

annual report 2004

nurturing growth, fostering lifestyle



Our Mission Statement



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“The Regional District of Central Okanagan will provide effective and efficient services that meet the needs of our citizens, in a manner that nurtures growth, opportunities, and prosperity while maintaining and enhancing the unique Central Okanagan lifestyle and environment.”

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 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 dog control and recycling, 9-1-1, Regional Parks and the Emergency Response Plan for the Central Okanagan.

The Regional District Board of Directors is made up of 11 elected and appointed representatives from the Electoral Areas and the participating municipal government partners. The Board meets every two weeks to provide guidance in managing the various programs, services and issues that arise as part of local governance.



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Robert Hobson



Robert Hobson
Chairperson

2004 was a year when we were again reminded of our dependence on the natural environment in the Central Okanagan.

We began the process of recovery from the 2003 Okanagan Mountain Provincial Park fire. A highlight was the reopening of a portion of Bertram Creek Regional Park, which had been badly damaged. The Parks Department worked with Human Resources Development Canada in creating the Fuel Modification and Trail Building crews to reduce the fire fuel hazards in our Regional Parks. Our Regional Emergency Program has reviewed our policies with respect to disasters.

This was also a year in which water supply became a critical issue. The Region partnered with the Ministry of Sustainable Resource Management to complete the Trepanier Landscape Unit Water Management Plan, which looks at our ability to provide adequate water supplies in light of growth projections for the Westside. The study revealed a potential shortfall in meeting the future demand for water. The Regional Board supports working with other water purveyors and stakeholders in efforts to conserve and preserve our shared resource, while working to identify and develop new water sources to meet the needs of a growing region and to ensure a sustainable supply for agriculture and fisheries. The Regional Board also supported initiatives by the Okanagan Partnership and Okanagan Basin Water Board to improve management of water throughout the Okanagan valley.

The Regional District continues to pursue its sustainability goals. We will move ahead with plans to expand community sewer services on the Westside. The Regional Air Quality Committee has made a number of strides in protecting the air that we breathe. The highly successful Woodstove Exchange program, which began in the Central Okanagan, is being viewed as a model for larger province-wide program. As well, the Agricultural Chipping program has given fruit growers a viable alternative to burning their prunings. And the three valley Regional Districts have signed a Memorandum of Understanding to participate in a cooperative effort on air quality issues.

On the transportation front, 2004 saw several achievements. After extensive discussions, the Provincial Government has agreed to identify the route of the proposed Central Okanagan Bypass, which will provide a future alternative to the Highway 97 corridor. The Regional Transportation Committee has undertaken a “Smart Transit” program, aimed at improving the use of alternative transportation and reducing our dependence on our vehicles. And of course, we are anticipating the start of construction of the new bridge across Okanagan Lake.

The year ahead will no doubt provide some interesting challenges as the Regional District and other local governments work to deliver an increasing range of services and programs in a cost effective and efficient manner, to an ever growing and diverse community. Your Regional Board, along with the staff and management of the Regional District will continue to look forward and plan for the future, with the goal of improving the quality of life we enjoy throughout the Central Okanagan.

...the Provincial Government has agreed to identify the route of the proposed Central Okanagan Bypass, ... the Highway 97 corridor.

Wayne d'Easum



2004 has been a year of rebirth and renewal throughout the entire Regional District. Not only were many of those homeowners who were affected by the 2003 firestorm able to make new starts, but also with the intense effort of staff, contractors and generous donors, we were able to celebrate the re-opening of the fire-ravaged Bertram Creek Regional Park.

The year has also seen a continuation of growth as the Central Okanagan remains a desirable place to live, work and play. The Regional District continues to keep pace while carefully planning for the future. An additional Building Inspector was hired to keep up with the steady demand for permits. Our Planning Services staff has consolidated the former Official Community Plans for Lakeview and Westbank into a new Westside Official Community Plan that's designed to guide land use decisions for the next decade. Work continues on an updated Official Community Plan for those living and working in the Ellison area and it's hoped that early in 2005 it will be ready for consideration by the Regional Board.

During 2004, the Engineering Services Department saw the formation of one service area for street-lighting on the Westside and completion of two roadwork projects: the Okanagan Connector on-off ramp for residents of the Trepanier area and along with local developers, Westlake Road was upgraded. Staff continues preparing for the expansion of sewer services in both the Lakeview Heights and Glenrosa areas. The Regional Waste Reduction Office made further inroads during 2004 in curtailing the amount of waste heading to our landfills by extending the ban on paper and for the first time, coloured plastics are now accepted at the recycling depots.

...with intense effort of staff, contractors and generous donors, we were able to celebrate the re-opening of the fire-ravaged Bertram Creek Regional Park.

Another highlight of 2004 was the updating of the Regional District website. It's an increasingly valuable method of providing information about our programs and services and is accessible whenever residents or businesses need it. As well our new website provides customers with a secure system for reviewing their accounts, allowing them to make financial transactions with the Regional District on-line, outside of our regular office hours.



I'm extremely proud of the dedication and assistance provided by our staff at the Regional District. Our employees have provided a combined total of more than 1,200 years of service to residents of the Central Okanagan. We look forward to continuing that tradition of service for you in the years ahead.

Vital Statistics



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

POPULATION (Est.) 2004	
REGIONAL DISTRICT	162,555 *
WESTSIDE ELECTORAL AREA (INCLUDING IR'S)	37,693
ELLISON/JOE RICH ELECTORAL AREA (INCLUDING IR'S)	4,100
CITY OF KELOWNA (INCLUDING IR'S)	105,621
DISTRICT OF LAKE COUNTRY	10,064
DISTRICT OF PEACHLAND	5,077
HOUSEHOLDS	67,232 **
BUSINESSES	10,000 ***
AREA	2,956.3 SQ. KMS
RDCO EMPLOYEES (FULL, PART TIME, SEASONAL, CASUAL)	149

* SOURCE: BC STATS DECEMBER, 2004
 ** SOURCE: BC STATS JULY 1, 2004
 *** SOURCE: CENTRAL OKANAGAN ECONOMIC DEVELOPMENT COMMISSION

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 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.

2004 - 2005 Regional District Board Members

- | | |
|-----------------------------|---|
| Robert Hobson, Chair | Councilor, 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 | Councilor, City of Kelowna |
| Colin Day | Councilor, City of Kelowna |
| Sharon Shepherd | Councilor, City of Kelowna |

Harold Reay

Director



BUDGET AND FINANCIAL PLAN	2004	2005
GENERAL OPERATING/REVENUE FUND	\$37,268,965	\$37,005,885
GENERAL CAPITAL FUND	\$4,475,244	\$3,710,264



Director

Operations

- ▶ 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 budget and financial plan is adopted in March. Under the Local Government Act the Regional District provides five-year operational budgets as part of the budget process.



2004 Highlights

- ▶ Implemented "Virtual District Office" on RDCO website where clients can check information, transactions, account balances and make payments for utility billings and invoices. Suppliers will be able to view status of their invoices and when payments can be expected. Builders can request an inspection request for building permits.
- ▶ Upgraded financial software in the fall of 2004.
- ▶ Completed review of Geographic Information Systems and Computer Systems and presented a report to the Board to integrate these systems within one Department.
- ▶ Reviewed performance and efficiency measures within the Five Year Financial Plan.
- ▶ Review processes used for obtaining statistics.

