



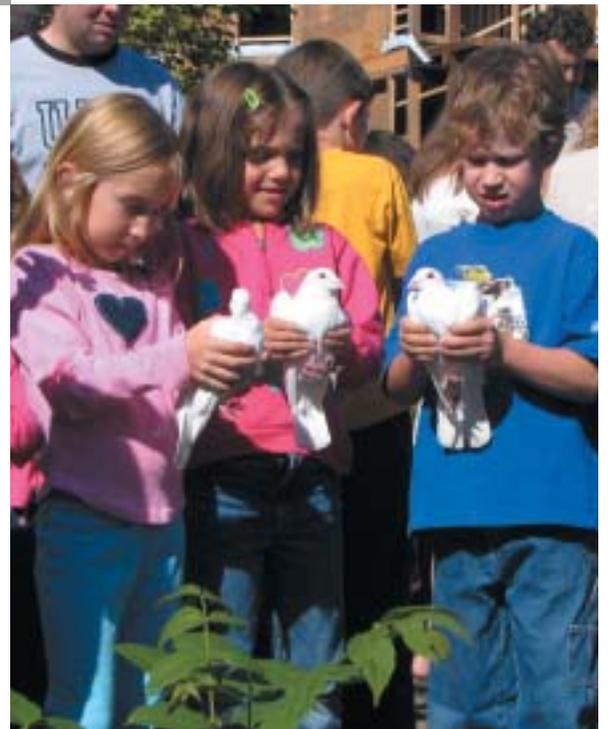
Annual Report 2005



REGIONAL DISTRICT OF CENTRAL OKANAGAN



nurturing growth, fostering lifestyle



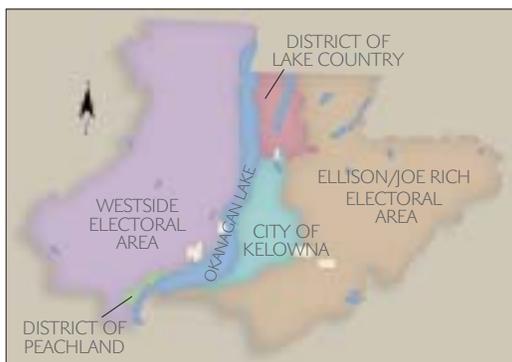


Our Mission

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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 many recreational opportunities; orchards and vineyards that offer 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 Central Okanagan East (formerly 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.





Robert Hobson, CHAIRPERSON

Efforts to protect the environment and our water quality will continue during 2006...



2005 saw continued growth throughout the Central Okanagan and an efficient response by the Regional District to maintain our quality of life.

During the year we completed the amalgamation and updating of the Westside Official Community Plan and moved closer to the adoption of the updated Official Community Plan that will guide planning and land-use decisions for the Ellison area.

An important step in managing and protecting our valuable water resources was made in 2005, with the formation of the Westside Joint Water Committee.

The Regional District looks forward to working with the four other Westside water providers in a coordinated approach to ensure a safe, reliable and sustainable water supply.

The year ended with two noteworthy land acquisitions that will boost the inventory of parkland in the Central Okanagan. We completed the purchase of 22-hectares adjacent to Layer Cake Mountain and purchased the 1.7-hectare former Westbank Elementary School property, which will help improve access to the nearby Glen Canyon Regional Park.

2005 was an exciting year for recreation in the region as we opened the 9.2-kilometre Phase 2 of the Mission Creek Greenway, the 89-hectare Scenic Canyon Regional Park and in September the historic Gellatly Nut Farm Regional Park, which provides additional access to Okanagan Lake. As well, agreements with Casa Loma Lakeshore Resort and 20/20 Properties along with contributions from the community helped complete the first phase of the trail linking Casa Loma with Kalamoior Regional Park. We look forward in 2006 to working with the community to complete the trail and boardwalk into the park.

Efforts to protect the environment and our water quality will continue during 2006 with further

expansion of community sewers in Lakeview Heights and Glenrosa. In 2005 service was extended to approximately 750 properties in the two Westside areas.

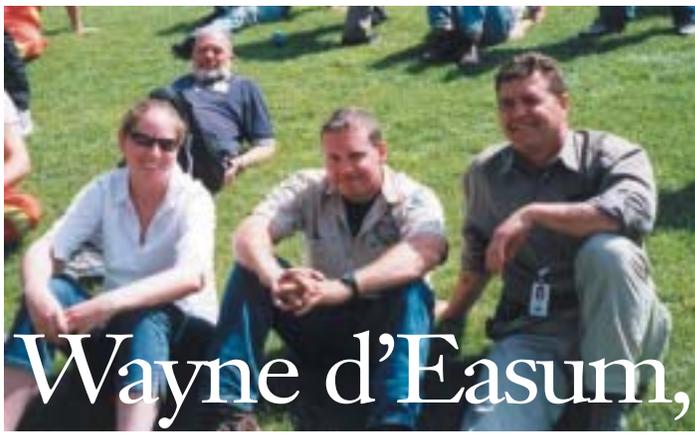
The Regional Waste Reduction Office completed its ban on all paper products from the region's two landfills and is working diligently with the construction industry on a program that is expected to see up to a 60% reduction in construction debris going into the landfills. During the fall, residents showed their continued support of the seasonal yard waste collection program by taking more than 1,800 tonnes of leaves and prunings to the curb for pick up, rather than taking up valuable space in the Glenmore and Westside landfills.

Our Forest Health and Trail Building crew, a funding partnership with Human Resources Development Canada, worked in more than one dozen regional district parks to improve the health of our natural habitat. As well, they continued the effort to reduce the fire hazard in parks that are adjacent to residential neighbourhoods such as Kalamoior, Scenic Canyon, Mission Creek, Jonagold, Rockridge and Faulkner Creek.

The health of our forested areas will remain a focus of the Regional District during 2006, especially in light of the threat posed by insect pests such as the Western Pine Beetle. We'll continue to work with our municipal partners and senior governments to reduce the impact.

Finally, I would like to thank retired directors Walter Gray and Ron Cannan from the City of Kelowna, Rolly Hein from the District of Lake Country and Bob Harriman from the District of Peachland, for their dedicated service to citizens of the Central Okanagan. I look forward to working with the new and returning Directors and the staff of the Regional District to improve our communities.

message from the chair



Wayne d'Easum,

CHIEF ADMINISTRATIVE OFFICER

2006 will see work begin on the \$12 million expansion to the Regional Waste Water Treatment Plant



The Regional District of Central Okanagan has witnessed some very exciting times through 2005.

We added three new Regional Parks in the past year with the opening of Phase 2 of the popular Mission Creek Greenway, the new Scenic Canyon Regional Park with its spectacular views and during the fall, the Gellatly Nut Farm Regional Park on the Westside, combining the historic nut orchard and waterfront beach. We look forward to continuing the valuable partnership with both the Friends of Mission Creek and the Gellatly Nut Farm Society. These parks are gems for all Central Okanagan residents to enjoy.

As well, we saw the start of construction on the Mount Boucherie Multiplex, which will provide more recreational and economic opportunities for the region when its doors open during 2006.

On the Engineering front, we saw sewer service brought to additional neighbourhoods in Lakeview Heights and Glenrosa and expect during 2006 to see further expansion in these areas. In 2005, we made an important step in joining with other Westside water utilities to form the Westside Joint Water Committee. This body should help provide a coordinated approach to water management issues. During 2005, the Regional District completed the transfer of the Sunnyside water system and the upgrading of the water system serving residents of the Green Bay area. We anticipate 2006 will see work begin on the \$12 million expansion to the Regional Waste Water Treatment Plant that should meet the needs of the growing community well into the next decade.

Our Planning Services Department continues to look to the future, while servicing the realities of today. This past year saw the successful amalgamation of the Westside Official Community Plan and the updating of the Ellison Official Community Plan. These are the blueprints to assist the Regional Board, staff and stakeholders in guiding

development over the next decade. 2006 will see further progress in enhancing the role of farming with adoption of the Central Okanagan's first Agriculture Plan and in conjunction with the Economic Development Commission the start of the Agricultural Support Pilot Project.

The Regional Emergency Plan was once again put to the test in August 2005 with the evacuation of 500 homes as a result of the forest fire that began in Rose Valley Regional Park. The coordinated response and cooperation between the RCMP, Westside Fire Department and Ministry of Forests, along with Emergency Social Service volunteers has showed how valuable and well thought out our plan is in responding to large-scale emergencies.

Many people have been working hard during the latter part of 2005, to see the successful transfer of the Westside Fire Protection District to the Regional District. We look forward to completing this important service in early 2006, providing residents with the best possible fire protection.

The Regional District held preliminary discussions in 2005 with the Westbank First Nation on a new Service Agreement. We anticipate that negotiations in 2006 will result in a contract that enhances the spirit of cooperation between our two governments.

Regional District staff in every facility and function remains committed to provide the best possible service in a friendly and efficient manner. Our staff works hard whether it's at the counter in our office to inspect blueprints and plans for your new home, providing a building permit so that you can connect to the new sewer running in front of your home, or to assist with a rezoning application.

