



Canada's Tournament Capital

ANNUAL REPORT 2016

FOR THE YEAR ENDED
DECEMBER 31, 2016

CITY OF KAMLOOPS
BRITISH COLUMBIA, CANADA



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Prepared by: City of Kamloops
Communications and Community Engagement Division
Finance Department



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MAKING KAMLOOPS SHINE

Kamloops is ideally located in the heart of British Columbia's sunny Southern Interior and is easily accessed by road, air, and rail. Driving from major centres like Vancouver, Calgary, Edmonton, or Seattle is quick and convenient, with three major highways passing through our city. There are daily flights from Vancouver and Calgary to the newly renovated Kamloops Airport.

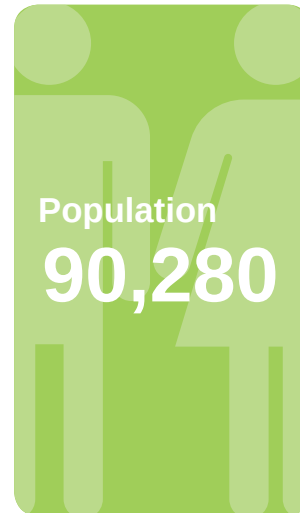
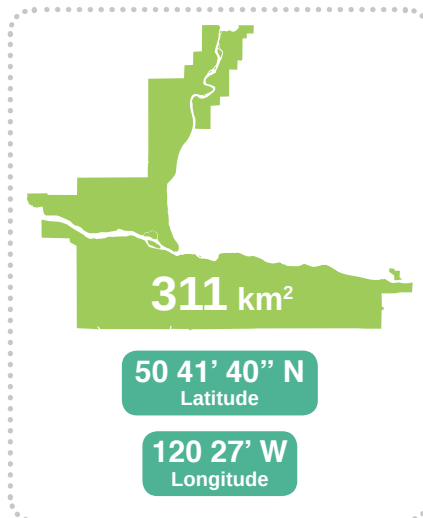
Kamloops is a great community that nurtures growth. We are one of Canada's premier host centres for developing amateur sport, tournaments, cultural events, high-performance training camps, and national and international competitions. As Canada's Tournament Capital, we foster a grassroots philosophy of inclusion, accessibility, and sport development. Incorporated as a city in 1893, Kamloops has transitioned into an urban city while maintaining its western hospitality.

Kamloops takes pride in its vibrant arts community. Year round, locals and visitors alike enjoy professional and emerging art galleries and displays throughout the city. Amateur and professional theatre, music festivals, and established and emerging arts and culture events are held annually in our public venues.

“Kamloops is ideally located in the heart of British Columbia's sunny Southern Interior and is easily accessed by road, air, and rail.”

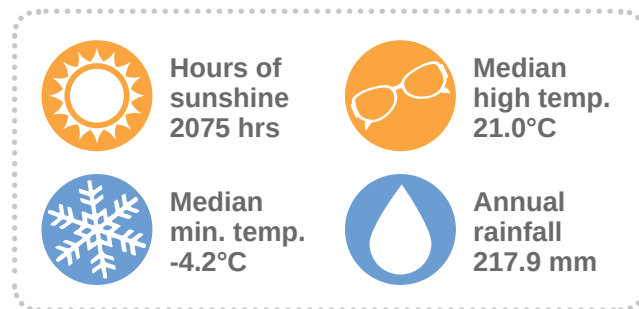


CITY OF KAMLOOPS AT A GLANCE



Kamloops Lifestyle

- Hot, dry summers; mild winters; and more than 2,000 hours of sunshine annually.
- Plentiful opportunities for outdoor recreation, including 200 lakes within a one-hour drive and 13 golf courses.
- 82 parks, covering a total of 1,350 ha.
- Thriving cosmopolitan centre rich in arts and culture, shopping, and lifestyle amenities.
- Excellent health care, schools, university, affordable housing, and safe neighbourhoods.

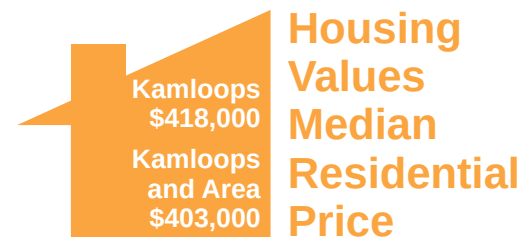


Kamloops Municipal Tax Rates - 2016

(per \$1,000 of assessed value)

Residential: \$8.67	Utilities: \$56.89
Supportive Housing: \$6.40	Major Industry: \$82.70
Light Industry: \$30.03	Business/Other: \$21.60
Managed Forest Land: \$21.33	Recreational Non-profit: \$16.81
Farm: \$21.27	

250 km north of US (Washington) border
310 km northeast of Vancouver
4,387 km west of Toronto





MAYOR - PETER MILOBAR

“As I leave the Mayor’s chair for a new role, I reflect with gratitude on the many years I was privileged to serve on City Council.”

MESSAGE FROM THE MAYOR

The City continues to plan for the future as staff prepare the first draft of the updated KAMPLAN, Kamloops’ Official Community Plan. Getting to the draft has been a significant process that involved great participation from community members, who will have another opportunity to provide feedback when staff take the first draft to the public this spring.

2016 was a strong year for the City. Growth and development continues with the recent announcement of the \$417 million patient-care tower and Royal Inland Hospital expansion, which will be the single largest construction project in the City’s history. Other City projects in 2017 are the reopening of Westsyde Pool, the resurfacing of the indoor track at the Tournament Capital Centre Fieldhouse, and improvements to various local roads.

Public engagement is a priority, with several projects driven by the input of residents. Many citizens participated in feedback opportunities during the acquisition of the Kamloops Resource Recovery Centre and planned improvements to Grasslands Boulevard and Todd Road. Feedback from the 2016 Recreation Facilities Review resulted in the construction of the McDonald Park Spray Park and structural repairs to the Westsyde Pool and Community Centre.

While construction was down slightly in 2016, several road projects were completed to improve the City’s transportation network, including Notre Dame Drive, Pacific Way, Tranquille Road, and Richmond Avenue.

Healthy living and sustainability are always present in our considerations for the future. Increasing residential demand for food security encouraged the City to move forward with the urban hens initiative, supporting residents with educational information and training to raise hens in a healthy and safe environment. In other news, the Parks

Regulation Bylaw was amended to include smoke-free parks and City facilities. This includes trails, beaches, playgrounds, fields, stadiums, parking lots, courtyards, and entranceways to City facilities. Our inaugural Green Living Expo, a free public event, focused on the promotion of environmental, social, and economic sustainability in our community.

Safety remains a key focus for Kamloops, which was highlighted with the opening of the North Shore Community Policing office last spring. This office works directly with community partners to focus on crime prevention and awareness to help make our community safer.

