



Nurturing Growth,  
Fostering Lifestyle



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provide so many recreational opportunities; orchards and vineyards that provide a rural, agricultural flavor and all the amenities associated with a thriving, urban centre. In fact, the Central Okanagan continues to be one of the most desirable places in which to live. It's truly a four-season playground, attracting tens of thousands of visitors each year. They come to partake in extraordinary powder skiing, lush golf courses, world-renown wineries, fruit right off the tree and fresh, clean air and water. It's no wonder an increasing number of people turn a visit to the Central Okanagan into their chosen place to live, work and play.

The Regional District of Central Okanagan includes the two unincorporated Electoral Areas of Ellison/Joe Rich and Westside, along with the member municipalities of the City of Kelowna, the District of Lake Country and the District of Peachland. The mission of the Regional District is to help protect the quality of life for all citizens by planning for the future, while delivering regional services in an efficient and cost effective manner. Services that are provided by the Regional District include water, sewer and garbage collection to the Electoral Areas. As well, the District provides region-wide services such as garbage collection and recycling, 911, Regional Parks and the Emergency Response Plan that was brought into action during the Okanagan Mountain Provincial Park forest fire last summer.

The Regional District Board of Directors is made up of eleven elected and appointed representatives from the Electoral Areas and the participating municipal government partners. The Board normally meets every two weeks to provide guidance in managing the various programs, services and issues that arise as part of local governance.

“Nurturing growth, while fostering lifestyle.” That’s the challenge facing everyone involved with the Regional District of Central Okanagan.

The Central Okanagan is located along the shores of Okanagan Lake, in the beautiful Okanagan Valley of British Columbia’s Southern Interior. The Regional District encompasses over 314,000 hectares of diverse topography. There are mountain peaks and beautiful sandy beaches. You’ll also find naturally forested areas that





Challenge, excitement and exhilaration! Those words can be used to describe 2003. The Okanagan Mountain Provincial Park firestorm, while many months ago, remains as the predominant event in the Central Okanagan. I'm

very happy with the way our community rose to the cause, handling the fire and its aftermath. This will, of course, continue to be a challenge throughout 2004 and in the years to come. I believe though, the event demonstrated the benefit of having a well-thought out and practiced Regional Emergency Plan and a Coordinator (Kelowna Fire Department Assistant Chief Sid LeBeau) who works with the talented and resourceful volunteers and staff from across the region. 2004 will see the Regional District continue with a major fuel modification program in our Parks.

Another highlight of the past year was the successful Mount Boucherie Complex Referendum. Not only will we have a wonderful facility to meet the needs of residents, but one that will also contribute to the economic future of the Westside. Kudos to the Mount Boucherie Expansion Society, its Chair Rusty Ensign, the Westside Directors and the hundreds of volunteers who made this happen.

Partnerships were also a highlight of 2003. The Regional District, Peachland and Ministry of Transportation worked together to bring a new on-ramp to the Okanagan Connector, which should be completed this year. Another

partnership involving the Regional District, Westbank First Nation and funding from the Federal-Provincial Infrastructure Program saw the Casa Loma Sewer project move ahead. This will bring additional capacity not only for Casa Loma residents, but also on First Nation lands.

The Regional District continues to strengthen our important relationship with the Westbank First Nation (WFN). WFN announced it will contribute to the ongoing annual operation of the expanded Mount Boucherie Community Complex. Over the coming year, we will continue to work closely with the WFN on a number of issues of mutual interest, such as the Okanagan Lake Bridge project.

Transportation will be a big issue during 2004. More money will be put into our transit system in order to restore service to previous levels and during the year, a long-term review will be undertaken into transit service. We will continue to have discussions with the Provincial Government on the Highway 97 Corridor, an important transportation backbone for the Okanagan.

In closing, I'd like to thank the army of residents who volunteer for Regional District programs like Crime Prevention, Victim Services and in our Parks. Our community is a better place because of your selfless dedication. I'd also like to thank my fellow Board members for their tireless efforts on behalf of our citizens to make the Central Okanagan a better place in which to live, work and play. Thanks also to the staff and management of the Regional District who ensure every day that we have the most effective and efficient programs and services for all residents.



This has certainly been a year of challenges for everyone living in the Regional District of Central Okanagan. Looking back on the year however, it's pleasing to see how we came together as a community to meet those challenges head on.

The devastating fire last summer certainly tested the mettle of not only our citizens, but also those people charged with providing a coordinated and unified response to the disaster. Our thoughts are with those of our neighbors who suffered losses as a result of the fire. As a testament to the strength and resiliency of our community, the rebuilding is well underway. Our Regional Emergency Response plan was put to the test and more than met the challenge with the safe evacuation of almost 30,000 people. In many respects, the successful response is a direct result of the talent, commitment and co-operation of everyone involved. It was truly a regional effort. While we hope that we never have to mount such a response in the future, should we again be put to the test, we'll certainly benefit from our experience during the summer of 2003.

The Central Okanagan continues to be one of the most desirable places in which to live. Our Inspection Services Department processed almost 1,000 building permits during 2003, an increase of almost 20% over 2002. Those approved projects were valued at more than \$70 million, compared with the \$57 million in projects receiving permits during 2002. The residential construction market remains strong as more than 360 new homes were started last year, up slightly from the previous year.



With growth brings an increased demand for services. We continue to make progress in building the infrastructure needed to support those people who've chosen to call the Central Okanagan home. The second phase of community sewers was completed in West Kelowna Estates and several other neighborhoods. Work was also finished on the \$6 million sewer trunk linking Casa Loma and Westbank First Nation Reserve #9 with the Boucherie trunk system. This was a cooperative project involving not only the Regional District and the Westbank First Nation, but also the Federal and Provincial governments through their infrastructure program. 2003 also saw Westside residents vote to support the Phase 2 expansion of the Mount Boucherie Community Complex. We look forward in 2004 to breaking ground on the \$5 million dollar project.

A clear objective of the staff of the Regional District of Central Okanagan is to continue to offer citizens effective and efficient programs and services throughout 2004 and the years to come.



