



THE CORPORATION OF THE CITY OF GRAND FORKS
AGENDA – COMMITTEE OF THE WHOLE MEETING

Monday, October 16, 2017, 9:00 am
7217 - 4th Street, City Hall Council Chambers

Pages

1. CALL TO ORDER

2. COMMITTEE OF THE WHOLE AGENDA

- a. Adopt agenda

October 16, 2017, Committee of the Whole

RECOMMENDATION

RESOLVED THAT the COTW adopts the agenda as presented.

- b. In-Camera Reminder

In-Camera Meeting directly following the COTW Meeting.

3. REGISTERED PETITIONS AND DELEGATIONS

- a. Grand Forks Art Gallery Society

1 - 2

Introduction of new Director Curator and Quarterly Report

RECOMMENDATION

RESOLVED THAT the COTW receives for information the Quarterly Report from the Grand Forks Art Gallery Society.

- b. The Boundary Museum Society

3 - 15

Quarterly Report

RECOMMENDATION

RESOLVED THAT the COTW receives for information the Quarterly Report from The Boundary Museum Society.

4. REGIONAL TOPICS FOR DISCUSSION - WITH AREA D

5. PRESENTATIONS FROM STAFF

- a. Establishment and In-Kind Support of a Disc Golf Course

16 - 18

Manager of Development and Engineering Services

RECOMMENDATION

RESOLVED THAT the COTW recommends to Council to consider the establishment and in-kind support of a disc golf course at 2699 -68th Ave. and a funding and stewardship agreement with RDKB Area 'D' / Rural Grand Forks at the October 30th, 2017, Regular Meeting.

- b. Housing First Homeless Initiative Partnership and Funding Opportunity 19 - 20
Manager of Development and Engineering Services

RECOMMENDATION

RESOLVED THAT the COTW receives the presentation from the Boundary Women's Coalition regarding a community-led funding application for developing a Housing First Program to address housing challenges of people experiencing or at risk of homelessness;

AND FURTHER THAT the COTW recommends to Council to have the City submit a letter in support of the application by the Boundary Women's Coalition to the Homelessness Partnering Strategy Rural and Remote Funding Program at the October 16, 2017, Regular Meeting.

- c. Monthly Highlight Reports 21 - 28
Department Managers

RECOMMENDATION

RESOLVED THAT the COTW receives the monthly activity reports from department managers.

6. REPORTS AND DISCUSSION

7. PROPOSED BYLAWS FOR DISCUSSION

- a. Bylaw 2041 - 2018 Revenue Anticipation Borrowing Bylaw 29 - 32
Chief Financial Officer

RECOMMENDATION

RESOLVED THAT the COTW recommends that Council gives the first three readings to Bylaw No. 2041, "2018 Revenue Anticipation Borrowing Bylaw" at the October 30th, 2017, Regular Meeting.

8. INFORMATION ITEMS

- a. Memo - Processes for Council Minutes 33 - 36
Corporate Services

RECOMMENDATION

RESOLVED THAT the COTW receives the memorandum regarding processes for Council minutes for information and discussion.

RECOMMENDATION

RESOLVED THAT the COTW recommends to Council to support the staff recommendation to "omit the Councillor's name that moves and seconds a resolution" at the October 30, 2017, Regular Meeting.

- b. Memo 2017 - Campground Summary 37 - 38

Deputy Manager of Operations and Sustainability

RECOMMENDATION

RESOLVED THAT the COTW receives for information the memorandum regarding the 2017 Campground Summary.

- c. Memo 2017 - Community Satisfaction Survey Oct 39 - 49

Deputy Manager of Operations and Sustainability

RECOMMENDATION

RESOLVED THAT the COTW receives the memorandum regarding the Community Satisfaction Survey for information and discussion.

9. **CORRESPONDENCE ITEMS**
10. **LATE ITEMS**
11. **REPORTS, QUESTIONS AND INQUIRIES FROM MEMBERS OF THE COUNCIL (VERBAL)**
12. **QUESTION PERIOD FROM THE PUBLIC**
13. **IN-CAMERA RESOLUTION**

- a. Chief Administrative Officer - In-Camera

Immediately following the COTW Meeting, Council will hold an In-Camera Meeting.

RECOMMENDATION

RESOLVED THAT Council convene an In-Camera Meeting as outlined under Section 90 of the Community Charter to discuss matters in a closed meeting which are subject to Section 90 (1) (b) personal information about an identifiable individual who is being considered for a municipal award or honour, or who has offered to provide a gift to the municipality on condition of anonymity, and Section 90 (1) (c) labour relations or other employee relations;

BE IT FURTHER RESOLVED THAT persons, other than members, officers, or other persons to whom Council may deem necessary to conduct City business, will be excluded from the In-Camera Meeting.

14. **ADJOURNMENT**

RECEIVED

AUG 29 2017

THE CORPORATION OF
THE CITY OF GRAND FORKS

Council Delegations

Background

Council for the City of Grand Forks welcomes public input and encourages individuals and groups to make their views known to Council at an open public meeting.

Council needs to know all sides of an issue, and the possible impacts of any action they make take, prior to making a decision that will affect the community. The following outline has been devised to assist you in preparing for your presentation, so that you will understand the kind of information that Council will require, and the expected time frame in which a decision will be forthcoming. Council may not make a decision at this meeting.

Presentation Outline

Presentations may be a maximum of 10 minutes.

Your Worship, Mayor Konrad, and Members of Council, I/We are here on behalf of

Grand Forks Art Gallery Society

to request that you consider the new Fee For Service request
dated August 31, 2017

The reason(s) that I/We are requesting this action are:

To review the previously submitted (by Sept 1 deadline) written Fee For Service request, for the period 2018 to 2022.
We are exercising our option in the 2017 FFS agreement (Item 1, page 2) to enter into a renewal option
for a further term of five years (City notified in writing by July 31, 2017- presented at last COTW presentation.

I/We believe that in approving our request the community will benefit by:

the continued evidence of support for the Grand Forks Art Gallery Society as a valued and long standing

cultural destination as well as the provider (on behalf of the City) of top notch Visitor Information Services.

FILE CODE

*Grand Forks Art
D2 - Gallery Society* Page 1 of 49

Council Delegations (cont.)

I/We believe that by not approving our request the result will be:

_____ a missed opportunity to review and answer questions directly relating to the written FFS

_____ submission and discuss the benefits of an extended funding cycle

In conclusion, I/we request that Council for the City of Grand Forks adopt a resolution stating: _____ The Grand Forks Art Gallery Society Fee For Service Agreement request,

_____ submitted in writing September 1, 2017 and effective January 1 2018, be approved as presented for the City of Grand Forks budgeting process.

Name: _____ Terry Woodruff

Organization: _____ Grand Forks Art Gallery Society

Mailing Address: _____ PO Box 2140 Grand Forks BC V0H 1H0
(Including Postal Code)

Telephone Number: _____ 250 442 2211

Email Address: _____ director@g2gf.ca

The information provided on this form is collected under the authority of the Community Charter and is a matter of public record, which will form a part of the Agenda for a Regular Meeting of Council. The information collected will be used to process your request to be a delegation before Council. If you have questions about the collection, use and disclosure of this information contact the "Coordinator" City of Grand Forks.

N:Forms/Delegation Form

DELEGATION



RECEIVED

OCT - 5 2017

THE CORPORATION OF
THE CITY OF GRAND FORKS

Online Delegation Form

YOUR WORSHIP, MAYOR KONRAD, AND MEMBERS OF COUNCIL, I/WE ARE HERE THIS EVENING ON BEHALF OF:

The Boundary Museum Society

TO REQUEST THAT YOU CONSIDER:

Receive the Boundary Museum Society's Quarterly Report for information.

THE REASONS THAT I/WE ARE REQUESTING THIS ACTION ARE:

In compliance with the 2017 Fee For Service Agreement date May 15, between the Boundary Museum Society and the Corporation of the City of Grand Forks summarizing the activities.

I/WE BELIEVE THAT IN APPROVING OUR REQUEST THE COMMUNITY WILL BENEFIT BY:

Transparency with respect to the disposition of taxpayer's annual funding allocated by the Corporation of the City of Grand Forks for Boundary Museum Society operations at 6145 Reservoir Road and the Archival Service located at 7217 - 4th Street in the lower level at City Hall.

I/WE BELIEVE THAT BY NOT APPROVING OUR REQUEST THE RESULT WILL BE:

Not applicable

IN CONCLUSION, I/WE REQUEST THAT COUNCIL FOR THE CITY OF GRAND FORKS ADOPT A RESOLUTION STATING:

Recommendation that Council accept the Boundary Museum Society's quarterly report as presented at the Committee of the Whole (COTW) meeting on October 16, 2017

