



2024

YEAR IN REVIEW

Building a resilient, safe and inclusive West Kelowna!



ABOUT THE YEAR IN REVIEW

Our Year in Review highlights West Kelowna’s achievements from 2024, reflecting our dedication to fostering a vibrant and resilient community. We remain focused on delivering programs, services, and infrastructure that align with Council’s Strategic Priorities.

COUNCIL’S 2024 STRATEGIC PRIORITIES



**INVEST IN
INFRASTRUCTURE**



**PURSUE ECONOMIC
GROWTH AND
PROSPERITY**



**STRENGTHEN
OUR COMMUNITY**



**FOSTER SAFETY
AND
WELL-BEING**

WHAT’S INSIDE

MAYOR AND COUNCIL	3
2024 BY THE NUMBERS	4
CITY HALL/LIBRARY BUILDING	6
ROSE VALLEY WATER TREATMENT PLANT	8
INVEST IN INFRASTRUCTURE	10
PURSUE ECONOMIC GROWTH AND PROSPERITY	12
STRENGTHEN OUR COMMUNITY	14
FOSTER SAFETY AND WELL-BEING	16
POLICE SERVICES AT A GLANCE	18

We acknowledge the City of West Kelowna is gathered on the traditional territory of the syilx/Okanagan Peoples.

2022 - 2026 MAYOR AND COUNCIL



Gord Milsom
Mayor



Stephen Johnston
Councillor



Jason Friesen
Councillor



Rick de Jong
Councillor



Carol Zanon
Councillor



Tasha Da Silva
Councillor



Garrett Millsap
Councillor

STAY CONNECTED WITH US



westkelownacity.ca/mayorandcouncil



mayorandcouncil@westkelownacity.ca

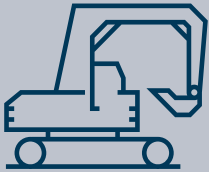
2024 YEAR IN REVIEW



INVEST IN INFRASTRUCTURE



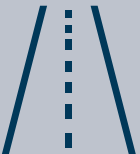
6 projects currently in the design phase for future construction



29 active or completed infrastructure projects



5 lane kms of new sidewalks and bike lanes



5.5 lane kms of roads resurfaced



3 master plan updates underway



PURSUE ECONOMIC GROWTH AND PROSPERITY



\$181.7 million in construction value



552 building permits issued



3,398 inspections completed



385 active new business licences



3 major plans completed (Parks Master Plan, Recreational Trails Master Plan, Infill Housing Strategy)

*Stats were projected through Oct. 31, 2024.

BY THE NUMBERS



STRENGTHEN OUR COMMUNITY



936

increase in likes and followers on social media channels (Facebook, X and Instagram)



405K

City of West Kelowna website visits



19.8K

visits to our online engagement platform (OurWK.ca)



10

community engagement programs completed



5,425

fans attended Music in the Park



FOSTER SAFETY AND WELL-BEING



18

wildfires actioned and/or supported



41

wildfire mitigation projects completed



250

new trees planted by residents through our Urban Re-Leaf program



7,198

calls for service within the municipality to West Kelowna RCMP



130

FireSmart Home Assessments completed across the Westside

WELCOMING OUR COMMUNITY TO THE NEW CITY HALL/LIBRARY BUILDING

West Kelowna celebrates the opening of the City Hall/Library Building with the community

On June 29, 2024, the City of West Kelowna and Okanagan Regional Library (ORL) celebrated the opening of the new City Hall/Library Building together with our good neighbour Westbank First Nation, service providers in the building, and the community at the official ribbon cutting event.

Thank you to everyone who attended and participated in the celebration and activities.

The City partnered with the ORL to design, build and operate its first purpose-built City Hall and West Kelowna Library Branch at 3731 Old Okanagan Highway. The MP and MLA offices are also located in the building, on the main floor, and an ICBC pilot project, offering driver services by appointment only, is located on the second floor.

