

# CITY ADMINISTRATION

Mayor & Council  
City Management



**GENERAL FUND**

**MAYOR & COUNCIL**

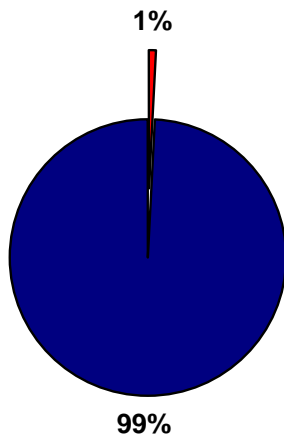
Walter Gray - Mayor

Councillor A. Blanleil  
 Councillor R. Cannan  
 Councillor B. Clark  
 Councillor C. Day

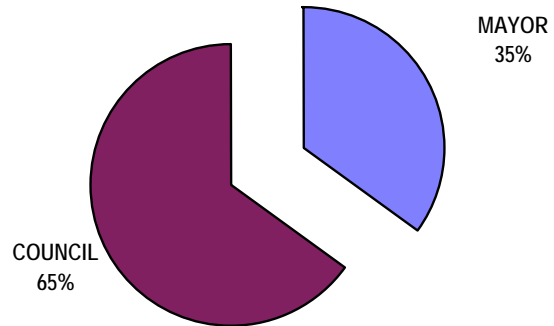
Councillor B. Given  
 Councillor R. Hobson  
 Councillor A. Horning  
 Councillor S. Shepherd