NAME

Lee Derhousoff, President

ORGANIZATION

Boundary Museum Society

MAILING ADDRESS

6145 Reservoir Road
Grand Forks, British Columbia V0H 1H5
Canada

TELEPHONE NUMBER

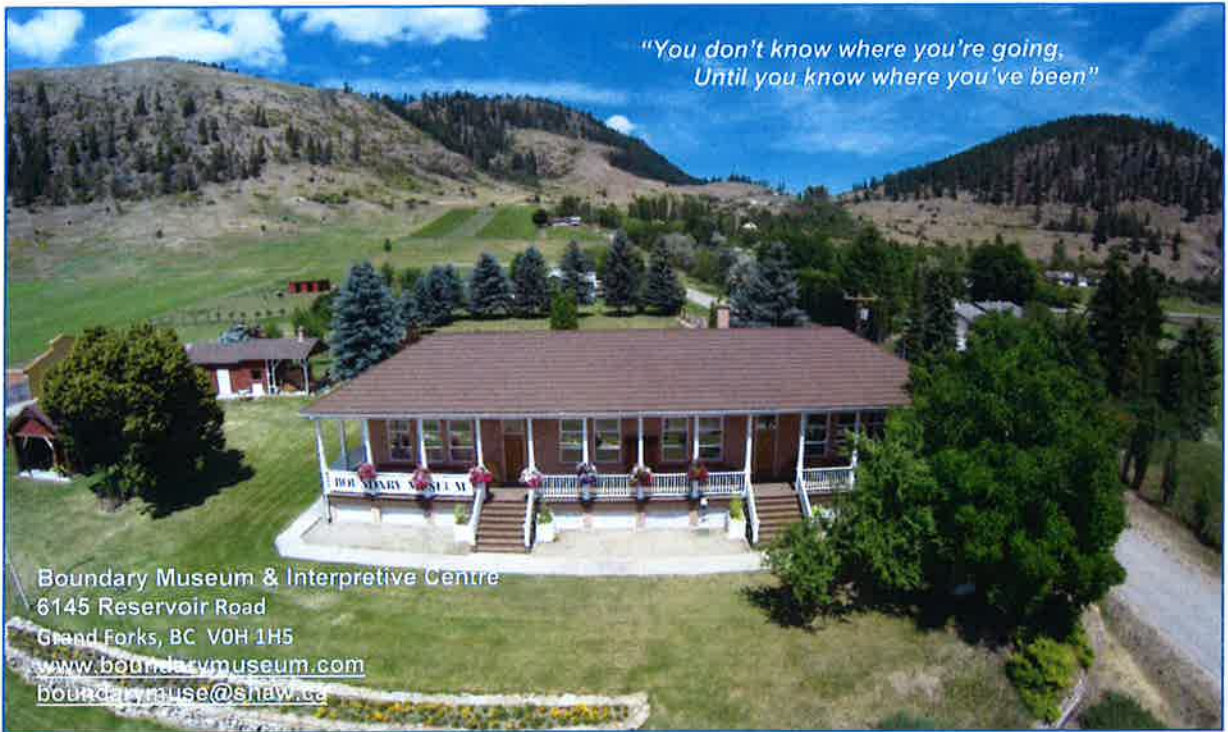
250-442-3737

EMAIL ADDRESS

boundarymuse@shaw.ca

FILE CODE

*D2 - The Boundary
Museum Society -
Oct 16 COTW*



Boundary Museum & Interpretive Centre Quarterly Reports for July to September 2017

To COTW
 The Corporation of The
 City of Grand Forks
 October 16, 2017

Recognizing our Funding Partners



Mandate

The mandate of the Boundary Museum Society is to collect, research, exhibit and use, for educational purposes, artefacts, archives and photographs relating to human and natural history of Grand Forks and the Boundary area.

Visitor Statistics January 1 to September 30, 2017 and Year-Over-Year Comparison

January to Sept 31, 2016

2438

January to Sept 31, 2017

2889

Increase Year over Year

1.18%

Over the summer the Boundary Museum Society has kept busy with a steady influx of visitors and community events.

Summer Students

We were able to hire three summer students this year, two from Canada Sumer Jobs and one from Young Canada Works.

Unfortunately, we had them for a shorter period of time. Summer student Anton took on the

preparation and firing up the bread

oven every Thursday morning at 7:00 am. The dough goes in the oven between 11:00 to 11:30am and is ready by noon. All visitors present get a taste of the delicious bread with homemade churned butter and a different variety of jams. The loaves that are left over are sold. Needless to say Thursdays have become our busiest day of the week.

Anton has also updated some information on the Boundary Museum Society website. He and Ben worked alternate days giving tours at the Flour Mill Tuesday to Friday every week. Ben in turn also did summer maintenance at the Museum and assisted in giving tours. Kalayna gave tours, helped with the never ending job of accessioning our back log of artifacts, and put the Museum on Instagram. We were very grateful to have these remarkable students.



Marketing

We are planning to submit Museum events and happenings reports in the Gazette on a monthly basis.

Events and Venue Rentals

Events for the summer included picnics in our shade house by many different groups, an AABC and weekly Word press workshops, teacher and school Students visits, a grad reunion, a reception and barbeque for the Canada 150 Air Show celebration, a 2 day event put on by the GF Amateur Radio Club, a fundraising concert for the people affected by the fires, and a wedding. In September we partner with Kettle Valley Food Co-op to put on the Harvest Fest. Over 700 people attended. Our shade house picnic area is also open to the public and the tourists, and has become a very popular place. We can boast of having this “one of a kind area” in all of Grand Forks.



We already have a Railway Blues and Bluegrass Festival and a wedding scheduled for 2018 and another wedding in 2019.

The grounds look very impressive with the acres of fresh mowed green grass and the many flowers, thanks to our very meticulous grounds keeper. We are very proud of our venue and welcome the Mayor, Counselors and city staff to visit us any time.

Grant applications

Our main focus for August and September were completing 3 major Grant applications. The Grants are to establish funding for our 60' X 40' extension to the Black Livery Building so we can expand our displays and feature four antique Fire Trucks and equipment belonging to the Grand Forks Fire Department. We are waiting for the connection of telephone, internet, and security cables to be installed so we can open the building to the public. With the opening of the building, we will also need additional staffing.

Summary

As you will note after much deliberation we have requested a \$10,000 increase in funding.

At present we feel that Admission by donation has increased our revenue over the traditional method of a set price in the summer time. In 2018 it is the museums intent to open 6 days a week to include Sundays which will require additional staffing. However the board will be reviewing the entrance fee structure for the winter months .

In 2009 we signed our first contract with the Corporation of the City of Grand Forks. Nine years later we are experiencing a healthy growth with our delivery of community programs as part of the living history of the region.

In this time we have developed six very active programs, them being;

- The use of our outdoor bread oven, is a very popular event;
- Opening the 1915 Flour Mill as a tourist destination and promoting the Pride of the Valley flour since 2013;
- The black smith shop providing demonstrations to school children and visitors;
- The Boundary 4 H club have been using the Boundary Museum Society's grounds throughout the year since 2010;
- In consultation with School District 51, and their aboriginal coordinators in the Boundary area, we are entering our second year of presentation to all the schools in our district. Through this partnership introduced in 2016 we deliver their indigenous curriculum. We have employed Joan Heart on a seasonal basis to head up this program;
- With our Doukhobour elders living history program, they demonstrate traditional working skills on the loom, spinning wheel, wood turning, fringing and hand painting of shawls.

In the fall we have the Harvest Fest partnership with the Kettle Valley Food Co-op. Over and above the community programs, we offer venue rentals to the community. The six acre facility is a very busy place and we have reached the point where we need more funding.

We are asking for your support.

In conclusion, The Boundary Museum Society is seeking a recommendation from City Council at the COTW meeting to receive this Quarterly Report for the period ending September 30, 2017 under the terms of the 2017 Fee-for-Service Agreement.

Respectfully submitted by:



Lee Derhousoff, President

BOUNDARY MUSEUM SOCIETY
Income Statement 01/01/2017 to 09/30/2017

REVENUE**REVENUE**

Bread Oven Program	740.20	
Kitchen Appliances	0.00	
Gift Shop Sales	342.35	
Educational Programing	0.00	
Events Revenue/Fundraisers	1,179.25	
Admissions	1,996.56	
Damage Deposit	200.00	
Donations	2,964.26	
Memberships	678.00	
Archival/Photo Reproduction Sales	0.00	
Total Revenue		8,100.62
Interest Revenue		1.26
CMA/YCW wages paid back		3,341.25
Govnt of Canada		417.37
RDKB - Operating Funding		25,000.00
Recycling refund		11.05
Phoenix Foundation		208.83
Canadian Railway		0.00
City of GF - Operating Funding		50,000.00
Project Account		11,050.10
Rental (Venue)		2,175.00
Service Canada/Summer Student		0.00
TOTAL REVENUE		100,305.48

TOTAL REVENUE

100,305.48

EXPENSE**ADMINISTRATION**

Exhibit Expense	71.82
Acquisitions of artifacts/archives	0.00
Events Expense	529.75
Advertising & Promotions	1,036.36
Bad Debt	2,222.00
Accounting/Bookkeeping/Professio...	2,020.00
Bread Program Expense	27.68
Education & Seminar Expenses	42.49
Bank & Interest Expense	136.83
Yard & Grounds Upkeep & Expense	1,852.76
Building Improvements	1,138.19
Office Expense - Museum	2,434.32
Freight Charges	85.06
Postage	107.40
PST Paid on Purchases	0.00
GST CRA 50%	1,919.78
Insurance	4,340.00
Book Purchases	0.00
Photo Reproduction Expense	0.00
Web Site Expense	275.99
Yearly Dues	276.20
Permits	0.00
Telephone	602.11
Internet Expense	662.16
E Levy	0.00
Honourarium & Gifts	267.48
Utilities	4,173.36
Wages	61,893.26
EI Expense	1,400.56
CPP Expense	1,348.92
WorkSafe Expense	200.10
Meals & Entertainment	0.00
(Project Acct)	2,791.76

BOUNDARY MUSEUM SOCIETY
Income Statement 01/01/2017 to 09/30/2017

Suppliers Interest	34.14
Repair, Cleaning & Maintenance	882.64
Restoration Expense/Wood Workers	85.60
Small tools, furniture non-exhibit	839.66
Subcontractors	402.00
Supplies - Archival	634.29
Artifact Storage & Supplies	22.42
Security Expense	423.01
Uniform Expense	597.51
Travel Expense	302.60
TOTAL ADMINISTRATION	96,080.21
TOTAL EXPENSE	96,080.21
NET INCOME	4,225.27

BOUNDARY MUSEUM SOCIETY
Balance Sheet As at 09/30/2017

ASSET		
CURRENT ASSETS		
Cash	0.00	
Petty Cash - Boundary Museum	140.00	
Petty Cash - Fructova	0.00	
GF Credit Union #490425	37,878.64	
1 Year Redeemable Acct 1000...	60,000.00	
G F Credit Union Equity Shares	25.00	
Cash Total		98,043.64
Accounts Receivable		200.00
Community Builder Cheq/Project...		24,760.65
Allowance for Doubtful Accounts		19,624.00
Book Inventory		1,244.80
Historical Map		337.05
TOTAL CURRENT ASSETS		144,210.14
FIXED ASSETS		
Archival Cabinets & Shelving (m...	2,137.00	
Net - Cabinets/& Shelving (move...		2,137.00
Storage Container	7,295.00	
Air Dehumidifier Appliances	849.83	
Net - Storage Container		8,144.83
Kenmore Fridge & Stove		1,284.12
Tools & Equipment	3,854.95	
1951 Dodge Pick-up Army	2,000.00	
Acc Amort: Equip & Tools	-1,114.32	
Net - Equipment & Tools		4,740.63
Computer & Printer	8,410.07	
AA - Computer & Printer	-3,653.11	
Net - Computer & Printer		4,756.96
Display Compound	0.00	
Acc Amort. Display Compound	0.00	
Net - Display Compound		0.00
Tipi	1,557.13	
Net - Tipi		1,557.13
TOTAL FIXED ASSETS		22,620.67
TOTAL ASSET		166,830.81
LIABILITY		
CURRENT LIABILITIES		
Accounts Payable		244.14
Accured Payables		0.00
WorkSafe Payable		200.10
Total Payables		444.24
PAYROLL LIABILITIES		
Vacation Payable		216.00
EI Payable	0.00	
CPP Payable	0.00	
Income Tax Payable	0.00	
Receiver General Payable		0.00
GST Collected on Sales	0.00	
GST Paid	-820.99	
GST Owing (Refund)		-820.99
TOTAL CURRENT LIABILITIES		-604.99
TOTAL LIABILITY		-160.75
EQUITY		

