



2021

YEAR IN REVIEW

**INVESTING IN A
BRIGHTER TOMORROW**



COUNCIL EXPRESSES THANKS TO OUR COMMUNITY

West Kelowna City Council is sincerely grateful to our community for moving forward to ensure a resilient and vibrant West Kelowna. We continue to deliver on our Strategic Priorities objectives to create a brighter future for West Kelowna – a beautiful City, with modern services where people love to live, work and play. Let's continue to work together in 2022 to advance our collective vision for West Kelowna's bright future.



Left to right: Councillors Jason Friesen, Jayson Zilkie and Carol Zanon, Mayor Gord Milsom and Councillors Doug Findlater, Rick de Jong and Stephen Johnston.



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WHAT'S INSIDE

INVESTING IN A BRIGHTER TOMORROW	4
2021 YEAR IN REVIEW HIGHLIGHTS	6
INVEST IN INFRASTRUCTURE	8
INFRASTRUCTURE HIGHLIGHTS	10
ROSE VALLEY WATER TREATMENT PLANT	12
COMING SOON: MT. BOUCHERIE COMMUNITY CENTRE	14
ECONOMIC GROWTH AND PROSPERITY	16
ECONOMIC HIGHLIGHTS	17
STRENGTHEN OUR COMMUNITY	18
COMMUNITY HIGHLIGHTS	19
FOSTER SAFETY AND WELL-BEING	20
SAFETY AND WELL-BEING HIGHLIGHTS	21
POLICE SERVICES	22

INVESTING IN A BRIGHTER TOMORROW

THE YEAR IN REVIEW HIGHLIGHTS THE CITY OF WEST KELOWNA'S MANY 2021 ACCOMPLISHMENTS AS WE CONTINUE BUILDING A BRIGHTER FUTURE AND DELIVER SERVICES AND PROJECTS GUIDED BY COUNCIL'S STRATEGIC PRIORITIES.

Moving our community forward

The Rose Valley Water Treatment Plant reached major milestones with the completion of site servicing, upper reservoir construction and concrete pouring for the foundations and walls. Construction will continue through 2022. Once complete, the treatment plant will serve 18,000 residents with room to expand for future generations.

Investing in infrastructure improvements continued to be a major focus for our young city. Our capital construction program created a more walkable neighbourhood in Glenrosa with the addition of sidewalks and road safety improvements. Traffic flow at one of West Kelowna's busiest intersections was improved with the construction of the Gellatly-Carrington Roundabout in Westbank Centre. We initiated multi-year upgrades along the Shannon Lake Active Transportation Corridor. The City's extensive park system was also expanded with the development of Carate Park. A new pathway was also built along Gellatly Road from Witt Road to the Gellatly Waterfront.



Council opens the Gellatly Pathway, which connects Westbank Centre to the waterfront.

2021 will be remembered as an unprecedented year for many reasons. We experienced record-breaking development despite it being one of the driest and hottest years on record, with high to extreme fire hazards and drought persisting throughout most of the spring and summer.

The hot, dry conditions contributed to one of the worst fire seasons on record in our region. The Mt. Law and Brenda Creek wildfires directly threatened our community and reinforced the urgent need for the Province of BC and BC Hydro to rapidly move forward in providing power redundancy for the Greater Westside.

Council continued to support local businesses through a number of of shop local campaigns and outreach initiatives. Council also expanded business opportunities for mobile vendors and adopted Short Term Accommodations Regulations.

Through BC Housing, a temporary shelter was established to support those experiencing or at risk of homelessness on the Westside.

The Union of B.C. Municipalities recognized us with its highest honour – a Community Excellence Award in Governance, for the OurWK Community Vision initiative.

We initiated Preliminary and Detailed Design Consultations for West Kelowna's first purpose-built City Hall since our incorporation in 2007. A new and improved Skatepark was also constructed adjacent to the new City Hall/Library Building site, providing recreation for all ages and abilities.

We ended the year with planning to return Mt. Boucherie Community Centre for Greater Westside residents to enjoy in 2023.



West Kelowna youth shred at the new Skatepark at Memorial Park.

