

# 2021 ANNUAL REPORT



# WELCOME TO THE BEAUTIFUL



# CITY OF WEST KELOWNA



## City of West Kelowna

*Incorporated by Order of British Columbia's Lieutenant Governor in Council December 06, 2007*

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# ABOUT THE CITY OF WEST KELOWNA

West Kelowna is a vibrant and growing community of nearly 39,000 people and offers abundant recreational amenities and world class attractions just minutes away from any given neighbourhood. With warm, sunny summers and short, mild winters, West Kelowna is a desired place to live, work and play. Situated in the traditional territory of the syilx/Okanagan People, on the central, western hillsides of Okanagan Lake, the community has grown into a thriving city that has a 'rural' sophistication feel, and is a gateway to a valley complemented with many orchards, vineyards, beaches, parks and trails.

Known for our outstanding outdoors, our active community can be seen by kayaking along the spectacular shores of Okanagan Lake, mountain biking on best-in-class trails, hiking and snowshoeing through centuries old pine forests.

Award-winning wineries, local produce at farms and farmers markets and unique shops, cafes and artisan studios off the beaten paths, make West Kelowna a desirable city to visit and to call home.

Infrastructure delivery of priority projects informed by Council's Strategic Priorities are helping to accelerate long overdue road, active transportation, drainage and other infrastructure improvements throughout the city. We maintain many amenities for our community to enjoy, which includes more than 130 athletic fields, beaches, boat launches, parks, sports courts, and trails, two arenas, an air-supported multi-sport facility, an indoor aquatic centre and four community centres.

West Kelowna is experiencing unprecedented growth and must balance demands with preservation of its rural roots and protect the agricultural values that are part of the charm that draws people here. The City's goals and objectives reflect our efforts to achieve this balance and we thank our community for making West Kelowna the place to be.



# MESSAGE FROM THE MAYOR



As we reflect back on our accomplishments in 2021, it comes with a range of mixed emotions from heartbreak and loss to gratitude and inspiration. This past year has demonstrated how resilient and compassionate our West Kelowna community is during the good and challenging times. It is truly an honour for our Council to work with everyone across our beautiful City.

In early 2021, we began with seeking community input into our annual strategic planning and budgeting process that help guide our way forward. The voice of our community shapes the investments in our much needed infrastructure, growing our economy, strengthening our community and fostering safety and the well-being of our citizens. We remained fiscally accountable to keep 2021 taxes low while delivering what the nearly 39,000 members of our community desires. Our population growth rate was higher-than-average at 4 per cent with record-breaking development applications and construction – another sure sign that West Kelowna is truly the place to be.

Hundreds of residents were displaced from their homes with the Mt. Law wildfire in 2021, and we remain extremely grateful to the incredible men and women firefighters who fought tirelessly to keep our families protected. Unprecedented floods in BC also kept people from their families, as did the continued effects of the pandemic.

Our community continues to come together to help one another, especially for our seniors and our local businesses. This is a true testament to the understanding, compassion and support of our residents.

Our advocacy and positive partnerships with all levels of government remain vital for investments in West Kelowna, including increasing essential funding and services to further develop our 14-year young City. We had discussions with various BC Provincial Ministers to increase the priority to provide a redundant power line and protect the existing line with increasing wildfires, and to provide long overdue social housing, childcare services and mental health supports. With our operations, we added an additional RCMP officer and one civilian staff with more to come and increased our Bylaw presence to further support education and compliance.

We also made significant construction progress with the Rose Valley Water Treatment Plant despite unprecedented supply chain and construction industry challenges. We supported the opening of a new temporary shelter, a temporary vaccination clinic, added a new Fire House to support our fire-rescue administration and began the design to replace Fire Hall #32 and give Mt. Boucherie Community Centre back to the public.