The upcoming years should see continued growth and health initiatives in Kamloops while increasing efficiencies and managing costs. The Kinder Morgan project will begin in 2017, and the hospital expansion slated for 2018. Both of these projects promise economic benefits through job creation and increased demand for goods and services. Private sector development also looks strong, with major residential projects proposed in all parts of the city. We look forward to many good years ahead.

As I leave the Mayor’s chair for a new role, I reflect with gratitude on the many years I was privileged to serve on City Council. I have learned a lot during this time and hope that I have helped to make Kamloops the great city it is. Thank you for the opportunity.

PETER MILOBAR

Mayor of Kamloops



CAO - DAVID TRAWIN

“We have a strong senior leadership team that is working well together, and we have a Council that wants Kamloops to be the best it can be.”

MESSAGE FROM THE CAO

From my perspective, 2016 was a “steady as she goes” year, both within the organization and externally. As an organization, we continued to stress identifying efficiencies and collaboration between departments. Development in the city was consistent with past years, and the economy saw little movement.

The City does many different things, and each area has its own challenges. Municipal operations are not just pipes and pavement like they were 50 years ago. Now, a municipality provides social, wellness, and sustainability programs; building and maintaining infrastructure; parks and recreation facilities; fire and police protection; and a myriad of other services to increase livability. The scope of what a city does and what its residents expect continues to broaden, with citizens expressing a continued desire to be more engaged. The City provided numerous consultation and engagement initiatives on various topics throughout the year in order to meet the demand.

Improving collaboration between Tk'emlúps te Secwépemc and the City was a priority in 2016. The last two Community to Community Forums were some of the best in terms of putting items on the table and developing strategies and working groups to come up with solutions. By working together, we can make improvements for residents of both Tk'emlúps te Secwépemc and Kamloops.

The City has also developed strong relationships with home builders, the Chamber of Commerce, Thompson Rivers University, the North Shore Business Improvement Association, the Kamloops Central Business Improvement Association, and many other agencies. Through open communication, issues are dealt with in a respectful manner, with all agencies working together to develop solutions.

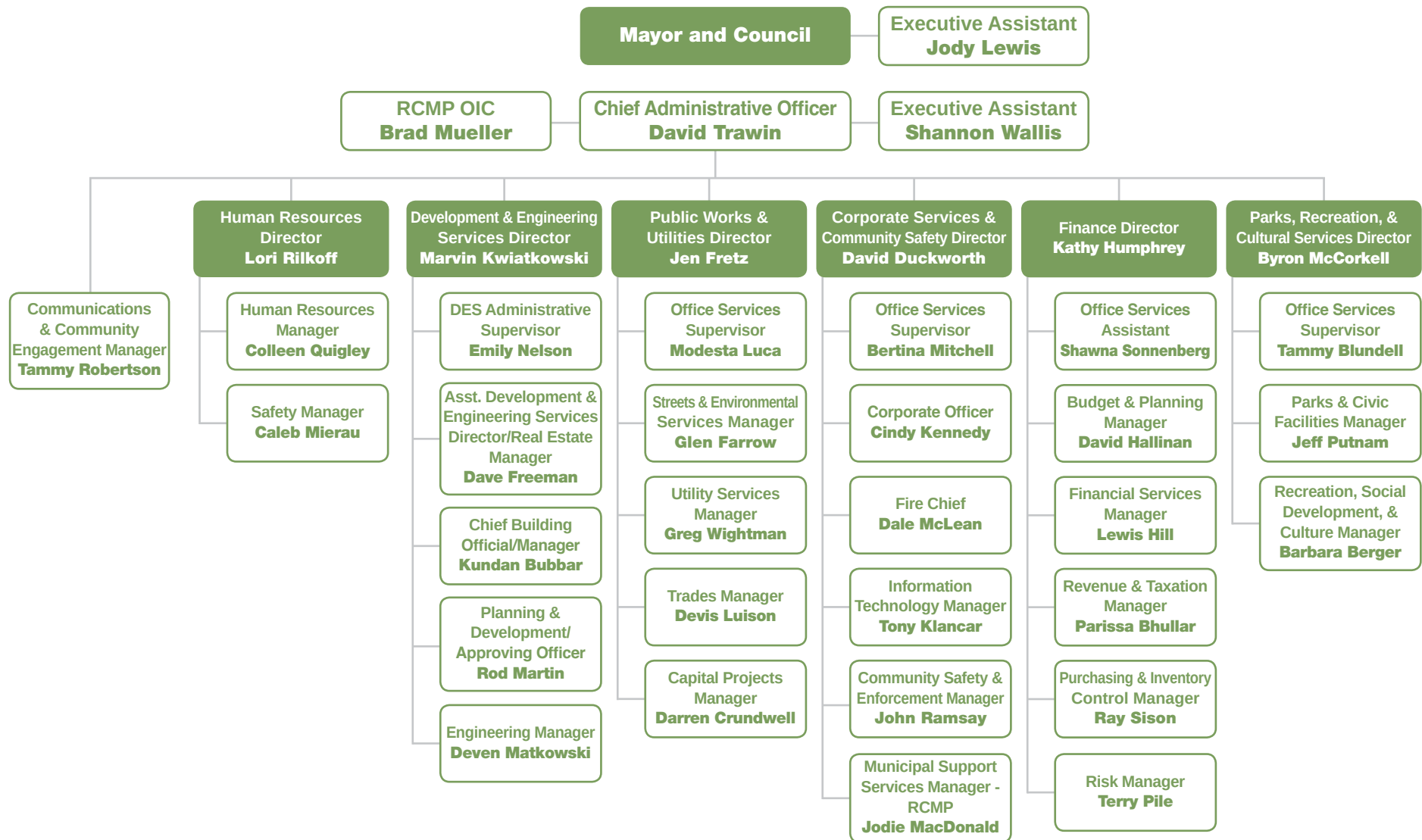
The City's new finance leadership team has continued the great work that the previous finance team started. The new team brings outside experience and fresh ideas to City Hall, which I believe will help us to continue to become more efficient.

We have a strong senior leadership team that is working well together, and we have a Council that wants Kamloops to be the best it can be. City staff and Council work together to implement Council's vision and strategic plan, which is not always the case in other municipalities. Our community is stable, housing is affordable, and there are amazing outdoor and indoor activities that provide a great quality of life for residents. Kamloops is setting itself up for a bright future.

DAVID TRAWIN

Chief Administrative Officer

CITY OF KAMLOOPS MANAGEMENT



CITY ADMINISTRATION & DEPARTMENTS

- Chief Administrative Officer
- Corporate Services and Community Safety
- Development and Engineering Services
- Finance
- Human Resources
- Parks, Recreation, and Cultural Services
- Public Works and Utilities



8 THE NUMBER OF
ROUNDBOUTS
IN THE CITY

Roundabouts improve intersection capacity for vehicles and significantly reduce serious vehicle collisions, thereby contributing to a safer and more efficient transportation network.



KAMLOOPS' PACIFICSPORT OPERATION RED NOSE WAS #1 IN BC!