The previous temporary City Hall at Mt. Boucherie Community Centre closed its doors Friday, May 17 and the doors at the new City Hall opened on May 21 following the Victoria Day long weekend, to deliver public administration services to the community.

 Find more information on the new City Hall/Library Building at westkelownacity.ca/cityhall.

City Hall/Library Building



City Hall opening celebrations



In both photos on this page: Mayor Gord Milsom gets ready to cut the cake with Danielle Hubbard, ORL Chief Executive Officer alongside West Kelowna Councillors Rick de Jong, Tasha Da Silva, Jason Friesen, Stephen Johnston, Garrett Millsap and Carol Zanon, Westbank First Nation (WFN) Chief Robert Louie, WFN Councillors Andrea Alexander and Jordan Coble, Dan Albas, Member of Parliament for the Central Okanagan Similkameen Nicola, Ben Stewart, the Member of Legislative Assembly for Kelowna-West and Jason McDaniel, Operations Director with the Insurance Corporation of British Columbia.

“West Kelowna incorporated as a city 17 years ago, and being able to welcome our community into its first purpose-built City Hall is an exciting time and certainly one for the history books,” said Mayor Gord Milsom. “Together with the Okanagan Regional Library, this is truly a civic centre with a beautiful, welcoming building that our community can be proud of. Councils past and present have worked tirelessly to make this a reality.”

City Hall opening celebrations



COMMISSIONING THE STATE-OF-THE-ART ROSE VALLEY WATER TREATMENT PLANT

On May 31, 2024, together with the community, the Governments of Canada and British Columbia and the City of West Kelowna held a ribbon cutting ceremony to officially celebrate the opening of the new state-of-the-art Rose Valley Water Treatment Plant.

The May 31 event was an opportunity to celebrate the plant's importance to the community, and give the public a look inside and learn about the processes used – coagulation, flocculation, dissolved air flotation, filtration, ultraviolet (UV) disinfection and chlorination – to treat our drinking water.

This historic occasion marked the completion of a major infrastructure project to provide safe water that meets the Canadian Drinking Water Guidelines.

Rose Valley Water Treatment Plant ribbon cutting event



In the photo: Mayor Gord Milsom gets ready to cut the cake with West Kelowna Councillors Tasha Da Silva, Jason Friesen, Stephen Johnston, Garrett Millsap and Carol Zanon, and former Councillors Bryden Winsby, David Knowles and Jayson Zilkie

About the Commissioning Phase

The plant remains in the Commissioning Phase. This involves adjusting operations to respond to changing water quality conditions from factors such as a reservoir that requires more rapid investments resulting from wildfire damage, seasonal transitions affecting water in the reservoir such as extreme heat, and built-up manganese in the reservoir, etc., and continued operational adjustments, including equipment, to respond to changing conditions in the reservoir based on damage to nearly all the watershed area.

The City continues rigorous monitoring and testing and we remain committed to providing our residents with the highest quality drinking water.

Longer-term strategies to address source water quality

In addition to our daily operations to manage our water quality, we are also focused on longer-term strategies to improve the source water at the Rose Valley Reservoir. Our next steps involve expediting infrastructure improvements to address fluctuations in our water quality such as aeration and pre-oxidation near the source.



To stay informed of our progress, subscribe for updates at westkelownacity.ca/subscribe.

Rose Valley Water Treatment Plant



Rose Valley Water Treatment Plant and Transmission Mains awarded Project of the Year

In the fall, the Rose Valley Water Treatment Plant and Transmission Mains project received the prestigious Project of the Year award from the Public Works Association of British Columbia for its innovative design, unique features, and complexity.

The award is also a testament to the hard work and dedication of the team and the collaborative efforts of everyone involved in the design, construction and commissioning of the Rose Valley Water Treatment Plant.

The plant has improved West Kelowna's water treatment capacity while meeting safety standards and preserving the environment. This award highlights both the project's success and the City's commitment to quality in public works.



