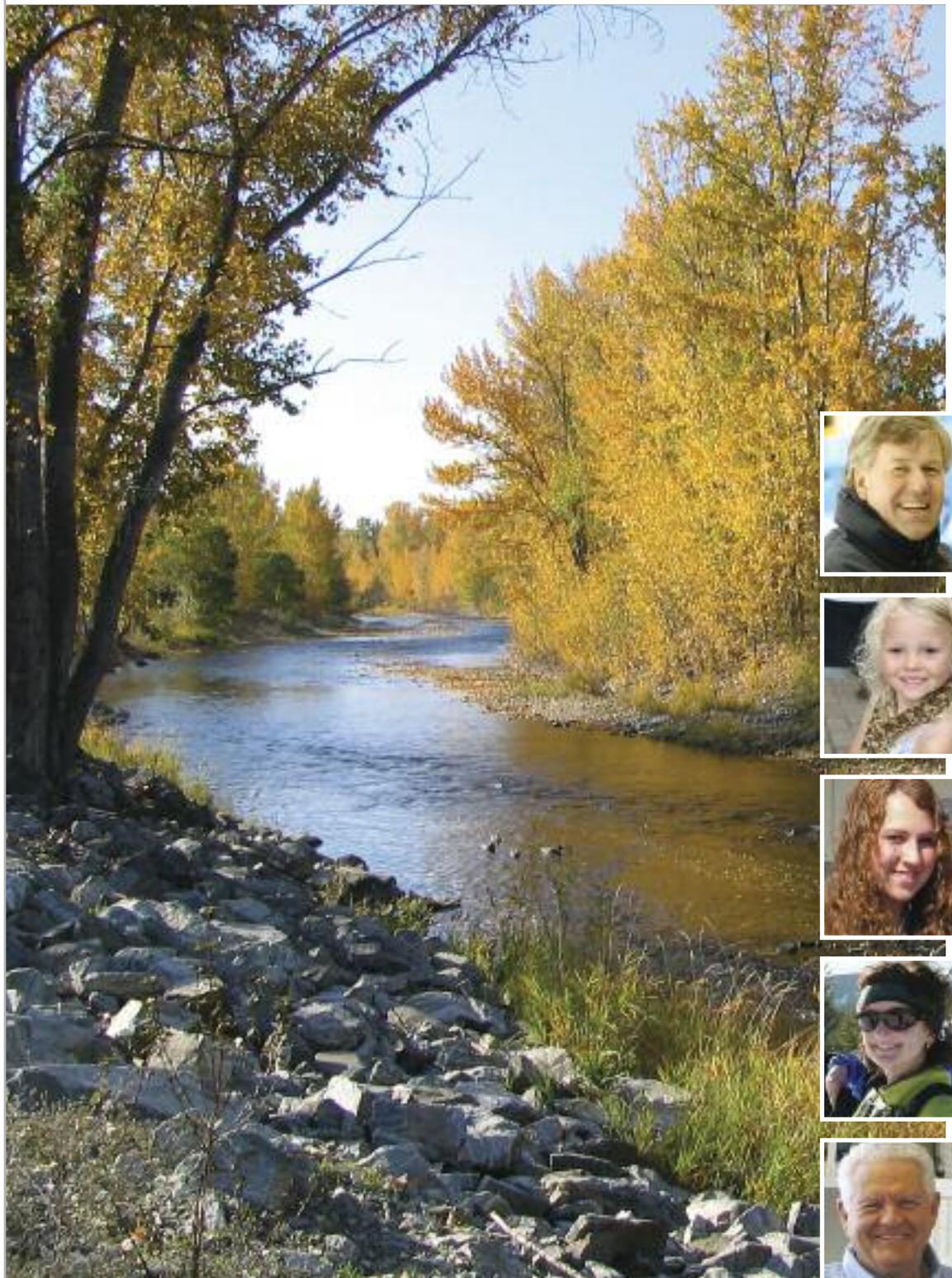


REGIONAL DISTRICT OF CENTRAL OKANAGAN
Annual Report 2008

nurturing growth, fostering lifestyle

- MESSAGE FROM THE CHAIR
- MESSAGE FROM THE ADMINISTRATOR
- VITAL STATISTICS
- LOCAL GOVERNMENT ELECTIONS
- FINANCE
- ENGINEERING SECTION
- REGIONAL WASTE REDUCTION OFFICE
- PARKS SERVICES
- INSPECTION SECTION
- HUMAN RESOURCES
- INFORMATION SERVICES
- ECONOMIC DEVELOPMENT COMMISSION
- CRIME PREVENTION
- CRIME STOPPERS
- VICTIM-WITNESS SERVICES





CONTENTS

& MISSION STATEMENT

Contents & Mission Statement	1
Message from the Chair	2
Message from the Administrator	3
Vital Statistics	4
Local Government Elections	5
Finance and Administrative Services	
Finance	6
Human Resources	7
Development and Environmental Services	
Bylaw Enforcement	8
Engineering Section	9
Fire Services	9
Public Works	10
Inspections Section	11
Planning Section	11
Waste Reduction Office	13
Information Services	15
Parks Services	16
Economic Development Commission	19
Crime Prevention	22
Crime Stoppers	24
Drug Policy Program	26
Victim Witness Services	28
Regional 9-1-1	29

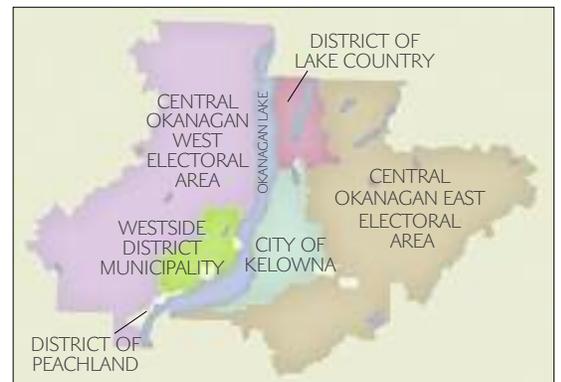
MISSION STATEMENT

“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 the newly created Central Okanagan West, along with the member municipalities of the City of Kelowna, the District of Lake Country, the District of Peachland and the new Westside District Municipality, which was incorporated in early December 2007. 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, planning and solid waste 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 12 elected and appointed representatives from the Electoral Areas and the participating municipal government partners. Each month the Board holds a regular meeting and a Governance and Services Committee meeting to provide guidance in managing the various programs, services and issues that arise as part of local governance.

1450 KLO Rd., Kelowna, BC V1W 3Z4
 Ph: 250-763-4918 Fx: 250-763-0606
 Email: info@cord.bc.ca • www.regionaldistrict.com



The best way to predict the future is to invent it.

Alan Kay



Robert Hobson, CHAIRPERSON

MESSAGE FROM THE CHAIR

The Regional District of Central Okanagan has gone through perhaps its greatest change since its formation over 40 years ago. During the course of 2008, we saw the first steps taken by the region's newest municipality and as the year closed we can take pride in completing the successful transfer and transition of most services from the Regional District to the staff at the Westside District Municipality (recently renamed West Kelowna).

But keeping Alan Kay's words in mind, the work of inventing the future for the Regional District is still underway. We completed an internal departmental reorganization designed to reflect the realities of the services that are provided by this regional form of local governance. 2009 will see us continue shaping the future as we develop an updated Strategic Plan, a blueprint that will be endorsed by the Board to guide the Regional District in the years ahead.

Elected and appointed members of the Regional Board had some tough decisions to make during 2008. To a person, they rose to the challenge. A few veteran members chose this election year to end their public service and move on to other pursuits. I thank and wish the best to former colleagues, Patty Hanson, Central Okanagan East Electoral Director; Graham Reid, District of Peachland and Kelowna representatives Barrie Clark and Colin Day.

With the election, several new members have joined us around the Regional Board table. I look forward to working with new Peachland Mayor Keith Fielding, West Kelowna Councillor Duane Ophus, Kelowna Councillors Graeme James and Angela Reid and Central Okanagan East Director Kelly Hayes. All of our Directors bring new experiences and vitality to the discussions that we will have over the next three years at the Board level.

Much of the credit for the successes realized over the past year by the Regional District result from the daily diligence of our superb staff. Our Board thanks you for supporting us and working with our customers to



provide the best and most efficient service possible each and every day that our doors are open. Here too we have seen some major change during 2008. After more than a decade at the helm at the Regional District and 40 years of public service, Chief Administrative Officer Wayne d'Easum retired. We thank him for his experience, guidance and wisdom. Stepping into the top administrative office is Harold Reay. His many years of local government service, the past 28 as our Director of Finance, ensured a seamless transition and continued stability in this key position. Three other stalwart staff assumed

new management positions during the past year. Marilyn Rilkoff has taken on the challenges as Manager of Finance and Administration Services, while Murray Kopp assumed the position of Manager of Parks Services and Dan Plamondon, moved into the position of Manager of Development and Environmental Services.

Together, our staff, the Board and our municipal members will move forward to shape and invent the future not only for those of us who call the Central Okanagan home, but for future residents, our children, and our grandchildren.



...our greatest accomplishment: the successful transition & transfer of services to the Westside District Municipality.



Harold Reay, CHIEF ADMINISTRATIVE OFFICER

MESSAGE FROM THE ADMINISTRATOR

2008 was our introduction to the new reality at the Regional District: change. As the year began, I was moving into my 29th year as Director of Finance. With the support of the Regional Board and our staff, I'm finishing the year as the Regional District's third Chief Administrative Officer. I want to thank those staff members that are still with us and those that have moved on to other pursuits for their dedicated and professional service provided to residents of the Central Okanagan.