On behalf of the staff, I wish to thank those members of the Regional Board who are moving on, for their dedication and public service over the past three years. We welcome the new Board and look forward as the Directors provide their wisdom, knowledge and expertise through the fall of 2008.



message from the administrator

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.) 2005

REGIONAL DISTRICT	167,936 *
WESTSIDE ELECTORAL AREA (INCLUDING IR'S)	38,675
CENTRAL OKANAGAN EAST ELECTORAL AREA (INCLUDING IR'S)	4,174
CITY OF KELOWNA (INCLUDING IR'S)	109,490 *
DISTRICT OF LAKE COUNTRY	10,367 *
DISTRICT OF PEACHLAND	5,230 *
HOUSEHOLDS	70,349 **
BUSINESSES	11,000 ***
AREA	2,956.3 SQ. KMS
RDCO EMPLOYEES (FULL, PART TIME, SEASONAL, CASUAL)	163

* SOURCE: BC STATS JULY 1, 2005

** SOURCE: BC STATS PROJECTION USING STATISTICS CANADA 2001 CENSUS

*** 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.

2005 REGIONAL DISTRICT BOARD MEMBERS

Robert Hobson, Chair	Councilor, City of Kelowna
Aaron Dinwoodie, Vice Chair	Director, Westside Electoral Area
Patty Hanson	Director, Central Okanagan East Electoral Area
David Knowles	Director, Westside Electoral Area
Len Novakowski	Director, Westside 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





LOCAL GOVERNMENT ELECTIONS

On Saturday, November 19th, 2005, qualified electors in the Central Okanagan East and the Westside Electoral Areas went to the polls to elect their representatives on the Regional Board. The new Regional Board Directors from those areas, and those appointed to represent the City of Kelowna, District of Lake Country and District of Peachland took their oaths of office at the Inaugural meeting, Monday, December 12, 2005.

2005 - 2006 REGIONAL DISTRICT BOARD MEMBERS

Robert Hobson, Chair	Councilor, City of Kelowna
Aaron Dinwoodie, Vice Chair	Director, Westside Electoral Area
Patty Hanson	Director, Central Okanagan East Electoral Area
David Knowles	Director, Westside Electoral Area
Len Novakowski	Director, Westside Electoral Area
James Baker	Mayor, District of Lake Country
Graham Reid	Mayor, District of Peachland
Sharon Shepherd	Mayor, City of Kelowna
Barrie Clark	Councilor, City of Kelowna
Colin Day	Councilor, City of Kelowna
Brian Given	Councilor, City of Kelowna

LOCAL GOVERNMENT ELECTION RESULTS – NOVEMBER 19, 2005

CENTRAL OKANAGAN EAST ELECTORAL AREA

CANDIDATES	NUMBER OF VOTES	
Patty Hanson	433	ELECTED
Lorraine Penny	265	

WESTSIDE ELECTORAL AREA

CANDIDATES	NUMBER OF VOTES	
Aaron Dinwoodie	3,144	ELECTED
Len Novakowski	2,523	ELECTED
David Knowles	2,519	ELECTED
Jim Dixon	1,881	
Darren Schlamp	1,310	

REFERENDA

During the Local Government Election and advance polling dates, qualified voters in Joe Rich and North Westside were asked referenda questions that were specific to their area.

JOE RICH COMMUNITY HALL SERVICE AREA ESTABLISHMENT BYLAW NO. 1127

"Are you in favour of the Regional District of Central Okanagan adopting Bylaw No. 1127 to establish a service area within Joe Rich to operate and maintain the Joe Rich Community Hall, at an annual cost not to exceed \$0.2082 per \$1,000 of assessed value of land and improvements on properties within this service area?"

YES 203
NO 137

NORTH WESTSIDE ROAD FIRE PROTECTION SERVICE AREA AMENDMENT BYLAW NO. 1126

"Are you in favour of the Regional District of Central Okanagan adopting Bylaw No. 1126 for the North Westside Road Fire Protection Service Area, to authorize an annual parcel tax of \$50.00 for five years to create a reserve for purchasing fire response equipment? The parcel tax is in addition to the maximum tax rate of \$1.35 per \$1,000 of taxable assessed value that can be levied for fire protection services."

YES 122
NO 41

The next Local Government Election is scheduled for Saturday, November 15, 2008.



The Regional District budget and financial plan is adopted in March.

Harold Reay, 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.

BUDGET AND FINANCIAL PLAN	2005	2006
GENERAL OPERATING/REVENUE FUND	\$40,140,995	\$40,930,527
GENERAL CAPITAL FUND	\$10,249,854	\$4,950 745

2005 HIGHLIGHTS

- ▶ Commenced billing for water utilities utilizing metering in 2005 and will continue to implement metering for all water utilities over the next few years. Reviewed rate structures for all utilities.
- ▶ Installed a new telephone and data network system utilizing Voice Over IP technology.
- ▶ Involved in the development of the Information Services department that integrates all aspects of computer and Geographic Information Systems technologies within the Regional District.
- ▶ Developed a system that allows users to do legal searches online for land conveyance purposes.

2006 INITIATIVES

- ▶ Review Regional District processes regarding bulk billings for utilities, dog licenses etc., to determine the viability of out-sourcing printing and mailing of these bills.
- ▶ Review banking requirements of the Regional District to ensure all processes are automated.
- ▶ Analyze the effectiveness of the Program Budgeting System to ensure measures and goals are relevant.
- ▶ Wherever possible, continue to streamline processing allowing Regional District staff to handle increased volumes with existing staff resources.
- ▶ Review Regional District Financial applications with the current computer system to ensure that future needs will be met.



Hilary Hettinga, P.ENG.

Commenced Westside Electoral Area Road Study... to assess the current condition of roads on the Westside.



2005 HIGHLIGHTS

- ▶ Completed the Lakeview Phase 3 (Anders Road Area) sewer collection system that will service approximately 270 residential equivalent units. Project value - approximately - \$2.8 million.
- ▶ Completed Phase 1 of the Glenrosa Sewer Service Area collection system in the McIver and Webber Road areas servicing approximately 340 residential equivalent units. Project value - approximately - \$2.4 million.
- ▶ Completed Thacker Road re-grade from Gant Road to Stuart Road, which included the installation of sanitary sewer and the re-alignment of Thacker Road to improve sight distance. Project Costs of approximately \$145,000 were shared by the Regional District and Ministry of Transportation.
- ▶ Completed the design of Lakeview Phase 4 (Sussex Road) sewer collection system, which will service approximately 81 residential equivalent units.
- ▶ Completed the design of Lakeview Phase 5 (Montigny Road Area) sewer collection system, which will service approximately 190 residential equivalent units. Project value - approximately - \$1.85 million.
- ▶ Completed extension of sidewalks at Rose Valley Elementary School to improve safety for students. Project value - approximately - \$40,000.
- ▶ Completed the Gellatly Road Roadway Classification Review. The study looked at existing, approved and proposed development to determine road classification for each section of Gellatly Road. The study also addressed contributions for future upgrade work on Gellatly Road.
- ▶ Completed the Smith Creek and Shannon Lake West Road Classification Review. The study looked at existing, approved and proposed development to determine road classification for proposed development areas as well as determining contributions for future upgrade work on Shannon Lake Road.

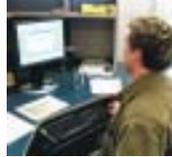
- ▶ Commenced Westside Electoral Area Road Study. The purpose of the study is to assess the current condition of roads on the Westside. The study includes data collection of surface and sub-surface conditions to determine the current road condition.
- ▶ Completed Sunnyside water system expansion to include Green Bay. Construction in the Green Bay area included watermain upgrade and the installation of fire hydrants. Project value - approximately \$330,000.

PUBLIC WORKS

- ▶ Westside Regional Wastewater Plant expansion tender closed December 8th, 2005. The expansion will effectively double the operational capacity of the Treatment Plant, to allow for environmentally responsible growth.
- ▶ A very successful public awareness program was carried out on methods of reducing mosquito breeding sites, and educational programs about West Nile Virus. A pre-emptive approach was adopted for mosquito abatement in 2005 with 2,200 applications being made to catch basin sites, a huge contributor to potential breeding sites for the Culex mosquito; and 581 applications made to standing water-breeding sites, which were monitored every 5 - 7 days.

FIRE SERVICES

- ▶ Established RDCO Fire Prevention Bylaw.
- ▶ Constructed fire halls for the Wilsons Landing and North Westside Road Volunteer Fire Departments.
- ▶ Expanded the Ellison Fire Protection District into a portion of the Upper Ellison area and purchased new snuffer truck.
- ▶ Purchased new engine for Wilsons Landing Volunteer Fire Department.
- ▶ Built water tender for North Westside Road Volunteer Fire Department.
- ▶ Purchased new bush truck for Joe Rich Volunteer



■ Fire Department.

- ▶ Constructed a fire storage reservoir for the Brent Road community.

