DISTRICT OF WEST KELOWNA

CORE SERVICES TO CITIZENS

DISTRICT OF WEST KELOWNA

Core Services

This is an overview of the services the District of West Kelowna provides to the community day after day. They can be essential services like fire protection and water supply. They can be maintenance of roads and community parks and arenas. They can be financial services like taxes and utility billing. These core services are provided to a vast spectrum of customers, from homeowners and children to business people and developers.

All must be undertaken in conjunction with Council's strategic and operational plans.

January 2011

All Departments of the District of West Kelowna work together in providing integrated services to the public from handling public inquiries to providing information to other departments and assisting in project completion.

Chief Administrative Officer

The District of West Kelowna endorses the Chief Administrative Officer (CAO)-One Employee of Council model of Corporate structure. This model identifies the CAO as Council's only employee; all other District employees report to the CAO rather than to Council. The CAO is the link between Council, which makes policy, and staff, the implementers of Council's policies.

The Chief Administrative Officer oversees a total of 145.6 full-time employees within the following departments:

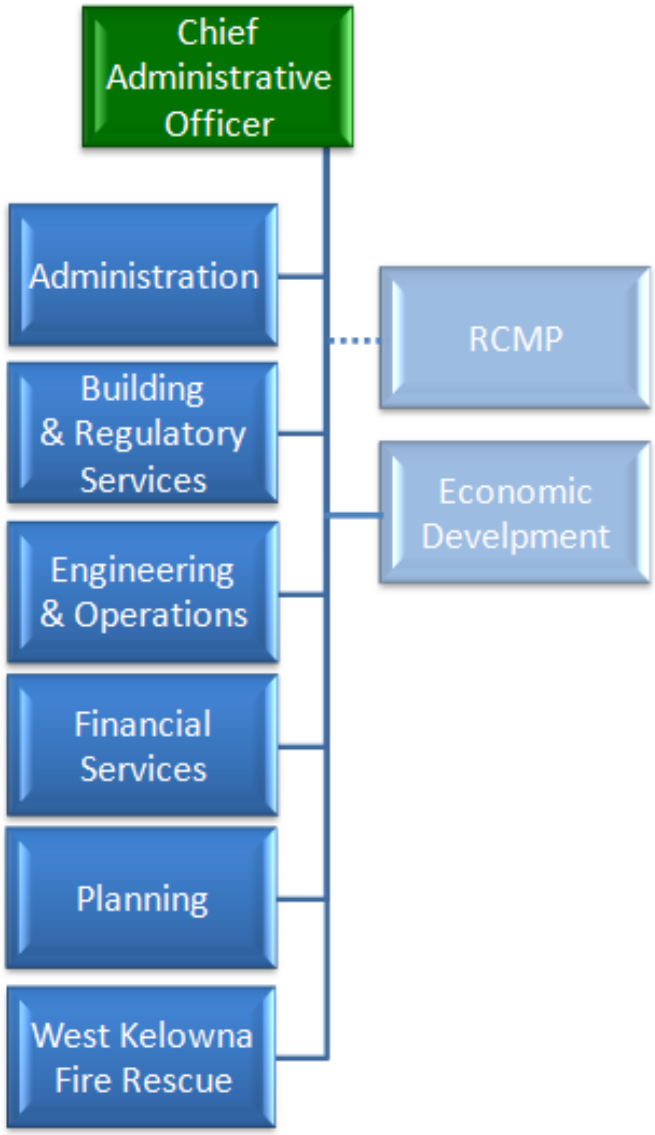
- Administration
- Building and Regulatory Services
- Engineering and Operations
- Finance
- Planning
- West Kelowna Fire and Rescue
- RCMP

The CAO also oversees **Economic Development** for the District of West Kelowna, employing one full-time employee, and the implementation of the recommendations of the *West Kelowna Economic Development Strategy*. Implementation includes:

- Development small business start-up guide to assist small businesses navigate through the Municipal process, including corresponding website content.
- Downtown Development support including researching development incentive best practices, provide economic input into Westbank Centre Plan and explore opportunity for a Westbank Centre Business Improvement Area
- Creation of an industrial and commercial building and property Inventory

The **West Kelowna RCMP** Detachment's Community Priority Issues are:

- Organized crime
- Crimes against persons and property crime
- Communication to community – youth/diverse communities/police community relations
- Traffic – road safety
- Police/community relations – First Nations policing and First Nations youth



Administration

The Administration Director oversees 17 full-time employees within the Corporate Services, Human Resources and Recreation and Culture divisions. The Administration Department is the municipal contact with the **West Kelowna RCMP** which includes 3 municipal employees, 2.5 public servants and 21 RCMP members.

