

# Annual Report 2006

nurturing growth, fostering lifestyle



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**MISSION STATEMENT**

“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



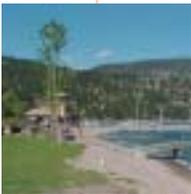
Okanagan into their chosen place to live, work and play.

The Regional District of Central Okanagan includes the two unincorporated Electoral Areas of Central Okanagan East 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, CHAIRPERSON**

message from the chair

**N**urturing growth, fostering lifestyle' is the Mission Statement of the Regional District. 2006 has been a year in which our Board and dedicated staff have worked hard to achieve this vision.

We've made progress through the creation and work of our Sustainability Steering Committee in meeting those stated goals. The Regional District also participated with the City of Kelowna in the public consultation on sustainability and supports future steps initiated through the community forum and the [www.futureok.ca](http://www.futureok.ca) website.

We've continued our efforts in many fronts to protect our air, land and water resources. In 2006, community sewers were extended to serve more than 800 additional properties in three neighbourhoods through Lakeview Heights and Glenrosa. A \$9.2 million expansion of the Westside Wastewater Treatment Plant is ahead of schedule and is expected to come into service during the spring of 2007.

The Regional District is participating with our Westside Joint Water Committee partners in an extensive public information program in advance of the installation of water meters. We anticipate that during 2007 the more than 800 customers in the West Kelowna water system will receive water meters.

The Regional District supports the Okanagan Basin Water Board as it develops a valley-wide approach to water management and conservation. We're pleased the Water Quality Enhancement Program provided over \$170,000 for projects designed to improve water quality in our region.

Our Regional Air Quality Committee welcomed the participation of the District of Lake Country, making this a truly regional initiative. We continue to see excellent support from residents for the wide range of services designed to protect the air we share.

We've continued our efforts in many fronts to protect our air, land and water resources.

2006 saw the extensive review and updating of the Regional Solid Waste Management Plan allowing further expansion our programs while providing more options for Central Okanagan residents to 'Reduce, Reuse and Recycle'.

The past year also saw the successful integration of the Westside Fire Department into the Regional District. We've already seen the benefits of additional full-time fire fighters hired during the year and we look forward to the continued growth in staff and equipment. We also anticipate construction will begin during 2007 for a new Westside home for the RCMP and the various crime prevention programs spearheaded by the Regional District and supported by hundreds of dedicated volunteers.

On the planning front we completed the first Official Community Plan (OCP) to guide future land use decisions in Ellison, made important environmental protection improvements to the North Westside OCP and we embarked in late 2006 on a public process to update the village centre plan for Lakeview. In 2007, we look forward to completing this important planning blueprint, as well as moving ahead on an updated Joe Rich Rural Land Use Bylaw.

A number of transportation initiatives were undertaken in 2006. Most importantly, local governments stepped up to fill the void and increased transit funding to restore and improve bus service levels. We began reviewing a Bus Rapid Transit proposal and anticipate that it will form the backbone of a superb regional service. This in conjunction with the new William R. Bennett Bridge and related projects on both sides of the lake, will greatly improve our ability to get around the region.

On behalf of the Board, I'd like to thank the management, staff and volunteers who each day help to bring the words of our Mission Statement to life.





**Wayne d'Easum, CHIEF ADMINISTRATIVE OFFICER**

message from the administrator

...our staff remains dedicated to providing the most efficient, friendly and effective service possible.

**2** 006 saw some major increases in services provided by the Regional District of Central Okanagan.

We're proud of the smooth transition that took place very early in the year as we welcomed the Westside Fire Department to the Regional District family. We acted on pledges that the change in jurisdiction would result in the hiring of more full-time fire fighters and improvements in equipment. We anticipate further future enhancements, as the fire protection service is now part of the Regional District's five year financial planning process. We've also embarked on a regional approach to fire protection services for other volunteer departments within the Regional District's jurisdiction.

There have been other additions designed to enhance service delivery from our departments. Inspection Services has grown in an attempt to deal with increased demand from residents wishing to make home renovations, to businesses and the development community as they come forward with new and more complicated projects. Our Planning Services Department has updated guides and introduced new application forms in an effort to improve service and reduce unnecessary delays resulting from incomplete land-use change applications. Many of our outside parks staff, who had been seasonal workers in years past, became full-time employees during 2006 as the workload in dealing with fire hazard, pest mitigation and forest health has increased throughout our Regional, Westside and Eastside parks.

There were many more infrastructure improvements made during 2006 by the Regional District. We look forward to the opening early in 2007 for the new \$10 million Royal LePage Place. The more than 1,500-seat arena at the Mount Boucherie Community Centre will be a welcome addition to the Jim Lind Arena, which has served the community well for more than 30 years. And by summer, we anticipate the \$12 million Phase 2 expansion of the Westside Waste

Water Treatment Plant will begin operation, meeting the growing needs of the community. As well, we'll continue with our long-term plans for expanding sewer service throughout Lakeview Heights and Glenrosa. 2007 will also see the opening of an exciting new amenity in the ever popular Bertram Creek Regional Park. Thanks to the partnership the Orchard City and Westbank Lions Clubs who contributed more than \$200,000, we'll unveil a new covered, outdoor amphitheatre as we continue restoring much of the park that was destroyed in the 2003 fire storm.

We continue to look for other ways of making it easier for you to obtain information or services from the Regional District. We're proud of our website, [www.regionaldistrict.com](http://www.regionaldistrict.com) and know that it's proving to be a very useful tool for people living in the Central Okanagan, as well as those in other parts of the world looking for information about our region. Each month, more residents and businesses are using the secure and convenient on-line system to access account information and pay utility and other bills with a few clicks of their mouse. We continue to move towards the goal of providing any pamphlets and other documentation that are available at our service counters, on our website so you can access the information anytime you want, not just during our business hours.

During the past year, the effort of each member of the Regional Board, both the veterans and newcomers has made our task easier. We look forward to their continuing dedication and hard work through 2007 as we face the exciting challenges of living in one of the fastest growing regions in the country.

Throughout the Central Okanagan, in every facet of our operation, our staff remains dedicated to providing the most efficient, friendly and effective service possible. In the years ahead, the Regional District of Central Okanagan will continue to adapt and change, to meet the growing needs of our beautiful region.





## Vital Statistics 2006

BACK ROW (standing left to right) Len Novakowski, Brian Given, Barrie Clark, Graham Reid, Colin Day, David Knowles.  
FRONT ROW (seated left to right) Patty Hanson, Aaron Dinwoodie, Robert Hobson, Sharon Shepherd, James Baker.

vital statistics 2006

POPULATION (EST.) 2006	
REGIONAL DISTRICT	173,026 *
WESTSIDE ELECTORAL AREA (INCLUDING IR'S)	39,924
CENTRAL OKANAGAN EAST ELECTORAL AREA (INCLUDING IR'S)	4,290
CITY OF KELOWNA (INCLUDING IR'S)	112,775 *
DISTRICT OF LAKE COUNTRY	10,668 *
DISTRICT OF PEACHLAND	5,369 *
HOUSEHOLDS	70,349 **
BUSINESSES	14,562 ***
AREA	2,956.3 SQ. KMS
RDCO EMPLOYEES (FULL, PART TIME, SEASONAL, CASUAL)	203

\* SOURCE: BC STATS JULY 1, 2006  
\*\* SOURCE: BC STATS PROJECTION USING STATISTICS CANADA 2001 CENSUS  
\*\*\* SOURCE: CENTRAL OKANAGAN ECONOMIC DEVELOPMENT COMMISSION

### REGIONAL DISTRICT DEPARTMENTS

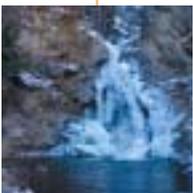
Chief Administrative Officer	Wayne d'Easum
Director of Engineering Services	Hilary Hettinga, P. Eng.
Director of Financial Services	Harold Reay
Director of Human Resources	Gary Leier
Director of Inspection Services	Kelly Roth
Director of Parks and Recreation Services	Bill Vos
Director of Planning Services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

### 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





**Harold Reay, DIRECTOR**

...continue to streamline processing allowing Regional District staff to handle increased volumes with existing staff resources.

**W**hat We Do... Taxation for Regional District residents is slightly different than for cities and towns. In accordance with the Local Government Act, the law that governs the activities of local governments, Regional Districts do not have the authority to collect taxes directly from residents or businesses. Instead, taxes for Regional District purposes are collected by the Province and by the member municipalities. In addition to taxation, local services received by some residents such as sewer, water and garbage are funded through utility billings.