2021 YEAR IN REVIEW



INVEST IN INFRASTRUCTURE



ECONOMIC GROWTH AND PROSPERITY



\$7.4M

invested in Rose Valley Water Treatment Plant



\$187M

in development application construction value



21

active or completed infrastructure projects



84%

increase in construction value over 2020



3.5

lane kms of new active transportation corridors



722

building permits issued



1

new roundabout



40%

increase in building permits issued over 2020



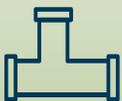
9.3

lane kms of roads resurfaced



2,108

active businesses



2.7

kms of new mains: sewer, storm, water



413

new businesses

BY THE NUMBERS



STRENGTHEN OUR COMMUNITY



FOSTER SAFETY AND WELL-BEING



9

community engagement programs completed



32

wildfires actioned and/or supported



4.2K

visits to our new online engagement platform



5

wildfire mitigation projects active or completed



134

new online engagement registrants



200

new urban trees delivered



377K

visits to the City's website



50

trees planted in City parks and on public boulevards



11.5K

recreational program participants



7,758

Calls for service to West Kelowna RCMP



251

recreational programs



65

FireSmart grant applications received

INVEST IN INFRASTRUCTURE

- ROSE VALLEY WATER TREATMENT PLANT
- ROUNDABOUT AT GELLATLY AND CARRINGTON ROADS
- SHANNON LAKE ACTIVE TRANSPORTATION CORRIDOR UPGRADES
- WEST KELOWNA'S FIRST PURPOSE-BUILT CITY HALL/LIBRARY BUILDING
- PARKS AND PUBLIC SPACES

Investing in our community is necessary to connect people to the places that matter most, enhance our neighbourhoods and support our active community. With steady community growth and high demand for city services, infrastructure improvements are a must for West Kelowna. In 2021, significant investments went into our water system, roads and active transportation networks, parks and arenas.

Traffic flow was improved and safety was enhanced at Gellatly and Carrington Roads by adding a roundabout and bike lanes and extending sidewalks at one of the city's busiest intersections. A new multi-use pathway was also created on Gellatly Road from Witt to Boucherie Roads to connect Westbank Centre to the waterfront. Work also began on the Shannon Lake Active Transportation Corridor. Much-needed investments will include a roundabout, cycling lanes and sidewalks to enhance safety for motorists,



Crews construct the Gellatly Carrington Roundabout.

cyclists and pedestrians. The multi-year project will be completed in summer 2022.

Design and construction began on our first purpose-built City Hall. By working together with our equity partner, the Okanagan Regional Library, the Greater Westside will soon have a permanent home for the Westbank Library and one location for civic-centre services. We are also working together with our community partner, Westbank First Nation, to incorporate Indigenous art, culture and language.



**INVEST IN
INFRASTRUCTURE**

In Memorial Park, next to the future City Hall/Library Building, a new Skatepark was constructed over the summer. We began the project in the spring, by inviting feedback from residents and the skateboard community on park features and a design for all ages and abilities. When the new Skatepark opened in September, skateboarders showed their appreciation as they shredded on the new bowls, rails, steps and other elements.

The 21-year-old ammonia chiller was replaced at Jim Lind Arena and Royal LePage Place, thanks to a Province of BC Community Economic Recovery Infrastructure Program grant. The arenas benefit thousands of users annually and generate economic and tourism benefits through recreation programs, events, tournaments and the BCHL's West Kelowna Warriors.

Adding to the City's extensive park system remained a priority this year. Within the Westbank Centre area, the development of Carate Park incorporated features not seen in any of our other greenspaces, such as bee pollinator gardens and an original wooden play structure. The Menu-Gregory Pathway was also improved. In the fall, we engaged the community to help shape the design for Casa Loma Dock Park enhancements, which will improve accessibility and encourage multi-seasonal use. Construction is expected to begin in 2022.



A couple walks along the new meandering path at Carate Park.

INFRASTRUCTURE HIGHLIGHTS

Multi-year projects were a major part of 2021, including construction of the Rose Valley Water Treatment Plant, which remains Council's top infrastructure priority. Additional projects underway include:



**INVEST IN
INFRASTRUCTURE**

- ▶ Construction of a new water reservoir to meet existing and future potable water storage demands in the Glenrosa area
- ▶ Pedestrian and cycling enhancements on Westlake Road from Rose Valley Elementary to Parkinson Road
- ▶ Earthworks to prepare for the future Operations Yard at Bartley Road North
- ▶ Playground replacements at Last Mountain Park and Devon Park
- ▶ Boucherie Rush Trail restoration



Council replicates the iconic Beatles' Abbey Road album cover at a new Glenrosa crosswalk.

