000				

Housing Opportunities Reserve (R602) - \$200,000

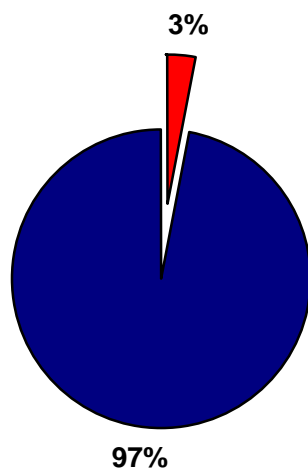
GENERAL FUND

INFORMATION SERVICES

John Vos - A/Director of Corporate Services
Doug Rasmussen - Manager Information Services

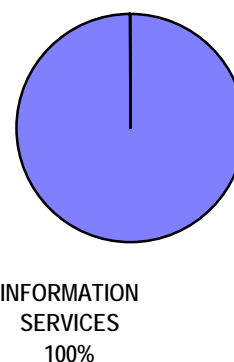
Percent of General Fund Operating

Information Services = \$2.5 Million



General Fund Operating = \$81.3 Million

Division Summary



Department Overview

	Revised Adopted 2008	Financial Plan 2009	Change from Prior Year	Percent Change
Taxation Expenditures				
Net Operating	2,571,348	2,517,101	(54,247)	-2.1%
Capital	1,006,250	732,750	(273,500)	-27.2%
Total Taxation Expenditure	3,577,598	3,249,851	(327,747)	-9.2%
Authorized Positions	18.0	18.0	0.0	0.0%

INFORMATION SERVICES

DEPARTMENT GOALS

To provide the City of Kelowna with effective and up-to-date information systems and technology by:

- **Sound IT Leadership** - I.S. is responsible for developing and implementing an overall strategy for delivering IT solutions to the City of Kelowna that take into account the needs of the staff, the workgroups and the corporation as a whole.
- **Integrated Information Systems** - I.S. is responsible for delivering integrated information systems to the employees of the city as an assist for them in their day to day business processes.
- **Software and Hardware** - I.S. is responsible for identifying, selecting, acquiring, implementing, supporting and maintaining the hardware and software required to meet the business needs of the city.
- **Training** - I.S. is responsible for training city staff in the competent use of standard desktop products as well as internally developed systems.
- **Operational Support** - I.S. is responsible for the support of our operational requirements.
- **Phones** - I.S. is responsible for the provision and support of all City phone systems.

CURRENT YEAR OBJECTIVES – LINK TO COMMUNITY STRATEGIC PLAN

GOAL 3 - OBJECTIVE 2 Ensure the availability of fiscal and human resources to provide quality services.

1. Hold departmental reviews and develop appropriate work plans.
2. Continue to provide support and training to city staff in the use of our core products.
3. Support city initiatives such as the Reorganization, the Job Evaluation Committee, the City Clerk's Electronic Document Management System project, the AIM project, Asset Management, Maintenance Management and Service Requests.
4. Expand the use of our internet site for eBusiness and for the support of field staff by expanding support for property tax forms and information, and construction permit applications as well as implementing wireless field apps for Parks staff (tree pruning) for Utilities staff (water and drainage flushing programs) and Fire staff (inspections and in truck systems support).
5. Continue to provide support to departments enabling them to meet their operational objectives with support for the corporate implementation of service requests including required process mapping, documentation of affected customer policies and procedures and establishment of necessary performance standards, the single business license initiative and map based dispatch in Fire.
6. Continue the expansion of our Intra/Internet capabilities using the Intranet as a focal point for providing information to our staff.
7. Upgrade our core database servers, client desktops and network infrastructure to new hardware and software platforms as per budget. This includes the virtualization of our server environment to provide a more flexible, fault tolerant system as well as one that uses fewer servers, less electrical power and less air conditioning.
8. Continue to extend the integration of GIS into business systems.
9. Implement security tools that will increase our protection against system threats.
10. Explore the use of collaboration software.
11. Enhance our ability to store and retrieve image type documents that may have previously been on film or microfiche/film.
12. Extend the provision of wireless connectivity in selected areas within city buildings.
13. Extend our fiber network to the Parks Pavilion office.

INFORMATION SERVICES

Department ID Section Descriptions

INFORMATION SERVICES

The Information Services Division is responsible for:

- delivering integrated information systems to the employees of the City to assist them in their day to day business processes.
- the selection, implementation and support of software and hardware to meet the business needs of the City.
- developing and implementing an overall strategy for maintaining the City's investment in computing software and hardware.
- training City staff in the basic use of standard desktop products.
- the provision of operational support for computer operations and G.I.S.