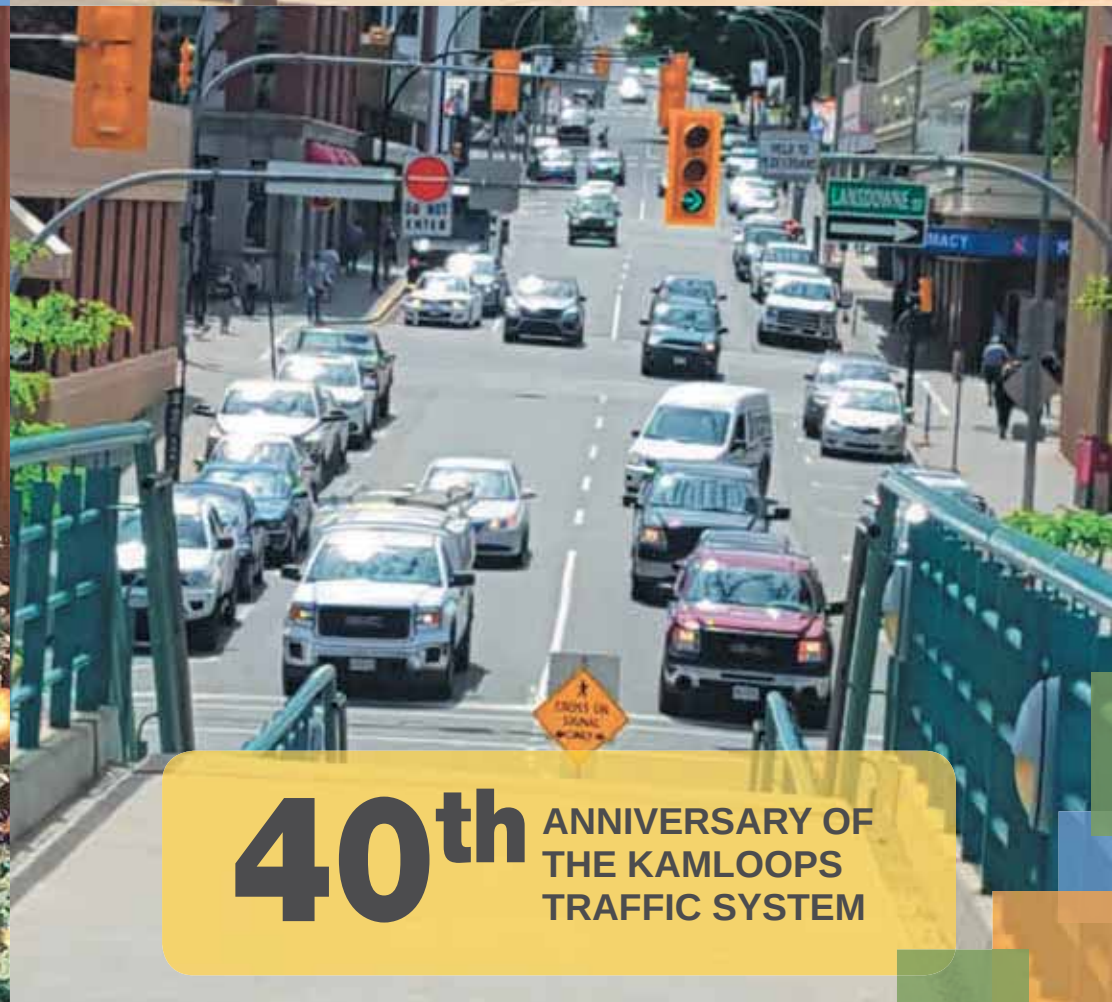
PacificSport is the host society for the Operation Red Nose campaign in Kamloops.

\$32,900 raised in 2016
up from \$31,000 in 2015

1,241 rides in 2016
*up from 1,211 in 2015,
but down from 1,265 in 2014*

235 volunteers
same from 2015

This annual Pacific Sport fundraiser supports Kamloops' amateur athletes.



40th ANNIVERSARY OF
THE KAMLOOPS
TRAFFIC SYSTEM

CITY COUNCIL



Mayor
Peter Milobar



Councillor
Donovan Cavers



Councillor
Ken Christian



Councillor
Dieter Dudy



Councillor
Tina Lange



Councillor
Arjun Singh



Councillor
Marg Spina



Councillor
Pat Wallace



Councillor
Denis Walsh

COUNCIL VISION

BOLD LEADERSHIP FOR A STRONG AND HEALTHY COMMUNITY

- ▶ We are the elected municipal representatives of the people of Kamloops, placed in office to uphold our citizens' trust and to make responsible, progressive decisions in their best interests.
- ▶ It is our responsibility to work on behalf of every citizen and to continually improve the way in which we carry out our duties.
- ▶ We will act with integrity and responsiveness and in an open consultative manner and place the community's interest above our own.
- ▶ Building on the community's strengths, diversity, and past successes, we want Kamloops to be a place where citizens can enjoy good health and feel safe and where there are abundant opportunities for work and play.
- ▶ We want a community where citizens and civic government participate in the present and future direction of our City respectfully and collaboratively.

COMMITTEE APPOINTMENTS

COMMITTEE	COUNCIL MEMBER APPOINTED	COMMITTEE	COUNCIL MEMBER APPOINTED
Arts Commission	Councillor Walsh Councillor Singh (Alternate)	Industrial Tax Base Task Force	Mayor Milobar Councillor Dudy Councillor Wallace
Audit Committee	Councillor Spina (Chair) Councillor Christian Councillor Walsh	Kamloops Airport Authority Board of Directors	Mayor Milobar Councillor Christian (President) Councillor Lange
Citizen Satisfaction Committee	Councillor Singh Councillor Walsh	Kamloops Airport Authority Society	Mayor Milobar Councillor Christian
City-School District Joint Use Committee	Mayor Milobar	Kamloops Art Gallery Board Liaison	Councillor Spina
Communities in Bloom	Councillor Lange	Kamloops Chamber of Commerce Liaison	Councillor Walsh
Community and Council Services Committee	Councillor Walsh (Chair) Councillor Cavers Councillor Dudy Councillor Spina	Kamloops Foundation Liaison	Councillor Spina
Community Recognition Awards Committee	Mayor Milobar Councillor Singh Councillor Wallace	KAMPLAN: 2015 Official Community Plan Advisory Committee	Councillor Dudy Councillor Singh
Coordinated Enforcement Task Force	Mayor Milobar Councillor Cavers Councillor Spina	Municipal Insurance Association	Councillor Spina Councillor Christian (Alternate)
Development Cost Charges Review Committee	Councillor Christian Councillor Spina	Parcel Tax Roll Review Panel	Councillor Wallace (Chair) Councillor Cavers Councillor Dudy Councillor Singh (Alternate)
Fraser Basin Council	Councillor Dudy	Parks and Recreation Committee	Councillor Cavers Councillor Lange (Alternate)
Heritage Commission	Councillor Walsh	Police Committee	Mayor Milobar (Chair) Councillor Christian Councillor Wallace Councillor Dudy (Alternate)