2006 INITIATIVES

- ▶ Currently Glenrosa Phase 2 – Ranch Road / Country Pines is being designed and construction is anticipated in 2006. The project will service approximately 140 properties in the area at an estimated cost of \$1.1 million. The project is subject to public support.



- ▶ Design of Glenrosa Phase 3 - Dunbarton area is anticipated to begin in the summer of 2006 with

construction to follow in 2007. The project will service approximately 216 properties in the area at an estimated cost of \$2.0 million. The project is subject to public support.

- ▶ Construction of the Lakeview Phase 4 Sanitary Sewer System (Sussex Road area) is anticipated to begin in the spring of 2006. The project will service approximately 81 residential equivalent units at an estimated cost of \$1.0 million. Public support has been obtained for this project.
- ▶ Construction of the Lakeview Phase 5 Sanitary Sewer System (Montigny Road area) is anticipated to begin in the spring/summer of 2006. The Project will service approximately 190 residential equivalent units at an estimated cost of \$1.85 million. Public support has been obtained for this project.
- ▶ The design of the Lakeview Phase 6 Sanitary Sewer System (Hayman Road area) is anticipated to commence in the summer of 2006. The project will service approximately 185 properties at an estimated cost of \$1.85 million. The project is subject to public support.
- ▶ Complete design of the Applegreen Court/Cameron Road sewer collection system that will service approximately 54 residential equivalent units.

- ▶ Complete Subdivision and Development Bylaw Road Standards Review to deal with road classifications and design issues as servicing requirements change.
- ▶ Complete Urban Trails Network Plan for the Westside identifying pedestrian and bicycle path links throughout the Westside.

PUBLIC WORKS

- ▶ Westside Joint Water Committee will be working on a water-metering program for the Westside in 2006 – 2008.
- ▶ Expansion of the Westside Regional Wastewater Plant expansion to double the operational capacity, to allow for environmentally responsible growth.

FIRE SERVICES

- ▶ Enhance and expand the regional fire prevention and fire protection programs.
- ▶ Work with the Volunteer Fire Departments and Westside Fire/Rescue 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.
- ▶ Review of Regional Communications.
- ▶ Review of Regional Rescue Program.
- ▶ Analysis of currently unprotected lands between Wilsons Landing and North Westside Road Fire Protection Boundaries.
- ▶ Review requirements for fleet maintenance for Regional District Volunteer Fire Departments, including Westside Fire Department.



Carol Suhan, COORDINATOR

Entered into unique inter-regional joint contracts for landfill wood grinding and battery collection services

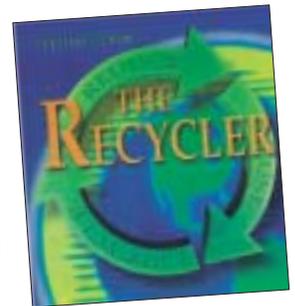


2005 HIGHLIGHTS

- ▶ Received Recycling Council of British Columbia award for outstanding waste reduction programming and environmental education efforts.
- ▶ Entered into unique inter-regional joint Request for Proposals and contracts for landfill wood grinding and battery collection services with the City of Kelowna and Regional Districts of Columbia Shuswap, Okanagan Similkameen and North Okanagan saving up to tens of thousands of dollars on each contract.
- ▶ Landfill staff began enforcing the cardboard ban that was put into place in 1992. After enforcement began, recycling increased almost 30 percent at the depots and 15 percent in blue bag program.
- ▶ Volumes of yard waste collected were somewhat lower in the spring but the fall collection was greater than any previous year. Almost 4,000 tonnes of yard waste were collected at the curb and approximately 20,000 tonnes were dropped at the Glenmore and Westside Landfills for composting.
- ▶ Nearly 11,000 tonnes of recyclables were collected in the Blue Bag Curbside Recycling Collection program, about 15 percent more materials than in 2004.
- ▶ The 15th annual Hazardous Waste Round Up collected 25 percent more material in 2005 than any previous year, with almost 65,000 equivalent litres collected from 1,127 residents.
- ▶ The third computer-recycling event collected approximately 50 tonnes, or four semi-trailers, of computers and other e-waste for recycling.
- ▶ Illegal dumping remained static after a dramatic decrease in the last several years. In partnership with Integrated Career Opportunities, 46 sites were cleaned. Approximately 500 residents collected more than a tonne of litter from 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 competed in the curriculum-approved environmental challenge. Staff also made 54 classroom and assembly presentations to more than 3,000 students. To celebrate Waste Reduction Week more than 500 students toured through the Metro Materials recycling processing plant.
- ▶ 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 of a monthly Wastewise@work newsletter. Staff helped coordinate recycling programs for 21 businesses.
- ▶ Phase one of a construction waste pilot project testing the efficacy of variable tipping fees found that participating companies saved up to 45 percent in tipping fees while recycling 85 percent of their waste.
- ▶ Worked with Earth Tech Canada to begin re-writing the provincially mandated Solid Waste Management Plan. The plan involves extensive public consultation and focuses on waste reduction and management initiatives for the next decade.
- ▶ Updated the City of Kelowna and Regional District Solid Waste Management bylaws to strengthen definitions and other components and to ensure the bylaws are consistent between the two jurisdictions.
- ▶ Despite increasing volumes of garbage disposed in our landfills for the past eight years and near record-breaking growth in the Central Okanagan, the





amount of garbage disposed decreased one half percent on a per capita basis in 2005. The following shows the volumes disposed in 2005 by sector and percentage of total volumes:

- Residential decreased 6 percent (32%)
- Commercial increased 8 percent (44%)
- Construction and demolition decreased 10 percent (24%)

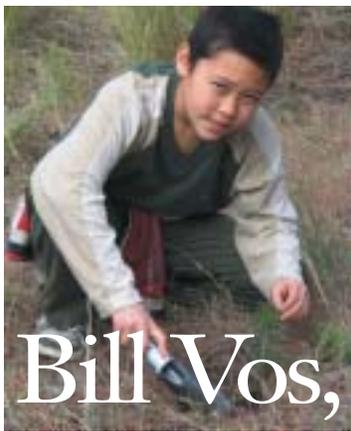
2006 INITIATIVES

- ▶ Complete the Solid Waste Management Plan: the strategic plan will be used for the next ten years to develop an integrated waste management system and direct strategy for maximum waste diversion.
- ▶ Adopt new Solid Waste Management bylaws for the City of Kelowna and the Regional District.
- ▶ Implement the second phase of the Demolition, Land Clearing and Construction (DLC) pilot project. The goals are to determine 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 be completed in early 2006.
- ▶ Include all household plastic containers (#1-7) in the blue bag curbside recycling collection program in mid 2006.

- ▶ Investigate and recommend alternative household hazardous waste collection system(s) other than the annual one-day "Round Up" collection system.
- ▶ Complete a residential waste audit at the Glenmore Landfill to help determine the efficacy of the blue bag collection program.
- ▶ Continue to work with nearby regional districts and the City of Kelowna to coordinate joint collection services contracts for landfill operations. A joint propane tank collection services Request for Proposal process will be completed in early 2006.
- ▶ Continue to implement education and social marketing programs to increase waste diversion.

... the Solid Waste Management Plan will be used for the next ten years to direct strategy for maximum waste diversion.





Bill Vos, DIRECTOR



Completed the development of Gellatly Nut Farm Regional Park and hosted the grand opening on September 17th, 2005.



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), 101 Westside Parks (72.67 hectares), 6 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

2005 HIGHLIGHTS

GRANTS AND DONATIONS

- ▶ Received a grant in the amount of \$64,558 from Human Resources Skills Development Canada (HRSDC) for 5 crewmembers and equipment to complete fuel modification and trail work in 2005.
- ▶ Received a Community Wildfire Preparedness Plan grant from the Union of British Columbia Municipalities (UBCM) of more than \$80,000 for the reduction of fire risk in parks over 2005 and 2006.
- ▶ Received a Canada / BC Infrastructure grant of \$2 million for the construction of the Mount Boucherie Phase 2 Multiplex 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 and 2006.
- ▶ Partnered with the Friends of Mission Creek to raise over \$1.8 million in grants and donations for the construction of Mission Creek Greenway Phase 2 in 2005 and 2006.
- ▶ Received a Bell TruSport Community Fund grant in the amount of \$25,000 for children and youth recreational hockey programs.
- ▶ Received a staff grant for summer students from

Human Resources Skills Development Canada for

two summer students in the amount of \$4,920.

- ▶ Received funding for the Casa Loma Trail to Kalamoior Regional Park from the Central Okanagan Foundation (\$1,000), TD Canada Trust Friends of the Environment Foundation (\$2,500), Casa Loma Neighbourhood Association (\$1,000) and Casa Loma Resort (\$20,000).

REGIONAL PARKS

All Central Okanagan residents contribute to the Regional Parks function.