The **Human Resources** division has 2 full-time employees and oversees:

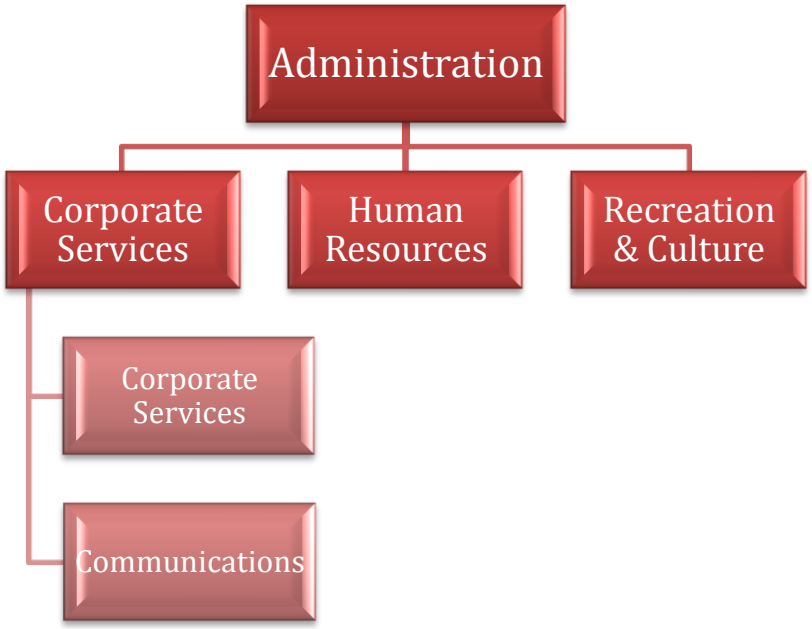
- Recruitment and staffing
- Collective bargaining
- Labour and employee relations
- Job classification and compensation planning
- Occupational Health and Safety
- Disability management and return to work programs
- Staff training and development
- Staff policy development
- Succession planning
- Corporate Visions and Values

The **Recreation and Culture** division has 5 full-time employees and oversees:

- Booking of all recreation facilities and parks
- Community partnerships and contracts
- Recreational, cultural and sport programming (Leisure Guide)
- Special events (Easter, Westside Daze, Art in the park, Halloween, Winterfest)
- Museum liaison
- Communities in Bloom program
- Gifts and Legacies program

The **Corporate Services** division has 7 full-time employees and oversees:

- Corporate Services
  - Administration of Council meetings, minutes, public hearings and bylaw preparation
  - Administration of statutory functions
  - Freedom of Information Requests
  - Election administration
  - Risk management
  - Claims management
  - Document management
- Communications
  - Internal and external communication
  - Council correspondence administration
  - Grant administration



Typical Timelines:

Customer service voicemail responses	24 hours
Customer service email responses	48 hours
Call tracker administration	Daily
Mayor & Council Correspondence replies	2 – 5 days
Motion Tracker administration	Weekly
Agenda distribution	12:00 p.m. Friday before Council meetings
Freedom of Information request	30 working days
Average recruitment process	8 – 12 weeks
DWK Newsletter	Quarterly
Leisure Guide	Quarterly
Succession planning	Semi-annually
Occupational Health & Safety WCB rate	Annually
Special Events (minimum of 5)	Annually
Communities in Bloom	Annually
Annual Report	Annually

Building & Regulatory Services

The Building & Regulatory Services Director oversees 17 full-time employees within the Building, Bylaw Enforcement/Business License and Facilities divisions. The Department also oversees District's capital building projects.

