

GENERAL FUND

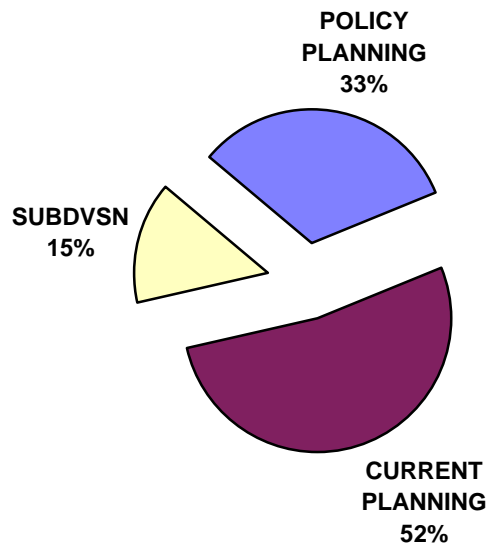
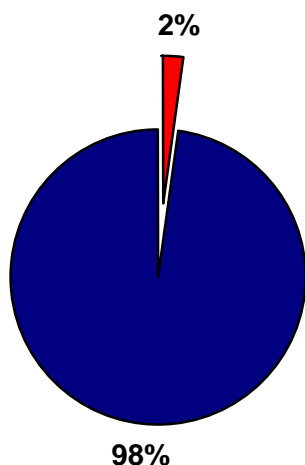
PLANNING & DEVELOPMENT SERVICES

Jim Paterson - Director of Planning and Development Services

Percent of General Fund Operating

Division Summary

Planning & Development Services = \$1.9 Million



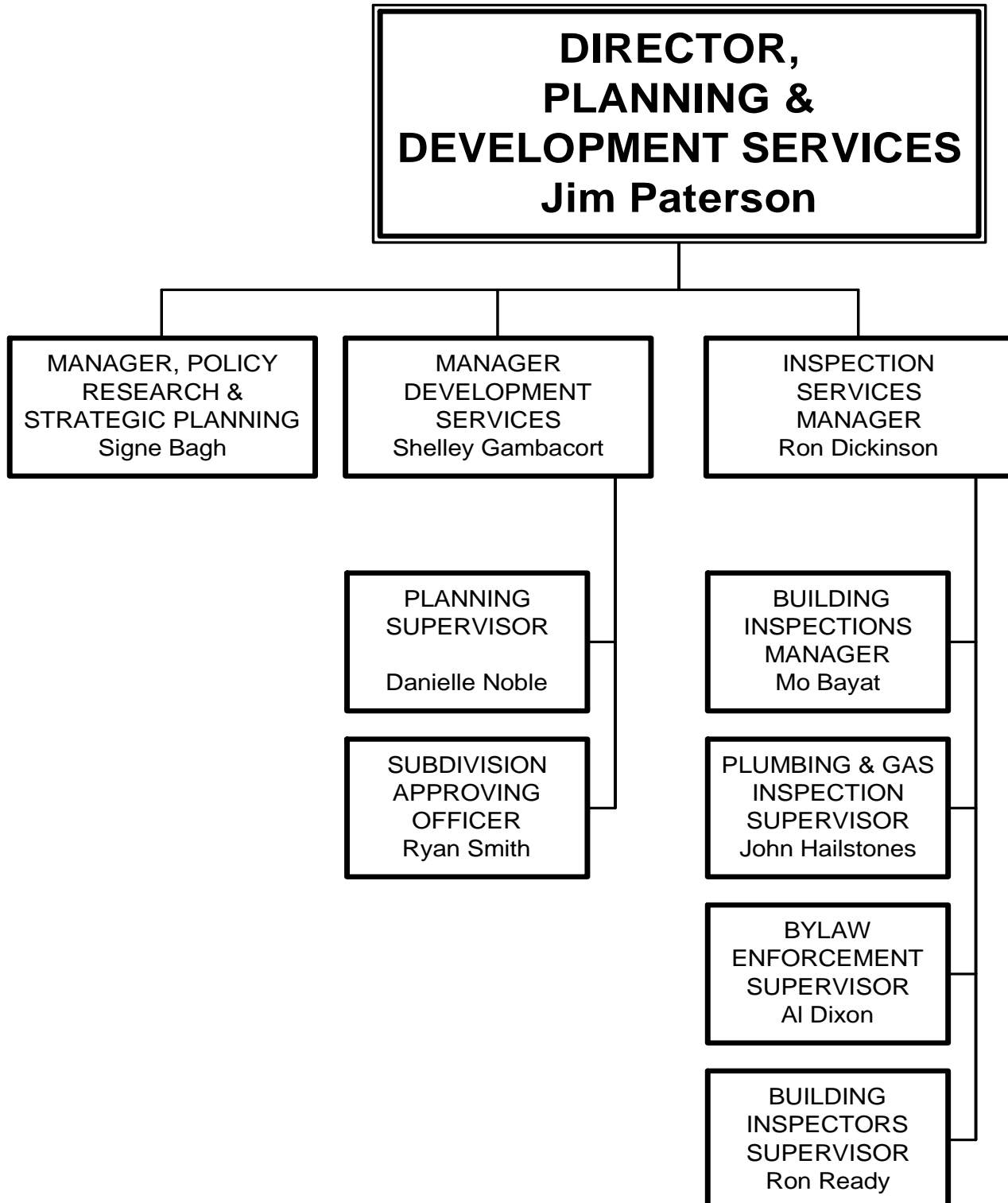
General Fund Operating = \$81.3 Million

Department Overview

	Revised Adopted 2008	Financial Plan 2009	Change from Prior Year	Percent Change
Taxation Expenditures				
Net Operating	1,746,660	1,886,542	139,882	8.0%
Capital	0	0	0	0.0%
Total Taxation Expenditure	1,746,660	1,886,542	139,882	8.0%
Authorized Positions	22.8	23.3	0.5	2.2%

PLANNING & DEVELOPMENT SERVICES

ORGANIZATIONAL CHART



PLANNING & DEVELOPMENT SERVICES

DEPARTMENT GOALS

To develop plans and policies which will guide the growth and development of the City of Kelowna and ensure a high quality of life for all residents and future generations.