With their day to day support and help, together we share in our greatest accomplishment: the successful transition and transfer of services to the Westside District Municipality. We take pride in the knowledge that this was done in a seamless manner with little or no noticeable impact on residents. This is a testament to the character, focus and strength of our people. Was it easy? No, there were many challenging times along the road. Many staff found themselves in between two masters, having to do their regular work providing service to customers of the Regional District while providing direct and supporting services on behalf of the new municipality as it started taking its feet.

The following pages chronicle our successes over the past year. Those notable achievements include the opening of the new Trepanier Greenway Regional Park, just off the Okanagan Connector near Peachland. There are more than 900 hectares of land in our 28 Regional Parks which contribute to our quality of life and protect environmentally unique areas. Along with our municipal members, BC Transit and our operator Farwest, we've seen important improvements in our Kelowna Regional Transit system. We anticipate further growth and expansion in this important service in the years to come as together we try to reduce greenhouse gas emissions. As the local government for our unincorporated Electoral Areas we will continue to provide efficient and cost effective services, pressing ahead with formation of a Central Okanagan East Liquid Waste Management Plan, and pursuing the feasibility of fire protection, water and sewer services in three areas of Central Okanagan West.

Regionally, 2009 will see us moving ahead with many initiatives including the new automated waste collection system for curbside garbage, recycling and

yard waste. We anticipate that once it's fully in place by the middle of the year, the enthusiasm and support generated from those families who helped test the program will spread across the region. Also during the year we will continue preparations to close the Westside Sanitary Landfill.

As we enter 2009, we're a leaner organization. More than 60 former Regional District staff have moved during the past transition year to positions of service with the new municipality. We wish our friends well. For the approximately 100 Regional District staff, we're moving ahead and charting new waters.



We've embarked on developing a new Strategic Plan, a blueprint for the new reality I mentioned earlier. With the guidance of the Regional Board and continued support of our staff, I'm certain at the end of the process we'll position the Central Okanagan to successfully overcome whatever challenges the future may hold.

On behalf of the staff of the Regional District of Central Okanagan thank you for your continued support and joining with us as we strive to make this the best place in which to live, work and play.





VITAL

STATISTICS 2008



BACK ROW (standing left to right) Graham Reid, Barrie Clark, James Baker, Michele Rule, Colin Day, Doug Findlater, Jim Edgson.
FRONT ROW (seated left to right) Brian Given, Rosalind Neis, Robert Hobson, Patty Hanson, Sharon Shepherd.

POPULATION (EST.) 2008	
REGIONAL DISTRICT	173,173 *
CENTRAL OKANAGAN WEST ELECTORAL AREA (INCLUDING IR'S)	8,018
CENTRAL OKANAGAN EAST ELECTORAL AREA (INCLUDING IR'S)	3,978
CITY OF KELOWNA (INCLUDING IR'S)	116,479 *
WESTSIDE DISTRICT MUNICIPALITY	28,793 *
DISTRICT OF LAKE COUNTRY	10,615 *
DISTRICT OF PEACHLAND	5,290 *
HOUSEHOLDS	75,219 **
BUSINESSES	15,487 ***
AREA	2,956.3 SQ. KMS
RDCO EMPLOYEES (FULL, PART TIME, SEASONAL, CASUAL)	130

* SOURCE: BC STATS DECEMBER 2007
 ** SOURCE: BC STATS PROJECTION USING STATISTICS CANADA 2006 CENSUS
 *** SOURCE: CENTRAL OKANAGAN ECONOMIC DEVELOPMENT COMMISSION

REGIONAL DISTRICT DEPARTMENTS

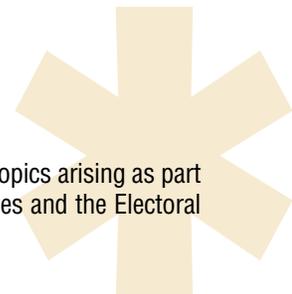
Chief Administrative Officer	Harold Reay
Development and Environmental Services Manager	Dan Plamondon
Finance and Administration Services Manager	Marilyn Rilkoﬀ
Parks Services Manager	Murray Kopp
Economic Development Commission, Executive Director	Robert Fine

REGIONAL DISTRICT BOARD

During 2008, the Regional District Board met once a month, managing the wide variety of topics arising 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.

2008 REGIONAL DISTRICT BOARD MEMBERS

Robert Hobson, Chair	Councillor, City of Kelowna
Graham Reid, Vice Chair	Mayor, District of Peachland
Patty Hanson	Director, Central Okanagan East Electoral Area
Jim Edgson	Director, Central Okanagan West Electoral Area
Sharon Shepherd	Mayor, City of Kelowna
Barrie Clark	Councillor, City of Kelowna
Colin Day	Councillor, City of Kelowna
Brian Given	Councillor, City of Kelowna
Michele Rule	Councillor, City of Kelowna
James Baker	Mayor, District of Lake Country
Rosalind Neis	Mayor, Westside District Municipality
Doug Findlater	Councillor, Westside District Municipality



LOCAL GOVERNMENT ELECTIONS

On Saturday, November 15th, 2008, qualified electors in the Central Okanagan East Electoral Area and Central Okanagan West Electoral Area went to the polls to elect their new Regional Directors. The two directors and those newly appointed to represent the City of Kelowna, Westside District Municipality, District of Lake Country and District of Peachland took their oaths of office at the Inaugural meeting, Monday, December 15, 2008.



LOCAL GOVERNMENT ELECTION RESULTS - NOVEMBER 15, 2008

CENTRAL OKANAGAN EAST ELECTORAL AREA

CANDIDATES	# OF VOTES	RESULT
KELLY HAYES	178	ELECTED
PATTY HANSON	173	
REG VOLK	109	

CENTRAL OKANAGAN WEST ELECTORAL AREA

CANDIDATES	# OF VOTES	RESULT
JIM EDGSON	387	ELECTED
DAVE ROBERTSON	210	

The next Local Government Elections are scheduled for Saturday, November 19th, 2011.

2008 - 2009 REGIONAL DISTRICT BOARD MEMBERS

Robert Hobson, Chair	Councillor, City of Kelowna
James Baker, Vice Chair	Mayor, District of Lake Country
Kelly Hayes	Director, Central Okanagan East Electoral Area
Jim Edgson	Director, Central Okanagan West Electoral Area
Keith Fielding	Mayor, District of Peachland
Doug Findlater	Mayor, Westside District Municipality
Duane Ophus	Councillor, Westside District Municipality
Sharon Shepherd	Mayor, City of Kelowna
Brian Given	Councillor, City of Kelowna
Graeme James	Councillor, City of Kelowna
Angela Reid	Councillor, City of Kelowna
Michelle Rule	Councillor, City of Kelowna





Marilyn Rilko, TREASURER / MANAGER

FINANCE

AND ADMINISTRATION SERVICES

What We Do... We are responsible for providing administrative and financial services to the Regional District. This includes the day to day operation of cash, invoice and utility bill payments, liaison with customers and suppliers as well as ongoing financial planning with other departments to ensure our financial projections and Performance Based Budgeting targets are being met. We are also responsible for the important area of Human Resources for the Regional District.

FINANCE

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 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 fire protection, and community parks, 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 five year financial plans are adopted by the Regional Board by March 31st of each year. Both are available on our website.



BUDGET AND FINANCIAL PLAN		2008
GENERAL OPERATING/REVENUE FUND		\$49,393,328
GENERAL CAPITAL FUND		\$15,583,526

2008 HIGHLIGHTS

- ▶ Continued to provide accounting services for Westside District Municipality until most of the services were transferred in September.
- ▶ Worked extensively on transferring services and related assets to the Westside District Municipality.
- ▶ Received more than 3,200 online payments totalling just over \$472,000.
- ▶ Coordination and set up of the technical aspects of Billing using metered systems among the other users within the Westside Joint Water Use Committee, meter provider and software provider.
- ▶ Also included training and assistance in setting up systems for metering for water users in the Irrigation Districts.
- ▶ Began work on Tangible Capital Asset Accounting and Reporting.
- ▶ Began implementation of Purchasing Card system for limited value purchases with a test group.

2009 INITIATIVES

- ▶ Work with the Regional Board with respect to its strategic planning, initiatives and goals to re-shape the Regional District after the Westside municipal incorporation.
- ▶ Continue to promote the convenient and secure option of Online Payments via the Regional District website.
- ▶ Begin providing financial services for Okanagan Basin Water Board.
- ▶ Begin providing financial services for Sterile Insect Release Program.
- ▶ Finalize Tangible Capital Asset Accounting Project.
- ▶ Complete implementation of Purchasing Cards for limited value purchases.
- ▶ Continue to finalize the transfer of assets to the Westside District Municipality related to services that were transferred.
- ▶ Review financial applications with the current computer system to ensure that future needs will be met.
- ▶ Wherever possible, continue to streamline processing, allowing staff to handle increased volumes with existing staff resources.



Staff are rising to the challenge and are to be commended for their adaptability...



Andrea Henderson, COORDINATORS

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.

2008 has been a challenging year for all staff. It has been a year full of change. Co-workers and friends were transferred to new opportunities at the new District of Westside Municipality. Duties and responsibilities have been reorganized. Staff are rising to the challenge and are to be commended for their adaptability and the professional manner in which they have responded to providing the best service possible for the taxpayers, both during the transition and going forward.

We are currently administering approximately 130 full, part-time, casual and seasonal employees (down from 200 prior to the transition of staff to the Westside). The Human Resources Department is also responsible for labour relations, recruitment, training and career planning, employee health and safety, and Workers Compensation regulations.

2008 HIGHLIGHTS

- ▶ Facilitated transition of staff to the Westside District Municipality.
- ▶ Ensured recruiting practices and approaches were responsive to labour market changes.
- ▶ Successfully conducted recruitment for 30 positions.
- ▶ Continued to support Health and Safety programs.