BOUNDARY MUSEUM SOCIETY
Balance Sheet As at 09/30/2017

OPERATING

Retained Earnings	61,803.47
Current Earnings	4,225.27
Retained Earnings (Prev Yr.)	100,962.82
Ending Balance	<u>166,991.56</u>

TOTAL EQUITY 166,991.56

LIABILITIES AND EQUITY 166,830.81

ARCHIVAL REPORT FOR JULY, AUGUST & SEPTEMBER 2017

Submitted by Sue Adrain, Archivist, October 3, 2017

Daily activities in the archives consist of:

- Unpacking and sorting materials from 1959 through present
- Identifying items to keep or send to other archival facilities
- Accessioning (recording the addition) for archival purposes
- Entering all information on MS Access
- Answering daily enquiries and maintaining face book page: boundary community and museum archives

Projects completed this quarter

- The extensive 'Research file' sections have all been sorted and entered on MS Access as follows:
 1. People - personal
 2. All other topics
- The old accession records have been sorted according to accepted archival practices as have the old donation records.
- Stage 1 of the photo collection project for the City of Grand Forks has now been completed. Stage 2 will see an additional 10 (+-) historical photos printed for the offices of the City of Grand Forks.
- There have been 28 formal requests for information which have been answered by staff and volunteers.
- Hosted 98 people in two tour groups, mostly descendents of Japanese internment camp internees at Alpine, Christina Lake – site of former camp.
- Attended the grand opening of the Canadian and Western Railway portion of the Great Trail, at Farron, BC.
- Provided support for the following researchers:
 - o Greg Nesteroff with his research for articles on towns of our area
 - o Provided photos and information for Documentary – Out of the Interior: Survival of the Small-town Cinemas in British Columbia, by Curtis Emde & Silmara.
 - o Jim Price, Spokesman Review: The Cress Brothers
 - o Boundary Historical Society
 - o Assisted City staff with research enquiries related to land development and the amalgamation proclamation between the City of Columbia and the City of Grand Forks. Information was gathered from old City minutes books and newspapers from 1901 to 1903.
- In June the Archives Association of B.C. conducted an assessment tour of the archival facilities with recommendations and their report which has been submitted to council.
- This summer 4.8 meters of textual records of the City of Grand Forks from 1900-1973 were relocated from Selkirk College in Castlegar to the archives at Grand Forks City Hall. These fonds consist of minutes, financial records, insurance records, building permits, reports, payroll records, nomination papers, journals of registered land owners, tax assessment records, voter's lists and correspondence of the municipal government of Grand Forks, BC.
- Grand Forks Board of Trade minute book from 1920 to 1956 was also relocated to the archives.

Current projects include:

- Sorting, identifying and recording the extensive photograph collection
- Unpacking, sorting and accessioning new donations from 2009 to present
- Sorting archival documents into categories, placing in Hollinger boxes which will be accessioned and recorded on MS Access
- Developing finding aids for all research and archival documents
- Assisting BC Trails, the C&W Railway Society, the local ATV Club and trails group with photos and documents for their kiosks to be located along the Great Trail from Grand Forks through the Paulson area.
- Particularly interesting was an inquiry from Germany regarding a helicopter crash that happened on the Santa Rosa in 1955 in which 3 men were killed and 2 survived. This project is still ongoing but currently involves not only our local archives but also the local forestry, local ATV club, a daughter and her family of one of the servicemen that were killed, Marcel, an author from Germany who actually initiated the project. Due to the bush closure, the project has been postponed until late spring of 2018.

We have a couple of projects that are just too extensive for day-to-day operations. I will be pursuing grants for them in the future. They include the Herb Noseworthy photo collection, consisting of over 20,000 images. An audio/visual collection mainly of personal interviews conducted in the 1960's and later, will require the services of a professional conservator.

The Archives are open year round, Tuesday, Wednesday and Thursday from 9 to 3 and are operated by one employee at 18 hrs/week and volunteers that contribute a combined total of approx 8 hrs/week.

Respectfully submitted

Sue Adrain

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Respectfully submitted

Sue Adrain

Request for Decision



To: Committee of the Whole
From: **Manager of Engineering and Development**
Date: October 16, 2017
Subject: Establishment and in-kind support of a disc golf course
Recommendation: **RESOLVED THAT Committee of the Whole recommends to Council to consider the establishment and in-kind support of a disc golf course at 2699 68th Ave and a funding and stewardship agreement with RDKB Area 'D' / Rural Grand Forks at the October 30, 2017 Regular Meeting.**

Background

The Grand Forks Disc Sports Club has expressed interest in developing a 9-hole disc golf course on a City-owned property immediately adjacent to the Rotary bonfire pit and to the west of Angus MacDonald Park. The property is currently zoned for community use and is a mixture of grass meadows with mainly pine trees scattered throughout. The Club proposes to develop the course with financial support from RDKB Area 'D' / Rural Grand Forks, in-kind and financial support from the City, and extensive in-kind support from the Club for course development and maintenance.

The physical works of the course are limited and are very low impact on the property:

- Brush clearing along disc fly ways
- Installation of welcome kiosk and course map
- Installation of 9 tee signs and tee pads and baskets
- Garbage and recycling station(s)

Staff reviewed the site for suitability both within a planning context and with a site visit. Both reviews indicated that the low impact nature of disc golf fit with the physical and planning goals for the parcel. The course will not have any user fees and remains compatible with existing uses like dog walking or passive enjoyment of nature. There will be no impact on the once a year bonfire nor any impact on the existing baseball diamond.

Benefits or Impacts

General

Public Works does not anticipate a significant increase in maintenance with the main piece being the emptying of additional garbage and recycling receptacles.

Strategic Impact

- Demonstrates the strategic project of integrated recreation planning between Grand Forks and electoral area(s).

- Works towards the strategic priority of continuing investment in arts, culture, sport and heritage.

Attachments

Map of property.

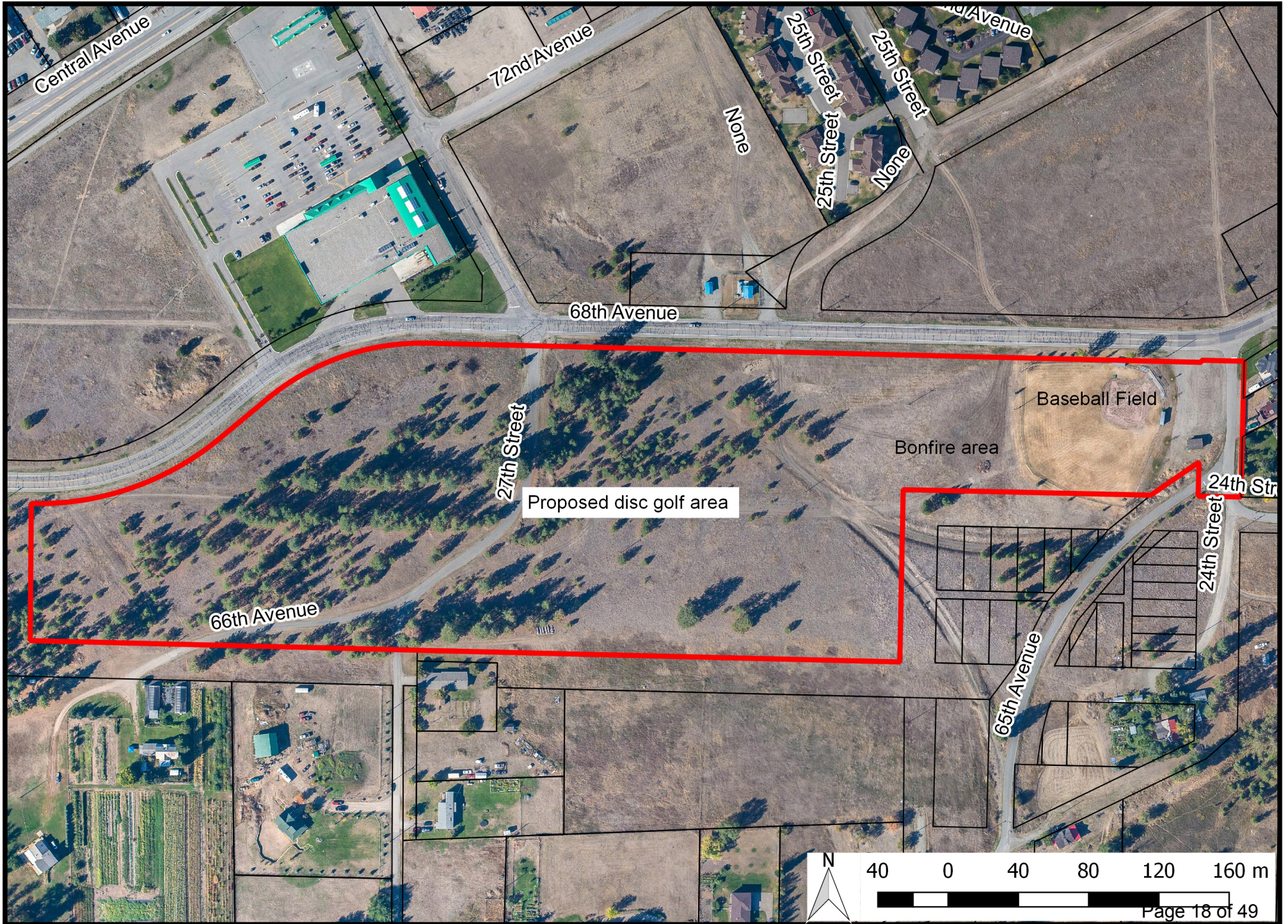
Recommendation

RESOLVED THAT Committee of the Whole recommends to Council to consider the establishment and in-kind support of a disc golf course at 2699 68th Ave and a funding and stewardship agreement with RDKB Area 'D' / Rural Grand Forks at the October 30, 2017 Regular Meeting.