## Statistics

POPULATION (EST.) 2003	
Regional District	157,432*
Westside Electoral Area (incl. IRs)	35,894
Ellison/Joe Rich Electoral Area (incl. IRs)	4,251
City of Kelowna (incl. IRs)	102,488
District of Lake Country	9,761
District of Peachland	5,038
Households	65,363*
Businesses	12,609 **
Area	2,956.3 sq. kms
RDCO Employees (full, part time, seasonal, casual)	149

\*SOURCE: BC STATS JULY 1, 2003

\*\*SOURCE: STATISTICS CANADA, NOVEMBER 2003

## Regional District Departments

Chief Administrative Officer	Wayne d'Easum
Director of Engineering Services	Hilary Hettinga, P. Eng.
Director of Financial Services	Harold Reay
Director of Human Resources	Gary Leier
Director of Inspection Services	Kelly Roth
Director of Parks and Recreation Services	Bill Vos
Director of Planning Services	Ken Arcuri
Economic Development Commission, Executive Director	Robert Fine

## Regional District Board

The Regional District Board normally meets every two weeks, managing the wide variety of topics that arise as part of local governance. The elected and appointed Board represents the member municipalities and the Electoral Areas that make up the Regional District of Central Okanagan.

### 2003 - 2004 Regional District Board Members

Robert Hobson, Chair	Councillor, City of Kelowna
Aaron Dinwoodie, Vice Chair	Director, Westside Electoral Area
Len Novakowski	Director, Westside Electoral Area
David Knowles	Director, Westside Electoral Area
Patty Hanson	Director, Ellison/Joe Rich Electoral Area
Walter Gray	Mayor, City of Kelowna
Bob Harriman	Mayor, District of Peachland
Rolly Hein	Mayor, District of Lake Country
Ron Cannan	Councillor, City of Kelowna
Colin Day	Councillor, City of Kelowna
Sharon Shepherd	Councillor, City of Kelowna



Back row (left to right) B. Harriman, R. Hein, C. Day,  
S. Shepherd, A. Dinwoodie, L. Novakowski, D. Knowles.  
Front row (left to right) P. Hanson, R. Hobson, W. Gray, R. Cannan

## Operations

Accounting and  
Invoicing  
Auditing  
Budgeting  
Employee Payroll  
Computer  
Information Services  
Utility Payments

▶ In accordance with the Local Government Act, the law that governs the activities of local governments, taxes are requisitioned from the province and member municipalities who in turn collect them from residents and businesses. The Regional District does not have the authority to collect taxes directly from residents and businesses.

▶ Tax revenues are used to provide a wide range of services for residents and businesses within the Electoral Areas, such as wastewater treatment, landfill operations, recreation, and inspection services.

▶ Tax revenues are also used to provide regional services, of benefit to all within the Central Okanagan, such as dog control, 911, recycling, and regional parks.

▶ Some residents may also receive utility bills for various services they receive such as water, sewer, and waste collection services.

▶ The Regional District coordinates funding for the Central Okanagan Regional Hospital District and issues debentures through the Regional Hospital District Financing Authority. The Regional Hospital District funds a 40% share of hospital facility construction and funding for the



purchase of major equipment for facilities within the Central Okanagan.

▶ The Regional District financial statements for the fiscal year ending on December 31 are published by March 31 of the following year, as required by the Local Government Act. Copies of the financial statements are available at the end of March each year.

▶ The Regional District five-year Financial Plan is first approved in draft form and will be adopted in March 2004.

## 2003 Capital Financing

Regional District purposes	\$1,959,644
On behalf of municipalities	\$39,186

## 2004 Operations Budget

Regional District purposes	\$35,699,315
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## 2003 HIGHLIGHTS

- ▶ Scanned accounts payable invoices are online and accessible by Vadim users.
- ▶ Phase 1 integration complete of Recreation Department online registration program.
- ▶ Our External Web server has been set up.
- ▶ Conversion complete of files to MOA Records Management rules.

## 2004 HIGHLIGHTS

- ▶ Expansion of online services where customers can check account balances etc.
- ▶ Upgrading financial services software
- ▶ Completion of Phase 2 of online software services allowing Accounts Receivable and payment options via the Regional District website.



## 2003 HIGHLIGHTS

▶ Completed Stage One and Stage Two of the Casa Loma / Lakeview Sewer Service Area which includes the Casa Loma Collection System and Lift Station to service approximately 200 single family residential lots. Total costs approximately \$4.1 million.

▶ Completed the re-alignment of the intersection of Old Okanagan Highway and First Avenue. Total costs approximately \$300,000.

▶ Completed two small in-fill sewer projects in the Logan and Orlin Road neighborhoods to service 19 single-family residential lots. Total costs approximately \$135,000.

▶ Completed the Gellatly Road re-alignment including road widening, drainage works, curb gutter, and sidewalk. Total costs approximately \$560,000.

▶ Completed the design of the Westlake Road upgrade from Keefe and Arts Ponds to the intersection of Westlake Road at Horizon Drive. This is a phased project that will be constructed in conjunction with neighboring developments and as funds permit.

▶ Completed preliminary design for expansion of the Westside Wastewater Treatment Plant.

## Fire Services

▶ Provided assistance with Regional District volunteer fire departments and administrative staff in the Okanagan Mountain Park Fire

▶ Completed design and are now in a position to commence construction of new fire halls for the Fintry and Wilson Landing communities.

▶ Continued to work on a fire prevention bylaw for the electoral areas of the Regional District.

## 2004 HIGHLIGHTS

▶ Complete Stage Three, Phase One of the Casa Loma / Lakeview Sewer Service Area which includes a collection system in the Collens Road

area of Lakeview Heights to service approximately 220 single family residential lots. Total costs estimated to be \$3.1 million.

▶ Complete the Trepanier Bench Access Road at an estimated cost of \$800,000. This project is a joint partnership between the RDCO, Peachland, and Ministry of Transportation.

▶ Complete the extension of sidewalks at Rose Valley Elementary School to improve safety for students. Total costs estimated to be \$40,000.

▶ Complete design of Stage Three, Phase Three of the Casa Loma / Lakeview Sewer Service Area which includes a collection system in the Anders Road area of Lakeview Heights and will service approximately 265 single family residential lots.