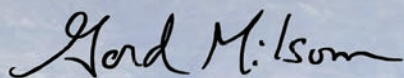
The remains of children found at Indigenous residential schools was absolutely devastating and now, more than ever, is the time for healing and the path toward reconciliation. Strengthening our partnership with Westbank First Nation remains a Council priority through joint Council meetings, our joint Visit Westside tourism program, incorporating Indigenous culture with the library as we continue to build our first City Hall/Library building and more.

An improved skateboard park opened, Music in the Park and the December Light-up event resumed along with other gatherings that brought our community back together to enjoy the sights and sounds in the City. There is much to celebrate in the days ahead.

It was also a year of recognition as the City won the prestigious Community Excellence Award from the Union of BC Municipalities, made possible by the outstanding public involvement that helped shape our first Community Vision.

I am proud of our community and the accomplishments that make West Kelowna the place to be. I share my optimism for a very bright future and, on behalf of our West Kelowna Council and staff, thank you for your resiliency and compassion over the last year!

Sincerely,



Mayor Gord Milsom

# YOUR CITY COUNCILLORS



**Rick de Jong**  
Councillor



**Doug Flndlater**  
Councillor



**Jason Friesen**  
Councillor



**Stephen Johnston**  
Councillor



**Carol Zanon**  
Councillor



**Jayson Zilkie**  
Councillor

## OUR VISION

The City of West Kelowna is a proactive, solution-oriented local government that, on its own and in partnership with others, leads efforts aimed at creating opportunities for growth and prosperity.

## OUR MISSION

To plan for the future while taking care of today as the City develops and operates as a modern urban city that celebrates and supports its agricultural character and natural beauty.



# COUNCIL'S STRATEGIC PRIORITIES



**INVEST IN  
INFRASTRUCTURE**

We will invest in building, improving and maintaining quality infrastructure to meet the needs of, and to provide a high quality of life for, current and future generations.



**ECONOMIC GROWTH  
AND PROSPERITY**

We will work with our partners on the Westside and throughout the region to advocate for and support efforts aimed at helping West Kelowna businesses prosper. With a focus on the future, we will advance opportunities to expand our economy, increase employment, and develop the community in ways that contribute towards prosperity for all.



**STRENGTHEN  
OUR COMMUNITY**

We will provide opportunities for the residents of West Kelowna to build connections, celebrate successes, embrace the community's strengths and diversity, address shared needs, and contribute to shaping the community's future.



**FOSTER SAFETY  
AND WELL-BEING**

We will pursue through direct action, advocacy, and partnerships with Westbank First Nation and local service providers, investments in community health, needs-based housing, emergency preparedness, policing, and other services that foster safety and well-being in West Kelowna.



# COUNCIL SNAPSHOTS



West Kelowna Daybreak Rotary donates \$4,500 towards the 2022 Urban Re-Leaf tree planting program.



The new Skatepark in memorial Park officially opened on Sept. 22, 2021.

This year continued to impact gatherings and events as we recovered from the pandemic, but as restrictions started to ease throughout 2021, there were opportunities to take part in events and celebrate significant milestones.