Options

1. RESOLVED THAT Committee of the Whole accepts the report.
2. RESOLVED THAT Committee of the Whole does not accept the report.
3. RESOLVED THAT Committee of the Whole refers the matter back to staff for further information.

Proposed Disc Golf Course October 2017



Request for Decision



To: Committee of the Whole
From: **Manager of Development and Engineering Services**
Date: October 16, 2017
Subject: Housing First Homeless Initiative Partnership and Funding Opportunity.
Recommendation: **RESOLVED THAT the Committee of the Whole receives the presentation from Boundary Women’s Coalition regarding a community-led funding application for developing a Housing First program to address housing challenges of people experiencing or at risk of homelessness; and further, THAT Committee of the Whole recommend to Council to have the City submit the letter in support of the application by the Boundary Women’s Coalition to the Homelessness Partnering Strategy Rural and Remote funding program, at the October 16, 2017 Regular Meeting.**

Background





- The City is facing challenges with rising numbers of people experiencing homelessness and associated mental health and addiction issues.
- A new partnership opportunity is developing to implement a ‘Housing First’ intervention program, with a potentially significant role for the City with regards to planning supports and program development.
- The Boundary Women’s Coalition is applying for funding to develop a Housing First initiative in Grand Forks. The Coalition has requested the City to be a partner in the initiative and provide a letter of support to the funder committing the City’s in-kind support to:
 - Participation by representation of Council and/or staff on a multi-agency committee to develop the program
 - Liaising with Boundary local governments and engaging the public regarding the initiative
 - Implementation of community planning tools to increase affordable rental housing stock (currently underway with Official Community Plan and Zoning Bylaw amendments)
 - Consideration of providing land and/or resources to partners in the Housing First initiative, as appropriate and at the discretion of Council.
- A draft of the letter of support will be provided to Council by the meeting date.

Benefits or Impacts

Request for Decision



Strategic Impact

-  Decisions regarding provision of land or resources in support of affordable housing will be fiscally prudent and will consider impacts on infrastructure and asset management.
-  Provision of affordable rental housing will support economic growth by enabling families and individuals to remain in the community.
-  This initiative is built on City-led community engagement regarding affordable housing and community-led (i.e. Phoenix Foundation) engagement events and studies.
-  Enabling and supporting a Housing First intervention for individuals experiencing homelessness will enable a better life for those individuals and will ease community concerns around homelessness.

Policy/Legislation

- Official Community Plan

Attachments

- Draft letter of support (to be supplied prior to Committee of the Whole meeting)

Recommendation

RESOLVED THAT the Committee of the Whole receives the presentation from Boundary Women's Coalition regarding a community-led funding application for developing a Housing First program to address housing challenges of people experiencing or at risk of homelessness; and further, THAT Committee of the Whole recommend to Council to have the City submit the letter in support of the application by the Boundary Women's Coalition to the Homelessness Partnering Strategy Rural and Remote funding program, at the October 16, 2017 Regular Meeting.

Options

1. RESOLVED THAT Committee of the Whole accepts the report.
2. RESOLVED THAT Committee of the Whole does not accept the report.
3. RESOLVED THAT Committee of the Whole refers the matter back to staff for further information.

MONTHLY HIGHLIGHT REPORTS



DATE : October 16, 2017
TO : Committee of the Whole
FROM: Chief Financial Officer
HIGHLIGHTS: For the Month of September 2017

- ❖ Permissive Tax Exemptions Bylaw 2040 adopted
- ❖ Financial Plan Amendment Bylaw 2036-A1 for first three readings
- ❖ 2018 Revenue Anticipation Borrowing Bylaw 2041 for introduction October 16th
- ❖ Property tax sale convened and adjourned with no properties for sale
- ❖ Processed property tax payments, homeowner grants and applications for property tax deferment
- ❖ Continuing with notifications and collections for outstanding taxes and accounts receivable
- ❖ Responded to public enquiries related to tax sale properties and permissive tax exemptions
- ❖ Meetings with insurance providers to review property and benefits coverage
- ❖ Review of PST for submission of refund claim
- ❖ Continued optimization of Vadim system for financial reporting

MONTHLY HIGHLIGHT REPORTS



DATE : October 16, 2017
TO : Committee of the Whole
FROM: Manager of Building Inspection & Bylaw Services
HIGHLIGHTS: For the Month of September, 2017

Bylaw Services Review

- ❖ Approximately 22 transient camps around the city, 1 removed due to fire concerns.
- ❖ 5 unsightly property concerns, registered letters have been forwarded.
- ❖ 17 offences for Stage 3 watering restrictions flagged, no repeat offenders.
- ❖ Total watering violations for the year now at 167.
- ❖ Multiple calls from RCMP requesting assistance due to trespassing and assaults.
- ❖ Attended conference in Langley regarding legalities dealing with homeless camps.

Building Inspection Review

- ❖ 9 building permits issued this reporting period, yearly total now 69.
 - ❖ 9 permit applications currently being reviewed.
 - ❖ 2017 construction value now at \$3,257,332.00 (2016 year end total was \$2,536,774.00).
 - ❖ Construction inspections and business license reviews ongoing.
 - ❖ Organizing municipal building winter maintenance programs and various repairs.
 - ❖ Developing plans for works yard building window installation and dog park shelter.
-

MONTHLY HIGHLIGHT REPORTS



DATE: October 16, 2017
TO: Committee of the Whole
FROM: Corporate Services/Interim CAO/Events/IT
HIGHLIGHTS: For the Month of September, 2017

- ❖ Prepared and facilitated Council Meetings for the month of September
- ❖ Human Resources Duties for the month of September
- ❖ Generalized IT support
- ❖ Continuation of Event Planning - working with community groups – various smaller events
- ❖ Escribe Agenda software continued training and fine tuning of processes
- ❖ Continued Office 365 software enhancements and troubleshooting
- ❖ Records Management Update review – ongoing project for up to 3 years – Records Management Specialist consultant reviewed the current organizational situation
- ❖ Briefing Notes and meeting appointments with Ministers at UBCM as well as miscellaneous preparation for the UBCM conference

MONTHLY HIGHLIGHT REPORTS



DATE : October 16th, 2017
TO : Committee of the Whole
FROM: Manager of Operations
HIGHLIGHTS: For the Month of September

Occupational Health and Safety monthly focus for the month of October 2017
General Duties & Responsibilities, General Safety Rules, Heat Stress

Public Works

- ❖ Fall Fair and Derby
- ❖ Paint Cemetery building
- ❖ Sidewalk repairs on 6th st
- ❖ Shouldering on 6th st, 9th st and 17th st
- ❖ Install bollards at trail gates
- ❖ Fence Well 3 and 3A completed
- ❖ Bring in planters and hanging baskets
- ❖ Remove chip coat on 2nd st and Division st for maintenance

Water/Sewer

- ❖ Hydrant inspection program
- ❖ Sewer service blockages (4)
- ❖ Work on wastewater treatment plant upgrades

MONTHLY HIGHLIGHT REPORTS



- ❖ Habitat water and sewer install
- ❖ Sewer main repair on Victoria Ave.
- ❖ Assist Electrical with pole replacement.
- ❖ Lagoon clean-up.

Electrical

- ❖ Installed 1 new pole
- ❖ Replaced 3 transformers with dual voltage transformers for voltage conversion
- ❖ Test and treat program completed
- ❖ Service work new, upgrades, underground and temporary (7)
- ❖ Electrical department had 2 planned outages in September for repairs and 1 Fortis planned outage

Projects

- ❖ Service truck replacement
- ❖ LED street lighting design
- ❖ Holder replacement
- ❖ Airport AWOS and beacon site upgrade
- ❖ Electrical system upgrades
- ❖ Voltage conversion

MONTHLY HIGHLIGHT REPORTS



Report Approval Details

Document Title:	Outside Works Highlight Report June 2017.docx
Attachments:	
Final Approval Date:	July 7, 2017

This report and all of its attachments were approved and signed as outlined below:

Diane Heinrich -

MONTHLY HIGHLIGHT REPORTS



DATE : October 5, 2017
TO : Committee of the Whole
FROM: Fire Chief
HIGHLIGHTS : For the month of September

- ❖ Total calls in September : 48 (26 fire-related, 3 rescue, 19 first responder)
Full month of August : 54 (17 fire-related, 8 rescue, 29 first responder)
Year-to-date: 343
- ❖ Wildland support – sent engine and crew to assist at onset of Joe Rich fire August 24.
- ❖ Mutual aid call to Midway sawmill September 16
- ❖ Wildland fire caused by unattended campfire at homeless camp September 30. Within about 1-1/2 minutes, fire spread from large campfire to the tent, tarps, and plastic cooler chest, then into the dry grass. Fire expanded up to edge of Highway 3. A crew was already at the fire hall, so response time was almost immediate. Otherwise, the fire likely would have spread as far as the Industrial Bridge; wind could have carried embers across to the north side of the Highway (Motocross area).
- ❖ Training : Live fire testing for one of the certification groups has been completed at the fire training ground, with all firefighters passing.



MONTHLY HIGHLIGHT REPORTS



DATE: October 16, 2017
TO: Committee of the Whole
FROM: Manager of Development & Engineering
HIGHLIGHTS: For the Month of September 2017

Capital projects

- UV disinfection project in progress, grant reporting continuing
- 22nd Street upgrades project in progress, phase one paving scheduled for week of October 23rd
- Lagoon desludging in progress, grant reporting continuing
- 5th Street/Priede Bridge watermain project complete
- Sewer Phasing Plan design and work planning in progress, grant reporting continuing
- 72nd Avenue sidewalk project design under review for safety provisions, request for quotations (RFQ) to be let out in January 2018
- Put out tender for Wastewater Treatment Plant balancing and desludging tanks project

Continued implementation of the asset management and GIS software

Updated appraisal of City-owned property in progress

Reviewed alignment of current grant opportunities with capital projects and other City priorities

Wayfinding signage, meeting with Ministry of Transportation and Infrastructure regarding placement and design

Continued Development Permit and Development Variance Permit completion and filing; continued rezoning process for one property

Corresponded with five developers regarding various types of developments and continued preliminary layout review for a new subdivision

Business licence review and sign-off; support for Building Permit review

Received over 3 enquiries regarding zoning, setbacks, and land availability for development; 5 subdivision/development enquiries; 3 enquiries from new/future residents re: zoning/land use; 5 servicing enquiries; and 3 tree locations for tree care.