2005 Initiatives

- ▶ Implement a new telephone and data network - Voice over IP.
- ▶ Automate land conveyance searches.
- ▶ Proceed with establishing an IS department in order to fully integrate our information systems.
- ▶ Review our Utility Billing process and systems.
- ▶ Implement Electronic Timesheets.
- ▶ Encourage Departments to utilize on line Purchase Orders to improve monitoring of expenditures.

Hilary Hettinga, P.Eng.



2004 Highlights

- ▶ Completed Stage Three, Phase One of the Casa Loma/Lakeview Sewer Service Area serving approximately 220 single-family residential lots in the Collens Hill Road area of Lakeview Heights. Total cost - \$2.6 million.
- ▶ Completed design of Stage Three, Phase Three of the Casa Loma/Lakeview Sewer Service Area that includes a collection system in the Anders Road area of Lakeview Heights and will service approximately 265 single-family residential lots.
- ▶ Completed design of Phase One and Phase Two of the Glenrosa Sewer Service Area that will include a collection system in the McIvor and Webber Road areas servicing approximately 250 single-family residential lots.
- ▶ Completed the Trepanier Bench Access Road in a partnership between the RDCO, Peachland and Ministry of Transportation. Total cost - \$800,000.



▶ Completed upgrade and re-alignment of approximately 1.2 kilometres of Westlake Road in partnership with local developers. This project included curb, gutter, sidewalks and drainage works. Total cost - \$875,000.

▶ Won Union of BC Municipalities Leadership and Innovation Award for RDCO/Westbank First Nation partnership on Casa Loma Sewer System Project.

▶ Completed upgrade of approximately 780 metres of Shannon Lake Road in partnership with local developers. This project included road widening, curb, gutter, sidewalks and drainage works. Total cost - \$450,000.

▶ The Regional District has experienced growth in many ways with our 2004 Mosquito Control Program. West Nile Virus has prompted a new Integrated Pest Management Program where we have successfully evolved with neighboring Cities, Provinces, States,

Heath Authorities and communities. Together with IHA and our Communications team we have and will continue to educate and protect the public with methods of reducing breeding sites and educational programs about the West Nile Virus.

▶ 2004 has been another challenging year at the treatment plant with rapid expansion of the collection system throughout the entire region. Major expansion plans have begun with critical equipment being ordered and installed ahead of main construction contracts.

▶ As of November 1, 2004 the Regional District has taken over the Sunnyside Water system bringing to eight, the number of water systems it operates. Major development is occurring throughout the West Kelowna Estates area water system and will continue well into the future.

▶ Establish RDCO Fire Prevention Bylaw.

▶ Complete construction of fire halls for the Wilsons Landing and North Westside Road Volunteer Fire Departments.

Major development is occurring throughout the West Kelowna Estates area water system and will continue well into the future.



- ▶ Petition and receive support to expand the Ellison Fire Protection District into a portion of the Upper Ellison area.
- ▶ Commence construction of a fire storage reservoir for the Brent Road community.

2005 Initiatives

- ▶ Complete extension of sidewalks at Rose Valley Elementary School to improve safety for students. Total cost estimated at \$40,000.
- ▶ Complete design of the Applegreen Court and Sussex Road sewer collection systems that will service approximately 110 single-family residential lots.
- ▶ Complete Stage Three, Phase Three of the Casa Loma/Lakeview Service Area sewer collection system in the Anders Road area of Lakeview Heights that will service approximately 265 single-family residential lots. Total estimated cost - \$2.6 million.
- ▶ Complete Phase One & Phase Two of the Glenrosa Sewer Service Area that includes a collection system in the McIvor and Webber Road areas servicing approximately 250 single-family residential lots. Total estimated cost - \$1.9 million.
- ▶ Complete design of Stage Three, Phase Five of the Casa



Loma/Lakeview Sewer Service Area that includes a collection system in the Montigny Road area of Lakeview Heights and will service approximately 200 residential lots. Total estimated cost - \$1.2 million.

- ▶ Enhance and expand the regional fire prevention and fire protection programs.
- ▶ Work with the Volunteer Fire Departments and Westside Fire Protection District to develop educational programs for fire safety in urban areas.
- ▶ Develop fire inspection programs for the rural areas.
- ▶ Develop a model for burning regulations for consideration by the Regional District and its member municipalities.
- ▶ Complete construction of the Brent Road fire storage and reservoir.
- ▶ Complete expansion of the Ellison Fire Protection Area boundaries.

Work with the Volunteer Fire Departments and Westside Fire Protection District to develop educational programs for fire safety in urban areas.

Carol Suhan



coordinating

2004 Highlights

- ▶ Received national Communities in Bloom Waste Management award for waste reduction programming and environmental education efforts.
- ▶ The garbage and recycling collection contracts were renewed until 2008 with OK Environmental Services and Waste Management of Canada. The two collection programs remain unchanged.
- ▶ In partnership with the Regional Districts of North Okanagan, Okanagan Similkameen and Thompson Nicola, a Disposal Alternatives Feasibility study was completed. The report concluded that the most feasible option for Okanagan garbage disposal in the long-term will be to export waste to the Thompson-Nicola region.
- ▶ After extensive research and stakeholder consultation, paper was added to the list of banned items at the Glenmore and Westside landfills. This ban will affect the commercial sector most significantly; education will be the focus of the ban until mid-2005.
- ▶ Yard waste collection continued to challenge the waste haulers with more than double the amount of material placed at the curb for collection than previous years. More than 3,800 tonnes were collected during the spring and fall collections. Approximately 3,000 tonnes of yard waste were dropped at the Glenmore and Westside Landfills for composting as well.
- ▶ The Blue Bag Curbside Recycling Collection program collected almost 10 percent more materials in 2004 than in 2003. Nearly 10,000 tonnes of recyclables were collected.
- ▶ Residents in the Central Okanagan can now recycle all household plastic containers. Although not collected in the Blue Bag program, coloured plastic containers can be dropped off at any of the four recycling depots.
- ▶ In conjunction with the North Okanagan and Okanagan Similkameen Regional Districts, organized a Demolition, Land Clearing and Construction (DLC) Waste Diversion Workshop. The input received from stakeholders is being used to develop a pilot project and an effective strategy to reduce DLC waste.
- ▶ Joint contracts with the Regional Districts of North Okanagan and Okanagan Similkameen, and the City of Kelowna were awarded for metal and drywall recycling collection. Significant savings and increased prices were realized by each jurisdiction.
- ▶ The 14th annual Hazardous Waste Round Up collected significantly more material in 2004 than any previous year, with almost 50,000 equivalent litres collected from 1,396 residents.
- ▶ Hosted second computer recycling event and collected more than 31 tonnes of computers and other e-waste for reuse or recycling.
- ▶ Illegal dumping remained static after a dramatic decrease in the last several years. In partnership with Integrated Career Opportunities, staff cleaned 43 reported sites and did regular maintenance clean-ups. Approximately 1,865 residents collected tonnes of litter from



After extensive research and stakeholder consultation, paper was added to the list of banned items at the Glenmore and Westside landfills.



our communities' roadways and parks during the Community Clean Up promotion.