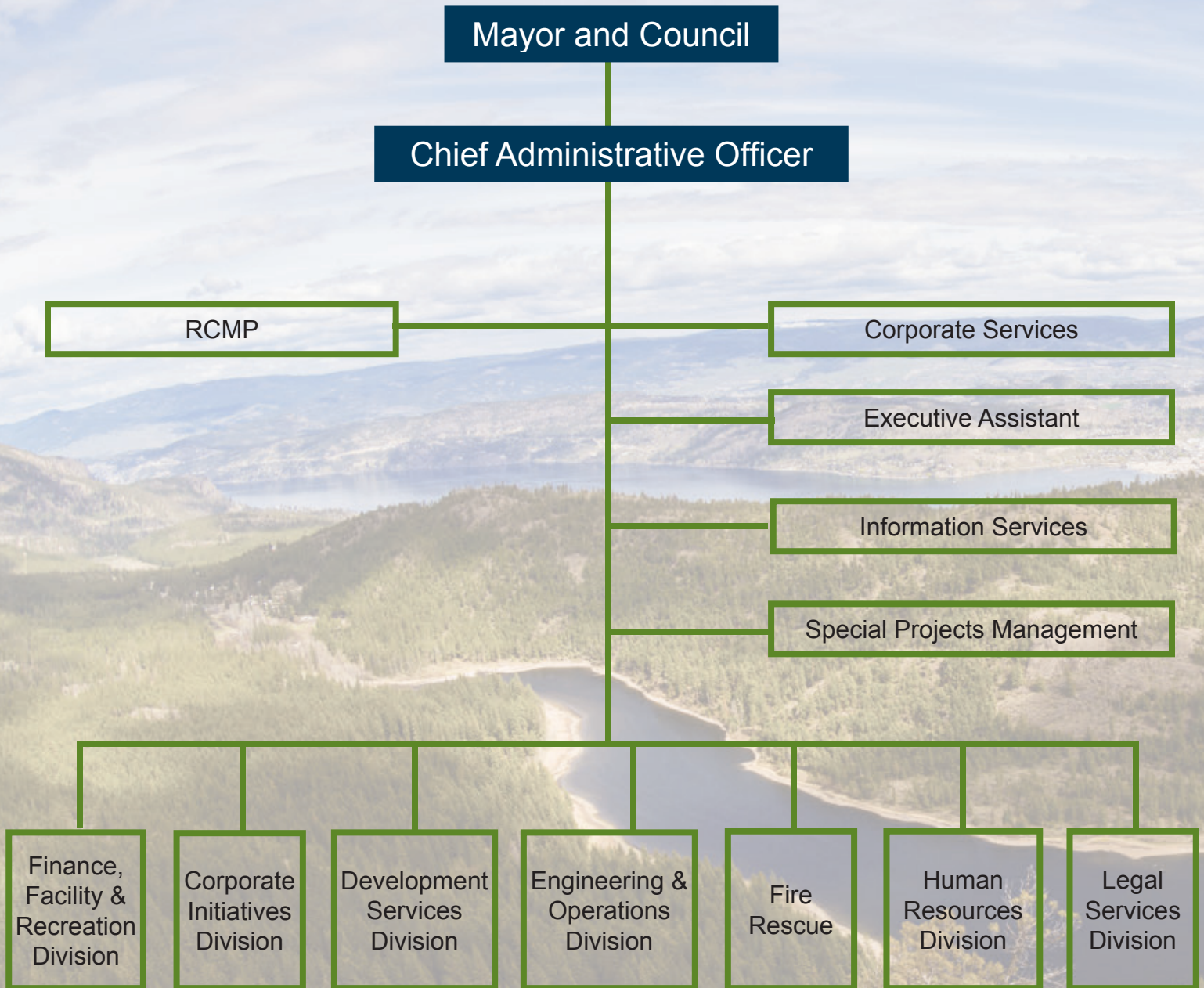


Council replicates the iconic Beatles' Abbey Road album cover at a new Glenrosa crosswalk.

West Kelowna Council thanks the Marr Family for their gift of temporary parkland.



# ORGANIZATIONAL CHART



# MESSAGE FROM THE CAO



On behalf of the outstanding staff team at the City of West Kelowna, it is my pleasure to lead our administration in delivering services, programs and significant initiatives to achieve Council's strategic priorities.

Our top priority is building the Rose Valley Water Treatment Plant to deliver safe, clean and reliable drinking water to the over 18,000 residents, businesses, schools and health facilities in West Kelowna. Despite global setbacks with supply chain, labour shortage and other issues resulting from the pandemic, construction of the plant remains ongoing with testing and commissioning scheduled in 2022. This past year, we also experienced extreme challenges with the Mt. Law and Brenda Creek wildfires and I want to acknowledge the outstanding expertise of our fire service in protecting our community from wildfires.

Continued investments were also made with the City's capital infrastructure design and construction, increased policing, increased active transportation and expanding our extensive pathways and park system. Our staff managed record-breaking development applications, continued with tourism and local business support, partnered to deliver longer-term social housing, launched our Official Community Plan update and led extensive community engagement programs across the City. As we recover and reset from unprecedented global times, we remain on solid financial ground, and I am excited about our bright future ahead.