2009 INITIATIVES

- ▶ Work with the Regional Board with respect to its strategic planning, initiatives and goals to re-shape the Regional District after the Westside municipal incorporation.
- ▶ Provide employees with tools and support to deal with the changing environment.
- ▶ In consultation with the union (ALGEU - Association of Local Government Employees Union), review and evaluate the current method of reviewing job evaluations and job ratings.
- ▶ Continue to support Health and Safety programs.
- ▶ Ensure recruiting practices and approaches are responsive to labour market changes.
- ▶ Wherever possible, continue to streamline and improve processes, allowing staff to handle increased volumes with existing staff resources.





Dan Plamondon, MANAGER

DEVELOPMENT

AND ENVIRONMENTAL SERVICES

What We Do...
 The Development and Environmental Services Department strives to support and enhance the high quality of life enjoyed by the residents of the Central Okanagan. Our department has been reorganized, amalgamating the former Engineering, Inspections and Planning areas.

- ▶ Increased pine beetle infestations have led to significant amounts of counseling, with the affected property owners throughout the District, by the staff member charged with enforcement of the Insect Bylaw.
- ▶ Noise complaints regarding the dirt bike track adjacent to Bear Creek Main Rd. are still an issue with area residents. Provincial Supreme Court action is still pending.
- ▶ The Provincial Government is considering our request to participate in the Mobile Business License Program.

2009 INITIATIVES

- ▶ Continue with training courses for all staff members.
- ▶ Advance the implementation of the Mobile Business License Program.
- ▶ Continue efforts to have all businesses licensed in the District.
- ▶ Continue inspections of existing licensed business premises to ensure compliance with the Zoning Bylaw.

BYLAW ENFORCEMENT SECTION

Our Bylaw Enforcement Section provides dog control, licensing and pound services throughout the Central Okanagan and on behalf of member municipalities as well as bylaw enforcement for the Regional District of Central Okanagan.

2008 HIGHLIGHTS

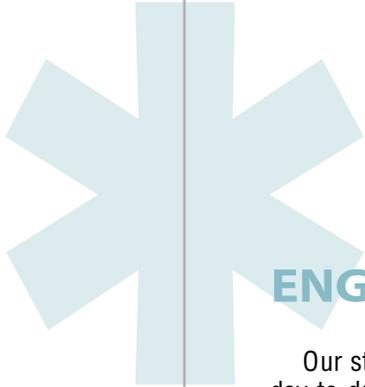
- ▶ Transfer of bylaw services completed with the Westside District Municipality.
- ▶ The Dog Control Officers have completed various training courses with the Justice Institute and the Focus training Institute.
- ▶ The Kelowna Law Courts have facilitated the Reinstatement of the Bylaw Court though on a limited basis.
- ▶ The Noxious Weed and Insect Program operated at full capacity during the enforcement season, from May to October.

2008 BYLAW ENFORCEMENT STATISTICS	
BYLAW VIOLATION COMPLAINTS	140
UNTIDY/UNSIGHTLY COMPLAINTS	29
WEED COMPLAINTS	432
WEED ORDERS ISSUED	387
WEEDS CUT BY CONTRACTOR	54
INSECT COMPLAINTS	23
BUSINESS LICENSES	412
DOGS LICENSED	10,457
DOG COMPLAINTS	2,164
DOGS IMPOUNDED	886
DOGS EUTHANIZED	91
DOG BYLAW VIOLATION TICKETS	401



Brian Ralph, CHIEF BYLAW ENFORCEMENT OFFICER





ENGINEERING

Our staff coordinates delivery of the many day-to-day services required for community living such as water, sewer, garbage and recycling collection, street lighting, fire protection and the Regional Rescue program.

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

2008 HIGHLIGHTS

- ▶ Complete Westside Electoral Area Road Development Cost Charges Study.
- ▶ Complete design and construction of Sunnyside Water System upgrade including water intake, replacement pump, new main installation and pressure reducing station (Est. \$700,000).
- ▶ In cooperation with area developers completed construction of the Asquith Road Connector providing alternate link to Smith Creek neighbourhood.
- ▶ Assisted with provision of and completed transfer of Engineering-related service functions to the Westside District Municipality.
- ▶ Prepare appropriate sewer contracts with the Westside District Municipality.
- ▶ Completed two studies looking into feasibility of providing water service to Upper Fintry and Valley of the Sun areas of north Westside Road.
- ▶ Complete analysis, develop a strategy and begin implementing odour control recommendations for the Westside sewer function.
- ▶ Continued process of developing a Liquid Waste Management Plan (LWMP) for the Central Okanagan East Electoral Area (Ellison/Joe Rich).
- ▶ Begin study process of potential sewer service feasibility for Brent Road area of Central Okanagan West Electoral Area.
- ▶ Continued working with stakeholders on goal of providing a second solid waste transfer station located at La Casa strata development along north Westside Road.



2009 INITIATIVES

- ▶ Complete agreement with strata of La Casa allowing provision of a solid waste transfer station located at the La Casa development on Westside Road.
- ▶ Confirm support from property owners in Upper Fintry and Valley of the Sun subdivisions in order to complete studies, design and construct possible water service to these areas of north Westside Road.
- ▶ Complete the Liquid Waste Management Plan (LWMP) for the Ellison and Joe Rich area.
- ▶ Conduct sewer system capacity review including education and enforcement of the sewer regulatory bylaw.
- ▶ Conduct a review of Development Cost Charges (DCC's)
- ▶ Conduct a review of Sewer User Fees

FIRE SERVICES

2008 HIGHLIGHTS

- ▶ Completed transfer of Westside Fire/Rescue service to Westside District Municipality.
- ▶ Completed expansion and upgrade to Regional Rescue Communications System.
- ▶ Consider possible provision of fire protection services within the Trepanier Bench area of the Central Okanagan West Electoral Area.

2009 INITIATIVES

- ▶ Successfully complete hiring of part-time Fire Service Coordinator to work with paid-on call fire departments serving Ellison, Joe Rich, North Westside and Wilson's Landing.
- ▶ Determine whether property owners within the Trepanier Bench area of the Central Okanagan West Electoral Area support possible provision of fire protection services. If supportive, begin a feasibility study.
- ▶ Conduct a review of equipment, training needs and requirements of each paid-on call fire department.

PUBLIC WORKS

Public Works looks after the operation of the Westside Landfill, Westside Regional Wastewater Treatment Facility, as well as five water utilities serving more than 700 customers.

2008 HIGHLIGHTS

REGIONAL WATER SYSTEMS

- ▶ Completed installation of water meters in West Kelowna, Sunnyside/Green Bay and Pritchard water systems in conjunction with the Westside Joint Water Committee (WJWC) universal metering program.
- ▶ Completed transfer of three water systems to Westside District Municipality.

WESTSIDE LANDFILL

- ▶ Final sloping of the northern and western areas of the landfill was started and will be complete in early 2009. Landfill closure has been moved ahead with diversion of curbside collection and commercial wastes starting in March. Transfer station pre-design to start in early 2009 with construction set to begin in late 2009.

WESTSIDE REGIONAL WASTE WATER TREATMENT PLANT

- ▶ The Stage 3 upgrade will go into pre-design this year with construction to proceed in 2010. The 'Westbank Process' continues to be refined and improved and was again recognized as a Leading Edge Technology at the most recent Water Environment Conference in Chicago in October 2008.

MOSQUITO CONTROL PROGRAM

- ▶ The Regional District received approximately \$350,000 from the Ministry of Health for West Nile Virus Prevention through the Mosquito Control program.
- ▶ The Regional District program again included the City of Kelowna, District of Peachland, District of Lake Country, Westside District Municipality and Westbank First Nation. Potential breeding sites were expanded to approximately 250 with 170 of these being treated. The catch basin program again included over 8,500 catch basins being treated mostly within the City of Kelowna. Public awareness, education and the progress of the West Nile Virus were made through newspaper ads, leaflets and a coordinated radio and television advertising



campaign with the North Okanagan and Okanagan Similkameen regional districts.

2009 INITIATIVES

WESTSIDE LANDFILL

- ▶ Continue with the 5 step closure plan with capping and plantings on the northwestern area of the site.
- ▶ Completion and begin implementing the Risk Assessment Plan and recommendations.
- ▶ Continue to work with Shannon Lake area residents adjacent to the landfill to ensure minimal impact on neighbourhoods while providing services to the greater community.

WESTSIDE REGIONAL WASTEWATER TREATMENT PLANT

- ▶ Continue planning for growth and expansion of services throughout the region in consultation with local governments that receive service from the facility.
- ▶ Continue to support universal water metering programs to help with conservation and sewage regulations.
- ▶ Work towards composting program with the City of Kelowna and City of Vernon.

MOSQUITO CONTROL PROGRAM

- ▶ Continue the West Nile program with continued funding from the Provincial Government.
- ▶ Create public awareness throughout the Regional District and Westbank First Nation in the area of mosquito larvae prevention.

REGIONAL WATER SYSTEMS

- ▶ Continue with the Westside Joint Water Committee (WJWC) program of universal water metering for the region.
- ▶ Conduct a review of water user and maintenance fees.
- ▶ Implementation of outdoor irrigation regulations consistent with Westside Joint Water Committee members.



INSPECTIONS

Our Inspections Section staff ensures that all public and private buildings are safe for their intended use through the enforcement of RDCO zoning bylaws and the Provincial Building Code. We also evaluate applications and provide recommendations to decision makers and we assist the public with an understanding and interpretation of land use regulations, applications, and processes. We also provide building inspections in the two Electoral areas of the Regional District.