▶ Complete design of Phase One and Phase Two of the Glenrosa Sewer Service Area including a collection system in the Webber and McIvor Road areas and will service approximately 250 single-family residential lots.

▶ Complete design of the Applegreen Court and the Sussex Road sewer collection systems that will service a total of approximately 110 single-family residential lots.

▶ Commence construction of the major expansion to the Westside Wastewater Treatment Plant. This will be a \$12 million project.

Sewer  
Fire Protection  
Subdivision Bylaw  
Westside Landfill  
Westside Regional  
Wastewater  
Treatment Plant  
Biosolids  
Composting Site  
Water and Drainage  
Street Lighting  
Regional Waste  
Reduction Office

## Fire Services

▶ Review automatic aid opportunities with adjoining fire departments.

▶ Implement a Regional fire services prevention bylaw.

▶ Construct firehalls in the Wilson Landing and Fintry communities.

▶ Finalize fire protection to the Brent Road community including construction of fire storage tanks.

▶ Review opportunities to provide fire protection to the currently unprotected Upper Ellison community.



## 2003 HIGHLIGHTS

▶ A participation study showed that 92.5% of residents placed recycling at the curb for collection over the eight-week study period. Almost 9,000 tonnes of materials were collected in 2003 - an increase of 8% over 2002 and enough to fill Sky Reach Place to the ceiling.

▶ The yard waste recycling programs once again collected more than 4,000 tonnes of materials, about double the amount collected in the first several years. Residents can place yard waste at the curb for collection four times per year or bring it to the landfills any time of the year at no charge. Continued to promote the free Christmas tree drop off locations.

▶ Hosted the 12th annual Hazardous Waste Round Up. Once again nearly 30,000 equivalent litres were collected. Rutland Senior Secondary

Environmental Sciences Class, Mission Lion's Club, Battery Doctors, Fuel Pro and Newalta generously donated their time and resources to make the event safe and successful.

▶ Co-hosted the fourth annual "Environmental Mind Grind" in April. Thirty elementary, middle and high school teams completed in the curriculum-approved environmental challenge. Staff

made 81 classroom presentations to more than 2,000 students and to celebrate Waste Reduction Week, hosted 16 school tours of Metro Materials recycling processing plant.

▶ Illegal dumping remained static after a dramatic decrease in the last several years. In partnership with Integrated Career Opportunities, staff cleaned 42 reported sites and did regular maintenance clean-ups. Approximately 1,350 residents collected tonnes of litter from our communities' roadways and parks during the Community Clean Up promotion.

▶ Continued to partner with Water Smart and Regional Parks to host Go Natural Garden Party composting and water conservation



workshops. Twenty presentations were made to approximately 1,750 residents in our communities. A Go Natural booklet was published.

▶ Continued with business waste reduction initiatives: free visual waste audits and recommendations for businesses, radio advertising campaigns and publication of a Commercial Recycling Directory and of bi-monthly Wastewise@work newsletter. Staff assisted 35 businesses set up recycling programs.

▶ Examined other jurisdictions' commercial waste reduction strategies and facilitated focus group research of businesses to determine barriers and attitudes about a recycling material ban at local landfills.

▶ Hosted first computer recycling event. 22 tonnes of computers and other e-waste was collected for reuse or recycling.

## 2004 HIGHLIGHTS

▶ Continue to work with the adjoining regional districts and major municipalities to consider alternatives to local landfills for long-term waste disposal options.

▶ Continue to develop programs for further reduction of waste going to the landfills including residential yard waste and commercial and construction wastes.

▶ Develop and implement public awareness programs to reduce waste in the community.

▶ Complete preparation for the Materials Ban and implement the program.

▶ Revise Solid Waste Management Plan to submit to Ministry of Water, Land and Air Protection for approval.



## 2003 HIGHLIGHTS

### Summary of Parks and Facilities

The Regional Parks and Recreation Department administers 28 Regional Parks including two campsites under contract with Ministry of Forests (1,049 hectares), 100 Westside Parks (72.67 hectares), six Eastside Parks (13.25 hectares) as well as recreation facilities including Ellison Heritage School Centre, the EECO Centre, Mount Boucherie Recreation Complex, Johnson Bentley Memorial Aquatic Centre, Westside Seniors Centre, Westside Youth Centre and Webber Road Community Centre.

### Grants and Donations in 2003

In 2003 grants and donations to the department totaled \$268,842 including:

Regional Parks	\$78,072
Regional Park Land Donation	\$120,000
Westside Parks and Recreation	\$64,890
Staff	\$5,880

### Regional Parks

All residents in the Central Okanagan contribute to the Regional Parks function. Here are details for some of the projects completed this year:

- ▶ Partnered with Central Okanagan Naturalists Club and the Central Okanagan Parks and Wildlife Trust to construct a parking lot and interpretive kiosk at Robert Lake Regional Park.
- ▶ Completed parking lot at Scenic Canyon Regional Park.
- ▶ Completed detailed bridge design for Mission Creek Greenway Phase 2.
- ▶ Attended or hosted 26 special events including the Environmental Mind Grind, Family Environment Day, Fisheries Awareness Day and the Gibson House Strawberry Tea.
- ▶ Produced and distributed Regional Parks brochure.
- ▶ Wrote weekly article highlighting Regional Parks for Capital News from May to September.



- ▶ Completed concept and site development plans for the Gellatly Nut Farm in partnership with the Gellatly Nut Farm Society.
- ▶ Launched an evening interpretive program at the amphitheatre in Mission Creek Regional Park.
- ▶ Received a donation of a six hectare property from the Coldham family and created Coldham Regional Park on Trepanier Road in Peachland.
- ▶ Closed many Regional Parks due to fire hazard in July. These included Bertram Creek, Cedar Mountain, Gellatly Heritage, Glen Canyon, Kalamoier, Mill Creek, Mission Creek, Mount Boucherie, Rose Valley and Woodhaven.
- ▶ Bertram Creek and Cedar Mountain Regional Park were severely impacted by the Okanagan Mountain Park Fire.
- ▶ The Regional Board approved a safety and erosion control plan for Bertram Creek and remedial work is underway including fencing, removal of damaged timber, and erosion control.
- ▶ Implemented a dog park pilot project, which will run until April 2004 for a total of 12 parks available to dog owners.