- ▶ Completed construction of Mission Creek Greenway Phase 2 with nine new kilometers of trail, and hosted the grand opening on May 1st, 2005.
- ▶ Opened Scenic Canyon Regional Park in conjunction with the opening of the Greenway.
- ▶ Completed the development of Gellatly Nut Farm Regional Park and hosted the grand opening on September 17th, 2005.
- ▶ Secured and constructed access from Casa Loma to Kalamoior Regional Park through Casa Loma Resort with opening of Phase 1 on November 4, 2005.
- ▶ Attended or hosted 24 special events including the Environmental Mind Grind, Family Environment Day, Fisheries Awareness Day and the Gibson House Strawberry Tea.
- ▶ Completed Guinness Book of World Records tree planting with School District No. 23 and City of Kelowna to plant over 130,000 trees simultaneously.
- ▶ Hosted the "Green Legacy" exhibit from the Canadian Museum of Nature at the EECO Centre from January to April.
- ▶ Produced and distributed the 2005 Regional Parks guide.



- ▶ Completed Kalamoior Regional Park Management Plan.
- ▶ Completed fire restoration at Cedar Mountain Regional Park including the removal of hazard trees.
- ▶ Completed entrance sign and dedication for Coldham Regional Park.
- ▶ Implemented recommendations from Wildfire Management Plan and continued fuel modification in interface areas including Kalamoior, Scenic Canyon, Rose Valley and Mission Creek Regional Parks.
- ▶ Completed removal of western pine beetle infested trees from Mission Creek Regional Park.

WESTSIDE PARKS AND RECREATION

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

- ▶ Won the Communities in Bloom Contest in partnership with Westbank First Nation and Westbank and District Chamber of Commerce. Received five blooms for the highest level of recognition.
- ▶ Produced and distributed four seasonal editions of the Westside Leisure Guide.
- ▶ Continued construction of Mount Boucherie Phase 2 Multiplex including footings, walls, underground storm, sewer and electricity installation. The project was 20% complete by the end of 2005.
- ▶ Continued youth programs with the 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.
- ▶ The Westside Youth Centre hosted its highest number of visits to the centre since 1999.
- ▶ Continued playground assessment and upgrade

program to increase safety for Westside parks and facilities.

- ▶ Hosted 7th annual Westside Family Winterfest with over 1,500 people attending.
- ▶ Hosted Westside Parks Playdays with 10 well attended events in the second year of the program.
- ▶ Completed fuel modification projects in Jonagold, Sandstone and Smith Creek Parks with a community clean up and trail building at Sandstone.
- ▶ Constructed new beach volleyball court at Pritchard Park and upgraded the court at Willow Beach, leading to the initiation of an outdoor summer volleyball league.
- ▶ Initiated a new program called Hike to Health encouraging people to walk their way to moderate health by counting their steps each day with the goal of reaching 10,000 steps daily.
- ▶ Organized the first ever Raising the Roof event, which included guest NHL players, as a fundraiser for the construction of the Mount Boucherie Multiplex, raising \$12,000.
- ▶ Reached capacity for Glenrosa Nights Alive program with up to 100 youth attending on Friday nights.
- ▶ Replaced backstop and upgraded baseball diamond at Ranch Park in partnership with Westside Youth Softball.

EASTSIDE PARKS AND FACILITIES

Residents the Central Okanagan East Electoral Area contribute to Eastside Parks and Facilities.

- ▶ Completed referendum for the creation of a service area for the operation and maintenance of the Joe Rich Community Hall.
- ▶ Initiated Joe Rich Hall operations agreement with Joe Rich Ratepayers and Tenants Society.



- ▶ Hosted first park playday program at Scotty Creek.
- ▶ Completed trail clearing and upgrading at Philpott Road with Human Resources Skills Development Canada (HRSDC) fuel modification crew.

2006 INITIATIVES

REGIONAL PARKS

- ▶ Complete the Regional Parks Acquisition Plan.
- ▶ Explore the feasibility of a Legacy Fund for the acquisition of Regional Parks.
- ▶ Construct Bertram Creek Regional Park picnic shelter and pavilion.
- ▶ Construct Phase 2 of the Casa Loma Trail to Kalamoier Regional Park including a boardwalk.
- ▶ Undertake planning and construction to remedy the pinch point on Mission Creek Greenway Phase 2.
- ▶ Complete outstanding development on Mission Creek Greenway Phase 2 including washrooms at Hollywood Road South and two viewpoints.
- ▶ Refinish the paint on the Cottonwoods Bridge at Mission Creek Regional Park.
- ▶ Complete the development of Gellatly Nut Farm Regional Park including tender of heritage restoration contract.
- ▶ Continue with fuel modification and beetle kill removal projects with the support of the HRSDC Crew and funding from UBCM.
- ▶ Plan for washrooms on Mission Creek Greenway at Gerstmar and Spiers Road.
- ▶ Plan for the Scenic Canyon Rim Trail.
- ▶ Exhibit "Passionate Vision" from the Canadian Museum of Nature at the EECO Centre.
- ▶ Participate in the Kickstart Your Community program to encourage 20% more residents to become active by 2010.

WESTSIDE PARKS AND RECREATION

- ▶ Open the Mount Boucherie Multiplex expansion including a new sheet of ice in the fall of 2006.
- ▶ Construct a dance studio at Mount Boucherie in cooperation with School District No. 23.
- ▶ Initiate the Westside Parks and Recreation Master Plan update.
- ▶ Complete the purchase of the former Westbank Elementary School property.
- ▶ Register the Westside as an Active Community and work toward the goal of increasing the number of residents that are considered active by 20% by 2010.
- ▶ Complete the Gellatly Bay Trail South Project.
- ▶ Complete stair construction in Casa Palmero Open Space Park.
- ▶ Coordinate construction of developer built parks including Moonbeam, Daimler Drive and Panorama Peaks.
- ▶ Complete the Kinsmen Athletic Park entrance.
- ▶ Complete the Lower Glenrosa Neighbourhood Park Plan.
- ▶ Complete the Goats Peak Neighbourhood Park Plan.

EASTSIDE PARKS AND FACILITIES

- ▶ Expand park playdays to Scotty Creek and Three Forks.
- ▶ Complete an agreement for operation of Joe Rich Hall.
- ▶ Review the Joe Rich Rural Land Use Bylaw.
- ▶ Upgrade Ellison Heritage School Centre including a new rear sidewalk, wedding arbour, paving stones to garden, and refinishing of stairs.



Extensive clearing of hillsides prior to development approval was stopped with the adoption of the new Westside Official Community Plan ...

Ken Arcuri, DIRECTOR



2005 HIGHLIGHTS

- ▶ The Westbank Town Centre Strategic Plan was developed through a series of meetings with the Agricultural Land Commission and the Regional Board as well as an advertised public meeting. A formal response from the Agricultural Land Commission and conclusion to the process is expected in early 2006. The intention of the plan is to provide a stable and committed long-term platform for future land-use decision-making in the vicinity of the Westbank Town Centre for both the Agricultural Land Commission and the Regional District.
- ▶ The Ellison Official Community Plan was developed through several public meetings and a draft review in order to provide the community and decision makers with future land-use policies to consider in deliberations on future land uses and development.
- ▶ A review and update of Zoning Bylaw No. 871 was completed to ensure that it remains consistent with Regional Board policy and development trends. The amendments, including changes to maps and text, allow for greater clarity of terms and definitions.
- ▶ The development of the Agricultural Plan for the Regional District was completed in the summer and officially supported by the Regional Board in early fall. We are incorporating the Agricultural Plan into the Official Community Plans of the Regional District and implementation of the recommendations is underway.
- ▶ Planning Services has requested Provincial Government approval for the authority to establish a service to regulate blasting activities within the Regional District. Following approval of this service, a bylaw will be developed for Board consideration that regulates noise, site disturbance and property damage associated with blasting in urban areas.

- ▶ A review and update of Procedures Bylaw No. 944 was completed to ensure that it remains consistent with Board policy, other Regional District bylaws and Provincial legislation. The fee schedule associated with applications was also amended to ensure cost recovery.
- ▶ Preparation of a Building Numbering Bylaw was completed responding to the need identified in the Westside Official Community Plan for a road addressing and naming protocol that reduces confusion about locations for emergency responders and the public. This bylaw establishes the legal authority for the Regional District to enforce numbering changes and requires the conspicuous placement of issued numbers. Non-compliance will result in penalties consistent with the Offence Act and the Regional District Municipal Ticketing Information Bylaw.
- ▶ Extensive clearing of hillsides prior to development approval was stopped with the adoption of the new Westside Official Community Plan and implementation of new Development Permit Area regulations. The Development Permit guidelines require site-specific topography and environmental details and allow staff to work with the development community on designs that protect key features of the landscape.
- ▶ Implementation of the Westside Official Community Plan regulations resulted in a 50% increase in Development Permit applications and redesign of several developments to avoid environmentally sensitive areas.
- ▶ At request of provincial agencies, Regional District staff undertook greater responsibility for environmental assessment, transportation planning, archaeological site identification, agricultural



Public information brochures were reviewed to reflect new bylaws and changes in procedure for the Regional District.



capability, floodplain setbacks, riparian area management, water license and other tenure protection.