Proceeded with bylaw drafting of OCP and Zoning Bylaw changes for legal review and statutory processes



REQUEST FOR DECISION

— COMMITTEE OF THE WHOLE —



To: Committee of the Whole
From: Chief Financial Officer
Date: October 16, 2017
Subject: Bylaw No. 2041 - 2018 Revenue Anticipation Borrowing Bylaw
Recommendation: THAT the Committee of the Whole recommends that Council give the first three readings to Bylaw No. 2041, "2018 Revenue Anticipation Borrowing Bylaw" at the October 30th, 2017 Regular Meeting of Council.

BACKGROUND:

The Community Charter gives municipalities the authority to borrow money to cover obligations during the period between the beginning of the fiscal year (January 1) and the property tax payment due date of the first working day after July 1.

Although the City has enough cash on hand to cover its obligations for a considerable length of time, the adoption of an annual Revenue Anticipation Bylaw is a requirement of the City's banking contract with the Grand Forks and District Credit Union as it covers the City's overdraft.

Bylaw 2041 is the City's proposed 2018 Revenue Anticipation Borrowing Bylaw.

Benefits or Impacts of the Recommendation:

General: This bylaw is a Statutory and Contractual requirement which allows for coverage of the City's overdraft.
Strategic Impact: N/A
Financial: The City currently has \$2 million in overdraft protection.
Policy/Legislation: This is an annual bylaw which is covered under Section 177 of the Community Charter and fulfils the requirement of the banking agreement with the Credit Union.
Attachments: Bylaw No. 2041 "2018 Revenue Anticipation Borrowing Bylaw"

Recommendation: THAT the Committee of the Whole recommends that Council give the first three readings to Bylaw No. 2041 "2018 Revenue Anticipation Borrowing Bylaw" at the October 30th, 2017 Regular Meeting of Council.

REQUEST FOR DECISION

— COMMITTEE OF THE WHOLE —



- OPTIONS:**
- 1. COTW COULD CHOOSE TO SUPPORT THE RECOMMENDATION.**
 - 2. COTW COULD CHOOSE TO NOT SUPPORT THE RECOMMENDATION.**
 - 3. COTW COULD CHOOSE TO REFER THE REPORT BACK TO STAFF FOR MORE INFORMATION.**

THE CORPORATION OF THE CITY OF GRAND FORKS

BYLAW NO. 2041

**A Bylaw Authorizing the Corporation of the City of Grand Forks
to Borrow the Sum of Two Million Dollars to Meet the
Current Lawful Expenditures of the City**

=====

WHEREAS pursuant to Section 177 of the *Community Charter*, the Council of a Municipality may, by bylaw, provide for the borrowing of such sums of monies as may be necessary to meet the current lawful expenditures of the Municipality;

NOW THEREFORE, the Council of the Corporation of the City of Grand Forks, in open meeting assembled, ENACTS, as follows:

1. It shall be lawful for the Corporation of the City of Grand Forks to establish a line of credit to borrow upon the credit of the City, from the Grand Forks Credit Union, the sum, at any one time, of up to Two Million Dollars (\$2,000,000) in such amounts and at such times as may be required, bearing interest at a rate not exceeding the rate established for Municipalities, as set by the Grand Forks Credit Union from time to time.
2. That the money borrowed and interest thereon, shall be repaid on or before the 31st day of December 2018.
3. That the amounts so borrowed shall be a liability payable out of the City's revenues for the year ended December 31st, 2018.
4. That the form of the obligation to be given as an acknowledgment of the liability to the Grand Forks Credit Union shall be a promissory note(s) or overdraft lending agreement for sums as may be required from time to time, signed by the Mayor and the Chief Financial Officer of the City and shall bear the Corporate Seal and all such notes(s) or overdraft lending agreements shall be made payable on or before the 31st day of December, 2018.
5. This bylaw may be cited as the "2018 Revenue Anticipation Borrowing Bylaw No. 2041".

Introduced this 16th day of October, 2017.

Read a **FIRST** time this 30th day of October, 2017.

Read a **SECOND** time this 30th day of October, 2017.

Read a **THIRD** time this 30th day of October, 2017.

FINALLY ADOPTED this ____ day of November, 2017.

Frank Konrad – Mayor

Diane Heinrich - Corporate Officer

CERTIFICATE

I hereby certify the foregoing to be a true and correct copy of Bylaw No. 2041 as adopted by the Municipal Council of the Corporation of the City of Grand Forks on the ____ day of November, 2017.

Corporate Officer of the Municipal Council of the Corporation
of the City of Grand Forks

Memo



To: Committee of the Whole
From: **Corporate Services Department**
Date: 2017-10-16
Subject: Processes for Council Minutes

Background

In 2017, the Deputy Corporate Officer and the Corporate Administrative Assistant attended training regarding best practices and procedures for efficient and effective minute taking and meetings management.

As part of the ongoing review processes, the Corporate Services Department has implemented a new meeting management software to streamline agenda creation processes and enhance delivery of agendas and minutes to the public and to Council. This project is roughly 75% complete and should be completed by the end of 2017 with all Councillors accessing agendas through a new web-based portal. (Council should be prepared for a small workshop in November/December or early in 2018 regarding the access of the new portal site.)

At this time, the Corporate Services Department would like to propose to Council another small but significant change.

For minute taking purposes going forward, we would like to omit the Councillor's name that moves and seconds a resolution. Opposed votes would still be recorded.

The attached article by Eli Mina, PRP (Professional Registered Parliamentarian), which includes ties to Robert's Rules of Order as well as FOI requirements. The article explains in details the reasons behind this suggestion. Other municipalities (including Castlegar) already have adopted this new standard.

As a summary, here are some key points from the article:

- a collective focus vs a personal focus
- the seconder only seconds the motion so the topic can be discussed by Council
- recording the mover could be misleading, as a healthy open-minded debate may alter the mover's opinion
- ownership of the motion is not with the mover and seconder, but with Council once moved and seconded
- it personalizes and politicizes the decision-making process by listing the mover and seconder
- FOI's and protection of privacy – the less names go into minutes the better
- at times, proposals for a resolution are made from multiple members of Council without a clear mover and seconder

If Council agrees to change the current process, staff would require a resolution of Council at a Regular Meeting. This change would also then be included at the next revision or amendment of the Council Procedure Bylaw.


Benefits or Impacts

General

Enhanced and more efficient minute taking processes. The focus would be on the resolution.

Protection of Privacy for individual members of Council

Strategic Impact

 Enhanced staff and minute taking efficiencies

 n/a

 n/a

 n/a

Policy/Legislation

Possible inclusion of the changes into the Council Procedure Bylaw at a later time

Attachments

Eli Mina webpage <http://www.elimina.com/insights/movers.htm>



ARTICLES, INSIGHTS & IDEAS by Eli Mina

[BACK TO "MINUTE TAKING STANDARDS" MENU](#)

SHOULD MOVERS AND SECONDRERS BE RECORDED IN MINUTES?

By Eli Mina, M.Sc.

With the principle of objectivity in mind, minutes of meetings should have a **collective** focus and not a **personal** focus. It is therefore important to record the group's collective actions and - if needed - an objective point-form summary of the discussion (without attributing specific comments to individuals). With objectivity in mind, here is a piece of advice that may surprise you at first, but will hopefully make sense as you read on: Names of movers and seconders should not be recorded in minutes.

Let me start with the seconder. The individual seconding a motion does so only to get the motion debated, and not necessarily because he or she favors it. In fact, a person may second a motion because he or she opposes it and would like to see it formally rejected. Recording his or her name next to the motion would give a false impression. Further, the current (11th) edition of Robert's Rules of Order Newly Revised (RONR) states that the name of the seconder of a motion should not be recorded in minutes.

As to the name of the mover, RONR suggests that the mover's name "*should*" be recorded in the case of main motions. "Should" is an advisory word and does not mean "must." I suggest your organization adopt its own rule that makes things clear and explicitly says that the mover's name is also not recorded on minutes. Why?

Recording the mover's name in the minutes is bound to be misleading. Yes, the mover is generally presumed to be in favor of the motion when he or she moves it, but the mover is entitled to change his or her mind and vote against the motion. This is the essence of a healthy debate, where people truly listen to one another, keep an open mind, and can be persuaded to change their views (otherwise why have a meeting?) Another situation where the mover may end up voting against his or her motion is when it is amended against the mover's wishes. With the above scenarios in mind, it should be clear that recording the mover's name in the minutes can lead to false impressions.

Then there is the question of ownership. Recording the mover and seconder gives the false impression that the two own the motion forever and have exclusive control over it, when - in fact - nothing could be further from the truth. I say this despite the fact that you may have heard a presiding officer ask the mover and seconder if they agree to amend or withdraw "their" motion. Despite this common (and incorrect) practice, neither the mover nor the seconder own the motion once debate on it begins. Ownership then shifts to the group. From this point onwards decisions to amend or withdraw the motion are to be made by the group, collectively, and not unilaterally by the mover and seconder. The fact that such practices are followed in many meetings does not make them correct.

The issue of who owns the motion is more than just a technicality. I never cease to be amazed at how the false idea that the mover and seconder own the motion in perpetuity can paralyze a governing body. On several occasions, I have found Boards and Councils believing they could not rescind or amend a previously adopted motion because the mover and seconder were absent or refused to allow to rescind or amend it. So much for "the majority rules"...

Another negative outcome of recording movers and seconders is that it personalizes and politicizes the decision making process. Individuals rush to make motions to get their names in the minutes and be personally credited for "having done something" for the community. Others are afraid to move and second motions because they want to avoid public attention. Under such conditions, the focus is on individuals, and objectivity is compromised.

There is also the question of FOI (freedom of information) legislation, under which minutes are a public record (with the exception of minutes of closed, or "in-camera" meetings). With FOI in mind, the less names go in the minutes the better. Several clients have asked me what they needed to do to remove those names from minutes. My reply is simple: Adopt a rule or bylaw to take them out.