Council's clear direction and leadership, along with ongoing community input, continues to guide our way toward success in delivering our core services. It remains an honour to serve our citizens in the vibrant and beautiful City of West Kelowna.

Sincerely,

A handwritten signature in black ink, appearing to read 'Paul Gipps', with a stylized flourish at the end.

Paul Gipps, Chief Administrative Officer

# OUR COMMUNITY VISION

In 2021, together with our community we established West Kelowna's Community Vision, which captures the values that are most important to our community for the next 20 years.

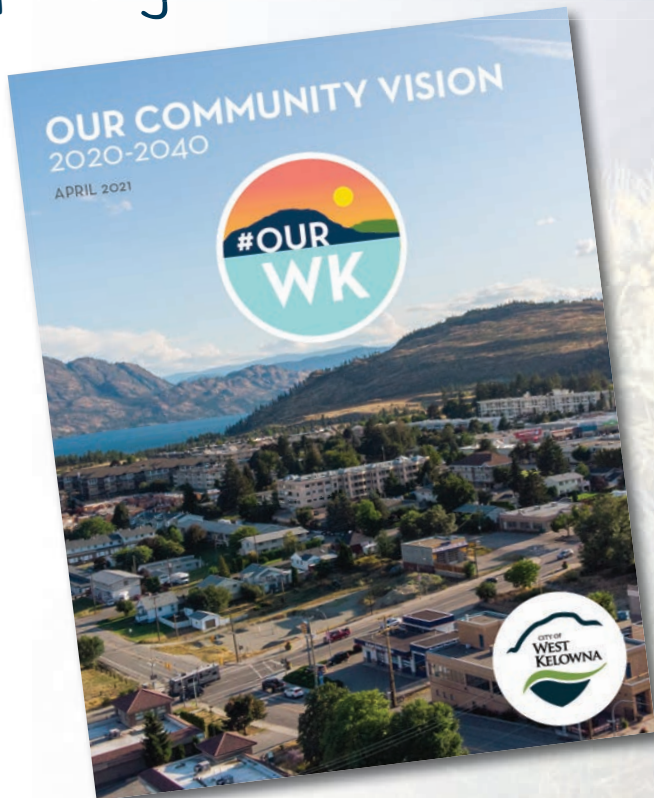
The vision is the foundation for the City's master plans (Official Community Plan, Transportation Master Plan and others).

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. We are humbled and grateful to our residents in helping create West Kelowna's first Community Vision for the next 20 years.

*"We live in harmony with these lands and waters, with one another, and with our neighbours.*

*We maintain a deep connection with our agricultural roots and we celebrate the one-of-a-kind character of our community.*

*We prepare for and welcome change through innovation and collaboration. We are inclusive and supportive of one another, and we are ready to create our future together." - 2020 - 2040 Community Vision Document.*



**Click on the cover to view  
OUR COMMUNITY VISION  
document.**



# 2021

## A LOOK BACK AT OUR CITY'S ACCOMPLISHMENTS

In 2021, we made significant progress in investing in our community, connecting people to places, and enhancing our neighbourhoods to support our active community.

The Year In Review and the 2021 Annual Financial Statements provide a comprehensive report on the delivery of services and projects guided by Council's 2021-2022 Strategic Priorities and the City's capital and operating initiatives.

### What's inside

We invite you to find out more about the investments in our city's roads, parks, sidewalks and water utilities and infrastructure. See the progress to date on providing safe, clean and reliable drinking water in West Kelowna and learn about the expanded economic opportunities that contribute toward community prosperity. We also engaged people throughout our city in community plans and special projects and worked diligently to keep our community safe.

It is a privilege to serve our community and we look forward building a brighter future in the beautiful City of West Kelowna.