**Percent of General Fund Operating**

Mayor & Council = \$0.5 Million



**Division Summary**



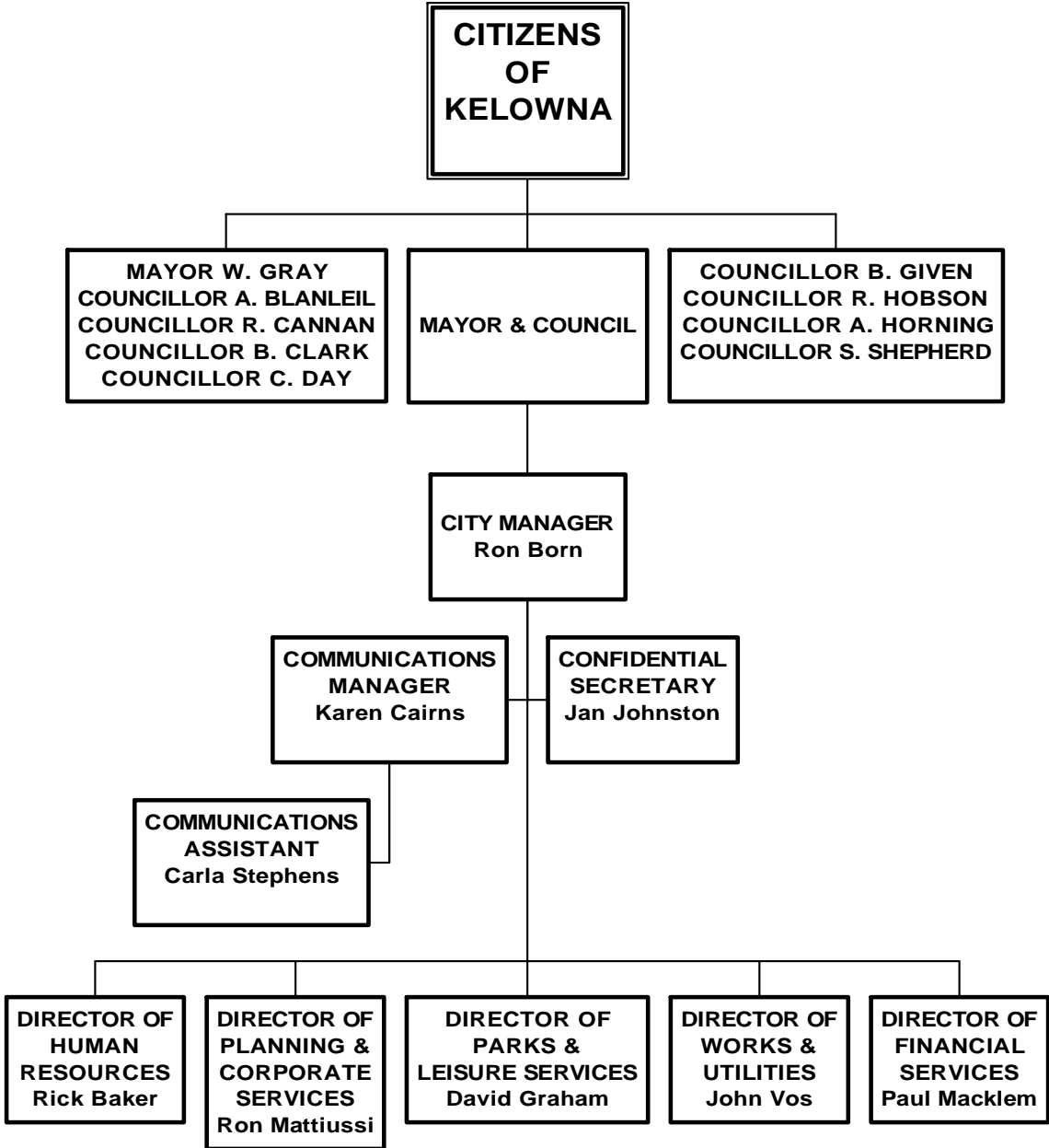
General Fund Operating = \$62.4 Million

**Department Overview**

	Revised Adopted 2004	Financial Plan 2005	Change from Prior Year	Percent Change
<b>Taxation Expenditures</b>				
<b>Net Operating Capital</b>	501,385 0	510,334 0	8,949 0	1.8% 0.0%
<b>Total Taxation Expenditure</b>	501,385	510,334	8,949	1.8%
<b>Authorized Positions</b>	10.1	10.1	0.0	0.0%

# MAYOR & COUNCIL

## ORGANIZATIONAL CHART



## **MAYOR AND COUNCIL**

### **DEPARTMENT GOALS**

To provide leadership for Councillors in the performance of the statutory functions required, and to establish and maintain a close liaison with Federal, Provincial and local leaders. To represent the City at local functions and to provide access to municipal government for the taxpayer.

To provide good government to the citizens of Kelowna through the development of policies, consideration and passage of bylaws, budget approval and the appointment of statutory officials and regional board representatives.

To act in good faith and make responsible decisions on land use issues, and the development of policy to discharge the City's responsibilities.

### **CURRENT YEAR STRATEGIC OBJECTIVES**

- FINANCE** To make sound fiscal decisions that balance the needs, wants and resources of a growing community. To seek financial assistance (grants etc.) from other levels of government when appropriate.
- IMAGE** To schedule Public Hearings expected to generate a great deal of public discussion on separate evenings to avoid lengthy hearings continuing past 11:00 p.m.
- PARTNERSHIPS** Learn from other elected officials by attending conferences such as those held by the Union of BC Municipalities and the Federation of Canadian Municipalities.
- RESEARCH & DEVELOPMENT** Continue with the annual citizen survey to measure satisfaction levels.



Two horse and buggies on the road. Priest's house in the background.

## **MAYOR & COUNCIL**

### ***Department ID Section Descriptions***

#### **ADMINISTRATION**

To seek input from the public, experts and City staff to make the best overall decisions on behalf of the citizens of Kelowna.

### **PERFORMANCE MEASURES**

<b>PROGRAM INPUT MEASURES</b>	<b>Actual 2003</b>	<b>Revised Adopted 2004</b>	<b>Financial Plan 2005</b>
011 MAYOR	169,896	175,729	178,385
015 COUNCIL	234,342	325,656	331,949
<b><i>Total Net Operating Expenditures</i></b>	<b>404,238</b>	<b>501,385</b>	<b>510,334</b>

# MAYOR & COUNCIL

## PERFORMANCE MEASURES

	Actual 2003	Estimated 2004	Proposed 2005
<b>PROGRAM OUTPUTS</b>			
Council Meetings	96	102	103
Public Hearings	22	26	28
Staff Reports	448	510	515
<b>PROGRAM OUTCOMES</b>			
Property tax as a % of total revenue. (Based on property tax and parcel tax / all revenues from the Financial Plan Bylaw	27.3%	27.1%	27.0%
Property taxes as a % of total operating budget (Percentage of total general fund gross operating budget)	68.1%	67.7%	67.0%
<b>EFFICIENCY MEASURES</b>			
<b>CUSTOMER SATISFACTION</b>			
Accessibility of City Council	74%	75%	77%
Service Level and Quality	n/a	94%	94%
Taxation/Service Balance	75%	69%	70%
Public Safety	89%	89%	89%
Transportation / Roads	85%	79%	79%
Parks (condition, number )	92%	94%	94%
Police, Fire, Bylaw Enf.	91%	90%	90%
Adequacy of Policing	74%	69%	69%
<b>INNOVATION AND LEARNING</b>			