- ▶ The Shannon Lake West Concept Development Plan was completed, providing a comprehensive overview of future land uses, servicing, road networks, park spaces and agricultural lands within a new 700-unit neighbourhood situated on the lower slopes of Carrot Mountain.

- ▶ A draft of Lower Glenrosa Neighbourhood Plan was completed. Following review and comment by surrounding residents, the development proponents expanded the scope of work to explore additional transportation routes and options.

- ▶ A public information session was held to review environmental studies completed for the Goats Peak Neighbourhood Plan area. The planning process is being scheduled by the development proponents and is delayed until such time as conservation and archaeological values can be considered in context of development and servicing options.

- ▶ The Westside Joint Water Committee (WJWC) was established to help communication and water management activities between the Westbank Irrigation District, Lakeview Irrigation District, Westbank First Nation, District of Peachland and the Regional District of Central Okanagan.

- ▶ Bus Rapid Transit was supported for the Central Okanagan Region with completion of the Smart Transit Plan. A multi-year staging plan for priority bus service between the Westbank Town Centre and the University of BC Okanagan Campus was prepared, together with design guidelines for transit supportive land uses and development.

- ▶ Support was given to the Okanagan Partnership Land Use Initiative, and led in part to the agreement

in 2005 to undertake regional water management initiatives through Okanagan Basin Water Board.

- ▶ The Regional District held an Agricultural Tour for stakeholders, elected representatives, and media to help raise awareness and support for agricultural issues and initiatives in the Central Okanagan.

- ▶ Public information brochures were reviewed to reflect new bylaws and changes in procedure for the Regional District. User-friendly information enclosures for official public notification mail-outs were developed to help residents better understand the opportunities available for public input. Notices for permits registered against the legal titles of properties were updated to provide more useful information.

- ▶ The review and update of the Joe Rich Rural Land Use Bylaw was initiated with a questionnaire being mailed to all property owners and a start up public meeting scheduled for January 2006. The Rural Land Use Bylaw contains both future land-use policies and current land-use regulations for the Joe Rich area.

- ▶ A series of new development permit design guidelines were completed in conjunction with the new Ellison OCP.

- ▶ Sensitive Habitat Inventory and Mapping Phase 3 (Joe Rich RLUB) was completed.

- ▶ Completion of the Central Okanagan Lake Foreshore Inventory and Mapping Final Report, supported by the City of Kelowna Environment Division, District of Lake Country, Ministry of Environment, Fisheries and Oceans Canada and the Real Estate Foundation of BC.

- ▶ Phase 2 of the Joe Rich Stream Restoration project was completed with the placement of an additional 500 plants adjacent to the creek to further enhance an area that was restored in 2004.

The Central Okanagan Regional Growth Strategy will be reviewed and assessed.



▶ A Terms of Reference for Professional Reports was completed to describe the requirements for technical and professional reports submitted to meet the land and development bylaws of the RDCO.

▶ Volumes 1-3 of the Central Okanagan Sensitive Ecosystem Inventory were published and a workshop was held introducing the inventory to the biology community.

▶ Central Okanagan Sensitive Ecosystem Inventory Phase 3 (Ellison OCP) was completed.

▶ The Planning Services Department continues to provide staff and organizational support for the planning, environment, and agricultural advisory groups. These volunteer citizen advisory groups provide input to important decisions.

▶ Planning Services staff presented technical papers to 2005 Conference of the BC Chapter of the Canadian Water Resources Association focusing on Okanagan Basin water management, supply and future demand.

▶ The Union of BC Municipalities Environmental Committee invited Planning Services staff to present results of the Westside Water Management planning and Sensitive Ecosystem mapping projects at the Spring 2005 meeting with provincial resource ministries.

2006 INITIATIVES

▶ Adoption of the Ellison Official Community Plan Bylaw No. 1124.

▶ The Westbank Town Centre Plan is expected to be complete early in 2006. There will be further implementation activities required upon conclusion.

▶ Preparation of a Westside Transportation Plan is anticipated to begin early in the year.

▶ The Central Okanagan Regional Growth Strategy

will be reviewed and assessed. The review program will begin with tracking of key sustainability indicators using the 2001 Growth Strategy Monitoring Report as baseline data.

▶ The review and update of the Joe Rich Rural Land Use Bylaw will be completed. The Joe Rich Rural Land Use Bylaw contains both future land-use policies as well as current land-use regulations for the Joe Rich area.

▶ The Agricultural Plan will continue to be implemented including a review of the landscape buffering requirements next to the ALR, the development and application of covenants on developments next to agricultural land, the development of impact assessment criteria for developments being considered next to land in the ALR. Most significantly, the Planning Services Department and the Economic Development Commission will jointly support a two-year Agricultural Support Officer, the first position of its kind in the province.

▶ The Regional District will continue to pursue a partnership with Provincial and Federal agencies to support a Water Management Plan for the Kelowna South Slopes, Mission Creek and Kelowna Creek watersheds. Upon commitment to participate, this work will build on the success of water management planning work done on the Westside.

▶ Upon submission of background material, the Regional District will participate with development proponents and surrounding neighbourhoods in the analysis of future land-use and servicing options for the Goats Peak and Lower Glenrosa Neighbourhoods.

▶ Pending agreement among property owners in the Raymer Study, Upper Glenrosa, or Smith Creek Neighbourhood Plan Areas on the Westside, Planning



- Services staff anticipates that work will begin on comprehensive planning programs in these rural areas.
 - ▶ Complete updates of the public information brochures. We will undertake a further review of the material we provide to the public, including application forms, in order to ensure clear and understandable communication about our processes and procedures.
 - ▶ Review and update wildfire hazard assessment and hazard mitigation processes. The Regional District currently takes many opportunities to review and mitigate the hazard of wildfire. The purpose is to review, look for opportunities, and update the processes we currently use.
 - ▶ The Planning Services Department will host an urban design seminar for planning staff and elected public officials from the Regional District, all municipalities and First Nations within the boundaries of the Regional District of Central Okanagan. The purpose is to foster learning, communication, and inspiration in urban design. An evening public presentation will be given on urban design.
 - ▶ Fieldwork for the Sensitive Habitat Inventory and Mapping Phase 4 (North Westside OCP) will be completed.
- ▶ A final report for Phase 1 (Westside OCP) of the Sensitive Habitat Inventory and Mapping will be completed.
- ▶ Central Okanagan Sensitive Ecosystem Inventory Phase 4 (Joe Rich RLUB) will be completed.
- ▶ Aquatic ecosystem development permit design guidelines will be completed in conjunction with the Joe Rich RLUB update.
- ▶ Recommendations from the Central Okanagan Lake Foreshore Inventory and Mapping Final Report will be reviewed and discussions with potential funding agencies will begin to support Foreshore Development Guidelines.

The Regional District takes many opportunities to review and mitigate the hazard of wildfire.

The Board approved hours of work beyond the normal construction hours for three highways-related projects in 2005.



Kelly Roth, DIRECTOR



2005 HIGHLIGHTS

- ▶ Business Licensing compliance significantly improved with the dedication of a staff person to focus on this area. The number of licensed businesses increased to almost 1,500.
- ▶ The pace of construction continued in 2005 with the creation of 587 new dwelling units and a total construction value of \$135,269,437. Building projects such as the Cove Resort, Westwood Village, renewal of the Westbank Town Centre and construction of various multiple-family housing projects are examples of the complex type of new construction that occurred.
- ▶ Dangerous dog attacks attracted significant attention to the Dog Control Service in 2005. The Regional District Dog Control Bylaws and staff displayed their ability to effectively deal with such attacks.
- ▶ Noise from motorcycle repair shops and from a motorcycle-racing track continued to be a focus for complaints and enforcement of the noise bylaw. The Board approved hours of work beyond the normal

construction hours for three highways-related projects in 2005.

- ▶ Untidy property complaints result in many enforcement actions each year. No highly visible cleanups occurred in 2005, however, hundreds of smaller property cleanups took place at the direction of Regional District staff.
- ▶ Western Pine Beetle infestation of Ponderosa pine trees throughout the lower parts of the valley caused the removal of many infested trees. Inquiries and counseling property owners about how to deal with these infestations have taken significant effort by enforcement staff.
- ▶ Wild domestic cherry trees were a target of enforcement action in the early spring as part of the effort to control the Cherry Fruit Fly.
- ▶ An increased number of complaints about properties with weeds taxed the ability of staff to respond to the complaints in a timely manner.
- ▶ Funding from the Province of B.C. enabled the Regional District of Central Okanagan to engage in education programs about invasive plants.