**Click to watch our 2021 Year in Review video.**



**Click on the cover to read our 2021 Year in Review.**

# OUR COMMUNITY AT-A-GLANCE



139

parks and trails



14

neighbourhoods



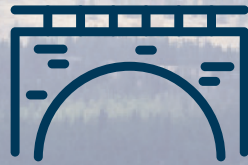
38,311

population (BC Stats)



29

sewer lift stations



6

bridges



1,159

fire hydrants



2

arenas



1

RCMP detachment



92.69

linear kilometres of sidewalk



4

fire stations



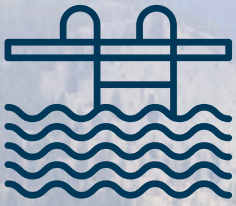
16

water pump/booster stations



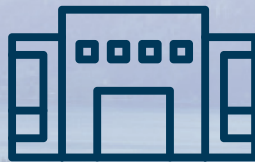
521.75

lane kilometres of roads



1

indoor aquatic centre



4

community centres



140

licensed vehicles and equipment



1

multi-process water treatment plant



30

playgrounds



2,298

streetlights

# 2021 BY THE NUMBERS

 **\$11.3M**

invested in Rose Valley  
Water Treatment Plant



kms of new mains: sewer,  
storm, water (in 2021)



recreational programs  
participants



increase in construction  
value over 2020



wildfires actioned  
and/or supported



calls for service to  
West Kelowna RCMP



visits to the City's website



new online engagement  
registrants



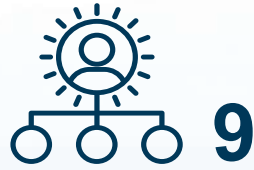
lane kms of roads  
resurfaced (in 2021)



trees planted in City parks  
and on public boulevards



in development application construction value



community engagement programs completed



recreational programs



increase in building permits issued over 2020



new urban trees delivered



visits to our new online engagement platform



wildfire mitigation projects completed



new roundabout



lane kms of new active transportation corridors (in 2021)



FireSmart grant applications received



building permits issued (in 2021)



active or completed infrastructure projects

# CONNECTING WITH OUR COMMUNITY

As a young city, we are planning for the future while taking care of today. We're investing in infrastructure, our economic growth and prosperity, strengthening our community and fostering safety and well-being. As each initiative within Council's four Strategic Priority pillars is planned and implemented, we'll be working closely with stakeholders and the public so issues and opportunities are included at every step of the way.

From Community Visioning to capital project consultations, we're aligning our operational plan communication and consultations to better coordinate and enhance our service levels. Your opinion matters and we want to hear from you!

We need your involvement to help make West Kelowna one of the most desirable places to live, work and play. Have your say and please stay connected with us.



**Phone**  
778-797-1000



**Engage**  
[OurWK.ca](http://OurWK.ca)



**Email**  
[info@westkelownacity.ca](mailto:info@westkelownacity.ca)



**Subscribe**  
[westkelownacity.ca/subscribe](http://westkelownacity.ca/subscribe)



**Website**  
[westkelownacity.ca](http://westkelownacity.ca)



**Service request**  
[westkelownacity.ca/servicerequest](http://westkelownacity.ca/servicerequest)



**BEE KIND**  
educational garden

Special Thanks to our generous partners:

*Bylands*  
DOGWOOD

- Features a positive connection with the environment.
- Reinforces natural curiosity.
- Provides lifelong knowledge of how to grow & harvest food.
- Encourages healthy eating.
- Engages all the senses.
- Introduces scientific concepts and activities for nature development.
- Builds self-confidence while having fun in the dirt.



# FINANCIAL SECTION

# FINANCIAL SERVICES HIGHLIGHTS

Each year, the City invites the public to provide input into the annual budget and five-year financial plan early in the year. In 2021, a proposed 4.05 per cent tax increase was approved, including a one percent infrastructure levy, to continue to invest in active transportation projects and meet the needs of our growing community. Originally, the proposed increase was anticipated to be 4.75 per cent, but was further reduced due to ongoing community growth.