Tax revenues are used to fund a wide range of regional services of benefit to everyone within the boundaries of the region, such as dog control, regional parks, 911 services and recycling. Tax revenues are also used to provide local services such as wastewater treatment, sewers and streetlights to residents and businesses within the electoral areas of the Regional District.

The Regional District also coordinates funding for the Central Okanagan Regional Hospital District to fund capital projects 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.

As required by the Local Government Act, Financial statements for the fiscal year are published by March 31st of the following year. The 5-year financial plans are adopted by the Regional Board by March 31st of each year.

**2006 HIGHLIGHTS**

- ▶ Implemented a new utility billing format and outsourced mailing of utility billings.
- ▶ Reviewed and changed a number of program measures.
- ▶ Implemented integration of the Cry Wolf program for the False Alarm function.
- ▶ Upgraded the Vadim server for financial applications.

**2007 INITIATIVES**

- ▶ Co-ordinating the Utility Billing system with other users within the Westside Joint Water Use Committee. Training and setting up a system for metering for all water users.
- ▶ 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.

finance



<b>BUDGET AND FINANCIAL PLAN</b>	2006	2007
GENERAL OPERATING/REVENUE FUND	\$45,962,848	\$48,672,841
GENERAL CAPITAL FUND	\$11,889,858	\$4,311,541



**Hilary Hettinga, P.ENG DIRECTOR**

engineering services

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

## What We Do...

The Engineering Services Department coordinates delivery of the many day-to-day services required for community living such as water, sewer, garbage and recycling collection, fire protection and the Regional Rescue program.

The department handles inquiries relating to works and services including applications for utilities, latecomer agreements, grant applications, and administration of the sewer agreement with Westbank First Nation. Engineering also works closely with other departments to review applications for subdivisions, variances, rezoning and building permits.

Public Works looks after the operation of the Westside Landfill, Westside Regional Wastewater Treatment Facility, as well as water utilities.

The Regional Waste Reduction Office is housed within Engineering Services and is responsible for garbage collection in the Electoral Areas, the Regional Recycling program and aspects of the Solid Waste Management Plan.

### 2006 HIGHLIGHTS

- ▶ Completed Phase 1 of the Glenrosa sewer collection system in the McIver and Webber Road areas servicing approximately 340 residential equivalent units. Estimated cost \$2.4 million.
- ▶ Completed Lakeview Phase 4 (Sussex Road) sewer collection system, which will service 99 residential equivalent units, including Friends Pub and Mac Store on Boucherie Road. Estimated cost of \$1.2 million.
- ▶ Completed Lakeview Phase 5 (Montigny Road Area) sewer collection system, which will service 182 residential equivalent units. Estimated cost of \$2.2 million.

- ▶ Commenced Westside Electoral Area Road DCC Study.
- ▶ Commenced Westside streetlight inventory and maintenance study.
- ▶ Commenced the design of Lakeview phase 2 & 6 (Hayman Road and Thacker North). The project will service approximately 245 residential equivalent units. Estimated cost of \$3.1 million.
- ▶ Completed Westside Electoral Area Road Study. The purpose of the study was to assess the current condition of roads on the Westside. The study included data collection of surface and sub-surface conditions to determine current road conditions.
- ▶ Completed the Lakeshore Road upgrade which improved safety and driving conditions. Estimated cost of \$280,000.

### 2007 INITIATIVES

- ▶ Commence construction of the Lakeview Phase 2 & 6 Sanitary Sewer System (Hayman Road and Thacker North) in the fall of 2007. The project will service approximately 245 properties. Estimated cost of \$3.1 million. The project is subject to public support.
- ▶ Complete Westside Electoral Area Road DCC Study.
- ▶ Complete Westside Street lighting and maintenance study.
- ▶ Complete design and begin construction of approximately 600 m of sidewalk/pathway and associated work along Elliot Road and Ingram Road. Estimated cost of \$330,000.
- ▶ Complete the design of the transfer station located at the La Casa development on Westside Road. The transfer station will provide area residents with a local garbage disposal and recycling facility.
- ▶ Complete the detailed design of Gellatly Road Sections B & C from Boucherie Road up to and



Enhance and expand the regional fire prevention and fire protection programs.



including a portion of Whitworth Road. Construction is anticipated for 2007/ 2008.

- ▶ Complete the design and construction of the Sunnyside water system upgrade. Upgrade includes water intake, replacement pump, new main installation and pressure reducing station. Estimated cost of \$380,000.
- ▶ Complete construction of the RDCO parking lot expansion. Proposed work will increase parking capacity by approximately 30 stalls at the estimated cost of \$130,000.
- ▶ Complete construction of the Asquith Road connector in cooperation with area developers. The project will provide an alternate link to the Smith Creek area. Estimated cost of \$1.7 million.
- ▶ Complete the design and commence construction of the Pineridge sanitary sewer collection system. The project will service approximately 25 properties. Estimated cost of \$260,000.
- ▶ Complete the design and commence construction of Glenrosa Phase 3 (Dunbarton) sanitary sewer collection system. The project will service approximately 217 residential equivalent units. Estimated cost of \$2.0 million.
- ▶ Complete the design and commence construction of Glenrosa Phase 2 (Ranch/Country Pines) sanitary sewer collection system. The project will go to tender winter/spring of 2007. The project will service approximately 140 residential equivalent units. Estimated cost of \$1.2 million.
- ▶ 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.

- ▶ Completed the Regional Rescue Report.
- ▶ Established administrative support for the Regional Fire Departments.
- ▶ Added 9 full-time fire fighters to the Westside Fire Department.
- ▶ Planning for new Westside Fire Station.
- ▶ Purchasing ladder truck for Westside Fire Department.
- ▶ Established fire inspections in rural areas.
- ▶ Analyzed unprotected lands between Wilson's Landing and North Westside Road (added Shelter Cove) to Wilson's Landing Fire Protection Boundaries.
- ▶ Community Wildfire Protection Plans completed for Ellison, Wilson's Landing, North Westside and Joe Rich.

## 2007 INITIATIVES

- ▶ Enhance and expand the regional fire prevention and fire protection programs.
- ▶ Continued enhancement of fire inspection for rural areas.
- ▶ Delivery of ladder truck expected during 2008.
- ▶ CGI to conduct Fire Protection studies in each Regional Area, including Westside to give new insurance advisory organization grades.
- ▶ Enhance the Mechanical Division to deal with increased workload brought on by Westside Fire becoming part of the Regional District of the Central Okanagan.
- ▶ Work with the Paid-On-Call Fire Departments to enhance educational programs for fire safety in urban areas.
- ▶ Develop fire inspection programs for the rural areas.
- ▶ Implement recommendations of Regional Communications Review.
- ▶ Implement recommendations of Regional Rescue Program Review.
- ▶ Will be looking for funding opportunities to implement some of the recommendations of the Fire Protection Plans.
- ▶ North Westside to purchase tender in 2007.
- ▶ Utility truck to be purchased for Ellison.
- ▶ Possible renovation project for Station 101.

## Fire Services 2006 HIGHLIGHTS

- ▶ Received the Wilson's Landing fire truck.
- ▶ Completed the Regional Communications Study.
- ▶ Completed CGI study of impact of growth on the Westside.

...expansion of the Westside Regional Wastewater Treatment Plant is scheduled for completion in June of 2007.

## Public Works

**CHARLIE CAMERON,  
SUPERINTENDENT OF PUBLIC WORKS**

### 2006 HIGHLIGHTS

#### WESTSIDE LANDFILL

▶ Completed Step 1 of the 5 part Closure Plan. Step 1 was the closure and final cover of the northwest section of the Landfill, which also included seeding for dust control. Step 2 has begun which is the landscaping and planting of the buffer zone and berms on the northern and eastern boundaries. Closure is scheduled for completion sometime in 2012.

#### WESTSIDE REGIONAL WASTEWATER TREATMENT PLANT

▶ Approximately 50% of the Treatment Plant expansion has been completed (\$6 million).

The WWTP is well underway on its Stage 2 expansion. This Stage will expand the Plant to a hydraulic flow of 14,000 cubic meters per day. The process used for treatment at the plant is known as the WESTBANK PROCESS. The Westbank Process was developed and refined at the Westbank Plant, and this process has been recognized and published world wide. Recently at the Water Environment Federation Conference in Dallas, Dr. James Barnard and others presented papers which included and supported the Westbank Process as a leading edge wastewater treatment technology. Construction is currently ahead of schedule and on budget.