INVEST IN INFRASTRUCTURE

Shannon Lake Active Transportation Corridor

Completion: Fall 2025

This year, significant progress has been made on the Shannon Lake Active Transportation Corridor Project, focusing on improvements along Shannon Lake Road. With the majority of the work complete, the community will benefit from a new roundabout to enhance traffic flow and a multi-use path for cyclists and pedestrians.

The project was divided into three phases:

- **Phase 1:** Road improvements from Kinsmen Park to Asquith Road, including the installation of multi-use pathways on both sides of the roadway – Complete!
- **Phase 2:** Construction of the roundabout at the Asquith and Shannon Lake Road intersection – Complete!
- **Phase 3:** Road improvements from Asquith Road to Swite Road, including additional multi-use pathways – Complete!

Additional work planned for 2025 - Sidewalk connection on Shannon Lake Road and Golf Course Drive:

- 400 metres of asphalt sidewalk and bike lanes between Golf Course Drive to existing sidewalk at 2649 Shannon Lake Road
- 400 metres of streetlighting

We appreciated your patience and understanding as crews worked diligently to create a safer, more accessible transportation corridor along Shannon Lake Road.

 To learn more about the project, visit OurWK.ca/shannonlake.

Shannon Lake Road roundabout



Adopting the updated Parks Master Plan and Recreational Trails Master Plan

Council adopted the Parks Master Plan and the Recreational Trails Master Plan, which received public input during two rounds of community and stakeholder engagement this year and in 2023. Going forward, Council will consider recommended capital and operational actions from the Parks Master Plan and Recreational Trails Master Plan during annual budget and 10-Year Financial Plan deliberations.

Other Master Plans in progress include the Transportation, Water, and Sanitary Plans. Stay tuned for updates in 2025, with opportunities for public engagement.



Pedestrian improvements and emergency access in Glenrosa

We made significant enhancements to pedestrian safety around Webber Road Elementary School, while also creating an adjacent emergency access route for Glenrosa. As part of this project, we constructed nearly 200 meters of new sidewalks, completed stormwater upgrades, added parallel parking on Inverness Road, and established an emergency access route from Inverness Road to Pleasantview Road.

HIGHLIGHTS



Our Capital Works Crew completed 11 projects throughout the City to improve drainage, extend sidewalks and bike lanes, upgrade crosswalks and prepare for infrastructure improvements.



A total of 1.1 kilometres of new mains including sewer, storm sewer and water infrastructure was installed across the city.



A total of five kilometres of new sidewalks, cycling lanes and multi-use path ways were constructed throughout West Kelowna.



Find out more about how we invested in infrastructure this year, by visiting westkelownacity.ca/capitalprojects.



PURSUE ECONOMIC GROWTH AND PROSPERITY

West Kelowna population passes 40,000

The City of West Kelowna's appeal continues to draw new residents to our community, with population growth being a catalyst to our community's ongoing prosperity.

In February, BC Statistics reported that the City of West Kelowna's population had reached 40,715 compared to 39,016 a year earlier, solidly anchoring its position as the third most populous municipality in the Okanagan. The welcoming of nearly 1,700 new residents equated to one of the largest annual growth rates in the province at 4.4 per cent. This growth was also seen throughout the Regional District of Central Okanagan, which began the year with a total population of 247,216, making the region's overall growth rate of 4.3 per cent also among the greatest in the province.

Over the past decade, our City has welcomed more than 7,900 new residents, a 21.9 per cent increase compared to 2014's population of 32,812. Looking ahead, our Official Community Plan sets growth objectives to identify how more than 12,000 new residents will be welcomed and accommodated within the next 20 years by creating a more complete, compact and connected community, focusing on infill housing, concentrating most development within two urban and five neighbourhood centres, prioritizing climate change objectives and advancing economic opportunities in the West Kelowna Business Park.