To provide information and assistance to meet the needs of the citizens, Council, City department, developers and agencies regarding the development of the City.

To provide excellent customer service to applicants and the general public for all matters relating to the development process.

To process all applications in accordance with stated timeframe objectives.

To ensure maximum adherence to City policies, bylaws and objectives to ensure development occurs in a manner consistent with stated community direction.

To promote a working environment where learning is encouraged, new ideas are welcome, and a friendly atmosphere prevails as the most productive team approach to business.

CURRENT YEAR OBJECTIVES – LINK TO COMMUNITY STRATEGIC PLAN

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

1. Ensure landscaping plans are designed in accordance with the Landscape and Irrigation Guide to Water Efficiency.

GOAL 1 - OBJECTIVE 2 Preserve and promote the enhancement of air quality within Kelowna's air shed.

1. Prepare Tree Strategy.
2. Update Development Permit Guidelines and forward for adoption into OCP.

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

1. Complete OCP Review.
2. Prepare Tree Strategy.

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

1. Complete OCP Review.
2. Prepare Tree Strategy.
3. Support development that complies with OCP.

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

1. Oversee Initiatives to Enhance Sustainability.
2. Update Development Permit Guidelines and forward for adoption into OCP.
3. Further Implementation of Downtown Streetscape Plan.
4. Initiate review of Downtown Plan.

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

1. Acquire Fiscal Analysis Software.

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

1. Acquire Land Use Impact Analysis Software.

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

1. Support development that complies with OCP.

GOAL 3 - OBJECTIVE 5 Achieve accessible, high quality living and working environments.

1. Further Implementation of Downtown Streetscape.
2. Acquire Land Use Impact Software.

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

1. Update Heritage Register.

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. Assist with Initiatives to Enhance Sustainability.
2. Complete OCP Review.



PLANNING & DEVELOPMENT SERVICES

Department ID Section Descriptions

ADMINISTRATION

The Planning & Development Services Department is responsible for growth management through research and strategic planning, and current planning. The department oversees all development including the construction and demolition of buildings, subdivision approval and the institution of special designations such as Heritage Conservation areas. In addition, the department manages Licensing, Bylaw Enforcement, and Inspection Services to provide support, guidance and administrative services to the division.

RESEARCH & STRATEGIC PLANNING

Develop plans and policies to guide future growth and development from the specific and detailed such as Neighbourhood Plans, to the more general Sector Plans. Concept Development Plans provide a link between specific development proposals and the Official Community Plan, which translates land use, urban form and servicing principles into city-wide strategies and policies.

DEVELOPMENT SERVICES

Process all Development Applications (fifteen different types of applications primarily consisting of Official Community Plan amendments, Rezoning, Development Permits, Development Variance Permits, Development Permit Waivers, and Agricultural Land Reserve applications). Preparation of development application reports and recommendations to Council. Staff work closely with the public, developers and their consultants, in addition to other agencies to ensure that development is done in accordance with the standards outlined in the City's plans and policies.

SUBDIVISION

Responsible for the review of all subdivision applications to ensure compliance with the Land Title Act and the City's plans and policies.

PERFORMANCE MEASURES

PROGRAM INPUT MEASURES		Actual 2007	Revised Adopted 2008	Financial Plan 2009
161	ADMINISTRATION	(201,309)	(306,978)	(306,097)
162	POLICY PLANNING	616,026	664,620	716,504
165	CURRENT PLANNING	794,672	1,073,860	1,150,631
166	SUBDIVISION	252,150	315,158	325,504
Total Net Operating Expenditures		1,461,539	1,746,660	1,886,542

PLANNING & DEVELOPMENT SERVICES

PERFORMANCE MEASURES

	Actual 2007	Estimated 2008	Proposed 2009
NUMBER OF APPLICATIONS RECEIVED			
ALR Appeal	25	15	12
Area Structure Plan	0	0	0
Development Permit	221	220	358
Development Variance Permit	88	76	58
Development Permit Waiver	727	664	252
Heritage Alteration Permit	9	10	9
Heritage Revite Agreement	2	2	2
Liquor Licence	10	8	6
Temporary Use Permits	3	3	2
LUC Discharge	0	3	2
OCP Amendment	36	31	24
Regional Referrals	27	12	9
Revitalization Tax Exemption	1	0	1
Rezoning	108	119	91
Soil Application	20	6	5
Subdivision - PLR	50	48	36
Subdivision - Technical	95	73	56
Subdivision - Approval	72	76	58
Text Amendments	8	7	4
Total Number of Applications	1,502	1,373	985
PROGRAM OUTCOMES			
Percentage of total open applications that were processed to completion.			
ALR Appeal	57%	49%	100%
Area Structure Plan	N/A	N/A	100%
Development Permit	61%	57%	100%
Development Permit Waiver	95%	100%	100%
Development Variance Permit	49%	48%	100%
Heritage Alteration Permit	85%	48%	100%
Heritage Revite Agreement	75%	75%	100%
Liquor Licence	85%	100%	100%
Temporary Use Permits	100%	75%	100%
LUC Discharge	37%	25%	100%
OCP Amendment	41%	42%	100%
Rezoning	43%	45%	100%
Soil Removal Application	65%	83%	100%
Subdivision - Approval	44%	75%	100%
Subdivision - PLR	28%	33%	100%
Subdivision - Technical	80%	75%	100%
Text Amendments	62%	70%	100%
<u>Average number of open files that were Processed to Completion</u>	63%	63%	100%
EFFICIENCY MEASURES			