## MAYOR & COUNCIL SUMMARY

### REVENUES / EXPENDITURES BY CATEGORY

	ACTUAL 2003	REVISED ADOPTED 2004	FINANCIAL PLAN 2005
<b><u>REVENUE</u></b>			
FEES AND CHARGES			
OTHER REVENUE			
TRANSFERS FROM FUNDS			
Special (Stat Reserve) Funds			
Development Cost Charge Funds			
Accumulated Surplus			
<b>TOTAL REVENUE</b>			
<b><u>EXPENDITURES</u></b>			
SALARIES & WAGES	318,188	318,550	322,849
INTERNAL EQUIPMENT			
MATERIAL & OTHER	86,049	182,835	187,485
CONTRACT SERVICES			
DEBT			
INTERNAL ALLOCATIONS			
TRANSFERS TO FUNDS			
Special (Stat Reserve) Funds			
Development Cost Charge Funds			
Accumulated Surplus			
<b>TOTAL EXPENDITURES</b>	404,238	501,385	510,334
<b>NET OPERATING EXPENDITURES</b>	<b>404,238</b>	<b>501,385</b>	<b>510,334</b>
<b>CAPITAL EXPENDITURES</b>			
FROM TAX DEMAND			
OTHER FUNDING SOURCES			
<b>GROSS CAPITAL EXPENDITURES</b>			
<b>NET OPERATING &amp; CAPITAL EXP.</b>	<b>404,238</b>	<b>501,385</b>	<b>510,334</b>

#### AUTHORIZED F.T.E. POSITIONS

	BUDGETED FTE'S 2003	ACTUAL 2003	REVISED ADOPTED 2004	FINANCIAL PLAN 2005
<i>Salaried</i>	10.1	10.0	10.1	10.1
<i>Hourly</i>				
<i>Contract</i>				

---

**MAYOR & COUNCIL**

Description of Program Changes	2005 Gross Cost Change	2005 Net Impact	2005 FTE
1) Salary Adjustment	\$4,299	\$4,299	
2) Cellular Phones - Council	\$2,450	\$2,450	
3) Miscellaneous Adjustments	\$2,200	\$2,200	
<b>Total Changes for 2005</b>	<u>\$8,949</u>	<u>\$8,949</u>	<u>0.0</u>



**2005 SUPPLEMENTAL REQUEST SUMMARY  
FINANCIAL PLAN  
GENERAL FUND PRIORITY 1 - BY DEPARTMENT**

<u>ACCOUNT NUMBER</u>	<u>DESCRIPTION</u>	<u>GROSS AMOUNT</u>	<u>REVENUE</u>	<u>FUNDING SOURCE</u>	<u>NET AMOUNT</u>	<u>ONE-TIME ONGOING</u>
<b><u>COUNCIL</u></b>						
351-10-015-0-005	CENTENNIAL YEAR SISTER CITY VISIT	19,360	19,360	RESERVE	0	ONETIME

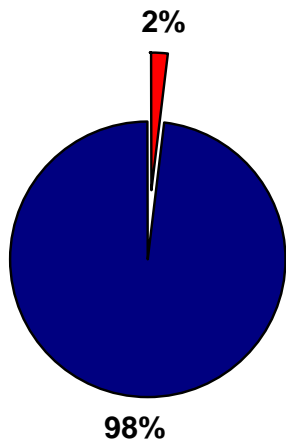
GENERAL FUND

**CITY MANAGEMENT**

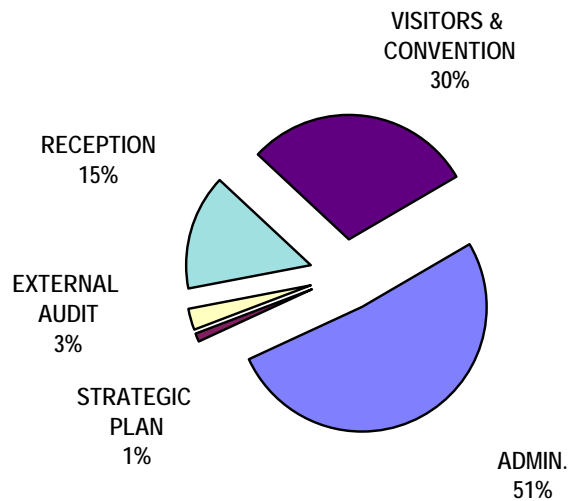
Ron Born - City Manager

**Percent of General Fund Operating**

City Management = \$1.2 Million



**Division Summary**



General Fund Operating = \$62.4 Million

**Department Overview**

	Revised Adopted 2004	Financial Plan 2005	Change from Prior Year	Percent Change
<b>Taxation Expenditures</b>				
<b>Net Operating</b>	1,072,770	1,169,390	96,620	9.0%
<b>Capital</b>	0	0	0	0.0%
<b>Total Taxation Expenditure</b>	1,072,770	1,169,390	96,620	9.0%
<b>Authorized Positions</b>	5.4	7.2	1.8	32.4%

