

March 15, 2022

ADMINISTRATIVE REPORT TO COUNCIL
ON
CIVIC OPERATIONS DEPARTMENT 2021 YEAR IN REVIEW

PURPOSE

The purpose of this report is to present the Civic Operations Department's 2021 year in review.

COUNCIL STRATEGIC PLAN

This report supports Council's strategic priorities and areas of focus regarding:

- **Governance and Accountability**
 - Asset Management: We proactively plan for the repair and replacement of our infrastructure.
 - Community Engagement: We are committed to engaging and connecting with Kamloops residents and stakeholders.
 - External Relationships: We understand the importance of maintaining and improving key relationships.
 - Fiscal Responsibility: We are fiscally responsible and accountable.
- **Livability**
 - Healthy Community: We foster an environment that supports and promotes healthy living through recreation, community, and social connection.
 - Inclusivity: We are committed to supporting inclusivity, diversity, and accessibility in our community.
 - Safety: We recognize the importance of a safe and secure community.
- **Vibrant Economy**
 - Economic Strength: We support initiatives that increase our competitive advantage, cultivate growth, and support our residents.
 - Partnerships: We continue to nurture partnerships with key agencies and organizations.
- **Environmental Leadership**
 - Climate Action: We enhance the City's resiliency and capacity for mitigating and adapting to the impacts of climate change.
 - Sustainability: We implement strategies that reduce our impact on the environment.
 - Transportation: We facilitate sustainable transportation options and create community connectivity.

SUMMARY

In 2021, despite the ongoing COVID-19 pandemic, a record-setting heat dome event, and supply chain challenges, the Civic Operations Department completed projects and initiatives, as described in the attached presentation (Attachment "A"), and worked to prioritize safety, accessibility, beautification, and efficiency.

The five Civic Operations divisions—Capital Projects, Parks and Civic Facilities, Streets and Environmental Services, Trades, and Utility Services (supported by the Operations and Office Services sections)—will work together on the following projects and initiatives for 2022:

- Highland Road Project
- 12th Street Project

Our corporate mission is...
MAKING KAMLOOPS SHINE

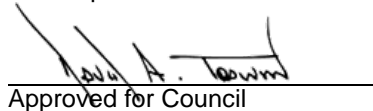
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March 7, 2022

- Kamloops Trees of Interest - web tool to share Kamloops' favourite trees
- Implementation of Cityworks in Fleet and Office Services to achieve significant efficiencies throughout the entire department
- Grading plan for future growth of northwest corner of Hillside Cemetery
- Riverside Park Revitalization Project
- RCMP Battle Street Detachment Expansion and Modernization Project
- Lorne Street Project
- Southwest Sector Water Servicing Strategy
- Valhalla Water Main Replacement Project
- Transition from paper to electronic pre- and post-trip inspection forms for efficiency and environmental benefits
- Ord Road water main installation
- 4th Avenue sewer main upsizing
- Aeration blower Kamloops Sewage Treatment Centre replacement
- Cross-Connection Control Program/bylaw modernization
- Working group with Tk'emlúps te Secwépemc and Thompson-Nicola Regional District to collaboratively manage projects on the Thompson Rivers
- Working group with Tk'emlúps te Secwépemc and the Rayleigh Waterworks District to review water use restrictions and drought response measures
- Lac Le Jeune Road and Fortune Drive paving
- Fleetwood Avenue local road rehabilitation (Phase II)
- Curbside Organics Collection Program (with Council approval)
- Urban Wildlife Plan advancement

RECOMMENDATION:**For Council information only.****SUPPORTING COUNCIL AND CORPORATE DIRECTION**

There is no applicable information.

J. Fretz, P.Eng.
Civic Operations Director
Approved for Council

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SB/kjm

Attachment

Our corporate mission is...