### Westside Parks and Recreation

Residents on the Westside (Area Westside) contribute to Westside Parks and Recreation. Some of the projects completed this year include:

- ▶ Produced and distributed four seasonal editions of the Westside Leisure Guide.
- ▶ Signed a Master Joint Use agreement with School District No. 23.
- ▶ Completed a referendum for Mount Boucherie expansion which was passed by a 73% majority (5,759 voters, 4,213 yes votes).

Regional Parks  
Westside Parks and  
Recreation  
Eastside Parks and  
Facilities  
Education and  
Community  
Relations  
Park Planning,  
Design and  
Development  
Geographic  
Information  
Systems

- ▶ Hosted grand opening ceremonies for Shetler and Avondale Community Parks and Constable Neil Bruce Soccer Fields.
- ▶ Completed Phase I development of Jonagold Community Park.
- ▶ Started vegetation restoration at Eain Lamont Park.
- ▶ Upgraded fitness equipment and amenities at Johnson Bentley Memorial Aquatic Park.
- ▶ Implemented new registration and facility booking system at Mount Boucherie.
- ▶ Expanded youth programs with Boys and Girls Club at Gellatly Bay Aquatic Park.
- ▶ Continued to work with contractors at Johnson Bentley Memorial Aquatic Centre, Westside Senior's Centre, Webber Road Community Centre and the Westside Youth Centre to provide high quality recreation programming.

### **Eastside Parks and Facilities**

Residents in Area Ellison/Joe Rich contribute to Eastside Parks and Facilities. Some of this year's projects include:

- ▶ Closed Three Forks Park and Philpott Trail in August due to fire hazard.
- ▶ Added two new dog parks as part of the dog park pilot project which will run until April 2004.

### **Geographic Information Systems**

- ▶ Completed the development for launching GIS application via intranet and internet.
- ▶ Transferred zoning, OCP and map information to NAD 83 (geographically correct database) for the Planning Department.
- ▶ Transferred service bylaws to NAD 83 (geographically correct database) for the

Engineering Department.

- ▶ Cooperated with the City of Kelowna and Ministry of Forests to provide emergency mapping at the Emergency Operation Centre during the Okanagan Mountain Park Fire.
- ▶ Completed a business license application program for Inspection Services.
- ▶ Completed a software needs assessment for the Regional District offices.
- ▶ Completed Sensitive Ecosystem mapping and provided technical support for the Ministry of Sustainable Resource Management and consultants.

## **2004 HIGHLIGHTS**

### **Regional**

- ▶ Partner with the Friends of Mission Creek to complete planning, design, fundraising and development of Mission Creek Greenway Phase 2 in order to be ready for spring 2005 grand opening.
- ▶ Complete Master Plan for Kalamo Regional Park.
- ▶ Complete restoration of Bertram Creek Regional Park.
- ▶ Commence restoration of Cedar Mountain Regional Park.
- ▶ Complete five year communication plan.
- ▶ Complete detailed planning of Gellatly Nut Farm Regional Park if BC / Canada Infrastructure grant is received.
- ▶ Complete Regional Parks Wildfire Management Plan.
- ▶ Complete fuel modification planning and implementation in Regional Parks with assistance of Human Resources Development Canada crew.
- ▶ Produce and distribute Regional Parks guide.





- ▶ Update website to include park mapping and other special features.
- ▶ Complete a five year interpretation plan.

## Westside Parks and Recreation

- ▶ Complete and implement development cost charges bylaw for Westside Parks.
- ▶ Develop and implement plan for neighbourhood park development.
- ▶ Undertake Phase I improvements of Gellatly Waterfront Master Plan.
- ▶ Upgraded park entrance and enhanced gazebo at Kinsmen Park.
- ▶ Initiated playground assessment and upgrade program for Westside parks and facilities.
- ▶ Commence Mount Boucherie Expansion Phase II including developing detailed concept plan, design and costing and construction as per 2003 referendum.
- ▶ Develop Mount Boucherie Expansion Phase III Concept Plan.
- ▶ Develop Westbank Town Centre Park and Recreation Sector Plan.
- ▶ Completed annual report card for Westside Parks and Recreation Master Plan.
- ▶ Update contracts for operation of Johnson-Bentley Memorial Aquatic Centre, Westside Seniors Centre, and Westside Youth Centre.
- ▶ Develop five year recreation programming master plan.
- ▶ Produce and distribute four seasonal recreation guides.
- ▶ Complete roof replacement at Webber Road Community Centre.

## Eastside Parks and Facilities

- ▶ Complete Philpott Trail project which was delayed by 2003 fire hazard park closure.
- ▶ Complete study of Joe Rich Hall heating, ventilation and air conditioning and implement recommendations.
- ▶ Complete Joe Rich Hall agreement with Joe Rich Ratepayers and Tenants Society.
- ▶ Complete paving of parking lot at Ellison Heritage School Centre in partnership with the Ellison Volunteer Fire Department.

## Geographic Information Systems

- ▶ Create a maintenance program for the Engineering Department to track streetlights, sewer lines and transit stops.
- ▶ Complete an operation review and strategic plan to provide direction for GIS program.
- ▶ Implement the immediate recommendations from the operation review and strategic plan which may include providing web-based access for staff to a variety of day-to-day GIS applications, commencing use of the RDID unique identifier index and improving documentation and directions for using GIS applications such as metadata (information about GIS data).



- Regional Growth Strategies
- Official Community Plans
- Environmental Planning
- Neighbourhood and Concept Plans
- Development Applications

## 2003 HIGHLIGHTS

### Planning Services Restructuring

▶ The operating structure of the Planning Services Department underwent a comprehensive review at the conclusion of 2003. The Planning and Environment Committee supported staff's recommendations to move the departmental structure to a team based approach for year 2004.