- ▶ Co-hosted the fifth annual "Environmental Mind Grind" in April. Thirty-two 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, toured more than 500 students through the Metro Materials recycling processing plant.

- ▶ Continued to partner with Water Smart and Regional Parks to host Go Natural Garden Party composting and water conservation workshops. Twenty-four presentations were made to approximately 1,750 residents.

- ▶ Continued with business waste reduction education initiatives: free waste audits and recommendations for businesses, radio advertising campaigns and publication of a Commercial Recycling Directory and a monthly Wastewise@work newsletter. Staff helped coordinate

recycling programs for 42 businesses, including Kelowna General Hospital, and assisted 40 plus additional businesses.

- Invited to speak at RCBC and SWIMA conferences about the RDCO's innovative programs and social marketing strategies.



2005 Initiatives

- ▶ In 2004, Earth Tech Inc. was awarded the contract to revise the Solid Waste Management Plan. The provincially mandated plan revision will involve extensive public consultation and will focus on a number of important waste reduction issues. The plan will be used for strategic planning.

- ▶ Update the City of Kelowna's and Regional District's Solid Waste Management bylaws to strengthen definitions and other components, and to ensure bylaws are consistent between the two jurisdictions.

- ▶ Implement a DLC pilot project in the spring of 2005. The goals are to research the volume of building materials that can be easily diverted from landfills and discover the best incentives and disincentives for maximum diversion. A DLC tool kit will also be completed in early 2005.

- ▶ Investigate and implement recycling processing plant audits.

- ▶ Set-up commercial recycling depot at the Westside Landfill.

- ▶ Continue to work with other regional districts to coordinate efforts and maximize efficiencies. It is anticipated a joint chipping contract will be awarded in January, offering significant cost savings for participating regional districts and the City of Kelowna.

- ▶ An illegal dumping mapping function will be completed.

- ▶ Continue to develop and implement education programs to reduce waste in the community.

In 2004, Earth Tech Inc. was awarded the contract to revise the Solid Waste Management Plan.

Bill Vos



Director

Summary of Parks and Facilities

The Regional Parks and Recreation Department administers 28 Regional Parks including two campsites under contract with Ministry of Forests (1049 hectares), 101 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.

2004 Highlights

GRANTS AND DONATIONS

- ▶ Received a grant in the amount of \$470,175 from Human Resources Development Canada for 15 crew members and equipment to complete fuel modification and trail work.
- ▶ Received a Canada/BC Infrastructure grant in the amount of \$2 million for the construction of Mount Boucherie Phase 2 over 2005 and 2006.
- ▶ Received a Canada/BC Infrastructure grant in the amount of \$403,146 for the development of Gellatly Nut Farm Regional Park in 2005.
- ▶ Partnered with the Friends of Mission Creek to raise over \$1.4 million in grants and donations for the construction of Mission Creek Greenway Phase 2 in 2004 and 2005.
- ▶ Received a staff grant for summer students from Human Resources Development Canada for two summer students in the amount of \$4,200.

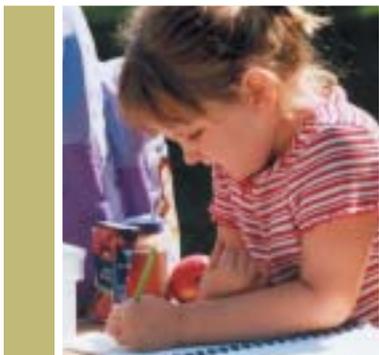
Completed fundraising in partnership with the Friends of Mission Creek raising more than \$1.4 million for Phase 2 of the Mission Creek Greenway

REGIONAL PARKS

All Central Okanagan residents contribute to the Regional Parks function.



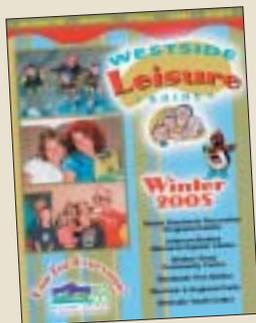
- ▶ Partnered with Central Okanagan Naturalists Club and the Central Okanagan Parks and Wildlife Trust for the grand opening of Robert Lake Regional Park.
- ▶ Completed fundraising campaign in partnership with the Friends of Mission Creek raising more than \$1.4 million for Phase 2 of the Mission Creek Greenway.
- ▶ Completed construction of three pedestrian bridges for Mission Creek Greenway Phase 2 and over 50% of the 9 km of trail.
- ▶ Attended or hosted 24 special events including the Environmental Mind Grind, Family Environment Day, Fisheries Awareness Day and the Gibson House Strawberry Tea.



- ▶ Produced and distributed two seasonal Regional Parks brochures.
- ▶ Wrote weekly article highlighting Regional Parks for Capital News from May to September.
- ▶ Completed agreement with Gellatly Nut Farm Society for operating and maintenance of the park.
- ▶ Hosted grand re-opening of Bertram Creek Regional Park after firestorm 2003.
- ▶ Completed fire restoration work at Bertram Creek and started at Cedar Mountain Regional Parks including timber removal and erosion control.
- ▶ Completed Wildfire Management Plan for Regional Parks and Westside Parks and directed a crew of fifteen grant employees to complete fuel modification projects in Regional Parks and Westside Parks.

WESTSIDE PARKS AND RECREATION

Residents in the Westside Electoral Area contribute to Westside Parks and Recreation.



- ▶ Produced and distributed four seasonal editions of the Westside Leisure Guide.
- ▶ Commenced Mount Boucherie Expansion Phase 2 including developing detailed concept plan, design and costing and starting excavation for the building and parking lot as per 2003 referendum.
- ▶ Developed Mount Boucherie Expansion Phase 3 Concept Plan.
- ▶ Hosted grand opening ceremony for Jonagold Park.
- ▶ Implemented new registration and facility booking system at Mount Boucherie.
- ▶ Continued youth programs with Boys and Girls Club at Gellatly Bay Aquatic Park.

- ▶ Continued to work with contractors at Johnson Bentley Memorial Aquatic Centre, Westside Seniors Centre, Webber Road Community Centre and the Westside Youth Centre to provide high quality recreation programming.
- ▶ Increased visits to the Westside Youth Centre by approximately 72% from 2003 with a total of 5,932 participants at the end of September.
- ▶ Completed a Westside recreation needs assessment in partnership with YMCA.
- ▶ Completed and implemented development cost charges bylaw for Westside Parks.
- ▶ Upgraded park entrance at Kinsmen Park in partnership with Kinsmen Club of Westbank.
- ▶ Initiated playground assessment and upgrade program for Westside parks and facilities.
- ▶ Hosted fifth annual Westside Family Winterfest with over 1,500 people attending.
- ▶ Completed Westbank Town Centre Recreation Facilities and Parks Master Plan.

Commenced Mount Boucherie Expansion Phase 2 including developing detailed concept plan, design and costing and starting excavation



- ▶ Updated contracts for operation of Johnson-Bentley Memorial Aquatic Centre, Westside Seniors Centre, and Westside Youth Centre.
- ▶ Initiated Westside Parks play days with seven well attended events for the first year.

