



CAO Report - July 18, 2023

Well, we are off to a running start with our compressed work week pilot, and since the beginning of this month Municipal Hall has been open extended hours Tuesday through Friday. All customer comments received at our counter so far have been overwhelmingly positive, especially during the final week before taxes were due when many people were coming in earlier – and later – than our previous normal business hours to meet our payment deadlines. We will keep monitoring the trial and talking about how we can continuously improve our customer services; on that note, it was my pleasure to be a guest on the Mayor's podcast this week where we talked about the compressed work and customer experience. Tune in to that if you would like to learn more!

As the Mayor mentioned we are keeping a close eye on the heat and drought situation. Right now, our reservoirs are all full thanks to a good spring melt and recent rains to replenish them. But that can change quickly. We take a cautious approach to water in Summerland and so the community is always in at least stage 1 of water restrictions. That is the stage we are currently at. This includes odd/even watering days.... so for example if your house number ends in a 0, 2, 4, 6, or 8, you may use your sprinkler for lawns, trees and shrubs on Sunday, Tuesday, and Friday only but you can use micro-irrigation, drip irrigation or a hose with a shut-off nozzle to water trees, shrubs or vegetables on any day, at any time. If you have a residential underground irrigation system you can only water between the times of Midnight - 6 A.M. on Sunday, Tuesday, and Friday.... So double check those timers and make sure you are following the rules. Odd addressed would be the same rules but on Saturdays, Mondays and Thursdays for the use of conventional surface sprinklers.

The Jubilee Road project is underway now and will continue through to the end of August. Contractors will be installing a watermain, resurfacing the road, installing a bike lane, and creating pedestrian friendly road crossings at the Kelly Ave and Jubilee Road intersection. And speaking of road projects, Giants Head Road from Gartrell to Hillborn is now prepped and ready for pavement. We had initially targeted the first part of July for that work but now it has been locked in to start this Friday. Once the road is paved, we will plan for painting within a week or so after, and will implement signage standards as per the ICBC advice we received for the road.

Finally, I just wanted to recognize the great work of our fire department Chief and his staff in coordinating the public event at the Fire Hall on July 8. Lots of people came out to see the various equipment and to watch demonstrations. Our colleagues at BC ambulance were also present which is always a novelty for the kids. It is these kinds of events that help people think about personal preparedness and the importance of our first responders.

Respectfully submitted,

Graham Statt, Chief Administrative Officer