View of West Kelowna from the top of Gellatly Road South



Next steps taken in creation of West Kelowna Economic Development Corporation

As directed by Council in December 2023, staff proceeded in 2024 with the next steps required to incorporate the West Kelowna Economic Development Corporation. Councillor Tasha Da Silva and Deputy Chief Administrative Officer Trevor Seibel were appointed as the first directors to serve on an interim basis to facilitate the necessary incorporation processes, including: Work with a consultant to create the required policies and procedures; establish the first board and reporting structure; and, work with the board to hire a Chief Executive Officer to run the corporation's day-to-day operations.



Mayor's State of the City address

Mayor Gord Milsom presented his annual State of the City address in the spring, hosted by the Greater Westside Board of Trade. The annual address highlighted our growing community, Council's Strategic Priorities, the Official Community Plan and our continued support for local businesses.

In the photo: Mayor Gord Milsom is joined by Westbank First Nation Councillor Andrea Alexander, Lake Country Mayor Blair Ireland, Peachland Mayor Patrick Van Minsel, as well as West Kelowna Councillors Stephen Johnston, Tasha Da Silva, Jason Friesen and Carol Zanon, and Kelowna Councillors Loyal Wooldridge, Luke Stack and Maxine De Hart.

HIGHLIGHTS



Council congratulated the Westside Farm Loop on its 10th Anniversary and encouraged residents and visitors to buy local, fresh produce and farm products. The Westside Farm Loop was initiated in summer 2014 to encourage and strengthen support of our farmers and agricultural producers.



Council also congratulated Tourism Kelowna on receiving the prestigious Silver Dolphin Award in the 'Tourism Films: Destinations – Cities' category at the 2024 Cannes Corporate Media and TV Awards held Sept. 26 in France. The video, which can be seen on Tourism Kelowna's YouTube channel, focuses on people enjoying a wide range of year-round tourism experiences in West Kelowna, Westbank First Nation, and Kelowna, and was chosen from nearly 800 submissions from 46 countries.



The City of West Kelowna's greater service area now has a population of more than 61,300 people. The municipality provides arenas, an indoor pool, Parks and Recreational programs and an RCMP detachment to neighbouring jurisdictions. West Kelowna Fire Rescue also provides response and prevention services to Westbank First Nation.



To learn more about events and activities happening across the Greater Westside, check out visitwestside.com.



STRENGTHEN OUR COMMUNITY

West Kelowna's first Infill Housing Strategy was developed

This year, the City of West Kelowna developed its first Infill Housing Strategy, which looks to advance the City's goals in alignment with the Housing Needs Assessment, Housing Strategy, and Official Community Plan.

To accommodate growth and support diverse and evolving needs, West Kelowna must add several thousand homes to its housing supply in the coming decades. Infill housing, which is typically ground-oriented and intended to fit within existing neighbourhoods without significantly changing their character or appearance, is one way to create housing options.

The Strategy lists 33 recommended actions across six main categories to advance infill housing, diversify housing stock, and establish attainable options for West Kelowna residents. These include establishing a long-term monitoring program to evaluate how effectively the housing system is responding to the community's needs over time and working to meet the BC Government's housing target of 2,266 new dwelling units by July 31, 2029.



Learn more and find the full Infill Housing Strategy at OurWK.ca/infillhousing.

Infill Housing Strategy




Accessibility & Inclusion Plan

The Accessibility and Inclusion Committee's (AIC) first priority was to create an Accessibility & Inclusion Plan designed to expand and improve accessibility options within our City. In collaboration with committee and community input, including two rounds of public consultation, in spring and fall, our Accessibility & Inclusion Plan will help residents and visitors with varied abilities to use and enjoy our sidewalks, pathways, parks, trails, facilities, beaches and other attractions and amenities.



Provincially Mandated Housing Initiatives

The B.C. Legislature passed several pieces of comprehensive legislation that changed the local government land use planning framework to enable local governments to provide more housing, faster. One action the City of West Kelowna undertook in 2024 was Small Scale Multi Unit Housing (SSMUH). Council adopted Zoning Bylaw amendments that incorporate required provincial regulations under Bill 44 - The Housing Statutes Residential Development Amendment Act to permit Small-Scale Multi-Unit Housing on traditional single family residential lots (three to four units). These changes are aimed at addressing supply, diversity, and affordability of housing long term. The City has updated its Zoning Bylaw to meet the Provincial requirements while taking a 'Neighbourhoods First' approach to maintain West Kelowna's neighbourhood character and changes are zone specific.