	Actual 2007	Estimated 2008	Proposed 2009
Average Number of Applications Received Per Planner	250	228	140*
Average Number of Applications Completed Per Planner	157	144	140*
<p>*Projection for 2009 is based on current staff levels being maintained With a 43% increase in work load in 2007 the efficiency in the number of applications completed per Planner has increased by 5%.</p> <p>«With an additional Planning Position currently being advertised it is anticipated that the workload will decrease per Planner and increase the efficiency.</p>			
CUSTOMER SATISFACTION			

PLANNING & DEVELOPMENT SERVICES SUMMARY

REVENUES / EXPENDITURES BY CATEGORY

	ACTUAL 2007	REVISED ADOPTED 2008	FINANCIAL PLAN 2009
<u>REVENUE</u>			
FEES AND CHARGES	(646,170)	(630,307)	(630,307)
OTHER REVENUE	(7,500)		
TRANSFERS FROM FUNDS	(220,065)	(514,130)	(130,000)
Special (Stat Reserve) Funds		(20,000)	
Development Cost Charge Funds			
Accumulated Surplus	(220,065)	(494,130)	(130,000)
TOTAL REVENUE	(873,735)	(1,144,437)	(760,307)
<u>EXPENDITURES</u>			
SALARIES & WAGES	1,546,412	1,846,427	1,980,809
INTERNAL EQUIPMENT	8,335	9,340	9,340
MATERIAL & OTHER	386,773	790,030	408,900
CONTRACT SERVICES	7,812	6,000	6,000
DEBT			
INTERNAL ALLOCATIONS	31,800	239,300	241,800
TRANSFERS TO FUNDS	354,142		
Special (Stat Reserve) Funds			
Development Cost Charge Funds			
Accumulated Surplus	354,142		
TOTAL EXPENDITURES	2,335,274	2,891,097	2,646,849
NET OPERATING EXPENDITURES	1,461,539	1,746,660	1,886,542
CAPITAL EXPENDITURES			
FROM TAX DEMAND			
OTHER FUNDING SOURCES			
GROSS CAPITAL EXPENDITURES			
NET OPERATING & CAPITAL EXP.	1,461,539	1,746,660	1,886,542

AUTHORIZED F.T.E. POSITIONS

	BUDGETED FTE'S 2007	ACTUAL 2007	REVISED ADOPTED 2008	FINANCIAL PLAN 2009
Salaried	21.3	18.6	22.8	23.3
Hourly		0.5		
Contract				

PLANNING & DEVELOPMENT SERVICES

Description of Program Changes	2009 Gross Cost Change	2009 Net Impact	2009 FTE
1) 2008 One-time supplementals	\$444,130	\$0	
2) Annualized 2008 Budget Cost	\$65,670	\$35,670	0.5
3) Salary Adjustments	\$101,212	\$101,212	
4) Departmental Base Adjustments	\$1,000	\$1,000	
5) 2009 Supplementals	\$32,000	\$2,000	
Total Changes for 2009	\$644,012	\$139,882	0.5
Unfunded 2009 Requests			
1) 2009 Supplementals	\$20,000	\$20,000	
Total Unfunded Requests for 2009	\$20,000	\$20,000	0.00



**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>PLANNING AND DEVELOPMENT SERVICES</u>						
XXX-10-162-0-371	C7 ZONE UPDATE	30,000	30,000	RESERVES	0	ONE TIME
231-10-162-0-371	UPTOWN RUTLAND PRE-PLANNING	2,000			2,000	ONE TIME
XXX-10-165-0-XXX	HILLSIDE AUDIT RECOMMENDATION IMPLEMEN	90,000	90,000	RESERVES	0	ONE TIME
	DEPARTMENT TOTALS	<u>122,000</u>	<u>120,000</u>		<u>2,000</u>	

PLANNING AND DEVELOPMENT SERVICES - PRIORITY 2

XXX-10-165-0-XXX	ZONING BYLAW REVIEW - TERMS OF REFERENC	20,000	20,000	RESERVES	0	ONE TIME
	DEPARTMENT TOTALS	<u>20,000</u>	<u>20,000</u>		<u>0</u>	