2008 HIGHLIGHTS

- ▶ Regional District Building Inspection Staff and City of Kelowna Building Inspection Staff hosted the Building Officials' Association of British Columbia Conference in April at the Grand Okanagan Lakefront Resort & Conference Centre.
- ▶ Building Inspection Staff attended a ½ day information seminar on the Building Green Energy Initiatives implemented into the B.C. Building Code effective September 5th, 2008.
- ▶ On-going of micro-filching of completed Building Permits as well as converting the Building Permits into digital images. The on-line availability of the scanned permit documents has been a great success for both the staff and general public.
- ▶ As a result of the formation of the Westside District Municipality, Inspections Services Staff were transferred over to the new municipality on September 8th, 2008. Some of the staff had been with the Regional District since 1992. Well wishes and thanks for their support over these past years to Mr. Don Bouwman, Mr. Les Allan, Mr. Elroy Dueck and Mrs. Hana Loken.
- ▶ A Building Staff member attended a three-day BOABC Sponsored Building Code Education Seminar in Richmond.

2008 BUILDING INSPECTION STATISTICS

BUILDING PERMIT VALUE (ALL PERMITS)	\$28,127,990
BUILDING PERMITS ISSUED	228
SINGLE FAMILY DWELLINGS	95
MOBILE HOMES	1
TWO FAMILY DWELLINGS	10
MULTIPLE FAMILY DWELLINGS	1
COMMERCIAL PERMITS ISSUED	4
FARM AND AGRICULTURE BUILDINGS	11

2009 INITIATIVES

- ▶ Work with consultant to ensure a smooth transition for the office relocation of the entire Development Services and Environmental Services Department when we are relocated onto the main floor of the RDCO building.
- ▶ Revisions to the RDCO Building Bylaw for the benefit of the Regional District.
- ▶ Continue micro-film and digital management program of completed Building Permits.

PLANNING

Under the Planning function, we develop land use and inspection policies that provide guidance to elected officials, developers, the public and other decision makers. We are also responsible for putting land use plans and environmental protection guidelines into action. Staff evaluates applications and provides recommendations to decision makers. In the Planning section we assist the public with an understanding and interpretation of land use regulations, applications, and processes.

2008 HIGHLIGHTS

- ▶ Implementation of a seamless transition of Planning and Inspection services to the Westside District Municipality including:
 - preparation and referral of all development applications to be considered by Council.
 - develop terms of reference for the new Westside Advisory Commission.
 - coordinate with Approving Officer and MOT for continuance of subdivision approval process.
 - preparation of report templates in conjunction with the Westside District Municipality.
 - preparation of work plan outlining priorities for Council.
 - review of fee schedule, zoning bylaw and procedures bylaw for the Westside Council.
 - preparation of a Regional GIS strategy including resource sharing between RDCO and Westside.
- ▶ Maintain effective and regular communication with the Regional Board, Provincial Ministries and Agencies, the public, developers, consultants



...improve customer service by reducing response time and ensuring limited resources are utilized efficiently...

and contractors regarding current land use policies and regulations. This will be facilitated through the development, implementation and update of all Official Community Plans and the Rural Land Use Bylaw. (Update of the JRRLUB is now complete, the NW OCP will be updated in 2008 and the Westside OCP will be reviewed in 2008 based on Council's direction).

- ▶ Develop and implement discernable, consistent and fair procedures for staff and applicants through updates to the Procedures Bylaw.
- ▶ Continually improve customer service by reducing response time for inquiries and ensuring limited resources are utilized as efficiently as possible.
- ▶ Develop a 'one counter' service using cross trained staff that can respond to all initial inquiries concerning development issues.
- ▶ Promote enhanced communication to the public through implementation of the Regional District's Communication Plan - update all brochures and information packages.
- ▶ Continue to promote a trained and highly skilled work force by providing training and education opportunities that result in technical or professional designation - develop individual staff training strategies.

2009 INITIATIVES

- ▶ Review and update of North Westside OCP in order to update and incorporate environmental Development Permit provisions applicable to other parts of the Regional District.
- ▶ Update Zoning Bylaw No. 871 to consider several housekeeping text and mapping amendments.
- ▶ Outdoor Events Bylaw - staff initiative to repeal the original special events bylaw and replace with a new updated bylaw.
- ▶ Prepare a Foreshore Structures Bylaw with member municipalities and Westbank First Nation in response to provincial direction to deregulate private moorages under 120 square meters.
- ▶ Develop Official Community Plans for Lakeshore Road, June Springs Estates, Trepanier and Brent Road Areas.
- ▶ Develop a template for Migrant Farm Worker Housing and continue to work with the Ministry of Agriculture and Lands, Agricultural Land Commission, and member municipalities.
- ▶ Soil Removal Bylaw / Establishment of Sand &

Gravel Extraction Zones

- Continue to consult with the Ministry of Energy, Mines & Petroleum Resources to develop a concise document for considering sand and gravel extraction proposals.
- ▶ Groundwater Study Initiative - review of RDCO and City of Kelowna planning processes and tools to address groundwater quality through wellhead and recharge area protection in response to the Kelowna Joint Use Water Committee Phase III Groundwater Protection project.
- ▶ Foreshore Inventory and Mapping - Phase III - continue Foreshore Inventory and Mapping for remaining section of RDCO foreshore: Brent Rd, Peachland and Okanagan Mountain Park. May be completed in partnership with Peachland and Regional District of Okanagan Similkameen.
- ▶ Update of Regional Growth Strategy by determining the scope, work plan and budget for review of the strategy. This will also address newly introduced Greenhouse Gas emission reduction requirements.
- ▶ Conduct an Environmental review of the Central Okanagan Major Lakes Recreational Marine Facilities Study and participate in the process as it proceeds.
- ▶ Ongoing stream restoration and enhancement work involving the Stream Restoration Crew at Joe Rich Creek project site, scoping and design work for potential new projects along Joe Rich, Shorts Creek including Sensitive Habitat Inventory Mapping.
- ▶ Contribute the Lead Hand to the Watershed Restoration Crew in partnership with the City of Kelowna.
- ▶ Respond to complaints and natural environment development permit compliance issues.
- ▶ Environmentally Sensitive Areas text updates to Official Community Plans and Joe Rich Rural Land Use Bylaw.
- ▶ Review and refine wording regarding Environmentally Sensitive Area ranking and criteria.
- ▶ Mission Landscape Unit Water Management Plan.
- ▶ Ongoing review of development at Timber Ridge.
- ▶ Ongoing review of applications and referrals (e.g. Crown Land applications).





Peter Rotheisler, WASTE REDUCTION SUPERVISOR

REGIONAL WASTE REDUCTION OFFICE

WHAT 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 Regional District of Central Okanagan, City of Kelowna, Westside District Municipality and Districts of Lake Country and Peachland, 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.

2008 HIGHLIGHTS

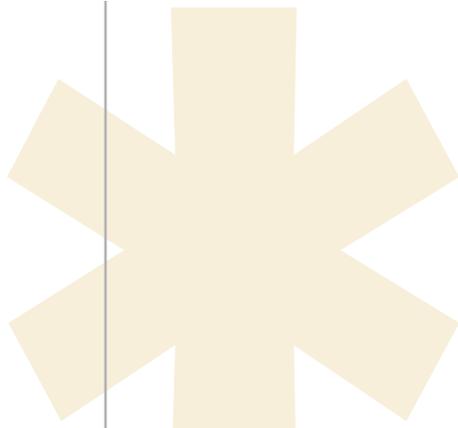
- ▶ Awarded contracts for automated collection of garbage, yard waste and recyclables and supply of the carts for the materials in partnership with member municipalities. Continued to test the automated system in select neighbourhoods including rural properties.
- ▶ After nearly 16 years of volunteer compliance, began random enforcement of landfill bans of cardboard, paper, hazardous wastes, etc. at the Westside and Glenmore Landfills.
- ▶ Introduced a new email reminder system for upcoming waste related programs and the residential curbside program.
- ▶ Completed a waste audit at the Glenmore Landfill to create a "baseline measurement" for determining efficacy of waste reduction programming. The results showed wood waste and other metals as the greatest percentage of materials buried at the landfill for the commercial and construction sectors despite the availability of a recycling option. Residential loads showed high participation in residential recycling programs.
- ▶ For the first time, the Waste Reduction Office surveyed the private recyclers and provincial stewardship programs to establish a baseline for the total amount of recyclables collected.
- ▶ Issued a Request for Proposals and awarded the contract for the operations of the existing recycling depots and potentially a year-round Eco-station that



accepts all recyclables collected by municipally and provincially funded programs (i.e., beverage containers, small appliances, and household recyclables). The depots have been revamped to be safer and more user friendly.

- ▶ Began research for asphalt shingles and glass reuse and recycling.
- ▶ Conducted a pilot project with local non-profit organizations to test the feasibility of a textile and fabric (old clothing) recycling program. The pilot project revealed additional research is needed. This recycling program was put on hold until 2009.
- ▶ Co-hosted a 'Greening your Business' workshop targeting small to medium sized businesses. The event attracted over 125 business professionals and resulted in ongoing environmental initiatives in the business community. Seven companies were featured in the Capital News for their green efforts.
- ▶ Continued to design and implement new social marketing programs and events (20 Minute Make Over, Master Composter Program, Go Natural Garden parties, etc.) to encourage residents to adopt more environmentally sustainable behaviours.
- ▶ More than 13,000 tonnes of recyclables were collected from households in 2008, about 11 percent more than in 2007. Even though glass was removed from the curbside program, approximately 280 tonnes of glass was collected at the depots, versus 140 tonnes collected in the blue bag program in 2006.
- ▶ Aggressively promoted recycling collection programs for multi-family complexes and businesses. A part-time person was hired to assist multi-family and businesses in reducing or properly disposing of their waste. 22 businesses received waste audits and support in establishing firm recycling practices. 62 multi-family buildings and businesses received a recycling certificate for bringing their recycling programs up to speed.
- ▶ Conducted a waste audit for both UBCO and Okanagan College. The two post-secondary institutions have entered into a friendly competition and each will be re-audited in 2009 to assess if their waste practices have improved.
- ▶ Master composter/recycling volunteers continued to donate hundreds of hours in promoting and educating the community on waste reduction initiatives.
- ▶ Hosted the second annual 'Community 20





'Minute Make Over' in April as a kick off to the annual Community Clean Up program. Thousands of volunteers from community organizations, businesses, business associations and schools participated in this successful community event.