The **Building Division** has 5 full-time employees and 1 casual and oversees:

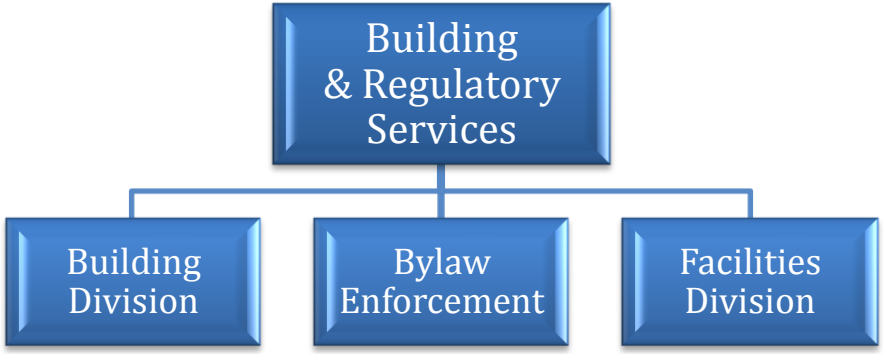
- Building Permit application administration and inspection
- Secondary Suite application administration and inspection
- Safe Premises Bylaw inspection
- Blasting permit applications
- Development Permit process
- Soils Deposit/Removal Bylaw applications
- Technical review of development applications

The **Bylaw Enforcement/Business License Division** has 2 full-time employees and 1 casual and oversees:

- Business license administration
- Receive bylaw complaints
- Investigate and monitor complaints/infractions
- Issue Municipal Ticket Information (MTI) and Bylaw Notices
- Administration of ticket prosecution/adjudication
- Contract property clean-ups
- Liaise with RCMP

The **Facilities Division** has 10 full-time employees and 10 casual and oversees:

- Facility maintenance and repairs on 12 municipally-owned facilities
- Arenas operation
- Custodial Service
- Event support
- Facility safety inspections
- Facility security
- Preventative maintenance program for facilities



Typical Timelines:

Customer service voicemail responses	24 hours
Customer service email responses	48 hours
General building maintenance	Daily
Ice maintenance	Daily
Blasting permits	2 days
Bylaw infraction investigation	Within 3 days
Business Licences Application processing	7 days
Soil removal/deposit permit	
- minor	5 days
- major	3 – 4 weeks
Legislated facilities inspections (fire alarm, sprinkler systems, boilers etc.)	Monthly
Building permit application proccesing	
- minor	3 weeks
- major	6 weeks
Secondary Suite Application processing	8 weeks
Bylaw Notice ticketing process	8 – 12 weeks
MTI ticketing process	4 – 6 months
Safe Premises Bylaw process	4 – 6 months

Engineering & Operations

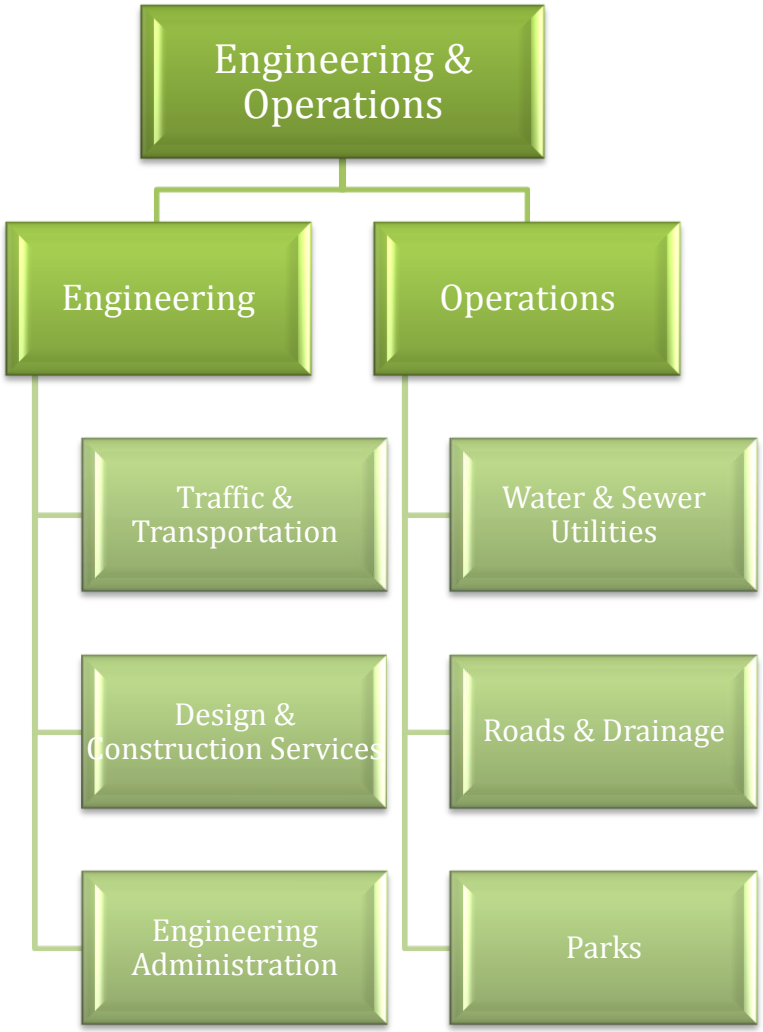
The Engineering & Operations Director oversees 39.5 employees within the Engineering and Operations divisions. District infrastructure includes 300 kilometres of roads and 50 kilometres of sidewalks.