Here is my final reason for taking names of movers and seconders out of minutes. Many meetings are run informally and proposals are made, discussed and voted on without ever being moved and seconded. In principle, there is nothing wrong with this practice, as long as proposals are clearly articulated, opened for debate, and voted on by the group. But whom do you record as having "moved and seconded motions" in such cases? How about "the floor moved and the ceiling seconded"? This anxiety will be avoided if names of movers and seconders are not recorded.

[PREVIOUS ARTICLE](#) [BACK TO "MINUTE TAKING STANDARDS" MENU](#) [NEXT ARTICLE](#)
[BACK TO MAIN ARTICLES MENU](#)

Information about Eli Mina:



Eli Mina, M.Sc., PRP, is a Vancouver (Canada) based management consultant, executive coach, and Registered Parliamentarian. In business since 1984, Eli consults his clients on board effectiveness, chairing contentious meetings, preventing and dealing with disputes and dysfunctions, demystifying the rules of order, and minute taking standards. Eli's clients come from municipal government, school boards, regulatory bodies, credit unions, colleges and universities, native communities, businesses, and the non-profit sector.

Eli is the author of the newly published "*101 Boardroom Problems and How to Solve Them.*" He is also the author of several other books and publications on meetings, shared decision-making and minute taking (see [Eli Mina's Books](#) at www.elimina.com). Eli can be reached at 604-730-0377 or via e-mail at eli@elimina.com.

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Memo



To: Committee of the Whole
From: **Deputy Manager of Operations and Sustainability**
Date: October 16, 2017
Subject: Campground Results 2017

Background

The campground was open from May to September 2017 with a temporary closure for a few weeks during the flooding. It generated just over \$59,000 in revenues with total actual and anticipated expenses of around \$38,000. 2017's numbers are very similar to 2016 with both years achieving a net of around \$20,000.

The campground was promoted using a mix of print and digital advertising. Word of mouth remains the strongest form of advertising and digital ads have the biggest exposure for the cost. Print advertising publications included Riders West, RV West, Super Camping, and the Boundary Visitors Guide.

Events like Cannafest and the GFI drew many people to stay at the campground with it reaching capacity during peak summer weekends. Other events like the provincial BMX race weekend and the Ultimate Tournament allowed campers to stay at the same site as their event. Between the above-mentioned events there was steady usage but well below capacity.

Feedback from campers highlighted that a full build out of the campground master plan would improve the overall appeal of the sites. This includes expanding the grassed area, shade trees, irrigation, and potentially expanding the washroom facilities. Staff are investigating the feasibility of including this in the 2018 budget. The net revenues year over year make a strong business case for capital improvements that increase appeal and usage.

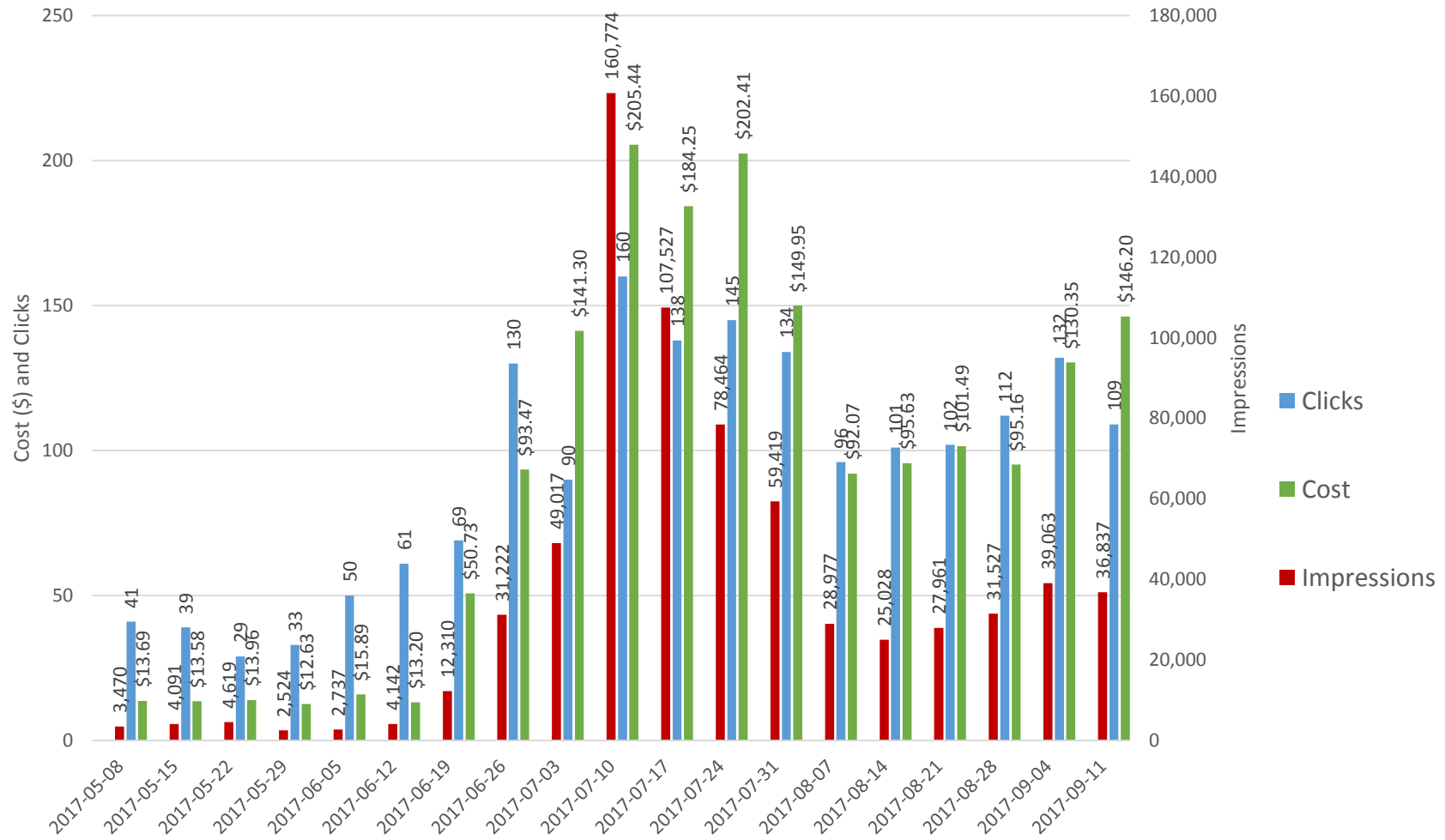
Attachments

Graph of Google advertising results

Memo



Google Advertising Results Campground 2017



Memo



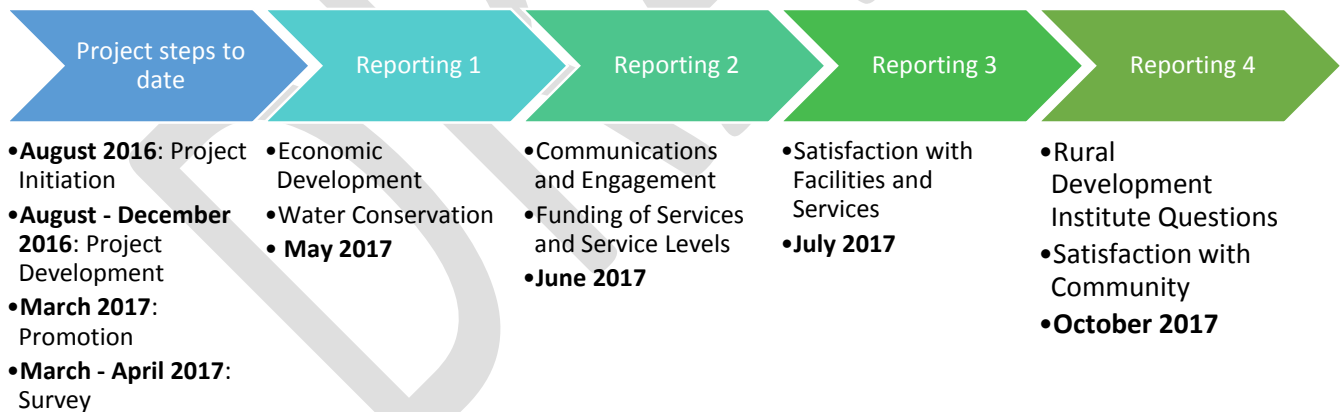
To: Committee of the Whole
From: **Deputy Manager of Operations and Sustainability**
Date: October 16, 2017
Subject: Citizen Satisfaction Survey Update – Satisfaction with Community

Background

This is the fourth memo about the results from the Citizen Satisfaction Survey. The first one summarized the results of the Economic Development and Water Conservation sections. The second one summarized the Communications and Engagement, and Funding of Services and Service Levels sections. The third one summarized the Satisfaction with Facilities and Services. This one summarizes the results of satisfaction with community and presents a draft action plan.