### Hillside Development Guidelines

▶ New Hillside Development Guidelines are being prepared in consultation with the Regional Environmental Advisory Committee, Advisory Planning Commissions and members of the development community. Once approved, guidelines may allow development on slopes greater than 30%, subject to the issuance of a Development Permit regulating road design, visual quality, hazard reduction, environmental protection, safety and erosion control measures.

### Westside Official Community Plan

▶ The first draft of the Westside Official Community Plan consisting of detailed policies and development permit guidelines is expected early in the New Year. By the end of 2003, after extensive public consultation, staff was completing the detailed objectives, policies, and development permit guidelines in preparation for the public release of the first draft.



Westside Population (incl. Reserves)	
YEAR	TOTAL
1981	15,000
2002	35,500
2023	+/- 50,000 Anticipated

## Environmental Planning

▶ One of the fastest growing areas of the province, the Central Okanagan places a priority on protecting the quality of our environment while managing growth and development. Highlights include:

▶ Completed mapping all watercourses and aquatic habitat for the Westside electoral area, using the Sensitive Habitat Inventory and Mapping inventory standards. The inventory focuses on detailed watercourse information and will lead to the long-term protection of our water quality and overall health of aquatic ecosystems.

▶ The Regional Stream Restoration Crew, in partnership with the City of Kelowna, completed several stream restoration and enhancement projects on McDougall, Smith, Bellevue and Mill Creeks as well as along Okanagan Lake.

▶ In partnership with the Engineering Department and the BC Ministry of Sustainable Resource Management initiated a strategic water resource management plan for the five community watersheds of the Westside - Peachland Creek, Trepanier, Powers, McDougall and Lambly Creek watersheds. When completed in early 2004, the plan will provide direction to future land use designations, water allocations, and operational decisions.

▶ Completed the Joe Rich Creek Channel Assessment with the cooperation of the Ministry of Transportation, City of Kelowna, Black Mountain Irrigation District, Riverside Forest Products Ltd., Gorman Bros. Lumber Ltd. and Ministry of Water, Land and Air Protection.

▶ The Central Okanagan Environmental Advisory Committee continued to advise and assist the Regional Board in the protection of our common natural heritage and to ensure that our communities are planned to provide for environmental sustainability and community health.

## Brochures

▶ Brochures for applications and application processes were developed to provide information in an understandable and useable way to applicants and the public

## Website

▶ Bylaws, applications and a layout for the website were developed in order to provide user-friendly access to information and bylaws.

## South Mount Boucherie Concept Development Plan

▶ This concept development plan project was concluded. An Official Community Plan amendment bylaw contains the site planning layout and considerations that were resolved, identifies outstanding items, and indicates the actions required to obtain further input and resolve those issues.

## Shannon Lake West Concept Development Plan

▶ The Terms of Reference were developed and background information compiled. The project was withdrawn at the wishes of the property owner involved.

## Westbank Town Centre Plan

▶ The Terms of Reference were developed. The project was delayed as other options for discussions with the Agricultural Land Commission were explored. In the fall of 2003 the Terms of Reference were updated and confirmed with both the Agricultural Land Commission and the Regional District. The project is now in its initial stages.

## Ellison Official Community Plan Review

▶ The draft Terms of Reference is complete. The project was delayed by the summer wildfire and the need to allocate staff to review wildfire hazard reduction methods in development approvals. The review of the Ellison Official Community Plan will begin early in 2004.

## 2004 HIGHLIGHTS

▶ Consideration of optional land use and servicing plans for “Goats Peak” neighbourhood of the Westside

▶ Work will commence on a “Smart Transit” strategy funded by Federation of Canadian Municipalities as a pilot project in the development of sustainable transit business plans.

▶ Planning Services Department will participate with the Westbank First Nation and provincial agencies in the review of the Network Road Plan for the Westside and ensure that future corridors will effectively link to the proposed new Highway 97 Okanagan Lake bridge.

▶ Finalize the development approvals manual initiated in 2003.

▶ Finalize the Westside Official Community Plan review.

▶ Conclude the Ellison Official Community Plan Review initiated in 2003.

▶ Continue mapping watercourses and ecosystem habitat in electoral areas, using the *Sensitive Ecosystem Inventory* and *Sensitive Habitat Inventory and Mapping standards*.

▶ Continue to work with local stewardship groups on stream restoration projects and support community stewardship initiatives.

▶ Continue to promote our *Storm Drain Marking Kits* in partnership with the City of Kelowna, the Okanagan Nation Fisheries Commission and Cloverdale Paint.

▶ Publish the *Sensitive Ecosystems Inventory*.

▶ Publish the Westside *Sensitive Habitat Inventory and Mapping* report.



Building Permits  
and Inspections  
Dog Control  
Services  
Weed and Insect  
Control  
Bylaw Enforcement  
Business Licenses

## 2003 HIGHLIGHTS

- ▶ Maintained service levels in the building inspection area by employing an additional building inspector to help manage the increased service demand caused by increased construction levels in the community.

- ▶ Continued to microfilm additional completed files to protect records.

- ▶ Developed dog control policy amendments that were adopted by the board and area municipalities that created a seamless dog control service in the area. Stricter regulations for dangerous dogs were also implemented.

- ▶ Continued to work with the City of Kelowna to develop policies for problems with trees and other vegetation.

- ▶ Developed a new service for Prohibited Animal Control for the Westside Electoral Area, District of Peachland and the City of Kelowna.

- ▶ Commenced a project to determine methods for preventing wildfire disasters in our communities.

- ▶ Incorporated wireless technology into dog control bylaw enforcement.



## 2004 HIGHLIGHTS

- ▶ Employ an additional building inspector to help maintain service to an area that is experiencing continued increasing construction activity.

- ▶ Complete the study and recommendations to area local governments about methods to prevent future wildfire disasters in our communities.

- ▶ Continue to microfilm completed building permit files.

- ▶ Review building bylaw and inspections policies and procedures.

- ▶ Work with the Dog Advisory Committee to ensure that dog regulations continue to be appropriate for the challenges presented by the management of dog control issues.

- ▶ Incorporate wireless technology into building inspection/bylaw enforcement procedures.