The **Engineering Division** has 9.5 full-time employees and oversees:

- Design and tendering of engineering works (roads, sewer, drainage, parks, water utility)
- Retaining and managing consultant assignments
- Construction management
- Technical review of development applications
- Transit

The **Operations Division** has 29 full-time employees and oversees:

- Water and sewer service utilities inspection, maintenance and repair
- Parks inspection, maintenance and repair
- Drainage facility inspections, maintenance and repair
- Administration of road maintenance contract
- Municipal sign maintenance
- Bus stop, traffic signal, streetlight maintenance



Typical Timelines:

Customer service voicemail responses	24 hours
Customer service email responses	48 hours
Investigate drainage/road/sewer/water issues	3 days
Development Process (Technical Reviews):	
Building Permit - Small	2 weeks
Building Permit - Large	3 weeks
Development Permit	3 weeks
Rezoning - Small	4 weeks
Rezoning - Large	8 weeks
Subdivision - Small	6 weeks
Subdivision - Large	12 weeks
Traffic calming investigations	6 months
Capital Construction Program	Annually

Financial Services

The Chief Financial Officer oversees 21 full-time employees within the Financial Services Department which consists of the Finance, Purchasing, Information Services and Payroll/Benefit divisions.

The **Finance Division** has 11 full-time employees and oversees:

- Property tax invoicing, collection and management
- Utility billing, collection and management
- All payables and receivables
- Investments
- Bank account reconciliation
- Financial bylaws
- Annual Financial Report

The **Purchasing Division** has 2 full-time employees and oversees:

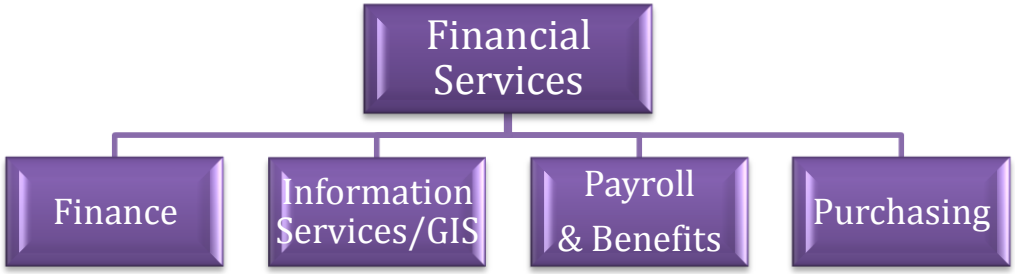
- All procurement for the District
- Evaluating tenders, requests for proposals and quotations
- Issues purchase orders
- Receives inventory
- Maintains District inventory
- Purchasing statistics

The **Payroll/Benefits Division** has 1 full-time employee and oversees:

- Employee payroll
- Employee benefit management
- Canada Revenue Agency remittance
- Pension administration
- New employee orientation

The **Information Services Division** has 6 full-time employees and oversees:

- All computer, software and telephone services for District operations
- Help Desk support
- Computer network maintenance
- Inter-facility communication
- Geographical Information Systems administration



Typical Timelines:

Customer service voicemail responses	24 hours
Customer service email responses	48 hours
Help Desk (IS technical support)	Daily
Purchase order issuance	1 – 2 days
Benefits Coordination	Weekly
Accounts Receivable processing	1 – 2 weeks
Payroll	2 weeks
CPP/EI and superannuation reporting	2 weeks
Accounts Payable processing	2 – 3 weeks
Bank Reconciliation	Monthly
Tender process	8 weeks
Annual Financial Report	Yearly
Tax notices	Yearly

Fire Department

West Kelowna Fire Rescue has 35.6 full time employees. The organization consists of Administration with a Fire Chief, 2 Assistant Chiefs, and 1.6 support staff. The Fire Suppression division has 28 full-time firefighters and 60 paid on call members working out of four fire stations. Fire Prevention has a fire prevention officer and one inspector. Fire and Life safety employs one full-time educator.

