



# CITY OF WEST KELOWNA REGULAR COUNCIL AGENDA

Tuesday, January 28, 2025, 6:00 P.M.

COUNCIL CHAMBERS

3731 OLD OKANAGAN HWY, WEST KELOWNA, BC

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	<b>Pages</b>
<b>1. CALL THE REGULAR COUNCIL MEETING TO ORDER</b>	
<p>It is acknowledged that this meeting is being held on the traditional territory of the Syilx/Okanagan Peoples.</p> <p>This meeting is open to the public. All representations to Council form part of the public record. This meeting is being webcast live and will be archived on the City's website.</p>	
<b>2. INTRODUCTION OF LATE ITEMS</b>	
<b>3. ADOPTION OF AGENDA</b>	
<b>4. ADOPTION OF MINUTES</b>	
4.1 Minutes of the Special Council Meeting held Tuesday, January 14, 2025 in the City of West Kelowna Council Chambers	4
4.2 Minutes of the Regular Council Meeting held Tuesday, January 14, 2025 in the City of West Kelowna Council Chambers	6
<b>5. MAYOR AND COUNCILLOR'S REPORTS</b>	
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<b>6. DELEGATIONS</b>	
6.1 Tom Groat, Shannon Lake Neighbourhood Association (SLNA)	14
<p>To address Council on a community centre and daycare facility at 2490 Shannon Lake Road.</p>	
<b>7. UNFINISHED BUSINESS</b>	
<b>8. DIVISION REPORTS</b>	

## 8.1 CORPORATE SERVICES

### 8.1.1 Fire Hall 32 – Project Update No. 3 16

Recommendation to Consider and Resolve:

**THAT** the report titled “Fire Hall #32 Replacement Project – Project Update #3” from the Deputy CAO, dated January 28, 2025, be received for information.

## 8.2 LEGISLATIVE & LEGAL

### 8.2.1 Green Bay Dredging Project – Phase 2 – Local Area Service – Sufficiency Report 24

Recommendation to Consider and Resolve:

**THAT** the Certificate of Sufficiency, dated January 21, 2025, from the Deputy Corporate Officer pertaining to the Owner Initiated Local Area Service for the Green Bay Dredging Project – Phase 2, be received;

**AND THAT** Council give first, second and third reading to Green Bay Dredging Project – Phase 2 Establishment Bylaw No. 0324, 2025;

**AND FURTHER THAT** Council give first, second and third reading to Green Bay Dredging Project – Phase 2 Loan Authorization Bylaw No. 0326, 2025.

### 8.2.2 2024 Department Statistics – 4th Quarter 33

Recommendation to Consider and Resolve:

**THAT** the report titled “2024 Department Statistics – 4th Quarter” dated January 28, 2025 from the Legal Assistant, be received for information.

## 8.3 FINANCE

## 8.4 COMMUNITY DEVELOPMENT

### 8.4.1 Presentation of the City of West Kelowna’s Accessibility & Inclusion Plan 57

Recommendation to Consider and Resolve:

**THAT** Council endorse the City’s Accessibility & Inclusion Plan as presented;

**AND THAT** Staff be directed to prepare a resolution for SILGA,

advocating for Provincial Funding for implementation of Provincially mandated Accessibility and Inclusion Plans.

- 8.4.2 Transportation Master Plan and Transit Consultation** 123  
Information Report from the Engineering Manager

**8.5 OPERATIONS**

- 8.5.1 Operations Centre Project Update – Q4 2024** 130

Recommendation to Consider and Resolve:

**THAT** the report titled “Operations Centre project Update- Q4 2024” from the Senior Design & Inspection Technologist, dated January 28, 2025, be received for information.

**8.6 FIRE RESCUE**

- 8.6.1 Intact Centre Municipal Climate Resiliency Grant Support** 137

Recommendation to Consider and Resolve:

**THAT** Council support the University of British Columbia - Okanagan in an application to the Intact Centre Municipal Climate Resiliency Grant to examine wildfire coexistence and pursue specific solutions to help communities predict, plan for and prevent destructive wildfires, as outlined in this report;

**AND THAT** staff be directed to prepare a letter of support for signature by the Mayor.

- 8.6.2 Regional Grant Funding Application – RDCO Emergency Support Services Equipment and Training** 140

Recommendation to Consider and Resolve:

**THAT** Council approves the Regional District of Central Okanagan applying for, receiving, and managing the 2025 UBCM Community Emergency Preparedness Fund grant, under the Emergency Support Services Equipment and Training stream on behalf of the City of West Kelowna.

**9. CORRESPONDENCE AND INFORMATION ITEMS**

**10. NOTICE OF MOTION**

**11. ADJOURNMENT OF THE REGULAR MEETING**

The next Council meeting is scheduled for Tuesday, February 11, 2025.



**CITY OF WEST KELOWNA**  
**MINUTES OF THE SPECIAL MEETING OF COUNCIL**

Tuesday, January 14, 2025  
COUNCIL CHAMBERS  
3731 OLD OKANAGAN HWY, WEST KELOWNA, BC

MEMBERS PRESENT: Mayor Gord Milsom  
Councillor Tasha Da Silva  
Councillor Rick de Jong  
Councillor Stephen Johnston  
Councillor Carol Zanon

MEMBERS ABSENT: Councillor Jason Friesen  
Councillor Garrett Millsap

Staff Present: Ron Bowles, CAO  
Trevor Seibel, Deputy CAO/Deputy Corporate Officer  
Rob Hillis, Acting Director of Engineering and Operations  
Warren Everton, Director of Finance / CFO  
Jason Brolund, Fire Chief  
Brent Magnan, Director of Community Development  
Lisa Siavashi, Financial Services Manager/Deputy CFO

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**1. CALL THE SPECIAL COUNCIL MEETING TO ORDER**

The meeting was called to order at 12:04 p.m.

It was acknowledged that this meeting was held on the traditional territory of the Syilx/Okanagan Peoples.

This meeting was open to the public. All representations to Council form part of the public record.

**2. ADDITIONS OR CHANGES TO PROCEDURAL MOTION**

**3. ADOPTION OF AGENDA**

It was moved and seconded

Resolution No. C001/25

**THAT** the agenda be adopted as presented.

CARRIED UNANIMOUSLY

**4. PROCEDURAL MOTION**

It was moved and seconded

Resolution No. C002/25

**THAT** Council close the meeting in accordance with Section 90(1) of the *Community Charter* for:

(g) litigation or potential litigation affecting the municipality.

CARRIED UNANIMOUSLY

**5. ADJOURNMENT OF THE SPECIAL COUNCIL MEETING**

The Special Council meeting adjourned at 12:52 p.m.

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MAYOR

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DEPUTY CAO/DEPUTY CORPORATE OFFICER



**CITY OF WEST KELOWNA**  
**MINUTES OF THE REGULAR MEETING OF COUNCIL**

Tuesday, January 14, 2025  
COUNCIL CHAMBERS  
3731 OLD OKANAGAN HWY, WEST KELOWNA, BC

MEMBERS PRESENT: Mayor Gord Milsom  
Councillor Tasha Da Silva  
Councillor Rick de Jong  
Councillor Stephen Johnston  
Councillor Carol Zanon

MEMBERS ABSENT: Councillor Jason Friesen  
Councillor Garrett Millsap

Staff Present: Ron Bowles, CAO  
Trevor Seibel, Deputy CAO/Deputy Corporate Officer  
Rob Hillis, Acting Director of Engineering and Operations  
Warren Everton, Director of Finance/CFO  
Jason Brolund, Fire Chief  
Brent Magnan, Director of Community Development  
Bob Dargatz, Development Manager/Approving Officer  
Lisa Siavashi, Financial Services Manager/Deputy CFO  
Chris Oliver, Planning Manager  
Brittany Nichols, Long Range Planning Manager  
Andrea Mandau, Accounting Supervisor

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**1. CALL THE REGULAR COUNCIL MEETING TO ORDER**

The meeting was called to order at 1:30 p.m.

It was acknowledged that this meeting was held on the traditional territory of the Syilx/Okanagan Peoples.

This meeting was open to the public. All representations to Council form part of the public record. This meeting was webcast live and archived on the City's website.

**2. INTRODUCTION OF LATE ITEMS**

**2.1 Submissions for Z 24-01, Zoning Bylaw Amendment, 911 Anders Road (Item 8.4.3)**

**3. ADOPTION OF AGENDA**

It was moved and seconded

Resolution No. C003/25

**THAT** the agenda be adopted as amended.

CARRIED UNANIMOUSLY

**4. ADOPTION OF MINUTES**

**4.1 Minutes of the Special Council Meeting held Wednesday, December 18 and Thursday, December 19, 2024 in the City of West Kelowna Council Chambers**

It was moved and seconded

Resolution No. C004/25

**THAT** the minutes of the Special Council Meeting held Wednesday, December 18 and Thursday, December 19, 2024 in the City of West Kelowna Council Chambers be adopted.

CARRIED UNANIMOUSLY

**5. MAYOR AND COUNCILLOR'S REPORTS**

**5.1 Regional District of Central Okanagan Highlights from the December 12, 2024 Regional Board Meeting**

**5.2 Rise and Report - Advisory Planning Commission**

Mayor Milsom advised that the following individuals have been appointed to the Advisory Planning Commission for a three-year term, ending December 31, 2027:

- Tina Bisson
- Jeff Bjorgan
- Terri Lam
- Kimberly Roger

- Jenelle Salanguit
- Michael Warkotsch
- Lisa Wilson

**6. DELEGATIONS**

**7. UNFINISHED BUSINESS**

**8. DIVISION REPORTS**

**8.1 CORPORATE SERVICES**

**8.2 LEGISLATIVE & LEGAL**

**8.3 FINANCE**

**8.3.1 City of West Kelowna Municipal Security Issuing Resolution**

It was moved and seconded

Resolution No. C005/25

**THAT** Council approves borrowing from the Municipal Finance Authority of British Columbia (MFA), as part of their 2025 Spring Borrowing Session, \$11,000,000 as authorized through the City of West Kelowna Loan Authorization Bylaw No. 0272, 2020;

**AND THAT** Regional District Central Okanagan (RDCO) be requested to consent to the City borrowing \$11,000,000 over a 25-year term and include the borrowing in their next security issuing bylaw;

**AND FURTHER THAT** Council approves applying the \$11,000,000 proceeds obtained through the RDCO's Security Issuing Bylaw to offset MFA funds already received by the City through the City of West Kelowna Temporary Borrowing Bylaw No. 0290.

CARRIED UNANIMOUSLY

**8.3.2 2025 Grant in Aid Applications**

Mayor Milson provide Council with his recommended amounts for the 2025 Grant In Aid requests in the amount of \$109,558 including:

1 - Air Cadet League of Canada 909 Peregrine Sponsoring Committee  
\$2,000



4 - Canadian Red Cross, West Kelowna Health Equipment Loan Program (HELP) \$15,000

6 – Central Okanagan Bursary & Scholarship Society (COBSS) \$1,000

7 - Childhood Connections – Okanagan Family & Childcare Society \$5,000

9 - Gellatly Bay Trails and Parks Society \$2,000

10 - Girl Guides of Canada – Naitaka District (West Kelowna) \$2,000

13 - Kelowna AquaJets Swim Club (aka Liquid Lightning Swim Club) \$15,000

14 - Kelowna Rowing Club \$1,500

17 - Therapeutic Lake Cruises Society \$1,500

18 -West Kelowna Community Policing Society \$7,000

19 - West Kelowna Firefighters Association \$5,000

20 - West Kelowna Trail Crew Society \$2,058

21 - West Kelowna Yacht Club \$7,000

22 - West Kelowna Youth Ambassador Program \$4,000

23 - Westside Celebration Society \$25,000

24 - Westside Health Network Society \$14,500

It was moved and seconded

Resolution No. C006/25

**THAT** Council include a grant in the amount of \$2,000 towards the request from Bear Force – Mt. Boucherie Secondary School FIRST Robotics team.

CARRIED; Councillor de Jong opposed

It was moved and seconded

Resolution No. C007/25

**THAT** Council include a grant in the amount of \$5,000 towards the request from Autism Okanagan Association.

CARRIED; Councillor Zanon opposed

It was moved and seconded

Resolution No. C008/25

**THAT** Council increase the grant to the Westside Celebration Society by \$5,000 (total of \$30,000).

DEFEATED; Councillor de Jong, Zanon, Da Silva and Mayor Milsom opposed

It was moved and seconded

Resolution No. C009/25

**THAT** Council authorize staff to distribute the approved 2025 Cash Grants in Aid in the amount of \$116,558.

CARRIED UNANIMOUSLY

It was moved and seconded

Resolution No. C010/25

**THAT** Council approve the 2025 Non-Cash Grants in Aid in the amount of \$36,797.

CARRIED UNANIMOUSLY

## **8.4 COMMUNITY DEVELOPMENT**

### **8.4.1 Zoning Bylaw No. 320 (Adoption)**

It was moved and seconded

Resolution No. C011/25

**THAT** Council defer adoption “City of West of Kelowna Zoning Bylaw No. 0320, 2024”.

CARRIED UNANIMOUSLY

Trevor Seibel, Deputy CAO/Deputy Corporate Officer, advised that items 8.4.2 and 8.4.3 will also be deferred as they can’t move forward without the adoption of City of West Kelowna Zoning Bylaw No. 0320, 2024.

Council recessed at 2:46 p.m.

Council reconvened at 3:06 p.m.

**8.4.2 Zoning Bylaw No. 320 (Consequential Amendments Bylaws - Adoption)**

**8.4.3 Z 24-01; Zoning Bylaw Amendment (First-Third Reading) 911 Anders Road**

**8.4.4 Z 23-01; Zoning Bylaw Amendment (Adoption); 1179 Westside Road**

It was moved and seconded

Resolution No. C012/25

**THAT** Council adopt the City of West Kelowna Zoning Amendment Bylaw No. 0265.15, 2023.

CARRIED UNANIMOUSLY

**8.5 OPERATIONS**

**8.6 FIRE RESCUE**

**9. CORRESPONDENCE AND INFORMATION ITEMS**

**10. NOTICE OF MOTION**

**11. ADJOURNMENT OF THE REGULAR MEETING**

The meeting adjourned at 3:08 p.m.

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MAYOR

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DEPUTY CAO/DEPUTY CORPORATE OFFICER

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## Highlights of the Regional Board meeting – January 16, 2025

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### **Union of BC Municipalities (UBCM) Community Emergency Preparedness Fund grant application support**

The Regional Board supported a regional application for \$240,000 for the Community Emergency Preparedness Fund to support Emergency Support Services (ESS) equipment and training. Grant funds will be used to purchase of equipment to bolster Muster Centres and expand group lodging capabilities in each local area, modernize volunteer and records management, and enable training opportunities to ensure the capability and capacity of ESS volunteers.

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### **Grant funding for HVAC systems at two community halls**

The Regional Board supported a proposal for \$200,000 to the 2024 intake of the Disaster Resilience and Innovation Funding (DRIF) program under the Ministry of Emergency Management and Climate Readiness (EMCR). Funding from this program will enable the RDCO to complete the installation of HVAC equipment and emergency generators as necessary at the Joe Rich Community Hall and the Killiney Beach Community Hall to provide warming and cooling centres during emergencies.

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### **Grant funding for Hazard, Risk and Vulnerability Assessments (HRVA)**

The Regional Board supported an application for \$125,000 for the 2024 intake of the Disaster Resilience and Innovation Funding (DRIF) program under the Ministry of Emergency Management and Climate Readiness (EMCR). Funding from this program will enable the RDCO to complete a comprehensive HRVA for Electoral Area West, Electoral Area East and the Regional Parks. HRVAs are a mandatory requirement under the Emergency and Disaster Management Act (EDMA) and are crucial for identifying potential hazards, assessing risks and developing effective mitigation strategies.

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### **Amendments to Exempt Staff Administration Policy**

The Regional Board approved amendments to Board Policy 8.11 Exempt Staff Administration Policy. The policy guides salary administration for positions not covered by a union collective agreement and the approved amendments were incorporated to ensure salary administration is clear, maintain board oversight, remains fair, and is consistent with comparator organizations.

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### **Purchase Commitments over \$100,000 during Q4 2024**

The Regional Board received a report on all purchase commitments exceeding \$100,000 made during Q4 2024 (October 1 to December 31) in accordance with section 4.6 of the Board's Purchasing Policy.

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### **2025-2029 Draft Five-Year Financial Plan**

The Director of Financial Services provided the Board with a report and presentation on the draft 2025-2029 Five-Year Financial Plan. During the discussion, the Board requested that the Environmental Planner be removed from the plan, that reserve funds be used to offset the tax increases for Wilson's Landing Fire Department, Ellison Fire Department and the Ellison Community Hall and that the Grant in Aid funding remain at the 2024 levels. The changes the Board resolved to make to the draft financial plan at the meeting will be incorporated and brought back to the Regional Board at the February 20 meeting.

Residents are invited to learn more about the financial plan and ask questions at [yoursay.rdco.com](https://yoursay.rdco.com) before February 6, 2025. Residents in Electoral Area East and West can view a detailed breakdown of the tax implications of the proposed financial plan by visiting [rdco.com/tax-estimator](https://rdco.com/tax-estimator).

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### **Regional Board meetings**

Regional District office – 1450 KLO Road, Kelowna (Woodhaven Boardroom)

- January 30 – 8:30 a.m. – Committee of the Whole
- February 20 – 9:30 a.m.

A live stream video link will be available for each meeting in the Upcoming Meeting agenda section of [rdco.com/agenda](https://rdco.com/agenda). When available, a link to the Video recording will

be posted in the Past Meetings section.

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### **Central Okanagan Regional Hospital Board**

During the inaugural annual meeting, the Directors of the Central Okanagan Regional Hospital District (CORHD) Board unanimously acclaimed Tom Dyas as Chair and Blair Ireland as Acting (Vice)Chair. The Board received a presentation from Interior Health regarding the 2025/26 Capital Funding Requests, which total \$7.41 million. The CORHD funds 40% of the capital projects for hospitals and health facilities.

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### **Stay informed about the Regional District**

Sign up at [rdco.com/subscribe](https://rdco.com/subscribe) for customized news and information from the Regional District of Central Okanagan.

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The Board Report is published after each regular meeting of the Board of the Regional District of Central Okanagan. The Regional Board meets monthly in regular session in the Woodhaven Boardroom at the Regional District office, 1450 KLO Road. The public is welcome to attend.

**From:** [noreply@esolutionsgroup.ca](mailto:noreply@esolutionsgroup.ca)  
**To:** [Delegation Requests](#)  
**Subject:** New Response Completed for Request to Appear As a Delegation  
**Date:** November 13, 2024 11:12:26 AM

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**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe. **The City will never ask for personal or account information or account password through email.** If you feel this email is malicious or a scam, please forward to [westkelowna@phishforward.beauchersecurity.com](mailto:westkelowna@phishforward.beauchersecurity.com).

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Hello, Please note the following response to Request to Appear As a Delegation has been submitted at Wednesday November 13th 2024 11:11 AM with reference number 2024-11-13-006.

- **Request to appear as a delegation on:**  
1/21/2025
- **Name of person making the presentation:**  
Tom Groat
- **Name of the group or organization that the person is representing:**  
Shannon Lake Neighbourhood Association (SLNA)
- **Daytime phone number:**  
[REDACTED]
- **Email address:**  
[slna.org@outlook.com](mailto:slna.org@outlook.com)
- **Presentation title:**  
Shannon Lake Road Community Centre and Daycare
- **What is your request to Council?**  
The SLNA is requesting the West Kelowna City council's official support for a Community Centre and Daycare facility at 2490 Shannon Lake Road. (Shannon Woods Park) Additional details will be shared during the presentation.
- **Presentation points:**  
Building Community.  
Providing space for various clubs & organizations.  
Need for daycare.

General funding model. (Who/how).  
Commitment from the city to secure city-owned land for the project.  
Possible partners and funding strategies.

[This is an automated email notification -- please do not respond]



## COUNCIL REPORT

To: Mayor and Council

Date: January 28, 2025

From: Ron Bowles, Chief Administrative Officer

Subject: **Fire Hall 32 – Project Update No. 3**

Report Prepared by: Trevor Seibel, Deputy CAO

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### PURPOSE

To provide Council with a progress update on the Fire Hall #32 Replacement Project.