PERFORMANCE MEASURES

PROGRAM INPUT MEASURES	Actual 2007	Revised Adopted 2008	Financial Plan 2009
080 INFORMATION SERVICES	2,225,931	2,571,348	2,517,101
Total Net Operating Expenditures	2,225,931	2,571,348	2,517,101

INFORMATION SERVICES

PERFORMANCE MEASURES

	Actual 2007	Estimated 2008	Proposed 2009
INPUT MEASURES			
# of I.S. Staff	16	18	19
Operating budget	2,101,416	2,142,017	2,192,757
Capital budget	1,222,779	905,200	631,500
PROGRAM OUTPUTS			
# of Users Supported	700	725	740
# of Desktop PC'S	450	525	550
# of Notebook PC'S	60	125	135
# of Phones	459	500	525
# of Cell Phones	350	360	370
# of HELP Calls	5,000	6,500	7,000
# of Blackberrys	70	115	125
PROGRAM OUTCOMES			
# of desktops without computers	0	0	0
Sufficient # of Software Licences	100%	100%	100%
Sufficient Disk Space	100%	100%	100%
# of Major Buildings without high speed connection	0	0	0
EFFICIENCY MEASURES			
# of Major Network Outages	0	0	0
# of Major Phone Outages	0	0	0
# of Times a major system is unavailable for unplanned purposes	0	0	0
# of users per network support Staff	108	117	117
CUSTOMER SATISFACTION			
INNOVATION AND LEARNING			

INFORMATION SERVICES SUMMARY

REVENUES / EXPENDITURES BY CATEGORY

	ACTUAL 2007	REVISED ADOPTED 2008	FINANCIAL PLAN 2009
<u>REVENUE</u>			
FEES AND CHARGES	(1,450)	(6,000)	(6,000)
OTHER REVENUE			
TRANSFERS FROM FUNDS			
Special (Stat Reserve) Funds			
Development Cost Charge Funds			
Accumulated Surplus			
TOTAL REVENUE	(1,450)	(6,000)	(6,000)
<u>EXPENDITURES</u>			
SALARIES & WAGES	1,483,259	1,575,940	1,660,793
INTERNAL EQUIPMENT	86,705	94,548	94,548
MATERIAL & OTHER	643,978	906,860	767,760
CONTRACT SERVICES			
DEBT			
INTERNAL ALLOCATIONS			
TRANSFERS TO FUNDS	13,439		
Special (Stat Reserve) Funds			
Development Cost Charge Funds			
Accumulated Surplus	13,439		
TOTAL EXPENDITURES	2,227,381	2,577,348	2,523,101
NET OPERATING EXPENDITURES	2,225,931	2,571,348	2,517,101
<u>CAPITAL EXPENDITURES</u>			
FROM TAX DEMAND	719,502	1,006,250	732,750
OTHER FUNDING SOURCES	1,158,859	1,222,550	
GROSS CAPITAL EXPENDITURES	1,878,361	2,228,800	732,750
NET OPERATING & CAPITAL EXP.	4,104,292	4,800,148	3,249,851

AUTHORIZED F.T.E. POSITIONS

	BUDGETED FTE'S 2007	ACTUAL 2007	REVISED ADOPTED 2008	FINANCIAL PLAN 2009
<i>Salaried</i>	17.5	16.0	18.0	18.0
<i>Hourly</i>				
<i>Contract</i>				

INFORMATION SERVICES

Description of Program Changes	2009 Gross Cost Change	2009 Net Impact	2009 FTE
1) 2008 One-Time Supplementals	\$0	(\$139,100)	
2) Salary Adjustment	\$84,853	\$84,853	
Total Changes for 2009	\$84,853	(\$54,247)	0.0

