

Reporting Period	Focus Area	Pillar	Objective	Objective Status	Measure	Measure Status	Actual (QTR)	Target	YTD	Initiatives	Initiative Status
Q2 - 2021	COMMUNITY SAFETY	Emergency Management and Preparedness	Continue to take a leadership role regionally and prepare, protect and plan for the impact of emergency events.	Caution	Emergency Management Program Committee Meetings	On Target	1	4	2	Appoint a municipal emergency program coordinator	Q3 2021
					Training Sessions for EOC Operations	Below Target	0	2	0	Develop an emergency management bylaw	Q3 2021
					Emergency Mgmt Exercises (every 2 yrs)	Below Target	0	1	0	Hazard identification and risk assessment	In Progress
					Public Education Sessions (seminars / workshops)	Below Target	0	2	0	Develop an emergency response plan or coordinate with RDCK response plan for adoption	Q1 2022
					Emergency Response Plan Review (1 yr)	Not Started	0	1	0	Mutual Aid Agreements	Q1 2022
					Warning System (sign up)	No Information	??	1000	??	Critical Infrastructure Protection Plan	Q2 2022
					Council updates from RDCK Emergency Management Program	Below Target	0	4	0	Business Engagement Planning	Q1 2022
					Website Update and Review (EM info)	On Target	1	1	1	Risk-based Land Use Planning	In Progress
		Transporation	Advocate for highway and transportation improvements to make travel to and within the Town safer and more efficient.	In Progress	Multimodal Transportation Master Plan	On Target	\$0.00	\$100,000.00	\$0.00	Issue RFP for consultant for Multi-Modal Transportation Master Plan	Complete
					Speed Board Placement for Data Collection	On Target	6	8	6	Award contract, identify expectations and completion	Complete
					Total Vehicle Data Collected	Above Target	76,998	75,000	76,998	Public engagement for Multimodal Transporation Master Plan	Q4 2021
					Average Daily Traffic Counts	On Target	1491	1500	1491	Present completed Multimodal Transportation Master Plan to Council	Q2 2022
					Voluntary Speed Compliance	Above Target	98%	85%	98%	Priortized traffic calming initiatives for 2023 budget process	Q3 2022
					Road Safety Analysis	On Target	1	3	1		
					Participation in BC Transit Meetings	On Target	1	4	2		
		Fire Hall	Completing the Town's replacement fire hall is a significant investment in safety in our community.	In Progress	CESB Project Budget	Caution	\$343,996	\$8,200,000	\$1,543,996	Value engineering of all building divisions to verify lowest cost opportunities	In Progress
					Technical Building Advisory Committee Meetings	On Target	1	6	2	Earthworks and site development for foundation	In Progress
					Bi-Weekly Press Releases on Project Updates (starting in May)	Below Target	2	16	3	Footings and Foundation	Q3 2022
					Monthly Council Updates (1st Meeting)	Below Target	2	12	2	Site services, utilities and civil work	In Progress
					Weekly Building Team Meetings	On Target	13	52	29	Installation of walls and roof (est. completion August 2021)	Q3 2022

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		Public Safety	Support the key services that make our community safe, and more importantly, make our residents feel safe in the Town.	In Progress	Bylaw Complaints - High Priority - Investigated within 5 business days	No Information		95%		Advertise, hire and onboard two summer students to assist PSCO	Complete
					Bylaw Complaints - Low Priority - Investigated within 10 business days	No Information		95%		Parks Security Cameras	Q3 2021
					Voluntary Public Safety Compliance	No Information		90%		Proactive Property Maintenance Letters	In Progress
					Bylaw Notices Issued	No Information		35		Animal Control & Noise Bylaw Updates	Q3 2021