CITY OF KELOWNA

2009 SUPPLEMENTAL REQUEST DETAILS

DEPARTMENT: PLANNING AND DEVELOPMENT SERVICES

DEPT. ID: RESEARCH & STRATEGIC PLANNING

DESCRIPTION:	NEW or EXPANDED Program?	NEW		
C7 ZONE UPDATE				
JUSTIFICATION:				
<p>The Downtown Plan has now been in place for eight years. In 2007, a consultant-prepared review of the Downtown Plan identified a need for a new Plan. A submission for completion of a new Downtown Plan based on the recommendations contained in that consultant review of the Downtown Plan was prepared for the 2008 Financial Plan, but was not approved.</p> <p>Regardless of the outcome of discussions surrounding the Downtown CD zone, it is anticipated that further planning work will be required. If the Comprehensive Development Zone is adopted, then the directions determined for the west end of downtown can be built upon for the remainder of the greater downtown, with an objective of ensuring compatibility. If the Comprehensive Development Zone is not adopted, then it is suggested that it would be timely to undertake a 'post-mortem' and identify any aspects of the proposal that would be worthwhile carrying forward into a new Downtown Plan. Regardless of the outcome of the Downtown CD Zone discussions, it has become apparent that the provisions of the C7 zone need to be re-examined.</p> <p>Funding is from carry-over of 2008 budget for the Neighbourhood Plan Program.</p>				
STRATEGIC PLAN OBJECTIVE:				
Goal 3, Objective 5 - Achieve accessible, high quality living and working environments.				
CONSEQUENCES OF NOT FUNDING:				
The provisions of C7 Zone would not be re-examined or would be delayed until the Zoning Bylaw can be updated in its entirety.				
Acct-Fund-Dept-Prog-Class	DESCRIPTION	2009 AMOUNT	2010 AMOUNT	2011 AMOUNT
311-10-162-0-371	Consultant Services	30,000		
732-10-162-0-371	General Reserves	(30,000)		
TOTAL COST ADDITION		-	-	-
FUTURE BUDGET IMPACT		ON-GOING ONE-TIME		
		X		
SPECIAL REMARKS		PRIORITY: 1		

CITY OF KELOWNA

2009 SUPPLEMENTAL REQUEST DETAILS

DEPARTMENT: PLANNING AND DEVELOPMENT SERVICES

DEPT. ID: RESEARCH & STRATEGIC PLANNING

DESCRIPTION:	NEW or EXPANDED Program?	NEW		
UPTOWN RUTLAND PRE-PLANNING				
JUSTIFICATION:				
<p>In 2008 the Rutland Streetscape Plan was completed to provide a conceptual design for the transit hub to be constructed on Shepherd Rd. in 2009, as well as to envision a possible future streetscape intervention over a more encompassing area within the Rutland Urban Centre. Council has previously endorsed the Rutland Town Centre Parks and Open Space Plan, including the provision of a community park, a town square, and a promenade connecting the Rutland Bluff Trail with Rutland Road. Council has also previously indicated that they would be supportive of C7 zoning in the core of Rutland. It is recommended that a Master Plan be developed to tie these previous initiatives together and fill in the remaining planning gaps so that future development can contribute to a strong sense of place and community vitality. Specific issues needing to be addressed include development guidelines, view corridors, preferred building massing, height transitions, spacing between towers, access etc. Developing Terms of Reference, in consultation with stakeholders, for this project in 2009 would allow for the Master Plan to be undertaken in 2010/2011, once the Official Community Plan update is complete and project management staff become available. Undertaking the actual Master Plan would require an approximately \$150,000 budget commitment in 2010/2011. Once the Terms of Reference are developed, the budget requests would be submitted for Council's consideration in those years.</p>				
STRATEGIC PLAN OBJECTIVE:				
Goal 3, Objective 5 - Achieve accessible, high quality living and working environments.				
CONSEQUENCES OF NOT FUNDING:				
An Uptown Rutland Master Plan would not be completed. Plans for development would be incomplete and the ability of the City to guide development to maximize potential of this critical Town Centre would be compromised.				
Acct-Fund-Dept-Prog-Class	DESCRIPTION	2009 AMOUNT	2010 AMOUNT	2011 AMOUNT
231-10-162-0-371	Purchased Services, Facility Rental, Advertising Expenses	2,000		
TOTAL COST ADDITION		2,000	-	-
FUTURE BUDGET IMPACT		ON-GOING ONE-TIME		
SPECIAL REMARKS		X	PRIORITY: 1	

CITY OF KELOWNA

2009 SUPPLEMENTAL REQUEST DETAILS

DEPARTMENT: **PLANNING & DEVELOPMENT SERVICES**

DEPT. ID: **CURRENT PLANNING**

DESCRIPTION:	NEW or EXPANDED Program?	NEW
ZONING BYLAW REVIEW - TERMS OF REFERENCE		
JUSTIFICATION:		
<p>The City of Kelowna Zoning Bylaw 8000 was adopted by Council October 19, 1998 and since then there have been 80 Text Amendments made to the bylaw and in 2008 there have been over 200 Development Variance Permit applications to vary the Zoning Bylaw requirements. This current Zoning Bylaw 8000 was triggered following the last major OCP review in 1995 when Council adopted <i>Kelowna 2020 - Official Community Plan</i> Bylaw No. 7600. A revised Official Community Plan is expected to be completed by the end of 2009 or early 2010. In keeping with the need to ensure that the Zoning Bylaw accurately reflects the policies within the new OCP and as Zoning Bylaw 8000 will be 12 years old once the new OCP is implemented, it is recommended that Terms of Reference be prepared for a major review of the zoning bylaw upon adoption of the new OCP. In order to ensure that staff are positioned to proceed with a full review of the Zoning Bylaw in 2010, Terms of Reference need to be developed for this project in late 2009. Through the process of establishing the Terms of Reference, Consultants can facilitate stakeholder participation in order to ensure that a broad spectrum of needs for both private and public sector are considered. Undertaking the actual Zoning Bylaw review will require an approximately \$100,000 budget commitment in 2010 and approximately \$100,000 in 2011.</p>		
STRATEGIC PLAN OBJECTIVE:		
Goal #3, Objective 8 - Provide meaningful opportunities for a broader range of input from residents and agencies on major directions taken by the City		
CONSEQUENCES OF NOT FUNDING:		
Continued use of an outdated Zoning Bylaw will necessitate on-going revisions to improve its effectiveness. The Zoning Bylaw will not align with the policy direction of the new OCP. Continued requests to vary the current Zoning Bylaw requirements in order to meet the development industries needs and trends creating an ineffective development review process.		
Acct-Fund-Dept-Prog-Class	DESCRIPTION	2009 AMOUNT
311-10-165-0-001	Consultant Services	\$20,000
731-10-165-0-R009	Permit Revenue Averaging Reserve	(20,000)
TOTAL COST ADDITION		-
FUTURE BUDGET IMPACT		-
		-
		-
SPECIAL REMARKS		PRIORITY: 2