# **CITY MANAGEMENT**

## **DEPARTMENT GOALS**

The City Manager's Office provides leadership and coordination to assist all departments in meeting their various responsibilities to build a healthy, safe and vibrant community. In addition, City Management ensures that all departments utilize effective and efficient management principles and that each division strives for optimum performance.

To provide advice and guidance to Council and City staff to assist them in the decision-making process as they strive to make the best overall decisions on behalf of the citizens of Kelowna. To provide vision in the area of long term growth management and corporate efficiency.

## **CURRENT YEAR STRATEGIC OBJECTIVES**

### **PRODUCTS AND SERVICES**

1. Continue to inform the citizens of Kelowna about municipal programs and services through newspaper information columns, ads, interviews, news releases, brochures etc.
2. Increase citizen understanding of the development process with an updated *Development Primer for Residents* to be placed on the website.
3. Establish a new website section, *Hot Topics*, to inform residents about current issues.
4. Prepare a newsletter for City-wide distribution on growth and development.
5. Consider preparation of a Parks brochure in consultation with Parks staff.
6. Internal – use the intranet (InSites) and the quarterly employee newsletter (Cityscapes) to keep staff aware of corporate activities and colleagues' accomplishments.

### **IMAGE**

1. Utilize the new website design and content management software to build a resource-rich, easy to navigate and up-to-date website.
2. Provide timely response to the Mayor's e-mail and written correspondence.
3. Work with other departmental staff to develop more opportunities for public consultation.

### **PARTNERSHIPS**

1. Work with other staff to plan and promote their activities.
2. Work with the community on fund-raising campaigns such as United Way, Run for the Cure, etc.

### **RESEARCH AND DEVELOPMENT**

1. Continue with the annual survey to measure satisfaction levels, seek citizen input. Publicize results.

## **CITY MANAGEMENT**

### **Department ID Section Descriptions**

#### **ADMINISTRATION**

City Management provides advice and recommendations to City Council and advises Council on the financial condition and future needs of the City. It is the City Manager's responsibility to ensure that Council directives and policies are carried out. To oversee the preparation of annual budgets, programs and policy initiatives and establishes standards and priorities to ensure the consistent delivery of high quality City services. To represent the City of Kelowna in discussions with the Provincial Government, local businesses and Kelowna citizens. To improve the effectiveness of City of Kelowna internal and external communications and to ensure a more coordinated approach to communications. To increase public awareness of City programs and services and provide opportunities for citizen participation. Responsible for the development of standards for presenting the City of Kelowna with a consistent, positive and professional public image.

#### **STRATEGIC PLAN**

Funding is in place to provide updates to the City's Strategic Plan.

#### **EXTERNAL AUDIT**

To provide for the annual audit of the City's financial statements as required by the Community Charter.

#### **RECEPTION**

To provide initial contact and information for visitors directly in City Hall and through the telephone system. To administer the mailing services and photocopying of documents for the City.

#### **VISITORS & CONVENTION**

This section provides for the City's promotion and marketing services currently under contract with the Chamber of Commerce. This area also supports Sister City visits and promotions.

### **PERFORMANCE MEASURES**

<b>PROGRAM INPUT MEASURES</b>		<b>Actual 2003</b>	<b>Revised Adopted 2004</b>	<b>Financial Plan 2005</b>
021	ADMINISTRATION	411,824	507,930	602,480
022	STRATEGIC PLAN	10,000	10,000	10,000
025	EXTERNAL AUDIT	32,088	35,000	35,000
129	RECEPTION	152,467	170,910	172,980
193	VISITORS & CONVENTION	349,184	348,930	348,930
<b>Total Net Operating Expenditures</b>		<b>955,562</b>	<b>1,072,770</b>	<b>1,169,390</b>