- ▶ Continue to provide inspection services to the public in a timely, fair and cost effective manner.

2003 Building Statistics		Inspection Services Statistics	
Building Permit Value, All Permits	\$72,621,212	Bylaw Violation Complaints	184
Building Permits Issued	998	Untidy/Unsightly Complaints	274
Single Family Dwellings	376	Weed Complaints	326
Mobile Homes	28	Weed Orders Issued	394
Two Family Dwellings	63	Weeds Cut by Contractor	40
Multiple Family Dwellings	63	Insect Complaints	96
Commercial Permits Issued	24	Business Licenses Issued	742
Industrial Permits Issued	28	Dogs Licensed	8,793
Institutional Permits Issued	9	Dog Complaints	3,151
		Dogs Impounded	1,229
		Dogs Euthanized	306
		Dog Bylaw Violation Tickets	367
		Line of Vision/Nuisance Tree Complaints	165

## 2003 HIGHLIGHTS

- ▶ Prepared a Staff Development Policy for approval of the Regional Board.
- ▶ Assisted with the personnel needs of the Emergency Operations Centre.
- ▶ Completed renovations to the Human Resources Department in order to improve staff confidentiality.
- ▶ Organized and ran a Referendum into the expansion of the Mount Boucherie Community Centre.



- ▶ Implemented a new orientation process for new employees of the Regional District.
- ▶ Came to a tentative agreement with the RCMP as to future staffing levels for the 911 service.



Labour Relations  
Employee Health and Safety  
Freedom of Information  
Risk Management  
Information Systems  
Emergency Disaster Plan  
Victim Witness Services  
Crime Prevention  
Crime Stoppers  
911 Emergency

## 2004 HIGHLIGHTS

- ▶ Implement the Staff Development Policy.
- ▶ Negotiate the renewal of a collective agreement with SARDCO (Staff Association Regional District of Central Okanagan).
  - ▶ Complete a study into the feasibility of a joint fire dispatch centre.
  - ▶ Present a formal offer and complete the purchase of public properties on the Westside.
  - ▶ Implement digital file management protocol.
  - ▶ Run a "Blackberry" trial.



## 2003 HIGHLIGHTS

### Business Retention

Business Retention  
and Attraction  
Resource Library  
Economic and  
Demographic  
Information  
Business  
Facilitation

▶ EDC's **Business Retention and Expansion Program**, EDC's core program for 2003, resulted in 190 on-site business visitations and follow-up assistance provided to approximately 70% of those companies. The BRE has also enabled EDC to identify common issues impacting Central Okanagan businesses, assess the performance and relevancy of the EDC and identify new business opportunities in the Region. The results of the program were regularly communicated to the media and other organizations providing assistance to business.

▶ Produced the first EDC **business directory**, *100 Reasons to do Business in Kelowna and the Okanagan Valley*, which profiles companies interested in expanding their market beyond the Okanagan. The directory is a key vehicle for promoting the valley at trade events and responding to outside requests for information about the business community.

▶ EDC took a lead role in determining the financial impact of the **Okanagan Mountain Park Fire** by surveying Central Okanagan businesses in a timely manner during the first two weeks of September. The survey identified the types of companies most affected by the fire and provided a rationale for the fire impact cost estimate to the business community as a whole. This information was presented to government from the municipal to the federal level in order to identify specific forms of assistance.

▶ Formed EDC's first **Business Advisory Board**, consisting of volunteers from the business community willing to provide guidance and advisement to local businesses under the EDC banner.

▶ Developed the foundation for a **Partners Program** aimed at providing a welcoming environment for employees new to the Region and their spouses/partners in an effort to retain skilled employees.

▶ Continued to provide support to a group of former **Western Star Suppliers** in conjunction with the Industrial Adjustment Service. There has been a 72% increase in employment

from firms that have participated in this program.

▶ Re-designed the **EDC website** with a new domain name – *investkelowna.com* – providing a wider range of information about the Region in a more user-friendly manner.

▶ Completed the template design for **EDC's first online newsletter** to be launched in January, 2004.

### Business Attraction

▶ Responded to more than 8,000 walk-in, phone, mail and email **inquiries into the EDC office**.

▶ EDC worked closely with a number of new arriving companies to the Okanagan primarily in the manufacturing, service and technology sectors prior to their decision to locate in the Central Okanagan. As well, EDC provided **consultation and guidance** to a wide range of clients from individuals looking to start a business in the Okanagan, to larger companies and a number of call centre delegations.

▶ Marketed the Okanagan at **major international trade shows** including CORENET, the premier site location and real estate show; cdExpo and COMDEX, major technology shows, and the Annual Winter Meeting of the International Council of Shopping Centers (ICSC)

▶ Worked extensively with **Kelowna Airport** seeking out year round Toronto service and using the Airport as a marketing asset in selling the Okanagan story

▶ Completed the first phase of a program to ensure **consistent branding** of the Kelowna and the Okanagan Valley through the formation of a marketing committee that will work closely with such organizations as the Kelowna Chamber of Commerce and Tourism Kelowna.

**Continued to increased EDC's profile** both inside of and outside of the Central Okanagan. Kelowna and the Central Okanagan was profiled as "open for business" on Garth Turner's Investor Television aired on Global, Prime and Canadian Learning Channel in November, and profiled in a week long in-depth series of articles in the Vancouver Sun. Canadian Business declared

Kelowna the best place for business in British Columbia in its October issue. Continued weekly radio program with Dave Pears on CKOV and monthly appearance on the station's *Let's Talk About It*, as well as bi-monthly columns in the Okanagan Business Journal. The EDC also made presentations on the local economy and what EDC is all about at more than 40 events throughout the year.

- ▶ Provided ongoing support to the **Okanagan Film Commission** in its efforts to market the Okanagan as a potential film production location and build essential infrastructure, including opening a film production studio in Kelowna.

- ▶ Worked closely with **Okanagan University College** to help it establish full university status, and develop an International Students Program as a means of marketing the Okanagan.

## Facilitation

- ▶ Partnered with the Okanagan Science and Technology Council to **interview 100 high technology firms** on the opportunities, challenges and changes associated with the Okanagan High technology sector, an update of the original 2001 study.