MAKING KAMLOOPS SHINE

Civic Operations 2021 Year in Review

March 15, 2022

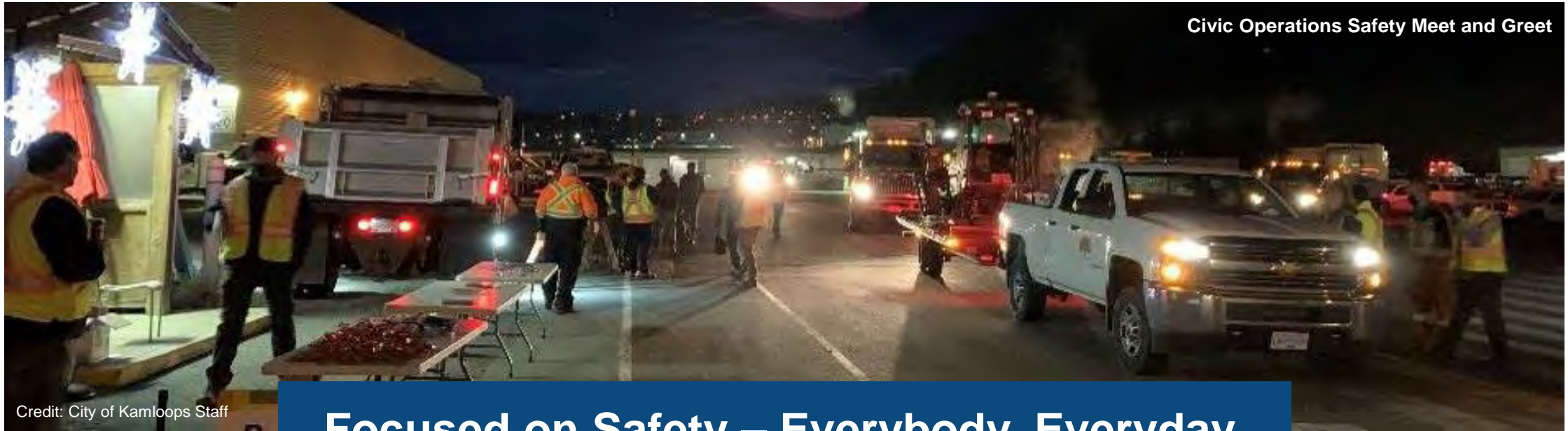
Civic Operations Director Fretz



Canada's Tournament Capital

Civic Operations Department

Credit: Peter Olsen



Civic Operations Safety Meet and Greet

Credit: City of Kamloops Staff

Focused on Safety – Everybody. Everyday.

- Almost 400 staff start with Safety in the Civic Operations Department, as this group completes diverse and high-risk work every day
- Through the Civic Operations Joint Occupational Health and Safety Sub-Committee and the City's 'Everybody. Everyday.' slogan, Safety remains at the forefront of all operational duties
- Through the Safety Committee's working groups, staff have worked on increasing near miss reporting, improving tailgate and fleet safety, and reviewing PPE and traffic control
- In 2021, despite record setting high temperatures and a heat dome event, Civic Operations continued to provide service to Kamloops residents by following a heat exhaustion plan that outlined heat/rest cycles



- In 2021, the Civic Operations Department focused on increasing near miss reporting, which resulted in significant decreases to reported incidents and injuries

Civic Operations	2021	2020	% Change	2021 CoK Total	CO of CoK Total
First Aid	95	82	+16%	138	69%
Medical Aid	11	32	-66%	19	58%
Lost Time	15	20	-25%	26	58%
Near Miss	138	88	+57%	155	89%