- ▶ Updated Solid Waste Management Bylaws to include all product stewardship program products (i.e., tires, paint, some pesticides and new for 2008, computers and televisions).

- ▶ Implemented a fluorescent light recycling program in partnership with the Battery Doctors. The program offers safe disposal for residents and small businesses' fluorescent tubes and compact fluorescent bulbs.

- ▶ In an effort to encourage backyard composting, hosted a "drive-through" composter sale on April 5th at Crown Packaging. The 1,300 composters ordered were sold, over half of them within the first three hours of the sale.

- ▶ In partnership with the RDOS, launched www.okanaganreuses.com, a new online trading post to encourage Okanagan residents to reuse unneeded items by giving, selling or trading them to others. This site currently has over 1,539 members, has successfully completed over 500 hundred trades, and has diverted over 15,000 tonnes of material from local landfills.

- ▶ Co-hosted the 9th annual 'Environmental Mind Grind' in April. Twenty-nine local elementary and middle school teams competed in the curriculum-approved environmental challenge; the winners went on to participate in the Regional Play-Offs.

- ▶ The EECO Heroes (partnering Environmental Educators of the Central Okanagan) developed super hero alter egos as a means to teach environmental issues to children. The super hero team performed interactive skits and delivered environmental programs to more than 2,000 students in the 2008 school year.

- ▶ The 18th annual 'Hazardous Waste Round Up' diverted about 38,000 equivalent litres of materials from being buried in the landfill.

- ▶ 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.). These programs were directed to homeowners and to help increase awareness about sustainable living and to encourage them to change behaviours.



2009 INITIATIVES

- ▶ Roll out the automated garbage, recycling, and yard waste collection program to residents throughout the Central Okanagan that receive curbside pickup.

- ▶ Adopt a new Waste Management Bylaw and ensure that it is consistent with the member municipalities.

- ▶ Complete the La Casa transfer station.

- ▶ Continue to develop programs that promote further waste reduction with specific focus on commercial, construction, and demolition waste.

- ▶ Continue to provide public awareness and educational programs to reduce waste in the community.

- ▶ Work with local non-profit organizations to introduce a textile and fabric (old clothing) recycling program.

- ▶ Issue a Request for Proposals to determine options and costs of a year round household hazardous waste collection depot.

- ▶ Continue to research and develop an agricultural plastic recycling collection system.

- ▶ Conduct asphalt shingle and glass recycling pilot projects.

- ▶ Research Styrofoam recycling options.

- ▶ Assist with the closing of the Westside Sanitary Landfill and the development of a convenience transfer station.

- ▶ Research possible solutions for managing pine beetle wood waste.

- ▶ Continue to design and implement new social marketing programs and events (*20 Minute Make Over*, *Master Composter Program*, *Go Natural Garden parties* etc.) to encourage residents to adopt more environmentally sustainable behaviours.



...to play a vital role in enhancing public and private sector decision-making.



Richard Bruneau, MANAGER

INFORMATION

SERVICES

W

hat 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.

A Memorandum of Understanding was signed by the Regional District of Central Okanagan, the District of Peachland, the Westside District Municipality, the District of Lake Country and the Westbank First Nation for the updating, processing and hosting of Core Geographical Information. This collaborative effort provides for significant financial savings and enables the utilization of “geospatial” information and technologies to play a vital role in enhancing public and private sector decision-making.

The Regional District has provided Information Technology infrastructure and support for the new Westside District Municipality. The expectation is that the Westside will have its own IT infrastructure and server room in place by mid 2009.

Our Geographical Information Systems department has continuously enhanced the applications and services it provides – The GIS application performed over 45,000 property searches! Applications included Emergency Response tools and the “Election Helper” tool that integrated card reader and GIS technologies. Our networking department has delivered on several large projects including the support of the new Westside District Municipality and the implementation of Virtual Machine Architecture.



2008 HIGHLIGHTS

- ▶ Implemented Virtual Machine Architecture.
- ▶ Provide IT Support and Infrastructure to Westside District Municipality.
- ▶ The digitization and integration of Legal Plans and Building Permits.
- ▶ Improvements to www.regionaldistrict.com
- ▶ Provided technical support to assist with voter



identification for Local Government Elections.

- ▶ Upgraded PIX Firewall Security systems.
- ▶ Production and support of several bylaws / maps.
- ▶ Numerous enhancements to the GIS application tool.
- ▶ Established process and procedures for the effective support and maintenance of the IT infrastructure.

2009 INITIATIVES

- ▶ Launch new more powerful and functional online website Mapping system utilizing ESRI technology.
- ▶ Establish and provide Regional GIS Service.
- ▶ Upgrade Cisco VOIP system.
- ▶ Migrate existing Servers to the Virtual Machine Architecture.
- ▶ Support the new Westside District Municipality.
- ▶ Provide GIS and IT services to the Sterile Insect Release Program.
- ▶ Provide GIS and IT services to the Okanagan Basin Water Board.
- ▶ Support the new Automated Solid Waste collection service.
- ▶ 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.

The Regional Parks Services administers 28 Regional Parks including one campsite...



Murray Kopp, MANAGER

PARKS SERVICES

What We Do...

The Regional Parks Services administers 28 Regional Parks (1,090.9 hectares) including one campsite under contract with Ministry of Forests, ten Central Okanagan West Parks (16.8 hectares), nine Central Okanagan East Parks (18.5 hectares) as well as recreation facilities including Ellison Heritage School Community Centre, Killiney Community Hall, the EECO (Environmental Education Centre for the Okanagan), and Joe Rich Community Hall.

2008 HIGHLIGHTS

GRANTS AND DONATIONS

- ▶ Received a \$148,600 grant from Service Canada (HRSDC) for crew and equipment to remove pine beetle and hazard trees, and to undertake fuel management and forest health projects.
- ▶ Received \$4,300 from UBCM's Community Tourism Program Phase 2 for a travelling exhibit for the Friends of Fintry and construction of an interpretation kiosk at Fintry Provincial Park.
- ▶ Received \$15,899 from UBCM's Community Tourism Program on behalf of the Okanagan Trail Riders Association.
- ▶ Received \$36,465 from UBCM's Community Tourism Program for the preliminary planning for Crown land acquisition in Central Okanagan East.
- ▶ Received a Service Canada grant for \$1,960 for an interpretation programs summer student.
- ▶ Received \$920 in donations for the EECO, and \$18,290 from Interpretation programs, in donations and cost recovery programs.
- ▶ Received \$27,203 from UBCM's Community Tourism Program for directional signs to the Kettle Valley Railway and construction of a trailhead for the Okanagan High Rim Trail.
- ▶ Received a \$98,500 grant from Natural Resources Canada for Pine beetle affected tree removals in Kalamoior Regional Park.
- ▶ Awarded \$50,000 from Ministry of Forests and Range through UBCM's Community Wildfire Prevention program to prepare a Wildfire Prevention Plan; and \$3,000 to prepare a fuel management prescription for Beaver Lake.

TOTAL: \$405,137

REGIONAL

- ▶ Pine beetle affected tree removal took place in Kalamoior, Raymer Bay and Mission Creek Regional Parks funded through a Service Canada grant.
- ▶ Tree planting was completed in Cedar Mountain, Bertram Creek, Rose Valley and Mission Creek Regional Parks.
- ▶ Completed an Urban Forest Health Strategy with funds from the Tree Canada Foundation.



- ▶ The Final Report for Mission Creek Greenway Pinch Point Feasibility Study and the Conceptual Park Plan for the Gerstmar property in Mission Creek Park were completed.
- ▶ The Central Okanagan Major Lakes Recreation Marine Facilities Study was completed.
- ▶ Officially opened the newest Regional Park, Trepanier Creek Greenway, showcasing the trails, footbridge and kiosk with interpretive panels. The goal is a linear connection from the existing paved linear trail in the District of Peachland at Highway 97 to the Highway 97C Okanagan Connector overpass at Trepanier Road, eventually connecting to Trepanier Provincial Park.
- ▶ Regional Parks 2008 Program Guide had 15,758 visits on the website and 55,000 copies were distributed.
- ▶ The EECO received over 34,600 visitors during the year.
- ▶ The EECO exhibit and displays of "The Forest Story: The Trees, The Beetles and You" viewed by 13,621 visitors over 119 days, the Kokanee Salmon display had 9,842 visitors in 53 days also had a





timely presentation in late August of 'Bear Aware'. The exhibit "Down from the Shimmering Sky: Birds of Prey" is on from October 2008 to the spring of 2009.

- ▶ Spring Break and Summer Junior Naturalists and Eco Challenge Day Camps at Mission Creek Park were well attended and generated revenue of \$13,800. The popular Go Fish program in Shannon Lake Regional Park and Mission Creek Regional Park attracted over 2,400 participants.

- ▶ The Kokanee Salmon Festival at Mission Creek Regional Park included educational displays and activities, and a traditional Okanagan Syilx Salmon BBQ feast.