The City continued to experience revenue losses and cost increases due to the pandemic, and lower than normal recreation program and facility rental revenue. The COVID-19 Safe ReStart Grant from the Province of BC was applied to offset \$522,850 revenue losses and additional costs. To alleviate the long term impacts of the pandemic, staff proposed allocating the grant over a few years. Projected remaining allocations include \$1.75 million for 2022 and \$1 million for 2023, leaving \$79,150 for contingencies.

The value for taxes are directly attributed to the delivery of programs, services and other strategic priority projects of Council based on community input, including providing other supports such as the grant in aid program for non-profit organizations.

Council carefully considers funding requests from not-for-profit groups that provide valuable social and community services to West Kelowna. In 2021, Council approved cash Grants in Aid totaling \$114,325 to 22 not-for-profit groups a further \$429,132 in non-cash grants in aid to reduce facility, field and rink rental fees for more than one dozen West Kelowna organizations and community service clubs.

# GRANT FUNDING

## \$5M TO INVEST IN A SAFER AND CONNECTED COMMUNITY

Grants assist with projects and initiatives that help to address aging infrastructure, road safety and improves the way we deliver services to residents – it is also an important means to keeping taxation low. We received over \$5.25 million and highlights include the following:

- \$973,110 received through the new COVID-19 Resilience Infrastructure Stream, for the Shannon Lake active transportation corridor. The federal cost share is \$778,488 with the provincial contribution of \$194,662.
- \$442,200 towards the replacement of its 21-year-old ammonia chiller at Jim Lind Arena and Royal LePage Place, thanks to the Province of BC's Community Economic Recovery Infrastructure Program.
- \$157,193.50 received through the Strengthening Communities' Services Fund supported the addition of a City Bylaw Officer through August 2022 for specialized populations to enhance connections to resources and contribute to a safer environment for all members in the community.
- \$150,000 to support Flood Risk Assessment, Flood Mapping and Flood Mitigation Planning
- \$30,000 received through the Housing Needs Report Program Fund to aid in the development of a Housing Needs Assessment specific to West Kelowna related to future land use, housing supply and gaps across the housing continuum.

The City thanks our federal and provincial partners for supporting our growing community.

<b>Community Resiliency Investment Program 2021 - FireSmart Grants and Wildfire Mitigation</b>	<b>\$132,970.00</b>
<b>Community Economic Recovery Infrastructure Program - Ammonia Chiller Replacement</b>	<b>\$442,200.00</b>
<b>FCM Municipal Asset Management Program</b>	<b>\$50,000.00</b>
<b>BC Hydro Community Re-Greening - Westbank Centre Tree Planting</b>	<b>\$4,750.00</b>
<b>Canada Community-Building Fund - Road Rehabilitation and Pedestrian Improvements Programs</b>	<b>\$2,925,382.58</b>
<b>Strengthening Communities Fund - Peer Ambassador Initiative</b>	<b>\$157,193.50</b>
<b>Housing Needs Reports Program - Housing Needs Assessment</b>	<b>\$30,000.00</b>
<b>Flood Risk Assessment, Flood Mapping and Flood Mitigation Planning</b>	<b>\$150,000.00</b>
<b>COVID-19 Infrastructure Resilience Stream - Shannon Lake Active Transportation Corridor</b>	<b>\$973,110.00</b>
<b>ICBC Road Improvement Program - Gellatly Carrington Roundabout</b>	<b>\$88,000.00</b>
<b>ICBC Road Improvement Program - Shannon Lake-Bartley-Stevens Roundabout</b>	<b>\$50,200.00</b>
<b>ICBC Road Improvement Program - Glenrosa-McIver Upgrades</b>	<b>\$19,600.00</b>
<b>Total</b>	<b>\$5,023,406.08</b>