Reporting Out

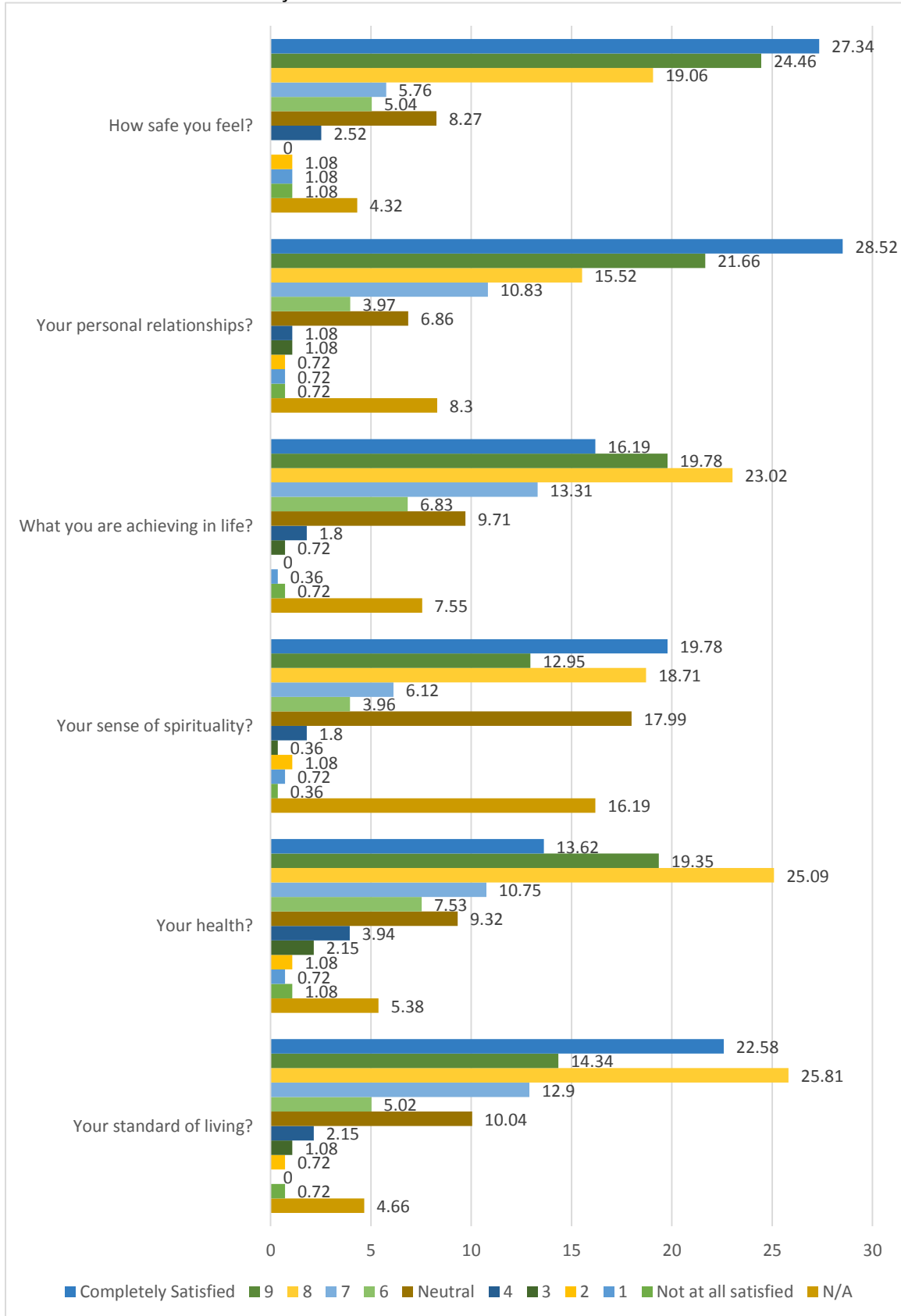
Staff reported from May to now on the different topics and amalgamated the feedback into suggested actions. The draft action plan deals with City services and identifies ways to improve service delivery. Further drafts will broaden to identify how the City can support the overall community objectives beyond basic utility and administrative services.



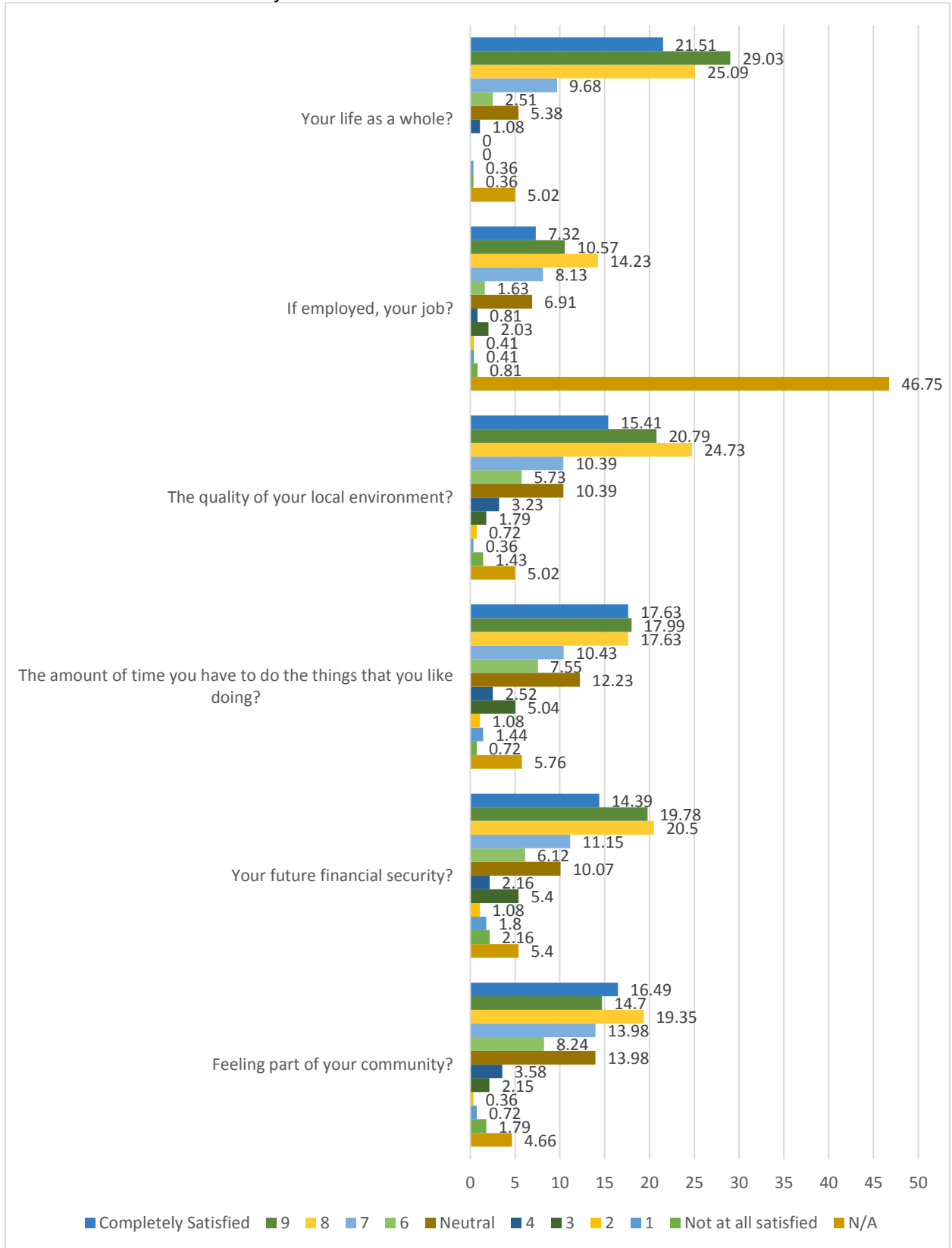
Satisfaction with Community

Overall, residents are fairly satisfied with Grand Forks as a community. Results that stood out are the feeling of safety and the strength of personal relationships with most residents indicating high satisfaction. Two areas that had a lower level of satisfaction were feeling a part of community and having free time.

Satisfaction with Community 1

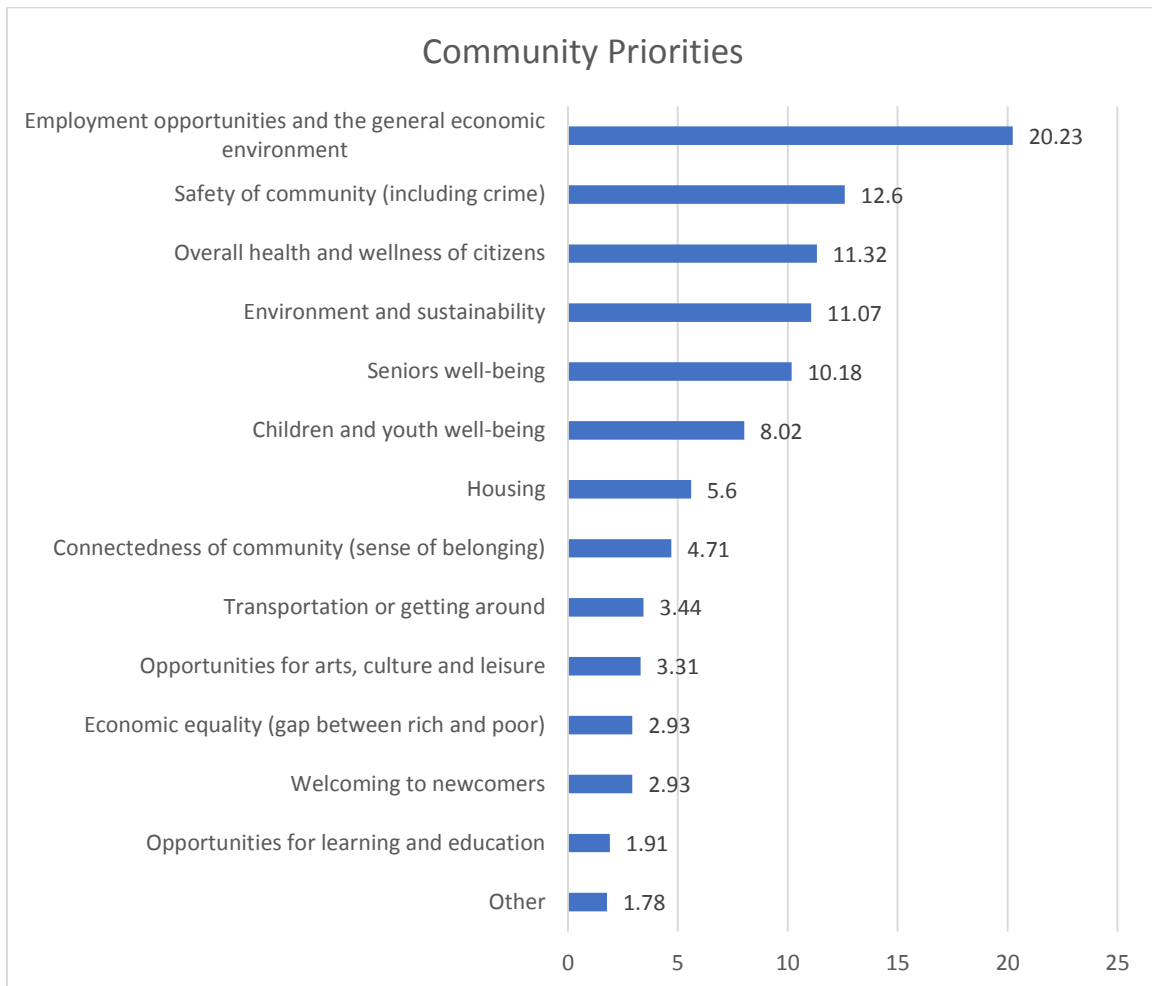


Satisfaction with Community 2



Community Priorities

Residents feel that employment and the economy, safety, health and well-being, and the environment are the most important issues in Grand Forks.