- ▶ The 'Take a Hike' program, tours of the Gibson house at Kopje Regional Park and the Gellatly Nut Farm, and the Volunteers in Parks (VIP) program were successful.

- ▶ Summer presentations: Slithering Good Time Snakes, Otesha Project production "Morning Choices", "Faces of Fire" by the Mountain Theatre were held in the pavilions at Mission Creek and Bertram Creek Regional Parks.

- ▶ Assumed the operations and maintenance of Gellatly Nut Farm Regional Park and reviewed building plans for the heritage house and barn.

- ▶ The Gellatly Nut Farm Fall Harvest Market had 21 vendors, 900 visitors and received \$200 in donations.



WESTSIDE PARKS AND RECREATION (*transferred to Westside District Municipality Sept. 08*)

- ▶ Competed in the Communities in Bloom contest in partnership with Westbank First Nation and Westbank Chamber of Commerce for the fourth year in a row. Shannon Lake Regional Park was

included in the tour, highlighting the Go Fish program.

- ▶ Held a grand opening for the Westbank Town Centre Park, includes a new dog off-leash and exercise area, and a community garden partnered with the Central Okanagan Community Garden Association.

- ▶ Contracted a consultant to complete the park and walkway design at Casa Loma.

- ▶ Created and distributed four seasonal issues of the Westside Leisure Guide.

- ▶ Westside Recreation Services offered new Spring programs for men and women hockey as well as a new ball hockey drop in program for children and youth.

- ▶ Webber Road Community Centre offers popular recreation programs such as floor hockey.

- ▶ Westside Warriors went into third round of playoffs increasing attendance at Royal LePage Place.

- ▶ Spring break hockey tournaments utilized both arenas and Westside Minor Hockey started leasehold improvements in office space at Jim Lind arena.

CENTRAL OKANAGAN WEST PARKS AND FACILITIES

- ▶ Westshore Estates Community Park development is on-going with land clearing and rough grading operations and completion of consultations with the Okanagan First Nation.

- ▶ Park Play Days were well received by the local communities surrounding Killiney Beach Park and Fintry Beach Access.

CENTRAL OKANAGAN EAST PARKS AND FACILITIES

- ▶ Hosted Park Play Days in Scotty Creek and Three Forks parks.

- ▶ Completed an energy audit for an energy centre



at Ellison Heritage School Centre and replaced the front exterior stairs.

- ▶ Initiated planning for trail identification, trailhead and road signs for High Rim Trail and Kettle Valley Railway with funding from UBCM Tourism grant and with assistance from the Nordic Ski Club.

2009 INITIATIVES

REGIONAL

- ▶ Remove pine beetle affected trees in Kalamoir Regional Park in accordance with the Kalamoir Regional Park management plan, funded by Natural Resources Canada.
- ▶ Installation of highway directional signs for Regional Parks in Kelowna and District of Lake Country.
- ▶ Complete the security caretaker cabin in Scenic Canyon Regional Park at the Hollywood Road South trailhead.
- ▶ Complete the planning for the Rim Trail at Scenic Canyon Regional Park.
 - ▶ Provide ongoing interpretive programs including EECO Heroes, Go Fish, Kokanee Interpretation, and Junior Naturalists and Eco-Challenge day camps.
 - ▶ Continue to develop and market the heritage sites: Gellatly Nut Farm, Gellatly Heritage Park, and Gibson Heritage House as heritage museums.
 - ▶ Continue to build the Volunteers in Parks Program new volunteer recruitment.
 - ▶ Construct and display an exhibit on Global Warming, Climate Change at the EECO.
 - ▶ Continue to market services through the Regional Parks guide, website, and other media.
 - ▶ Participate in and coordinate special events including Family Environment Day, Environmental Mind Grind,



Kokanee Salmon Festival, and Gellatly Nut Farm Fall Harvest.

CENTRAL OKANAGAN EAST

- ▶ Installation of directional road signs for the Kettle Valley Railway with funding from Tourism grant.
- ▶ Initiate preliminary planning for Crown land acquisition funded by Community Tourism Program.
- ▶ Work with the Ellison Parks and Recreation Society to review the operations agreement for Ellison Heritage School Centre.
- ▶ Continue Park Play day program and increase community involvement.



CENTRAL OKANAGAN WEST

- ▶ Complete the Westshore Estates Community Park development including a parking area, walking trails, picnic shelter pad, and planning for playground equipment.
- ▶ Assess options for Bear Creek boat launch to upgrade the site when bridge construction is completed.
- ▶ Complete the design and construction of an interpretation kiosk and Friends of Fintry travelling exhibit for Fintry Provincial Park.

The EDC's website received 2.5 million hits in 2008...



Robert Fine, MANAGER

ECONOMIC DEVELOPMENT COMMISSION

W

hat We Do...

The Regional District of Central Okanagan, City of Kelowna and the Districts of Peachland, Lake Country and the Westside District Municipality 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 in the Region.

The EDC's Advisory Board consists of appointees from local government, collaborative organizations, and representatives from a cross section of business sectors. Board members provide a valuable linkage between the business community and the organization or industry sector they represent. The Advisory Board provides valuable input as to the state of their industries and advisement to the staff of the Economic Development Commission.

Through the strategic planning process, the industry leaders and regional representatives who comprise the EDC Advisory Board have recognized how the Commission's emphasis on Business Enhancement, Business Attraction and Economic Development Facilitation are the most strategic approach to facilitate economic prosperity in the Central Okanagan Region.

BUSINESS ENHANCEMENT

Research in the field of economic development shows that the majority of wealth in a community is generated by its existing business base; Strong and viable business retention and enhancement objectives are fundamental to a successful economic development strategy. **The EDC has made business enhancement activities the mainstay of its programs and services for the past six years.**

▶ **320 site visits conducted** with Central Okanagan businesses in 2008. Follow up assistance was provided to approximately 200 of those businesses.

▶ **Approximately 145 companies attended EDC educational**



programs during the year including programs on Succession Planning, Franchising, Export opportunities and Labour related issues.

▶ **Increased awareness** of EDC programs and services was addressed through presentations to approximately **95 business service providers and industry groups** throughout the Central Okanagan. The EDC's website received 2.5 million hits in 2008, and the EDC's E-newsletter continued to be published weekly with distribution to approximately 2,000 businesses per issue.

▶ 2008 was the fourth year the EDC attended **major labour recruitment emigrate shows abroad**, specifically in United Kingdom, and Eastern Canada. Approximately 120 placements resulted from these efforts to date, with an economic impact of \$27 million.

▶ The **Foreign Skilled Worker Program**, now in its third year, provided one-on-one assistance to more than 100 employers wanting to access immigration programs as one solution to the skilled labour shortage in the Region, particularly in the construction, aerospace, technology and manufacturing sectors. In 2008, the Foreign Skilled Worker Coordinator has assisted approximately 155 skilled workers in looking to locate in the Region.

▶ The **Okanagan Agrifutures Program** provided a wide range of assistance to more than **89 Farms**, as well as coordination of educational and networking events on Succession Planning, Food Safety, dealing with Regulatory Issues and a major shortage of workers.

▶ In partnership with the Central Okanagan Producers and Processors Association the Okanagan Agrifutures Program assisted in the facilitation of the **Mobile Poultry Processing** initiative to develop local processing capacity.



- ▶ The Region's **Arts Cultural Tourism Officer** worked with 17 individual businesses during the year providing one-on-one assistance and support to businesses in this sector.

BUSINESS ATTRACTION

While the Commission worked for many years to attract new businesses to the Okanagan, in 2005 efforts shifted to attracting investment into existing businesses in the community. This reflects the need for capital to facilitate continued growth and expansion of the many small businesses that make up the Central Okanagan, as well as the number of established niche markets and products that have developed in the Region.

- ▶ Marketing and awareness of EDC's programs and services was maintained in the annual publishing of the **Economic Profile**, the design of **core investment attraction marketing materials**, and continued participation of the quarterly **Business Confidence Index**.

- ▶ EDC continued to work with the **Okanagan Valley Economic Development Society (OVEDES)** to attract investment to the Okanagan Valley, including the launch of the Okanagan Strategic Advantage website with Aerospace investment as the primary messaging.

- ▶ A valley-wide attraction and branding strategy continued with the publishing of The Okanagan Valley Industrial Land Strategy in October 2008.

- ▶ The Commission worked with the **sustainable energy sector** in creating an Okanagan presence with local companies at the 2008 Globe International Trade and Investment event in Vancouver.

- ▶ The EDC also worked with the Okanagan Environmental Industry Alliance to promote two Central Okanagan environmental education events.

- ▶ A strategic marketing program aimed at attracting investment dollars to support development of a film studio in the Okanagan was implemented during the year and an interim **film studio** facility was established in the District of Westside.

ECONOMIC DEVELOPMENT FACILITATION

Economic Development Facilitation creates an information infrastructure that ensures effective communication with decision-makers at all levels of government and with other community organizations. The EDC works to bring a business perspective to the decision-making process by these



organizations, and the Commission must be aware of the financial resources available for business retention and growth. Effective facilitation also requires the EDC to work with groups outside the region on growth management strategies with regional benefits.

- ▶ The EDC worked extensively to communicate the **infrastructure** needs of the community. It remained actively involved with the Airport Advisory Committee and **Air Attraction Task Force**, and provided ongoing liaison with regional, provincial and federal government decision-makers regarding airport-related issues. The EDC also oversaw the completion of an Economic Assessment of **Traffic Congestion on Central Okanagan businesses**. It continued to represent the needs of the business community on the **Convention Centre Task Force**, and the **International via Highway 97 Alliance**.