Administration oversees:

- Administration of full-time and paid on call firefighters
- Annual recruitment for paid on call
- Training
- Fuel modification program
- Financial services
- Burning permit administration

Fire Suppression oversees:

- Medical first response
- Commercial and residential fire alarms
- Motor vehicle accidents
- Rope and ice rescue
- Wildfire and brush fires
- Carbon monoxide, gas and miscellaneous calls
- Maintain response mapping
- Equipment maintenance

Fire Prevention oversees:

- Review plans for new development
- Fire Prevention Bylaw and code enforcement
- Inspection of permits, private property
- Fire investigations
- Fire Commissioner reports

Fire and Life Safety Education oversees:

- Education of all age groups
- Fire Smart education
- Critical incident stress program

Typical Timelines:

Bylaw code enforcement	Daily
Customer service voicemail responses	24 hours
Customer service email responses	48 hours
Emergency Response time	8 minutes
Fire inspection	Daily
Burning permit processing	Daily
Training	Daily
Pre-plans	Monthly
Public education	Monthly
Fuel management	Yearly
Recuitment paid-on-call	Yearly

Planning

The Planning Director oversees 10.5 full-time employees within the Current Planning and the Policy and Long Range Planning divisions.

The **Current Planning Division** has 6 full-time employees and oversees:

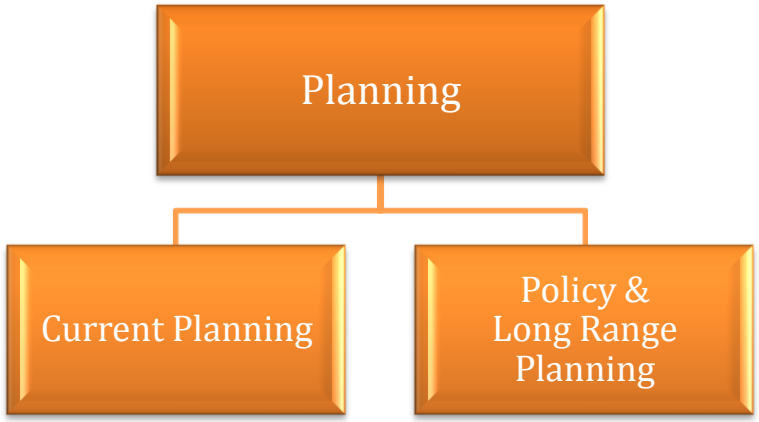
- Development application administration
- Environmental planning
- Committee coordination
- Fringe area planning
- Ministry and Westbank First Nation referrals
- Property Management

The **Policy and Long Range Planning Division** has 4.5 full-time employees and oversees:

- Municipal land use planning
- Long range land use policy and plans
- Parks planning and design
- Regional planning
- Heritage planning
- Zoning Bylaw administration
- Environmental Planning
- Official Community Plan administration

The Planning Department also oversees Property Management for the District to:

- Identify and evaluate property acquisition opportunities
- Expand and maintain District land inventory
- Process free Crown grant and Crown land lease applications
- Respond to Provincial and Federal agencies referrals regarding mines permits, Crown tenures and foreshore leases



Typical Timelines:

Customer service voicemail responses	24 hours
Customer service email responses	48 hours
Development Permit	
Minor (internal)	4 weeks
Major	8 – 12 weeks
Zoning	
Minor	12 weeks
Major	8 months
Development Variance Permit	8 – 12 weeks
Temporary Use Permit	3 – 6 months
OCP and Zoning Amendment	1 year

Note:
All zoning processing timelines are based on timing to 3rd reading.

All application processing timelines are based on the time period from the submission of complete application to conditional approval or approval.