**RECOMMENDATION** to Consider and Resolve:

**THAT** the report titled “Fire Hall #32 Replacement Project – Project Update #3” from the Deputy CAO, dated January 28, 2025, be received for information.

### STRATEGIC AREA(S) OF FOCUS

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

**Foster Safety and Well-Being** – We will pursue through direct action, advocacy, and collaboration with local and regional service providers, investments in community health, needs-based housing, emergency preparedness, policing, and other services that foster safety and well-being in West Kelowna.

### BACKGROUND

As noted in the update provided at the May 14, 2024 Regular Council Meeting, the Owner’s Statement of Requirements (OSR) document has been completed, under a CCDC14 Design Build Fixed price contract. The detailed history on the procurement process for this project was outlined in the November 28, 2023 report to Council.

The project will provide over 17,000 sq feet of new space for the fire service and community with the replacement of Fire Hall #32, a larger and new community centre building, improved community facilities, and parking for public and fire hall purposes.



The scope of the project reflects project affordability based on previous stakeholder and community consultations (e.g. Parks and Trails Master Plan development, Council's Strategic Priorities and Budget consultations, Fire Hall #32 Replacement Project meetings open house information, our existing reserves, developer contributions, Parks development cost charges (DCC's), the Growing Communities Fund and long-term borrowing approved by the community through the Alternative Approval Process (AAP) that concluded in March 2024.

## **PROJECT STATUS UPDATE**

Site mobilization commenced in May 2024 and the construction timeline for the project has been established from May 2024 through fall 2025.

During the last quarterly period, winter heaters were installed throughout the building and connected to the gas supply (Fortis BC). Significant concrete pours were completed including the mezzanine level and trench drains with preparatory work on the lower level to complete the concrete pour in January. Staff completed the necessary work with BC Hydro to complete the design for the project power so that a Right of Way (ROW) can be obtained for the neighbouring property, due to the location of the overhead lines. The ROW was recently signed off and submitted back to BC Hydro for completion. The permanent power installation, which includes an underground line out in front which is beneficial to the fire department as there will be no pole and overhead line conflicting with the truck ladders, is included in the final design. One pole will be moved closer to the public parking lot, near the pathway, and an overhead line running to the west. The costs associated with this design are included in the overall project budget.

Second floor plumbing and electrical were also completed with the City team working to complete the owner supplied cabling assessment. Coordination with Chandos will be required to ensure proper timing of installation. We are awaiting final costing on the technological elements which will be funded from within the existing project budget and, if necessary, contingency. The upper fire hall roof was completed and many of the exterior finishings (such as the "eyebrows" over the windows) will be complete in January/February.

The City team, consisting of the Deputy CAO, Facilities & Recreation Manager and representatives from the Fire Department, continue to meet regularly with our consultants and the project team as we finalize the fine details associated with the project.

Currently the project budget is low risk, with some contingency items applied, a few cash allowances used, and several other cash allowances being evaluated for costs. These options will be carefully managed to maintain contingency for unforeseen changes.

Colliers Project Leaders is working with the City team on this project. They have provided some visuals of the project as of this reporting period (Attachment 1).

## RISK ASSESSMENT

Project risks are monitored through an ongoing Risk Log prepared in collaboration with the City and the project team. Many of the identified risks have now been closed out with the execution of the CCDC14 contract. The following provides a summary of identified risks since the start of the project.

<b>Risk</b>	<b>Description</b>	<b>Assessment</b>
BC Hydro Delays	Completion of temporary power to the site and the pole relocation due to long design wait times	Temporary power was resolved in August
Court Lighting Electrical	Wiring for the tennis court lights and the kiosk were in the demolition path. As well, the wiring was too shallow.	Solution for tennis court lighting has been identified and will be completed.
BC Hydro Delays	Waiting for revised power design for project including pole relocation.	Design completed in December; ROW documents produced and signed off. Coordination underway with BC Hydro for installation.
Cash Allowances	Cash allowances included in the Project Budget being converted to actual costs.	City team continuing to monitor these very closely to ensure invoices correlate to conversion of allowances. This is a low risk at this time.

## FINANCIAL IMPLICATIONS

The project value was previously communicated and has been confirmed at \$14.3 million. Council previously approved the budget and funding strategy as follows:

Design & Construction	\$ 12,156,169
Construction Contingency 10%	1,215,617
Design, Construction & Contingency	<u>13,371,786</u>
Project Management	150,000
Furniture, Fixtures & Equipment	100,000
Owner's contingency	693,114
	<u><u>\$ 14,314,900</u></u>
Debt	8,000,000
Reserves	3,800,000
Developer contributions	150,000

Parks DCC	1,187,000
Growing Communities Fund	1,177,900
	<u>\$ 14,314,900</u>

Currently, the project budget is low risk. The fixed price contract, which includes design, construction and contingency considerations, was completed at \$13,069,308. This value also includes cash allowances for specific components. This leaves over \$300,000 for any unknown construction items. Additionally, the Owners contingency is available to address costs related to utilities, insurance and permits or any other unknown issues that arise. The available contingencies will be monitored as the project progresses. Pricing options for the various cash allowances carried is underway and will be carefully considered to maintain contingency for unforeseen changes.

### COUNCIL REPORT / RESOLUTION HISTORY

Date	Report Topic / Resolution	Resolution No.
Nov. 28/23	<p><b>THAT</b> Council direct Administration to complete an Alternative Approval Process (AAP), to gain elector assent, in 2024, for the Firehall 32 Project;</p> <p><b>AND THAT</b> “City of West Kelowna Loan Authorization Bylaw No. 0313, 2023”, a bylaw to authorize the borrowing of up to \$8,000,000 towards the construction of a new Fire Hall 32 building, be read a first, second and third time, by title only, on this 28<sup>th</sup> of November 2023.</p>	C387/23
Jan. 23/24	<p><b>THAT</b> the elector response form, as attached to the report titled “Alternative Approval Process Form – Fire Hall 32 Replacement Project” dated January 23, 2024 from the Legislative Services Manager/Corporate Officer, be approved;</p> <p><b>AND THAT</b> Friday, March 15, 2024 at 4:00pm be set as the deadline for receipt of the elector response forms.</p>	C048/24
Feb. 13/24	<p><b>THAT</b> the updated elector response form, “Alternative Approval Process Form – Fire Hall 32 Replacement Project” from the Legislative Services Manager/Corporate Officer, be approved;</p>	C065/24

	<b>AND THAT</b> Thursday, March 21, 2024 at 4:30 pm be set as the deadline for receipt of the elector response forms.	
Mar. 26/24	<b>THAT</b> the report titled “Sufficiency Report for the Fire #32 Replacement Project – Alternative Approval Process”, dated March 26, 2024 from the Legislative Services Manager/Corporate Officer and Deputy CAO/Deputy Corporate Officer, be received for information;	C099/24
	<b>AND THAT</b> City of West Kelowna Loan Authorization Bylaw No. 0313, 2023 be adopted	
Apr. 23/24	<b>THAT</b> the report titled “Fire Hall #32 Replacement Project – Next Steps” from the Deputy CAO, dated April 23, 2024, be received for information.	C134/24
May 14/24	<b>THAT</b> the report titled “Fire Hall #32 Replacement Project – Update – May” from the Deputy CAO, dated May 14, 2024, be received for information.	C152/24
Aug 27/24	<b>THAT</b> the report titled “Fire Hall #32 Replacement Project – Project Update #1” from the Deputy CAO, dated August 27, 2024, be received for information	C221/24
Oct 22/24	<b>THAT</b> the report titled “Fire Hall #32 Replacement Project – Project Update #2” from the Deputy CAO, dated October 22, 2024, be received for information	C264/24

**APPROVED FOR THE AGENDA BY**

Ron Bowles, Chief Administrative Officer

Powerpoint: Yes  No

Attachments:  
Attachment 1 – Site Pictures



## Site progress photos

Week ending  
December 6, 2024





## Site progress photos

**Week ending  
December 13, 2024**





## Site progress photos

Week ending  
December 21, 2024





## COUNCIL REPORT

To: Mayor and Council

Date: January 28, 2025

From: Ron Bowles, Chief Administrative Officer

Subject: **Green Bay Dredging Project – Phase 2 – Local Area Service – Sufficiency Report**

Report Prepared by: Trevor Seibel, Deputy CAO/Deputy Corporate Officer

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### **PURPOSE**

To present Council with the Sufficiency Report for the Green Bay Dredging Project – Phase 2 Local Area Service.

### **RECOMMENDATION** to Consider and Resolve:

**THAT** the Certificate of Sufficiency, dated January 21, 2025, from the Deputy Corporate Officer pertaining to the Owner Initiated Local Area Service for the Green Bay Dredging Project – Phase 2, be received;

**AND THAT** Council give first, second and third reading to Green Bay Dredging Project – Phase 2 Establishment Bylaw No. 0324, 2025;

**AND FURTHER THAT** Council give first, second and third reading to Green Bay Dredging Project – Phase 2 Loan Authorization Bylaw No. 0326, 2025.

### **STRATEGIC AREA(S) OF FOCUS**

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

### **BACKGROUND**

Owners of the Green Bay community approached the City of West Kelowna about utilizing a Local Area Service (LAS) process to undertake a two (2) phase approach to improve the navigable channel for safe boat access to the neighborhood. The bay has become



too shallow for safe boat navigation during low water periods, and even during the boating shoulder seasons.

## **DISCUSSION**

On December 10, 2024 Council was provided with a report outlining Phase 1 and Phase 2 of the project. In summary, Phase 1 was to evaluate the environmental, financial and construction probabilities of the dredging project. Phase 2 is to undertake the engineering, environmental and dredging services. The Phase 1 works were completed in 2024 which determined the approach to complete Phase 2. The Green Bay residents impacted by this work have now petitioned the City to complete Phase 2 of the dredging project.

The scope of Phase 2 of the works includes:

- Dredge up to 2,850 m<sup>3</sup> of sandy material (with some organic components) out of the bay.
- Employ a silt curtain around the dredging area to meet the criteria set out in the environmental management plan. The curtain would contain turbidity created by dredging activities.
- Move the material to a dewatering area where the material will be spread for drying.
- The material will then be trucked to a nearby disposal area.
- Environmental and Engineering monitoring will be completed during the dredging work

An **Owner-Initiated** Local Area Service petition, pursuant to Section 212 of the *Community Charter*, was initiated on December 11, 2024. The Petition closed on January 15, 2025. The petition sought to undertake the scope of work noted above and to borrow up to \$950,000 for the cost of the works. The entire cost of the project is the responsibility of the benefiting area of the LAS and will be recovered through a local service parcel tax. Owners will have the opportunity to make a one-time payment of their proportionate share of the costs.

The Sufficiency Report for the petition is contained in Attachment 1. Council may proceed with the Green Bay Dredging Project – Phase 2 Local Area Service as a sufficient and valid petition has been received.

The next step in the process is for Council to give three readings to the Local Area Service bylaw for the Green Bay Dredging Project – Phase 2. Bylaw 0324, 2025 is attached for consideration (Attachment 2). Additionally, Council would need to give three readings to the Loan Authorization Bylaw that accompanies the establishment of the Local Area Service. The Loan Authorization Bylaw is attached as Attachment 3.

## **FINANCIAL IMPLICATIONS**

The entire capital costs of the project will be the responsibility of the benefiting area. The estimated total cost that will be petitioned to residents for Phase 2 is \$950,000, which

includes a contingency to account for potential scope changes. These costs will be recovered through a local service tax parcel tax, outlined under Section 216 of the *Community Charter*, and will be divided equally among the affected property owners. It's important to note that two of the 40 affected properties are owned by the City.

## COUNCIL REPORT / RESOLUTION HISTORY

Date	Report Topic / Resolution	Resolution No.
December 10, 2024	<b>THAT</b> the report titled “Green Bay Local Area Service for Safe Boat Navigation” dated December 10, 2024 from the Acting Director of Engineering & Operations, be received for information.	<b>C305/24</b>
June 13, 2023	<b>Sufficiency Report for the Owner Initiated Local Area Service for Green Bay Dredge Project Phase 1</b>	<b>C227/23</b>

**THAT** Council receives for information, the report from the CAO pertaining to the receipt of owner initiated Local Area Service (LAS) petitions for the Green Bay Dredge Project Phase 1 for the engineering, biological, and environmental work required to obtain the necessary permits required to complete Phase 2 which would dredge the mouth of the bay;

**AND THAT** Council authorize the work to be conducted by Arsenault Environmental Consulting Ltd and Tetra Tech Canada Inc. to provide 4 the affected owners with a refined estimate on the work to be done for the dredging of the Green Bay Area;

**AND THAT** Council receives the Certificate of Sufficiency from the Corporate Officer pertaining to the owner initiated Local Area Service (LAS) petitions for the Green Bay Dredge Project Phase 1;

**AND THAT** Council give first, second and third reading to Bylaw No. 0309 being the Green Bay Dredging Project - Phase 1 Establishment Bylaw

**REVIEWED BY**

Warren Everton, Director of Finance/CFO

**APPROVED FOR THE AGENDA BY**

Ron Bowles, Chief Administrative Officer

Powerpoint: Yes  No

Attachments:

Attachment 1 – Green Bay LAS – Phase 2 – Sufficiency Report

Attachment 2 – Bylaw 0324 – Establishment Bylaw – Green Bay Dredging Project  
Phase 2

Attachment 3 – Bylaw 0326 – Loan Authorization Bylaw - Green Bay Dredging Project  
Phase 2

**CITY OF WEST KELOWNA  
GREEN BAY DREDGING PROJECT - PHASE 2  
LOCAL AREA SERVICE**


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Total Number of Properties (excluding two (2) City parcels)	38
Number of Required Valid Petitions to Create the Local Area Service (More than 50% of Total Properties)	20
Total Number of Valid Petitions Received	33
Percentage of Total Properties	86.8%
Total Assessed Value (Land and Improvements) of Green Bay Dredging Project - Phase 2 Local Area Service	\$ 77,225,800
Total Assessed Value to Create the Local Area Service (More than 50% of Total Assessed Value of Land and Improvements)	\$ 38,612,900
Total Assessed Value (Land and Improvements) in Valid Petitions Received	\$ 68,491,200
Percentage of Total Assessed Value (Land and Improvements) in Valid Petitions Received	88.7%

**Council may proceed with the Green Bay Dredging Project - Phase 2 as a sufficient and valid petition has been received.**

Pursuant to Section 212(4) of the Community Charter, I, the Deputy Corporate Officer of the City of West Kelowna, have determined the sufficiency and validity of the Green Bay Dredging Project – Phase 2 Local Area Service and have certified this determination. A certified determination under subsection (4) is final and conclusive.

Dated this 21<sup>st</sup> day of January, 2025.




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Trevor Seibel, CPA, CA  
Deputy CAO/Deputy Corporate Officer

CITY OF WEST KELOWNA

BYLAW NO. 0324, 2025

Green Bay Dredging Project - Phase 2 Establishment Bylaw

A bylaw to establish the Local Area Service for the Green Bay Dredging Project - Phase 2

WHEREAS pursuant to the provisions of Section 210 of the *Community Charter*, and amendments thereto, empowers the Council of the City of West Kelowna with the authority to adopt a local area service bylaw to recover costs from property owner's pursuant to Section 216 of the *Community Charter* and amendments thereto, who derive a benefit from the service provided from local improvement works;

AND WHEREAS pursuant to the provisions of Section 211 of the *Community Charter*, and amendments thereto, states that the Council of the City of West Kelowna must adopt a bylaw to establish a local area service;

AND WHEREAS pursuant to the provisions of Section 211 of the *Community Charter*, and amendments thereto, the local area service works proposed by this bylaw include the work to be conducted by Arsenault Environmental Consulting Ltd and Tetra Tech Canada Inc., for the engineering, environmental and dredging services;

AND WHEREAS pursuant to the provisions of Section 148 and 212 (4) and (5) of the *Community Charter*, and amendments thereto, the Corporate Officer assigned responsibility has certified the sufficiency of the petition and the petitions received in favor of the proposed work was sufficient;

AND WHEREAS the Council of the City of West Kelowna has been advised through a report prepared by the Corporate Officer that the elector responses submitted by the affected property owners of the Local Area Service, requesting that Council proceed with the work to be conducted by Arsenault Environmental Consulting Ltd and Tetra Tech Canada Inc. for the Green Bay dredging are sufficient;

NOW THEREFORE the Municipal Council of the City of West Kelowna, in open meeting assembled, enacts as follows:

1. This Bylaw may be cited as the "Green Bay Dredging Project - Phase 2 Establishment Bylaw No. 0324, 2025."
2. There shall be and is hereby established a Local Area Service (LAS) under the provision of the *Community Charter*, and amendments thereto, to be known as the "Green Bay Dredging Project - Phase 2 Local Area Service";
3. The boundaries of the City of West Kelowna Green Bay Dredging Project - Phase 2 Local Area Service project is outlined in Schedule "A" attached to and forming part of this bylaw;
4. The City of West Kelowna is hereby authorized to move forward with the work for the engineering, environmental and dredging services which would dredge the mouth of Green Bay in accordance with the Green Bay Area LAS as outline in Schedule "A" attached to and forming part of this bylaw;

5. The entire capital costs of the work shall be borne by the benefiting area, as identified in Schedule A, and shall be raised by way of a local service parcel tax under Section 216 of the Community Charter, levied in 20 annual instalments commencing after completion of construction;
6. Upon completion of the local area service works, the actual construction cost will be specially charged against the parcels benefiting from, being the parcels shown on Schedule A as attached to and forming part of this bylaw;
7. Should the sums recovered through the levy of the local service parcel tax at any time be insufficient to meet the costs of repayment of the debt, the Council may levy and impose within the benefiting area an additional rate on land and improvements over and above all other rates sufficient to meet such deficit in the same manner and time as other general municipal levies;
8. Any person whose parcel is subject to being specially charged under Section 4 of this bylaw, may elect to make a one-time payment of the portion of the cost of construction assessed upon their parcel within sixty days of receipt of written instructions from the Collector.