#### MOSQUITO CONTROL PROGRAM

▶ This year the Regional District received approximately \$225,000 funding from Interior Health for West Nile programs. These programs include the City of Kelowna, District of Peachland, Lake Country, Westbank First Nation and the Westside. Applications were made to approximately 120 breeding sites, as well as 2,400 catch basins throughout the District, plus catch basins within the City of Kelowna. This year we were requested to involve neighbouring Crown Lands in our programs. We started research in these remote areas and have applied for permits within B.C. Parks to map and monitor potential sites. Public awareness, education and progress regarding the West Nile Virus was made through newspapers, leaflets, television and radio ads.

### 2007 INITIATIVES

#### WESTSIDE LANDFILL

▶ Continue with Step 2 of the 5 part Closure Plan, which is the landscaping and planting of the buffer zone and berms on the northern and eastern boundaries. Closure is scheduled for completion sometime in 2012.

#### WESTSIDE REGIONAL WASTEWATER TREATMENT PLANT

▶ Continue with the Stage 2 expansion. The plant expansion is scheduled for completion in June of 2007.

#### MOSQUITO CONTROL PROGRAM

▶ Continue the West Nile programs and create public awareness in the City of Kelowna, District of Peachland, Lake Country, Westbank First Nation and the Westside.





Carol Suhan, COORDINATOR

The blue bag curbside collection program continued to enjoy one of the highest participation and collection rates in the country.

**W**hat We Do... Everything you ever wanted to know about garbage and recycling is available from the Regional Waste Reduction Office. As a program of the City of Kelowna, Regional District and Districts of Peachland and Lake Country, the Waste Reduction Office implements programs to help reduce garbage going to local landfills. Reducing waste conserves natural resources, energy and space in local landfills, protects the environment and saves future tax dollars.

Staff is available to provide information and assistance and offer fun and informative presentations on a wide range of topics for groups or schools.

**2006 HIGHLIGHTS**

- ▶ After extensive public consultation the Solid Waste Management Plan (SWMP) was completed in 2006. The plan, designed to increase waste diversion to 65% over the next 10 years, will help to direct staff in designing and implementing new waste reduction programs.
- ▶ Staff secured \$49,000 in funding from FCM (Federation of Canadian Municipalities) to assist in covering the costs of the SWMP planning process.
- ▶ Zero Waste, a philosophy that maximizes recycling, minimizes waste, reduces consumption and ensures products are made to be reused, repaired or recycled back into nature or the marketplace, was adopted by the Regional District, the City of Kelowna and the District of Lake Country.
- ▶ The Regional District and the City of Kelowna together adopted new waste management bylaws.

The highlights of the new bylaws include mandatory recycling for multi-family and business sectors and more comprehensive landfill operations regulations.

- ▶ Following a year-long pilot project to test the efficacy of variable tipping fees for construction waste, in November new tipping fees were introduced at the Glenmore and Westside Landfills. All source-separated wood, metal and concrete and asphalt recycling fees were reduced to \$10/tonne and all mixed waste fees were increased to \$55/tonne. It is anticipated this initiative will reduce overall waste disposal by 5-10%.
- ▶ The blue bag curbside collection program continued to enjoy one of the highest participation and collection rates in the country. Nearly 12,000 tonnes of recyclables were collected from households in 2006, about 10 percent more than in 2005.
- ▶ After experiencing significant increase in yard waste volumes over the last several years, volumes collected in 2006 were about the same as 2005: 3,000 tonnes at the curb and 20,000 tonnes dropped off at the Glenmore and Westside Landfills.
- ▶ The 16th annual Hazardous Waste Round Up collected about 65,000 equivalent litres of materials; about the same as 2005.
- ▶ The 4th computer-recycling event collected approximately 80 tonnes, or four semi-trailers, of computers and other e-waste for recycling.
- ▶ After dramatic decreases in illegal dumping over the last several years, reported instances increased this year. In partnership with Integrated Career Opportunities 111 sites were cleaned. Approximately 1,800 people volunteered to clean litter in their neighbourhoods during the annual Community Clean Up promotion in April.



...design and implement new social marketing programs and events to encourage residents to adopt more behaviour that support waste reduction.

- ▶ Continued with business waste reduction education initiatives: free waste audits and recommendations for businesses, radio advertising campaigns and publication of a Commercial Recycling Directory.
- ▶ Conducted a North Westside Road residential survey to determine preference for garbage and recycling collection service, including the possibility of building a second transfer station at the La Casa Cabin Resort that all residents could use.
- ▶ Co-hosted the 6th annual “Environmental Mind Grind” in April. Thirty-two elementary, middle and high school teams competed in the curriculum-approved environmental challenge. Staff also made 72 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.
- ▶ Implemented social marketing programs like the “Go Natural” garden parties and participated in Living Greener and EECO Heroes education programs (radio and TV advertising, annual Calendar of Events, community events, etc.).
- ▶ Introduced recycling collection for Christmas light strings at the recycling depots.

## 2007 INITIATIVES

- ▶ Issue Request for Proposals for recycling collection and processing and garbage collection for new 2008 - 2013 contracts.
- ▶ Add #1-7 plastics household containers to the blue bag curbside collection program early in 2007.
- ▶ Issue a Request for Proposals to determine options and costs of a year round household hazardous waste collection depot. A year round

depot would replace the current one-day “Round Ups”.

- ▶ Complete a waste audit at the Glenmore Landfill to create a “baseline measurement” for determining efficacy of waste reduction programming.
- ▶ Amend building code bylaw to require minimum standards for waste management rooms for commercial and multi-family buildings.
- ▶ Conduct a pilot project to collect yard waste on a monthly basis during the growing months.
- ▶ Research and implement program to maximize demolition waste diversion.
- ▶ Investigate options and potentially build a year-round Eco-station that accepts all recyclables collected by municipally and provincially funded programs (i.e., beverage containers, e-waste, hazardous waste, small appliances, and household recyclables).
- ▶ After nearly 15 years of volunteer compliance, begin random enforcement of landfill bans of cardboard, paper, hazardous wastes, etc. at the Westside and Glenmore Landfills.
- ▶ Assume operations for the Sugar Loaf Mountain transfer station and construct and operate a new transfer station at the La Casa Resort for all residents living in the North Westside Road area.
- ▶ Host a Composter Sale Event. The subsidized composters will encourage people to compost more in their backyards and create another opportunity to get the composting message out.
- ▶ Continue to design and implement new social marketing programs and events (20 Minute Make Over, Master Composter Program, etc.) to encourage residents to adopt more behaviour that support waste reduction.



check out garbage and recycling info at [www.regionaldistrict.com](http://www.regionaldistrict.com)



**Bill Vos, DIRECTOR**

Reviewed and amended regulation bylaws and the fees and charges for Regional Parks, Community Parks and Recreation Facilities.

**T**he Regional Parks and Recreation Department administers 28 Regional Parks (1,056.9 hectares) including two campsites under contract with Ministry of Forests, 107 Westside Parks (124.9 hectares), 9 Eastside Parks (18.5 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.

**2006 HIGHLIGHTS  
GRANTS AND DONATIONS**

- ▶ Received a \$124,616 grant from Service Canada (HRSDC) for 5 crew members and equipment to battle the pine beetle and improve forest health in 2006.
- ▶ Received a \$121,048 Community Wildfire Preparedness Plan grant from the Union of British Columbia Municipalities (UBCM) to reduce fuel at Mission Creek Regional Park including the cost of a curtain burner to dispose of the fuel.
- ▶ Received a \$14,900 Community Wildfire Preparedness Plan grant from the Union of British Columbia Municipalities (UBCM) for the planning and initiation of a controlled burn to remove fuel at Kalamoir Regional Park.
- ▶ Received a \$2 million Canada / BC Infrastructure grant for the construction of Mount Boucherie Phase 2 over 2005 and 2006.
- ▶ Received a \$3,920 staff grant for two summer students from Human Resources Skills Development Canada.
- ▶ Received \$3,000 from the Casa Loma Neighbourhood Association for Phase 2 of the Casa Loma Trail to Kalamoir Regional Park.
- ▶ Received an \$82,500 Spirit of 2010 grant for the audio-visual system for Royal LePage Place.
- ▶ Received \$400,000 over 10 years from Royal

LePage Kelowna Realty Ltd. for the naming of the new arena at Mount Boucherie.