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Q2 - 2021	LIVABILITY	Recreation	Maintain and enhance opportunities for our residents to connect and live healthy lives.		Community Park Bookings	On Target	32	75	32	Crawford Hill Reservoir - Council approval to open to public	Complete
										Crawfor Hill Reservoir - Develop implementation plan of opening site	In Progress
										Crawford Hill - Neighbourhood letters on implementation plan	Complete
										Crawford Hill - Community engagement with broader community	Q3 2021
										Crawford Hill Reservoir - Site work (safety, security, fencing, gates)	Q3 2021
		Connectivity	Ensure an environment that allows us to connect with nature and supports active and safe multi-modal transportation.	In Progress	Participation in Creston Valley Trails Society	On Target	3	9	3	Connectivity (Trails) - Initial public engagement	Complete
										Connectivity (Trails) Master Plan - Develop draft plan	Complete
										Connectivity (Trails) Master Plan - Stakeholder engagement on plan	Q2 2022
										Connectivity (Trails) Maser Plan - Community Engagement	Q3 2022
										Council adoption of the Connectivity (Trails) Master Plan	Q4 2022
		Arts, Culture and Heritage	Showcase the talents and history of our community.	In Progress	Participation on Community Arts Council of Creston	On Target	3	9	3	Support Public Art Connection with installation of new public art	In Progress
					Participation on Blossom Festival Association	On Target	1	4	1	Blossom Festival VIP, Parade and Fireworks	Stopped
		Adovcacy	Continue to advocate on behalf of the town and the region for investments in transporation, health and housing.	In Progress	Advocacy meetings with MoTI on Highway 3 Re-alignment (Canyon St to Cook St)	Not Started	0	3	0	Develop a strategy to share with various Provincial MLAs to support re-alignment	Q3 2021
					UBCM Conference Participation	Not Started	0	7	0	Set Up Meetings with Ministries at UBCM	Q3 2021
					AKBLG Conference Participation	Not Started	0	7	0	Register for UBCM Conference	Q3 2021
		Housing	Continue to support projects that improve access to diverse housing options.	In Progress	Participation in local housing committee	On Target	0	9	4	Develop a revitalization tax exemption bylaw to support affordable housing	Q4 2021
										Developer education on affordable housing programs	Q1 2022

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		Volunteer Support	Recognize that much of the work around supporting our community (and it's most vulnerable) is done through our volunteers and community organizations.	Caution	Participation in CV Community Network Society	No Information		9		Recognize Citizen of the Year	Complete
		OCP Implementation	The Official Community Plan (OCP) is intended to provide a framework to guide growth and development in Creston towards the community's vision for the future.							Zoning Bylaw Update - Council presentation on changes	Q2 2021
										Community Mailout - advising community of zoning bylaw update and process	Q3 2021
										Zoning Bylaw Update -Online community engagement	Q3 2021
										Zoning Bylaw Update - Public Information Meetings	Q3 2021
										Zoning Bylaw Update - Public Hearings	Q4 2021

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Q2 - 2021	ECONOMIC HEALTH	Participate Regionally	Continue to engage regionally to enhance the economic health of the region.	In Progress	Participation in Economic Action Partnership - Meetings	On Target	2	6	3	Review Economic Action Partnership Strategy with Council	Q3 2021
					Physician and Medical Professional Recuritment	On Target	2	4	2		
					Participate in Kootenay East Regional Hospital District	On Target	1	4	2		
					Participate in S108 Economic Development	On Target	2	4	2		
		Streamline Processes	Position our Town as the best place to grow a business with a focus on businesses that align with our strategic direction.	In Progress	Subdivision Applications	On Target	3	12	9	Developer's Information and Procedures Bylaw (DIPB) - Research	In Progress
					Building Permits Issued	On Target	19	100	47	DIPB - Policy development - Level of Service	Q3 2021
					Development Permits Approved	On Target	1	6	3	DIPB - Redevelop forms and processes	Q3 2021
					Development Variance Permits Approved	On Target	0	2	0	DIPB - Bylaw Presentation and adoption	Q4 2021
										Expand Licence of Occupation policy - develop policy based on current and best practices	Q4 2021
		Proactive Community Growth	Provide an environment where our existing businesses can thrive.	In Progress	Total Business Licences Issued	On Target	18	540	523	Branding of Revitalization Tax Exemption Program	Q3 2021
					New Business Licence Applications	Above Target	18	25	45	Community Health Initiatives Program (C.H.I.P.) - reduce impact of COVID on local businesses	Complete
									-		
		Vibrant Downtown	Recognize the importance of a vibrant downtown to community pride, livability and economic prosperity.	In Progress						Downtown Murals - replace existing Spirit Square Murals	Q3 2021
										Design, purchase and install new downtown banners	Q3 2021
										Market Park - explore grant funding opportunities	In Progress
										Market Park - Community consultation	Q4 2021
										Market Park - Detailed design	Q2 2022

