



2023 YEAR IN REVIEW

What a year it has been!



ABOUT THE YEAR IN REVIEW

Our Year In Review highlights just some of the City of West Kelowna's 2023 accomplishments as we continue to invest in a vibrant and resilient community and deliver programs, services and infrastructure guided by Council's Strategic Priorities.

COUNCIL'S 2023 STRATEGIC PRIORITIES



**INVEST IN
INFRASTRUCTURE**



**PURSUE ECONOMIC
GROWTH AND
PROSPERITY**



**STRENGTHEN
OUR COMMUNITY**



**FOSTER SAFETY
AND
WELL-BEING**

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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



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2023 YEAR IN REVIEW

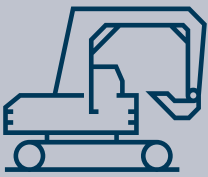


INVEST IN INFRASTRUCTURE



\$19.9

million invested in the Rose Valley Water Treatment Plant



37

active or completed infrastructure projects



10.4

lane kms of new sidewalks and bike lanes



8.9

lane kms of roads resurfaced



2

accessible parks/ramp projects completed (Julia's Junction and Beechnut)



PURSUE ECONOMIC GROWTH AND PROSPERITY



\$140.8

million in construction value



690

building permits issued



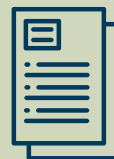
2,384

active businesses



422

new business licences



3

major plans completed (OCP Update, Housing Strategy, Corporate Climate Action)

All stats are projected through the end of the year.

BY THE NUMBERS



STRENGTHEN OUR COMMUNITY



2,802

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



24K

visits to our online engagement platform



5,425

fans attended Music in the Park



21.6K

recreational program participants



300

recreational programs offered



FOSTER SAFETY AND WELL-BEING



190

wildfires actioned and/or supported



22

wildfire mitigation projects completed



220

new trees planted by residents through our Urban ReLeaf program



7,527

calls for service as of Nov. 30, 2023 within the municipality to West Kelowna RCMP



53

FireSmart Home Assessments completed across the Westside

ROSE VALLEY WATER TREATMENT PLANT

Providing clean, safe and reliable drinking water in West Kelowna

In 2023, we ended by achieving a milestone of getting the Rose Valley Water Treatment Plant (RVWTP) operational.

This was the single largest construction project ever undertaken by the City of West Kelowna with a budget of up to \$75 million.

The water treatment plant has a capacity to deliver 70 million litres of clean drinking water to approximately 19,650 residents living within the Rose Valley-Lakeview Water System areas and the Sunnyside/Pritchard and West Kelowna Estates Water Systems areas in West Kelowna.

The RVWTP provides drinking water to residents of our community that meets or exceeds provincial and federal guidelines.

The plant was turned on in November 2023, providing water in phases to our community!

 Find more photos from the Rose Valley Water Treatment Plant at westkelownacity.ca/rvwtp.

Rose Valley Water Treatment Plant



Filter Tanks



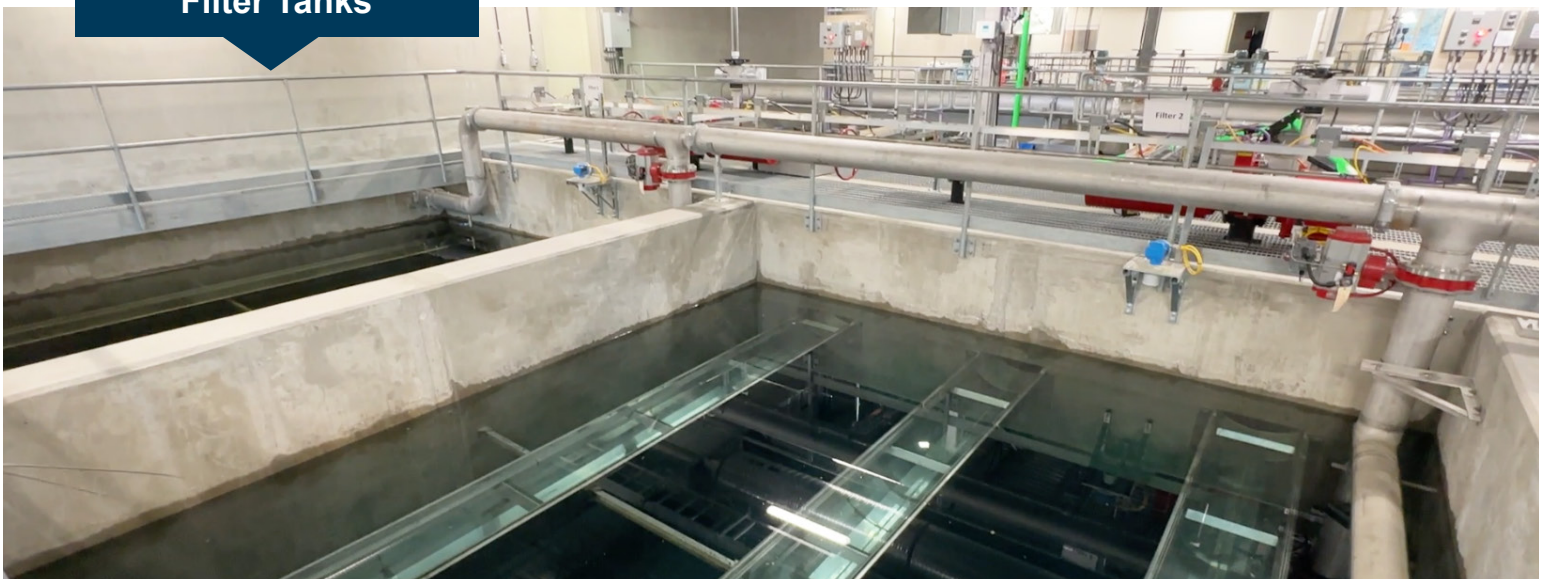
Did you know?