COMMITTEE APPOINTMENTS

COMMITTEE

COUNCIL MEMBER APPOINTED

Service Agreement Negotiating Committee

Mayor Milobar
Councillor Christian
Councillor Lange
Councillor Singh (Alternate)

Sister City Advisory Committee

Councillor Dudy (Chair)

Social Planning Council

Councillor Lange
Councillor Cavers (Alternate)
Councillor Walsh (Alternate)

Sustainability Advisory Committee

Mayor Milobar
Councillor Lange (Chair)
Councillor Singh

Thompson-Nicola Regional District

Mayor Milobar
Councillor Christian
Councillor Lange
Councillor Singh
Councillor Spina
Councillor Wallace

Tourism Kamloops Board

Councillor Walsh
Mayor Milobar (Alternate)

Tournament Capital Committee

Councillor Wallace (Chair)
Mayor Milobar
Councillor Cavers
Councillor Christian

Venture Kamloops Board

Councillor Singh (Appointee)
Councillor Wallace (Liaison)

Venture Kamloops Business Development Society

Mayor Milobar
Councillor Singh
Councillor Wallace



2015-2018 COUNCIL GOALS & OBJECTIVES

A framework guided by public and stakeholder consultation

COUNCIL VALUES

- ▶ **RESPECT** - We respect the dignity and opinion of others.
- ▶ **INTEGRITY** - We are fair, ethical, and honest.
- ▶ **INCLUSIVITY** - We honour and celebrate our diversity.
- ▶ **COMPASSION** - We are caring and treat each other with kindness.

COUNCIL PRINCIPLES OF SERVICE

- ▶ **OPEN AND ACCOUNTABLE** - We listen, value open debate, and make decisions that provide the best results for the whole community.
- ▶ **FUTURE ORIENTED** - We consider the needs of future generations and the long-term effects of the decisions we make today.
- ▶ **RESPONSIVENESS** - We strive to make time-sensitive decisions as quickly as we can while considering the needs of all persons.
- ▶ **LEADERSHIP** - We support the free expression of others, accept the decisions of the majority, and take responsibility for our actions.



ENVIRONMENT

Implement Strategies That Reduce Our Impact on the Environment

ENVIRONMENTAL PRIORITIES

- Continue to implement the Sustainable Kamloops Plan.
- Identify infrastructure readiness and hot spots related to climate change.
- Continue to densify and infill core commercial and residential zones.
- Increase landfill diversion to 45% by 2018.

TRANSPORTATION

- Complete the development of a Comprehensive Transportation Plan.
- Complete a Transportation Demand Management Strategy.
- Identify project funding for initiatives and priorities contained in the Pedestrian, Bicycle, and Trail Master Plans.
- Develop a promotional marketing plan and map to encourage active transportation usage.



ECONOMY

Diversify, Strengthen, and Fortify our Economy Through Partnerships and Effective Land Use Planning

INDUSTRIAL LAND

- In collaboration with Venture Kamloops, research costs and benefits and prepare an options report regarding servicing additional industrial land in the southwest sector for Council consideration.

AIRPORT LANDS POTENTIAL

- Encourage the Kamloops Airport Authority Society to develop a comprehensive strategy for the development of airport lands.

BUSINESS DEVELOPMENT

- In collaboration with Venture Kamloops, identify ways in which the City can prepare for future growth and economic development.
- Continue to support and collaborate with Venture Kamloops and Tourism Kamloops for the retention of existing businesses, as well as the development of new industries that focus on high tech, manufacturing, and transportation sectors.
- Continue the Tournament Capital Project Marketing Strategy.

NORTH SHORE/DOWNTOWN

- Review Tax Revitalization Bylaws for the North Shore and the Downtown for Council approval.
- Review City Centre Plan and the North Shore Plan following the update of the Official Community Plan.



INFRASTRUCTURE

Invest in the Long-term Financial Stability of Our Assets and Improve the Overall Infrastructure Standards of the City

INFRASTRUCTURE PRIORITIES

- Support utilization of the Asset Management Program in corporate and council decision making.
- Improve transportation management and parking in the downtown core.

FUNDING

- Inventory infrastructure and develop criteria to evaluate and identify gaps in maintenance and funding, with a particular emphasis on stormwater infrastructure.
- Continue to lobby higher levels of government for financial support and grants for municipal infrastructure.



LIVABILITY

Ensure Kamloops Maintains a High Quality of Life While Meeting the Challenge of a Growing Community

ACCESSIBILITY

- Develop policy that outlines the City's role in providing physical access and services.

CULTURAL ECONOMY

- Complete a business case that identifies concept, costs, benefits, funding sources, and budget impacts for the development of a cultural facility in the downtown core.

HEALTHCARE

- Meet with Interior Health to advocate for citizen access to locally based health services.
- Support the expansion and improvement of Royal Inland Hospital and Interior Health services.

OFFICIAL COMMUNITY PLAN

- Complete the update of the Official Community Plan.

BUILD NEIGHBOURHOOD CAPACITY

- Build neighbourhood capacity through social planning, encouraging new neighbourhood associations, and revitalizing old neighbourhoods.



GOVERNANCE

Be Recognized for Excellence in Public Service in Local Government

PUBLIC ENGAGEMENT

- Review the corporate communications function.
- Continue to be recognized for great public engagement.
- Enhance the sense of safety/security in all areas of the City.

EXTERNAL RELATIONSHIPS

- Maintain and enhance relations and service agreements with government/governing bodies (Tk'emlúps te Secwépemc, Thompson Rivers University, and Interior Health).

SERVICE CAPACITY

- Inventory current City services and develop a strategy for those services that either exceed or do not meet Council-approved service levels or do not have a Council-approved service level.

FISCAL RESPONSIBILITY

- Continue a thorough review of City costs and fiscal accountability, keeping in mind the need to balance user fees and taxes.

Embracing our mission of “Providing the Opportunities for an Outstanding Quality of Life”

Kamloopsians have enjoyed what we and our community partners have worked to provide and ranked Kamloops at a 94% rating for Quality of Life in the 2016 residents' survey.