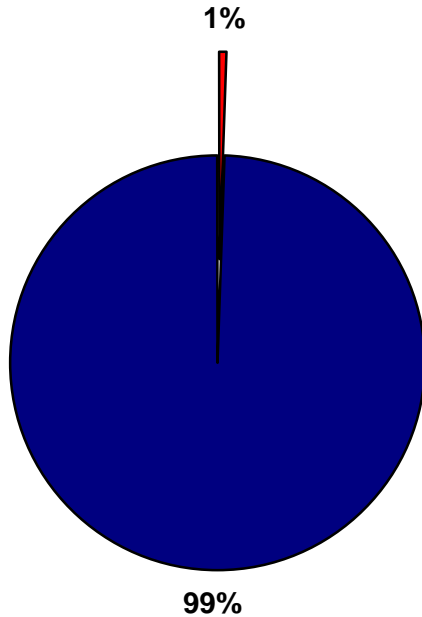
GENERAL FUND

INSPECTION SERVICES

Jim Paterson - Director of Planning and Development Services
 Ron Dickinson - Inspection Services Manager

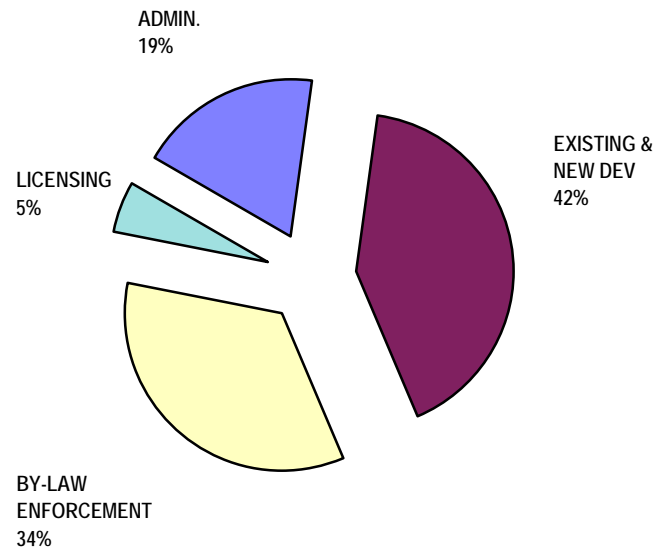
Percent of General Fund Operating

Inspection Services = \$.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	410,537	541,919	131,382	32.0%
Capital	0	0	0	0.0%
Total Taxation Expenditure	410,537	541,919	131,382	32.0%
Authorized Positions	50.5	50.6	0.1	0.3%

INSPECTION SERVICES

DEPARTMENT GOALS

To provide information and assistance to meet the needs of the citizens, Council, City departments, developers, and agencies regarding the development of the City.

To provide a service to the community for protection of health and safety to persons and property by administering and enforcing City of Kelowna Bylaws.

CURRENT YEAR OBJECTIVES – LINK TO COMMUNITY STRATEGIC PLAN

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

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

1. Increase “Double User” work space in City Hall, with the expansion of the Office in the Smart Car to allow staff to receive and complete all tasks without visiting the office. This allows staff to travel directly from home to inspection sites without reporting at City Hall. The work done at City Hall is coordinated and work spaces are shared by 2 staff. This approach enhances productivity, reduces travel time, reduces carbon emissions and reduces demand for floor space.

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

1. The Bylaw Department will continue working on establishing the appointment of our Bylaw Enforcement Officers as special constables. This will enable more effective and efficient enforcement actions for the City of Kelowna and its enforcement team.
2. Outstanding Ticket Revenue - There are three effective methods available to collect outstanding fine revenues; personal contacts, court orders and collection agents. The principal desired outcome of issuing tickets is to modify the behaviour of the offenders. The most effective action to accomplish both change of behaviour and collection is the continued involvement of a Bylaw Enforcement Officers to first use personal contact, then begin court proceedings if necessary. A collection agency cannot use this court system for Bylaw Violation Notices and would not return this same level of revenue to the City. Bylaw sections goal for 2009 is to employ 2 new officers who's only responsibilities will be to increase revenue collection from fines and other outstanding payments.

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

1. The Bylaw department will be continuing to work with the engineering and transportation areas to enable the use of an electronic chalking system for various parking violations. The system is known as “Auto Vu” and can be effectively adapted for our enforcement requirements.

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

1. Inspection Services staff is planning to help organizations that are involved in apprenticeship programs and technical training of the building industry students. They will contribute by making classroom and field presentations to the School District #23 and Okanagan College (OUC) apprenticeship and technology programs (including carpentry, retaining walls, plumbing and gas). Monetary and educational sponsorship to the “Construct a Home for Learning Community Project”.