 Find out more by visiting westkelownacity.ca/ssmuh.

HIGHLIGHTS




Westside residents have continued their commitment to combating climate change by purchasing 250 new trees this year through the Urban Re-Leaf Program. 2024 marked the fifth year of our residential planting program, which inspires property owners to enhance the green canopy in our community to reduce carbon dioxide emissions.



We continued to create new opportunities and collaborate with third-party partners to support art and culture by expanding our seasonal events. These now include core annual events that are growing in popularity, such as Westside Daze, Canada Day, Music in the Park, the World of Wheels Car Show, Spring and Fall Art Exhibitions, Spring and Fall Multicultural Events, Peruse the Parks, Halloween DJ Skate, the Polar Pancake Pajama Party, Light Up, and the Twinkle Tour.



Our community outreach continues to expand, with more than 5,150 subscribers connecting through our e-notification system and over 14,800 followers on social media.

 Stay connected with us on Facebook, X and Instagram or sign up to receive our e-notices at westkelownacity.ca/subscribe.



FOSTER SAFETY AND WELL-BEING

Fire Hall #32 Replacement Project

This year, we finalized the design and began construction to replace Fire Hall #32 in Lakeview Heights. For many years, Fire Hall #32 has been identified in poor condition with several studies, plans and documents demonstrating the need for its replacement.

Over the summer, we engaged with the community to gather input on the design of the building, which includes replacing the Lakeview Heights Community Centre and surrounding park space. We received 246 completed questionnaires, 665 comments and learned about preferences for programming offered in Lakeview Heights.

When the project is scheduled to be completed, in fall 2025, our community will benefit from a new fire hall with room for future growth, improved park space, a new community centre and more.

To learn more about the project and get construction updates, visit OurWK.ca/firehall32.

Fire Hall #32 Replacement Project



Visit westkelownacity.ca/firerescue to find more about how we Fostered Safety and Well-Being in 2024.

New Wildland Fire Truck

The new wildland truck, a 2022 F550 Type 6 Engine, is a state-of-the-art addition to the West Kelowna Fire Rescue (WKFR) fleet, equipped with advanced foam and water capabilities. Designed with high clearance, it enables crews to navigate challenging terrains within the wildland urban interface, ensuring they can deliver the necessary equipment and manpower to effectively perform their duties. This vehicle represents a significant addition to WKFR's resources, reinforcing our commitment to providing our community with enhanced emergency services.



2025 Community Wildfire Resiliency Plan

The Community Wildfire Resiliency Plan (CWRP) is the primary wildfire risk reduction plan for communities in British Columbia. The City of West Kelowna's 2025 CWRP builds on the recommendations of the 2018 Community Wildfire Preparedness Plan further strengthening our neighbourhoods against future wildfire threats. The 2025 CWRP will help the City and West Kelowna Fire Rescue develop achievable and strategic action items to enhance community wildfire resiliency while prioritizing wildfire risk management in the wildland urban interface, where homes and buildings intersect with forested areas.



HIGHLIGHTS



More than 1,000 residents attended FireSmart Family Day on May 26, meeting firefighters and WKFR staff while learning to protect their homes from wildfires.



In response to climate adaptation and the increasing risk of wildfires, construction finished on a comprehensive fire evacuation egress, connecting the Casa Loma and Lakeview Heights neighborhoods. The egress will ensure the safety of residents in Casa Loma and will be used when the safety of the primary route is impassible. Another egress option for the Glenrosa neighbourhood was finished, connecting Inverness Road to Pleasantview Road and ultimately Lower Glenrosa Road.