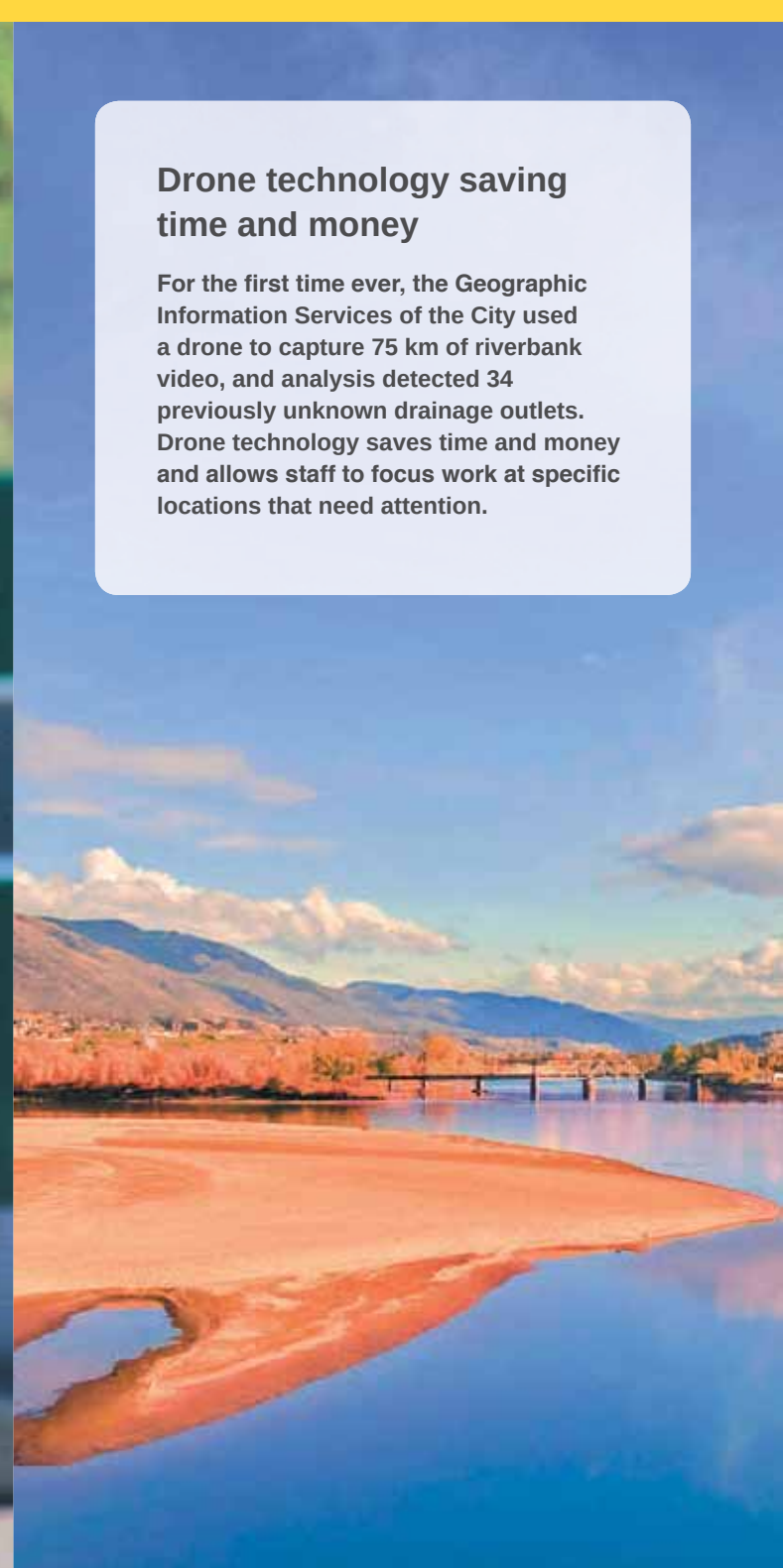


Operation Nicaragua Donations for 2016 \$40,479.80

In 2016, the Kamloops Firefighters' Charitable Society delivered one 40 ft. shipping container (their 14th container to date) filled with clothes, sports equipment, and many other supplies to Nicaragua. They also collected four fire trucks and two ambulances and prepared two more 40 ft. shipping containers to be sent down later in 2017. They are in the planning stages of driving at least 10 emergency vehicles to Florida, where they will be loaded onto a boat and delivered to the emergency services that need them in Nicaragua, and they are hopefully flying one or two more vehicles down with help from the US Army.

Drone technology saving time and money

For the first time ever, the Geographic Information Services of the City used a drone to capture 75 km of riverbank video, and analysis detected 34 previously unknown drainage outlets. Drone technology saves time and money and allows staff to focus work at specific locations that need attention.





ENVIRONMENT

Reducing the impact on our environment

Responsive consultation and innovative ideas are working together to create strategies that reduce the impact on our environment. Bear-resistant garbage container locks were distributed to approximately 40 households in a specific area of Juniper Ridge in 2016. Residents were surveyed to determine the effectiveness of the locks to help guide human-wildlife conflict prevention strategies in future years.

Responsible environmental stewardship reduces the impact on our environment. Measures are taken in big and small ways to lessen our footprint.

INNOVATIVE & LEADING

Kamloops' newest community centre opened its doors in Aberdeen. The renovated West Highlands Park Community Centre is home to the largest solar project in Kamloops' history. Installation of a rooftop solar array at the centre will harvest 28,800 kWh of electricity per year, equivalent to the electricity used by 2.5 average BC households. The City applied to the Ministry of Energy and Mines for funding through the Community Energy Leadership Program (CELP) and was awarded a grant of \$30,855 to cover a maximum 33% of total project costs. Council authorized Administration to use \$42,645 of funds from the Climate Action Revenue Incentive Program plus \$20,000 from the West Highlands Park project budget for a total project expenditure of \$99,000.

The 24 kW solar array will generate an estimated \$2,961 of annual revenue, providing a return on net investment of 4.73%, when the CELP grant is taken into account. The system will be net metered so that when it generates more electricity than is being consumed, the City will receive a credit from BC Hydro that will be applied against future electricity use. "Featuring a solar array of this scale in the heart of our newest park underscores our message of sustainability through innovation and healthy living initiatives," says Byron McCorkell, Parks, Recreation, and Cultural Services Director.

Going Paperless Homeowners can now access City accounts online. New for 2016, the City's initiative to reduce paper created a drive for residents to access their bills online. From property tax statements to utility account details, the eBilling at MyCity service provides instant access to residents, reduces paper, and benefits the environment.

Of the 2016 tax bills generated, approximately 1% of residents signed up for ebilling (approximately 500) in the first year.

Of the total utility bills generated for flat rate and metred customers, approximately 6% registered for ebilling (approximately 5,800) in 2016.

The City hosted the first Green Living Expo on April 30, 2016, at the Sandman Centre. This free event focused on the promotion and education of environmental, social, and economic sustainability in our community.

36 registered exhibitors • Over 2000 in attendance

Staff worked with a Natural Resource Science graduate student to develop a study on the effective treatment of Dalmatian Toadflax, which is an invasive plant species. In total, 36 plots were established to investigate the effects of hand pulling, biologicals, spraying, cutting and wicking, and preemergent herbicides, and compared results to a control group. 150 trees were planted in the city to increase the overall tree canopy.



PERFORMANCE MEASURES

The Kamloops Sewage Treatment Centre received and treated **10.6 million m³** of raw sewage, equating to approximately 125 m³ per person per year (or 125,000 L of sewage per person).