GOAL 3 – OBJECTIVE 1 Promote health and wellness initiatives.

1. As one of the leading stakeholders, Inspection Services staff is committed to increase the technical advisory and the communication of the new initiatives in the building industry, between the City of Kelowna and Provincial agencies, Crown Corporation, professional associations and umbrella organizations.
2. “101 Presentations of Building and Planning approval process” to CHBA, UDI and community colleges will be completed during 2009.

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

1. Inspection Services will add the following values to the Customer Service Improvement Plan:
 - A) Introduce new technical services to review and monitor the proposed lot grading, storm management, soil disposition and building grade from preliminary subdivision design throughout the construction of the development until the occupancy permit is issued.
 - B) Pro-actively continue the technical advice and involvement with the development and implementation of Hill Side procedures, guidelines and policies.



INSPECTION SERVICES

Department ID Section Descriptions

ADMINISTRATION

To provide support, guidance and administrative services to the division.

EXISTING AND NEW DEVELOPMENT INSPECTIONS

Inspect building and development sites to ensure compliance with the Zoning Bylaw, development regulations and Building Code requirements. Building permits are required for structural work in all renovation and construction projects. Permits generally require two weeks for a single family dwelling and four weeks for commercial, industrial and multi-family buildings. Once the application is submitted, staff conduct a technical review and plan checks. After a building permit is issued six to eight site inspections usually occur (building, plumbing and heating) prior to final approval and the issuance of an occupancy permit. Permit fees vary according to the cost of development.

BY-LAW ENFORCEMENT

Administer and enforce City of Kelowna by-laws including complaint investigation and policing coverage in coordination with the RCMP.

LICENSING

Licensing administers all municipal licences (business, commercial and dog licences) and enforces licensing and By-law regulations.

PERFORMANCE MEASURES

<i>PROGRAM INPUT MEASURES</i>	Actual 2007	Revised Adopted 2008	Financial Plan 2009
181 ADMINISTRATION	602,454	636,450	605,191
182 EXISTING & NEW DEV'T INSPECT.	(1,845,752)	(1,521,367)	(1,340,334)
184 BY-LAW ENFORCEMENT	1,113,535	1,139,692	1,103,090
187 LICENSING	124,601	155,762	173,972
Total Net Operating Expenditures	(5,162)	410,537	541,919

INSPECTION SERVICES

PERFORMANCE MEASURES

	Actual Sep 1/2006 - Aug 31/2007	Actual Sep 1/2007 - Aug 31/2008	Proposed 2009
PROGRAM OUTPUTS			
Construction Value of Building Permits	537M	616M	390M
Building Permits	2,191	2,207	1,950
Gas Permits	2,089	2,350	1,800
Plumbing Permits	2,128	2,710	2,100
Business Licences (Includes renewal and new licences)	10,062	8,956	9,300
New Business Licences	1,570		
New Storefront Business Licences		875	1,000
New Mobile Business Licences		638	700
Bylaw Enforcement Investigations	7,936	8,678	9,500
Traffic Violations Issued	43,144	41,904	43,000
Total # of building inspections	16,691	15,790	16,000
Total # of plumbing & gas inspections	14,454	13,594	14,000
PROGRAM OUTCOMES			
% of 1 - 2 family building permit applications approved for issuance within 10 working days	95%	95%	95%
% of building permit applications for commercial, multi-family, industrial and institutional approved for issuance within 20 working days	80%	80%	80%
% of inspections made within 48 hours of request	90%	90%	90%
% of new business licences issued within 10 working days of application	80%	80%	80%
% of complaints concluded within 5 working days of report	70%	66%	70%
% of complaints concluded without court procedures	90%	99%	90%
EFFICIENCY MEASURES			
Inspections - average number of inspections per inspector	2,225	2,260	2,000
% of inspection costs recovered by permit revenues	100%	100%	100%
CUSTOMER SATISFACTION			
INNOVATION AND LEARNING			
Inspection services web page			
Building code training sessions		70	
Mobile Business Licence Implementation			
Conference host of 2008 BOABC Annual Training			
Conference host of Green Building Code Training			

The projections for 2009 are based on industry indications and are subject to unanticipated changes.

INSPECTION SERVICES DIVISION SUMMARY

REVENUES / EXPENDITURES BY CATEGORY

	ACTUAL 2007	REVISED ADOPTED 2008	FINANCIAL PLAN 2009
<u>REVENUE</u>			
FEES AND CHARGES	(4,941,566)	(3,683,882)	(3,707,972)
OTHER REVENUE			
TRANSFERS FROM FUNDS	(20,000)	(3,300)	(130,000)
Special (Stat Reserve) Funds			
Development Cost Charge Funds			
Accumulated Surplus	(20,000)	(3,300)	(130,000)
TOTAL REVENUE	(4,961,566)	(3,687,182)	(3,837,972)
<u>EXPENDITURES</u>			
SALARIES & WAGES	3,567,017	3,788,378	4,041,280
INTERNAL EQUIPMENT	121,177	121,230	148,500
MATERIAL & OTHER	207,393	170,543	172,543
CONTRACT SERVICES	60,817	17,568	17,568
DEBT			
INTERNAL ALLOCATIONS			
TRANSFERS TO FUNDS	1,000,000		
Special (Stat Reserve) Funds			
Development Cost Charge Funds			
Accumulated Surplus	1,000,000		
TOTAL EXPENDITURES	4,956,404	4,097,719	4,379,891
NET OPERATING EXPENDITURES	(5,162)	410,537	541,919
CAPITAL EXPENDITURES			
FROM TAX DEMAND			
OTHER FUNDING SOURCES			
GROSS CAPITAL EXPENDITURES			
NET OPERATING & CAPITAL EXP.	(5,162)	410,537	541,919