Benefits or Impacts

General

Most of the questions in this section deal with general community rather than specific City assets or services. Nonetheless, there are some areas in higher level planning documents where the City can support the overall quality of life through the Official Community Plan and Strategic Plan.

Strategic Impact

-  The community's priorities focus on the Economic Growth section of the strategic plan including projects like Business Retention and Expansion, considering innovative and sustainable developments, and reducing red tape related to economic development.

Attachments

Draft Action Plan

Grand Forks Community Survey Services Action Plan

Introduction

The Action Plan utilizes feedback from the Community Survey to help understand and prioritize City services and programs. The results and actions will provide insight to priority setting, budgeting and annual administration workplans.

In spring 2017, 1000 residents in Grand Forks were randomly selected and invited to participate in the Community Survey, either via an online link or using a paper copy. 280 of those residents participated in the survey. A further 191 residents answered identical questions through a separate link on the City's website.

Responses suggest that residents most like Grand Forks' overall quality of life, its walkability and ease of moving around, and the local food and farmers markets. Other top choices for what is most liked about the community include the climate and Grand Fork's natural beauty/scenery. The services on the survey were divided into three recommendation categories based on the results. Target actions for services that need the most improvement, room for improvement, and maintain and continue service for those that met a standard acceptable to the community.



Targeted Actions

Road
Maintenance &
Repairs

Economic
Development

Growth and
Development
Planning



Room for Improvement

Communications

Proactive
Maintenance of
Utility Services

Council Governance



Maintain & Continue Service

Revenue & City
Budgeting

Customer Service

Parks &
Recreation

Development and
Building Inspection

Water
Conservation

Programs and Services

Respondents indicated a high level of satisfaction with most City services; fire protection services is ranked as both the most important, and best. Over three quarters of respondents were either very satisfied or satisfied in these categories:

- Parks
- Sidewalk Maintenance and Accessibility
- Downtown Cleanliness
- Street Lighting
- Ease of Travel by Car

Services Requiring



Targeted Action

Respondents identified three services as important *and* as dissatisfied with the City's level of service: road maintenance and repairs, economic development, and growth and development planning. These three areas also correspond to a high percentage of citizens (over 40 per cent) indicating spending and service levels should increase, with a further half suggesting that spending should stay the same.



Targeted Action

Roads, growth, and development



ACTIONS

- Review the capital and operating budgets and annual staff workplans to identify opportunities to improve services by increasing spending and activity on road maintenance and repairs, economic development and growth and development planning.
- Identify opportunities to improve customer service in each service area.
- Audit process of intake and processing of land use and development applications to identify redundancies and opportunities to streamline and speed service.
- Consider introducing technology to allow citizens to request road repairs online or using a City app.



Targeted Action

Economic Development

Most respondents indicated they are not satisfied with the pace of economic development in the community (over 80 per cent). In Grand Forks, citizen responses interpret economic development to mean new companies opening, more and better jobs, stability or expansion in existing businesses, and opportunities for youth. When asked to allocate funds to various economic development activities, respondents allocated the most dollars to attracting new large industries as well as new small businesses. Preference was also given to using funds

to attract investment and support existing businesses grow and expand. Over half of the respondents indicated preference for locating new commercial businesses along the highway, while over 35 per cent prefer downtown.



ACTIONS

- Partner with community organizations to develop and support entrepreneurship in the community (i.e. host start up networking events, deliver workshops, host a 'start up weekend', celebrate entrepreneurs through community recognition and awards etc.)
- Leverage existing large industry to attract new mid to large industries.
- Pilot shared services between two or more separate businesses (i.e. grocery store and coffee shop) to help reduce startup costs.
- Ensuring downtown areas maintain their viability is a key strategy for sustainable development, and small business and resident attraction.
- Establish a forum for all economic development agencies to collaborate and work towards similar goals (i.e. City of Grand Forks, Chamber of Commerce, Community Futures Boundary, Boundary Museum Society, Selkirk College etc.)
- Ask large industry how they could expand or develop new business opportunities.
- Enhance lifestyle amenities in the community and region to attract remote workers – natural environment and outdoor amenities, affordable and diverse housing stock, cultural, recreation, and youth activities.
- Review development incentive options, and consider waiving development cost charges or property taxes to encourage new business.
- Maintain Grand Forks high overall quality of life to retain residents and attract new ones.

Communications



Room for Improvement

About half of citizen responses rank the City's ability to communicate information about important issues, Council agenda items and key decisions as average. While a quarter stated communications in those areas were generally good or very good, about the same number stated it as poor or very poor. These results suggest significant room for the City to improve how it communicates with citizens.

Citizen responses suggest that the top ways of communicating information and decisions are through newspaper articles, websites, fact sheets, and public meetings. Council agendas and informational videos received the fewest selections, which suggests they are the least effective forms of communication. Citizen responses

indicate that they most prefer surveys and public meetings as methods for the City to gather feedback about important issues.



ACTIONS

- Establish consistent, regular communication with citizens.
- Create a highlight reel for Council agenda items and decisions that is written in plain, accessible language. Publish in newspaper, website and social media posts.
- Use fact sheets as a method of providing additional information to citizens. Make the fact sheet accessible in a variety of formats – newspaper, website, and social media posts.
- Engage residents with simple written and online surveys and public meetings. To reach a wider audience, incorporate pop up engagement at community events, or host an interactive online forum.

Utility Services



Room for Improvement

Most residents prefer a proactive approach to maintaining public works services such as electrical, sewer and water services. Preference for using citizen education to limit damage to infrastructure outweighs the preference for simply allocating funding as necessary to effect repairs (about 66 to 23 per cent).



ACTIONS

- Evaluate utility disruptions to identify opportunities for changes in use that reduce maintenance (i.e. responsible toilet use and flushing practices).
- Develop an engaging education and awareness campaign for the proper use of utility services. Education should be visual, entertaining, and incorporate information about cost and tax implications.
- Get the word out using a variety of tools, including newspaper articles and advertisements, web stories, newsletters, and social media posts.

Bylaw Enforcement



Room for Improvement

Responses indicate the performance and responsiveness of bylaw enforcement is average (46 per cent) and more responses indicate satisfaction over dissatisfaction. A large portion of resident responses (79 per cent) suggest low support for increasing taxes to provide a more proactive level of service.



ACTION

- Maintain current level of performance and responsiveness related to bylaw enforcement.
- Consider simple technology or process improvements to improve response times or service efficiency.
- Track the types of bylaw enforcement requests. For frequent complaints, consider introducing an education/awareness campaign to remind citizens of rules and obligations (i.e. unsightly premises, noise education etc.)

Council Governance



Room for Improvement

Responses indicate there is considerable room for improvement related to Council governance. In particular a higher number of responses were either dissatisfied or very dissatisfied than the opposite when it comes to the following responsibilities of Council:

- Applying good judgement to decisions
- Balancing the greater good of the community
- Effectively balancing limited resources
- Following through on decisions



ACTIONS

- Ensure all Councilors have access to training related to public office and governance.
- Increase accountability by attaching implementation considerations to all Council decisions.
- Adapt Council reports to include a section about tradeoffs and budget implications of one decision against the rest of City services.

Revenue



Maintain and Continue

In general, when faced with increased costs, citizen responses indicate a preference for keeping taxes and services the same, or reducing services if necessary (almost half). About 30 per cent of respondents indicate preference for increasing taxes to keep service levels the same. Similarly, responses indicate residents prefer an increase in its long term liabilities when investing in new service and liabilities.



ACTIONS

- Review service and operating budget allocations in detail every two years to identify efficiencies and opportunities to reduce costs without impacting the level of service.
- Consider the long-term implications and benefits of building a community centre. Should the project proceed, resident responses indicate preference for utilizing long term borrowing to finance the infrastructure.
- Explore alternative methods of service provision that do not require budget and corresponding tax increases (i.e. creative partnerships, technology, and citizen initiatives).

Customer Service



Maintain and Continue

Respondents indicate that the level of customer service is generally good or very good.



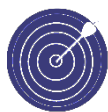
ACTIONS

- Maintain current level of customer service.
- Enhance customer responsiveness in key areas (as identified throughout this Action Plan – communications, bylaw enforcement, economic development, road maintenance and repair).

Parks and Recreation

About 20 per cent of respondents use City parks a few times a week, and another 20 per cent use parks a few times per month. However, about 44 per cent only use City parks a few times per year. There is a high level of satisfaction with all parks and rec services provided by the City, including landscaping, recreation trails, racquet courts, playgrounds, sports fields, and the cemetery. Responses indicate the importance of maintaining current service levels.

About 40 per cent of respondents do not see the need for a community centre. The majority of remaining respondents support long term borrowing as a method of financing a future community centre.



ACTIONS

- Explore opportunities to encourage higher and more frequent uses of City parks and recreation facilities.
- Host 'get to know your parks' events at different locations (1 per season).

- Convene an inclusive community conversation about the need for a community centre using a variety of methods (online and in person).
- Preserve key wildlife corridors, natural features, and environmentally sensitive areas.

Building Inspection



Maintain and Continue

A high number of responses are neutral when it comes to the City's development and building inspection services. This could be attributed to a high number of residents not using these services often, if at all.



ACTIONS

- Maintain current level of service for development and building inspection.
- Consider implementing simple technology or process improvements to improve response times or service efficiency.

Water Conservation



Maintain and Continue

About half of respondents have an automated outdoor or underground irrigation system; of those, most are programmed to water every other day. Citizen respondents employ a wide range of methods to optimize and conserve water. Most popular include adjusting sprinklers to irrigate landscaped areas instead of sidewalks or roads, watering during the early parts of the day, and optimizing grass length. Respondents indicated preference for converting grass to plants requiring less water, and optimizing irrigation systems. In general, responses indicate citizens are satisfied with the City's water conservation efforts.



ACTIONS

- Focus future water conservation campaigns on outdoor irrigation.
- Provide an automated outdoor or underground irrigation optimization service blitz.
- In Spring 2018, begin a communications campaign to raise awareness about outdoor watering and methods to reduce water requirements.
- Partner with a local nursery to offer a rebate or discount on xeriscape plants.