2005 BUILDING STATISTICS

BUILDING PERMIT VALUE, ALL PERMITS	\$135,269,437
BUILDING PERMITS ISSUED	1,154
SINGLE FAMILY DWELLINGS	327
MOBILE HOMES	25
TWO FAMILY DWELLINGS	34
MULTIPLE FAMILY DWELLINGS	201
COMMERCIAL PERMITS ISSUED	60
INDUSTRIAL PERMITS ISSUED	18
INSTITUTIONAL PERMITS ISSUED	9

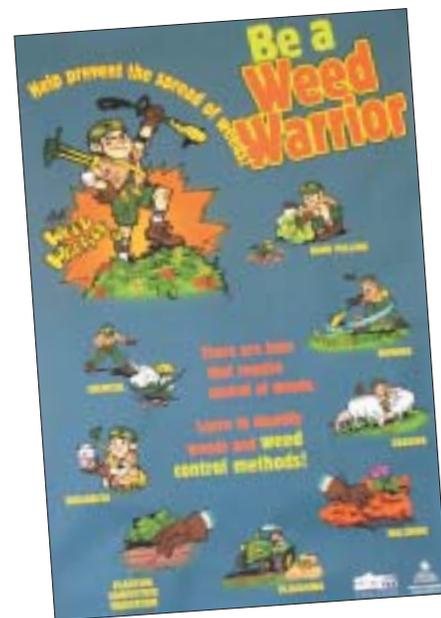
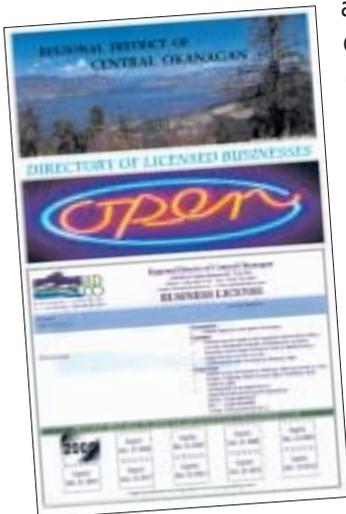
2005 INSPECTION SERVICES STATISTICS

BYLAW VIOLATION COMPLAINTS	188
UNTIDY/UNSIGHTLY COMPLAINTS	335
WEED COMPLAINTS	501
WEED ORDERS ISSUED	742
WEEDS CUT BY CONTRACTOR	87
INSECT COMPLAINTS	127
BUSINESS LICENSES ISSUED	1,491
DOGS LICENSED	9,224
DOG COMPLAINTS	2,892
DOGS IMPOUNDED	1,111
DOGS EUTHANIZED	259
DOG BYLAW VIOLATION TICKETS	324
LINE OF VISION/NUISANCE TREE COMPLAINTS	298



2006 INITIATIVES

- ▶ Continue efforts to have all businesses licensed. Carry out premise review on half of the existing licensed businesses.
- ▶ Increase Building Inspection staffing levels in order to meet the needs of the building industry to ensure that plan checking and inspections are carried out in a professional and timely manner.
- ▶ Review building inspection procedures to ensure that staff is consistent in their approach to increasingly complex building construction.
- ▶ Continue to microfilm the backlog of completed Building Inspection files.
- ▶ A new Building Code will be enacted in 2006. Provide educational opportunities to all Building Inspectors for updating their code knowledge.
- ▶ Provide a computerized document system for attaching building permit documents to the electronic database.
- ▶ Initiate a system for attaching Dog Control Impound photos to the Dog Control database.



Increase staffing levels to ensure that plan checking and inspections are carried out in a professional and timely manner.

Upgraded the Emergency 911 process to enable the efficient answering of the increased number of 911 calls ...



Gary Leier, DIRECTOR



2005 HIGHLIGHTS

- ▶ Obtained a firm enough commitment from the RCMP to commence the planning of a Westside Police facility.
- ▶ Upgraded the Emergency 911 process to enable the efficient answering of the increased number of 911 calls due to the multi-regional amalgamation of the service.
- ▶ Completed 23 new employee recruits.
- ▶ Completed 19 requests for information through the Freedom of Information and Protection of Privacy Act.
- ▶ Conducted the local government election in November to elect Regional Board representatives for Electoral Areas Westside and Central Okanagan East, and School District No. 23 school trustee representative for Zone II, Westside.
- ▶ Conducted two referendum votes in conjunction with the local government election in November.
- ▶ Conducted two alternative approval processes, seeking approval of the electors to proceed with a proposed bylaw or agreement.
- ▶ Worked with the Regional District legal representatives, claims adjuster and insurance representatives to facilitate timely policy renewals, deal with insurance-related issues and claims throughout the year.
- ▶ Dealt with the Human Resources issues associated with the transition of Westside Fire/Rescue to a regional district function.
- ▶ Launched the False Alarm Reduction program.
- ▶ Continued to support the organization in order to maintain an outstanding health and safety record.
- ▶ Actively promoted the Staff development policy.

2006 INITIATIVES

- ▶ Facilitate the planning and design of a Westside policing building.
- ▶ Obtain public assent for the construction of a policing building.
- ▶ Conduct a stakeholder review of the Victim and Witness Assistance program to ensure the current model is continuing to meet the community need.
- ▶ Oversee the amalgamation of the Thompson Nicola Regional District into the Emergency 911 centre.
- ▶ Conclude a first collective agreement with the International Association of Fire Fighters (IAFF) representing full-time Westside fire fighters.
- ▶ Conclude a renewal agreement with the Staff Association of the Regional District.
- ▶ Continue to support health and safety programs for Regional District staff.
- ▶ Ensure recruiting practices and approaches are responsive to labour market changes.
- ▶ Continue to deal with insurance issues and claims.





Richard Bruneau, **MANAGER**



2005 saw the creation of the Information Services Department, combining Geographical Information Systems (GIS) and the Technical support staff. The focus of the department is to oversee the integration of corporate applications and work with all departments to improve the utilization of technology.

2005 HIGHLIGHTS

- ▶ Support for the Municipal Elections.
- ▶ Production and support of Several Bylaws / maps.
- ▶ Numerous enhancements to the GIS application tool.
- ▶ Evaluation of Mobile GIS systems for public works.
- ▶ Supporting Ellison Official Community Plan with mapping and analysis.
- ▶ Working with the Planning Department and the Ministry of Agriculture to support a Regional Agriculture study.
- ▶ Supported other departments with innovative GIS applications.
- ▶ Supported the mosquito control program with website and mapping.
- ▶ Initiate and implement updates to the Orthophotos and digital elevation models.



Engineering Department to track streetlights and transit stops.

- ▶ Update the Server infrastructure.
- ▶ Establish process and procedures for the effective support and maintenance of the Information Technology infrastructure.
- ▶ Evaluate new technology to enable the RDCO to better serve the public through increased efficiency and improved access to information.
- ▶ Implement training initiatives to better utilize the tools in place.
- ▶ Work with all departments to continue to enhance the RDCO website for the public.



Evaluate new technology to enable the RDCO to better serve the public ...

2006 INITIATIVES

- ▶ Implement a spatial database engine that will revolutionize how all our spatial data is stored and accessed.
- ▶ Migrate existing GIS applications to utilize the spatial database technology.
- ▶ Create a maintenance program for the

... EDC brought members of the "Kelowna Manufacturers Alliance" together to provide for an "alumni" gathering. All reported increased employment.



Robert Fine, EXECUTIVE DIRECTOR



2005 HIGHLIGHTS

BUSINESS ENHANCEMENT

- ▶ The Business Enhancement and Visitation Program is heading into its fourth year and continues to prove valuable to Central Okanagan businesses. Approximately 200 site visits were made to businesses during the year with follow up assistance provided to two-thirds of those businesses, mainly related to human resources, marketing and export-related issues.
- ▶ The first focus group to assess the value and effectiveness of the Program was held in June. The session provided excellent feedback from all participants about the EDC's responsiveness to the needs of local businesses and the value of the assistance provided. The results of the Program since its inception were also shared with various other organizations serving the business community.
- ▶ Some major initiatives that have evolved out of the Business Enhancement and Visitation Program garnered the Commission three national marketing awards at the 2005 Annual Marketing Awards of the Economic Developers Association of Canada. One of the awards was for the EDC's highly successful website (www.investkelowna.com), and two for its annual business directory, "100 Reasons to Do Business in Kelowna and the Okanagan Valley."
- ▶ The Business in the Park education series continued this year with a lunch-hour marketing workshop that was delivered in Lake Country, Kelowna, Westbank and Peachland to approximately 140 businesses.
- ▶ The EDC actively participated in the creation of the Okanagan Valley Economic Development Society (OVEDS) – a group of economic development practitioners from the North Okanagan Regional

District, Central Okanagan Regional District, the Okanagan Similkameen Regional District and the Okanagan First Nations Alliance who will meet four times a year to discuss common issues and potential solutions.

- ▶ One year after the conclusion of a project which saw the EDC and the former Human Resources Development Canada work with ex-suppliers to Western Star Trucks in order to help them diversify into new markets, EDC brought members of the "Kelowna Manufacturers Alliance" together to provide for an "alumni" gathering. All reported increased employment.

- ▶ The EDC made presentations on the Okanagan as a place to live and work to approximately 500 Chinese immigrants in conjunction with S.U.C.C.E.S.S., a Vancouver-based organization dedicated to the development of opportunities that promote culturally diverse communities. Reciprocal visits by more than 50 immigrants to the Okanagan continue to result in information exchange and opportunities for local companies to do business with China.