READ A FIRST, SECOND AND THIRD TIME

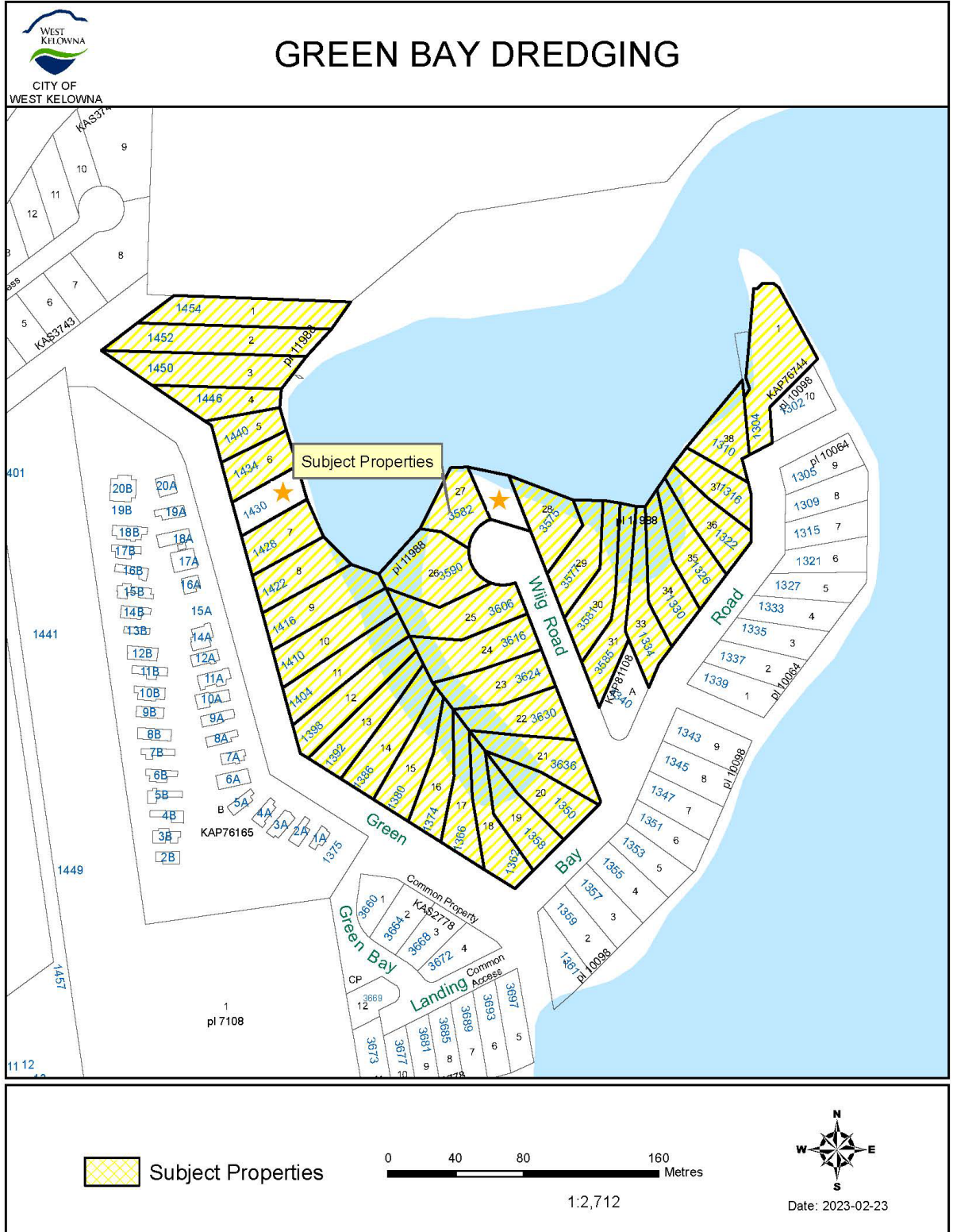
ADOPTED

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MAYOR

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CORPORATE OFFICER



CITY OF WEST KELOWNA

BYLAW NO. 0326, 2025

A Bylaw to Authorize the Borrowing of the Estimated Cost of the Green Bay Dredging Project – Phase 2

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WHEREAS it is deemed desirable and expedient to complete the Green Bay Dredging Project – Phase 2 which includes engineering, environmental and dredging services;

AND WHEREAS the estimated cost of the Green Bay Dredging Project – Phase 2 including expenses incidental thereto is the sum of nine hundred and fifty thousand (\$950,000), to be recovered through a parcel tax;

AND WHEREAS the borrowing proposed by Owner Initiative in accordance with sections 212 and 217(1)(a) of the *Community Charter*, and the Corporate Officer assigned responsibility has certified the sufficiency of the petition and the petitions received in favor of the proposed work was sufficient;

NOW THEREFORE, the Municipal Council of the City of West Kelowna in open meeting assembled, enacts as follows:

1. The Council is hereby empowered and authorized to undertake and carry out or cause to be carried out the Green Bay Dredging Project – Phase 2 generally in accordance with general plans on file in the municipal office and to do all things necessary in connection therewith and without limiting the generality of the foregoing:
  - a) To borrow upon the credit of the Municipality a sum not exceeding nine hundred and fifty thousand dollars (\$950,000).
  - b) To acquire all such real property, easements, rights-of-way, licenses, rights or authorities as may be requisite or desirable for or in connection with the Green Bay Dredging Project – Phase 2.
2. The maximum term for which debentures may be issued to secure the debt created by this bylaw is 20 years.
3. This bylaw may be cited as “Green Bay Dredging Project – Phase 2 Loan Authorization Bylaw No. 0326, 2025”.

READ A FIRST, SECOND AND THIRD TIME

RECEIVED THE APPROVAL OF THE INSPECTOR OF MUNICIPALITIES

ADOPTED

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MAYOR

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CORPORATE OFFICER





## COUNCIL REPORT

To: Mayor and Council

Date: January 28, 2025

From: Ron Bowles, Chief Administrative Officer

Subject: **2024 Department Statistics – 4th Quarter**

Report Prepared by: Gurneet Chohan, Legal Assistant

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### BACKGROUND

This report provides an update to Council on the various department's statistics for the fourth quarter of 2024.

**RECOMMENDATION** to Consider and Resolve:

**THAT** the report titled "2024 Department Statistics – 4th Quarter" dated January 28, 2025 from the Legal Assistant, be received for information.

### REVIEWED BY

Warren Everton, Director of Finance/CFO

Trevor Seibel, Deputy CAO/Deputy Corporate Officer

### APPROVED FOR THE AGENDA BY

Ron Bowles, Chief Administrative Officer

PowerPoint: Yes  No

### Attachments:

1. West Kelowna Fire Rescue
2. RCMP
3. Bylaw Services
4. Development Services
5. Recreation & Facilities
6. Engineering & Public Works
7. Human Resources
8. Finance

# West Kelowna Fire Rescue 2024 Q4

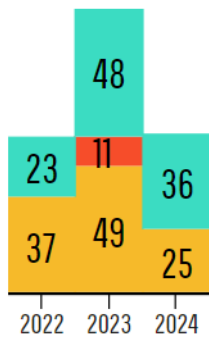
The response to the McDougall Creek Fire, from August 15 – September 30 has skewed some stats in 2023. This includes dollar loss, response hours and inspections completed.



	OVERALL STRENGTH	Career Firefighters	Paid-On Call Firefighters	Admin & Chiefs	Prevention
Q4 2023	93.6	43	40	6.6	4
Q4 2024	100.6	41	49	6.6	4

\*Note: Career Firefighter vacancy due to promotion (Assistant Chief, Training Officer)

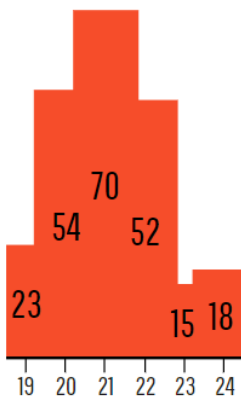
## \$\$\$ Lost & Saved



● Q1 ● Q2  
● Q3 ● Q4

## Burning Permits

Open burning season commenced Oct 4, 2024

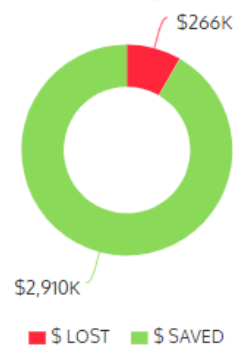


## FireSmart Grants

### Q4 2023

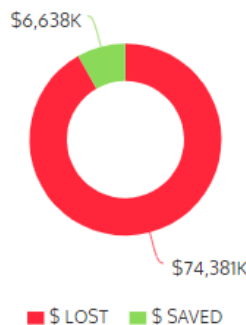


### Q4 2024

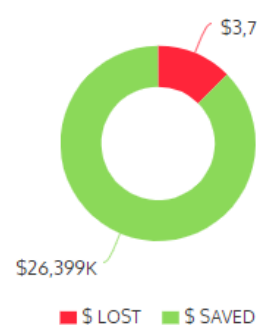


Dollars lost represents the value of property damaged due to fire events, while dollars saved represents the property value undamaged and saved. This metric is useful to evaluate the effectiveness of fire service.

### 2023 YTD



### 2024 YTD



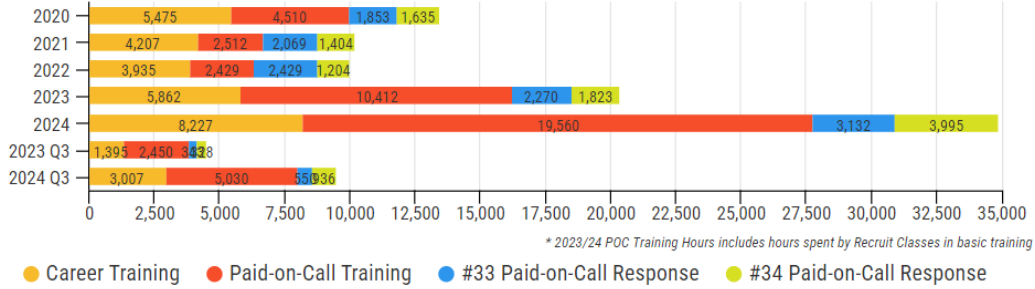
## Fire Inspections Completed

COVID restrictions reduced inspections completed in 2020 and 2021. McDougall Creek Wildfire reduced inspections in Q3 & Q4 2023.

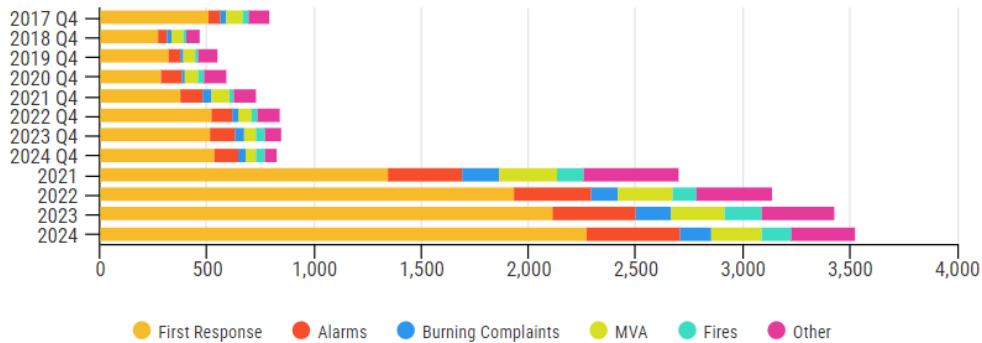
Year	Q1	Q2	Q1-3	Q4	Total
2020	664	368			Total: 1,032
2021	283	156	116	410	Total: 965
2022	222	264	401	433	Total: 1,320
2023	226	233	56	299	Total: 814
2024	294	315	330	282	YTD: 1,221

● Q1 ● Q2 ● Q1-3 ● Q4

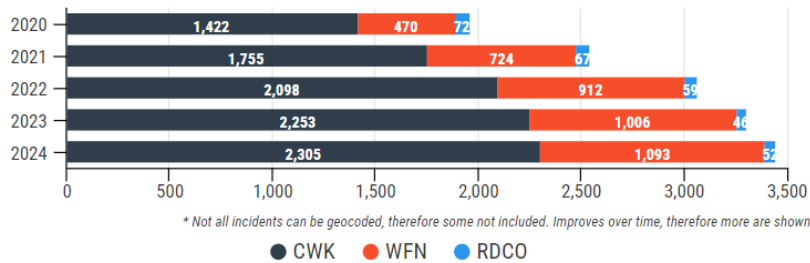
## Activity Hours



## Incidents



## Incident Locations



**\$58,600**

raised by the 27th Annual Food Drive  
14,537 pounds of food + \$6,602.05 in cash donations

**Smoke Alarms Save Lives**

**44%** (▼11%)

**DID NOT** have a smoke alarm present, working smoke alarm or installed properly

- 70 WKFR Firefighters
- 213 homes visited in October 2024
- 153 homes assessed
- 66 new alarms installed
- No cost to residents

**The following statistics and information for First Medical Response (FR) calls:**

	2018	2019	2020	2021	2022	2023	2024
<b># of FR calls</b>	1452	1349	745	1350	1935	2116	2276
<b>% of call volume</b>	58%	56%	37%	50%	62%	61%	64%

Note: 2020/2021 were influenced by provincial direction not to attend some FR calls during the pandemic

- WKFR participates in the full range of first response calls (Purple, Red, Orange and some Yellow with ambulance delayed > 10 mins)
- While they represent a high proportion of our overall call volume, they are done on an as available basis.
- WKFR has engaged in a higher level of training (Emergency Medical Responder) for about 50% of our staff. This is cost neutral over a 5-year period due to different relicensing requirements.
- There is budget dedicated to FR equipment, training and medical oversight (~\$25,000)
- There are minor incremental costs (not presently tracked) relating to fuel and wear and tear on equipment as well as call outs of the POC staff for FR calls in their first due areas.
- We benefit from having this level of training within the department to meet WorkSafe requirements and protect/treat our firefighters.

In 2025, the province (BC Emergency Health Services) will propose a new First Responder Service Agreement (FRSA) and within that agreement is an opportunity to create a specific local Operational Response Plan (ORP). There are 20 communities across the province in the first wave of this initiative as of late 2024.

My recommendation is that in the second half of 2025 WKFR brings forward a comprehensive report to council, when the new FRSA is proposed to us. We will detail the specific costs as well as outline our recommended level of service under the new ORP. We would likely be proposing a decrease to the types of calls we attend (most minor would be dropped) that will result in a decrease in call volume. The time that is freed up would be allocated back to operational activities such as training or fire prevention inspections.

In terms of advocacy from the province, support in the form of funding for training and equipment would be of the greatest impact to delivery of this program. A stipend or payment based on calls attended would be an additional support. I am positively optimistic that the new agreement and the ability to create a local ORP will allow us to set our own service level and manage some of the concerns around downloading and increased call volumes.

Finally, with regards to the specific comment in the IMAC minutes regarding requests for additional firefighters – “municipalities may not need increased personnel with new methods used in building code to make buildings safer by construction design” I would note that in our case, responding to medical calls is entirely unrelated to our increased needs for complex buildings. Our staffing levels are not linked to our

medical call volumes in any fashion. Dropping or eliminating FR calls will not change the need to grow the fire service to meet the changing needs and risks of the community. “New methods” under the building code have already been considered in our complex buildings plan.



# WEST KELOWNA POLICE SERVICES

## West Kelowna Policing Priorities

### 2024 Q4 Report

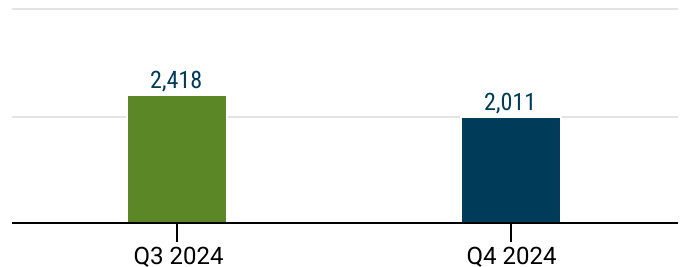
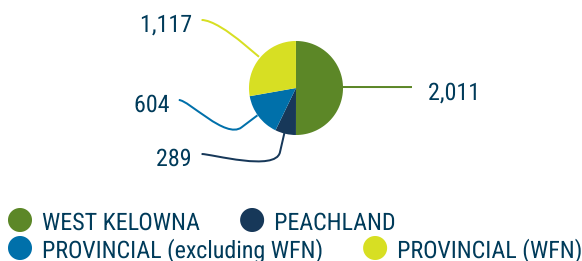


### West Kelowna Community Highlights

- The West Kelowna Traffic Unit conducted an impaired driving initiative this quarter. The initiative involved road checks and roving patrols throughout the city during the months of November and December. Numerous infractions and warnings were issued.
- Inspector Charney assisted the watches over the Christmas break to help lighten the load for the officers.
- West Kelowna officers, the staff from London Drugs Store and the Salvation Army, collectively participated in the annual 'Stuff the Cruiser' campaign which was held at the London Drugs Store in West Kelowna. The campaign collected donations of 200 unwrapped toys and \$887.15 in cash.
- West Kelowna RCMP officers and staff sponsored a local family in need and raised over \$900.00. The money was used to purchase Christmas presents for the family of six.
- Officers were dispatched to a Break & Enter in progress in West Kelowna. Suspects had broken into a residence while the home owners were out of town. Officers gained access to the residence and arrested two suspects. RTCC's submitted.
- Police & Fire removed 15 drug users, and their belongings, that were setting up a tent city at Lions Hall. Two hours later they removed them again; multiple arrests were made for outstanding warrants.
- The West Kelowna officers continued to provide consistent proactive patrols to West Kelowna areas of concern throughout this quarter.
- Robbery at a local gas station; officers located the suspect and charged him with Robbery, Assault, Assault with Weapon, Arson, Mischief, Forcible Confinement and Disguise with Intent.
- Officers located a suspicious male jaywalking. A consented search of the male revealed 22.5 grams of fentanyl and .1 grams of meth.
- BNE of a local business; the establishment was turned upside down. The officers located and arrested the offender; who was later released on UTA. All stolen items were returned to the business owner.
- Air, PDS and West Kelowna officers located a suspect operating a stolen vehicle. They successfully arrested the occupants of the vehicle close to the downtown core of West Kelowna without incident. Suspect wanted out of Alberta for Robbery.
- Officers assisted Summerland RCMP with the arrest of two individuals unlawfully in an abandoned house and recovered a stolen truck. Two suspects arrested for CDSA Possession. Officers seized 4 grams of cocaine, and 1.5 grams of fentanyl. Released on UTA's.
- A victim reported his backpack and wallet stolen. Victim's credit card was being used at a local business. Officers attended the location where the credit card was last used, and obtained a photo of suspect. The officers located the male hiding behind some bushes. Charges recommended and forwarded to Crown.

### CALLS FOR SERVICE

#### 2024 Q4 ZONE COMPARISONS



### MEMBER STRENGTH (ESTABLISHMENT)

# OF RCMP MEMBERS	# OF GD MEMBERS	MUNICIPAL	PROVINCIAL	PEACHLAND	INDIGENOUS POLICING SERVICES	VACANCY RATES (MUNICIPAL & PROVINCIAL)	# OF WSO's
55	34	35	14	4	3	7	0

\*Vacancy Rates include long-term ODS, Maternity/Paternity/Suspension Page 38 of 141

\*Vacancy Stats are compiled on the first day of each quarter



## PRIORITY: REINFORCE ROAD SAFETY

OBJECTIVE	MEASURABLE	Current Quarter	Previous Quarter	YTD (Q1-Q4)
<b>Increase visibility of Traffic Enforcement Officers</b>	Number of police officers in the traffic unit	2	2	2
	Number of school zone initiatives	6	29	65
<b>Target impaired driving by alcohol and drug</b>	Number of impaired driving violations & recommended charges	4	1	8
	Number of immediate roadside prohibitions	26	21	76
	Number of 24 hours suspension by drug or alcohol	12	11	27
	Number of impaired driving initiatives	5	0	21
<b>Reduce motor vehicle collisions</b>	Number of MVI over/under \$10,000	75	49	240
	Number of motor vehicle incident fatalities	1	1	2
	Number of motor vehicle incident injuries	7	16	45
	Number of speeding violations	66	44	118
	Number of excessive speeding violations	11	2	22
<b>Target prohibited drivers</b>	Number of recommended charges submitted to BC Prosecution Service for prohibited drivers removed from the road	0	0	4
<b>Traffic offences</b>	Notice and Orders/Warnings	50	31	180
	Electronic Devices	11	15	31



## PRIORITY: REDUCE AND PREVENT PROPERTY CRIME

OBJECTIVE	MEASURABLE	Current Quarter	Previous Quarter	YTD (Q1-Q4)
<b>Reduce residential and commercial break and enters</b>	Number of residential break and enters	7	14	31
	Number of commercial break and enters	20	14	85
<b>Enhance external communication to increase public awareness and decrease crimes of opportunity</b>	Number of police-led crime reduction public education releases based on crime trends	See Note *1	0	0
<b>Increase the number of recommended charges for theft under \$5,000 with a focus on theft from auto and recidivism in shoplifting</b>	Number of files where recommended theft under \$5,000 charges are forwarded to BC Prosecution Service	2	3	7
	Number of files where recommended theft under \$5,000 from Motor Vehicle charges are forwarded to BC Prosecution Service	1	0	2
	Number of files where recommended theft under \$5,000 for shoplifting charges are forwarded to BC Prosecution Service	0	1	5
	Number of stolen vehicles	13	15	57
<b>Implement intelligence-led projects &amp; initiatives focused on repeat and problem offender</b>	Number of theft from Motor Vehicles	34	46	173
	Number of curfew checks	98	130	272
	Number of bait vehicle deployments	See Note *2	0	0