- ▶ In partnership with community stakeholders, the Commission assisted in the development and delivery of a major **Engineering Symposium**.

- ▶ The EDC facilitated informational workshops to both **Okanagan College** and **University of British Columbia Okanagan** regarding options to recruit and retain International Students in the Region.

2009 INITIATIVES

The 2009 Strategic Plan outlines the Commission's objectives and rationale within three primary focus areas - **Business Enhancement** (70% of the Commission's work), **Business Attraction** (20%) and **Business Facilitation** (10%).

The 2009 strategic planning process took place during a rapidly changing economic environment, with global economic events having significant impact down to the regional level. The general environment in which the EDC is operating has also been affected by the steadily increasing demands for



...assisting businesses facing challenges by the current economy as well as those that are starting up...

its services due to tremendous growth in the Region. These factors have contributed to a “Back to Basics” approach to planning for 2009 focusing on fundamental ways of assisting businesses facing challenges by the current economy as well as those that are starting up and those that are continuing to grow.

ENHANCEMENT

- ▶ Conduct **215 one-on-one site visits** during the year with comprehensive follow up where required.
- ▶ Develop and conduct a Business in the Park education program on “**Access to Capital**”.
- ▶ Coordinate **educational opportunities on topics that promote operational efficiency** (LEAN manufacturing, ISO).
- ▶ Develop a strategy for **attracting media with special interests in industry sectors** to the Region as a means of promoting business capacity in the Region as it relates to the manufacturing, high technology and agricultural sectors.
- ▶ Facilitate **Local Food Supplier** workshop.
- ▶ Develop an inventory of **local food products** and promote/facilitate inclusion of these products at regional events.
- ▶ Facilitate the development of a “Farm Fresh” produce guide and map based on a regional direct farm marketing inventory.
- ▶ Conduct 50 one-on-one site visits with **agriculture and agri-tourism related businesses**.
- ▶ Coordinate a Business in the Park program on Attracting and Retaining workers to the **Hospitality and Tourism** sector(s).

ATTRACTION

- ▶ Develop a “**Work Where you Play**” promotional campaign including literature targeting the corporate retreat market in the UK through continued work on the Air Attraction Task Force.
- ▶ Facilitate links between local companies currently operating in the Silicon Valley to encourage them to reinvest in Okanagan companies - using a “**Bridge to the Valley**” theme.
- ▶ Develop and maintain a tangible inventory/database of Central Okanagan businesses for sale.
- ▶ Work with site selectors to identify prerequisites for **green technology companies** to locate in the Region.

- ▶ Facilitate the development of a full service **Film Studio** in the Region (multi-year project).
- ▶ Promote the availability of **airport expansion routes** which support the needs of the local business community as well as recruitment of foreign direct investment.
- ▶ Facilitate work with tourism development agencies in efforts to make airport users aware of the business investment opportunities in the Region.
- ▶ Publish the 2009 Central Okanagan Economic Profile.
- ▶ Publish Community Economic Profiles for: **District of Peachland, Westside District Municipality, City of Kelowna, District of Lake Country and Central Okanagan East**.

FACILITATION

- ▶ Assist the **Westside District Municipality** in the development of a long-term economic development strategy.
- ▶ Continue to provide representation on the **Okanagan Nation Alliance** Economic Advancement Committee.
- ▶ Develop a formal environment where business support providers can share the state of the industry, develop partnerships and facilitate information exchange by providing **two service provider summits**.
- ▶ Continue work with the **Convention Centre Task Force**.
- ▶ Support and facilitate the Young Entrepreneurs Program in partnership with School District # 23, Okanagan College and community partners.
- ▶ Provide a Central Okanagan presence on the **Highway 97 International Alliance** Board of Directors.
- ▶ Provide representation on the **Provincial Small Business Roundtable**.
- ▶ Acting Director on the **International Economic Development Council** (IEDC) Board.
- ▶ Acting Director on the **Economic Developers Association of British Columbia** (EDABC) Board.
- ▶ Continue to work with the **Airport Advisory Committee**.
- ▶ Provide representation on the **University of British Columbia Okanagan President’s Advisory Council**.



Duane MacTavish, COORDINATOR

CRIME PREVENTION

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

Crime Prevention 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. They make a major contribution to everyone in the Central Okanagan.

WESTBANK COMMUNITY POLICING OFFICE

▶ 27 volunteers contributing over 5,000 hours

PEACHLAND COMMUNITY POLICING OFFICE

▶ 14 volunteers contributing over 1,200 hours

WESTBANK CITIZENS PATROL

▶ 45 volunteers contributing over 5,500 hours and driving more than 30,000 kilometres

PEACHLAND CITIZENS PATROL

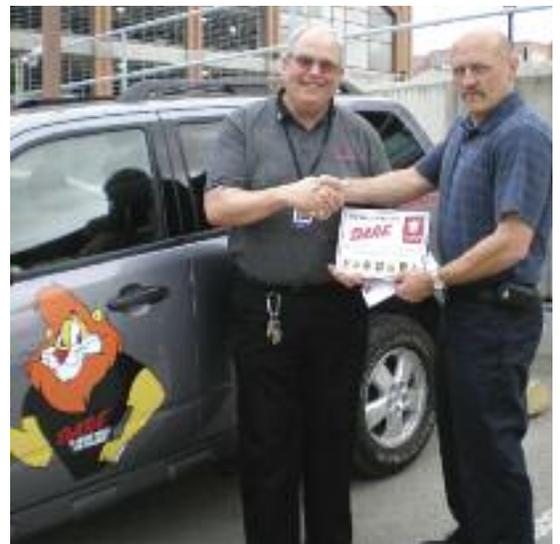
▶ 17 volunteers contributing over 900 hours and driving more than 4,700 kilometres

LAKE COUNTRY CITIZENS PATROL

▶ 18 volunteers contributing over 900 hours and driving more than 4,000 kilometres

In 2007 we saw a reduction in our volunteer base by approximately 30%. In 2008 our volunteer base leveled off and in the last quarter we saw a marginal

increase in our volunteer numbers. Our current volunteers are very dedicated in supporting all our community policing programs and they continue to contribute enthusiastically and energetically.



2008 HIGHLIGHTS

▶ **RESPECT Program** - RESPECT is the acronym for Recognizing Every Strategy Promoting Excellent Community Trust. Now into its third year, it brings together community minded businesses and organizations such as Westside Parks and Recreation, Crime Stoppers, the Okanagan Boys and Girls Club, Regional Crime Prevention to encourage good community relations and trust by building relationships between youth, their community and the RCMP. Police issue 'positive tickets' to youth as a reward for being 'caught' exhibiting positive behavior. Some examples are: movie coupons, coffee coupons, pizza meals, gift certificates, skating tickets and tickets to the Westside Warriors.

During 2008, RESPECT expanded from the Westside to Peachland and now into Lake Country. More than 2,500 "RESPECT" tickets have been issued and the program continues to grow in community support as more sponsors are coming on board.



Police issue 'positive tickets' to youth as a reward for being 'caught' exhibiting positive behaviour.



2009 INITIATIVES

- ▶ Phase II of Operation Wrap will complete the beautification of utility boxes along HWY 97 between the bridge and downtown Westside.
- ▶ Implement the Block Watch program. This program fights isolation and separation that crime creates. It forges and bonds area residents and businesses, helps reduce crime, and improves relations between the police and the communities they serve.
- ▶ Continue to pursue new volunteer members and increase our volunteer base.

▶ **Citizens Patrol Symposium** - In May 2008 the Central Okanagan Citizens Patrol hosted its 11th annual Training Symposium attracting Citizen Patrollers from all over the province. The Symposium was well received and we saw an increase of delegates by 50% over 2007. It was great opportunity to attend workshops and network. In May 2009 we will again host this symposium.

▶ **Speed Watch Program** - The Speed Watch Program again, has been hugely successful this year. The volunteers from Lake Country, Westbank and Peachland invested over 1,400 hours and clocked over 150,000 vehicles, an increase of more than 25% over 2007. They also conducted seat belt surveys and this year over 100,000 vehicles were checked with over 90% compliance.

▶ **RDCO Graffiti Eradication Program** - There were two significant aspects to this program during 2008. One involved the purchase of two Graffiti Beater Turbine paint covering systems for graffiti removal. The second involved "Operation Wrap" which was the beautification of fourteen utility boxes at lighted intersections throughout the Regional District from Lake Country to Peachland.





Bruce Baron, COORDINATOR

CRIME STOPPERS

What We Do... Central Okanagan Crime Stoppers is part of an internationally recognized program that empowers the public to fight back against crime. The coordinator's office is run out of the Kelowna RCMP Detachment. Some of the components of the program include Mug\$hots, Unsolved Crimes, Hot Cars, and Crime Re-enactments. The coordinator's office liaises with the Society, whose 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. Tipsters providing information leading to an arrest and charges are eligible for a cash reward of up to \$2,000.

2008 STATISTICS

- ▶ 1,127 tips were received on the Central Okanagan Crime Stoppers 1-800-222-TIPS (8477) phone line or from our website that helped the RCMP clear 82 cases.
- ▶ Value of narcotics seized and property recovered was over 900 thousand dollars. In 2008, Crime Stoppers paid out \$4,325.00 in rewards. That works out to one dollar spent for every \$224.00 recovered.
- ▶ Drug offences accounted for 22% of all tips taken in 2008, with most providing information about trafficking and marijuana growing operations.
- ▶ Wanted and Mug\$hots information accounted for 30% of all tips taken in 2008.
- ▶ Since inception, Central Okanagan Crime Stoppers has been responsible for the seizure or recovery of over \$59 million in drugs and property.