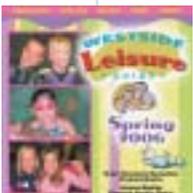
- ▶ Received a \$5,000 grant from BCRPA to complete a survey on activity levels on the Westside.
  - ▶ Received a \$20,000 grant for the construction of the Wonder of Water Exhibit at the EECO Centre in 2007.
  - ▶ Received two grants from the Tree Canada Foundation: \$23,000 for the development of an Urban Forest Health Strategy and \$5,000 for the purchase of seedlings to replant Cedar Mountain Regional Park.
  - ▶ Received \$60,000 from TD Financial Group and the Tree Canada Foundation for the purchase of 40,000 seedlings to be planted in Rose Valley, Cedar Mountain, Bertram Creek and Mission Creek Regional Parks in 2008.
  - ▶ Received \$7,900 from the Gellatly Cemetery Trustees for paving the paths at Gellatly Heritage Regional Park.
- Total: \$870,884 (new in 2006) + \$2,000,000 (over 2005/2006)

**DEPARTMENT WIDE**

- ▶ Reviewed and amended regulation bylaws and the fees and charges for Regional Parks, Community Parks and Recreation Facilities.
- ▶ Updated the parks GIS database including legal information and inventory of park assets.

**REGIONAL**

- ▶ Completed construction and hosted a ribbon cutting for the Bertram Creek Regional Park picnic shelter.
- ▶ Constructed Phase 2 of the Casa Loma trail to Kalamoir Regional Park including a new boardwalk.
- ▶ Completed the washroom and parking lot at Hollywood Road South trailhead for Scenic Canyon Regional Parks and Phase 2 of the Mission Creek Greenway.
- ▶ Continued with fuel modification and beetle kill



Removed burnt trees and re-developed trails in Rose Valley Regional Park as part of the post fire clean-up.

removal projects with the support of the HRSDC Crew and funding from UBCM.

- ▶ Exhibited Passionate Vision from the Canadian Museum of Nature at the EECO Centre.
- ▶ Received over 32,000 visitors at the EECO centre during the year.
- ▶ Participated in the KickStart Your Community program to encourage 20% more residents to become active by 2010.
- ▶ Completed a KickStart Recreation map in partnership with the City of Kelowna highlighting recreation facilities, trails, and bike paths in the Central Okanagan
- ▶ Completed the planning for the Regional Parks Acquisition and the Legacy Fund Strategies.
- ▶ Awarded a design / build contract to Renaissance Architecture for the Bertram Creek Pavilion.
- ▶ Completed a trailhead and trail upgrades at Stephen's Coyote Ridge Regional Park.
- ▶ Partnered with the Ministry of Environment, the BC Freshwater Fisheries Society and ACT Now BC to initiate the development of children's fishing areas at Mission Creek and Shannon Lake Regional Parks including upgrades and repairs to the Mission Creek pond.
- ▶ Constructed the entrance sign and reader board at Mission Creek Regional Park
- ▶ Completed a controlled burn at Kalamoir Regional Park.
- ▶ Removed burnt trees and re-developed trails in Rose Valley Regional Park as part of the post fire clean-up.
- ▶ Initiated an Urban Forest Health Strategy with funds from the Tree Canada Foundation.
- ▶ Ordered 68,000 seedlings for planting in 2008.
- ▶ Completed substantial fuel reduction and disposal of material with a curtain burner at Mission Creek Regional Park.
- ▶ Completed a trail inventory and GPS for Woodhaven, Mission Creek Greenway 1 & 2, Mission Creek, Raymer Bay, Traders, Shannon Lake, Gellatly Nut Farm, and Gellatly Heritage Regional Parks.

**WESTSIDE PARKS AND RECREATION**

- ▶ Won the Communities in Bloom contest with a 5-Bloom award, in partnership with Westbank First Nation and Westbank Chamber of Commerce for the second year in a row.

- ▶ Registered the Westside as an Active Community and continue to work toward the goal of increasing the number of residents that are considered active by 20% by 2010. Have partnered with the City of Kelowna on this initiative.
- ▶ Initiated the RESPECT Program in partnership with the RCMP and local businesses to recognize constructive youth behaviour through a program of positive ticketing.
- ▶ Commenced the park planning for the Lower Glenrosa neighbourhood plan and Goats Peak concept development plan.
- ▶ Coordinated the construction of developer built parks including Westridge Estates, Tallus Ridge, Shannon Springs and Panorama Peaks.
- ▶ Completed the purchase and development of the 1.78 ha Westbank Town Centre Park.
- ▶ Completed 12 play days in Westside Parks.
- ▶ Replaced the roof on the Mount Boucherie Community Hall.
- ▶ Completed the ice allocation policy for Jim Lind and Royal LePage Place arenas.
- ▶ Construction of Royal LePage place completed to 75%.
- ▶ Signed a contract with the Westside Warriors Junior 'A' Hockey Club to call Royal LePage Place home.
- ▶ Renewed the agreement with Active Living Enterprises for the operation of Johnson-Bentley Memorial Aquatic Centre for a further five years.
- ▶ Increased the number of participants at the Westside Youth Centre to over 9,000 this year, the highest number since the Centre opened in 1999.
- ▶ Hosted the 8th annual Winterfest with over 1,500 people attending.

**EASTSIDE PARKS AND FACILITIES**

- ▶ Expanded park play days to Scotty Creek and Three Forks parks.
- ▶ Completed an agreement for the operation of Joe Rich Hall with the Joe Rich Ratepayers and Tenants Society.
- ▶ Hosted a grand opening and ribbon cutting ceremony for the Philpott Trail.
- ▶ Initiated planning for trail identification, trailhead and road signage for High Rim Trail and Kettle Valley Railway in conjunction with funding from UBCM Tourism grant.
- ▶ Reviewed the Joe Rich Rural Land Use Bylaw.



Develop a dog off leash and exercise area at Westbank Town Centre Park.



check out Parks and Recreation info at [www.regionaldistrict.com](http://www.regionaldistrict.com)



- ▶ Refinished the front stairs at Ellison Heritage School Centre.

## 2007 INITIATIVES REGIONAL

- ▶ Undertake the planning and construction to remedy the pinch point on Mission Creek Greenway Phase 2.



- ▶ Undertake a feasibility study for a lower trail in the canyon below Layer Cake Mountain.
- ▶ Complete planning for the Rim Trail at Scenic Canyon Regional Park.



- ▶ Complete the construction and host the opening of Bertram Creek Pavilion in partnership with the Orchard City and Westbank Lions Clubs.

- ▶ Complete a site development plan for the Gerstmar Road property, in partnership with the City of Kelowna.

- ▶ Construct the caretaker's residence in Scenic Canyon Regional Park at the Hollywood Road trailhead.



- ▶ Improve the foreshore trail at Kalamoier Regional Park in accordance with the Kalamoier Regional Park management plan.

- ▶ Construct the Wonder of Water Exhibit at the EECO Centre highlighting the history and future of water use in the Okanagan.

- ▶ Incorporate the parks GIS database into the new RDCO corporate database.

- ▶ Complete the rest of the regional trail and asset inventory including Rose Valley, Stephens Coyote, Mill Creek, Cedar Mountain, Kaloya, Kopje and Reiswig.

- ▶ Acquire the foreshore licenses for regional, west and eastside waterfront parks.

- ▶ Install highway and directional signage for Kaloya, Kopje, Kalamoier, Rose Valley, Gellatly Heritage, Gellatly Nut Farm and Traders Cove Regional Parks.

- ▶ Complete the Fintry Provincial Park Heritage and Agricultural Use Study in partnership with the Friends of Fintry Society.

- ▶ Complete trail development and signage at Mission Creek and Shannon Lake Regional Park for the kick off of the children's fishing program in May.



## WESTSIDE PARKS AND RECREATION

- ▶ Complete the construction and open Royal LePage Place in the spring of 2007.

- ▶ Expand the Westside Youth Centre to provide more space for services and programs.

- ▶ Continue and expand park play days in Westside Parks.

- ▶ Continue the RESPECT program with increasing community donations for use as rewards in positive ticketing.

- ▶ Partner with the City of Kelowna and School District #23 for the Kick Start Initiative to involve all grade 7 students in the Steps Out program.

- ▶ Partner with City of Kelowna and the Interior Health Authority to develop a Healthy Food and Beverage Policy for parks and recreation facilities.

- ▶ Complete the Recreation Programming Strategic Plan for the Westside.