\*1 - West Kelowna CRU deployed to General Duty

\*2 - West Kelowna CRU deployed to General Duty



**PRIORITY: ABATE VIOLENT CRIME**

Objective	Measurable	Current Quarter	Previous Quarter	YTD (Q1-Q4)
Form and begin staffing a new Pro-Active Enforcement Team to address rising violent crime	Number of police officers in the Pro-Active Enforcement Team	0	0	0
Reduce Assaults	Number of common assaults	38	60	179
	Number of sexual assaults	7	3	24
	Number of assault with weapon or CBH	5	15	49
	Number of uttering threats/harassment	25	40	143
Raise awareness of intimate partner violence and availability of support programs	Number of violence in relationships files	42	55	176
Increase visibility in violent crime hot spot areas	Number of homicides	0	0	0
	Number of attempt murder	1	0	1
	Number of robberies	3	0	11
Disrupt mid-high level criminal activity in West Kelowna	Number of files where recommended drug charges are forwarded to BC Prosecution Service	7	2	18
	Number of drug investigations	7	10	57
	Number of firearms seized	8	2	13

\*We have the Constable position selected for the Pro-Active Enforcement team, however, we are awaiting the Corporal position to be finalized



**MISCELLANEOUS FILES**

OBJECTIVE	MEASURABLE	Current Quarter	Previous Quarter	YTD (Q1-Q4)
Miscellaneous	Sudden death	13	17	60
	Missing persons	12	10	51
	Fraud	42	10	147
	False alarm	37	72	275
	Mental health	60	65	241
	Dropped 911	46	44	182
	Disturbing the peace	65	81	246
	Noise Bylaws	33	49	157



	Q4 - 2024 stats for West Kelowna, Provincial, WFN, Rural and Peachland					West Kelowna 3-Year Annual Trend			
	West Kelowna	Provincial Not Including WFN	WFN	Total Provincial Area	Peachland	2021	2022	2023	3-Year Annual Trend Line
<b>TOTAL CALLS FOR SERVICE</b>	<b>2011</b>	<b>604</b>	<b>1117</b>	<b>1721</b>	<b>289</b>	<b>9160</b>	<b>8539</b>	<b>8255</b>	
Homicide	0	0	0	0	0	0	1	0	
Attempt Murder	1	0	0	0	0	1	0	0	
Robbery	3	1	1	2	0	6	9	2	
Common Assault	38	11	21	32	5	228	178	199	
Assault w/Weapon or CBH	5	2	2	4	1	39	43	50	
Sexual Assault	7	4	1	5	0	31	22	31	
Violence In Relationships	42	11	19	30	3	194	159	156	
Utter Threats / Harassment	25	5	9	14	1	129	107	118	
<b>TOTAL VIOLENT OFFENCES</b>	<b>121</b>	<b>34</b>	<b>53</b>	<b>87</b>	<b>10</b>				
B & E Business	20	2	5	7	1	70	73	58	
B & E Residential	7	4	1	5	1	44	61	31	
Stolen Vehicles	13	4	8	12	6	90	94	47	
Theft from MV	34	16	6	22	11	224	247	133	
<b>TOTAL PROPERTY OFFENCES</b>	<b>74</b>	<b>26</b>	<b>20</b>	<b>46</b>	<b>19</b>				
Notice & Orders / Warnings	50	*see note	*see note	13	5	69	180	177	
Electronic Device	11	*see note	*see note	1	0	**	18	35	
Refusal	2	0	0	0	0	5	2	1	
24 hour suspension (drug or alcohol)	12	1	10	9	0	30	6	13	
12 hour suspension (drug or alcohol)	4	0	7	7	1	34	25	34	
Warn (3, 7 or 30 day)	7	2	4	6	1	9	23	11	
Fail ASD - 90 day	13	5	11	16	0	34	89	50	
Refuse ASD - 90 day	4	0	1	1	0	12	14	10	
MVI Fatal	1	0	1	1	0	0	3	0	
MVI Injury	7	10	7	17	2	12	45	42	
All other MVI	75	45	70	115	16	127	333	285	
<b>TRAFFIC OFFENCES</b>	<b>186</b>	<b>63</b>	<b>111</b>	<b>186</b>	<b>25</b>				
Disturbing the Peace	65	4	28	32	2	255	219	212	
Noise Bylaws	33	6	9	15	2	228	167	160	
Sudden Death	13	5	2	7	4	46	52	75	
Missing Persons	12	8	2	10	1	61	69	66	
Fraud	42	16	27	43	4	94	133	134	
False Alarm	37	10	16	26	5	316	382	363	
Mental Health	60	19	37	56	9	228	205	199	
Dropped 911	46	18	16	34	10	237	187	248	
<b>OTHER NOTABLE OFFENCES</b>	<b>308</b>	<b>86</b>	<b>137</b>	<b>223</b>	<b>37</b>				

\* Motor Vehicle statistical information for 2023 and going forward will encompass all traffic infractions including unfounded. Additionally, MVI PRIME Scoring was altered in 2023 which caused a large increase in numbers

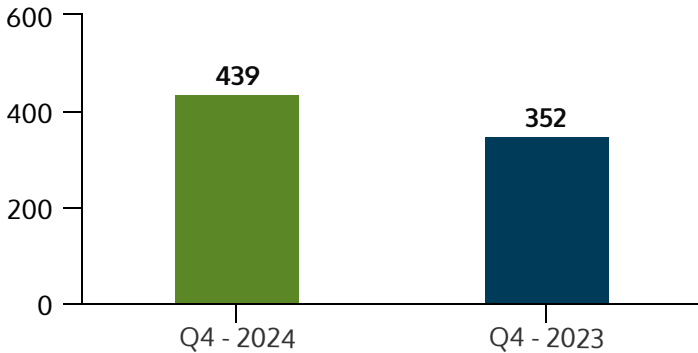
\*\*Electronic Devices statistics have a 2 year retention - 2021 statistics have purged

\*\*\*Unable to capture the provincial hardcopy tickets, for notice & orders/warnings and electronic devices, separately

<b>Quarter 1</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>	<b>Trendline</b>
<b>TOTAL CALLS FOR SERVICE</b>	1500	2000	2500	
<b>TOTAL VIOLENT OFFENCES</b>				
Homicide				
Attempt Murder				
Robbery				
Common Assault				
Assault w/Weapon or CBH				
Sexual Assault				
Utter Threats / Harrassment				
<b>TOTAL PROPERTY OFFENCES <sup>1</sup></b>				
B & E Business				
B & E Residential				
Stolen Vehicles				
Theft from MV				
<b>TRAFFIC OFFENCES</b>				
Notice & Orders / Warnings				
Electronic Device				
Refusal				
24 hour suspension (drug or alcohol)				
Warn (3, 7 or 30 day)				
Fail ASD - 90 day				
Refuse ASD - 90 day				
MVI <sup>2</sup> Fatal				
MVI <sup>3</sup> injury				
All other MVI <sup>4</sup>				
<b>Other Notable Offences</b>				
Disturbing the Peace				
Noise Bylaws				
Sudden Death				
Missing Persons				
Fraud				
False Alarm				
Mental Health				
Dropped 911				

# Bylaw Services Q4 - 2024

## Bylaw - Calls for Service

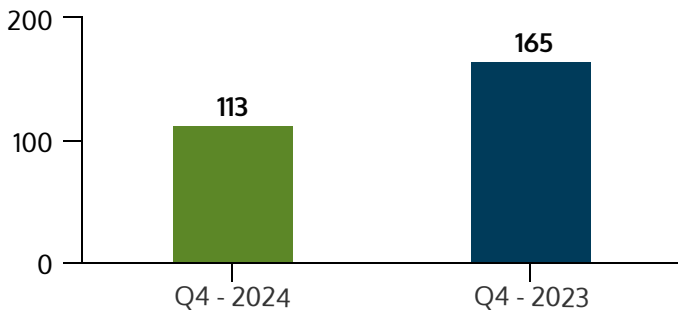


- In Q4, Bylaw opened 439 new investigations. By end of Q4, 49 files remain active.
- 127 Bylaw Notices issued. (61 Tickets, and 66 Warnings)
- Staffing: 4 Bylaw Officers, 1 CSO. 5 days/week Nov - Dec.
- Bylaw and CSO assisted multiple CWK departments with document service (64), and investigations (8).
- 2024 YTD: 3 Adjudication Hearings - 2 Tickets upheld
- 2024 YTD: 1,923 Bylaw Investigations (2023 YTD - 2,236)
- 2024 YTD: 333 Bylaw Tickets, 0 court fines, 2 Repeat Nuisance Fees. (2023 YTD - 398 Tickets, 4 Court Fines, 8 Repeat Nuisance.
- 2024 YTD: 3 Contracted Clean Ups (2023 YTD - 7)
- 2024 YTD: 3 Compliance Agreements (2023 YTD - 4)



- Traffic Bylaw (147)
- Asst. other CWK Dept./Outside Agency (75)
- Good Neighbour (61)
- Parks & Public Spaces (34)
- Solid Waste Management (32)
- Zoning (17)
- Other (16)
- Signs (16)
- Business Licensing (14)
- Secondary Suites (10)
- Building Regulations (7)
- Fire (5)
- Short Term Accommodation (5)

## Community Support Officer (CSO) - Calls for Service



- Q4 - Number of unhoused individuals: 70-76 (Q3: 69-75)
- CSO continues to meet and collaborate weekly with community providers such as the Coordinated Outreach Circle, the Hub, and Shelter CAA.
- CSO and Bylaw continued proactive daily patrols at some focus areas, and document their attendance and findings in rolling files.

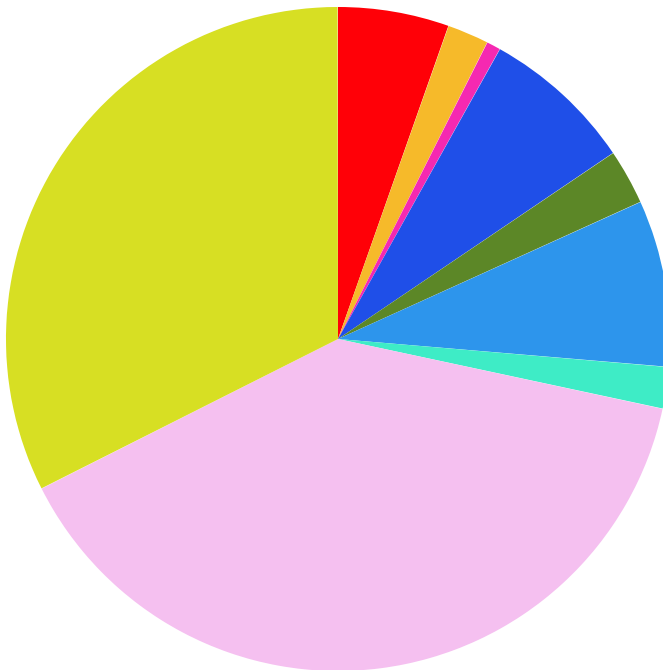


- Encampments/Community Clean up (62)
- Proactive Patrols/ Engagements (37)
- Request for Patrols (14)

# Development Services Q4 - 2024

## Building

### Building Permit Types

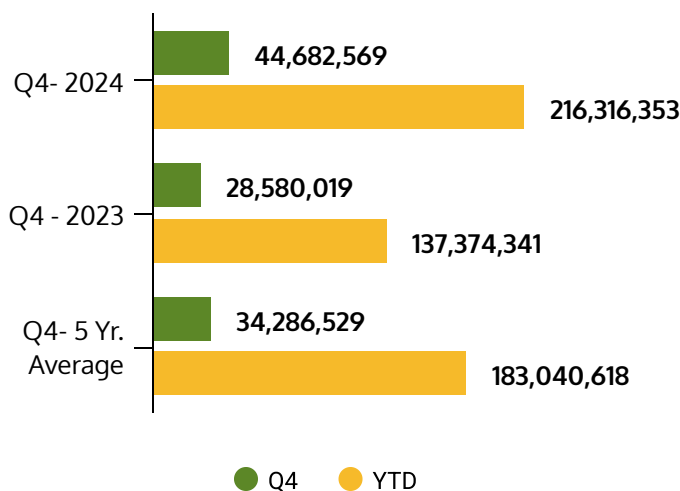


- Single Family Dwellings (8)
- Single Family Dwellings w suite (3)
- Carriage Houses (1)
- Secondary Suite- Conversion To (11)
- Multi-Family Dwellings (4)
- Swimming Pools (12)
- Residential Demolitions (3)
- Residential Additions/Alterations (58)
- Other (67)

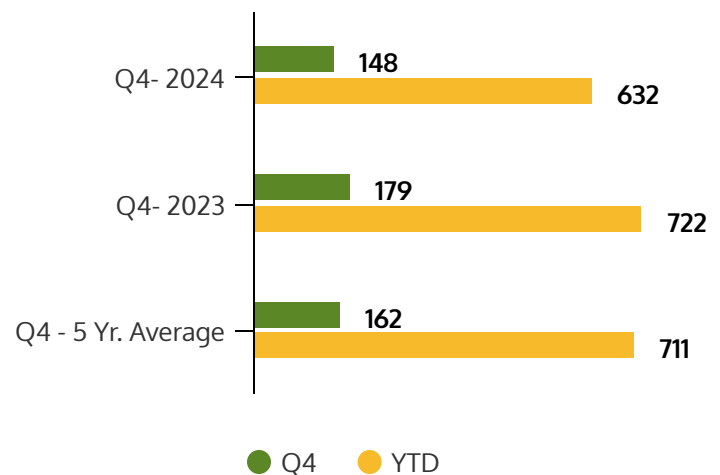
Other includes: Detached accessory buildings, signs, sewer and water servicing connections, commercial/institutional/ agricultural additions and alterations

- 87 wildfire recovery permits have been received year to date (January 7, 2025). 37 are New Construction and 50 are Demolition permits
- Of the 87 wildfire permits 40 permits are issued, 45 permit have been finaled and 2 are under review.
- 1064 Building Inspections conducted in Q4 for a total of 4023 Building Inspections for 2024.

### Construction Value (\$)



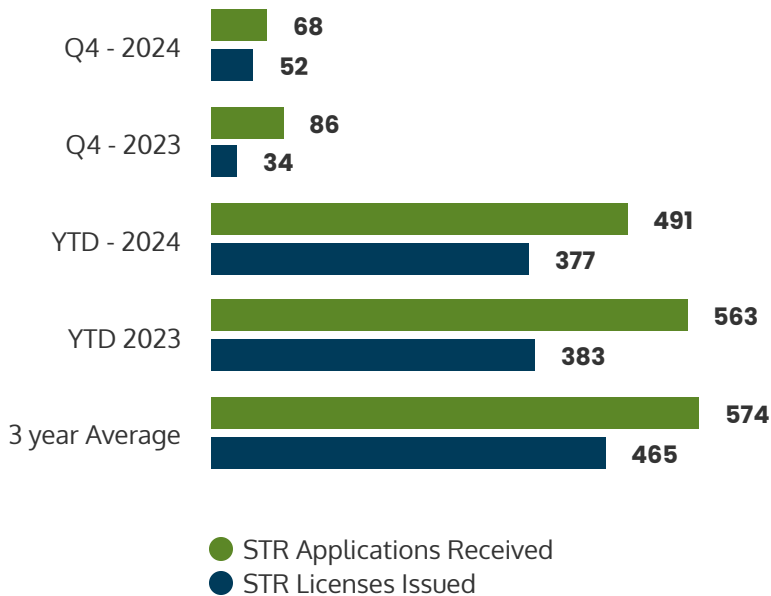
### Building Permits Issued



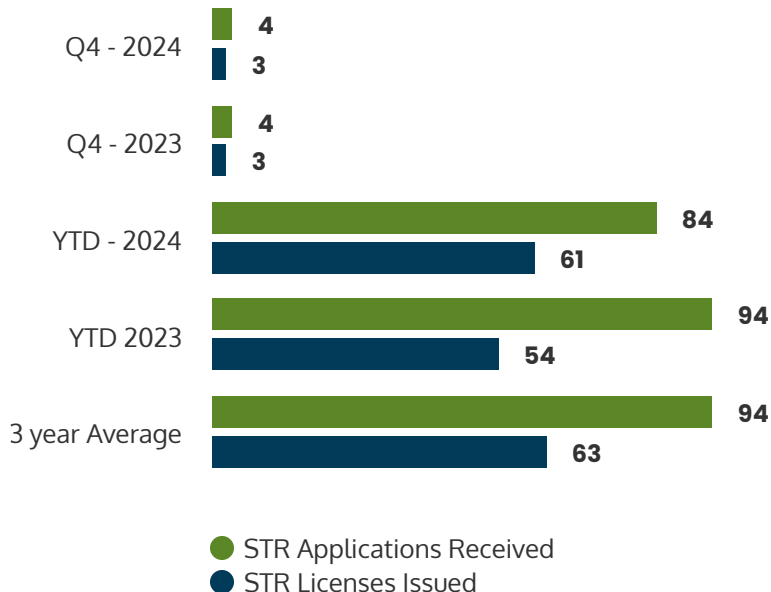
# Development Services Q4 - 2024

## Business Licensing

### Business Licenses Q4

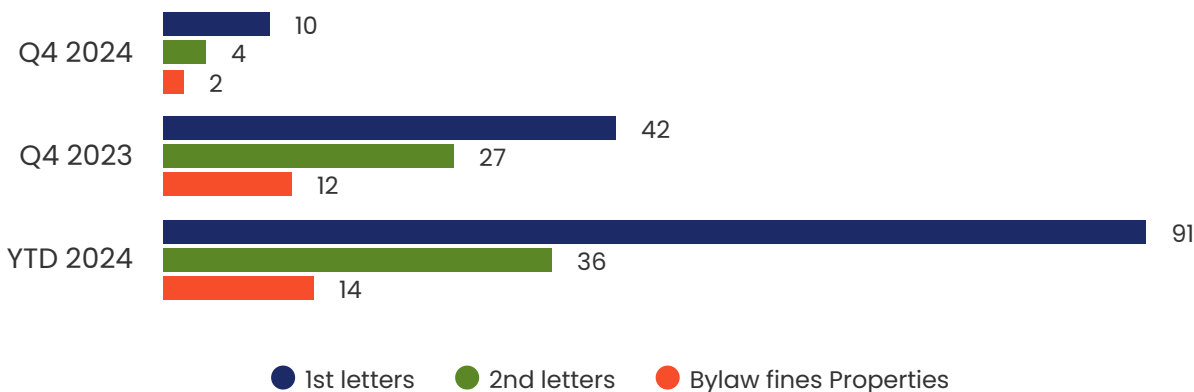


### Short Term Rentals Q4



\*\* 3 year averages are a snap in time, as licences cancel and change throughout the years

### Q4 2024 STR Enforcement

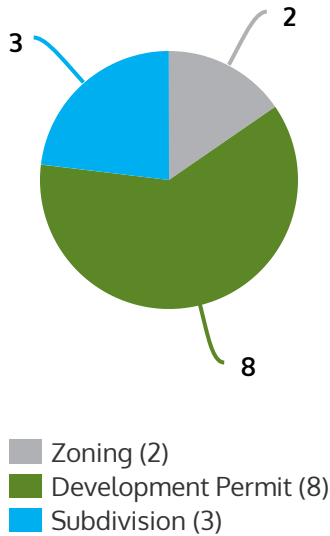


\*\* 2024 illustrates higher STR licence compliance achieved through STR enforcement by Harmari and our Bylaw and Business Licencing team (as compared to 2023). Further, changes made to the STR regulations in 2024, give staff clear enforcement direction and give licence holders clear operating expectations.