Projects delivered to the community in 2021 included:

- ▶ Upgrading approximately 9.3 lane kilometres of city streets as part of the Road Rehabilitation Program
- ▶ Adding sidewalks and improving drainage on Glenrosa, McIver and McTaggart Roads
- ▶ Completing slope stabilization improvements and rock scaling work on Shannon View Drive to reduce the rockfall hazard
- ▶ And much more!

Learn more by visiting our website at westkelownacity.ca/capitalprojects

INFRASTRUCTURE LEVY

WHAT IS IT?

In 2021, Council approved a one per cent Infrastructure Levy to accelerate long overdue road, active transportation, drainage and other infrastructure improvements throughout the city.

The Levy will help the City deliver priority projects sooner and potentially leverage other sources of funding such as grants and low-interest borrowing. It will help ensure that priority infrastructure projects are implemented sustainably, while allowing the City to build its reserve funds. This model also supports sustainable long-term investments.

The one per cent Levy resulted in more than \$360,000, which was directly invested in infrastructure projects this year.

In 2021, each property in West Kelowna contributed less than \$25 toward the Infrastructure Levy to advance city projects and invest in our brighter tomorrow.

COMPLETED PROJECTS

- **Gellatly-Carrington Roundabout and Multi-use Pathway**
Completed: Summer 2021
Project value: \$2.5M
- **Lansbury Way Drainage Improvements**
Completed: Summer 2021
Project value: \$630,000

PROJECTS UNDERWAY

- **Shannon Lake Active Transportation Corridor Upgrades**
Construction underway
Anticipated completion: Summer 2022
Project value: \$6.15M
- **Whitworth Multi-Use Path Upgrades**
Design underway
Anticipated completion: Summer 2022
Project value: \$100,000
- **Pedestrian Improvement Program - 2022**
Design underway
Anticipated completion: Fall 2022
Project value: \$100,000

HOW ARE PROJECTS PRIORITIZED?

- Strategic priorities of Council identified by the community
- Infrastructure gaps
- Improvements or replacements needed due to age, wear and growth
- Customer service requests from the public
- Maintenance reports from employees
- Expert analysis

ROSE VALLEY WATER TREATMENT PLANT

Providing safe, clean and reliable drinking water in West Kelowna

Construction is underway on our new water treatment plant that will eliminate the need for turbidity-related water quality advisories. The Rose Valley Water Treatment Plant will bring clean, safe and reliable drinking water to half of our population, thanks to the support of a federal and provincial grant and the authorization of the long-term borrowing model.

Construction of the Rose Valley Water Treatment Plant is the single largest construction project the City has ever undertaken. Once complete, the water treatment plant will provide clean drinking water to approximately 18,000 residents living within the Lakeview, Pritchard/Sunnyside and West Kelowna Estates Water Service Areas.

Crews began construction in March 2020 and have now completed earthworks, underground piping, the foundation for the new plant and the upper reservoir foundation, walls and columns. In 2022, crews will continue concrete pouring for the plant's superstructure, which includes the floors and columns, installing pre-cast walls, mechanical and electrical work. The final stage of construction will focus on area finishing such as parking and landscaping.

Testing and commissioning of the system and meeting regulatory requirements as a water purveyor are the final phases prior to connecting properties to the new plant. As we get close to this time frame, and as we continue to work through supply chain issues, property owners will be well informed of how and when they will be connected to the new plant. This will include utility billing information and other details.

We thank the community for their patience and understanding as we continue to build this critical infrastructure for our city.