Divisions within Civic Operations



Streets and Environmental
Services



Trades



Capital Projects



Utility Services

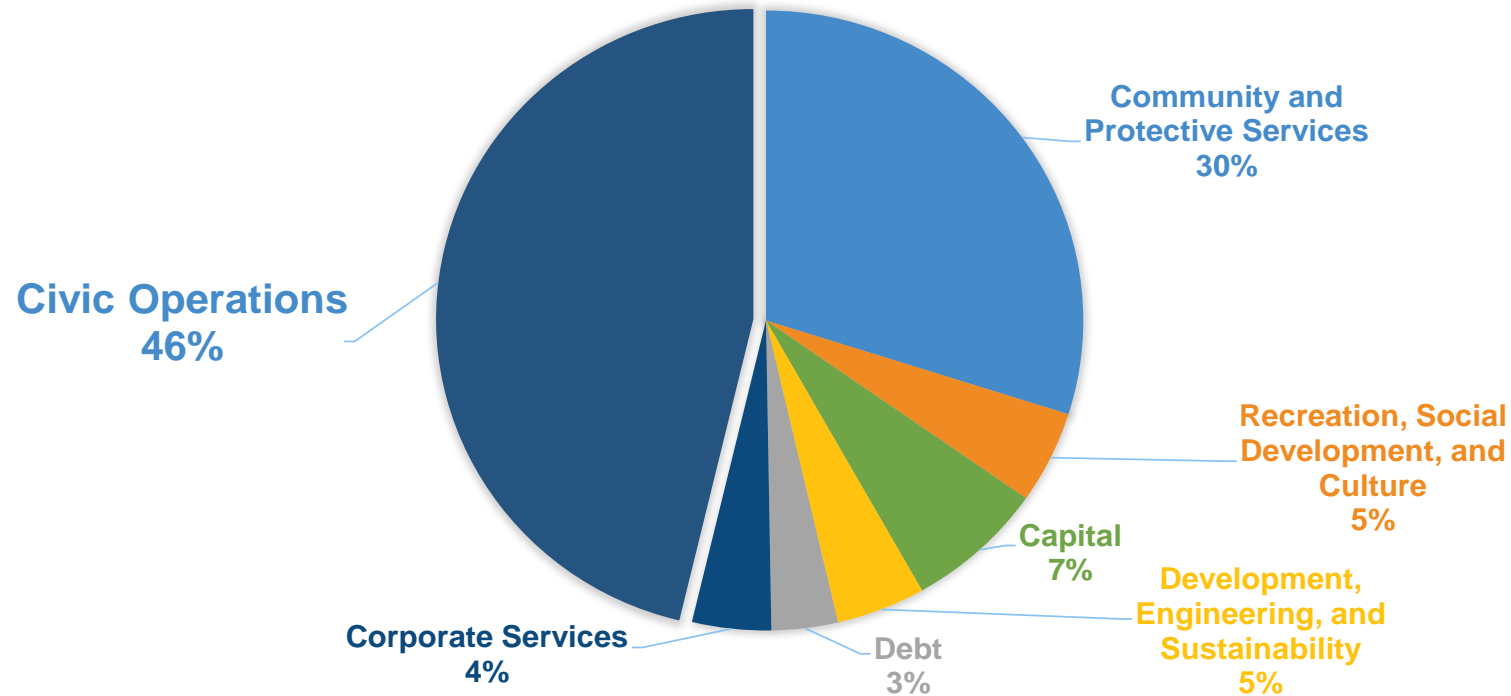


Parks and Civic Facilities

Providing 24/7 emergency response and day-to-day operations – Making Kamloops Shine

In 2021, the typical home contributed \$4.17 per day (\$1,523.86 per year) in property taxes and utility fees to the Civic Operations Department's five divisions.

PROPERTY TAX %/YEAR



Streets and Environmental Services

Environmental Services Section

- Organics Collection Pilot Program (Phase I and initiating Phase II)
- Completion of Western Berm (Phase I) and Leachate Infrastructure at Mission Flats Landfill
- Solid Waste Bylaw Revision
- Ongoing oversight at Mission Flats Landfill, including control of two metal pile fires



Streets and Environmental Services

Sanitation and Sign Shop Section

- Installed new street banners throughout the City that the City of Kamloops and Tk'emlúps te Secwépemc jointly designed
- The imagery of the shared landscape and use of both English and the Secwépemc language demonstrates the strong relationship and importance of reconciliation



Streets and Environmental Services

Sanitation and Sign Shop Section



- Implemented emergency traffic control plans for fire/flood and have equipment ready to deploy
- Made strides with improving signs and marking consistencies on Capital Projects
- Successfully painted road markings throughout the community

Streets and Environmental Services

Streets Section

- Resurfaced Valleyview Arena entrance for safer entry to the arena
- Paved parking lots at Westsyde Centennial Park and Tournament Capital Centre
- Completed rail crossing improvements/replacements at three major CN locations
- Built secondary access road to improve connectivity Juniper to Rose Hill