3.6 km of transmission water mains were installed throughout the City in order to connect customers to the new plant.

Chemical Storage Room



Filter Tanks





INVEST IN INFRASTRUCTURE

Building, improving and maintaining infrastructure for today and tomorrow

Julia's Junction is the realized dream of the Grassmick family, creating a first-of-its-kind fully accessible and inclusive play space in West Kelowna. Inspired by Julia Grassmick, who suffered a spinal cord injury as a toddler, her family was the driving force behind the project.

Some features of the park include:

- A universal, sensory-rich design to provide ways to swing, slide, spin, experience music and more.
- Play structures and equipment installed at ground level to avoid using ramps so that everyone has access and can play together.

These amenities were made possible through the generous support of the Government of Canada, PURKIDS Charitable Foundation, along with many other donors and sponsors. Thank you!

Julia's Junction



Boucherie Multi-use Pathway

We enhanced safety and extended active transportation infrastructure for our community along Boucherie Road. Upgrades included 780 metres of bike lanes along Boucherie Road from Ogden to Gregory Roads, a 1.6-kilometre multi-use pathway with paved and crushed gravel sections and pedestrian-activated crosswalks at Gregory Road, Ogden Road and Mission Hill Road.



Transportation Master Plan Update

We continued work on updating our Transportation Master Plan (TMP), collaborating with key stakeholders, focus groups and residents within the community to create recommended project lists and maps for pedestrian, cyclist, road and transit improvements.

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



Construction continued on West Kelowna's first-ever, purpose-built City Hall/Library Building to provide the Westside with a greater civic centre area.



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



PURSUE ECONOMIC GROWTH AND PROSPERITY

Engaging with our business community to optimize our economic development and activity

This year, Mayor and Council authorized the creation of a municipally-owned West Kelowna Economic Development Corporation.

The process was comprised of public engagement that included consultation with the community and stakeholder groups, including Westbank First Nation.

B.C.'s Inspector of Municipalities approved the City creating a standalone West Kelowna Economic Development Corporation. Next steps include articles of incorporation to start-up, appointing a board of directors, hiring a chief executive officer, and creating a strategy and action plan for attracting and supporting business and investments in West Kelowna.

Lakeview Village



Street Banners

Our street banners received a makeover! New street banners, designed in collaboration with Westbank First Nation, the Farm Loop and the Westside Wine Trail, were installed on the Westside Wine Trail, BC Ale Trail and Westside Farm Loop in the City along the Boucherie, Glencoe, Smith Creek and Elliott Road areas.

The banners incorporate elements that recognize the syilx/Okanagan People:

- The word way, which means hello in nsyilxcən
- The bear claw, which symbolizes the Black Bear – one of Westbank First Nation's Four Food Chiefs
- The yellow colour, which represents the arrowleaf balsamroot flower, which has been used as a valuable food source and an important indicator plant



7 Celebrations Event at Memorial Park

Visit Westside, Thompson Okanagan Tourism Association and the Sncewips Heritage Museum co-hosted the 7 Celebrations event, which celebrated the Okanagan Community and Indigenous Culture through dance, song, storytelling and art from local artisans.

HIGHLIGHTS



West Kelowna is the third most populous city in the Okanagan, according to BC Statistics, growing 20.1 per cent since 2012.



West Kelowna's population is estimated 38,745 residents (BC Statistics) with 14,746 private dwellings (Stats Canada).



The Visitor Centre conducted more than 80 Mobile Pop Up visits in key locations in our community to better serve our community's guests.