- ▶ Negotiate with the Okanagan Boys and Girls Club for renewal of the lease and operating agreement for Webber Road Community Centre and the Youth Centre.

- ▶ Work with the Engineering Department to complete the Gellatly Bay Trail South Project.

- ▶ Develop a community park in Westshore Estates in partnership with the North Westside Communities Association.

- ▶ Complete the Goats Peak Neighbourhood Park Plan.

- ▶ Partner with the Central Okanagan Community Garden Association to develop a community garden at Westbank Town Centre Park.

- ▶ Develop a dog off leash and exercise area at Westbank Town Centre Park.

- ▶ Host a grand opening of Westbank Town Centre Park.

- ▶ Complete the stair construction in Casa Palmero Open Space Park.

## EASTSIDE PARKS AND FACILITIES

- ▶ Construct a trailhead and install trail signage for the High Rim Trail.

- ▶ Install directional road signage for the Kettle Valley Railway in conjunction with funding from UBCM Tourism grant.

- ▶ Replace the front stairs at Ellison Heritage School Centre.



**Ken Arcuri, DIRECTOR**

...a two year pilot project for an agricultural support officer began... the first and only for the province.

## What We Do...

The Planning Services Department strives to support the high quality of life enjoyed by the residents of the Central Okanagan. That task takes careful consideration and extensive planning in order to ensure proper infrastructure is in place and that development occurs in an orderly manner. Our staff develops land use policies that provide guidance to elected officials, developers, the public and other decision makers. We also are responsible for putting land use plans and environmental protection guidelines into action. Planning Services staff evaluate applications and provide recommendations to decision makers. As well, we assist the public with an understanding and interpretation of land use regulations, applications, and processes and we also invite and respond to public comments.

### 2006 HIGHLIGHTS

- ▶ Westbank Town Centre Community Advisory Planning Committee established by the Regional Board and CTQ Consultants hired to help facilitate the implementation of the Westbank Town Centre Strategy. Recommendations from the Committee and the Consultants are expected within the first half of 2007.
- ▶ 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. The Plan was adopted by the Regional Board on February 26, 2006.

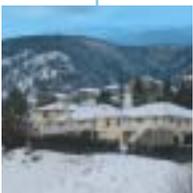
- ▶ A review and update of Zoning Bylaw No. 871 was completed to ensure that it remains consistent with Regional Board policy and development trends. The amendments, including changes to maps and text, allow for greater clarity of terms and definitions. The Bylaw amendments were adopted by the Regional Board on October 30, 2006.

▶ Initiatives from the Agricultural Plan were implemented including a new covenant required on lands that are to be subdivided or developed next to agricultural lands, notifying the property owners of the nature of agricultural activities that can be expected and the requirements of buffering.

▶ A two year pilot project for an Agricultural Support Officer began in May 2006. The first and only project of its kind in the province is jointly funded by Planning Services, the Economic Development Commission and the Federal Government through Western Diversification. The Agricultural Support Officer is to implement some of the key needs of the agricultural community outlined in the Regional District Agricultural Plan. (More information can be obtained at [www.okanaganfutures.com](http://www.okanaganfutures.com)).

▶ 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. To date, Planning Services has not received a response to this request.

▶ Preparation of a Building Numbering Bylaw was completed responding to the need identified in the



Planning Services identified the various tools available to the RDCO for the management of intensive agriculture operations.



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's Municipal Ticketing Information Bylaw. This Bylaw was adopted by the Regional Board on September 25, 2006.

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

- ▶ Public information brochures that outline the application processes of Planning Services were updated and some new ones added in 2006. The brochures describe application processes, outline important information to help understand an application, and indicate how and when public input can be provided as a part of the process.

- ▶ New application forms were developed and are intended to provide more information and clarity for applicants. They will also assist the applicant in organizing information to be submitted with the application. There are now separate applications for each application process.

- ▶ Additional and improved space for the display of information such as Official Community Plan and Development Permit Area maps was incorporated into the public reception area of Planning Services.

- ▶ The review and update of the Joe Rich Rural Land Use Bylaw moved forward in 2006, involving a number of stakeholders and three public input meetings. A draft of the updated Bylaw was

completed and reviewed by the Planning and Environment Committee. An additional questionnaire in 2007 will complete the informal public review process and be followed by a public hearing as part of the formal Bylaw adoption process by the Regional Board.

- ▶ The Joe Rich Rural Land Use Bylaw consists of a combination of future land use policies and land use regulations. The Bylaw generally applies to the south slopes of the Mission Creek valley extending east from the City of Kelowna boundary.

- ▶ Review and update of the wildfire hazard assessment and mitigation processes commenced late in 2006. The purpose is to assess the Regional District's current mitigation processes, review legislative tools available, and finally update the methods used by the Regional District.

- ▶ Planning Services hosted an urban design seminar for planning staff, elected officials and First Nations throughout the Regional District for the purpose of fostering learning, communication and inspiration in urban design.

- ▶ 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.

- ▶ Preparation of the Lakeview Village Concept Plan (2006) is expected to be complete in the spring of 2007. By the end of 2006, two out of three public meetings have been held to obtain meaningful public input and to review three land use concepts presented for community feedback and direction. Prior to the Regional Board's consideration of a draft concept plan, a final public meeting will be scheduled for early February, 2007 to review a draft "preferred" option with the community.

The Regional Growth Strategy will be reviewed... tracking key sustainability indicators.

- ▶ Review of options to address concerns raised with Manufactured Home Park Redevelopment and the potential relocation of residents. Planning Services has drafted a manufactured home park policy to supplement existing Provincial legislation and will be bringing the proposed policy to the Board for consideration in early 2007.
- ▶ At the Board's request, Planning Services identified the various tools available to the RDCO for the management of intensive agriculture operations. Planning staff are in the process of drafting a 'Nuisance Bylaw' to address non-normal agricultural operations, to be considered by the Regional Board early in 2007.
- ▶ Review of secondary suite form and character concerns identified by the Board. In response to the City of Kelowna's Affordable and Special Needs Housing Task Force report, Planning Services awaits the City's preparation of a procedure manual for rezoning without a public hearing for suites within a single family dwelling, and design criteria check-list for secondary suites. Once the above research and information is complete, further implementation activities will be required.

## 2007 INITIATIVES

- ▶ Recommendations from the Westbank Town Centre Community Advisory Committee and CTQ Consultants will be completed within the first half of 2007.

▶ 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 and public input from the City of Kelowna/RDCO jointly sponsored Future OK Forum held in 2006.

▶ 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.

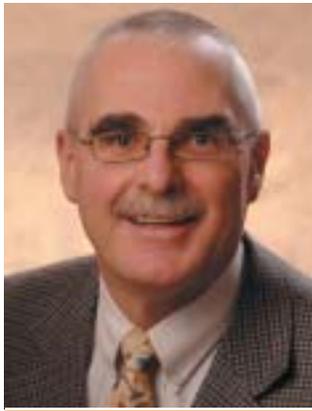
▶ Planning Services Department and the Economic Development Commission will continue to jointly support a two-year Agricultural Support Officer, the first position of its kind in the province.

▶ 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.

▶ 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.



check out the Planning Guides and Applications at [www.regionaldistrict.com](http://www.regionaldistrict.com)



**Kelly Roth, DIRECTOR**

# W

## hat We Do...

If you have ever built a house, owned a dog, or started a business, you have probably dealt with the

Inspections Department.

The Inspections Department is responsible for enforcing bylaws, the laws of the Regional District developed at the request of the public to govern our community. The Inspections Department enforces its bylaws, either on a continual proactive basis, such as dog control, or by the request of a resident, such as unsightly premises, noxious insects or weed control.

The Department is also responsible for the licensing of businesses in the Westside and Central Okanagan East Electoral Areas. The building inspection staff works to ensure the safety of the public through the application and enforcement of the BC Building Code and local zoning bylaws.

### 2006 HIGHLIGHTS

- ▶ Started on a project that will result in all microfilmed building permit documents being converted to digital images and available on line to Regional District staff involved in various projects.
- ▶ Continued to microfilm completed building permit documents.
- ▶ The BC Building Code 2006 became effective December 15, 2006. Building Inspection staff has spent considerable effort reviewing all of the changes from the 1998 British Columbia Building Code.
- ▶ A record numbers of building permits have kept building inspection staff extremely busy all year to keep up with service demands.