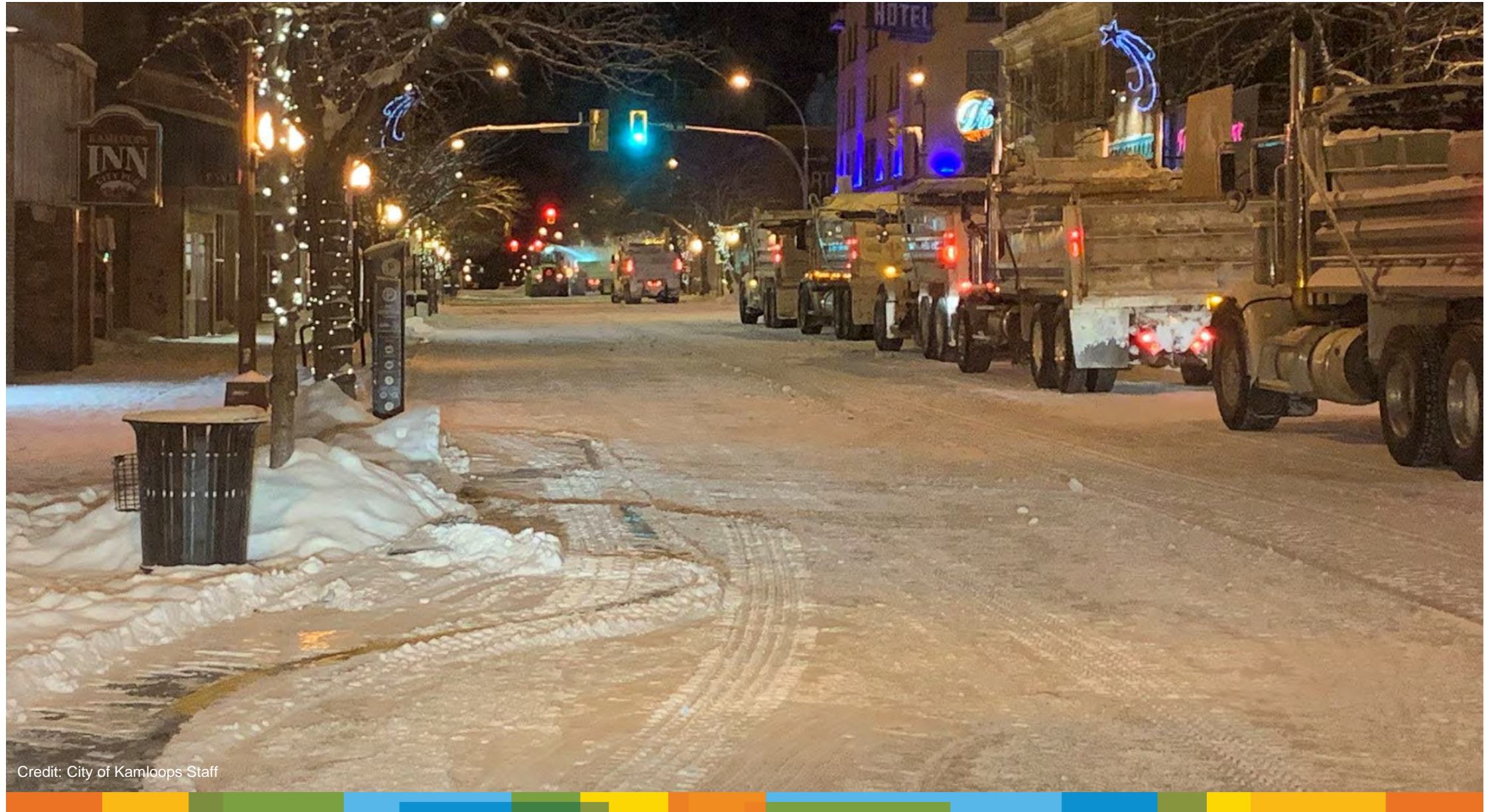


Streets and Environmental Services

Streets Section

- Increased the amount of snow we picked up to help with street lane widths for safer travelling
- Removed windrows in the Downtown, North Shore and Upper Sahali business areas
- Increased snow removal on key roads with bike lanes to speed up the process of sweeping the bike lanes sooner to accommodate cyclists and reduce dust





Credit: City of Kamloops Staff

Trades

Fleet Section

- Purchased 1 new Hybrid Side Load Refuse truck (cab and chassis: diesel, refuse body: full electric)
 - estimated fuel savings of up to 25% over units in current fleet
- Ordered 5 more Hybrid Side Load Refuse trucks – first units to be delivered in Q1 2022
- Ordered 2 EV F350 vans for user groups in City, replacing 2 gas units - delivery late 2022/early 2023
- Ordered 1 EV Ford Lightning F150 pick up replacing a gas pick up - delivery late 2022/early 2023
- Converted zamboni from propane to full electric