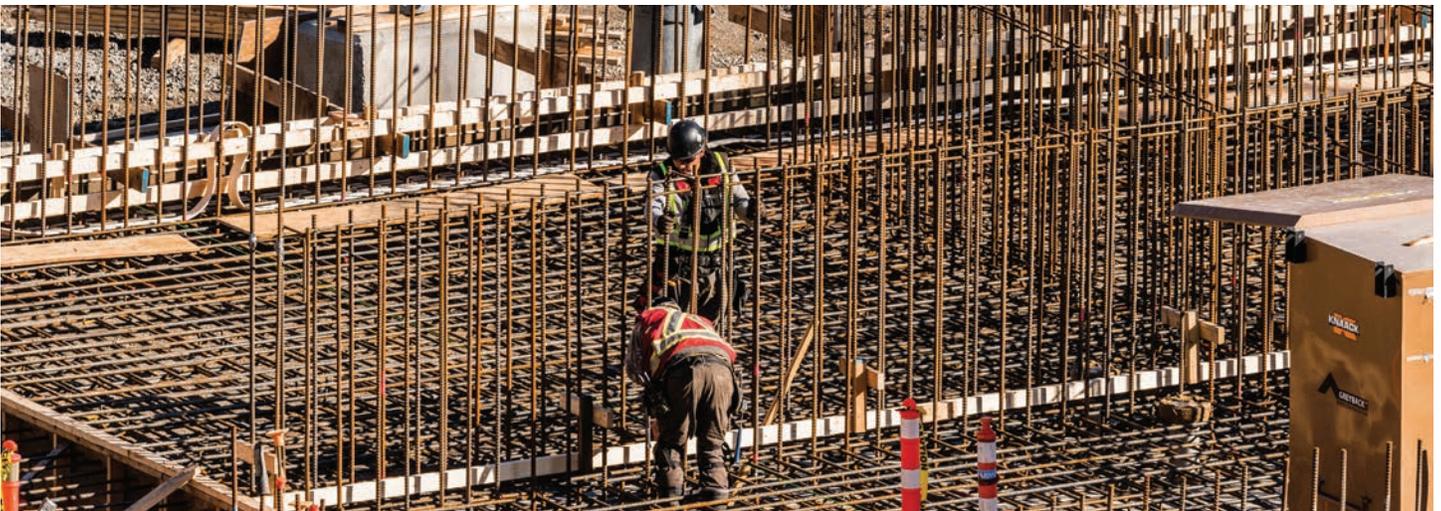
What kind of treatment methods will be used to ensure our water is clean?

Current federal and provincial guidelines require multi-barrier treatment for drinking water, which will be in place at the Rose Valley Water Treatment Plant. When the project is complete, coagulation, flocculation, dissolved air flotation, deep bed filtration, ultraviolet and chlorine disinfection will be used to effectively treat our water.

Stay up to date on project progress at westkelownacity.ca/rosevalley.



Rose Valley Water Treatment Plant site.



Crews install re-bar for the plant's walls and columns.



Reservoir walls and foundation are completed.

COMING SOON: THE RETURN OF MT. BOUCHERIE COMMUNITY CENTRE

West Kelowna's central community hub to connect, play and learn

As we construct our first purpose-built City Hall, 14 years after incorporation in 2007, we will soon return the long overdue Mt. Boucherie Community Centre to our community.

In early 2022, we will begin engaging with residents on how they would like to see this facility brought back to its former state as a community hub. As part of our engagement with residents and stakeholders, we will also be asking you to share memories and stories with us about what the facility meant to you many years ago.

SHARE YOUR IDEAS!

We want to hear from our community about future programming and amenities available at the future Mt. Boucherie Community Centre. The engagement process is just getting started. Register at [OurWK.ca](https://www.ourwk.ca) to get involved when we launch public consultation in 2022.



Kids decorate cookies at the last Winterfest held at the centre in 2008.



The return of Jedi, and other Halloween costumes, will be possible with the return of the hall.



The community centre provided many recreational opportunities including a walking club.



Recreation program staff set up holiday decorations at the hall in 2006.

ECONOMIC GROWTH AND PROSPERITY

- BUILDING AND DEVELOPMENT SERVICES
- CURRENT AND LONG-TERM PLANNING
- ECONOMIC DEVELOPMENT AND TOURISM

Expand our economy, increase employment, and contribute towards community prosperity

A building boom, which began in mid-2020, continued throughout 2021. Growth has been record-breaking, reflecting that West Kelowna creates a strong attraction for those looking to live, work and play in a beautiful lakeside and mountainside community, with a rich agricultural history, abundant parks and trails, and access to modern amenities.

A key element in growth management is cost charges. The city collects these from new development for community infrastructure such as cycling lanes, roads and sidewalks, parks and trails, sanitary and storm sewers and water distribution and treatment. Council and staff began a review of Development Cost Charges to ensure alignment with other jurisdictions and to reflect actual costs, such as inflation and land, and ensure growth contributes effectively to modern and sustainable infrastructure.

Recognizing the importance of Short Term Accommodations to our community's economy and our valley's tourism industry, Council adopted new regulations to reduce impacts on neighbourhoods, protect long-term rental supplies and keep operators accountable to their guests and neighbours' safety and well-being.



Construction progresses on a new home in the South Boucherie neighbourhood.

Council also expanded opportunities for mobile vendors. Business Licensing and Regulations Bylaw amendments created further opportunities for local food truck owners to operate on public lands, while ensuring the changes would not affect existing, nearby brick and mortar restaurants.