EASTSIDE PARKS AND FACILITIES

Residents in Ellison/Joe Rich Electoral Area contribute to Eastside Parks and Facilities.

- ▶ Completed study of Joe Rich Hall heating, ventilation and air conditioning and started to implement recommendations.
- ▶ Completed public consultation for creation of a service area for Joe Rich Community Hall.
- ▶ Replaced fencing at Joe Rich Hall and arena.
- ▶ Completed paving of parking lot at Ellison Heritage School Centre in partnership with the Ellison Volunteer Fire Department.
- ▶ Upgraded irrigation system at Scotty Creek Park.
- ▶ Completed fuel modification project at Three Forks Park.

Completed paving of parking lot at Ellison Heritage School Centre in partnership with the Ellison Volunteer Fire Department

GEOGRAPHIC INFORMATION SYSTEMS

- ▶ Completed a GIS operational review and strategic action plan to provide direction for the GIS program.
- ▶ Customized and adapted GIS applications via intranet and internet including updating the formatting to match the corporate website, creating a new parks search, and simplifying several of the tools which are being used by the public.
 - ▶ Created a theme for all house address numbers which was added to the database.
 - ▶ Created a water distribution theme for Engineering including water infrastructure mapping for valves, pipes, hydrants etc.
 - ▶ Created a sewer theme for Engineering including pipe and manhole data.
 - ▶ Developed customized mapping for our four fire districts.
 - ▶ Cooperated with the City of Kelowna GIS department to establish a common municipal boundary between areas.
 - ▶ Commenced using the RDID unique identifier index.
- ▶ Supported Westside OCP with mapping products and analysis.
- ▶ Supported mosquito control program with website and mapping.





2005 Initiatives

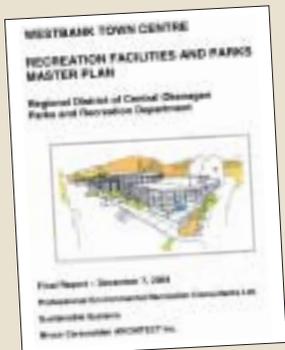
REGIONAL PARKS

- ▶ Complete construction of Mission Creek Greenway Phase 2 and host grand opening on May 1, 2005.
- ▶ Complete development of Scenic Canyon Regional Park and open in conjunction with opening of Mission Creek Greenway Phase 2.
- ▶ Complete Guinness Book of World Records tree-planting with school district and City of Kelowna to plant over \$120,000 trees simultaneously.
- ▶ Host the Green Legacy exhibit from the Canadian Museum of Nature at the EECO Centre from January to April.
- ▶ Produce and distribute the 2005 Regional Parks guide.
- ▶ Develop the Gellatly Nut Farm Regional Park for grand opening in Fall 2005.
- ▶ Complete Kalamoir Regional Park Master Plan.
- ▶ Secure and construct access from Casa Loma to Kalamoir Regional Park through Casa Loma Resort.
- ▶ Complete fire restoration at Cedar Mountain Regional Park including the removal of hazard trees and replanting of burned areas.
- ▶ Complete entrance sign and dedication for Coldham Regional Park.
- ▶ Implement recommendations from Wildfire Management Plan and continue fuel modification in interface areas.
- ▶ Complete Five Year Communication Plan for Regional and Eastside Parks.

Complete Guinness Book of World Records tree-planting with school district and City of Kelowna to plant over \$120,000 trees simultaneously

WESTSIDE PARKS AND RECREATION

- ▶ Implement “Your Community, Your Parks” program for neighbourhood park development.
- ▶ Implement “Playspace Partners” program for playground development in neighbourhood parks.
- ▶ Complete Gellatly Waterfront Master Plan and implement Gellatly Bay South Trail.
- ▶ Develop five year recreation programming strategic plan.
- ▶ Develop detailed design and feasibility study for proposed Westside seniors, youth, aquatic and fitness “Lifestyle Centre” at Johnson Bentley Memorial Aquatic Centre site.
- ▶ Start construction of Mount Boucherie Multiplex with completion of Phase 2 scheduled for spring 2006.





- ▶ Consult with stakeholders and complete detailed design of Mount Boucherie Expansion Phase 3.
- ▶ Expand Westside Parks play day program.
- ▶ Landscape development of Carate, Vineyard and Stonegate Community Parks.
- ▶ Host grand opening of Eain Lamont Park.
- ▶ Complete Five Year Communication Plan for Westside Parks and Recreation.
- ▶ Complete an Open Space Management Plan.

EASTSIDE PARKS AND FACILITIES

- ▶ Complete Joe Rich Hall agreement with Joe Rich Ratepayers and Tenants Society.
- ▶ Complete Joe Rich Community Hall Service Area Alternative Approval Process.
- ▶ Complete implementation of hall heating, ventilation and air conditioning study.
- ▶ Establish park play day program.

Working with the Planning Department and the Ministry of Agriculture to support a Regional Agriculture study

GEOGRAPHIC INFORMATION SYSTEMS

- ▶ Implement the immediate recommendations from the operation review and strategic plan which will include providing web-based access for staff to a variety of day-to-day use GIS applications, and improving documentation and directions for using GIS applications such as metadata (information about GIS data).
- ▶ Create a maintenance program for the Engineering Department to track streetlights and transit stops.
- ▶ Implement a spatial database engine which will revolutionize how all our spatial data is stored and accessed.
- ▶ Supporting Ellison OCP with mapping and analysis.
- ▶ Working with the Planning Department and the Ministry of Agriculture to support a Regional Agriculture study.
- ▶ Continue to support other departments with innovative GIS applications.
- ▶ Continue to support the mosquito control program with website and mapping.

Ken Arcuri



2004 Highlights

► The new Westside Official Community Plan (OCP) was completed and will replace the Westbank and Lakeview Official Community Plans early in 2005. Anticipating a continued high rate of growth in the Central Okanagan over the next 20 years, the new Community Plan identifies lands for community growth, provides for expansion of services to new neighbourhoods, supports additional employment opportunities on the Westside, renews efforts to develop a vibrant Westbank Town Centre, supports agricultural enterprises, and updates environmental policies. The Community Plan includes new Development Permit Areas to manage the forms of development close to watercourses, in areas of sensitive ecosystems, on hillsides, and in wildfire interface areas.

► A series of new development permit design guidelines were developed in conjunction with the new Westside OCP.

► The review and update of the Westbank Town Centre Strategic Plan is well underway, updating work that was done during 1998 to ensure a vibrant and healthy development of the Town Centre. The Terms of Reference were developed early in 2004 between the Regional District and Agricultural Land Commission.

► Two public information sessions were held as initial development began for the review of topics and goals associated with the updating of the Ellison Official Community Plan (OCP).

► The Planning and Environment Committee supported the Terms of Reference for development of an Agricultural Plan.

► The Regional District Planning and Engineering Services, in partnership with the BC Ministry of Sustainable Resource Management completed a strategic water resource management plan for the five community watersheds of the Westside – Peachland, Trepanier, Powers, McDougall and Lambly Creeks. When looking at population growth and climate change projections over the next 20 to 50 years, the Plan concluded that water conservation and expansion of supply would be required in the near future. Following recommendations of the Water Management Plan, the Regional District and other community water

purveyors on the Westside are working to establish a Joint Water Committee to oversee communication and water management coordination activities.