Trades

Carpentry, Electrical, HVAC, and Millwright Sections

- Coordinated the installation of approximately 22 semi-permanent sidewalk extensions for outdoor patios
- Replaced sidewalk entrance to Valleyview Arena with pavers to provide a safer entrance
- Lighted facilities to honour Tk'emlúps te Secwépemc



Trades

Carpentry, Electrical, HVAC, and Millwright Sections

- Optimized sewer pump inventory to increase reliability and minimize pump failures
- Installed 16 new traffic controllers in the downtown core to improve options for safer and more efficient movement of pedestrians and vehicles
- Installed RRFB (rectangular rapid flashing beacons) at three locations for pedestrian safety



Credit: City of Kamloops Staff

Capital Projects

In 2021 Capital Projects, with support from other departments and divisions, helped deliver approximately sixty million dollars worth of capital construction in various stages of the project lifecycle (design, construction, post construction). This included approximately 45 capital projects, with some of the projects highlighted below:

- McArthur Island Community Park - \$850,000
 - Inclusive playground area and accessible trail network
- McArthur Island Dike / Path Upgrade - \$500,000
 - Improved accessibility and safety, while protecting against flooding



Credit: Kara Johnson



Credit: Sarah Johnstone



Credit: Murray Mitchell

Capital Projects

- Tranquille Road Sanitary Main Phase II - \$13,700,000
 - Project included Multi-use path for increased pedestrian safety and accessibility, and median/boulevard beautification portions
- Columbia Street and East Victoria Roadway Improvements - \$3,500,000
 - Road re-surfacing and safety improvements



Capital Projects

Other priorities for Capital Projects during 2021 included:

- Restructuring the division to provide better service and align with more common industry organizational structures for project delivery; the team created a project coordinator position from an existing FTE and worked on other job descriptions for future opportunities
- Hiring the City's first archaeologist; Capital Projects was extremely proud and excited to hire for this position and Kamloops is one of only four municipalities in Canada to have this position in house



Credit: Shane Jensen

Utility Services

Water Section

- Responsible for the operation, maintenance, and treatment of the most complex water distribution system in Canada and staffed with highly trained and certified utility operators
- The Utility Services team provided fire suppression support for the July 1 Kamloops East Fire Event with assistance from the Trades Department and Engineering Division – the equivalent of 73 days of typical water use was treated, pumped, and distributed for use in the fire fight
- Utility Services signed and finalized the Membrane Replacement Agreement for Kamloops Centre for Water Quality in 2021



Utility Services

Wastewater Section



- Responsible for the operation, maintenance, and treatment of wastewater and infrastructure
- Staffed with highly trained and certified utility operators and supported by a dedicated team throughout the Civic Operations Department and the Engineering Division
- The Kamloops Sewage Treatment Centre is undergoing a master plan to identify capital needs required to maintain effluent quality and meet changing Provincial regulations
- The plan is expected to result in significant capital budget needs and expected completion is Q2 2022
- Throughout 2021, staff worked to gather the required information to produce the master plan

Utility Services

Drainage Section

- Responsible for flood planning and preparation in response to snow melt on City streets and the annual freshet event
- 2021 was a mild freshet season due to spring temperatures and gradual warming, which led to minimal threat from rising rivers and streams
- Purchased a new Hydro Vac unit for use with water, wastewater, and drainage work within Utility Services