- ▶ Provided representation on the newly formed **Olympic 2010 Committee** to draw attention to the economic opportunities for local businesses associated with the upcoming event.

- ▶ Continued to support the **Young Entrepreneur's Program** and the **Kelowna and Westbank Business Excellence Awards**.

## 2004 HIGHLIGHTS

- ▶ Building on the success of the Business Retention and Expansion program to date, EDC will continue to survey and visit with Central Okanagan companies and provide appropriate follow-up assistance. Companies in the Agriculture, Manufacturing, Retail/Service and Tourism sectors will be included, and a specific survey of Downtown Kelowna businesses will be

conducted in conjunction with the Downtown Kelowna Association. The information gathered will provide the basis for a second Business Opportunities directory.

- ▶ With the completion of Cluster Analysis through the Okanagan Innovation Forum in early 2004, EDC's expects to shape its key business attraction activities around the outcomes. As well, we will focus on suppliers to our existing manufacturing base to seek relocations to the Central Okanagan. We will also promote the Region's cost competitiveness with the release of the KPMG Competitive Analysis in which Kelowna will be compared to 116 other communities around the world.

- ▶ Explore and develop **new retail opportunities for Peachland** and the Westside through a Retail Analysis that will identify consumer needs and unmet opportunities in these areas. Retail opportunities in Peachland, Westside and Lake Country will also be promoted through EDC's participation at the International Council of Shopping Centers Annual Winter Meeting

- ▶ Partner with Agricultural Advisory Committees in the valley to create an expanded **direct Farm Market Tour** program to highlight what farms are doing to promote direct farm market sales.

- ▶ Based on the interest shown by a number of local manufacturing and technology companies at an Export Café in 2003, identify opportunities to continue to bring such companies together to share experiences, opportunities and knowledge related to export development.

- ▶ Implement the Partners Program created in 2003 aimed at retaining skilled employees by holding quarterly meetings for newcomers to the area.



## Program Description

Crime Stoppers is the most successful community based Crime Fighting program in the world. There are more than 40 Crime Stopper Program in the Province of B.C. The Central Okanagan Crime Stoppers Program was recently recognized as the "Most Productive Program in B.C."

## 2003 HIGHLIGHTS

▶ Central Okanagan Crime Stoppers reached another significant milestone when we received the 10,000th tip on the Crime Stoppers Tips Line 1-800-222-TIPS (8477).

▶ Central Okanagan Crime Stoppers and six of our Media Partners received first place awards from BC Crime Stoppers for various media programs during the year:

- 99.9 Sun FM for Best Radio P.S.A.'s for Student Crime Stoppers Anti-Drugs and Anti-Bullying
- CHBC-TV for Best T.V. Crime Reenactment.
- The Daily Courier Best Print P.S.A. for weekly feature of "MugShots"
- The Capital News Best weekly article for "Crimes of the Week"
- CKOV Radio for Best Support of Crime Stoppers for continuous features: Hot Cars, Crime of Week, and Promotions for Tips Line.
- Powerhouseprint Media consultants for the production of the Central Okanagan Crime Stoppers magazine.

▶ At the recent Crime Stoppers International Training conference in Melbourne Australia, The Central Okanagan Crime Stoppers Program and Media Partners received three first place awards:

- CHBC-TV for Best T.V. Promotion for the Central Okanagan Crime Stoppers Annual Community Fund Raising Golf Tournament. CHBC-TV also took a second place for the feature on the Central Okanagan Crime Stoppers 15th Anniversary.

- Powerhouseprint Media Consultants first place for the Central Okanagan Crime Stoppers magazine.
- 99.9 Sun FM Best Radio Public Service Announcement for Student Crime Stoppers Anti-Drugs, Anti-Bullying

## 2004 HIGHLIGHTS

- ▶ Further develop the Partnership with the R.C.M.P. School Liaison Officers, Student Crime Stoppers, Drug Free Zones.
- ▶ Engage R.C.M.P. Auxiliary Police officers in the Drug Free Zones.
- ▶ Work with School District Safe School Committee.
- ▶ Develop School District "Student" Safe School Committees.
- ▶ Community Fund Raising Events:
  - The 7th Annual Crime Stoppers Golf Tournament June 25th
  - The 6th Annual Crime Stoppers Dinner and Auction Jan 31st.

## 2003 Statistics

800 tips - up 8% from last year
40 wanted persons arrested - down 20%
102 cases cleared - up 21%
\$1 million in drugs seized - down 175%
\$63,050 in property recovered - down 253%



## 2003 HIGHLIGHTS

► May 2-4th the Central Okanagan hosted the 7th Annual Citizens Patrol Training Symposium at OUC attracting 180 delegates from all over the province. The symposium has become well know throughout the province for providing a wide variety of seminars and workshops to volunteer groups.



► July 2003 edition of the BC Crime Prevention Magazine featured the Central Okanagan Speed Watch Program, including pictures of the volunteers on the job.

► This past year the RCMP moved the Westside Community Policing Office up the street to a new and more serviceable building. There are now over 30 police officers working out of this facility with the continued assistance and dedication of 27 volunteers. The old building is being utilized for RCMP storage, and as the base of operations for the Westside Citizens Patrol. The Citizens Patrol volunteers repainted, re-carpeted, and installed some new siding on the face of the building

► Sept. 25-27th the 25th Annual BC Crime Prevention Association Symposium was hosted in Kelowna at the Grand Okanagan Resort with more than 450 delegates attending. This conference is the foremost training symposium in Western Canada attracting police officers, crime prevention and community policing professionals, as well as a wide variety of community agencies and volunteers from Canada, the United States, and England. The hard work and dedication by our local community policing volunteers helped make this Symposium one of the most successful in recent years. One of the highlights of the symposium is the Solicitor General Community Safety and Crime Prevention Awards. This year we are quite proud that two awards came to the Central Okanagan:

- The Provincial Community Crime Prevention and Safety Award was presented to the Westside Citizens Patrol Society for its 20 years of exemplary leadership in this area.
- The Interior/Kootenay Volunteer award was presented to Mina Jean Smith of Peachland. Mina Jean is the volunteer manager for the Peachland Community Policing Office as well as the Peachland Citizens patrol. Mina Jean has made the outstanding contribution of 33 years of volunteer service in a variety of capacities helping make Peachland a safer place to live.