► A review of provincial streamside protection legislation began and the Regional District is participating, in order to make choices about the best options and most economical and effective procedures for stream protection in the Central Okanagan.

The review and update of the Westbank Town Centre Strategic Plan is well underway, ... to ensure a vibrant and healthy development of the Town Centre.





▶ In August, Dan Plamondon was hired as the new Deputy Director of Planning Services.

▶ Planning Services staff worked with property owners in three new neighbourhoods to begin planning for future land uses, development guidelines, infrastructure and servicing networks in the Shannon Lake West, Lower Glenrosa and Goats Peak Neighbourhoods. Background information was provided and the design teams are working on conceptual plans.

▶ Sensitive Habitat Inventory and Mapping Phase 1 (Westside OCP) and Phase 2 (Ellison OCP) were completed with funding provided by the Real Estate Foundation of BC and the Canadian Wildlife Service.

▶ Sensitive Ecosystem Inventory Volumes 1-3 is complete thanks to a joint effort between the Canadian Wildlife Service, Habitat Conservation Trust Fund, BC Conservation Data Centre and the Ministry of Sustainable Resource Management.

▶ Phase 1 fieldwork completed for the Okanagan Lake Foreshore Inventory project, supported by the City of Kelowna Environment Division, District of Lake Country, Ministry of Water Land and Air Protection, Fisheries and Oceans Canada and the BC Conservation Foundation.

▶ Phase 1 of the Joe Rich Stream Restoration project was completed as a 100-metre section of Whelan Creek was restored and protected. The project received the support of a property owner, the City of Kelowna Environment Division, Black Mountain Irrigation District, Riverside Forest Products, Gorman Brothers Lumber Ltd., Ministry of Transportation, Ministry of Water, Land and Air Protection, Fisheries and Oceans Canada and the Joe Rich Water Monitoring Committee.

▶ The Central Okanagan Post Fire Rehabilitation project was completed with the intention of protecting existing ecological and societal values and accelerating the recovery of terrestrial and aquatic habitat that was impacted by the Okanagan Mountain Provincial Park Forest Fire of 2003. This project was a joint effort between the City of Kelowna Environment Division and the Regional District Planning Services Department.

Phase 1 of the Joe Rich Stream Restoration project was completed as a 100-metre section of Whelan Creek was restored and protected.





2005 Initiatives

- ▶ Adoption of the new Westside Official Community Plan.
- ▶ The Westbank Town Centre Strategic Plan review is expected to conclude during the first few months of the year providing a stable and committed long-term platform for future land use decision making by both the Regional District and Agricultural Land Commission.
- ▶ A first draft of the updated Ellison Official Community Plan is expected for review and public input early in 2005.
- ▶ An Agricultural Plan for the Regional District will be developed in 2005. The purpose of an Agricultural Plan is to enhance the viability and potential of the agricultural sector in the Regional District by addressing farm viability issues arising from unrealized potential; diversification opportunities; urbanization conflicts; and competition for agricultural land. The Plan will first identify issues and opportunities, and then review options with the intention of providing long term support of agriculture. While it is recognized that there are a broad range of issues and jurisdictions that have an impact upon agriculture, the main focus of this Agricultural Plan will be on those issues that lie within the jurisdiction of the Regional District of Central Okanagan.
- ▶ Public Information Brochures will be reviewed and updated to reflect new bylaws and some changes in procedure for Planning Services.
- ▶ The Regional District of Central Okanagan has begun discussions with potential funding agencies to support a Water Management Plan for the Kelowna South Slopes, Mission Creek and Kelowna Creek watersheds. Upon commitment of financial resources, it is anticipated that this work will begin in 2005, following the success of the work done on the Westside.
- ▶ Conceptual Plans should be available early in the year for public presentation and community input into three new neighbourhoods: Shannon Lake West, Lower Glenrosa and Goats Peak.
- ▶ Sensitive Habitat Inventory and Mapping Phase 4 (North Westside OCP) will begin in the spring.
- ▶ Publication of completed Sensitive Habitat Inventory volumes anticipated along with a workshop introducing the Inventory to various stakeholders and the creation of a planning tool.
- ▶ Phase 2 of the Okanagan Lake Foreshore Inventory (Data Management) and publication of the final report.
- ▶ Completion of Phase 2 of the Joe Rich Stream Restoration project during the summer of 2005.
- ▶ Environmental Planning staff will continue to work with the City of Kelowna Environment Division and other stakeholders on local stream restoration and community initiative projects.

A first draft of the updated Ellison Official Community Plan is expected for review and public input early in 2005.

Kelly Roth



Director

Director

2004 Highlights

- ▶ Business Licensing requests, information and applications were put onto the updated RDCO website. Through the Virtual District Office function on the website, business owners can electronically apply and pay for their business license.
- ▶ Building permits applications can be downloaded from RDCO website. Builders can request an inspection electronically by using the website Virtual District Office function.
- ▶ Redirected business license program and significantly increased licensing compliance.
- ▶ Held a dog license renewal promotion in conjunction with license agents to increase early dog license renewals. The “Big Dog, Small dog, All dog Contest” resulted in significantly more early renewals of dog licenses and tags.
- ▶ Working with a grant from the Ministry of Agriculture, Fisheries and Food staff in the Noxious Weed Program participated in the Mayors Environmental Expo with the purpose to educate the public (specifically children) about noxious weeds. A new Mascot was utilized to help promote noxious weed control.
- ▶ An additional building inspector was employed to help with the workload associated with building permit and project activities.
- ▶ New communication technology has been incorporated (Blackberry) for all inspection department staff to facilitate easy secure communication at all times and increase efficiency and security for the users.

...staff in the Noxious Weed Program participated in the Mayors Environmental Expo with the purpose to educate the public... about noxious weeds.



▶ With the City of Kelowna, the requirements of the Nuisance Tree and Shrub Bylaw were clarified. This was particularly important in order to develop an appropriate response to burned trees left over from the Okanagan Mountain Park Fire.

▶ As a direct result of the Okanagan Mountain Park Fire increased awareness of hazards led to significant increases in the number of complaints from the public about weedy lots in neighborhoods. Staff were called upon to handle 25% more complaints and issued 69% more orders to deal with weedy lot issues.

▶ Staff managed several significant unsightly premise cleanups, a 2nd cleanup on a Highway 33 property in the City of Kelowna and large cleanup on a Fintry North property.

▶ With the Dog Advisory Committee a rack card was developed, printed and distributed into the community. This rack card contains much information about dog-related facilities in this area.