**ECONOMIC GROWTH
AND PROSPERITY**

For all who love to play in our beautiful outdoors, Visit Westside published the new 2021-2022 Visitors' Guide with tips on where to eat, play and stay. The popular Hiking and Biking Trail Guide was updated, providing maps and difficulty ratings. Our first ever Birding Map and Guide was also created, building on the increasingly popular pastime.

Mayor Gord Milsom virtually delivered his annual State of the City address, in the spring, with the Greater Westside Board of Trade co-hosting the presentation. The annual address highlights West Kelowna's strong economic health. Mayor Milsom also noted that BC Business Magazine named West Kelowna as the eighth most resilient City in the province, even during the pandemic.

HIGHLIGHTS

- ▶ West Kelowna's population is estimated at more than 36,000 people
- ▶ The City's growth rate is healthy and steady at 1.5 per cent
- ▶ We became supporting partners in the BC Ale Trail at bcaletrail.ca
- ▶ A newly updated Westside Farm Loop Guide supports local growers by directing visitors to stands and experiences
- ▶ The new Hiking and Biking Guide features eight trail networks to explore



Mayor Milsom and the Greater Westside Board of Trade hosted the State of the City address.

STRENGTHEN OUR COMMUNITY

- ENHANCE COMMUNITY PARTNERSHIPS
- ENGAGE WITH OUR COMMUNITY
- PLAN OUR FUTURE TOGETHER
- LIVE AND PLAY THROUGH PARKS AND RECREATION

Engage people of all ages and backgrounds in programs and community visions and plans

West Kelowna celebrated a big win as the OurWK Community Vision earned the 2021 Community Excellence Award in Governance from the Union of BC Municipalities (UBCM). We were humbled and honoured to be recognized for the collaborative journey we took with our residents to create the first Community Vision for the next 20 years, capturing the values most important to them and painting a picture for our future.

Our popular, free Music in the Park summer concert series returned at Kinsmen Park, allowing fans to safely enjoy events, in keeping with health guidelines. Thanks to fans, Creative Okanagan, sponsors, artists and crews for their ongoing support.

The City's new online engagement platform, **OurWK.ca**, was a valuable means of gathering public feedback on key initiatives including the Skatepark, Preliminary and Detailed Design for the City Hall/Library Building, Short Term Accommodations and the 2021 Budget. While we held some in-person engagements, as health protocols allowed, our online engagement kept us strongly connected with our community.



Residents enjoy a concert on a summer Friday evening in the Shannon Lake neighbourhood.

As we steadily increased our direct links with customers across several digital platforms, engagement grew through our e-news and alerts service and all of our social media channels.



**STRENGTHEN
OUR COMMUNITY**

The City also hosted in-person and virtual engagements to receive public feedback on the Official Community Plan (OCP) Update, building on input from the Community Vision initiative. The OCP will guide how and where our City grows for the next 10-plus years.

Mayor and Council also held relationship-building Community-to-Community Meetings with Westbank First Nation Chief and Council. Westbank First Nation is our closest neighbour and we appreciate their community partnerships in key initiatives including our City Hall/Library Building as we seek their guidance on how to acknowledge and celebrate Indigenous art, culture and language in our civic spaces. West Kelowna and Westbank First Nation and the Okanagan Regional Library Board (ORL) also partnered to officially open the new Skatepark in Memorial Park.

HIGHLIGHTS

- ▶ We acknowledge that we are on the traditional territory of the syilx Okanagan Peoples
- ▶ West Kelowna, Westbank First Nation, Peachland, and the Regional District of Central Okanagan collaborate on many joint services for the Greater Westside area
- ▶ Stage 2 Water Restrictions reduced use within our service areas by up to 30 per cent
- ▶ We pressed play on nine Music in the Park concerts in July, August, and early September with a total of 1,100 fans enjoying the combined shows
- ▶ Our direct community engagement grew 20 per cent with 4,499 eSubscribers and 9,851 followers across our Facebook, Instagram and Twitter platforms



The new Skatepark in Memorial Park officially opened on Sept. 22.