### Initiate changes to the Building Bylaw to reflect new British Columbia Building Code requirements ...

- ▶ Resignations and illness have caused dog control staff to scramble to maintain services while employing and training new dog control bylaw enforcement officers.
- ▶ Bylaw enforcement staff has spent considerable time and effort dealing with graffiti and second hand dealer and pawn shop files.
- ▶ Unsightly premises regulation violations have led to numerous property cleanups, the most notable being the 3rd cleanup of the premises at 400 Highway 33.
- ▶ Cascading increases in pine beetle have led to significant amounts of counseling with affected property owners throughout the Central Okanagan by staff members dealing with Noxious Insects.
- ▶ Weed bylaw infraction complaints kept Weed Bylaw Inspection staff operating flat out during the noxious weed enforcement season, from May to October.
- ▶ The registration of several new residential subdivisions in the late fall of 2006 has increased the demand for building inspection services at a time of year when such service demand is usually winding down for the winter months.
- ▶ Noise complaints regarding the dirt bike track adjacent to Bear Creek Main Road led to the issuance of a bylaw violation ticket which will be heard by the Provincial Court in 2007.

### 2007 INITIATIVES

- ▶ Initiate changes to the Building Bylaw to reflect new British Columbia Building Code requirements and to update the construction cost schedule of the bylaw.



...for the second year in a row more than 1,000 building permits were approved.

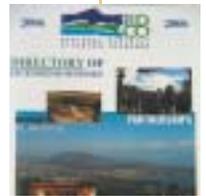
- ▶ Add one additional student under the student program to work with the Dog Control Bylaw Enforcement program to patrol parks.
- ▶ Increase the part time Dog Control Bylaw Enforcement Officer position to fulltime in order to provide better year around coverage and allow for a new rotating work schedule for the Dog Control Service.
- ▶ Add one additional student under the student program to assist with the Noxious Weed and Insect Bylaw enforcement program.
- ▶ Continue with training initiatives for new Dog Control staff members.
- ▶ Provide additional educational opportunities and encourage recertification of Building Inspectors under the new 2006 BC Building Code.
- ▶ Continue the microfilm and digital records management programs.

## 2006 BUILDING STATISTICS

BUILDING PERMIT VALUE, ALL PERMITS	\$143,728,592
BUILDING PERMITS ISSUED	1,188
SINGLE FAMILY DWELLINGS	417
MOBILE HOMES	15
TWO FAMILY DWELLINGS	34
MULTIPLE FAMILY DWELLINGS	157
COMMERCIAL PERMITS ISSUED	46
INDUSTRIAL PERMITS ISSUED	15
INSTITUTIONAL PERMITS ISSUED	17

## 2006 INSPECTION SERVICES STATISTICS

BYLAW VIOLATION COMPLAINTS	165
UNTIDY/UNSIGHTLY COMPLAINTS	537
WEED COMPLAINTS	478
WEED ORDERS ISSUED	515
WEEDS CUT BY CONTRACTOR	49
INSECT COMPLAINTS	147
BUSINESS LICENSES ISSUED	1,574
DOGS LICENSED	9,476
DOG COMPLAINTS	2,524
DOGS IMPOUNDED	1,128
DOGS EUTHANIZED	219
DOG BYLAW VIOLATION TICKETS	218
LINE OF VISION/NUISANCE TREE COMPLAINTS	323



check out dog licensing info online at [www.regionaldistrict.com](http://www.regionaldistrict.com)



**Gary Leier, DIRECTOR**

In 2007... commence construction on the new Westside policing building.

human resources

# W

## hat We Do...

The people that make up the Regional District of Central Okanagan are one of our most important resources. As our Mission Statement says our friendly and knowledgeable staff is dedicated to providing, effective and efficient services that meet the needs of our citizens, in a manner that nurtures growth, opportunities and prosperity. Maintaining and encouraging this high level of commitment is a key focus of the Human Resources Department.

This involves the administration of more than 200 full, part-time, casual and seasonal employees. The Human Resources Department is also responsible for labour relations, recruitment, training and career planning, employee health and safety and Workers Compensation regulations. We are also oversee the Regional 911, Victim-Witness Services, Crime Prevention, Crime Stoppers and the False Alarm Reduction Program. Risk Management issues and Freedom of Information are also functions that fall under the Human Resources Department banner.

### 2006 HIGHLIGHTS

- ▶ Completed schematic design planning of the Westside policing building.
- ▶ Obtained public assent for the construction of a policing building.
- ▶ Concluded a stakeholder review of the Victim and Witness assistance program ensuring the current model is continuing to meet the communities need.
- ▶ Completed the amalgamation of the Thompson Nicola Regional District into the Emergency 911 centre.
- ▶ Concluded a first collective agreement with the

International Association of Fire Fighters (IAFF) for the Westside fire fighters.

- ▶ Developed and implemented a comprehensive professional fire fighter hiring process.
- ▶ Conducted 56 recruits (13 from Westside Fire/Rescue amalgamation & 17 summer students in addition to general staff hires).
- ▶ Continued to support Health and Safety programs.
- ▶ Ensured recruiting practices and approaches are responsive to labour market changes.
- ▶ Responded to 16 requests for records through the Freedom of Information and Protection of Privacy Act.
- ▶ Continued to deal with insurance issues and claims.

### 2007 INITIATIVES

- ▶ Conclude a renewal collective agreement with the IAFF for the Westside fire fighters.
- ▶ Conclude a renewal agreement with the Staff Association of the Regional District.
- ▶ Continue to support Health and Safety programs.
- ▶ Commence construction on the new Westside policing building.
- ▶ Negotiate a lease agreement with the RCMP for the Westside policing building.
- ▶ Ensure recruiting practices and approaches are responsive to labour market changes.
- ▶ Respond to requests through Freedom of Information and Protection of Privacy Act.
- ▶ Continue to deal with insurance issues and claims.
- ▶ Conduct Local Governance Restructure vote for Westside.





**Richard Bruneau, MANAGER**

Evaluate new technology to better serve the public through increased efficiency and improved access to information.

# What We Do...

The Information Services Department combines Geographical Information Systems (GIS) and the Technical support staff for the Regional District. The focus of the department is to oversee the integration of corporate applications and work with all departments to improve the utilization of technology.

2006 was an exciting year with a lot of gains made both on the infrastructure and the Geographical information systems that support the Regional District's departments and constituents. The GIS Steering committee has established several important initiatives to both improve efficiencies internally and provide better service to our customers.

## 2006 HIGHLIGHTS

- ▶ Creation of the GIS Steering Committee.
- ▶ Implemented a spatial database engine which advances how all our spatial data is stored and accessed.
- ▶ Migrated existing GIS applications to utilize the spatial database technology.
- ▶ Creation of an Emergency Response Application for the Emergency Operation Centre.
- ▶ Implementation of data Integrity Protocol.
- ▶ Implementation of a Storage Area Network.
- ▶ Successful Security Audit and Review.
- ▶ Updated Server Infrastructure.
- ▶ Production and support of Several Bylaws / maps.

- ▶ Numerous enhancements to the GIS application tool.
- ▶ Implementation of Mobile GIS systems for public works.
- ▶ 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.

## 2007 INITIATIVES

- ▶ Implement Microsoft Internet and Security Acceleration Server.
- ▶ Update IMS and improvements to [www.regionaldistrict.com](http://www.regionaldistrict.com).
- ▶ Provide map information for the entire region.
- ▶ Incorporate the Westside fire halls into the regional district systems.
- ▶ Establish process and procedures for the effective support and maintenance of the IT infrastructure.
- ▶ Complete the NAD83 conversion of District of Lake Country Data.
- ▶ 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 Website for the public.



check out Regional District maps at [www.regionaldistrict.com](http://www.regionaldistrict.com)

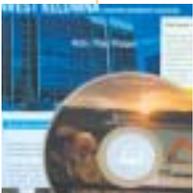


**Robert Fine, EXECUTIVE DIRECTOR**

**W**hat We Do...  
The City of Kelowna, the Regional District and the Districts of Peachland and Lake Country fund the Economic Development Commission (EDC). The EDC provides assistance and services to businesses and entrepreneurs who call the Central Okanagan home as well as to those interested in locating here.