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



STRENGTHEN OUR COMMUNITY

Embracing everyone's strengths and diversity to help shape our community's future

By 2040, West Kelowna expects to welcome an additional 12,000 new residents to our community. The update of the Official Community Plan (OCP) helps guide growth and establish policies that make West Kelowna truly the place to be and reflect the Community Vision established in 2021.

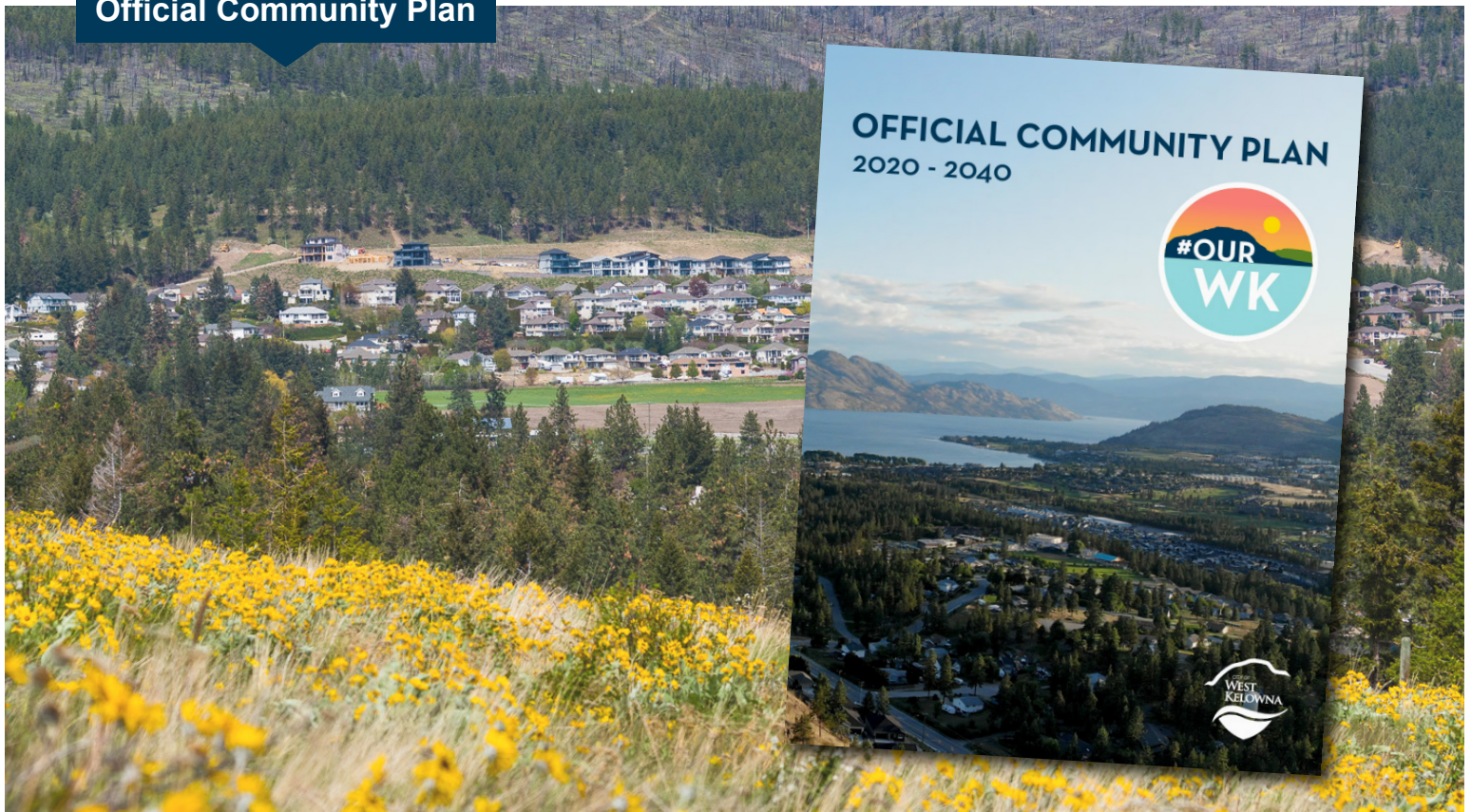
After a three-year community visioning and update initiative, which included extensive public consultation, Council adopted the updated Official Community Plan.

The updated OCP sets growth objectives for the community:

- Establishes a growth boundary
- Aims to create a more complete, compact and connected community by focusing on infill housing and concentrating most development within two urban and five neighbourhood centres
- Calls for more economic opportunities in the West Kelowna Business Park
- Supports the creation of corporate and community climate action plans

Learn more and find the OCP update at westkelownacity.ca/ocp.

Official Community Plan



Housing Strategy

In 2023, we established our first Housing Strategy which will set out to address local housing needs through achievable and collaborative policies and actions.