A sustainability newsletter featuring the City's sustainability initiatives and events is published quarterly and distributed to over **775 residents.**



Approximately **1,200 metric tonnes** of carbon dioxide were removed from the atmosphere via the gas collection and flare stack system at the Kamloops Sewage Treatment Centre.

Curbside Recycling



2015
5,579
tonnes

2016
6,259
tonnes

6,481 mattresses

were recycled in 2016, reducing landfill waste by 165 tonnes.



Each year, the City waives garbage container exchange fees when containers are downsized during Waste Reduction Week. In 2016, 490 households downsized their garbage containers!

13.7 tonnes

of pumpkins were recycled in October to produce compost at the Cinnamon Ridge Compost Facility.



Advocating for green technologies

The Engineering Division routinely advocates for green technologies - bioswales for stormwater quantity and quality management and LED lighting for energy efficiencies were prescribed for the Richmond Avenue Reconstruction Project.





ECONOMY

2016 was certainly a banner year for tourism in Kamloops and closely aligned with the record-breaking year reported by the province. Significant city-wide events, such as Hockey Day in Canada and IIHF's Women's World Hockey Championship drew early season off-peak visitors in February and April.

Total residential Building Permit values for 2016 reached \$125.3 million,

which translated to a significant injection into the economy in terms of local labour and equipment hired and materials sourced.



INNOVATIVE & LEADING

\$11,216,880

Tournament Capital Economic Impact

The Tournament Capital hosted 102 events in 2016, down from 111 in 2015.

- 28,062 out-of-town participants - up from 26,772.
- 83,038 participant days - up from 80,996.
- \$11,216,880 direct spending - up from \$10,934,460.
- 36,192 total participants - up from 33,614.

5,510 Business Licences issued in 2016, up 2.7% from 2015.

New Business Licence applications dropped 1.7% from 583 in 2015 to 573 in 2016.

- New Business Licences issued: 573 vs. 583 in 2015 (1.7% decrease).
- Total applications received: 1,117 vs. 1,077 in 2015 (3.7% increase).
- MyCity Business Licence accounts: 2,579 vs. 2,128 (21.3% increase).
- Licenses closed: 491 vs. 567 in 2015 (13.4% decrease).
- Home-based businesses comprised 34.3% of all active Business Licences at the end of 2016. This is a 1.2% increase from 2015 (1,894 vs. 1,778 in 2015).



PERFORMANCE MEASURES

Building Permits were processed for major projects (both commercial and multi-family development), including, but not limited to, the following:

MAJOR COMMERCIAL PROJECTS

- 1555 Versatile Drive (completion of Gateway Casino, started in 2015)
- 1051 Pine Springs Road (Westsyde Pool roof replacement)
- 1800 Tranquille Road (conversion of Coopers to Save-On-Foods)
- 1395 Hillside Drive (Pet Smart store renovation)
- 1743 Trans Canada Highway East (car wash)
- 700 Tranquille Road (Interior Health Specialized Care Centre)
- 875 Columbia Street (coffee shop)
- 915 7th Street (North Shore Community Policing Office)
- 695 Laval Crescent (renovation to Mercedes car dealership)

MAJOR MULTI-FAMILY PROJECTS

- 1430 Summit Drive110 units
- 765 McGill Road..... 83 units
- 5170 Dallas Drive..... 68 units
- 777 Battle Street 34 units
- 1850 Hugh Allan Drive..... 26 units
- 1993 Qu'Appelle Boulevard.. 17 units
- 7805 Dallas Drive..... 8 units
- 8800 Dallas Drive..... 6 units
- 2200 Linfield Drive..... 6 units
- 831 Serle Road..... 6 units

DID YOU KNOW?

The average processing time for a Home-based Business Licence was one day and 16.5 days for a Commercial Business Licence.



Tourism Visitor Centre and mobile visitor servicing efforts engaged with just over 21,500 visitors.

32%
over 2015

Kamloops Accommodation Revenues

11%
year-to-date
September compared to same time in 2015

Our Municipal and Regional District Tax in 2016 accommodation tax completed

12%
over 2015



Visitor volumes for the destination were approximately

6%
over 2015

	2016	2015	Change
\$ Value of Residential Units Sold	\$1,092,798,271	\$838,846,263	23% increase
Number of Residential Units Sold	3,163	2,571	19% increase
Number of Residential New Listings	4,853	4,859	

Residential building permits

27%
in 2016

Unit Count 589
Compared to 463 in 2015

The new dwelling units were distributed throughout the City as follows:

- 305 (52%) - Aberdeen, Pineview Valley, Dufferin, Sahali, and City Centre
- 176 (30%) - Barnhartvale, Dallas, Campbell Creek, Juniper Heights, Rose Hill, Valleyview, and Rayleigh
- 108 (18%) - North Shore, Brocklehurst, Batchelor Heights, and Westsyde





INFRASTRUCTURE

City of Kamloops' Official Community Plan - KAMPLAN Update

Leadership for a strong and healthy community builds on the strengths, diversity, and past successes of its citizens and civic government. KAMPLAN, the City of Kamloops' Official Community Plan (OCP) is a result of citizen contribution and collaboration to provide future direction for the city. KAMPLAN is the guiding document for planning and land use management in the city. The OCP identifies areas with natural environmental hazards and establishes appropriate guidelines for development, including mitigation measures or restrictions to help ensure public safety and protection from property damage.

The OCP also reserves sufficient land estimated to accommodate growth (including future commercial and industrial growth) to the year 2037 or a population horizon of 120,000.

INNOVATIVE & LEADING

Engineering Development met the challenges of limited land availability for development and the increase in demand for space for all utilities. Proactively working with utility companies (BC Hydro, TELUS, and Shaw Cable), developers, and contractors to better coordinate construction activities, the City was able to minimize servicing conflicts, which has led to lower operation and maintenance costs for all utility providers, including the City.

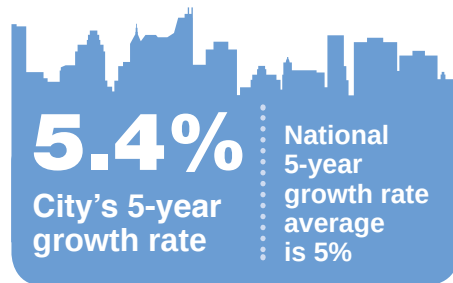
The Building Inspection Section of the City developed a new procedure for reviewing and issuing multiple Building Permits within a single multi-family development. This reduced processing times by as much as 75%.

Parks and Capital Project staff collaborated on the construction of a new, completely accessible, gender-neutral public washroom on the west exterior of Heritage House in Riverside Park. The City obtained a \$50,000 grant from the federal government's Enabling Accessibility Fund to support people of all abilities by including an automated door, Braille signage, a child-height sink, wheelchair accessible fixtures, and an infant change table.