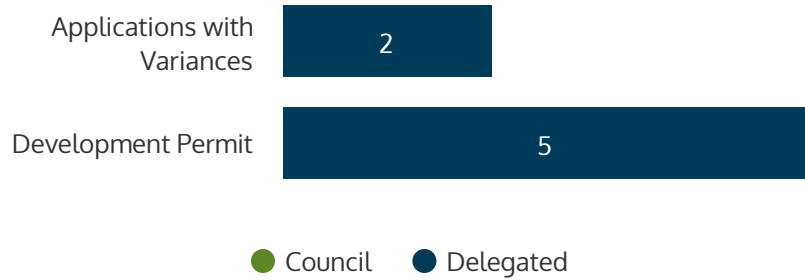
# Development Services Q4 - 2024

## Planning

### Planning Applications Received

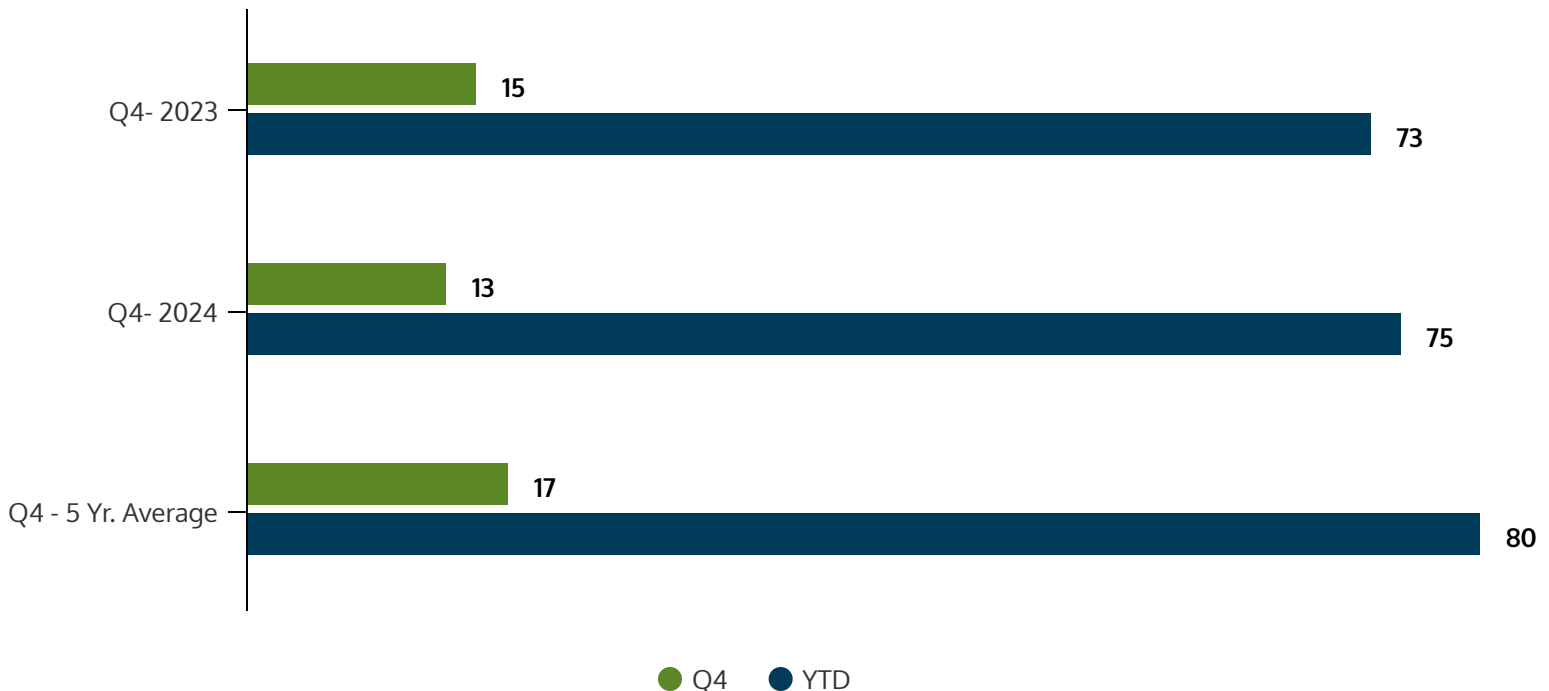


### Planning Applications Considered Council vs Delegated



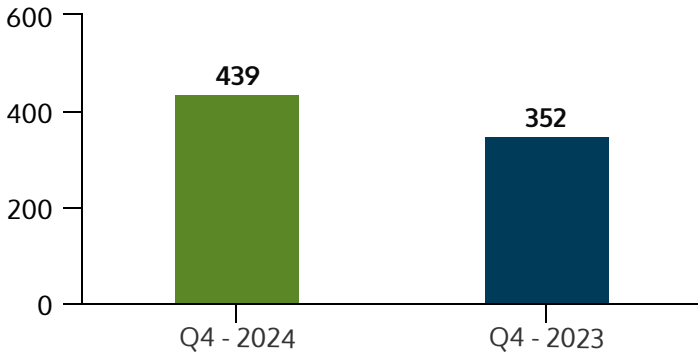
- Council considered **4** items for Zoning/OCP amendments with **3** adoptions and **1** reading for 1st & 2nd was given.
- Council considered **3** items for Long-Range project files.

### Planning Applications Received



# Bylaw Services Q4 - 2024

## Bylaw - Calls for Service

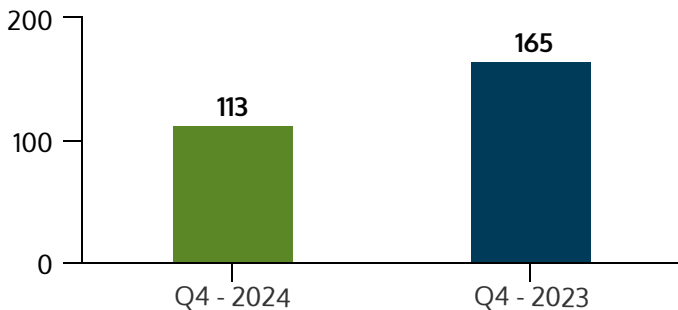


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## Community Support Officer (CSO) - Calls for Service



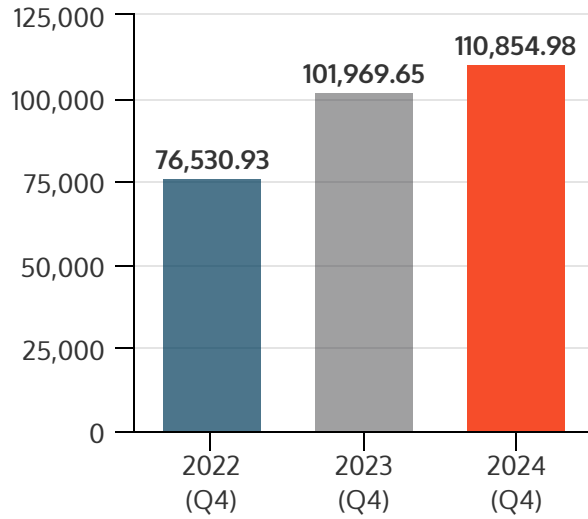
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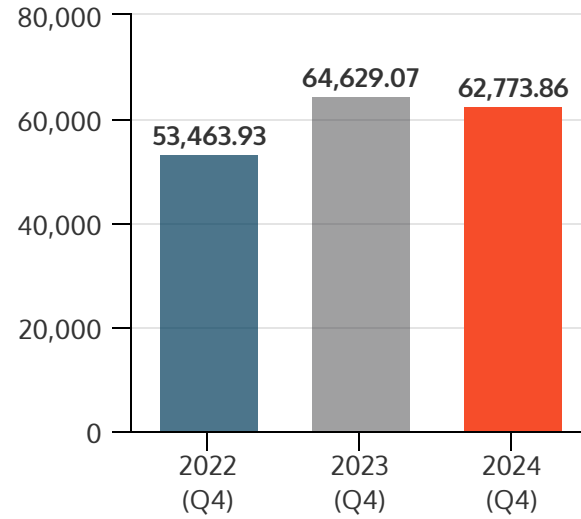
- Encampments/Community Clean up (62)
- Proactive Patrols/ Engagements (37)
- Request for Patrols (14)

# Recreation and Facilities Q4 - 2024

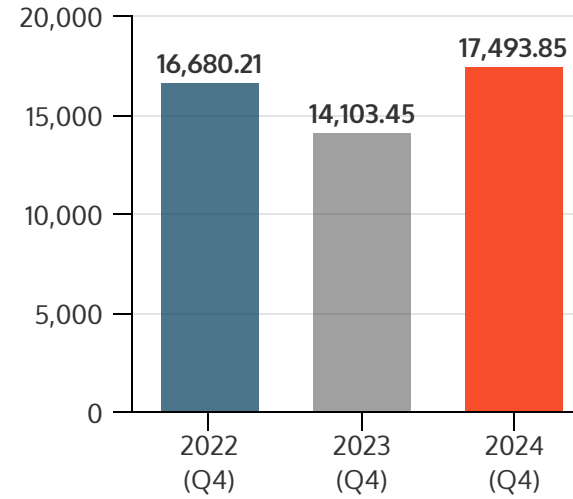
### Children Programs 2024 (\$)



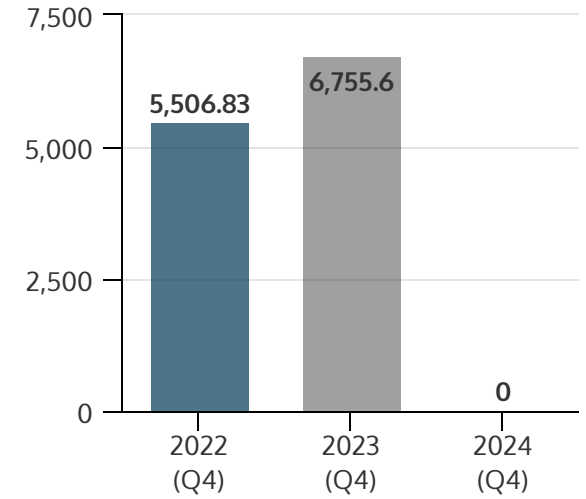
### Adult Programs 2024 (\$)



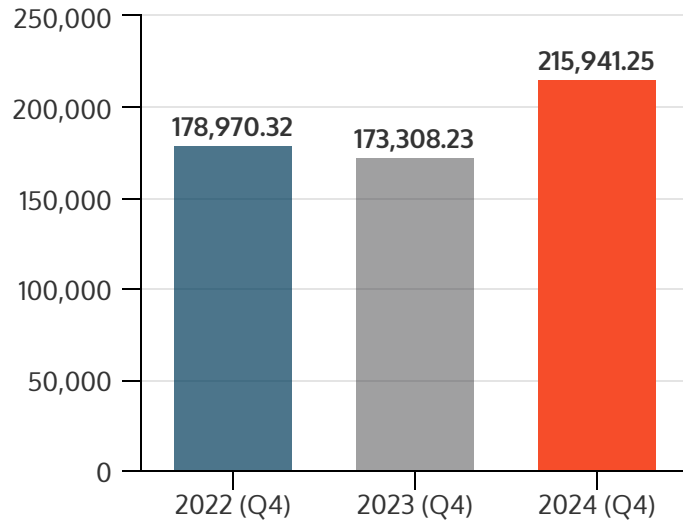
### Lions Hall 2024(\$)



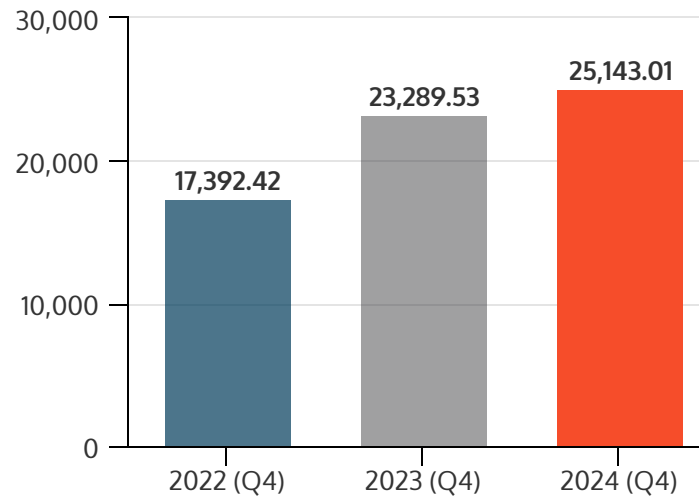
### Lakeview Hall 2024 (\$)



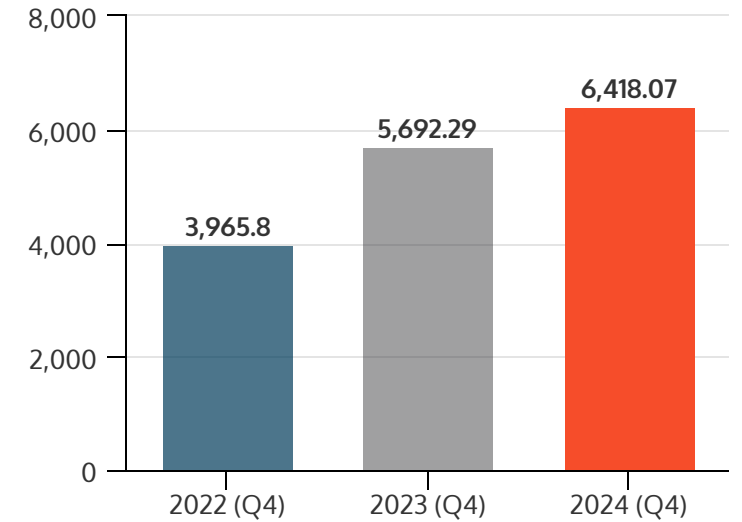
### Arenas 2024 (\$)



### Sports Dome 2024 (\$)



### Sports Fields 2024 (\$)

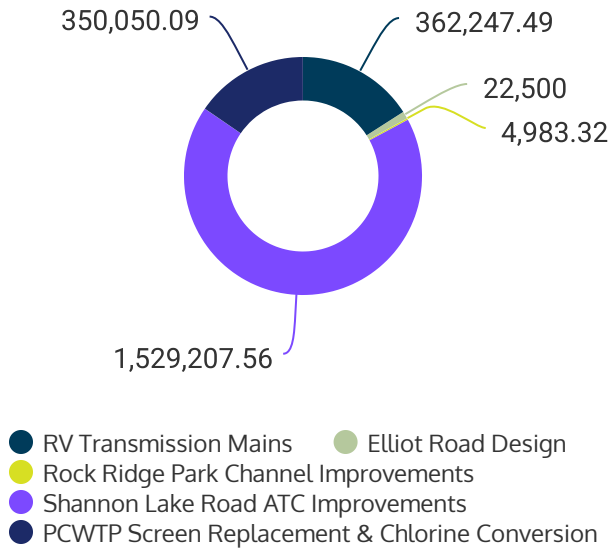




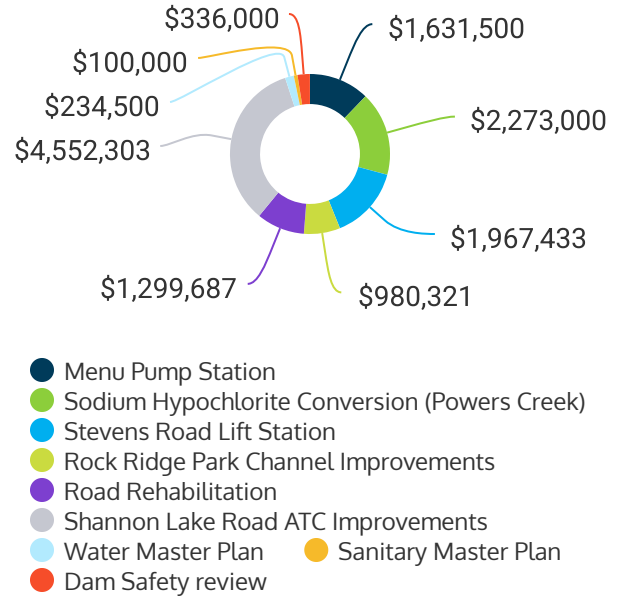
# Engineering and Operations

## Q4 - 2024

### 2024 Infrastructure Investments



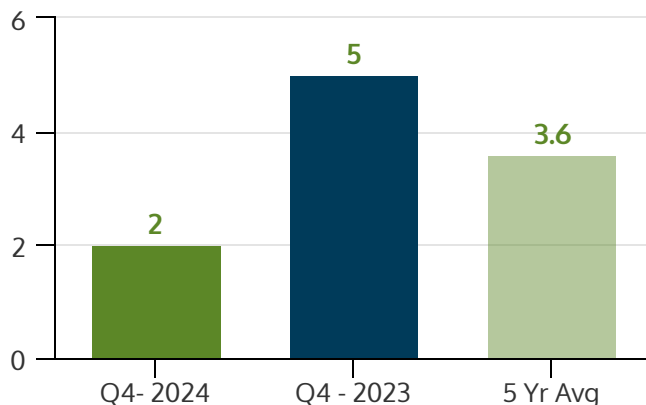
### Awarded Contract Values



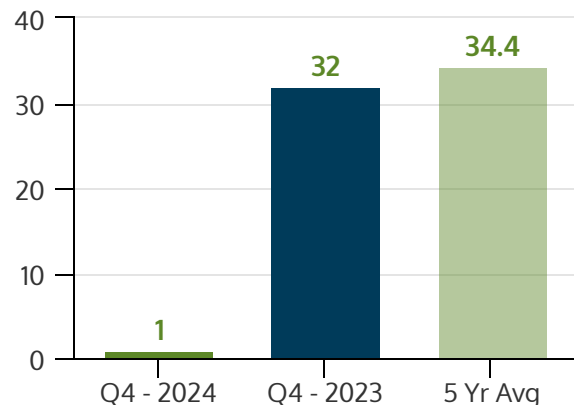
**95%** Transportation Master Plan  
**100%** Shannon Lake Road  
**95%** Butt Road and Old Okanagan Highway  
**20%** Elliot Road Design (Smith Creek Rd to Reece Rd)