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Q2 - 2021	SERVICE EXCELLENCE	Accountable Service Delivery	Continue to ensure we utilize existing staff and partnerships before adding more.	In Progress	Service Requests (See-Click-Fix)	Above Target	33	< 50 per calendar quarter	61	Organic waste & recycling program (ORP) - Public engagement - Phase II	In Progress
					Service Requests - Days to Acknowledge	On Target	0.8	<1	2.1	ORP - Onboarding process with Recycle BC	Q3 2021
					Service Requests - Service Level Agreement (SLA) %	Below Target	71%	90%	75%	ORP - Recycle BC Contract	Q1 2022
					Town Hall - Transactions Processed	On Target	3178	10000	6448	ORP - Bin Procurement	Q4 2021
					Animal and Business Licences Issued	Below Target	58	500	387	ORP - Public Engagement - Yard Waste Disposal	Q2 2021
					Total Property Taxes Collected (millions)	No Information	\$6.35	\$7.00	\$6.49	ORP - Engagement with multi-family properties to confirm participation	Q3 2021
					Tax Notices mailed by 3rd Week of May	On Target	2843	2843	2843	ORP - Public education for program launch in spring of 2022	Q1 2022
					Utility Bills Issued & Mailed	On Target	2462	2462	2462	Curbside Organic Waste and Recycling Launch	Q2 2022
					Total # of Invoices Processed	On Target	1127	4000	2181		
					FOI Requests Processed on Time (30 days)	On Target	0	1	1		
		Regional Partnerships	Ensure our regional service relationships are focused on value for our investment, supported by fact based decision making.	In Progress	Participation in Arrow Creek Water Commission	On Target	0	4	2	CV Fire Service Contracts - Draft Project Charter	Complete
					Participation in Creston Valley Community Forests Corp.	On Target	3	12	7	CV Fire Service - Update fire service regulatory bylaws	Complete
					Participation in Creston Valley Services Committee	On Target	3	12	6	CV Fire Service - Contract for operating Canyon-Lister Fire Department	Q4 2021
					Cemetery Select Committee (need to revise Terms of Reference and appointments)	Caution	0	4	0		
		Community Engagement	Encourage proactive and meaningful engagement.	In Progress	Social Media Posts	On Target	46	250	166	Creston Education Centre - Local Area Plan - Budget Discussion	Q4 2021
					General Press Releases	On Target	4	15	9	Creston Education Centre - Local Area Plan - RFP for Consultant	Q1 2022
					Public Open Houses	On Target	1	4	1	Creston Education Centre - Local Area Plan - Public Engagement	Q2 2022
					Quarterly Citizen Newsletters	Not Started	0	2	0	Creston Education Centre - Local Area Plan - Report to Council	Q4 2022
					Direct Mail Flyer	On Target	2	4	2	Launch of "Let's Talk Creston" Website	Complete
					Website Sessions (Unique Visits)	On Target	41,459	160,000	98,037	Development of Communications Plan	Q3 2021
					Online Engagement Topics	Not Started	0	5	0	Online promotion of Annual Report	Q2 2021
					Visits to Online Engagement Site	Not Started	0	1000	0		



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Q2 - 2021	SERVICE EXCELLENCE	Management of Assets	We proactively plan for the financial impact of managing our assets	In Progress	Water Main Breaks	No Information	9	< 4 per year	24	Asset Management Policy Development	Q1 2022
					Sewer Blockages	No Information	4	< 5 per year	11	Assest Management - Condition Assessment of Roads	Q2 2022
					Storm Catch Basin Blockages	No Information	2	< 4 per year	2	Review and update Vehicle Replacement Programs	Q4 2021
					Water Main Replacement	Not Started	\$ -	\$ 120,000	\$ -	Level of Service Gap Analysis	Q4 2021
					Sewer Main Replacement	Not Started	\$ -	\$ 135,000	\$ -	Hurl Street Road Restoration Project	Q3 2021
					Storm Sewer Replacement	Not Started	\$ 125,000	\$ 130,000	\$ 125,000	Storm Water Retention Pond Project	Q3 2021
										BVF Pump Station Project	Q3 2021
										Inflow & Infiltration Improvements	Q2 2021
										Brewery Sampling Sheet Replacement	Q3 2021
										Cemetery Improvements - Paving 200m of access road	Q3 2021