- ▶ The Commission continued to work with the 2010 Olympic and Paralympic Games Committee to ensure local businesses are aware of, and act on opportunities available to them through the upcoming event. The EDC hosted a well-attended 2010 Procurement Workshop in November. In addition, EDC staff also attended a "Train the Trainer" workshop and will continue to deliver the Olympic opportunity message through the Region.

- ▶ The 2006 edition of the EDC's annual business directory, "The Okanagan Opportunity – 100 Reasons to do Business in Kelowna and the Okanagan Valley"



The EDC represented business, education and arts and culture in the Central Okanagan at Japan Expo 2005 ...



■ – is now posted to the EDC website. The award-winning directory showcases 100 Central Okanagan businesses and can be downloaded at www.investkelowna.com.

BUSINESS ATTRACTION

- ▶ The Commission office responded to more than 11,500 walk-in, phone, mail and email inquiries in 2005, a 5% increase over 2004.
- ▶ The EDC was among more than 70 delegates representing business, education and arts and culture in the Central Okanagan at Japan Expo 2005 in Aichi, Japan last March. Participation in this event resulted in extensive interest in the Okanagan, particularly through the profile given Kelowna Day, April 1 with Okanagan products centre stage at the Canada Pavilion.
- ▶ Building on the interest expressed in Kelowna and the Okanagan Valley during the EDC's attendance at the CeBIT technology show in Germany in 2004, the Commission attended CeBIT again in 2005. While there, the Commission launched its web site in German as a means of maintaining active contact with a qualified target market interested in investing in the Okanagan.
- ▶ The EDC worked extensively with Sitel in its decision to open a contact centre in Kelowna. This significant employer is actively recruiting with a goal of reaching 800 employees. The EDC also worked with other new businesses in the tourism, manufacturing, retail and technology sectors.
- ▶ The Commission attended a number of trade events during the year with several Central Okanagan companies attending under our umbrella resulting in broadened awareness of the Region as a place for business investment. These events included the Canadian Exporters Showcase in Vancouver; the CeBIT Technology show in Germany; Japan Expo 2005; the Calgary Oil & Gas Show, the International Council of Shopping Centers annual convention in Whistler; the CoreNet Global Summit in Toronto, and

the National Business Aviation Conference in New Orleans.

- ▶ The EDC also attended two international recruitment shows in Holland and the United Kingdom. These shows resulted in individuals and businesses relocating here, bringing additional investment and business to the region.
- ▶ In partnership with the Okanagan Science & Technology Council, the 2005 High Technology Study was completed, providing detailed information to assist the area's technology companies to be more competitive and help them plan growth strategies.

BUSINESS FACILITATION

- ▶ EDC programs and activities continue to reflect the objectives and outcomes of the Okanagan Partnership. We continue to maintain a close working relationship with UBC-Okanagan on various initiatives including ensuring sufficient broadband access to the region, the creation of a regional water board to better manage our water supply, and providing input to the creation of business programs on behalf of the business community.
- ▶ The goal of increased awareness of EDC programs and services was addressed through presentations to front-line service providers of other business organizations, community service groups and high schools. Extensive media coverage was generated during the year through news releases, the EDC's electronic newsletter and interviews on the Central Okanagan economic environment with such publications as Calgary Living and Canadian Business magazines.
- ▶ The Commission updated its key information tools for market research including its award-winning web site and on-line site selector toolbox. A major update of the Economic Profile for the Central Okanagan was also completed as well as individual demographic profiles for Peachland, the Westside and Central



■ Okanagan East Electoral Areas,

Westbank, Kelowna and Lake Country.

▶ In partnership with the Kelowna Chamber of Commerce, the Downtown Kelowna Association and Kettle Valley Research, the EDC initiated a Business Confidence Survey which polls Central Okanagan businesses every second month on economic factors and reports the results back to the community.

▶ We continue to sponsor a range of programs including the Young Entrepreneur's Program, Westbank Business Excellence Awards, Lake Country Business Excellence Awards and the Okanagan Science and Technology Council's Silicon Vineyard Awards.

▶ 2005 was the second year the EDC hosted tours of local businesses for international students as a means of marketing investment opportunity in the valley to students and their families.

2006 INITIATIVES

▶ The Commission's primary focus will continue to be Business Enhancement – identifying issues specific to the Central Okanagan business environment and facilitating discussions directly with the business community and strategic partners to address these issues. Specifically, we will make greater use of the knowledge and expertise of our board members, including them on site visits and involving them in solutions to the needs of individual businesses.

▶ As the number of inquiries into our office continues to increase and the demand for our services grows, the planning process was one of defining where we are most effective and streamlining programs and services. For example, the EDC will take a leadership role with certain initiatives and once the incubation stage is over, release those projects into the community. One example is the new Agricultural Support Program to be launched in early 2006. The program is aimed at helping Central Okanagan farm-related businesses

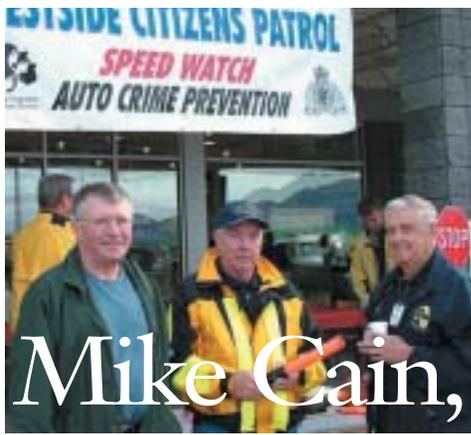
develop innovative, sustainable farm business strategies.

▶ Sector-specific initiatives will build on the work of the Okanagan Partnership that identified the aviation industry as having the greatest potential for growth. The EDC will implement a strategy to develop the aviation sector that includes raising the profile of local aviation companies outside the Okanagan, mainly at trade events; partnering with local firms to increase sales and attract suppliers and customers; increasing investment in existing aviation companies through partnerships and new product development, and facilitating the addition of 300 jobs in the industry over the next five years.

▶ Solidifying the Okanagan Valley "brand" and the business attraction message we want to take to the world is another focus. This will involve working with other organization in the community to ensure consistent use and buy-in to this message, and the development of strategic marketing materials to implement it.

▶ Building on the UBC-Okanagan's firm footing in the Valley, the EDC will emphasize the value of students taking their education in the valley rather than moving to larger cities. This and external recruitment strategies will be key to addressing the current skills shortage being experienced in the Okanagan.

...is the new Agricultural Support Program is aimed at helping Central Okanagan farm-related businesses develop innovative, sustainable strategies.



Mike Cain, COORDINATOR



■ The Regional District Crime Prevention Program is "Responsible for preventing all crime that didn't occur".

Crime Prevention within the District is tackled on two fronts: Crime Prevention workshops and programs as well as Volunteer Programs offered out of our Community Policing offices.

Our Crime Prevention Coordinator works in conjunction with the RCMP in examining crime trends and implementing strategies to effectively combat the activity, either through existing programs or the research and development of new ones.

Some of the existing programs that are available to the public are: Seniors Safety, Frauds & Scams, Loss Prevention, Robbery Prevention, Crime Prevention through Environmental Design, and Safety in the Workplace.

The Community Policing Offices and the Citizens Patrols host a number of volunteer based programs such as Neighbourhood Watch, the Seniors Contact Program and Child ID. The Citizens Patrols operate the Speed Watch and Auto Crime Prevention programs. Both provide opportunities for dedicated volunteers who are interested in making their communities and neighbourhoods safer places in which to live, work and play. As shown below, they make a major contribution to everyone in the Central Okanagan.

WESTBANK COMMUNITY POLICING OFFICE

- 25 volunteers, contributing over 5,000 hours annually

PEACHLAND COMMUNITY POLICING OFFICE

- 17 volunteers, contributing over 1,900 hours annually

WESTBANK CITIZENS PATROL

- 75 volunteers, contributing over 5,000 hours and driving more than 25,000 kilometres annually

PEACHLAND CITIZENS PATROL

- 40 volunteers, contributing over 1,200 hours and driving more than 8,000 kilometres annually

LAKE COUNTRY CITIZENS PATROL

- 36 volunteers, contributing over 1,200 hours and driving more than 7,500 kilometres annually

2005 HIGHLIGHTS

▶ At the annual BC Crime Prevention Association Symposium, one of our local volunteers was honoured. Bill Wilson, a long time member of the Westside Citizens Patrol, received a Crime Prevention & Community Safety Award for his dedication to promoting community safety and wellness in the Central Okanagan.

▶ In September 2005, the City of Kelowna hired Colleen Cornock as the Graffiti Eradication & Prevention Coordinator ("The Eradicator"). Currently operating within the City of Kelowna, this program is a police-based crime prevention program designed to reduce incidents of graffiti vandalism and the negative impact that this crime has on the community. Full details of the program can be obtained from Colleen who is based at the Glenmore Community Policing Office (763-1531).