FOSTER SAFETY AND WELL-BEING

- FIRE RESCUE
- POLICE SERVICES
- CLIMATE ACTION AND ADAPTATION
- RESILIENT AND RELIABLE SERVICES

Create a safe and healthy community and ensure service continuity for all residents

West Kelowna Fire Rescue helped protect our community's only BC Hydro transmission line from the Brenda Creek Wildfire in July. Council continues to press the Province of BC and BC Hydro to expedite their efforts to provide power redundancy for 60,000 residents in West Kelowna and other Westside communities. In August, West Kelowna Fire Rescue, regional fire departments and BC Wildfire Service suppressed the Mt. Law Wildfire. Nearly 500 homes were on evacuation order. Sadly, one structure was lost.

The provincial Community Resiliency Investment Program provided a grant to complete FireSmart neighbourhood plans in Casa Loma and Griffiths Place. Disposal bins were provided to help with wildfire fuel cleanup in several neighbourhoods. Grants were also given to homeowners conducting FireSmart work on their properties. City staff coordinated wildfire fuel cleanup projects in Faulkner Creek, around Rose Valley Dam, and on Mt. Boucherie near the City's arenas and Mt. Boucherie Secondary School.

West Kelowna staff worked with stakeholders and user groups to ensure as many recreational programs and facilities as possible were open and operating safely during



Firefighters monitor contained hot spots burning at Mt. Law Wildfire in August.

challenges such as the heatwave and air quality advisories from wildfires. We thank coaches, volunteers, parents, players, spectators, and other users for working with us to keep everyone healthy and safe.



**FOSTER SAFETY
AND WELL-BEING**

The Province of BC gave the City funding for affordable housing and homelessness initiatives. A Housing Needs Report grant will fund a study on ways to deliver more diverse and affordable homes. A Strengthening Community Services grant will support a peer ambassadors program and assign a Bylaw Officer for one year to assist specialized and vulnerable populations connect with resources and contribute to a safer community for all.

Information Services staff led a digital transformation project to reduce the City's carbon footprint and create operational efficiencies by moving paper work flows into the virtual realm. Staff also improved the City's response to and protection from cybersecurity risks.

HIGHLIGHTS

- ▶ Supported BC Housing's temporary shelter on Bartley Road, providing our community's most vulnerable with a warm, safe place to stay
- ▶ Adapted Westbank Lions Community Centre for Interior Health's COVID-19 vaccination clinics
- ▶ Supported Foundry Kelowna's launch of Wellness on Wheels, a new mobile unit providing health and mental health services to youth ages 12 to 24
- ▶ Delivered the second annual Urban ReLeaf Program, adding more than 200 trees to our urban canopy to improve our air quality and mitigate climate change
- ▶ Our first electric Zamboni went into operation at West Kelowna's ice rinks

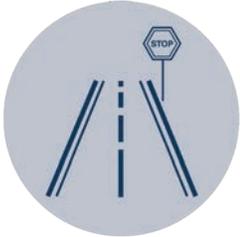


Mayor Milsom visits Foundry Kelowna's Wellness on Wheels youth support unit.

POLICE SERVICES

AT A GLANCE

Keeping our community safe and reducing crime



ROAD SAFETY

Road Safety

- Conduct proactive patrols
- Issue Immediate Roadside Prohibitions, Traffic Violation Tickets and Driving Suspensions
- Attend Motor Vehicle Incidents and provide roadside assistance



CRIME REDUCTION

Community Safety Unit (CSU)

- Team comprised of four RCMP members
- Innovative projects and partnerships result in arrests, recovery of stolen items, narcotics and weapons seizures
- Community priorities focus on prolific offenders, business thefts, and traffic initiatives

COMMUNITY POLICING PROGRAM





VIOLENCE IN RELATIONSHIPS

Violence in Relationships (VIR)

- Respond to and thoroughly investigate verbal and physical calls
- Contact Ministry of Children and Families in cases involving children and make referrals to Victim Services
- Work collaboratively with community resources and high risk clients

Greater Westside Hub

- West Kelowna, Westbank First Nation and Peachland partnership
- Helps front line staff from public safety, health, and social services to identify vulnerable people in the community
- Collaboratively connects vulnerable people to services before they experience trauma



POLICE/COMMUNITY RELATIONS

School Resource Officer

- Works in 13 Greater Westside schools
- Teaches about drug and cyber-bullying prevention, Internet and other safety, and healthy relationships, and works with schools to address drug use, fighting, and vandalism
- Facilitates Lunch with the Law and Prevent Alcohol and Risk Related Trauma in Youth (PARTY) Programs



**THANKS TO OUR COMMUNITY FOR WORKING WITH US TO MAKE
WEST KELOWNA THE PLACE TO BE!**