2005 Initiatives

- ▶ Anticipate and meet the needs of the building industry for permits and inspections and insure that plans checking and inspections are handled in a fair and timely manner.
- ▶ Adapt to the change in venue for Municipal Tickets prosecutions from the Bylaw court that has been the norm to regular Provincial Court.
- ▶ Continue to catch up with the backlog of microfilming required for completed Building Inspection files.
- ▶ Review the Noxious Weeds bylaw to ensure that the regulations are dealing appropriately with new housing projects that are being developed on steep hillsides.
- ▶ Anticipated change and educate Building Inspectors to the use of the new 2005 BC Building Code.
- ▶ Continue to provide inspection services and bylaw enforcement to the levels expected by the communities served.
- ▶ Assist in the costs of an improved telephone system to facilitate the call volume coming into the inspection services department.
- ▶ Work with the Dog Advisory Committee to develop educational materials for dog related issues.

Adapt to the change in venue for Municipal Tickets prosecutions from the Bylaw court that has been the norm to regular Provincial Court.

2004 BUILDING STATISTICS

BUILDING PERMIT VALUE, ALL PERMITS	\$70,757,281
BUILDING PERMITS ISSUED	1,014
SINGLE FAMILY DWELLINGS	284
MOBILE HOMES	20
TWO FAMILY DWELLINGS	60
MULTIPLE FAMILY DWELLINGS	50
COMMERCIAL PERMITS ISSUED	27
INDUSTRIAL PERMITS ISSUED	10
INSTITUTIONAL PERMITS ISSUED	8

2004 INSPECTION SERVICES STATISTICS

BYLAW VIOLATION COMPLAINTS	148
UNTIDY/UNSIGHTLY COMPLAINTS	369
WEED COMPLAINTS	413
WEED ORDERS ISSUED	665
WEEDS CUT BY CONTRACTOR	80
INSECT COMPLAINTS	63
BUSINESS LICENSES ISSUED	1,164
DOGS LICENSED	9,046
DOG COMPLAINTS	2,990
DOGS IMPOUNDED	1,186
DOGS EUTHANIZED	292
DOG BYLAW VIOLATION TICKETS	330
LINE OF VISION/NUISANCE TREE COMPLAINTS	297

Gary Leier



Director

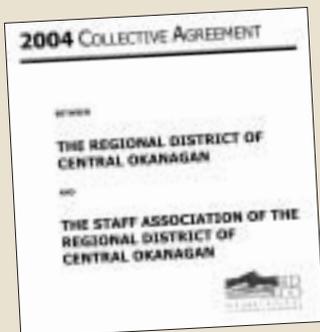
2004 Highlights

- ▶ Implemented the Staff Development Policy.
- ▶ Negotiated the renewal of a collective agreement with SARDCO (Staff Association Regional District of Central Okanagan).
- ▶ Ran public open houses that delivered public approval by alternative approval process for the purchase of land on the Westside.
- ▶ Completed the purchase of public properties on the Westside.
- ▶ Implemented the "Blackberry" program.
- ▶ Successfully facilitated the amalgamation of three additional Regional Districts into the SE Interior 911 Centre located in Kelowna.
- ▶ Conducted four Alternative Approval Processes to seek elector approval for:
 - Joint Venture/Trust Agreement for acquisition of McCulloch Lake Resort
 - Westside Regional Street lighting Service Area Establishment
 - Westside Land Purchase Service Area Establishment and Loan Authorization
 - Joe Rich Community Hall Service Area Establishment (in process).
- ▶ The Health & Safety Committee met monthly. The Committee conducted business meetings, site and facility audits and a parks safety review for the year.
- ▶ Consolidated Firefighter accident insurance into one policy.
- ▶ Responded to 23 Freedom of Information Requests.

Ran public open houses that delivered public approval by alternative approval process for the purchase of land on the Westside

2005 Highlights

- ▶ Conduct a "best" use analysis of the Pamela Road property.
- ▶ Conclude an agreement with the RCMP on the building and financing of a Westside detachment.
- ▶ Implement a tracking process for staff training.
- ▶ Assist departments to set up safety training for students, casuals and new hires.
- ▶ Continue supporting the Regional District's efforts on attracting and retaining quality staff.
- ▶ Host B.C. Intergovernmental Risk Management Forum in May, 2005.
- ▶ Conduct Regional District/School District #23 elections in November, 2005.



Robert Fine



2004 Highlights

Business Enhancement

► EDC's Business Enhancement and Expansion Program was again the core program for the Commission in 2004, with another 200 site visits conducted with Central Okanagan businesses. The information gathered from these visits since 2002 has confirmed common themes and issues to doing business in and from the Okanagan. Several strategic programs were initiated in 2004 to address these needs, with the work continuing into 2005.

► EDC partnered with such organizations as the Kelowna Chamber of Commerce and Community Futures to present informational programs in several topics where the need for information has been increasingly requested: The session "Hiring Mistakes Employers Make and How to Avoid Them" was delivered to approximately 25 companies on three occasions.

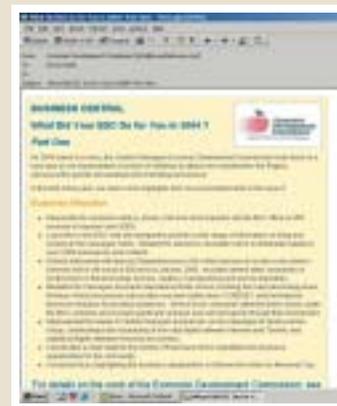
Early-stage exporting information was addressed through two networking events for manufacturers and an export-ready seminar attended by 30 people. Two presentations on business insurance each attracted 20 people. In addition, four Partners Program networking events were held for individuals new to the community and included speakers on such topics as networking, finding employment in the Okanagan, and developments in the cultural community.

► Provided input on behalf of the valley's manufacturing industry at three major conferences as part of the Canadian Manufacturers and Exporters Association's 20/20 initiative. Also worked with CME to demonstrate the value of supplier chain initiatives and lean manufacturing techniques to local companies.

► Produced the second annual edition of the EDC's business directory, "100 Reasons to do Business in Kelowna and the Okanagan Valley." The directory is used extensively at trade events outside the Valley and in responding to outside requests for information about the business community.

► Worked extensively with Northside Industries in the course of its management restructuring following Federal Signal's decision to sell the company. Since the buy-out, which enabled 170 local jobs to remain in place, EDC has continued to provide assistance to the company to help it identify new markets.

► Participated on the first Mayor's Task Force on Agriculture, an initiative with the District of Lake Country that involved 40 farm tours to identify barriers to sustainable farm enterprises and opportunities for innovative, value-added agriculture-related businesses. The program culminated in a successful two-day conference in November that brought together farmers and industry experts in a trade show environment.



Produced the second annual edition of the EDC's business directory, "100 Reasons to do Business in Kelowna and the Okanagan Valley."



Business Attraction

▶ Responded to more than 10,000 walk-in, phone, mail and email inquiries into the EDC Office, a 25% increase over 2003.



▶ Launched a new informational web site for EDC, which has enabled the Commission to provide a broader range of information on living and working the Okanagan Valley electronically. The EDC's ability to respond efficiently and effectively to a dramatically increased number of inquiries has also been improved with the distribution of an electronic newsletter distributed to more than 3,000 contacts weekly, and upgraded database management.

▶ Worked extensively with Marusa Marketing in their decision to locate a call centre in Kelowna, which will result in 600 jobs by January 2005. Assisted several other companies in choosing the Okanagan as a location in the technology, tourism, aviation, manufacturing and service industries.