Unfunded 2009 Requests

1) 2009 Supplementals			
Total Unfunded Requests for 2009	\$0	\$0	0.0

CITY OF KELOWNA
 2009 CAPITAL BUDGET SUMMARY
 GENERAL OPERATING FUND
 PROVISIONAL BUDGET



CHARTFIELD	DESCRIPTION	TAXATION	SURPLUS/ RESERVES	DEBENTURE OTHR BORRW	FED / PROV FUNDING	DEV/COMM OTHR CONTRB	UTILITY REVENUE	TOTAL
INFORMATION SERVICES								
1.	10-082-ISXXX-Q1000 DESKTOP HARDWARE REPLACEMENT	247,750	0	0	0	0	0	247,750
2.	10-082-IS115-Q1000 DESKTOP SOFTWARE	75,000	0	0	0	0	0	75,000
3.	10-082-IS116-Q1000 NEW DESKTOP EQUIPMENT	45,000	0	0	0	0	0	45,000
4.	10-082-IS121-Q1000 NEW TECHNOLOGIES	25,000	0	0	0	0	0	25,000
5.	10-082-IS134-Q1000 NETWORK UPGRADES	25,000	0	0	0	0	0	25,000
6.	10-082-IS138-Q1000 SERVER UPGRADES	125,000	0	0	0	0	0	125,000
7.	10-082-IS140-Q1000 TELEPHONE SYSTEM	10,000	0	0	0	0	0	10,000
8.	10-082-IS146-Q1000 CUSTOMER SERVICE INITIATIVES	100,000	0	0	0	0	0	100,000
9.	10-082-IS148-Q1000 MEETING MANAGEMENT APPLICATION	80,000	0	0	0	0	0	80,000
DEPARTMENT PRIORITY 1 TOTALS		732,750	0	0	0	0	0	732,750

CITY OF KELOWNA
 2009 CAPITAL BUDGET SUMMARY
 GENERAL OPERATING FUND
 PROVISIONAL BUDGET



RANK	CHARTFIELD	DESCRIPTION	TAXATION	SURPLUS/ RESERVES	DEBENTURE OTHR BORRW	FED / PROV FUNDING	DEV/COMM OTHR CONTRB	UTILITY REVENUE	TOTAL
INFORMATION SERVICES									
1	10-082-ISXXX-Q1000	DESKTOP HARDWARE REPLACEMENT	247,750	0	0	0	0	0	247,750
2	10-082-IS138-Q1000	SERVER UPGRADES	125,000	0	0	0	0	0	125,000
3	10-082-IS140-Q1000	TELEPHONE SYSTEM	10,000	0	0	0	0	0	10,000
4	10-082-IS134-Q1000	NETWORK UPGRADES	25,000	0	0	0	0	0	25,000
5	10-082-IS116-Q1000	NEW DESKTOP EQUIPMENT	45,000	0	0	0	0	0	45,000
6	10-082-IS115-Q1000	DESKTOP SOFTWARE	75,000	0	0	0	0	0	75,000
7	10-082-IS121-Q1000	NEW TECHNOLOGIES	25,000	0	0	0	0	0	25,000
8	10-082-IS146-Q1000	CUSTOMER SERVICE INITIATIVES	100,000	0	0	0	0	0	100,000
9	10-082-IS148-Q1000	MEETING MANAGEMENT APPLICATION	80,000	0	0	0	0	0	80,000
DEPARTMENT PRIORITY 1 TOTALS			732,750	0	0	0	0	0	732,750

PROJECT	DESCRIPTION	TOTAL COST
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INFORMATION SERVICES

- 1. 10-082-ISXXX-Q1000 DESKTOP HARDWARE REPLACEMENT \$247,750**
Strategic Plan Objective: Ensure the availability of fiscal and human resources to provide quality services (recreation, culture, fire, police, planning, works and utilities).

This budget item is to replace desktop computer equipment as required.

The City's computer equipment strategy is to purchase equipment with 5 year on-site warranties and to replace it at the end of that time. This strategy reflects previous experience with regards to useful life, cost to repair and warranty coverage and availability.

2009 Requirement
 155 of 550 Desktop computers - \$193,750 (IS112)
 80 of 550 monitors - \$24,000 (IS112)
 5 of 120 Notebook computers - \$15,000 (IS125)
 1 Plotter - \$15,000 (IS120)

10 Year Capital Plan reference #1	Ongoing Operating Cost					
	Taxation	Reserve	Borrow	Fed/Prov	Dev/Com	Utility
Funding	247,750					

- 2. 10-082-IS115-Q1000 DESKTOP SOFTWARE \$75,000**
Strategic Plan Objective: Ensure the availability of fiscal and human resources to provide quality services (recreation, culture, fire, police, planning, works and utilities).

This item is to purchase additional copies of desktop software as well as to purchase version upgrades.

Supported software that may require additional copies or version upgrades includes: Adobe Publisher, Adobe Illustrator, AutoCAD, Crystal Reports, ESRI ArcMap, Ghost, HELPStar, MS Access, Office, Project, Publisher, Outlook, Visio, Oracle, PowerBuilder, WebWork, MindJet.

10 Year Capital Plan reference #1	Ongoing Operating Cost					
	Taxation	Reserve	Borrow	Fed/Prov	Dev/Com	Utility
Funding	75,000					

2009 CAPITAL PROJECT SUMMARY

CITY OF KELOWNA

PROJECT	DESCRIPTION	TOTAL COST
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3. 10-082-IS116-Q1000 NEW DESKTOP EQUIPMENT \$45,000

Strategic Plan Objective: Ensure the availability of fiscal and human resources to provide quality services (recreation, culture, fire, police, planning, works and utilities).