At the 2024 Union of BC Municipalities (UBCM) conference (Sept. 16 - 20), West Kelowna Council met with BC Government Cabinet Ministers and senior staff to discuss social housing shortfalls, power redundancy timelines, wildfire mitigation, FireSmart program improvements, Highway 97 Couplet and interchange timelines, and expediting the Police Services Review. Council also participated in Cabinet meetings with the Southern Interior Local Government Association (SILGA) to address regional challenges and opportunities with UBCM and the Provincial Government.

POLICE SERVICES AT-A-GLANCE

The City's first West Kelowna RCMP Five-Year Strategic Plan (2024-2028) was approved by Council. The plan includes four renewed policing priorities and measurable actions to serve and protect West Kelowna: Reinforce Road Safety, Reduce and Prevent Property Crime, Abate Violent Crime and Enhance Police/Community Relations.

Reinforce road safety

- Increase the visibility of traffic enforcement officers through intelligence-led initiatives (school zone initiatives, speed enforcement, seatbelt enforcement, distracted driving enforcement and deployment of current technology and tools to assist in targeted enforcement)
- Target impaired driving by alcohol and by drugs
- Reduce motor vehicle collisions
- Target prohibited drivers

Reduce and prevent property crime

- Reduce residential break and enters
- Reduce commercial break and enters
- Enhance external communication to increase public awareness and decrease crimes of opportunity
- Increase the number of recommended charges for theft under \$5,000 with a focus on theft from auto and recidivism in shoplifting
- Implementing intelligence-led projects/initiatives focused on repeat and/or problem offenders

Abate violent crime

- Form and begin staffing a new Pro-Active Enforcement Team to address rising violent crime
- Reduce assaults
- Raise awareness of intimate partner violence and availability of support programs
- Increase visibility in violent crime hot spot areas based on operational intelligence
- Disruption of mid-high level criminal activity in West Kelowna
- Remain an active partner with the Child Advocacy Centre

Enhance police/community relations

- Mental health awareness/response training for our membership
- Participation in the Greater Westside HUB (a HUB, or Situation Table, is where front-line staff from the public safety, health, and social service sectors work together to identify vulnerable people and collaboratively and rapidly connect them to services before they experience a negative or traumatic event. The Greater Westside HUB is comprised of West Kelowna, Westbank First Nation and Peachland)
- Support and expand crime prevention programs
- Develop and foster partnerships to enhance integrated community mental health response and strengthen key stakeholder relations
- Enhance relationships with community youth, seniors and vulnerable citizens

West Kelowna RCMP's vision:

Proud of our traditions and confident in meeting future challenges, we commit to preserve the peace, uphold the law and provide quality service in partnership with the community of West Kelowna.

West Kelowna RCMP's Strategic Plan

WEST KELOWNA RCMP STRATEGIC PLAN

2024-2028

Ensure sustainable workloads

Investments in wellness and cultural awareness training

- PREVENT & REDUCE PROPERTY CRIME**
 - Reduce residential and commercial break-and-enters
 - Reduce theft from vehicles and businesses
 - Intelligence-led projects that focus on repeat and problem offenders
- ABATE VIOLENT CRIME**
 - Increase enforcement in violent crime hotspots
 - Reduce assaults
 - Raise awareness of intimate partner violence and support programs
- REINFORCE ROAD SAFETY**
 - Increase traffic enforcement
 - Target impaired driving and prohibited drivers
- ENHANCE COMMUNITY RELATIONS**
 - Increased awareness of mental health challenges through officer response training
 - Support and expand Crime Prevention programs
 - Strengthen relationships with community youth, seniors, and vulnerable citizens

Show up at our best for every citizen

TOGETHER WE CAN DRIVE CHANGE.



Learn more about West Kelowna's ongoing programs, projects, services and initiatives by signing up to receive our e-notices at westkelownacity.ca/subscribe.

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

STAY CONNECTED WITH US



**City of West Kelowna
3731 Old Okanagan Highway
West Kelowna, BC V4T 0G7**



westkelownacity.ca



info@westkelownacity.ca