

**ADMINISTRATION UPDATES**  
**March 28, 2022 REGULAR COUNCIL MEETING**

File: 0550-05

**COMMUNITY INFRASTRUCTURE AND DEVELOPMENT SERVICES**

15 Minute Parking Sign at 2701 35<sup>th</sup> Street

At its Regular Meeting of March 14, 2022, Council inquired about the removal of the existing 15 minute parking sign in front of 2701 35<sup>th</sup> Street. The 15 minute parking sign was removed March 17, 2022.

Priority Intersections Project

At its Regular Meeting of March 14, 2022, Council asked which intersections are included in the “Priority Intersections Project” to be carried over from the 2021 Capital Plan. This project was created to address intersection safety improvements identified in the joint ICBC and City of Vernon Network Screening Study. At its Regular Meeting of November 12, 2019, Council directed Administration to bring forward the short term road safety improvements recommended in the ICBC Network Screening Study as part of the 2020, 2021, and 2022 budgets for Council’s consideration.

Administration is requesting proposals from consultants to complete the design and cost estimates for the short and long term recommendations for the top five priority intersections, including:

1. 48<sup>th</sup> Avenue and 27<sup>th</sup> Street (signage, medians, raised islands, reconfigure turn lanes, pavement, signal timings, pavement markings, utility lines)
2. Anderson Way/58<sup>th</sup> Avenue and 27<sup>th</sup> Street (signal timings, pavement, signage, reconfigure right turn lanes, and review potential for roundabout)
3. 48<sup>th</sup> Avenue and Anderson Way (signal timings, pavement markings, turning lane configurations, pavement, reduce curb radii, review adjacent accesses)
4. 43<sup>rd</sup> Avenue and 29<sup>th</sup> Street (signal timings, signal heads, review adjacent accesses, signage, pavement, turn lane reconfiguration, power lines)
5. 25<sup>th</sup> Avenue and 34<sup>th</sup> Street (signal timings, reconfigure turn lanes, signage, pavement, pavement markings, medians, review accesses)

Depending on the cost estimates, Administration will determine which short term improvements can be constructed in 2022 with the budget of \$514,529. Administration would report back to Council regarding the long term improvement designs and recommendations at a later date as part of future budget deliberations.

## Sky Volleyball Delegation

At its Regular Meeting of March 14, 2022, Council heard a delegation representing the Sky Volleyball Club. Administration has met with the President and past President of the club. Administration will report back to Council on the delegation at its Regular Meeting of April 28, 2022.

## **HUMAN RESOURCES**

### Staff Vacancies To-date

The current trending for staffing rates, turnover, and horizontal migration at the City of Vernon (as at the end of December 2021) rests at approximately 17.5%, which is lower than the national average of the impact of the global pandemic. There has been industry-wide disruption resulting in a potential increase in vacancies of 10% or more in various sectors.

Specific to the 36 staff vacancies, 16 were approved through the budget process. Of the remaining 20 vacancies, we can attribute this to internal movement, retirements, staff transitions, leave replacements, and those positions awaiting security clearance.

## **COMMUNITY SAFETY, LANDS AND ADMINISTRATION**

### Bylaw – Customer Satisfaction

At its Regular meeting of March 14, 2022, Council inquired if Bylaw Compliance offers a survey to clients who register complaints to gather data on overall client satisfaction on how the department responds, processes and completes a files to see if this may provide further insight into the decrease in overall Calls for Service in 2021. Bylaw Compliance currently does not offer a customer satisfaction survey as complaints can be registered in several different ways which include in-person, by mail, via telephone or online through the City of Vernon website. Individuals who choose to register a complaint with Bylaw Compliance must provide their name, address, telephone number, complaint concern and address as per City policy. Anonymous complaints are not registered. Clients who register a complaint in-person, by mail or by telephone are often contacted further should a complaint detail need to be clarified. Online complaints are reviewed and registered daily during core business hours Monday through Friday. The online complaint process offers the client an opportunity to indicate if they would like to be contacted further regarding their concern. Complainants will normally see officer attendance and file progress as most reported bylaw related concerns are in a client's immediate neighbourhood and are often specific to a traffic infraction, a property issue or adjacent park concern.

With several different ways of registering a complaint, offering a customer satisfaction survey to complainants with any consistency would be challenging and accurate results would be difficult as clients may be upset with the file outcome versus the service received or clients may choose not to fill out the survey at all. Although there is a downward trend in overall Bylaw Compliance Calls for Service between 2018 and 2021, files generated for Calls for Service from the Public between 2018 and 2021 remain consistent and range

between 3,736 (2018) and 3,455 (2021) with an average of 3,640 files per year with an overall decrease of 7.5%.

### **Bylaw Compliance Public Calls for Service Summary**

<b>Year</b>	<b>Public Calls for Service</b>
2021	<b>3455</b>
2020	<b>3673</b>
2019	<b>3696</b>
2018	<b>3736</b>

## **OPERATIONS**

### Priority Sanitary Replacement – Carbon Scrubbers

Two carbon scrubbers are currently installed. One is at the Tronson (Lakeshore) lift station and the other is located near Paddlewheel Park at Bench Road. A third scrubber is planned for the Cummins catchment area and will likely be installed at the Cummins lift station this year.

### Tronson Road Sewer Force Main Replacement

The project has been awarded to Ironman Directional Drilling. The contractor is installing the new piping by way of directional drilling. Construction of the new sewer force main pipe is planned for March to April 2022, coinciding with the seasonal low lake/groundwater level. A portion of construction will be completed by City forces after the new sewer pipe is installed by the contractor. The overall project is expected to be complete in the Spring of 2022, however, some of the City work may be delayed until later in 2022, contingent upon the contractor's progress, ground water level and availability of project materials.

### Ukrainian Flag

At the February 28 Regular meeting, Council passed the following resolution: *“THAT Council direct Administration to fly the Ukrainian flag at City Hall for a period of three weeks.”* Operations has scheduled the removal of the flag for the week of March 28, unless otherwise directed by Council.

## **RECREATION SERVICES**

### Lacrosse Turf Flooring

The turf flooring acquired from the Langley Events Centre was delivered in mid-March and is now being stored at Kal Tire North. The turf flooring and underlay will be installed

and test fitted for the first time the weekend of April 1, and 2, 2022. This will give staff an opportunity to gain some experience with the flooring, determine how many people are required and how much time it takes setting up and removing the flooring. The turf flooring will also be installed the weekend of April 14-16, 2022 for a BC Lacrosse Identification Camp, a Senior Tigers Lacrosse Exhibition Game, and for the North Okanagan Minor Lacrosse Association to test out the playing surface prior to hosting the Bantam Provincials. These test opportunities will help to determine if the flooring is to be rented or purchased from the Langley Events Centre.