The Information Technology Division and its vendors install, maintain, and build the complex computing and switching systems that connect all City employees and their workplaces. Additionally, IT provides data, voice, and video services to over 24 different locations and to more than 750 staff; investigates new systems and technology; and provides many services to ensure the most appropriate solutions are matched with requirements.



PERFORMANCE MEASURES



In 2016, the typical home contributed **\$3.37** per day (\$1,228.51 per year) in property taxes and utility fees to Public Works and Utilities, compared to **\$3.31** per day (\$1,208.78/year) in 2015, a 1% increase. This contribution was for support services, roads, environmental services, drainage, water, sewer, and solid waste utilities.



The Streets and Sign Shop Section is responsible for maintaining over **\$150 million** in corporate assets, including road maintenance, reconstruction, street markings, and traffic signs.

Public consultation and civic responsiveness helped ensure projects were measured for success in many ways. The Capital Projects Division managed approximately 60 projects throughout 2016. Some of the 2016 project highlights included:

Project: Public Works Yard Improvements/Reorganization

Budget: \$3.5 million

Project Description: The project included earthworks/grading, new water service, sanitary servicing, shallow utilities, underground power, and a new solid waste building. It also included a new fire training centre that has a new steel burn building, a classroom building, and several other outbuildings and structures.





Project: 2016 Pacific Way Upgrades

Budget: \$3 million

Project Description: The project included 800 m of replaced water main; full depth road reconstruction; replaced curb, gutter, and sidewalk; 300 m of relined storm sewer; sanitary sewer infrastructure installation; and 2 km of asphalt.

DID YOU KNOW?

The City re-used asphalt millings and other suitable road materials from the Pacific Way Upgrade project in other City projects, which resulted in cost savings and sustainability.



Project: 2016 Collector Roads Reconstruction

Budget: \$2.3 million

Project Description: Reconstruction of Richmond Avenue between 7th Street and Schubert Drive. The project was completed by a contractor and managed by Capital Projects Division staff. It included repairs to existing underground utilities, new curbs and gutters, a new pavement surface, new sidewalks, and lighting and drainage improvements.



Project: 2016 Local Roads Reconstruction

Budget: \$1.5 million (Roads and Utilities)

Project Description: The City's Local Road Reconstruction Program was undertaken using both Streets and Utilities crews. Under the supervision of Capital Projects Division staff, City crews reconstructed/rehabilitated Brentwood Avenue, Richards Place, Glasgow Place, and 11th Street.



Project: North Shore Community Policing Office

Budget: \$1.0 million

Project Description: The former KIA dealership (4,000 sq. ft.) was renovated to turn it into the North Shore Community Policing Office. The project was constructed by a contractor and managed by Capital Projects Division staff.

OTHER CAPITAL PROJECTS

Other projects completed in 2016 by the Capital Projects Division included:

- 2016 pedestrian upgrades
- Storm restoration projects funded by Disaster Financial Assistance
- 2016 arterial road overlays (Notre Dame Drive and Tranquille Road from 8th Street to 13th Street)
- Tumbleweed Bridge Rehabilitation
- Road rehabilitation in Rayleigh
- McDonald Park water park
- West Highlands Park Community Centre
- Sanitary sewer upgrades along Trans Canada Highway East
- Kamloops Sewage Treatment Centre (KSTC) - flood dike Upgrades





LIVABILITY

Consulting with Kamloops citizens...

Upon much consultation with Kamloops citizens and food security advocates, Council approved amendments to the Animal Control Bylaw to regulate keeping up to five hens on single-family and two-family residential lots greater than 370 m² within city limits.

The City provided a public information workshop in partnership with the Ministry of Agriculture, WildSafe BC, BC Conservation Office, and Bylaws, with information such as food safety and practical poultry health management.

INNOVATIVE & LEADING

As the City of Kamloops faces the challenge of aging infrastructure, staff and Council are looking for opportunities to provide **quality recreation services in a cost-effective manner**. Throughout March, four public meetings were hosted to initiate conversations regarding recreation services and a concept for the city.

The City is continuing to find ways to build on the community's strengths. A **winter indoor farmers' market** was piloted on the Sandman Centre concourse each Wednesday morning.

To improve accessibility for disabled participants, wheelchair ramps were installed at Valleyview and Brock Arenas.

Regular Council meetings can be viewed on **Kamloops.ca** at any time.

An early spring welcomed golf course openings in February, and by early March, hikers and mountain bikers enjoyed local trails. The summer-like temperatures in May inspired peak season visitors and full-on summer activities.

Kamloops residents and visitors enjoyed local wine, beer, and produce, as well golf, accessible trails for hiking and mountain biking, and signature events such as Ribfest, Hot Nite in the City, and Brewloops.

Kamloops City Council has long identified sport tourism and events as a meaningful way to ensure Kamloops maintains a high quality of life while meeting the challenges of a growing community. Hockey Day in Canada, hosted in Kamloops February 3 to 6, is an annual celebration of family-friendly hockey activities that bring families together in free and low-cost events throughout the city.



PERFORMANCE MEASURES



5,832 m of pedestrian and bike improvements were completed in 2016, including bike route improvements on Kenora Road and Qu'Appelle Boulevard and new sidewalks on Richmond Avenue, 7th Avenue, and Summit Drive.



With the development of Juniper West lands, the City has acquired three new neighbourhood park sites and over 1 km of Open Space trail.

2016 TCC Highlights

- **5,793** hours of operation
- **496,433** front counter transactions
- **6,869** phone calls through our registration line
- **4,604** online registrations (4% increase from 2015)
- **62** business contracts
- **19,936** monthly and annual full facility access memberships



The Kamloops Museum & Archives Highlights

- **478** people participated in educational presentations from the KMA
- **47** schools participated in museum school programs
- **1,193** students and teachers educated by our school programs
- **228** visitors participated in 14 KMA tours



Western Canada Theatre averaged over **85%** ticket sales in its Mainstage Program, and Kamloops Symphony Orchestra averaged over **75%** ticket sales in its Classic Series.

Parks and Playfields

- **83** parks
- **82** Kilometres of trails
- **1** wading pool
- **41** playgrounds
- **70** sports fields
- **4** water parks
- **41** hard surface courts



419 SQUADRON 75TH ANNIVERSARY REUNION

The 419 Bomber Squadron, formed in 1941, was led by John “Moose” Fulton of Kamloops. Although killed in action in 1942, “Moose” is remembered for his contributions. July 8th-10th celebrated the 419 Squadron’s 75th anniversary at Fulton Field and a community celebration and banquet that was attended by more than 200 delegates.



SMOKE-FREE PARKS & CITY FACILITIES

City Council expanded its commitment to healthy and safe environments by enacting a city-wide smoke-free parks and city facilities bylaw. From trails to beaches, playgrounds to fields, stadiums to parking lots, the City of Kamloops reacted to Interior Health’s recommendation that there is no safe level of exposure to second-hand smoke and tobacco, which causes almost 6,000 deaths in BC each year.