# CITY MANAGEMENT

## PERFORMANCE MEASURES

	Actual 2003	Estimated 2004	Proposed 2005
<b>PROGRAM OUTPUTS</b>			
# of News Releases	170	186	190
# of Correspondence	649	1,116	1,400
Ask Inbox	n/a	3,900	4,000
# of Kudos received	56	58	60
<b>PROGRAM OUTCOMES</b>			
News Releases - Media coverage	100%	100%	100%
WCB Merit Rating	34.9	41.4	36
# of WCB Claims	49%	47%	48%
Hours Lost	690	1632	1000
Reserves meet 10 Year Capital Plan Requirements	100%	100%	100%
Financial Planning Strategies (10) being met	10	10	10
<b>EFFICIENCY MEASURES</b>			
Correspondence - Turn around time (days)	7.40	7.90	4.00
Ask Inbox - Turn around time (days)	1.5	1.5	1.5
<b>CUSTOMER SATISFACTION</b>			
Accessibility of City Staff	76%	79%	79%
Opportunities for public input	76%	74%	76%
Customer Service	86%	87%	88%
<b>INNOVATION AND LEARNING</b>			
Staff Training Program	4 yr program	analysis	Implement
NQI program		Review	Implement

## CITY MANAGEMENT DIVISION SUMMARY

### REVENUES / EXPENDITURES BY CATEGORY

	ACTUAL 2003	REVISED ADOPTED 2004	FINANCIAL PLAN 2005
<b><u>REVENUE</u></b>			
FEES AND CHARGES			
OTHER REVENUE	(3,139)	(1,103,090)	(1,103,090)
TRANSFERS FROM FUNDS		(9,740)	
Special (Stat Reserve) Funds			
Development Cost Charge Funds			
Accumulated Surplus		(9,740)	
<b>TOTAL REVENUE</b>	(3,139)	(1,112,830)	(1,103,090)
<b><u>EXPENDITURES</u></b>			
SALARIES & WAGES	397,199	418,430	515,050
INTERNAL EQUIPMENT			
MATERIAL & OTHER	205,328	1,420,740	1,411,000
CONTRACT SERVICES	346,436	346,430	346,430
DEBT			
INTERNAL ALLOCATIONS			
TRANSFERS TO FUNDS	9,738		
Special (Stat Reserve) Funds			
Development Cost Charge Funds			
Accumulated Surplus	9,738		
<b>TOTAL EXPENDITURES</b>	958,701	2,185,600	2,272,480
<b>NET OPERATING EXPENDITURES</b>	<b>955,562</b>	<b>1,072,770</b>	<b>1,169,390</b>
<b>CAPITAL EXPENDITURES</b>			
FROM TAX DEMAND			
OTHER FUNDING SOURCES			
<b>GROSS CAPITAL EXPENDITURES</b>			
<b>NET OPERATING &amp; CAPITAL EXP.</b>	<b>955,562</b>	<b>1,072,770</b>	<b>1,169,390</b>

#### AUTHORIZED F.T.E. POSITIONS

	BUDGETED FTE'S 2003	ACTUAL 2003	REVISED ADOPTED 2004	FINANCIAL PLAN 2005
<i>Salaried</i>	5.4	5.1	5.4	7.2
<i>Hourly</i>				
<i>Contract</i>				

## **CITY MANAGEMENT**

<b>Description of Program Changes</b>	<b>2005 Gross Cost Change</b>	<b>2005 Net Impact</b>	<b>2005 FTE</b>
1) 2004 One-time supplementals	\$9,740	\$0	
2) Annualized 2004 budget cost	(\$5,000)	(\$5,000)	
3) Salary adjustments	\$2,120	\$2,120	
4) 2005 supplementals	\$99,500	\$99,500	1.8
 <b>Total Changes for 2005</b>	 <b>\$106,360</b>	 <b>\$96,620</b>	 <b>1.8</b>

**2005 SUPPLEMENTAL REQUEST SUMMARY  
FINANCIAL PLAN  
GENERAL FUND PRIORITY 1 - BY DEPARTMENT**

<u>ACCOUNT NUMBER</u>	<u>DESCRIPTION</u>	<u>GROSS AMOUNT</u>	<u>REVENUE</u>	<u>FUNDING SOURCE</u>	<u>NET AMOUNT</u>	<u>ONE-TIME ONGOING</u>
<b>CITY MANAGEMENT</b>						
331-10-021-0-018	CITY PAGE NEWSPAPER	5,000			5,000	ONGOING
511-10-021-0-001	COMMUNICATIONS ASSISTANT ADMIN	54,000			54,000	ONGOING
511-10-021-0-001	COMMUNICATIONS ASSISTANT	40,500			40,500	ONGOING
XXX-10-021-0-024	NATIONAL QUALITY INSTITUTE PROGRAM	17,200	17,200		0	ONGOING
	DEPARTMENT TOTALS	<u>116,700</u>	<u>17,200</u>		<u>99,500</u>	