2008 HIGHLIGHTS

- ▶ At the annual Crime Stoppers symposium, Central Okanagan Crime Stoppers Society won the award for Media Sponsor of the Year, Corporate

Sponsor of the Year, Program of the Year, an Honourable Mention for Crime Stopper of the Year Cst. Woodcox, and an award for recovery of narcotics, over \$5.5 million in 2007!

- ▶ In June, the 10th Annual Whillis-Harding - Crime Stoppers Community Fund Raising golf tournament was held at Sunset Ranch Golf Club. Once again this event was hugely successful, with over 100 participants.

- ▶ In September, the Board of Directors met to



identify priorities and strategies. Out of that session, Central Okanagan Crime Stoppers has recognized the need to become better promoted in schools and with teens, as well as further its relationship with Canadian Border Services.

- ▶ Central Okanagan Crime Stoppers has engaged Rocky Mountain Marketing to conduct a direct door-to-door awareness and fundraising campaign.
- ▶ Our Media Partners CHBC-TV, CKOV-B103 FM, Power 104, the Capital News, Westside Weekly, and Lake Country Calendar, 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. We have also been featured in Beyond Fifty and BC Crime Stoppers Magazines.



Value of narcotics seized and property recovered was over 900 thousand dollars.



OF SPECIAL NOTE

The recent and continuing economic uncertainty has created an even bigger challenge to fund raise for all registered charities. The Central Okanagan Crime Stoppers Society continues to enjoy the support of these major sponsors:

Whillis-Harding Agencies - Western Financial Group has been the title sponsor for our annual golf tournament for the last ten years and has pledged to continue for another three years.

Rocky Mountain Marketing
Stutters Construction Restoration
Central Okanagan Bingo Association
Fortis BC
Capital News
Castanet
CHBC - TV
B103 FM and Power 104 FM
Lake Country Calendar
Westside Weekly

2009 INITIATIVES

- ▶ Central Okanagan Crime Stoppers' website continues to be a dynamic tool for Crime Stoppers and the public.
- ▶ Work with School District 23 to further promote Crime Stoppers in schools and prepare for upcoming text-messaging of tips.
- ▶ The 11th Annual Crime Stoppers Community Fund Raising golf tournament will be held Friday, June 19, 2009 at Sunset Ranch, registration at 12 noon.
- ▶ Crime Stoppers will continue to participate in a variety of events, including Kelowna and West Kelowna Chamber of Commerce events.
- ▶ Text messaging was introduced on a limited basis in Canada during the summer of 2008. Text messaging tips will be initiated in Central Okanagan in early 2009.



CENTRAL OKANAGAN
CRIME STOPPERS
1-800-222-TIPS



Christene Walsh, COORDINATOR

DRUG POLICY

PROGRAM

W

hat We Do...

The Drug Policy Coordinator acts as a liaison with government, community and local agencies providing **enforcement, education, harm reduction, prevention** and **treatment** services for persons impacted by substance abuse. This target population, residing within the Regional District of Central Okanagan, may also be homeless, at risk of homelessness, physically and/or mentally ill, prolific offenders and/or compromised in other ways. The intent of the program is to promote community health and wellness [safety] via assisting partnership building between existing services in order to strengthen programs as well as to encourage, facilitate and support the development of initiatives geared to help our at-risk population and the community at large.

2008 HIGHLIGHTS

- ▶ Resurrected and utilized the 2005 document 'Central Okanagan Framework for Action' detailing a Four Pillar approach, community-based solutions to addressing problematic drug use and related issues in the Central Okanagan as an implementation guide for the Drug Policy Coordinator position.
- ▶ Wrote a background paper and subsequent proposal for establishing a Sobering Centre in the Central Okanagan (Action 21 Framework document).
- ▶ Drug Policy Advisory Committee formed which developed a mapping process of local community addiction services.
- ▶ Resource and support to local Recovery Homes and Homeless Shelters by providing employee training on addictions to six community Recovery Homes.
- ▶ Consultant to Canadian Mental Health Association's Willow Project (brief, short term transitional housing for homeless - with impressive outcomes.)
- ▶ Assisted with development of policies and protocols for opening of a new resource, non-faith-based Recovery Home in March 2008.

- ▶ Supported and assisted several organizations with funding proposals.
- ▶ Community liaison, advocate, mediator and support for local community service providers as well as a resource for media, local government and general public.
- ▶ Provided/attended community presentations via community requests and need.



- ▶ Advisory and other committee/group involvement:
 - Partnerships for a Healthy Downtown (PHD)
 - Mental Health Stakeholders Committee
 - Boys and Girls Club Advisory - Kelowna and Westside
 - Stimulant Abuse Task Force
 - PHAT-CO
 - Ministry for Children & Family Development Youth Advisory
 - Partnership In Community/Collaborative Care (PICC)
 - Community table (Building Healthy Families)
 - Sutherland House Advisory
 - Resource to Cardington Advisory & Ozanam Management committee
 - FASD Taskforce, Drug Facilitated Sexual Assault [not active]
 - Gateway Mentoring Program [FASD] Advisory [new]
 - Other issue specific/time limited groups



...promote community health and wellness (safety) via assisting partnership building...

2009 INITIATIVES

- ▶ Continue and expand drug policy coordinator's community development role: support and assist community services providers, government and others who help those impacted by addiction and related issues.
- ▶ Maintain advisory and group participation.
- ▶ Assist local organization with implementation of new youth program.
- ▶ Maintain efforts to support progress on the 28 Actions (from Framework for Action) such as Sobering Centre... as well as other recommendations.
- ▶ Resource to community at large/general public for education, advocacy and assistance around substance abuse and related issues.
- ▶ Help community with efforts to acquire a Criminal Court Diversion program for mentally ill, addicted and/or brain injured accused of crime (community courts).
- ▶ Co-author a Recovery Home Sustainability paper with recovery home service providers.
- ▶ Assist three new/pending community housing initiatives with preparing public relations materials, etc.
- ▶ Other duties as directed.

...dedicated to ensuring that those impacted by crime and trauma are respected, supported and informed.



Cary Berger, COORDINATOR

VICTIM-WITNESS

SERVICES

W

hat We Do...

In the past, 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 for victims of crime. The Regional District of Central Okanagan police-based Victim-Witness Services has become central to upholding those rights.

Trained Victim Services workers are dedicated to ensuring that those impacted by crime and trauma are respected, supported and informed. A crime or traumatic event often takes place within a short period of time but for victims and survivors the aftermath may include physical and or emotional effects as well as financial hardship. Some common reactions experienced by individuals may include feelings of shock, numbness, anger, confusion, and disbelief. Victim Services workers are committed to helping those impacted by crime or trauma through the difficult transition towards reclaiming their lives.

The Regional District of Central Okanagan police-based Victim-Witness Services provides emotional and practical support, including but not limited to information on the Victims of Crime Act in the Kelowna Detachment policing area; Peachland to Oyama. Office hours have been extended to Monday through Saturday from 7:00 a.m. to 5:00 p.m. Our 24/7 on-call service for emergency police call outs remains a top priority. Four staff and a complement of eight volunteers are trained in carrying out the mandated services for the program.



2008 HIGHLIGHTS

- ▶ Ongoing training and community development specifically in the respective areas of Suicide and Awareness and Violence in Relationships.
- ▶ Orientation and educational sessions to the RCMP including staff at the Operational Communication Centre.
- ▶ Staff and volunteer development to keep individuals who are working in the field current in the areas of Victim Services.
 - ▶ Adapting to PRIME, a new records management system.
 - ▶ Participating in the Victim Services Delivery Analysis Forum held by the Ministry of Public Safety and Solicitor General, Victim Services Division.
 - ▶ Securing the Self Care funding grant made available from the Ministry of Public Safety and Solicitor General, Victim Services Division.
- ▶ One of our volunteers who served for 9.5 years received a volunteer recognition award at the annual Police Victim Services of British Columbia annual training symposium. This individual was recognized for her outstanding contributions to Victim Services.

2009 INITIATIVES

- ▶ Increase service delivery in the area of court support by providing case specific information and act as a liaison with the police, Crown Counsel, courts and corrections.
- ▶ Implementing the Self Care Funding initiative for Victim Services staff.
- ▶ Providing effective service delivery to clients including crisis intervention services for police call outs.

The Regional District of Central Okanagan police-based Victim Witness Services receives most referrals from the RCMP; however, self-referrals are always welcome. Our office is located at the Kelowna RCMP detachment, 350 Doyle Ave. For more information call Victim Services at 250-470-6242.

Program partners include the Ministry of Public Safety and Solicitor General, Regional District of Central Okanagan and RCMP.

2008 STATISTICS

Number of New Clients	741
Average monthly caseload	299
New Clients resulting from Family Violence	166
Crisis Call Outs	56
Referrals made	809
Community Outreach	121



Police, fire or ambulance?
Emergency assistance is as
close as your telephone...

REGIONAL 9-1-1

W

hat We Do...

Police, fire or ambulance?
Emergency assistance is as close
as your telephone 24 hours a day.

The 911 emergency telephone service is provided for residents of the Central, North and South Okanagan-Similkameen, and Columbia Shuswap areas from the 911 Communications Centre located in Kelowna. The Regional District of Central Okanagan administers the general operations of the Communications Centre in partnership with the RCMP. Calls initially answered by operators at the Centre are then transferred to the appropriate emergency response agency dispatch centre: Police, Fire or BC Ambulance.



2008 HIGHLIGHTS

- ▶ Successfully completed the hiring of four 9-1-1 staff.
- ▶ A survey was completed and results compiled regarding stress and the effects on 911 employees. As a result Stress Management Workshops have been organized. Feedback from the first workshop held in Dec. was very positive.

2009 INITIATIVES

- ▶ Continuation of stress management training.