THE KAMLOOPS MUSEUM & ARCHIVES PRESENTED GROUND CONTROL,

an exhibition exploring skateboard culture, with a focus on Kamloops. This edgy, inclusive and interactive exhibit featured an array of historical skateboards, boards from pros that have emerged from Kamloops, skateboard films, photos and video footage of local skateboarders, and a custom-made skateboard ramp. The exhibition highlighted some of the issues that shaped this activity, which, more often than not, is embraced as a lifestyle more than a hobby. Over 230 visitors were in attendance on opening night for the live skate competition that was hosted by legendary professional skateboarder Kevin Harris.



DID YOU KNOW?

Choral Rhapsody, a free event for people 55 years of age and older at the Sagebrush Theatre, was at 100% capacity for its 42nd year.

As part of the 2016 North Shore Business Improvement Association's Overlanders Day family fun festival, the City was chosen as one of a limited number of national sites to host "**The Tragically Hip - A National Celebration**" live streaming at McDonald and Riverside Parks. The event welcomed over 5,000 citizens for this farewell concert.

The Kamloops Aquatics Program hosted 13 aquatic swimming, diving, synchronized swimming, triathlon, and water polo tournaments. A total of 4,045 athletes attended various meets throughout the year.



SOCIAL & COMMUNITY DEVELOPMENT

The City's Social and Community Development Section builds a strong and healthy community by focusing on people and diversity, equity, social and economic justice, and active civic participation. Activities included:

- assisting **1,233** participants (861 adults and 372 under 19) with 33 referral partner organizations through the 2015-2016 Accessible Recreation for Community Health (ARCH) program
- initiating the City's Accessibility and Inclusion Policy Project, which received a **\$15,000** grant from the Union of BC Municipalities to support the project, creating a community project team, and hosting 15 conversations with staff teams and community organizations
- providing Social Planning Grants totalling **\$65,218** to 15 community organizations
- providing **\$462,337** to community partners to support community gardens, John Tod Centre, SHOP (Social and Health Options for Persons in the sex trade program), and the Kamloops Food Bank Society
- supporting the start up of the **Brocklehurst Community Association**



The new North Shore Community Policing Office opened at 915 7th Street in the old Kamloops Kia building

In addition to general duty policing by 12 full-time RCMP officers, additional services include:

- Police Information Checks
- Civilian Digital Fingerprinting
- Chauffeur Permit Applications
- Auxiliary Constable Program
- Crime Prevention Section
 - Community Policing and Community Safety Initiatives:
 - ~ Citizens on Patrol
 - ~ Neighbourhood Watch
 - ~ Car 40 Program
 - ~ Restorative Justice
 - ~ School Liaison Officer
 - ~ Speed Watch





GOVERNANCE

Todd Road Pedestrian Upgrade Public Information Session

On February 10, 2016, a public information session was held at RL Clemitsen Elementary School to provide Barnhartvale residents with an update on the Todd Road Pedestrian Upgrade Project. Typically, the City would hold a public information session and/or open house closer to the date of construction to either gather feedback from residents or to present the final design for information. However, based on inquiries received from Barnhartvale residents regarding the status of the project, Administration decided that it would be beneficial to hold a public information session earlier than normal. Approximately 140 residents attended the event. The purpose of the public information session was to update residents about upgrading Todd Road between Klahanie Drive and Ronde Lane, specifically with regard to the following:

- Construction of a pedestrian facility on one side
- Minor road and intersection realignments
- Paving
- Changes to driveways and accesses
- Minor improvements to existing open ditch drainage system
- Water and sanitary sewer repairs and maintenance
- Construction of retaining walls
- Bus stop changes

INNOVATIVE & LEADING

In the winter, dump trucks are equipped with snow plow blades. The blades have historically been made of steel and normally lasted approximately one 12-hour shift. Staff have reduced costs and gained efficiencies by switching to carbide snow plow blades. While carbide blades are four times more expensive, they provide 10 times the wear resistance. This has resulted in reduced costs, increased productivity for the Streets team's operations, and reduced labour costs for blade changeovers.

In 2016, the Community Planning Section focused on developing a refined land use scenario and policy direction to accommodate future growth for the KAMPLAN (OCP - Official Community Plan) Review and Update and the implementation of action items identified in the Agriculture Area Plan. KAMPLAN Let's Talk Phase 2 public engagement results were compiled, analyzed, and presented in a public input report. Two key action items in the Agriculture Area Plan were successfully completed in 2016. They include the launch of the "Local Agriculture in Kamloops" promotional video to raise awareness about and promote

local growers and their products and the completion of the agriculture water demand modelling, which is a tool that assists with calculating water demand for agricultural areas within the city.

City staff developed an anti-idling program and engagement campaign with both corporate- and community-based components. A corporate-based social marketing approach was used to engage supervisors, mechanics, and 25 fleet drivers across the City's seven departments in the development of the idling reduction guidelines.

One of the major highlights of 2016 for arboriculture was the adoption of the City's Urban Forestry Management Strategy. Adopted by Council in 2016, it provides the framework for decisions regarding the management of the City's urban forest, with the goal of enhancing the urban forest over time.



PERFORMANCE MEASURES

DID YOU KNOW?

- The universal residential water metering program completed in 2016 installed over **22,000** water meters, reducing peak daily water demand by **29%** and total annual water production by nearly **6 billion L** per year, despite growth throughout the city.
- BC Hydro's purchase of 6 ac. of the Public Works Yard for **\$6.25 million** is the City's largest single sale to date.
- Calls about graffiti on public property decreased by **32%** (64 vs. 93 in 2015), as staff were more proactive in engaging the public and business owners. Calls about graffiti on private property decreased by **27%** (86 vs. 118 in 2015).
- Kamloops Fire Rescue is organized into five separate divisions: Suppression, Dispatch, Fire Prevention, Training, and Mechanical.
- The average Kamloops Fire Rescue response time to an emergency incident in Kamloops is **6 minutes, 26 seconds**.



Dedicated to strengthening community partnerships, Corporate Services and Community Safety shaped several key initiatives, including:

- developing a new five-year strategic plan for Kamloops Fire Rescue
- completing a new five-year collective agreement with the International Association of Fire Fighters
- realigning Bylaw Enforcement priorities to increase the number of foot patrols in the North Shore and downtown business areas
- implementing weekly RCMP and Bylaw Enforcement team meetings during the spring and summer months to share information and align enforcement activities for the opening of the North Shore Community Policing Office



11,898 Public Works and Utilities calls for service were down 12% from 13,423 in 2015.

The Public Works and Utilities Department fine-tuned the public engagement strategy for all of their projects.



The Development and Engineering Services Department currently administers 15 leases that generated approximately **\$218,000** in revenue in 2016, which is consistent with 2015's revenue.



A new security camera system for Tournament Capital Centre (TCC) was installed to provide enhanced building coverage and improved safety for the public and staff.