▶ Marketed the Okanagan at several international trade shows such as the major technology show, Wireless World; CORENET, the premier site location and real estate show; the National Business Aviation Association tradeshow in Las Vegas. Various local companies attended these shows under the EDC umbrella at considerably less cost than they would have incurred on their own, resulting in appreciable sales and exposure for these businesses.

▶ EDC was among business, tourism and municipal government representatives on the Okanagan Air Service Action Group, which played a key role in the introduction of direct non-stop flights to Toronto, and other direct and additional flights to western Canada business centers.

▶ Coordinated a retail study for the District of Peachland that identified services residents felt are missing from the area and new retail opportunities.

▶ Conducted eight tours highlighting the business opportunities in Kelowna for visitors to Memorial Cup.

Launched a new ... web site for EDC, which has enabled the Commission to provide ... information on living and working the Okanagan



Business Facilitation

▶ EDC actively participated in the Okanagan Partnership Cluster sessions, providing input to the strategies and flagship initiatives aimed at sustaining long-term economic growth and a high quality of living in the Okanagan and Similkameen Valleys.

▶ Continued to work with the 2010 Olympic Games Committee to ensure local businesses are aware of, and act on opportunities available to them through the upcoming event.

▶ With UBC Okanagan becoming a formal entity, EDC provided direct input to the education and training needs of regional businesses through Executive Director Robert Fine’s appointment to UBC’s President’s Advisory Council, and representation by UBC and OUC on the EDC Board of Directors.

▶ Continued to support a range of programs and activities such including the Young Entrepreneur’s Program, the Westbank Business Excellence Awards, the Lake Country Business Excellence Awards and the first annual Silicon Vineyard Awards presented by the Okanagan Science and Technology Council.

▶ Hosted a tour and dinner at local wineries on two occasions for international students attending Okanagan University College to provide them with information on the community before they returned home.

Continued to work with the 2010 Olympic Games Committee to ensure local businesses are aware of ... opportunities available to them





2005 Initiatives

▶ EDC will continue with its core activities including responding to the regular phone, fax, e-mail and walk-in inquiries into the office and providing one-on-one consulting and advisement; working with companies seeking to locate in the Central Okanagan; regular updating of our website and Economic Profile, and participating in valley-wide initiatives and activities in partnership with other organizations and agencies.

▶ Building on the extensive information gathered through its Business Enhancement program, EDC will continue to survey and visit with Central Okanagan companies and provide appropriate follow-up assistance. New programs to address the needs of local businesses such as the Business in the Park series will be expanded in scope and location to bring their benefits of Okanagan-specific information to a broader range of companies.

▶ The flagship initiatives identified through the Okanagan Partnership will be woven throughout the EDC's 2005 Strategic Plan with a focus on sectors that drive the Central Okanagan economy. In addition, a dynamic branding strategy to attract foreign direct investment to the Okanagan will be implemented through an alliance of economic development offices in the North, Central and South Okanagan and the Okanagan Science and Technology Council (OSTEC).

▶ EDC's presence at international trade events to encourage new investment in the Okanagan will expand to include Expo 2005 in Nagoya Japan, just 30 minutes from Kasugai, Kelowna's sister city for a quarter century. A delegation of close to 100 people representing Kelowna's political, economic, cultural and educational fabric will be on hand to draw attention to Kelowna Day, April 1 and Kelowna's 100th birthday. EDC is spearheading the investment attraction and business development portion of the program in partnership with the Kelowna Chamber of Commerce and the Downtown Kelowna Association.

▶ Furthering connections with German investors will be done through translation of the EDC's website into German, hosting a delegation of high level individuals in the Okanagan in the spring of 2005, and participating for a second consecutive year at the annual CEBIT technology event in Germany.

▶ Marketing the Okanagan as an internationally competitive business location requires constant monitoring of the area's diverse industry groups and responding to inquiries with timely information. To this end, the third study to update information on the area's high technology will be conducted. The EDC will also participate once again in the KPMG Cost Competitive Study, which measures Kelowna's cost competitiveness as a place to do business to cities around the world.

EDC's presence at international trade events to encourage new investment in the Okanagan will expand to include Expo 2005 in Nagoya Japan

Bruce Baron



Program Description

Crime Stoppers is the most successful community based crime solving program in the world. The Central Okanagan Crime Stoppers program continues to be very successful by involving citizens in reporting knowledge of criminal activity while providing them with total anonymity and the possibility of a cash reward. They can do this with one call to the 1-800-222-TIPS (8477) phone line. For more information about the program visit our website, www.crimestoppers.net.



2004 Highlights

- ▶ The Diamond of success for Crime Stoppers is the strong partnerships with Public, Media, Sponsors and Public, which continued throughout the year.
- ▶ Crime Stoppers is in their Element, a Honda Element that is. Manse Binkley and Management team at Harmony Honda have long been strong supporters of Crime Stoppers in the Central Okanagan. In 2004 they extended their support by donating the use of a 2004 Honda Element for three years. The Element has been decaled and used by Crime Stoppers staff and volunteers for attending community events, conducting business for Crime Stoppers and providing good rolling advertising for the Crime Stoppers program.
- ▶ Partnership with Canada Post to reduce incidents of mail theft and vandalism.
- ▶ Whillis-Harding Agencies Western Financial Group has also continued to be very strong supports for Crime Stoppers and Crime Prevention through out the Central Okanagan. Whillis-Harding Agencies Western Financial Group has been the Title Sponsor for the Central Okanagan Crime Stoppers Community Fund Raising Golf Tournament for seven years and have committed to the Title Sponsor for another three years.

▶ Our Media Partners CHBC-TV, CKOV-630 AM, Power 104 FM, The Daily Courier, The Capital News, T.V. Outlook, Seniors Choice, Powerhouse Print Media Consultants, continue to support Crime Stoppers with significant coverage of Unsolved Crimes, Crime Re-enactments, MugShots features, and other features as required during the year.

... R.C.M.P. D.A.R.E program and two full time school liaison officers continue to support a safe community in the schools





▶ School District No. 23 Safe Schools committee, along with the R.C.M.P. D.A.R.E program and two full time school liaison officers continue to support a safe community in the schools throughout the Central Okanagan.

2005 Initiatives

- ▶ Continue operation and promotion of the most successful crime-fighting program in the world to make the Central Okanagan a safe place in which to live, work and play.
- ▶ Continue preparations for 20th anniversary of the program in the Central Okanagan during 2007.
- ▶ The 8th Annual Crime Stoppers Community Fund Raising golf tournament will be Friday June 24th, 2005 at the Kelowna Springs Golf Club.

The Mug\$hots program showed continued success in apprehending people wanted for arrest on outstanding warrants.

2004 Statistics

- ▶ 845 Tips were received on the Central Okanagan Crime Stoppers 1-800-222-TIPS (8477) phone line. These tips helped the R.C.M.P. clear 55 cases.
- ▶ The Mug\$hots program showed continued success in apprehending people wanted for arrest on outstanding warrants. The R.C.M.P. were able to make 45 arrests as result of Mug\$hots program. 20% of tips received were related to wanted persons.
- ▶ Drug offences accounted for 43% of all tips taken in 2004. The majority of the drug tips were about Marijuana Grow Operations or suspected Grow Operations and trafficking in Marijuana. 11% of the tips dealt with trafficking in cocaine.
- ▶ Thefts, Robberies, Possession of Stolen Property accounted for 11% of tips taken during the year.