**2006 HIGHLIGHTS  
BUSINESS ENHANCEMENT**

- ▶ Two hundred one-on-one **site visits** were conducted with Central Okanagan businesses in 2006, and follow up assistance provided to approximately two-thirds of those businesses, mainly related to labor/recruitment, marketing and export-related issues. This year a number of EDC directors participated in site visits and Kelowna Mayor Sharon Shepherd attended several visits to some of the larger employers.
- ▶ Approximately 200 companies attended EDC educational programs during the year. Through the **Business in the Park** education series and other workshops, the Commission and partnering organizations provided information on the Provincial Nominee Program (PNP); internet research techniques, opportunities related to the 2010 Olympics, and how to access capital for both new and start up businesses.
- ▶ The **Agriculture Futures Plan** was implemented in May, 2006. Through the services of the new Agricultural Support Officer Keith Duhaime and the



The 2006 edition of the EDC's annual business directory,... is now posted to the EDC website.

program's Advisory Committee, accomplishments have included creation of an industry-specific web site with links to various agriculture-related organizations that provide information and resources, and mentoring activities have begun with several businesses. As media coverage of the program has increased, so has awareness of the program and the number of businesses using its services.

- ▶ The Commission, working in conjunction with the City of Kelowna, Okanagan Native Alliance and Tourism Kelowna, hired Sharon Hughes-Geekie in August for the **Cultural Support Officer** position to assist businesses involved with cultural tourism/arts and culture/ heritage with developing and marketing their products. Various initiatives are being planned in addition to one-on-one mentoring to this sector, and a Cultural Guide is being planned with the Thompson Okanagan Tourism Association.
- ▶ Building on the work done over the past three years with a group of Central Okanagan **steel fabricators**, the Commission worked with this group to develop a web site – [www.okanagansteel.com](http://www.okanagansteel.com) - which draws attention to the capabilities of these fabricators and markets the Okanagan in general through links and information.
- ▶ The 2006 edition of the EDC's annual business directory, **'The Okanagan Opportunity – 100 Reasons to do Business in Kelowna and the Okanagan Valley'** is now posted to the EDC website. The award-winning directory showcases 100 Central Okanagan businesses and can be downloaded at [www.investkelowna.com](http://www.investkelowna.com).

An ongoing media awareness program ensures the Commission's work is made known through releases, the EDC's electronic newsletter and media interviews.

## BUSINESS ATTRACTION

▶ The Commission office responded to more than 11,000 walk-in, phone, mail and email **inquiries in 2006**.

▶ With the attraction and retention of skilled workers being the greatest challenge to Okanagan businesses, the EDC attended major **Emigrate shows** in the United Kingdom and the Netherlands for a second year. More than 60 qualified candidates interested in relocating and working in the Central Okanagan contacted the Commission as a result and efforts have been directed at connecting these candidates with potential employers.

▶ The Commission remained an active participant in the Okanagan Valley Economic Development Society (**OVEDS**). **The Society** implemented a valley-wide branding strategy – the **Okanagan Strategic Advantage** – including development of strategic promotional materials. Emphasis has been on developing the valley's aviation sector which has been identified as having the greatest potential for long-term economic growth.

▶ One year after the opening of two **major in-bound call centers in Kelowna**, the Commission worked with both centers on employee recruitment issues through **Linx BC**, a community membership-based organization which was dedicated initially to developing the call centre industry. EDC actively participated in the creation of a draft two-year plan for the organization which will further develop its mandate to address the advanced manufacturing, tourism infrastructure, and agri-food processing sectors.

▶ Attended a number of **trade events** related to the

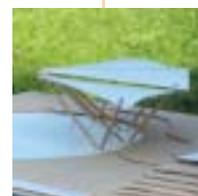
manufacturing and technology sectors with several Central Okanagan companies attending under our umbrella, resulting in broadened awareness of the Region as a place for business investment. These include the International Council of Shopping Centers Annual Conference in Whistler; Calgary Oil & Gas Show, Core-Net Global Summit in Toronto, the National Business Aviation Conference in New Orleans, and the Specialty Advertising Manufacturers Association (SEMA) event in Las Vegas.

▶ Initiated a study to determine the feasibility of establishing a **film studio** in the Central Okanagan with the final report expected by the end of 2006.

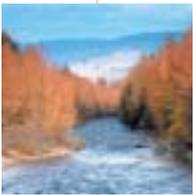
## BUSINESS FACILITATION

▶ The objectives and outcomes of the Okanagan Partnership continue to be reflected in EDC programs and services. The establishment of a sophisticated broadband internet network through the Optical Regional Advanced Network (**ORAN**) in March of this year, a collaborative project with UBC Okanagan, was a significant development in the creation of infrastructure that will assist advanced research and commercialization of new technologies in the region. Through its direct interaction with the business community and representation on UBC Okanagan's Presidential Advisory committee, the Commission continues to provide input to course programming that meets the needs of regional employers.

▶ **Increased awareness** of EDC programs and services continued to be addressed through presentations to front-line service providers including other business organizations, community



...greater emphasis will be placed on educating the business community on how to attract and retain workers,...



service groups, and secondary and post-secondary students. An ongoing media awareness program ensures the Commission's work is made known through releases, the EDC's electronic newsletter and media interviews. Highlights in 2006 included the creation of a new Kelowna promotional film, a feature article in Horizon Air magazine and a major feature in the Globe and Mail on business opportunities in the Okanagan.

▶ A major update of the **Economic Profile** for the Central Okanagan was completed as well as individual demographic profiles for Peachland, the Westside and Central Okanagan East Electoral Areas, Westbank, Kelowna and Lake Country. The Profile is a widely-used resource for statistics and information used in business planning and research.

▶ The **Central Okanagan Business Confidence Survey**, a partnership with the EDC, the Kelowna Chamber of Commerce, the Downtown Kelowna Association and Kettle Valley Research, is going into its second year of providing valuable information on economic factors by surveying the business community every second month.

▶ The EDC continues to **sponsor a range of programs** including the Young Entrepreneur's Program, Business Excellence Award events in Kelowna, Westbank and Lake Country, and the Okanagan Science and Technology Council's Silicon Vineyard Awards. In May, the Commission also worked closely with the Peachland Economic Development Society to hold a **Peachland Community Visioning** exercise.

## 2007 INITIATIVES

▶ Within the areas of Business Enhancement, Business Attraction and Business Facilitation, much of the Commission's work in 2007 will focus on areas where the needs of the Central Okanagan business community are greatest – those related to **labor; infrastructure and valley-wide initiatives.**

▶ With human resource issues becoming critical for Central Okanagan businesses, greater emphasis will be placed on **educating the business community** on how to attract and retain workers, and how to access programs such as the Provincial Nominee Program as a means to recruiting emigrant workers. Due to the successful contacts made at emigrate trade events over the last two years on behalf of local employers, a **greater number of emigrate events will be attended** in 2007.

▶ **Monitoring the needs of business in terms of infrastructure** – from highway transportation routes in and out of the valley to air connections, broadband connectivity and affordable housing – will continue especially through the Commission's visitation program. Municipal representatives from all parts of the Central Okanagan will be asked to participate in selected site visits to assist in communicating this information to government.

▶ With the establishment of the Okanagan Valley Economic Development Society, labor, infrastructure and other issues which affect the economy of the entire Okanagan Valley can be addressed more efficiently and effectively. The EDC will continue to be an active participant in the OVEDS, seeking **regional partnerships to develop programs and initiatives that promote a healthy, sustainable economy for the Valley.**





**Duane MacTavish, COORDINATOR**

The RESPECT program will be expanded to Peachland and Lake Country during 2007.

crime prevention

# W

## hat We Do...

The Regional District Crime Prevention Program focuses on two fronts: Crime Prevention workshops and programs and Volunteer Programs that are offered out of our Community Policing offices on the Westside and the District's of Peachland and Lake Country.

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 Citizen Patrols host a number of volunteer based programs such as Neighbourhood Watch, the Seniors Contact Program and Child ID. The Citizen 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. They make a major contribution to everyone in the Central Okanagan.

**Westbank Community Policing Office**  
 • 27 volunteers, contributing over 5,000 hours annually

**Peachland Community Policing Office**  
 • 13 volunteers, contributing over 1,900 hours annually

**Westbank Citizens Patrol**  
 • 66 volunteers, contributing over 5,000 hours and driving more than 25,000 kilometres annually

**Peachland Citizens Patrol**  
 • 31 volunteers, contributing over 1,200 hours and driving more than 8,000 kilometres annually

## Lake Country Citizens Patrol

• 35 volunteers, contributing over 1,200 hours and driving more than 7,500 kilometres annually

## 2006 HIGHLIGHTS

► At the BC Crime Prevention Association Symposium held in Richmond one of our local volunteers was honored. Kaz Taneda received the Order of British Columbia for his community leadership and voluntary service. Over the past 45 years Kaz has been a charter member of the Westside Citizens Patrol, Westbank Yacht Club, Westbank Lions Club, Westbank Rotary Club and the Masonic Order in Peachland.