This item is to provide for 15 new locations for computers both for new staff and to infill locations that didn't previously have computers.

A standard configuration requires the following equipment:

Desktop computer, phone, printer, MS Office software, email (MS exchange CAL), voicemail, MS server access (CAL), antivirus.

10 Year Capital Plan reference #1	Ongoing Operating Cost					
	Taxation	Reserve	Borrow	Fed/Prov	Dev/Com	Utility
Funding	45,000					

4. 10-082-IS121-Q1000 NEW TECHNOLOGIES \$25,000

Strategic Plan Objective: Ensure the availability of fiscal and human resources to provide quality services (recreation, culture, fire, police, planning, works and utilities).

This item is to provide funding to research new technologies. Our process is normally to spend some time to research and try out new technologies before recommending their use in full scale production. While equipment is often available on an evaluation basis there are usually costs associated with this type of activity that are required.

Some of the items being considered for the future include

- replacement of microfiche with digital images
- alternate methods for securely accessing our networks from remote locations
- collaboration software
- document management systems
- new wireless systems
- new backup systems

10 Year Capital Plan reference #12	Ongoing Operating Cost					
	Taxation	Reserve	Borrow	Fed/Prov	Dev/Com	Utility
Funding	25,000					

2009 CAPITAL PROJECT SUMMARY

CITY OF KELOWNA

PROJECT	DESCRIPTION	TOTAL COST
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- 5. 10-082-IS134-Q1000 NETWORK UPGRADES \$25,000**
Strategic Plan Objective: Ensure the availability of fiscal and human resources to provide quality services (recreation, culture, fire, police, planning, works and utilities).

This item is to deal with minor network growth and reconfiguration as required. As the City changes to reflect business demands, the networks need to be reconfigured to correspond to the changes.

	10 Year Capital Plan reference #12			Ongoing Operating Cost		
	Taxation	Reserve	Borrow	Fed/Prov	Dev/Com	Utility
Funding	25,000					

- 6. 10-082-IS138-Q1000 SERVER UPGRADES \$125,000**
Strategic Plan Objective: Ensure the availability of fiscal and human resources to provide quality services (recreation, culture, fire, police, planning, works and utilities).

This item is to upgrade server room equipment. There are approximately 50 servers each dedicated to specific tasks and 5 shared disk storage units. To keep up to the processing and disk space demands of the system, the City upgrades 20% of the servers each year and allows the older units to flow down to the lower demand uses. Using this strategy will replace servers every 5 years and will always have the power of the most current equipment available to our most demanding applications.

	10 Year Capital Plan reference #12			Ongoing Operating Cost		
	Taxation	Reserve	Borrow	Fed/Prov	Dev/Com	Utility
Funding	125,000					

2009 CAPITAL PROJECT SUMMARY

CITY OF KELOWNA

PROJECT	DESCRIPTION	TOTAL COST
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- 7. 10-082-IS140-Q1000 TELEPHONE SYSTEM \$10,000**
Strategic Plan Objective: Ensure the availability of fiscal and human resources to provide quality services (recreation, culture, fire, police, planning, works and utilities).

This item is to provide for new phone equipment as required.

10 Year Capital Plan reference #14				Ongoing Operating Cost		
	Taxation	Reserve	Borrow	Fed/Prov	Dev/Com	Utility
Funding	10,000					

- 8. 10-082-IS146-Q1000 CUSTOMER SERVICE INITIATIVES \$100,000**
Strategic Plan Objective: Ensure the availability of fiscal and human resources to provide quality services (recreation, culture, fire, police, planning, works and utilities).

This item is to fund various initiatives focused on the improvement of customer service.

Examples could include:

- a system for citizens to register for automatic notification of emergency information
- notification to subscribers of web page content changes

10 Year Capital Plan reference #13				Ongoing Operating Cost		
	Taxation	Reserve	Borrow	Fed/Prov	Dev/Com	Utility
Funding	100,000					

- 9. 10-082-IS148-Q1000 MEETING MANAGEMENT APPLICATION \$80,000**
Strategic Plan Objective: Provide meaningful opportunities for a broader range of input from residents and agencies on major directions taken by the City.

Funding allocation to purchase meeting management application to allow for the archiving and video streaming of Council meetings.

10 Year Capital Plan reference #13				Ongoing Operating Cost		
	Taxation	Reserve	Borrow	Fed/Prov	Dev/Com	Utility
Funding	80,000					