# CASH GRANTS IN AID: \$114,325

Air Cadet League of Canada 909 Peregrine	\$ 2,000
Canadian Red Cross	\$ 15,000
Central Okanagan Bursary & Scholarship Society	\$ 1,000
Crossing Creek Community Theatre	\$ 2,000
Gellatly Bay Trails and Parks Society	\$ 2,000
Girl Guides of Canada (non-Anders Hall)	\$ 1,000
Glenrosa Residents' Association	\$ 600
Kelowna Aqua Jets (Liquid Lightning) Swim Club	\$ 13,400
Kelowna and District Safety Council	\$ 1,500
Kelowna Rowing Club	\$ 1,500
Lakeview Heights Community Association	\$ 625
Okanagan Boys & Girls Club - Youth Justice Program	\$ 5,000
Telemark Nordic Club	\$ 3,500
Therapeutic Lake Cruises Society	\$ 1,500
West Kelowna Community Policing Society	\$ 7,000
West Kelowna Firefighters' Association	\$ 4,000
West Kelowna Trail Crew Society	\$ 2,200
West Kelowna Yacht Club	\$ 6,000
West Kelowna Youth Ambassador Program	\$ 3,500
Westside Celebration Society	\$ 25,000
Westside Health Network Society	\$ 14,000
Westside Salvation Army	\$ 2,000

*In the event of a discrepancy, the official list will prevail. For a copy of the official list, email [info@westkelownacity.ca](mailto:info@westkelownacity.ca).*

# NON-CASH GRANTS: \$429,132

First Lakeview Scouts	\$ 5,464
Girl Guides of Canada (Anders Hall)	\$ 3,474
Westside Canada Day Classic	\$ 1,548
Lakeview Heights Thursday Niters' AA Group	\$ 2,540
Lakeview Heights Tuesday Group	\$ 2,540
Royal Canadian Legion	\$ 2,087
Mt. Boucherie Figure Skating Club	\$ 55,840
Westside Girls Softball	\$ 876
Westside Minor Baseball	\$ 19,070
Westside Minor Football	\$ 3,899
Westside Minor Hockey	\$ 178,357
Westside Ringette	\$ 30,036
Westside Youth Soccer	\$ 9,076

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# PERMISSIVE TAX EXEMPTIONS

Westbank United Church, Trustees of	
St. George's Anglican Church, Synod of the Diocese of Kootenay	
Westbank Bible Chapel, Trustees of	
Redeemer Lutheran Church of Westbank	
Our Lady of Lourdes Church and School (private), Roman Catholic Bishop of Nelson	
Congregation of the Highway Gospel Hall, The Trustees of the	
Sunridge Community Church, B.C. Conference of the Mennonite Brethren Churches	
Lakeview Heights Baptist Church	
Grace Lutheran Church of Westbank	
Westside Alliance Church, Christian and Missionary Alliance of Canada	
Glenrosa Congregation of Jehovah's Witnesses	
Powers Creek Community Church	
Westbank Seventh-Day Adventist Church and School (Private)	
Emmanuel Assembly, Pentecostal Assembly of Canada	
Green Bay Bible Camp (not for profit)	
Central Okanagan Community Foodbank Society (not for profit)	
Morning Star Bible Camp (not for profit)	
School District No. 23, leased by Okanagan Boys and Girls Club (not for profit)	
Pathways Abilities Society (not for profit)	
City of West Kelowna, leased by Greater Westside Board of Trade (not for profit)	
Nature Trust of BC, park leased by City of West Kelowna (local government property)	
Westbank First Nation (local government property)	
<b>Total Permissive Tax Exemptions</b>	<b>\$187,892.29</b>

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### **Disclaimer**

The 2021 Annual Report provides highlights of programs, services and projects and is not a full representation of the City's many initiatives and investments on behalf of the community. If you would like more detailed information, please contact us; we would be happy to help:

- Visit [westkelownacity.ca](http://westkelownacity.ca)
- Call 778-797-1000
- Email [communications@westkelownacity.ca](mailto:communications@westkelownacity.ca)
- Write Municipal Hall, 2760 Cameron Road, West Kelowna, BC V1Z 2T6

# **[westkelownacity.ca](http://westkelownacity.ca)**

# 2021

# AUDITED FINANCIAL STATEMENTS