## Development Engineering

### Subdivision Applications



### New Lots Created



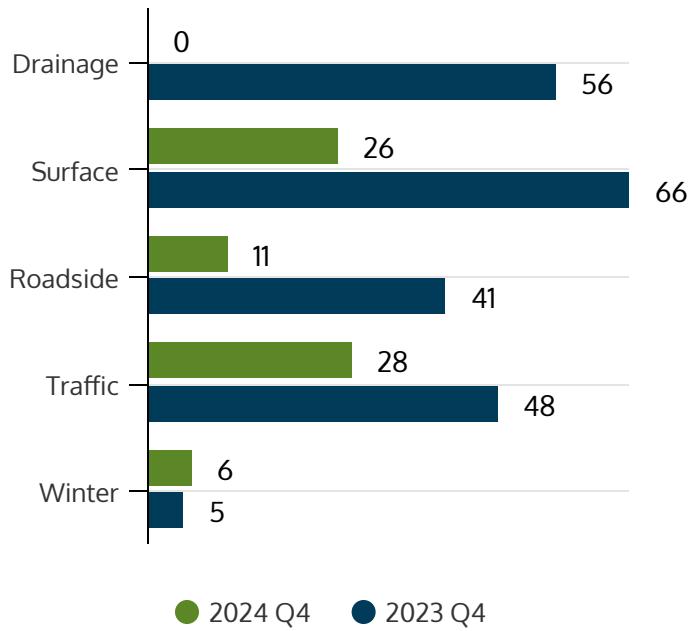
# Engineering and Operations

## Q4 - 2024

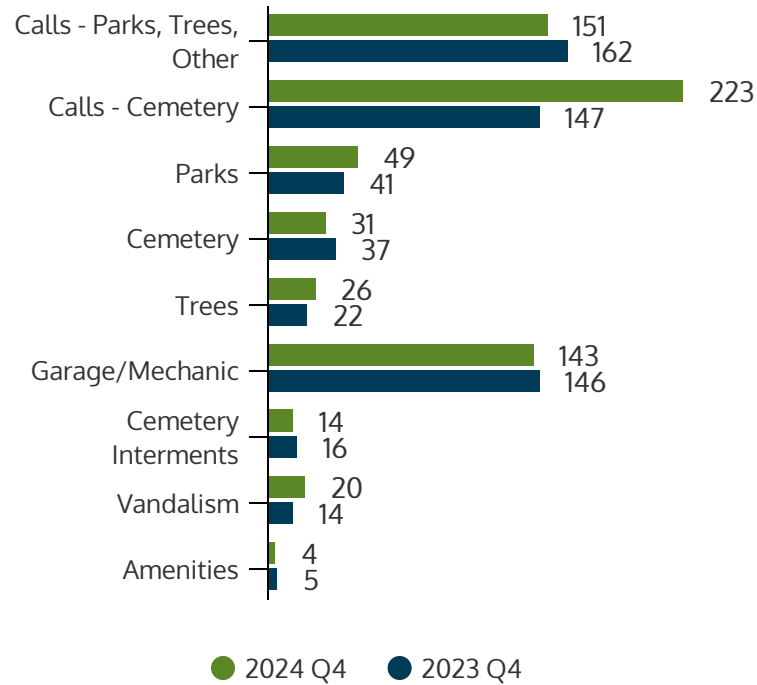
### Roads and Drainage

### Parks

Service Calls

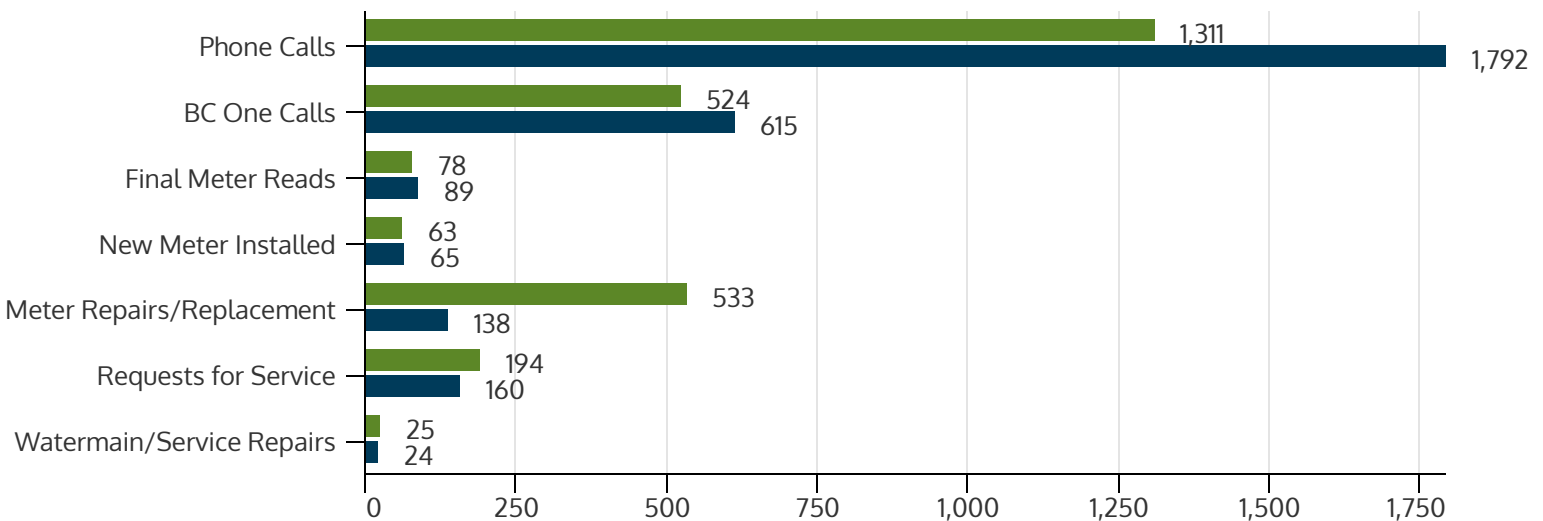


Service Calls



### Water and Sewer Utilities

Service Calls



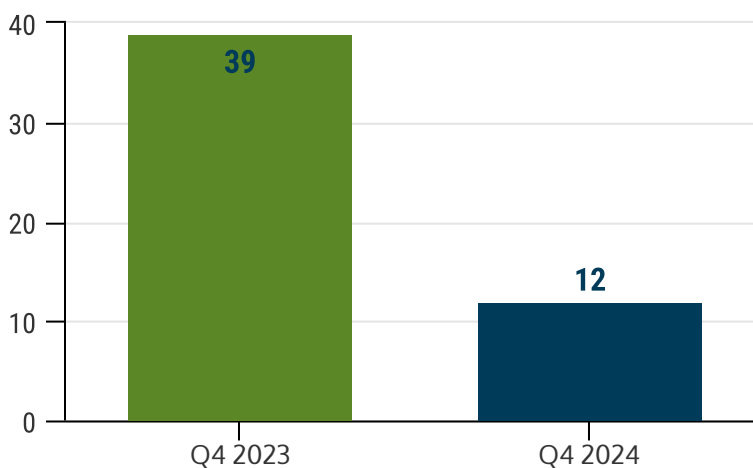
# Human Resources Q4 - 2024

## Employee Head Count



City of West Kelowna  
Employees Q4: 310

## Vacancies Filled

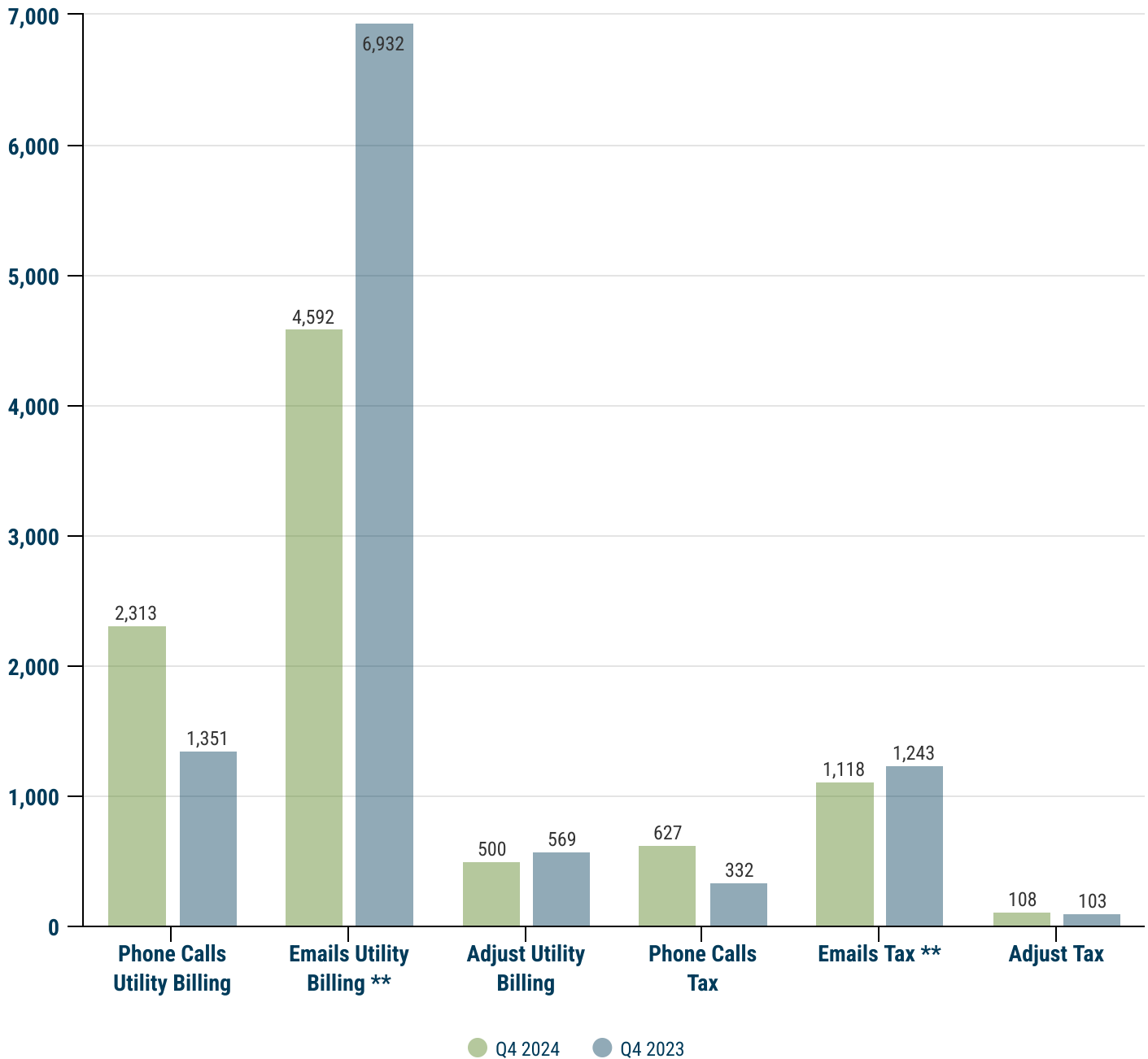


## 2024 COR Safety Audit Results: 95% Overall

We are thrilled to announce that our Q1 stats reflect another successful COR Audit, with an impressive score of 95%. Additionally we are actively working on continuous improvement to improve worker safety.

# Finance Department - Q4 2024

## Department Statistics (Oct- Dec)



\*\* Emails are now being tracked for incoming and outgoing

Operational areas of Finance featuring tax and utility billing issues dealt with and resolved by telephone or email by Quarter.

# Finance Department - Q4 2024

## Accounts Payable

	Q4- 2024 # of invoices	Q4 - 2024 Total	Q4 - 2023 # of invoices	Q4 - 2023 Total
Oct	1,191	\$14,652,076	1,248	\$10,692,821
Nov	1,119	\$8,277,201	1,256	\$12,568,019
Dec	1,727	\$14,666,373	2,010	\$25,896,831
Total Invoices	4,037	\$37,595,650	4,514	\$49,157,670

## Accounts Receivable

	Q4 - 2024	Q4 - 2023
Total Invoices	172	218
Total Amount	\$4,086,878	\$6,035,586

## Purchasing

	Q4- 2024	Q4 - 2023
No. of Issued Tenders/RFP's	4	8
No. of Purchase Orders Issued	115	138
Total Amount	\$6,183,905	\$10,971,009

Invoices processed from vendors, Invoicing to Customers, Tenders/RFPs and Purchase Orders Processed by Quarter

# Finance Department - Q4 2024

	2024 ACTUAL - YTD	2024 BUDGET	2024 ACTUAL TO BUDGET VARIANCE	% USED
<b>Council</b>				
Expense	\$558,912	\$499,129	-\$59,783	112%
<b>Administration</b>				
Revenue	\$-	-\$10,150	-\$10,150	-
Expense	\$557,401	\$714,883	\$157,482	78%
<b>Grant in aid</b>				
Expense	142,841	141,502	-\$1,339	101%
<b>Library</b>				
Expense	\$1,858,743	\$1,858,743	\$0	100%
<b>Financial Administration</b>				
Revenue	-\$86,097	-\$295,235	-\$209,138	29%
Expense	\$2,349,731	\$2,447,491	\$97,760	96%
<b>Legislative Services</b>				
Revenue	-\$11,572	\$-	-\$11,572	-
Expenses	\$487,191	\$449,032	-\$38,159	108%
<b>Human Resources</b>				
Revenue	-\$75,519	-\$38,000	\$37,519	199%
Expense	\$829,803	\$710,812	-\$118,991	117%
<b>Information Services</b>				
Revenue	-\$2,723	-\$11,000	-\$8,277	25%
Expense	\$2,817,901	\$3,168,140	\$350,239	89%
<b>Legal Services</b>				
Expense	\$343,695	\$288,220	-\$55,475	119%
<b>Corporate Initiatives</b>				
Expense	\$226,650	\$261,996	\$35,346	87%

Year-end 2024 is currently in progress and figures may change

# Finance Department - Q4 2024

	2024 ACTUAL	2024 BUDGET	2024 ACTUAL TO BUDGET	% USED
<b>Communications</b>				
Expense	\$552,556	\$591,423	\$38,867	93%
<b>Economic Development</b>				
Revenue	-\$18,750	-\$16,500	\$2,250	114%
Expense	\$174,951	\$318,574	\$143,623	55%
<b>Police Services</b>				
Revenue	-\$612,846	-\$795,000	-\$182,154	77%
Expense	\$8,329,632	\$9,998,263	\$1,668,631	83%
<b>Fire and Rescue</b>				
Revenue	-\$3,257,584	-\$3,127,370	\$130,214	104%
Expense	\$12,492,621	\$11,977,108	-\$515,513	104%
<b>Engineering</b>				
Revenue	-\$19,552	-\$35,000	-\$15,448	56%
Expense	\$1,253,870	\$1,322,602	\$68,732	95%
<b>Operations and Road Maintenance</b>				
Revenue	-\$13,824	-\$24,000	-\$10,176	58%
Expense	\$4,531,801	\$4,500,126	-\$31,675	101%
<b>Street Lighting</b>				
Expense	\$431,126	\$429,101	-\$2,025	100%
<b>Operations Fleet</b>				
Expense	\$443,765	\$525,815	\$82,050	84%
<b>Transit</b>				
Revenue	-\$581,053	-\$810,385	-\$229,332	72%
Expense	\$3,088,507	\$2,533,582	-\$554,925	122%
<b>Solid Waste Collection &amp; Recycling</b>				
Revenue	-\$2,889,199	-\$2,618,144	\$271,055	110%
Expense	\$2,055,740	\$2,102,378	\$46,638	98%
<b>Storm Sewer</b>				
Expense	\$466,378	\$521,873	\$55,495	89%
<b>Cemetery</b>				
Revenue	-\$170,456	-\$170,769	-\$313	100%
Expense	\$118,751	\$170,769	\$52,018	70%

# Finance Department - Q4 2024

	2024 ACTUAL	2024 BUDGET	2024 ACTUAL TO BUDGET	% USED
<b>Bylaw Enforcement</b>				
Revenue	-\$141,384	-\$164,000	-\$22,616	86%
Expense	\$815,265	\$941,978	\$126,713	87%
<b>Planning and Development</b>				
Revenue	-\$243,090	-\$331,025	-\$87,935	73%
Expense	\$1,539,618	\$1,751,241	\$211,623	88%
<b>Building</b>				
Revenue	-\$2,527,308	-\$2,411,600	\$115,708	105%
Expense	\$1,266,648	\$1,578,293	\$311,645	80%
<b>Business Licencing</b>				
Revenue	-\$402,229	-\$392,486	\$9,743	102%
Expense	\$270,701	\$306,406	\$35,705	88%
<b>Development Engineering</b>				
Expense	\$723,458	\$803,542	\$80,084	90%
<b>Recreation</b>				
Revenue	-\$571,246	-\$425,000	\$146,246	134%
Expense	\$1,848,182	\$1,778,350	-\$69,832	104%
<b>Facilities</b>				
Revenue	-\$1,811,244	-\$1,823,427	\$12,183	99%
Expense	\$4,678,548	\$4,728,980	\$50,432	99%
<b>Parks</b>				
Revenue	-\$142,487	-\$75,079	-\$67,408	190%
Expense	\$3,600,782	\$3,653,238	\$52,456	99%
<b>Museum</b>				
Expense	\$98,665	\$112,000	\$13,335	88%
<b>West Kelowna Water</b>				
Revenue	-\$15,115,751	-\$14,835,824	\$279,927	102%
Expense	\$16,683,847	\$15,190,090	-\$1,493,757	110%
<b>West Kelowna Sewer</b>				
Revenue	-\$7,694,519	-\$7,487,996	\$206,523	103%
Expense	\$7,192,719	\$6,922,968	-\$269,751	104%





## COUNCIL REPORT

To: Mayor and Council

Date: January 28, 2025

From: Ron Bowles, Chief Administrative Officer

Subject: **Presentation of the City of West Kelowna's Accessibility & Inclusion Plan**

Report Prepared by: Melissa Hunt-Anderson, Community & Social Development Coordinator

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**RECOMMENDATION** to Consider and Resolve:

**THAT** Council endorse the City's Accessibility & Inclusion Plan as presented;

**AND THAT** Staff be directed to prepare a resolution for SILGA, advocating for Provincial Funding for implementation of Provincially mandated Accessibility and Inclusion Plans.

### **STRATEGIC AREA(S) OF FOCUS**

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

**Pursue Economic Growth and Prosperity** – We will work with stakeholders 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 collaboration with local and regional service providers, investments in community health, needs-based housing, emergency preparedness, policing, and other services that foster safety and well-being in West Kelowna.

### **BACKGROUND**

In the summer of 2023, the City of West Kelowna established the Accessibility and Inclusion Committee (AIC) in accordance with the Accessible B.C. Act. The AIC Council

Committee aims to unite community members and organizations to collaborate with municipal staff on initiatives that discuss, develop, improve, promote, and sustain community accessibility and inclusion. This effort focuses on reducing and removing accessibility barriers, prioritizing the experiences of individuals with diverse abilities, and fostering an inclusive community.

The AIC's priority was to assist in the creation of the City's inaugural accessibility and inclusion plan, along with a feedback mechanism designed to enhance and expand accessibility options throughout the City of West Kelowna.

## **DISCUSSION**

### Key Goals and Actions of Accessibility & Inclusion Plan:

The Accessibility and Inclusion Plan outlines goals and actions for the City to pursue over the next three years (2025-2028). The **Three Goals** support the review of existing and future accessibility needs for the City:

1. Embed Accessibility and Inclusion into the Culture of the City of West Kelowna
2. Review Existing and Future City Plans and Capital Projects with an Accessibility Lens
3. Conduct Audits of Accessibility and Inclusiveness and develop subsequent Actions in the nine following areas:
  - a. **Transportation**
  - b. **Facilities**
  - c. **Parks & Trails**
  - d. **Communications & Engagement**
  - e. **Emergency Planning & Response**
  - f. **Recreation & Culture**
  - g. **Policy**
  - h. **Human Resources & Staff Education**
  - i. **Development & Building Services**

The primary reason for the City to focus on audits across different departments stems from the community engagement conducted in April 2024, which only captured the perspectives of 0.3% of the community (111 people). The City recognizes that to implement meaningful change, a comprehensive review of existing accessibility and inclusion measures, as well as identification of gaps, is necessary. The City aims to collaborate with experts in various fields to ensure that the changes and enhancements made are significant and impactful.

The final document has been prepared without tables, charts, or graphs, and includes limited photographs to ensure accessibility for individuals with visual impairments and to ensure compliance with all accessibility standards, making it readable via screen readers.

### Next Steps:

The plan recognizes the City of West Kelowna's commitment to working with individuals with disabilities, utilizing an accessibility lens to foster a sustainable and inclusive culture. Implementation of the plan will need to consider staff resources, time, and financial capacities while addressing the recommendations outlined in the three goals and subsequent actions. By prioritizing accessibility across communications, services, planning, programming, and policies, the City demonstrates its commitment to equality, dignity, and justice for all.

### Updated AIC Terms of Reference:

With the City's Accessibility & Inclusion Plan now ready to move into an implementation phase, the Legislative Services team will collaborate with the AIC staff liaison to draft a new terms of reference for the Accessibility and Inclusion Committee, detailing their role in supporting staff in achieving the outlined goals and actions. The updated terms of reference will consider the Accessibility & Inclusion Plan timeline, staff and financial resources, interdepartmental collaboration, and established workplan capacity.

## **FINANCIAL IMPLICATIONS**

The Accessibility and Inclusion Plan was developed with a \$10,000 grant from Disability Alliance BC, which funded the hiring of a consultant to work with the AIC and City staff.

To begin implementing the three goals of the Plan, significant funding, resources, and staff commitment will be required. The City has successfully applied for a \$25,000 Age-friendly Communities grant to conduct an Active Accessible Transportation Audit. Additionally, City staff are actively seeking further funding opportunities to support the additional eight audits outlined in the Plan.

Additional funding to action the plan has been recommended in the 2025 10-year Capital Plan beginning in 2026, which identifies \$51,500 towards each accessibility audit (S5.2), along with an additional \$51,500 annually for accessibility projects (S5.3).

## **CONCLUSION**

The establishment of the Accessibility and Inclusion Committee (AIC) marks a significant step forward for the City of West Kelowna in fostering a community that is accessible and inclusive for individuals of all abilities. Through the creation of the Accessibility and Inclusion Plan, the City has set forth clear goals and actions that will guide the City over the coming years. By embedding accessibility and inclusion into the City's culture, reviewing existing policies with an accessibility lens, and conducting comprehensive audits, the City is taking proactive measures to identify and address barriers faced by individuals in the community.

The collaborative effort among community members, organizations, and municipal staff is essential to the successful implementation of this Plan. The commitment to securing and allocating budget funding and resources demonstrates the City's dedication to

enhancing accessibility initiatives, which will ultimately benefit all residents. As the City moves forward, effective communication and collaboration will be key in advancing these objectives.