AUTHORIZED F.T.E. POSITIONS

	BUDGETED FTE'S 2007	ACTUAL 2007	REVISED ADOPTED 2008	FINANCIAL PLAN 2009
<i>Salaried</i>	39.6	40.0	40.4	40.5
<i>Hourly</i>	9.5	12.3	10.1	10.1
<i>Contract</i>				

INSPECTION SERVICES

Description of Program Changes	2009 Gross Cost Change	2009 Net Impact	2009 FTE
1) 2008 One-time Supplementals	\$30,950	\$0	(0.67)
2) Annualized 2008 Budget Cost	\$36,000	(\$15,740)	0.50
3) Vehicle Costs	\$27,270	\$27,270	
4) Salary Adjustments	\$233,112	\$233,112	
5) Departmental Adjustments	\$5,300	\$5,300	
6) 2009 Supplementals	\$141,400	(\$118,560)	0.23
Total Changes for 2009	\$474,032	\$131,382	0.06
Unfunded 2009 Requests			
1) 2009 Supplementals	\$54,105	\$54,105	0.75
Total Unfunded Requests for 2009	\$54,105	\$54,105	0.75



**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>INSPECTION SERVICES</u>						
616-10-181-0-9381	MUNICIPAL COURT TICKET REVENUE		30,000	REVENUE	(30,000)	ON-GOING
XXX-10-182-0-XXX	PERMIT REVENUE DECREASE	130,000	130,000	REVENUE	0	ON-GOING
616-10-184-0-9382	TRAFFIC TICKET REVENUE		100,000	REVENUE	(100,000)	ON-GOING
511-10-187-0-001	BYLAW SERVICES CLERK (SUMMER RELIEF)	11,440			11,440	ON-GOING
DEPARTMENT TOTALS		<u>141,440</u>	<u>260,000</u>		<u>(118,560)</u>	

INSPECTION SERVICES PRIORITY 2

XXX-10-184-0-XXX	LICENCE AND BYLAW ENFORCEMENT OFFICER	54,105	54,105	REVENUE	0	ON-GOING
DEPARTMENT TOTALS		<u>54,105</u>	<u>54,105</u>		<u>0</u>	



CITY OF KELOWNA

2009 SUPPLEMENTAL REQUEST DETAILS

DEPARTMENT: INSPECTION SERVICES

DEPT. ID: ADMINISTRATION

DESCRIPTION:	NEW or EXPANDED Program?	EXPANDED
MUNICIPAL COURT TICKET REVENUE		

JUSTIFICATION:

This revenue projection is a result of increased enforcement activity during the past few years. This trend is anticipated to continue to increase due to population growth and public demand for compliance with municipal regulations. The total revenue increase is anticipated to be \$30,000.

2009 Base Budget is \$15,000

STRATEGIC PLAN OBJECTIVE:

Goal 2, Objective 4 - Commit to continued sound fiscal management.

CONSEQUENCES OF NOT FUNDING:

The budget will not accurately reflect the actual revenues and fluctuations in revenue from year to year will not be stabilized.

Acct-Fund-Dept-Prog-Class	DESCRIPTION	2009 AMOUNT	2010 AMOUNT	2011 AMOUNT
616-10-181-0-9381	Municipal Court Ticket Revenue	(30,000)	(30,000)	(30,000)
TOTAL COST ADDITION		(30,000)	(30,000)	(30,000)

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

CITY OF KELOWNA

2009 SUPPLEMENTAL REQUEST DETAILS

DEPARTMENT: INSPECTION SERVICES

DEPT. ID: EXISTING AND NEW DEVELOPMENT INSPECTIONS

DESCRIPTION:	NEW or EXPANDED Program?	EXPANDED
PERMIT REVENUE DECREASE		

JUSTIFICATION:

This revenue projection reflects an anticipated decrease in the value of construction due to decreased building activity. This decrease is based on a 25% reduction in the average level of construction over the past 3 years.

Decrease Revenues:
 Commercial - Alteration Value (formerly \$237,000 decrease \$15,000 to \$222,000)
 Commercial - New Value (formerly \$282,400 decrease \$15,000 to \$267,400)
 Industrial - New Value (formerly \$108,000 decrease \$20,000 to \$88,000)
 Residential Apmt. - New Value (formerly \$409,000 decrease \$80,000 to \$329,000)

Funding has been placed into the Permit Revenue Averaging Reserve to provide support when there is a temporary reduction in permit revenues. This funding is being brought back to mitigate a tax impact for 2009 and 2010.

2009 Base Budget is (\$1,036,400)

STRATEGIC PLAN OBJECTIVE:

Goal 2, Objective 4 - Commit to continued sound fiscal management.

CONSEQUENCES OF NOT FUNDING:

The budget will not accurately reflect the actual revenues and fluctuations in revenue from year to year will not be stabilized.