Community Policing  
Regional Citizens  
Patrol  
Crime Prevention  
Presentations  
Assistance for  
Community  
Groups and  
Businesses  
Volunteer Services  
Auto Crime  
Prevention  
Speed Watch  
Program



## Program Description

Our police-based victim services program provides emotional support and practical information to victims of crime or trauma (sudden death, suicide, fatal motor vehicle accidents, and disasters) in the Kelowna detachment policing areas (including Lake Country). Our goals include reducing the overall impact of victimization and assisting clients with matters relating to the criminal justice system.

## 2003 Statistics

Volunteer Hours	3546
Active Caseload	1635
Brief Service Contacts	458
Crisis Call-Outs	60
Crime Victim Assistance Program Forms (since June)	41
Victim Impact Statement Forms (since June)	5
Domestic Violence Emergency Response Alarms	2

## 2003 HIGHLIGHTS



▶ We received an increase in funding for the Kelowna Detachment policing areas and Lake Country satellite office due to the new funding formula set out by the Ministry of Public Safety and Solicitor General.

▶ One of our V.S. volunteers has committed to work Thursday mornings at the Victim Services office in the Lake Country RCMP satellite office.

▶ A part-time assistant coordinator was hired and started in the position on April 1.

▶ Ten new people were recruited, trained, and security cleared bringing our year-end total to 29 volunteers.



▶ We continued to work with our community partners to ensure an appropriate delivery of service when working one on one with clients or providing services in a community response such as participating on panels for the Youth Suicide Awareness Forum and Coping with Public Tragedy forum.

▶ School District No. 23 provided Victim Services with training in Critical Incident Stress Management through the Justice Institute and continues to partner with us in our Critical Incident Stress Management committee.

▶ We had the Victims of Crime Act and Victim Services phone number printed on the back of RCMP business cards.

▶ Our involvement during the Okanagan Mountain Park Fire included a variety of tasks and duties from the beginning of the evacuations to our role in the Recovery Center and the Unmet Needs Committee. Program staff, volunteers, and an additional four Victim Services workers from the Lower Mainland provided assistance.

▶ Victim Services provided emotional and practical support services, referrals, and written information at the Reception Centers that included daily check-ins with the RCMP at the Emergency Operations Center and Emergency Social Services. In addition, we assisted two psychologists who were at the Emergency Operations Center to formulate a plan for the notification of homeowners who lost their homes.

▶ Victim Services attended two invitation-only community meetings for affected homeowners at Trinity Baptist Church providing crisis and non-crisis intervention and we worked with others from our community to provide the best possible services during these difficult situations. Sometimes it meant just listening, letting those

affected know someone cared, providing a shoulder to cry on, problem solving, or making a few phone calls to family members for individuals who felt uncomfortable doing so. Overall we provided choice and hope. We let our community know there will be assistance to those affected whether it is needed immediately, in the short term, mid term or long term.

- ▶ Victim Services also helped with the various bus tours where families were taken back into their neighborhoods after the devastation providing support and information regarding stress and reactions to trauma.

- ▶ We set up an information booth at Skyreach Place to provide emotional and practical assistance, referrals, literature, and teddy bears to children or others affected by the fire.



PHOTO COURTESY EVAN BATKE

- ▶ During our involvement, Victim Services provided 700 teddy bears, 20 trauma blankets, and 125 gyro rings.

- ▶ Staff and volunteers marched in the Celebrate Kelowna Parade to show support and ongoing commitment to our community.

- ▶ We continue to assist the City Recovery Center with additional staff and volunteer support while actively participating on the Unmet Needs Committee.



PHOTO COURTESY EVAN BATKE

- ▶ Our extensive involvement with this event would not have been possible without the relationships we have established in our community and the continued support we receive from the Regional District of Central Okanagan, City of Kelowna, RCMP, Emergency Social Services, and the many other service providers and professionals we work with in our community.

## 2004 HIGHLIGHTS

- ▶ To increase program usage regarding court support services. This includes assisting with victim impact statements, court orientation, and court attendance.

- ▶ Increase self referrals

- ▶ Increase service delivery hours with staff and supervised volunteers.

- ▶ Establish protocols with other victim serving agencies

- ▶ Ongoing training with victim issues and victim services response.



The Regional Emergency Plan is coordinated by the City of Kelowna Fire Department on behalf of the Regional District, the City of Kelowna, the District of Lake Country and the District of Peachland. The Plan makes provisions for the community in the event of any emergency such as flooding, forest fires, airplane crashes or other catastrophes.

Officials from each member municipality, including the Regional District, RCMP, fire departments, BC Ambulance, Interior Health Authority, School District No. 23, public works, transportation, communications and emergency social services volunteers meet and practice the plan, which also includes activating the Emergency Operations Centre (EOC) in the main Kelowna fire hall.

After years of tabletop exercises, mock disasters and small field operations, the Regional Emergency Response Plan was put to its most challenging test in 2003 with response to the



Okanagan Mountain Provincial Park forest fire. During the summer, the fire spread across the south slopes and inside the boundaries of the Regional District and City of Kelowna. While a valiant fight was waged against what became known as “the fiery

dragon”, in the end, 238 homes were lost. However, no lives were lost and no serious injuries were suffered through the three-week firefight. In fact, the hundreds of professionals and volunteers who carried out the plan in the



PHOTO COURTESY EVAN BATKE

field, were part of the second largest peacetime evacuation in Canadian history, with up to 30,000 residents forced from their homes by the ever menacing fire. When the threat passed, they were allowed to return in an orderly manner. The Emergency Plan also takes into consideration the Recovery Effort, which is underway and will be perhaps for a year or more. Since the fire, all involved with the regional response have been de-briefed and their suggestions for improving the Plan have been put into place. This will ensure through continued practice (or in the event it's needed to deal with another emergency) that the citizens of the Central Okanagan can count on a quick, efficient and effective unified response.