Music in the Park

Our popular Music in the Park summer concert series started a week earlier this year and we added fun new features for families including a giant inflatable slide for the kids.

HIGHLIGHTS



Council created the first-ever Accessibility and Inclusion Committee to work closely with our community so residents and visitors with different abilities can use and enjoy our sidewalks, pathways, parks, trails, facilities, beaches and other attractions.



We continued to create new opportunities for arts and culture, expanding our seasonal events which include spring and fall Art Exhibitions, Peruse the Parks and Twinkle Tour. We also added a holiday craft market to our annual Light Up event: westkelownacity.ca/lightup.



We continued to expand our community outreach; more than 5,100 subscribers connect with us through our e-notification system and 13,000 follow us 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

Providing a safe and healthy community through direct action, advocacy and collaboration

In early 2023, West Kelowna Fire Rescue (WKFR) administration moved from the existing Fire Hall #32 to Fire House #30.

Fire House #30 is the hub for WKFR administration:

- Provides one central location for WKFR administrative staff that will result in increased efficiencies
- Eliminates administrative staff working at various satellite locations as we keep up with the growing needs of our community
- Centralizes staff more rapidly as other fire hall facilities are built and/or renovated in the months and years ahead
- Reduces the cost to replace Fire Hall #32
- Allows Council to determine what other uses are more suitable for the Harmon Road site based on the outcome of the Official Community Plan update

 Flip the page to find out more about how our community came together during the McDougall Creek Wildfire this year.

Fire House #30



Site selected for Fire Hall #32 replacement

The next step is an Alternative Approval Process to seek elector assent, in 2024, to borrow up to \$8 million for Fire Hall #32 replacement. In addition to the new fire hall, the project would include site upgrades such as replacing the community centre, pickleball courts and playground and formalizing parking.



Corporate Climate Action Plan

The City of West Kelowna's first Corporate Climate Action Plan was developed to identify the best opportunities to reduce energy use and greenhouse gas emissions, with the added benefit of improving cost efficiencies, across all corporate operations.

HIGHLIGHTS



More than 1,000 residents attended FireSmart Family Day to meet our firefighters and WKFR staff, and learn how to protect their homes from wildfires.



Three hybrid vehicles were added to our fleet and we explored opportunities for additional EV fast charging stations.



At the 2023 Union of BC Municipalities (UBCM) conference, Council met with Premier Eby and nine Cabinet Ministers, and senior staff attended six senior-level meetings to advocate for increased investments in our community, to seek continued provincial investments in wildfire mitigation, to advocate for a redundant power supply and more.



Discover more about how we Fostered Safety and Well-Being in 2023, by visiting westkelownacity.ca.

MCDOUGALL CREEK WILDFIRE - RESPONSE AND RECOVERY

The McDougall Creek Wildfire started 10 kilometres north of the City of West Kelowna on August 15, 2023. As the wildfire expanded rapidly, Mayor Gord Milsom and Council issued a Local State of Emergency on August 16, followed by provincial and federal orders to provide support to the affected communities. Wildfire management and community support services were led by a centralized Emergency Operations Centre (EOC) in the Central Okanagan, which was comprised of local and regional governments, including the City of West Kelowna.

This was the largest wildfire in the history of West Kelowna. Over 10,000 residents in the City were evacuated in phases over three days, in addition to evacuation orders implemented in the neighbouring community of Westbank First Nation. Additional wildfire activity caused evacuations in the West Electoral Area of the Central Okanagan Regional District, the City of Kelowna and the District of Lake Country. BC Wildfire Service, together with more than 500 firefighters from West Kelowna Fire Rescue and municipalities across British Columbia and the U.S., were battling the blaze from the ground and air for several weeks.

We remain deeply grateful to BC Wildfire, the many firefighters, and the RCMP, for putting themselves in harm's way to protect West Kelowna and other communities. Armies of people battled the wildfire, and also worked to safely return our community home.

Our hearts go out to those who partially or fully lost their homes from the wildfire and we thank our community who helped with even the smallest recovery support.

Fire Hall #31





POLICE SERVICES AT A GLANCE

The City's first West Kelowna RCMP Five-Year Strategic Plan (2024-2028) is currently being developed. The draft 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 Draft Strategic Plan Graphic

The graphic features a central winding road with four key focus areas marked by location pins: Prevent & Reduce Property Crime (red), Abate Violent Crime (blue), Reinforce Road Safety (yellow), and Enhance Community Relations (green). A yellow arrow points to the road with the text 'Show up at our best for every citizen'. A photograph of a RCMP patrol car is shown on the left. The bottom of the graphic includes the slogan 'TOGETHER WE CAN DRIVE CHANGE' and the logos for the RCMP and the City of West Kelowna.

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 RCMP's first Five-Year Strategic Plan 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



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