Mike Cain



2004 Highlights

► May 1st & 2nd the Central Okanagan hosted the 8th Annual Citizens Patrol Training Symposium at OUC. ICBC and the Autoplan Brokers of the Southern Interior came on board as partners in hosting the symposium. This added partnership contributed significantly in attracting 230 delegates from all over the province. Our symposium was unparalleled in the Province of BC for the variety of workshops provided and the level of professional instruction that was offered. Delegates received instruction in:

- drug awareness
- tactical communications
- observation techniques
- emergency scene safety
- recognizing grow ops
- electrical safety
- stress management
- traffic re-direction
- notebook & court protocols
- Speed Watch and Auto Crime prevention strategies
- fire extinguisher training, patrol management.

Over 200 volunteers throughout the Regional District continue to staff a variety of community policing and crime prevention programs.

► 2004 saw two of our community policing groups achieve significant milestones: The Westside Citizens Patrol has been in service to the community since 1984, hitting the 20-year plateau, which is one of the oldest programs in the province. As well, the Peachland Community Policing Office doors have been open for 10-years providing the RCMP and citizens of Peachland with a convenient and friendly office in which to do business.

► Over 200 volunteers throughout the Regional District continue to staff a variety of community policing and crime prevention programs. These dedicated people gave more than 16,700 hours during the year to make our community a safer place in which to live. They volunteered for the following agencies and programs:

- Westside Citizens Patrol
- Westside Community Policing Office
- Peachland Citizens Patrol
- Peachland Community Policing Office
- Lake Country Citizens Patrol
- Neighbourhood Watch
- Child Identification
- Seniors Contact
- Speed Watch
- Auto Crime Prevention
- Ski Watch
- Annual Central Okanagan Citizens Patrol Symposium





▶ Kopje Park in Carrs Landing was host to the first annual summer BBQ for all the volunteers in the region as well as the City of Kelowna. Regional District Crime Prevention Coordinator Mike Cain along with the city Crime Prevention and Community Policing Coordinators and RCMP members did all the cooking and we are happy to report everyone survived and had a good time.

▶ The Crime Prevention Department now has its Volunteer Management Software program up and running. This computer program greatly enhances our ability to effectively manage our volunteer personnel records. Tracking of volunteer hours, training, assignments, recognition etc can be done in a much more efficient and timely fashion.

▶ The Crime Free Multi Housing Program has arrived in the Central Okanagan. This program is designed to assist the rental property community improve their standard of living by chasing the criminal element out of their community. The police, management, and the residents form a partnership to win the battle against crime, and to improve the quality of life of the residents.

The Crime Free Multi Housing Program ... is designed to assist the rental property community improve their standard of living



2005 Initiatives

▶ As in 2004, the Crime Prevention department will continue to offer workshops to the public and business throughout the Central Okanagan that cover topics such as:

- Senior's Safety Scams & Frauds
- Loss Prevention, Safety in the Workplace
- Robbery Prevention, and many others.

Cary Berger



The rights of the victims of crime were formally established in 1988 with the passing of provincial legislation. Victim-Witness Services became central to upholding those rights.

Victim-Witness Services provides emotional and practical support as well as information on the justice system. The Regional District of Central Okanagan/ RCMP Victim-Witness Services program also provides court support, including courthouse orientation and accompaniment. These services are provided free of charge to all victims and witnesses of any type of crime or trauma, regardless of race, ethnicity, religion, marital status, family status, physical or mental disability, gender, sexual orientation, political belief, or age.

Crime-related trauma can affect every aspect of one's life, inflicting an emotional, financial and physical drain, and Victim Services workers are dedicated to ensuring that those impacted are respected, supported and informed. A crime can be perpetrated within seconds but for victims of crime the healing process isn't that quick, Victim Services workers are committed to helping those impacted through the difficult transition towards reclaiming their lives.

A crime can be perpetrated within seconds but for victims of crime the healing process isn't that quick, ...



The Regional District of Central Okanagan/RCMP Victim Witness Services receives most referrals from the RCMP; however, self-referrals are always welcome. Offices are located at the Kelowna RCMP detachment, 350 Doyle Ave. and the Lake Country RCMP office, 3231 Berry Road. For more information please call Victim Services at (250) 470-6242. To find the Victim Services program nearest you call VictimLink toll free at 1-800-563-0808.

2004 STATISTICS

VOLUNTEER HOURS	3,956
ACTIVE CASELOAD	1,818
BRIEF SERVICE CONTACTS	406
CRISIS CALL-OUTS	94
CRIME VICTIM ASSISTANCE PROGRAM FORMS	129
VICTIM IMPACT STATEMENTS	8
DOMESTIC VIOLENCE EMERGENCY RESPONSE ALARMS	8
OTHER ASSISTANCE (INCLUDES COURT ACCOMPANIMENT, SAFETY CHECKS, ADMINISTRATION OF THE OFFENDER'S SENTENCE).	35



2004 Highlights

- ▶ Protocols were developed with our local Emergency Social Services program.
- ▶ Protocols are being developed with our local community based victim services program.
- ▶ As per the changes to our contract, we continue to deliver services as outlined in the provincial Victims of Crime Act.
- ▶ Volunteers and staff attend the Lake Country office on a regular basis.
- ▶ Two fourth year university students completed their three month practicum placements with our program. One student was from the University of Victoria; Social Work program while the other was completing a degree in Criminology through Simon Fraser University.
- ▶ We recruited, screened, and started training 13 new volunteers.
- ▶ A second part time assistant coordinator position was filled at the beginning of the year, along with a casual support worker position being filled shortly thereafter. Both staff persons were able to complete Module 1 Victim Services on-line training from the Ministry of Public Safety and Solicitor General.
- ▶ Staff attended various training workshops offered by the Ministry of Public Safety and Solicitor General. The training courses are all part of the new Victim Services certificate program which can be obtained through the Justice Institute of British Columbia. To date, the Ministry has been sponsoring paid staff to complete the courses in order to have certified Victim Services workers delivering services throughout the province.
- ▶ Volunteers and staff attended a full day RCMP sponsored training, Protective Measures: Working with Evacuees, held in Kamloops, B.C.
- ▶ Assisting with the Hein Rd clean up project by developing a survey for the residents, carrying out the survey, and volunteering at the clean up day.
- ▶ Increased attendance at the Kelowna RCMP Detachment Watch briefings.
- ▶ Working on various community committees, providing presentations to the community at large and to the members of the Kelowna RCMP detachment.

2005 Initiatives

- ▶ Increase service delivery in the area of court support.
- ▶ Continue implementing services as outlined in our annual contract and the provincial Victims of Crime Act.
- ▶ Strive towards seamless service delivery and minimize any duplication of services.
- ▶ Increase crisis intervention coverage with our new group of volunteers.

Volunteers and staff attended a full day RCMP sponsored training, Protective Measures: Working with Evacuees, held in Kamloops, B.C.