▶ Communities within the Regional District are encouraged to take ownership of graffiti problems in their areas, by reporting all incidents to the Graffiti Hot Line, 862-5500. The Regional District Bylaw Enforcement officer will take the necessary action to ensure eradication. The public can go a step further and join the Graffiti Eradication Team (G.E.T.), or do the "Adopt a Spot" program by taking ownership over a particular area or object near their home or place of work and pledge to keep it graffiti-free. If interested, please contact either Mike Cain at 470-6218, or Colleen Cornock at 763-1531. Clean up kits are available at the Community Policing Offices throughout the District.

▶ Lake Country Citizens Patrol received a generous donation from the District of Lake Country.

2006 INITIATIVES

▶ AdWatch – A province-wide system of volunteers who review daily and community newspapers for suspicious advertisements in an effort to prevent stock fraud and other violations of the Securities Act of British Columbia. We will be operating this program out of our Community Policing Offices.



Bruce Baron, COORDINATOR



PROGRAM DESCRIPTION

The Central Okanagan Crime Stoppers program is one of the most successful of 1,500 Crime Stoppers International Programs around the world, boasting numerous awards, and impressive results in arrests, drug seizures and recovery of stolen property. This is made possible due to tremendous support from our partners in the media, local business, our communities, concerned citizens and dedicated volunteers.

Program components include MugShots, Unsolved Crimes, Hot Cars, Student Crime Stoppers, Drug Free Zones and Crime Re-enactments. Program volunteers assist with promotion, fund raising, events and special projects or programs under the supervision of a volunteer Board of Directors. Crime Stoppers enables citizens to safely and anonymously report knowledge of criminal activity by calling our 1-800-222-TIPS (8477) phone line or visiting our secure online web tip submission form at www.crimestoppers.net. Tipsters providing information that leads to arrest and charges are eligible for a cash reward of up to \$2,000.

2005 STATISTICS

- ▶ 942 tips were received on the Central Okanagan Crime Stoppers 1-800-222-TIPS (8477) phone line that helped the RCMP clear 70 cases.
- ▶ Drug offences accounted for 41% of all tips taken in 2005, with most providing information about trafficking and marijuana growing operations.
- ▶ Thefts, Robberies and Possession of Stolen Property accounted for 6% of tips taken during the year.

2005 HIGHLIGHTS

- ▶ Central Okanagan Crime Stoppers continued its

winning streak receiving awards at the Crime Stoppers International (CSI) and British Columbia training conferences in Calgary during August. CSI awarded the program with the Print Media Award for 100,000 to 250,000 population for the 2004 Central Okanagan Crime Stoppers Magazine published by the Kelowna Capital News.

- ▶ British Columbia Crime Stoppers recognized us with awards for: Print Media - 2004 Central Okanagan Crime Stoppers Magazine, published by the Kelowna Capital News; Radio Public Service Announcements - Crime of the Week, produced by CKOV 63; T.V. - Best Public Service Announcement for the Central Okanagan Crime Stoppers golf tournament produced by CHBC-TV; and T.V. - Best Crime Re-enactment for the Perry Walsh Fatal Hit & Run, produced by CHBC-TV.
- ▶ The Drug Free Zone program within Central Okanagan middle and high schools was enhanced by initiatives from the School District No.23 Safe Schools Program in partnership with the RCMP D.A.R.E program and two full-time school liaison officers to build a safe community in our schools.
- ▶ In June, the 7th Annual Willis-Harding - Crime Stoppers Community Fund Raising golf tournament held at the Kelowna Springs Golf Club raised more than \$10,000. Once again this highly successful event was sold-out, with over 120 participants.
- ▶ Secure online web tip submission was launched in August, enabling tipsters to anonymously submit crime information through our website at crimestoppers.net.
- ▶ A special initiative with the Kelowna RCMP





- Property Crimes Division resulted in dramatic increases in stolen property recovery, arrests and reward payouts.
 - ▶ MediaScene Inc. conducted a community canvas, raising more than \$30,000 in proceeds for Central Okanagan Crime Stoppers.
 - ▶ Our Media Partners CHBC-TV, CKOV-63, Power 104, The Daily Courier, The Capital News, T.V. Outlook, Seniors Choice and Powerhouse Print Media Consultants, continued to support Crime Stoppers with significant coverage of Unsolved Crimes, Crime Re-enactments, Mugshots, and other features as required during the year.
 - ▶ Whillis-Harding Agencies Western Financial Group won the B.C. Crime Prevention Business of the Year Award for their long-term commitment to and

sponsorship of Crime Prevention and Crime Stoppers throughout the Central Okanagan.



2006 INITIATIVES

- ▶ The 8th Annual Crime Stoppers Community Fund Raising golf tournament will be held Friday, June 23, 2006 at the Kelowna Springs Golf Club.
- ▶ 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.



Crime Stoppers enables citizens to safely and anonymously report knowledge of criminal activity by calling 1-800-222-TIPS ...

Cary Berger, COORDINATOR



In recent years, the major focus of the criminal justice system has been to apprehend, sentence, and rehabilitate offenders, with little assistance offered to the victim. To address this deficiency, provincial legislation was passed in 1988 to formally establish the rights of victims of crime. 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, the healing process can take much longer and Victim Services workers are committed to helping those impacted through the difficult transition towards reclaiming their lives.

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 Avenue and the Lake Country RCMP office, 3231 Berry Rd. For more information please call Victim Services at (250) 470-6242. To contact the Victim Services program nearest you call VictimLink toll free at 1-800-563-0808.

2005 STATISTICS

Volunteer Hours	9,032
Active Caseload	1,637
Brief Services Contacts	159
Crisis Call-Outs	89
Court Support & Accompaniment	25
Crime Victim Assistance Program Forms	76
Victim Impact Statements	17
Other Assistance	42
Presentations and Events	31
Committees	9

2005 HIGHLIGHTS

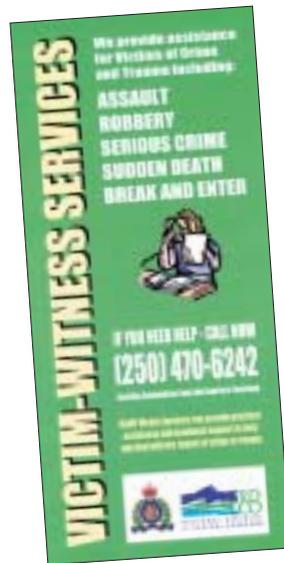
- ▶ Staff participated in various Victim Services training opportunities offered by the Ministry of Public Safety and Solicitor General.
- ▶ Volunteer recruits completed their Victim Services Core training and received their RCMP security clearances.
- ▶ Crisis intervention: 24 hours per day, 7 days per week upon request from a police officer.
- ▶ Protocols were completed with the Community-based Victim Services program to ensure seamless delivery of service and to minimize any duplication of service.
- ▶ Police based and community based Victim Services met with Crown Counsel to discuss Victim Impact Statements and the rights of victims. Crown Counsel agreed to send a form letter outlining the two local victim services programs to all victims and



Protocols were completed with the Community-based Victim Services program to ensure seamless delivery of service and to minimize any duplication of service.



- witnesses receiving information regarding Victim Impact Statements.
 - ▶ In conjunction with other service providers, a one-day training event was organized on Community Coordination for Women's Safety.
 - ▶ Service delivery was increased in the area of court support.



- ▶ Various presentations to RCMP, Watches, Teams, and Telecoms.
 - ▶ An article and picture of our program in the Police Victim Services of British Columbia (PVSBC) Impact Newsletter.
 - ▶ Eight volunteers and three staff attended the PVSBC Annual Training Symposium. One of our volunteers, Lenore Rush, received a recognition award for her outstanding contributions to police-based victim services for the Thompson Okanagan Region at the PVSBC awards luncheon.
 - ▶ We moved into our new offices where Victim Services has a separate office entrance to the front lobby of the RCMP detachment. Clients will be able to gain direct access into the office making it a user-friendly environment. Safety measures have also been included in the office to address safety issues.
 - ▶ We attended several high profile events to promote our program. The events included: the Safety Pavilion at Kelowna Family Fun Day; two shows of the RCMP Musical Ride; Westside Citizen's Patrol and Community Policing Pancake Breakfast; Cops for Kids Rockets Hockey Game; Westbank Seniors Health and Safety Fair and the Okanagan Volunteer Opportunity Fair.

2006 INITIATIVES

- ▶ Develop a strategic or future plan for the Regional District of Central Okanagan/ RCMP Victim-Witness Services involving the various stakeholders in the planning process.
- ▶ Continue implementing services as outlined in our annual contract and the provincial Victims of Crime Act.
- ▶ Recognizing cultural diversity within our community and utilizing resources and identifying strategies to assist Victim Services workers in carrying out their services.
- ▶ Providing education and awareness regarding the Regional District of Central Okanagan/ RCMP Victim-Witness Services to individuals, students, groups, and committees, within our community.