With a solid foundation in place and a comprehensive approach to accessibility and inclusion, West Kelowna is poised to create a more equitable environment that promotes the dignity and well-being of all its citizens. The commitment to equality, dignity, and justice will significantly contribute to a vibrant, inclusive community where everyone can participate fully in all aspects of life.

**COUNCIL REPORT / RESOLUTION HISTORY**

Date	Report Topic / Resolution	Resolution No.
June 13, 2023	<p><b>THAT</b> Council approves the Accessibility and Inclusion Committee’s Terms of Reference as amended;</p> <p><b>THAT</b> Council directs staff to seek the new Accessibility and Inclusion Committee’s membership through means of public advertisements and recruitment; and</p> <p><b>THAT</b> Council directs staff to bring the list of volunteers back to Council for appointment of the members</p>	June 13, 2023

**Alternate Recommendation** to Consider and Resolve:

**THAT** Council direct staff to review the Accessibility & Inclusion Plan and make the recommended amendments as directed by Council.

**REVIEWED BY**

Brent Magnan, Director of Community Development

Warren Everton, Director of Finance/CFO

Trevor Seibel, Deputy CAO/Deputy Corporate Officer

**APPROVED FOR THE AGENDA BY**

Ron Bowles, Chief Administrative Officer

PowerPoint: Yes  No

**Attachments:**

Attachment 1: Final Accessibility & Inclusion Plan

Attachment 2: Feedback Summary Report

# City of West Kelowna Accessibility & Inclusion Plan 2025 - 2028



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# MESSAGE FROM COUNCIL

## Our Accessibility Story

The formation of the City of West Kelowna’s Accessibility and Inclusion Committee marked a significant milestone in the City’s accessibility journey and fulfilled a key requirement of the Accessibility BC Act. This legislation mandates that organizations establish an Accessibility Committee, develop an accessibility plan, and implement a feedback tool to enhance accessibility efforts. In alignment with this mandate, City Council established the **Accessibility and Inclusion Committee (AIC)** in late 2023.

The purpose of the AIC is to foster collaboration among community members, organizations, and City of West Kelowna staff to discuss, develop, improve, promote, and sustain community accessibility and inclusion. This involves removing barriers related to accessibility, focusing on the experiences of people with disabilities, and fostering a truly inclusive community.

The AIC will advance Council's vision, mission, and strategic priorities aimed at increasing accessibility and inclusivity within our community. The Committee will advise Council on strategies to reduce social, physical, and sensory barriers that hinder individuals from fully participating in all aspects of community life. It is committed to working collaboratively with City staff to identify and eliminate these barriers while prioritizing the needs of individuals with disabilities and incorporating broader community perspectives.

Together, we aspire to create a more inclusive and accessible environment, building a community that is welcoming, supportive, and empowering for everyone, where all individuals can thrive!





# ACKNOWLEDGEMENTS

## Acknowledgement of Key Contributors

The City of West Kelowna extends its heartfelt gratitude to the members of the Accessibility and Inclusion Committee (AIC) for their unwavering dedication, expertise, and invaluable insights shaped by their lived experiences. Over the past 12 months, the Committee has worked closely with City staff and our AIC Consultant, Spring Hawes, to develop a comprehensive Accessibility and Inclusion Plan. This Plan reflects a co-creation process involving extensive consultation with AIC members and meaningful community engagement.

We greatly appreciate and commend the exceptional contributions of Spring Hawes, the AIC's Ableism Consultant, whose expertise and guidance were instrumental in shaping the final plan. Together, we have taken significant strides toward fostering a more inclusive and accessible community for all residents.

Thank you for your commitment and collaboration in this vital initiative:

- **Rusty Ensign** (AIC Chair), Community Member
- **Melissa Grassmick**, Inclusive Playground Consultant
- **Karen Hartwick**, Community Member
- **Candice Henriques**, arc programs
- **Danielle Needham**, BGC Okanagan
- **Sonia Newman**, Westside Health Network Society
- **Vittoria Spindor**, Canadian National Institute for the Blind (CNIB)

The City would also like to recognize the financial and resource support from [Disability Alliance BC \(DABC\)](#), which were important components in supporting the development of the City's Accessibility & Inclusion Plan.

## Territorial Acknowledgement

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

## ACRONYMS

- AIC Accessibility and Inclusion Committee (City of West Kelowna)
- ASL American Sign Language
- CNIB Canadian Institute for the Blind
- JBMAC Johnson Bentley Memorial Aquatic Centre
- RDCO Regional District of Central Okanagan
- RFP Request for Proposal
- WFN Westbank First Nation

## EXECUTIVE SUMMARY

The City of West Kelowna Accessibility and Inclusion Plan 2025 – 2028 outlines a pathway for building an accessible community where everyone can fully participate in the spaces, processes, and activities of their everyday lives - both now and in the future of our growing Okanagan community.

This plan is ambitious and concrete, providing numerous opportunities for the City of West Kelowna to showcase efforts that align with the Accessibility Act (2021), implemented across British Columbia. The City is committed to collaborating with people with disabilities and applying an accessibility lens to foster a sustainable and inclusive culture. By prioritizing accessibility in communications, services, planning, programming, and policies, the City of West Kelowna demonstrates its dedication to equality, dignity, and justice for all.

The process of creating this plan began with the formation of an Accessibility and Inclusion Committee (AIC). The Committee collaborated with City staff and Disability Consultant, Spring Hawes, to conduct a visioning process, develop a public engagement survey, and provide input on the plan. The finalized plan was then presented to Mayor and Council for review and adoption before being published on the City's website.

This plan provides an overview of the Accessible BC Act, explains the City of West Kelowna's approach using an accessibility lens, and outlines a path forward for fostering inclusion. It follows the guiding principles of the provincial Accessible BC Act to present the City's actions related to accessibility and inclusion.

The Plan also highlights the foundational commitments made by the City of West Kelowna in building an accessible community. These commitments are reflected in the following three goals:

1. Embedding Accessibility
2. Review of Existing and Future City Plans and Capital Projects
3. Conducting Accessible and Inclusive Audits

These three goals are supported by 28 actions, categorized as Immediate, Short-Term and Long-Term.

Finally, the plan outlines next steps. The City of West Kelowna will publish a high-level implementation plan. This plan will include the identified actions to be addressed, timelines for completion, methods for measuring and reporting progress, and strategies for adjusting actions if needed.

## INTRODUCTION

The City of West Kelowna is gathered on the traditional territory of the syilx/Okanagan Peoples. Situated on the west shore of Okanagan Lake in the Okanagan Valley, the City has an estimated population of 40,715 residents (BC Stats, 2024), with evidence that communities in the area will continue to grow and evolve. West Kelowna is known for its spectacular semi-rural setting, abundant recreational opportunities, convenient shopping, vibrant local markets, and access to municipal programs and services.

The City of West Kelowna partners with Westbank First Nation, the District of Peachland and the Regional District of Central Okanagan to provide regional services such as water management, environmental stewardship, and emergency responses. The City also works closely with these partners to address social and environmental challenges impacting the Central Okanagan.

People are drawn to the Okanagan Valley for its natural beauty and are welcomed by the warmth and hospitality of those who have lived here for generations. Many newcomers choose to settle in the region long-term. People with disabilities expect to

fully participate in community life, feel safe and welcome, and contribute to and sustain the social fabric of West Kelowna's neighbourhoods and neighbouring communities.

## **AN ACCESSIBILITY LENS**

This Accessibility and Inclusion Plan was developed through an accessibility lens, recognizing that equal access is a fundamental aspect of respecting and upholding human rights. Accessibility and the actions we take to remove barriers to access require designing inclusive systems, policies, and infrastructures that enable all individuals to participate equally in societal activities. By prioritizing accessibility, the City of West Kelowna reaffirms its commitment to equality, dignity, and justice for all.

An effective accessibility and inclusion plan recognizes the diverse range of disabilities experienced by individuals and aims to address their unique needs. According to the World Health Organization and Statistics Canada, some of the most prevalent disability conditions include blindness and low vision, deafness and hearing loss, mobility and flexibility disabilities, dexterity challenges, pain-related and injury-related conditions, developmental disabilities, mental health-related disabilities such as PTSD, and memory impairments. Hidden disabilities, which are not immediately visible, such as learning disabilities, also play a significant role in shaping accessibility needs. This plan acknowledges these realities as a foundation for creating an inclusive environment that promotes equity and accessibility for all.

Accessibility ensures that individuals with disabilities can exercise their rights on an equal basis with others. This includes access to education, employment, public services, and social participation. When environments and services are accessible, people with disabilities can fully engage in their communities. They can visit friends in their homes, commute to work, host meetings, babysit their grandchildren, take their children to the playground, age in their own homes, and access the same services and activities as other community members.

## **ABLEISM**

It is important to acknowledge how ableism contributes to inaccessibility because, to create true access and inclusion, ableist belief systems must change.

Ableism is rooted in the idea that people with disabilities are inferior or less capable, which significantly hinders accessibility and inclusion. The ableist beliefs lead to the design of spaces, systems, and policies that prioritize the needs of able-bodied individuals while neglecting or excluding those with disabilities. This can result in physical barriers (such as inaccessible buildings or transportation), digital barriers (like websites that are not screen reader-friendly), and social barriers (such as negative attitudes or assumptions about people's capabilities). Ultimately, ableism limits opportunities for people with disabilities to fully participate in society, undermining true inclusion and equal access for all.

Disability activist Leah Smith defines ableism as “a set of beliefs or practices that devalue and discriminate against people with physical, intellectual, or psychiatric disabilities and often rests on the assumption that disabled people need to be ‘fixed’ in one form or the other. Ableism is intertwined in our culture, due to many limiting beliefs about what disability does or does not mean, how able-bodied people learn to treat people with disabilities and how we are often not included at the table for key decisions.”

## A WAY FORWARD

The creation of the City of West Kelowna Accessibility and Inclusion Plan is driven by the [Accessible BC \(ABC\) Act](#) legislation. Enacted in 2021 by the Government of British Columbia, the act represents a significant advancement in promoting inclusion. It requires public services and facilities to take specific steps towards becoming accessible and safe to individuals with disabilities. The act mandates that prescribed public sector organizations, including municipalities, educational institutions, and health authorities, develop and establish accessibility committees, create and adopt accessibility and inclusion plans such as this one, identify and remove barriers to accessibility, regularly report on their progress, and engage with the community to receive ongoing input about accessibility concerns. Under the ABC Act, the Government of British Columbia is currently developing [accessibility standards](#), which will further inform and guide plans as they are adopted.

In British Columbia, several other key pieces of legislation impact and guide the development and implementation of municipal accessibility and inclusion plans. These include: The British Columbia Human Rights Code, The Local Government Act, The

Community Charter, The Building Act and The Public Health Act (see appendix for links). All of the accessibility legislation efforts in British Columbia are aligned with the [Accessible Canada Act](#) (2019), which in turn are guided by the United Nations [Convention on the Rights of Persons with Disabilities](#) (2006). Together, these pieces of legislation shape how municipalities in BC develop and implement their Accessibility and Inclusion Plans to ensure they are inclusive and meet the needs of all residents.

## ENABLERS, ASSUMPTIONS AND RISKS

### Enablers

Enablers are the conditions, processes and practices (internal or external to the City of West Kelowna) which need to be or are expected to be in place for the desired changes or effects to happen. The following are enablers of this plan:

- Diverse representation across City of West Kelowna departments.
- Commitments and goals in the Accessibility and Inclusion Plan (2025 - 2028) are achieved as expected.
- Senior leadership continues to champion the work outlined in the City of West Kelowna Accessibility and Inclusion Plan (2025 - 2028) and supports the integration of additional actions into this plan.
- City of West Kelowna departments integrate an accessibility lens within their respective strategic plans and across their funding opportunities.

### Assumptions

Assumptions are the beliefs or expectations about the conditions that will be in place or how something will happen. The following are assumptions for this plan:

- The people within the City of West Kelowna accept and are committed to following through with the commitments and goals in this plan.
- City of West Kelowna Mayor and Council, management and staff are aware of accessibility and inclusion. They are appropriately trained to address issues of

access and inclusion at the City of West Kelowna and have the tools to do so, in a variety of ways, with the available resources.

- Accessibility for persons with disabilities is proactive and intentional, rather than reactive or an after-thought.
- Once actions are implemented, the undue burden on persons with disabilities to carry out anti-ableism work, while experiencing ableism, will decrease.

## Risks

Risks are known or unknown elements that may compromise the enablers or assumptions. Plans to mitigate these risks will be included in implementation plans.

The following are risks associated with this plan:

- At the beginning of this work, the burden on persons with disabilities to inform the process may be high.
- Implementing some of the actions outlined in this plan may be hampered by limited resources.

Adapted from "[From Intention to Impact: CIHR Anti-Ableism Action Plan.](#)"

# DEVELOPMENT OF THE CITY OF WEST KELOWNA'S ACCESSIBILITY AND INCLUSION COMMITTEE (AIC)

## Background

The City of West Kelowna's Accessibility and Inclusion Committee (AIC) was established to bring community members and organizations together to collaborate with municipal staff in discussing, developing, improving, promoting, and sustaining community accessibility and inclusion. This work includes reducing and removing barriers to accessibility, focusing on experiences of people with diverse abilities, lived experiences and AIC Committee members, and fostering an inclusive and welcoming community.

The formation of the Accessibility and Inclusion Committee aligns with the City of West Kelowna Council's Strategic Priorities under the Strengthen Our Community Pillar:

*“Accessibility. We will work to ensure that residents and visitors with different abilities are able to use and enjoy our sidewalks, pathways, parks, trails, facilities, beaches and other attractions. We will work in collaboration with Council’s Accessibility Committee on the provision of an Accessibility and Inclusion Plan for community review.”*

## **AIC Members**

As mandated by the Accessibility BC Act, the Committee membership includes representatives with disabilities or individuals who support people with disabilities or are from organizations that provide such support. Additionally, at least one committee member is an Indigenous person. The Committee is intended to reflect the diversity of people with lived experiences in West Kelowna and provides a diverse cross-disability perspective.

## **Roles and Responsibilities of the AIC**

The roles and responsibilities of the AIC include:

- a) Advising on a process for receiving public comments about accessibility.
- b) Establishing and maintaining an Accessibility and Inclusion Plan.
- c) Collaborating to identify and implement initiatives that enhance accessibility and inclusion in the community.
- d) Providing guidance and advice on accessibility within the organization and municipal events including strategies to make operations more inclusive.
- e) Working cooperatively with agencies representing people with disabilities to provide input on matters affecting individuals facing barriers within our community.
- f) Reviewing and making recommendations on referrals from staff, Council, and other committees.
- g) Recognizing that the Committee’s comments and recommendations are part of a broader decision-making process that enables Mayor and Council to fully understand the issues under review, including their policy and budgetary implications and their potential impact on the public.



- h) Investigating funding opportunities to support inclusion and accessibility initiatives.

The first priority of the AIC, as outlined in the Accessibility BC Act, was to work with the City to create an Accessibility and Inclusion Plan aimed at expanding and improving accessibility within West Kelowna. An additional requirement was to develop a feedback mechanism to ensure continuous improvement in accessibility throughout the City.

## DEVELOPMENT OF THE ACCESSIBILITY AND INCLUSION PLAN

### Guiding Principles

The City of West Kelowna, as required by the Accessible BC Act, consulted with its Accessibility and Inclusion Committee and considered the following principles in the creation of the Accessibility and Inclusion Plan:

- **Inclusion**
- **Adaptability**
- **Diversity**
- **Collaboration**
- **Self-determination** (people choosing and setting their own goals, being involved in life decisions, self-advocating, and working to reach their goals).
- **[Universal Design](#)** (the process of creating services and environments that are accessible to people with a wide range of abilities, disabilities, and other characteristics). *Read more: [Universal Design Canada](#).*

These six foundational principles are embedded throughout this plan to ensure that the City of West Kelowna is guided in its accessibility journey by continually engaging with and consulting disabled community members and partner organizations.

## **Involvement and Consultation with the Accessibility and Inclusion Committee (AIC)**

The City of West Kelowna's Accessibility and Inclusion Committee (AIC) played a vital role in the creation of a practical and actionable Accessibility and Inclusion Plan. The Committee adopted an iterative approach to developing this Plan, following a pattern of engaging, refining, and re-engaging.

The process began with the Committee gathering the input, observances, and priorities from its members through a visioning exercise. During this exercise, members were asked to imagine what a truly inclusive city would look like. Subsequently, the public was invited to provide input through a broader engagement process.

## **Public Engagement**

The City of West Kelowna conducted a public engagement process to gather information, suggestions for improvement, and feedback —both positive and critical— about accessibility in the community.\*

Public input was collected from April 9 to 30, 2024, via a 16-question survey distributed through multiple social media channels and in various formats to ensure accessibility for all participants. The primary goal was to hear from West Kelowna residents and stakeholders to understand the current state of accessibility and identify barriers within the community.

Additionally, the community was encouraged to share their thoughts through an online survey at [OurWK.ca/accessibility](https://ourwk.ca/accessibility), where participants could also ask questions and learn more about the Accessibility and Inclusion Committee.

Survey highlights:

- 39% said they would rate the City of West Kelowna's accessibility as okay (43 people).
- 70% said that someone in their family/household has accessibility needs (78 people).

- 41% said either themselves or someone in their household has experienced accessibility barriers at a City facility (46 people).

When asked about what an accessible West Kelowna looks like, participants shared:

- A city for everyone to enjoy.
- A place where all can attend, regardless of abilities.
- Inclusive for anyone with differing abilities whether physical or mental - zero stigma, accessibility built into all future planning.

During this engagement process, key City staff also provided their perspectives on accessibility in relation to their roles. They identified “accessibility wins”, suggested opportunities for improvement, and outlined gaps, limitations, barriers and concerns they observed.

\*A detailed summary of the public engagement can be found in the **What We Heard Report** (Appendix 7).

The feedback received through various channels was synthesized with input from the Accessibility and Inclusion Committee (AIC) and translated into actionable recommendations categorized by focus areas. Each Committee member prioritized actions within each focus area, ranking them from one (most important) to ten (less urgent but still important). These rankings were compiled into a master list of priorities for each focus area.

Key City staff were also consulted to assess the feasibility of the recommended actions, identify opportunities, highlight actions that may involve greater complexity, require more time or resources, or present significant challenges.

The AIC reconvened to review staff comments and incorporate this feedback into their final recommendations for key actions to include in the Accessibility and Inclusion Plan. A foundational outcome of this process was the development of accessibility criteria for the review and audit processes, which emerged as a critical action in achieving the goals of this plan.

## Accessibility Criteria

Accessibility criteria refer to specific standards or requirements that must be met to ensure environments, products, services, and communications are usable by individuals with a wide range of abilities and disabilities. These criteria are designed to eliminate barriers and provide equitable access for all users.

The City of West Kelowna Accessibility and Inclusion Plan outlined actions to:

- Co-develop specific accessibility criteria in collaboration with the Accessibility and Inclusion Committee and other experts.
- Incorporate the accessibility criteria into plans, bylaws and policies.
- Include accessibility in the scoring matrix used for decision-making.

These measures will ensure that accessibility improvements undertaken by the City of West Kelowna are thoughtfully designed and effectively meet the needs of as many people with lived experiences as possible.

## GOALS AND KEY ACTIONS

Through this plan, accessibility will become an integral part of the City's practices, evolving from a task-oriented checklist to a fundamental way of doing things. The **28 Key Actions** are centered around **three Goals**, which establish the foundation for a strategic and targeted approach to accessibility. These goals represent the City's foundational commitments to fostering an inclusive community.

While the Committee strongly believes that all **28 Key Actions** are both important and urgent, we acknowledge that time and resource constraints do not allow for all of them to be prioritized immediately. The Committee also recognizes that thoughtful, informed planning is essential to the success of creating a sustainable culture of accessibility and inclusion.

To this end, the key actions have been organized into three timeframes. All actions and their corresponding sub-actions, deemed significant by the Committee, are compiled in a Table of Actions, which is attached as an appendix. Each action in the table is accompanied by an associated outcome, measurable indicators, and the responsible department.