Credit: Carolyn Gilbey



Parks and Civic Facilities

Parks Operations and Maintenance Section

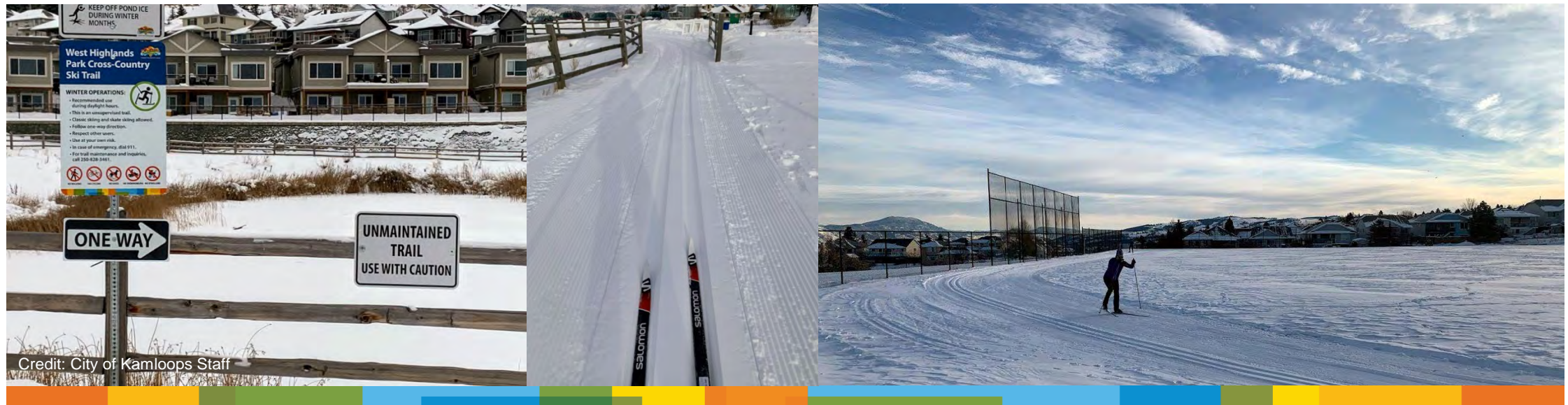
- Passionate about providing outstanding parks, facilities, and sports fields to improve quality of life for Kamloops residents and visitors
- Responsible for the maintenance of:
 - 108 parks
 - 82 sports fields
 - 82 km of trails
 - 4 water parks
 - 1 wading pool
 - 42 hard-surface courts
 - 43 playgrounds
 - 8 dog parks
 - 250 irrigation systems
 - 60,000 flowers



Parks and Civic Facilities

Parks Operations and Maintenance Section

- Completion of wildfire mitigation work – 30 hectares in Pineview area and 16 hectares in Juniper Ridge – as prescribed by our Community Wildfire Protection Plan adopted by Council in 2016
- Created cross country ski track at West Highlands Park as part of a pilot program highlighting healthy outdoor recreation and providing additional winter recreation opportunities in existing park spaces



Parks and Civic Facilities

Parks Operations and Planning Section

- Continued nature park studies with Thompson Rivers University – including small mammal trapping, garter snake telemetry, and wetland, chickadee, and grass rehabilitation studies
- Conducted 16 nature walks booked through the Activity Guide and led over 20 school groups on guided hikes and pond studies at Kenna Cartwright, Dufferin Wetlands, and Peterson Creek Nature Parks
- Ran ecosystem restoration projects with the Grasslands Community Council and SKSS in Peterson Creek and Kenna Cartwright Nature Parks





Parks and Civic Facilities

Parks Operations and Planning Section

- Constructed a new ossuary (for scattering of ashes) at Hillside Cemetery
- Collected and released insects for biological pest control to bring the knapweed study up to 50 plots
- Conducted wildfire interface work on over 45 ha in Pineview and Juniper
- Assisted KFR in conducting over 60 residential BC FireSmart Assessments
- Awarded “Field of the Year” for Norbrock Stadium and Tournament Capital Ranch field
- Implemented new sidewalk and bus stop snow & ice control service levels to increase accessibility

Parks and Civic Facilities

Parks Operations and Planning Section

- Assisted in creating a GIS application to more accurately measure canopy cover percent – to be repeated every 4 years
- Awarded CN Ecoconnexions Tree Planting Grant – TCR, Singh Bowl, Juniper, Aviation Way, McDonald Dog Park
- 73% (545 of 750) redemption rate for tree coupon program
- Planted 210 large trees on City boulevards or park property
- Revitalized the 100 Block of Victoria Street through a Tree Revitalization Project
- Completed Cowan Street boulevard tree replacement program with partial funding from BC Hydro Tree Canada Foundation Grant
- Planted 20 large trees, created perimeter trail, and installed new entrance plaza at Old Men's Provincial Cemetery Arboretum Project



Credit: Jorja Cheveldave

Parks and Civic Facilities

Civic Facilities, Arenas, and Pools Section

- Upgraded ammonia chiller plant, including relocating the discharge regulator, new engineered structural steel stand, piping upgrades, and more at McArthur Island Sport and Event Centre
- Coordinated exterior building refresh and painting at Kamloops Museum
- Completed Sandman Centre exterior and interior concourse painting
- Assisted with refresh of the Third Avenue Pedestrian Bridge
- Upgraded exterior railings at Rivers Room and NorKam Mechanical Group Lounge in Sandman Centre