Acct-Fund-Dept-Prog-Class	DESCRIPTION	2009 AMOUNT	2010 AMOUNT	2011 AMOUNT
6133-10-182-0-93509	Commercial Alteration	15,000	7,500	-
6133-10-182-0-93510	Commercial New Value	15,000	7,500	-
6133-10-182-0-93512	Industrial New	20,000	10,000	-
6133-10-182-0-93532	Residential Apmt. New Value	80,000	40,000	-
731-10-182-0-R009	Permit Revenue Averaging Reserve	(130,000)	(65,000)	-
TOTAL COST ADDITION		-	-	-

FUTURE BUDGET IMPACT	ON-GOING	For 2 Yrs	
	ONE-TIME		
SPECIAL REMARKS	PRIORITY: 1		

CITY OF KELOWNA

2009 SUPPLEMENTAL REQUEST DETAILS

DEPARTMENT: INSPECTION SERVICES

DEPT. ID: BY-LAW ENFORCEMENT

DESCRIPTION:	NEW or EXPANDED Program?	EXPANDED
TRAFFIC TICKET REVENUE		

JUSTIFICATION:

The revenue projection is a result of increased enforcement activity during the past two years. This trend is anticipated to continue to increase due to population growth and public demand for compliance with municipal regulations. The total revenue increase is anticipated to be \$145,000 from voluntary payment of fines.

2009 Base Budget is \$45,000

STRATEGIC PLAN OBJECTIVE:

Goal 2, Objective 4 - Commit to continued sound fiscal management.

CONSEQUENCES OF NOT FUNDING:

The budget will not accurately reflect the actual revenues to be received.

Acct-Fund-Dept-Prog-Class	DESCRIPTION	2009 AMOUNT	2010 AMOUNT	2011 AMOUNT
616-10-184-0-9382	Traffic Ticket Revenue	(100,000)	(100,000)	(100,000)
TOTAL COST ADDITION		(100,000)	(100,000)	(100,000)

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

CITY OF KELOWNA

2009 SUPPLEMENTAL REQUEST DETAILS

DEPARTMENT: INSPECTION SERVICES

DEPT. ID: BY-LAW ENFORCEMENT

DESCRIPTION:	NEW or EXPANDED Program?	NEW
BYLAW SERVICES CLERK (SUMMER RELIEF)		

JUSTIFICATION:
Maintain Customer Service Levels

The Bylaw Services Clerk is the City's first line of contact with the public in receiving information or complaint requests. Our current staff become involved with counter enquiries, telephone complaints, assisting other departments and agencies. Business Licences, traffic issues, various patrol requests, general clerical duties, assisting officers in their investigations, acting as an information resource and court liaison and controller for court processes and procedures (City officers and RCMP) along with other related duties as applicable. During the summer vacation period the requirement for services increase and when one position is vacant the work load and customer service response time is greatly affected. The increased work load results in additional overtime to regain control of our services to the public and outside agencies.

Increased enforcement activity such as Red Zone ticketing has increased the clerical support needed to ensure all legal procedures are completed.

STRATEGIC PLAN OBJECTIVE:
 Goal 3, Objective 2 - Ensure the availability of fiscal and human resources to provide quality services (recreation, culture, fire, police, planning, works and utilities).

CONSEQUENCES OF NOT FUNDING:
 Complaint response and quality customer service will be affected with inadequate time response, back log of complaints on an on-going basis along with staff stress and burn out.

Acct-Fund-Dept-Prog-Class	DESCRIPTION	2009 AMOUNT	2010 AMOUNT	2011 AMOUNT
511-10-187-0-001	Clerk Salary - 12 weeks	11,440	11,440	11,440
TOTAL COST ADDITION		11,440	11,440	11,440

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

CITY OF KELOWNA

2009 SUPPLEMENTAL REQUEST DETAILS

DEPARTMENT: INSPECTION SERVICES

DEPT. ID: BY-LAW ENFORCEMENT

DESCRIPTION:	NEW or EXPANDED Program?	NEW
LICENCE AND BYLAW ENFORCEMENT OFFICER		

JUSTIFICATION:

During the past several years Bylaw Officers have taken on several critical special assignments over above their regular duties. These assignments have ranged from working with the various levels of government to address the Sutherland Bay boat moorage to the Hein Road revitalization project and the Grow Op Bylaw participation. These projects and others have significantly improved the quality of life many residents in Kelowna. The Bylaw group also over the past two years, implemented the "T2" ticketing system. Although this project has demanded some resources, it has also had a positive impact on the ability to track both ticketing activity and collection data of fine revenue.

The percentage of ticket revenue outstanding has increased over the past decade bringing it to a critical level. Without an appropriate level of collection, compliance of City of Kelowna Bylaws will inversely decrease. An additional Licence and Bylaw Officer will provide for the necessary resources to maintain current enforcement activity, increase the opportunity to collect unpaid offences and continue to be available for special initiatives. Additional collection of revenues will likely match or exceed the anticipated cost of the added resource.

STRATEGIC PLAN OBJECTIVE:

Goal 3, Objective 2 - Ensure the availability of fiscal and human resources to provide quality services (recreation, culture, fire, police, planning, works and utilities).

CONSEQUENCES OF NOT FUNDING:

The inability to collect existing outstanding fine revenues and the continued reduction of compliance levels eventually leading to reduced quality of life for residents and lost revenue potential.

Acct-Fund-Dept-Prog-Class	DESCRIPTION	2009 AMOUNT	2010 AMOUNT	2011 AMOUNT
511-10 -184-0-001	Salary (9 months)	54,105	72,140	72,140
616-10-184-0-9382	Fine Revenues	(54,105)	(72,140)	(72,140)
TOTAL COST ADDITION		-	-	-

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