► The AdWatch Program was initiated during 2006 which sees Community Police Office volunteers review daily and community newspapers for suspicious advertisements in an effort to prevent frauds and other violations of the Securities Act of British Columbia.

## 2007 INITIATIVES

### ► Respect Program

The Westside Parks and Recreation, Regional Crime Prevention Program, Central Okanagan Crime Stoppers, RCMP, Okanagan Boys and Girls Clubs and Westside businesses joined forces to launch a new program which promotes and rewards respect on the Westside.

R-e-s-p-e-c-t (Recognizing Every Strategy Promoting Excellent Community Trust) is a "positive ticketing" program that builds relationships between youth, the community and the RCMP. The pilot program was so successful that it will be expanded in early 2007 to the District of Peachland and by September 2007 in the District of Lake Country.





**Bruce Baron, COORDINATOR**

**W**hat We Do...  
The Central Okanagan Crime Stoppers program includes Mug\$hots, Unsolved Crimes, Hot Cars, 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. Through Crime Stoppers citizens are able 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](http://www.crimestoppers.net). Tipsters providing information leading to an arrest and charges are eligible for a cash reward of up to \$2,000.

**2006 STATISTICS**

- ▶ 902 tips were received on the Central Okanagan Crime Stoppers 1-800-222-TIPS (8477) phone line that helped the R.C.M.P. clear 88 cases.
- ▶ Drug offences accounted for 34% of all tips taken in 2006, with most providing information about trafficking and marijuana growing operations.
- ▶ Wanted and Mug\$hots information accounted for 25% of all tips taken in 2006.
- ▶ Thefts, Robberies, Fraud and Possession of Stolen Property accounted for 13% of tips taken during the year.

**2006 HIGHLIGHTS**

- ▶ The Drug Free Zone program, within Central Okanagan middle and high schools, was enhanced by initiatives from the School District #23 Safe Schools Program in partnership with the R.C.M.P. D.A.R.E program. The program has two full-time school liaison officers who work closely with Crime Stoppers to build a safe community in our schools.
- ▶ In June, the 8th Annual Willis-Harding - Crime



Crime Stoppers celebrates its 20th anniversary in the Central Okanagan during 2007.

Stoppers Community Fund Raising golf tournament was held at the Kelowna Springs Golf Club. Once again this event was hugely successful, with almost 100 participants.

- ▶ Secure online web tip submission, launched in August of 2005, has proved a successful alternative to phone-in-tips for tipsters. It enables tipsters to anonymously submit crime information through our website at [crimestoppers.net](http://crimestoppers.net).
- ▶ A special initiative with the Kelowna RCMP Green Team resulted in dramatic increases in recovery of narcotics, property, arrests and reward payouts.
- ▶ MediaScene Inc. conducted a community canvas, raising more than \$15,000 in proceeds for Central Okanagan Crime Stoppers.
- ▶ Our Media Partners CHBC-TV, CKOV-63, Power 104, The Capital News, Westside Weekly, Lake Country Calendar, and Seniors Choice Magazine continued to support Crime Stoppers with significant coverage of Unsolved Crimes, Hot Car, Crime Re-enactments, Mug\$hots, and other features as required during the year.

**2007 INITIATIVES**

- ▶ The Crime Stoppers newspaper will be published in April to coincide with Crime Stoppers' date of incorporation, April 13th, 1987.
- ▶ Preparations for the 20th anniversary of the program in the Central Okanagan during 2007 continue, including hosting the BC Training Conference May 3rd through 5th, 2007.
- ▶ The 9th Annual Crime Stoppers Community Fund Raising golf tournament will be held Friday, June 22, 2007 at the Kelowna Springs Golf Club.
- ▶ Crime Stoppers will host a variety of events, including Kelowna Chamber of Commerce luncheons, Downtown Kelowna Association's After Five, and other events throughout the Central Okanagan.





Cary Berger, COORDINATOR

# W

## hat We Do...

Should the unfortunate ever happen, it's reassuring to know that there are caring people who are available to help those in our community that are impacted by crime. Victim Witness Services provides direct assistance, support, information and referral services 24 hours a day. These services are provided free of charge to the victims and witnesses of any type of crime or trauma - such as assault, sudden death, robbery, fraud and physical violence.

Located in the Kelowna Detachment of the RCMP on Doyle Avenue and the Lake Country RCMP satellite detachment, three staff and trained volunteers provide a variety of services such as information on police and court procedures, crisis intervention, and emotional support. The program is funded jointly by the Regional District, the Ministry of Public Safety and Solicitor General and in-kind donations from the Kelowna RCMP.

### 2006 STATISTICS

Number of new clients	905
Average monthly caseload	162
Brief Service Contacts	285
Committees	15
Court Support	35
Crime Victim Assistance Program Forms	108
Crisis Call outs	90
Presentations & Events	37
Volunteer Hours (includes on call hours)	9,857

Due to the nature of the program, statistics on Domestic Violence Emergency Response Alarms (DVERS) are not available.



In 2006 the level of court preparation services increased significantly... for victims of crime.

### 2006 HIGHLIGHTS

► The police-based Victim Services program has experienced several areas of success as we maintained our focus on the goals to be achieved. Some of these goals are new initiatives and others are ongoing program goals. All have contributed to the enhancement and growth of Victim-Witness Services for the Regional District of Central Okanagan.

► The criminal justice system can be confusing and intimidating for victims of crime. Victim-Witness Services provides information and guidance throughout their involvement with the criminal justice system to help minimize the stress resulting from the situation. An important aspect of this assistance is to prepare people for court and know what they can expect in the courtroom. This is an area that has been acknowledged as needing some additional attention and was a priority through the year. In 2006, the level of this service increased significantly as we provided court preparation, court support, court updates, assistance with victim impact statements, and assistance to victims involved in restorative justice conferencing.

► Another recent focus has been on the importance of cultural diversity in our communities. Different cultures may react differently to victimization or trauma and English may not be their first language. The need for more culturally sensitive service and training for victim services providers was identified and progress has been made in that direction. Our program stepped up to this challenge by providing speakers and training to address these issues for our staff and volunteers as well as assisting other agencies by providing training to their user groups.

A helpful addition to our program has been in the development of Victim Services information packages that are maintained and available in the office.

In addition, our main office in the Kelowna RCMP Detachment now carries brochures and information in several languages that can also help to overcome some of these barriers.

- ▶ A helpful addition to our program has been in the development of Victim Services information packages that are maintained and available in the office. They include information related to sudden death, violence in relationships, and identity theft. They are conveniently available for distribution to all clients who can benefit from them. These too, come in a variety of languages.

- ▶ The program has been involved in many worthwhile promotional activities this year. We participated in the Law Days awareness event that took place at the court house. We were involved with activities at the Fire Hall, Capping Family Violence event, and a local Safety Week initiative. Our program continued to meet our commitments by being involved with community initiatives and various committees throughout the year. The program was very instrumental in assisting the Youth Suicide Prevention Community Committee in planning activities for Kelowna's first Suicide Prevention and Awareness Walk and creating awareness on the issues of suicide. The awareness walk was well received and we plan to assist with future activities as well.

- ▶ With the growth of the community, the RCMP detachment has seen many changes and transitions over the past year. As a result there have been many

new police officers joining the ranks in the Central Okanagan. We've used the opportunity to provide the new recruits with Victim Services orientation and awareness training. There were over 20 new recruits, and many other experienced members who transferred to Kelowna who we were able to meet with and explain our program. This initiative along with periodic updates to police officers at daily watch briefings helps to keep them informed about Victim Services. Our referrals have remained strong throughout the 2006 year.

## 2007 INITIATIVES

- ▶ In April 2007, we will be hosting the Police Victim Services of British Columbia Annual Training Symposium. This will be a great opportunity to showcase our program and our beautiful region to other victim services workers and police officers from British Columbia and Canada. The training offered will help workers so they can better assist clients who have been impacted by crime and trauma.

- ▶ Other 2007 goals include enhancing our safety measures, updating protocols with community-based victim services, and continuing to offer a solid program in the Central Okanagan area. The services provided are mandated by the Ministry of Public Safety and Solicitor General, Victim Services Division.



get more info for Victim Witness Services  
online at [www.regionaldistrict.com](http://www.regionaldistrict.com)