**PLEASED
TO MEET
YOU
KMA**





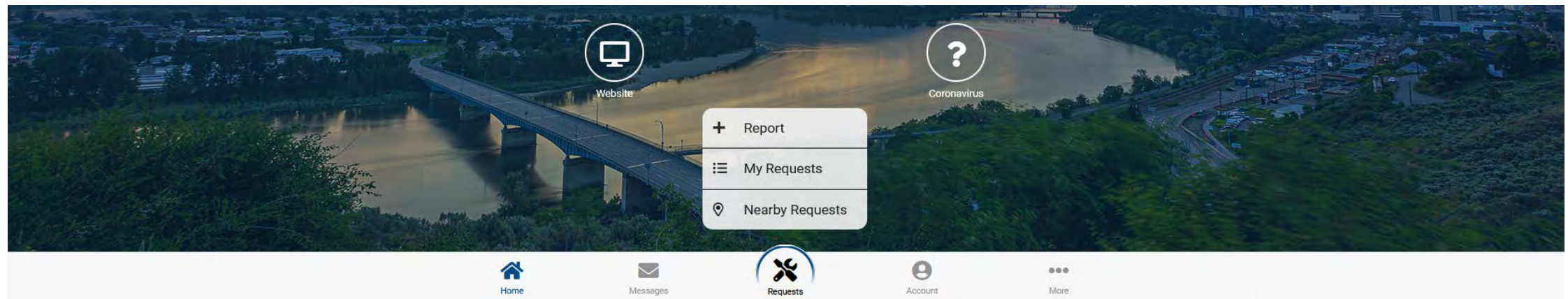
Credit: Murray Mitchell



Credit: Murray Mitchell

Office Services Section

- Assisted with a wide variety of maintenance management, GIS, and administrative tasks
- Restructured to provide more divisional support – added six divisional assistants to existing group of five office service clerks
- Received 16,049 phone calls to **250-828-3461**
- Created 16,412 Requests for Service
 - Requests for Service are created when action is required from phone calls, e-mails to civicooperations@kamloops.ca, MyKamloops App submissions, internal radio calls, and walk in customer inquiries
- Provided a high level of support at Hillside Cemetery, despite distancing requirements which called for creative solutions



Operations Section

- Assisted Civic Operations and all other Departments with projects, planning, and operational support
- Management and oversight of the internal local road reconstruction annual program
- Continual collaboration with outside agencies and government organizations such as the Ministry of Transportation and Infrastructure, TransMountain, Fortis, Hydro, CP, CN, and even the BC Conservation Office



Operations Section

- Sent a skilled team – various staff and specialized pieces of heavy equipment – to Merritt to assist in recovery by providing property assessments and utility support following the flooding of the Coldwater River



Credit: City of Kamloops Staff

Moving into 2022

What's Next for Civic Operations

- Highland Road Project
- 12th Street Project
- Kamloops Trees of Interest – web tool to share Kamloops' favourite trees
- Implementation of Cityworks in Fleet and Office Services to achieve significant efficiencies throughout the entire Department
- Grading plan for future growth of NW corner of Hillside Cemetery
- Riverside Park Revitalization Project
- RCMP Battle Street Detachment Expansion and Modernization
- Lorne Street Project
- Southwest Sector Water Servicing Strategy
- Valhalla Water Main Replacement
- Transitioning from paper to electronic Pre- and Post-Trip Inspection forms for efficiency and environmental benefits



Moving into 2022

What's Next for Civic Operations

- Ord Road Water Main Installation
- 4th Avenue Sewer Main Upsizing
- Aeration Blower Replacement at Kamloops Sewage Treatment Centre
- Modernization of Cross Connection Control Program/Bylaw
- Establishment of working group with TteS and TNRD to collaboratively manage projects on the Thompson Rivers
- Establishment of working group with TteS and Rayleigh Waterworks District to review water use restrictions and drought response measures
- Paving of Lac Le Jeune Road and Fortune Drive
- Fleetwood Avenue Local Road Rehabilitation (Phase II)
- Curbside Organics Collection Program (with Council approval)
- Urban Wildlife Plan Advancement



Canada's Tournament Capital

For more information, visit www.kamloops.ca

Stay Connected



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