- **Immediate Actions:** Four actions were identified as critical safety concerns requiring attention as soon as possible. The immediate actions align with the Council's Strategic Priority: Foster Safety and Well-being.
- **Short-Term Actions:** Twenty-one actions are designated as short-term, to be addressed within the duration of this three-year plan. These actions primarily focus on cultivating a culture of inclusion at the City, assessing the current state of accessibility, and updating planning documents, bylaws, and policies to integrate accessibility and inclusion into City operations.
- **Long-term Actions:** Thirteen actions are categorized as long-term. These represent logical next steps that can be undertaken once the initial phases are completed.

The success of this Plan relies on the integration of accessibility into ongoing and future projects. Accessibility may sometimes manifest as a distinct and specific project or task (something that we do). However, more often, it involves adapting and enhancing existing processes and plans (how we do something).

## **GOAL ONE:**

- **Embed Accessibility and Inclusion into the Culture of the City of West Kelowna**

### **Objectives of Goal One:**

- Accessibility becomes embedded in City processes.
- Accessibility becomes normalized and operationalized at the City of West Kelowna.
- The City of West Kelowna becomes a leader by establishing a permanent paid position for a Disability, Accessibility & Inclusion leader.

## What We Heard:

- “The lack of understanding or awareness about deaf culture and sign language among staff and others in the City of Kelowna creates significant challenges.”
- “Too often, decisions are made by people or accessibility committees that have zero – minimal knowledge and/or representation from the disability community.”
- “An inclusive City not just related to physical assets but socially as well where everyone is accepted, welcome, heard and understood.”

## KEY ACTIONS

### Short-Term:

- **Action 1** – Support the creation and adoption of a working definition of accessibility and inclusion that is broad, inclusive, and intersectional.
  - **Action 1a** – Collaborate with the AIC to craft a broad, inclusive, and intersectional definition of both accessibility and inclusion.
- **Action 2** – Select an Inclusive Language Guide for the City to ensure that the tone and intent of communications are current, respectful, and appropriate.

### Long-Term:

- **Action 3** – Establish a paid position for a Disability, Accessibility, and Inclusion Leader.

## GOAL TWO:

- **Review of Existing and Future City Plans and Capital Projects with an Accessibility Lens**

### Objectives of Goal Two:

The objective of Goal Two is to ensure that accessibility is 'built in' to the City's plans and projects moving forward. Integrating accessibility through proactive planning is the most effective and efficient way to move a community toward being accessible and inclusive for everyone. The AIC's input will guide the creation of an accessibility lens that is broad and inclusive.

### What We Heard:

- "There is an opportunity to standardize accessible practices at the City."
- "Accessibility sometimes gets missed or overlooked because it is not built into processes."
- "It is important that accessibility work carries forward into the future, and is not seen as a project with an end."

## KEY ACTIONS

### Short-Term:

- **Action 4** – Review the City's Communications and Engagement Plan through an accessibility and inclusion lens.
  - **Action 4a** – Consult the AIC to develop Accessibility Criteria for communications and engagement.
  - **Action 4b** – Incorporate the Accessibility Criteria into scoring matrixes, plans, bylaws and policies related to communications and engagement.

## Long-Term:

- **Action 5** – Using Accessibility Criteria co-developed with the AIC and other experts, review all current and future City Plans and Capital Projects.
  - **Action 5a** – Consult with the AIC to develop Accessibility Criteria to review/assess Transportation and Infrastructure, Development Services, Facilities, Parks and Trails, Recreation and Culture, Human Resources and promote and facilitate staff education.
  - **Action 5b** – Update existing and future City Plans and Capital Projects using the developed accessibility criteria as a lens.
  - **Action 5c** – Include accessibility in the scoring matrix used in decision-making for City Plans and Capital Projects. Create a template.

## GOAL THREE:

- **Conduct Audits of Accessibility and Inclusiveness and Develop Subsequent Actions**

### Overall Objectives of Goal Three:

- Conduct audits informed by a disability perspective and ensure they are comprehensive.
- Gain a thorough understanding of the accessibility of various City services, facilities and infrastructure.
- Identify and catalog gaps in accessibility and create lists of actions needed to address these gaps.
- Operationalize the lists of actions generated by the audits.



## What We Heard:

- “There are many accessibility gaps in the City’s sidewalk system. These are best addressed through a planned approach.”
- “There are also no inclusive after-school programs for neurodivergent children - it would be so cool for the City of West Kelowna to step up and offer one!”
- “Focus on connections to key community facilities, destinations, services and parks through sidewalks for people of all abilities.”

## 3 a) Accessible and Inclusive Transportation and Infrastructure Audit and Actions

### Objectives:

- Collaborate with disabled people to continuously improve accessible transportation.
- Gain a thorough understanding of the work required to make the City’s transportation systems accessible.
- Integrate accessibility improvements into current and future transportation projects.
- Ensure the City of West Kelowna’s snow clearing plan addresses the needs of elderly and disabled people.

## KEY ACTIONS

### Short-Term:

- **Action 6** – Initiate an **Accessible Transportation Audit (ATA)** for all aspects of transportation in the City with a focus on sidewalks, street crossings, parking, transit, and snow removal.
  - **Action 6a – Develop Guidelines:** Work with the AIC to create guidelines for the transportation audit. These guidelines should include the accessibility criteria developed with the AIC and other experts.

- **Action 6b – Conduct Audit:** Evaluate existing transportation infrastructure to assess the current level of accessibility, identify critical gaps and key priorities for improvement, and create a list of action items.
- **Action 6c – Operationalize:** Incorporate the action items identified in the Accessible Transportation Audit into ongoing or planned work wherever possible.

### Long-Term:

- **Action 7 –** Develop a work action plan with timelines for stand-alone projects identified in the Accessible Transportation Audit. Consider reviews of current policies as identified in the Community Engagement Process (Spring 2024):
  - **Action 7a –** Include a review the snow clearing policy in the ATA to ensure that accessible parking spots, key sidewalks, and bus stops are prioritized.

## 3 b) Accessible and Inclusive Facilities Audit and Actions

### Objectives:

- Address urgent safety concerns.
- Collaborate with disabled people to continuously improve the accessibility of City facilities.
- Establish a thorough understanding of the work required to make the City's facilities accessible.
- Incorporate accessibility improvements at current and future City facilities.

### KEY ACTIONS

#### Short-Term:

- **Action 8 –** Initiate an **Accessible Facilities Audit** on City of West Kelowna facilities.

- **Action 8a – Develop Guidelines:** Work with the AIC to develop guidelines for the Accessible Facilities Audit. Guidelines should include using accessibility criteria developed with the AIC and other experts.
- **Action 8b – Conduct Audit:** Evaluate existing facilities to assess the current level of accessibility, identify critical gaps and key priorities for improvement, and create a list of action items.
- **Action 8c – Operationalize:** Incorporate actions identified in the Accessibility Facilities Audit into ongoing or planned work as much as possible. Consider the following as identified in the Community Engagement Process (Spring 2024):
  - **Action 8c (i) –** Assessment of the railings at Royal LePage Place and consider taking urgent action to address safety concerns.
  - **Action 8c (ii) –** Assessment of the parking and access at the Westside Seniors Activity Centre and consider taking urgent action to address safety concerns.
  - **Action 8c (iii) –** Liaise with partners such as Okanagan Regional Library and Westbank Farmer’s Market to share recommendations arising from the Accessible Facilities Audit. Consider sharing the Accessible Facilities Audit guidelines with partners to support continuity of accessibility improvements going forward.
  - **Action 8c (iv) –** Consider additional supports for children with cognitive disabilities, such as creating a quiet room at new community spaces designed and built by the City.

**Long-Term:**

- **Action 9 –** Develop a work action plan with timelines for stand-alone projects identified in the Accessible Facilities Audit. such as:

- **Action 9a** – As noted in the April 2024 community engagement, consider installing family-style accessible washrooms with changing stations at all City community facilities.
- **Action 9b** – As noted by AIC member during the review of the Draft Accessibility & Inclusion Plan, consider installing a service animal relief space in new community/public buildings.

### 3 c) Accessible and Inclusive Parks and Trails Audit and Actions

#### Objectives:

- Address urgent safety concerns.
- Collaborate with disabled people to continuously improve accessibility of City parks and trails.
- Establish a thorough understanding of the work required to make the City's parks, trails and beaches accessible.
- Incorporate accessibility improvements at current and future City outdoor spaces.

#### KEY ACTIONS

##### Immediate Priorities: Safety and Liability Concerns

- **Action 10** – Install signage at Julia's Junction - Inclusive Play Space warning of potential hot surfaces.

##### Short-Term:

- **Action 11** – Initiate an Accessible Parks and Trails Audit on City of West Kelowna parks and trails.
  - **Action 11a – Develop Guidelines:** Work with the AIC to develop guidelines for the Parks and Trails Audit. Guidelines should include using accessibility criteria developed with the AIC and other experts.

- **Action 11b – Conduct Audit:** Evaluate parks and trails, using the guidelines established in the Parks and Trail Audit, to assess the current level of accessibility, identify critical gaps, existing barriers such as gates, bars, and cattle guards and develop a strategy to replace them with accessible solutions.
- **Action 11c – Operationalize:** Incorporate actions identified in the Parks and Trails Audit into ongoing or planned work as much as possible.
- **Action 12 –** Develop a work action plan for stand-alone projects identified in Accessible Parks and Trails Audit, and consider improvements to key sites as identified in the Community Engagement Process (Spring 2024):
  - **Action 12a –** Pave the entire access path at Annette Beaudreau Amphitheatre.
  - **Action 12b –** Add more accessible parking and build accessible, family-style washrooms, with changing stations, at Julia’s Junction – Inclusive Play Space.
  - **Action 12c –** Upgrade the Gellatly Bay Recreational Corridor pathway to a more accessible, solid surface.

### 3 d) Accessible and Inclusive Communications and Engagement Audit and Actions

#### Objectives:

- Reach as many people as possible through City communications and engagement channels.
- Maintain appropriate and respectful City communications and engagement.
- Ensure emergency communications are available and accessible to people with disabilities.

## KEY ACTIONS

### Short-Term:

- **Action 13** – Ensure City communications and engagement are accessible.
  - **Action 13a – Develop Guidelines:** Work with the AIC to develop guidelines for the Communications and Engagement Audit. Guidelines should include using accessibility criteria developed with the AIC and other experts. Include various modalities such as American Sign Language (ASL), captioning, audio, video, braille, and plain language. Advance inclusivity efforts by exploring means for translation services or software tools to translate key communications and engagement materials, such as news releases. Initially consider Chinese, Tagalog, French and Punjabi, to remain consistent with news services such as the Government of British Columbia; see examples at <https://news.gov.bc.ca/>.
  - **Action 13b – Conduct Audit:** Using the guidelines from the Communications and Engagement Audit, evaluate City communications and engagement to assess the current level of accessibility, identify critical gaps and key priorities for improvement, and create a list of action items. Such as incorporating an Indigenous territorial acknowledgement statement on the City of West Kelowna’s corporate and engagement websites at [www.westkelownacity.ca](http://www.westkelownacity.ca) and [www.OurWK.ca](http://www.OurWK.ca).
  - **Action 13c – Operationalize:** Incorporate actions identified in the Communications and Engagement audit into ongoing or planned work.

### 3 e) Participate and Advocate to the Regional District of Central Okanagan (RDCO) to Lead an Accessible and Inclusive Emergency Planning and Response Review, Audit and Actions

#### KEY ACTIONS

##### Immediate:

- **Action 14** – Ensure that an accessibility focus is applied in City emergency planning and response by participating in a Regional Emergency Planning Audit (initiated and led by RDCO).
  - **Action 14a** – Ensure any emergency communications issued by the City are accessible, including closed captioning for people who are deaf but do not know ASL, and described video for people within the sight loss community.
  - **Action 14b** – Provide input on provincial review of the RDCO Emergency Response Plan to specifically include accessibility in emergency planning. This includes warning signs in multi-sensory modes; emergency communications in multiple modalities, including ASL and live captioning; accessible transportation and accommodations.
  - **Action 14c** – Collaborate with social service providers to increase awareness of accessibility in emergency planning and response.

### 3 f) Accessible and Inclusive Recreation and Culture Audit and Actions

##### Objectives:

- Foster a culture of accessibility and inclusion at the City of West Kelowna.
- Ensure that recreational and cultural programs are welcoming for everyone.
- Celebrate accessibility as a community-building endeavour.

## KEY ACTIONS

### Short Term:

- **Action 15** – Create more inclusive programming at community facilities, including for children and adults with sensory/auditory sensitivities, and young adults with disabilities.
- **Action 16** – Designate specific times for low-stimulation community recreation programming, such as dimmed lights and reduced noise.
- **Action 17** – Collaborate with partner organizations (e.g. CNIB, CRIS Adaptive, Accessible Okanagan, Pathways, etc.) to learn from them and co-create community-building projects that increase public awareness and provide education.
- **Action 18** – Adopt or develop an accessibility checklist (lens/resources) to ensure accessibility is considered in the planning and execution of all community events. This may include accessible portable washrooms, resting areas, shade, etc. Consider making the checklist publicly available.

### Long-Term:

- **Action 19** – Adopt an inclusive programming policy to guide community activities, events, and programs. This should include First Nation, Métis, and Inuit communities, as well as BIPOC and 2SLGBTQIA+ groups.
- **Action 20** – Liaise with community partners to create an ‘accessible pricing policy’ like KidSport, to help address affordability barriers.
- **Action 21** – Initiate an Accessibility Celebration event to create a positive message and environment around accessibility. Consider ideas to recognize days of significance to the disability community, First Nation, Métis, and Inuit communities, and BIPOC and 2SLGBTQIA+ groups.



### 3 g) Accessible and Inclusive Policy Audit and Actions

#### Objectives:

- Embed accessibility in City processes.
- Increase knowledge and familiarity to establish accessibility and inclusion as the standard for corporate culture and actions within City operations.
- Raise awareness with City partners that accessibility and inclusion are priorities and include in the bids and proposals process.
- Make the City of West Kelowna a leader in accessibility and inclusion for all key decisions.

#### KEY ACTIONS

##### Short-Term:

- **Action 22** – Design all new City construction and infrastructure projects with an accessibility lens.
- **Action 23** – Create accessibility criteria for all Requests for Proposals (RFPs).
- **Action 24** – Adopt a policy to ensure that no existing accessible features are lost during repairs, upgrades, renovations, or redesigns.
- **Action 25** – Incorporate an accessibility lens when prioritizing municipal projects.

### 3 h) Accessible and Inclusive Human Resources and Staff Education Audit and Actions

#### Objectives:

- Support education and dialogue opportunities for staff to build understanding of accessibility and inclusion.

## KEY ACTIONS

### Short-Term:

- **Action 26** – Ensure ongoing education on accessibility and inclusion is provided to all city staff. Consider making training available to community partners and the business community.

## 3 i) Accessible and Inclusive Development Services Audit and Actions

### Objectives:

- Make accessibility and inclusion the standard in Development Services decision-making.
- Raise awareness with City partners so that they are aware that accessibility and inclusion are priorities for the municipality and recommend that they include these considerations in their bids and proposals.
- Make the City of West Kelowna a leader in accessibility and inclusion by making them key considerations in planning decisions.

## KEY ACTIONS

### Short-Term:

- **Action 27** – Consider developing an accessibility checklist (lens/resources) for businesses to complete/review when applying for a business license. Include accessibility and inclusion in the business licensing process
- **Action 28** – Meaningfully engage the AIC and/or an accessibility organization or company in all phases of design/review, planning, and implementation or construction on City buildings and projects.
  - **Action 28a** – Develop an accessibility lens to use in referral process.

- **Action 28b** – Provide training for Planning staff to ensure plan reviews are completed using an accessibility and inclusion lens.

## MONITORING

### Feedback Mechanism

The Accessible BC Act requires that prescribed organizations set up a mechanism for the public to report accessibility barriers they encounter. This feedback can provide valuable insight into new or previously unknown barriers in the community and can also be used to monitor the progress of accessibility in the City.

The City of West Kelowna will create an Accessibility Feedback Form for anyone to report a barrier. This form will be available on the City's website and in paper form available at City Hall. Barriers or issues reported will be forwarded to the responsible staff person, as well as to the AIC as appropriate, for consideration and prioritizing. All feedback will be collected in a database, which will become a resource for future planning.

### Monitoring Progress

The City of West Kelowna will monitor its progress on the journey towards an accessible and inclusive community using several accountability mechanisms:

- **Transparency:** Celebrate accessibility successes and achievements to the public via the City website, public service announcements, and other communication channels.
- **Reporting:** Report milestones and completed actions from this plan in the Annual Report.
- **Reviewing:** Mayor and Council will receive an annual update and review of actions completed and outstanding.
- **Listening:** Continue to consult with the Accessibility and Inclusion Committee on the progress, outcomes, and next steps towards implementation of the Plan.

- **Asking:** Continue to invite feedback and input on access and barriers from people with lived experiences who live, work and/or visit West Kelowna.
- **Recording:** Maintain a living document of all recommendations submitted during the engagement process, input and advice from the Accessibility and Inclusion Committee, and feedback from the Feedback Mechanism.
- **Revisiting:** The City of West Kelowna’s Accessibility and Inclusion Plan covers a three-year timeframe. To continue its thoughtful and planned approach to accessibility and inclusion, the City will plan to renew and update its Accessibility and Inclusion Plan after three years.

## NEXT STEPS - IMPLEMENTATION

The actions in this plan are broad and overarching. However, the plan does not include specific steps and processes to implement the actions. To that end, the City of West Kelowna, with the support of the Accessibility and Inclusion Committee, will work towards a high-level Implementation Plan, including details related to when the work will be done, how progress will be measured and reported, and how actions will be adjusted, if needed.

The Implementation Plan will be an opportunity for people in West Kelowna to engage in community-building, where inclusion becomes an on-going practice, involving people with disabilities and those who face barriers, in the many stages of designing actions—from concept to implementation—and feedback.

## APPENDICES

1. Background of Developing Plan with AIC
2. List of Resources
3. Relevant Legislation
4. Accessibility Lens
5. Funding Opportunities
6. Disability Related Organizations in BC
7. What We Heard Report

## APPENDIX 1: BACKGROUND WORK AND RESEARCH

To ensure this plan is robust, actionable, and effective, it is important that it integrates well with existing City of West Kelowna policies and strategic priorities, and complements and strengthens existing frameworks.

As a part of the background work to begin the process of engaging the Committee, the public, and staff, existing plans and policies were reviewed. It was important to understand how the City currently plans for accessibility and inclusion, where we are in the cycle of updating and/or renewing relevant plans, and what opportunities there are for further integrating accessibility and inclusion into City frameworks.

Key documents, plans, and strategies were reviewed including the following:

- The Official Community Plan, 2020-2040
- Our Community Vision, 2020-2040
- Council's 2022-2026 Strategic Priorities
- Transportation Master Plan (Feb. 2014)
- Housing Strategy
- Parks Master Plan
- Recreational Trails Master Plan
- Boucherie and Casa Loma Multi-Use Pathways
- 2023 Annual Report
- 2022 Annual Report
- Relevant bylaws and policies

Future updates of the Communications and Engagement Plan should also include an accessibility and inclusion lens, as resources permit.

### Highlights of the Review

The City of West Kelowna reported several specific activities that improved accessibility in the 2022 Annual Report, including accessibility upgrades in Beechnut Park and Casa Loma Dock Park

The City of West Kelowna's Vision document reflects a strong desire to build a city and communities that are welcoming, livable, and accessible to all people. Key statements include:

- "We are inclusive and supportive of one another, and we are ready to create our future together."
- "Our West Kelowna is a city that is inclusive and welcoming to all."
- "We care for and support one another and celebrate our diversity."
- "We engage with our community to make important decisions together."
- "We plan ahead for our future infrastructure needs."
- "We remain prepared to face future emergencies."

The City of West Kelowna's Official Community Plan (OCP) is a forward-looking document that is informed by the City's Vision. The review found that the plan considers a wide range of community needs and users. Broadly, in terms of accessibility, the OCP:

- Refers to Universal Design, the requirements of the large over-55 population, calls for transit and pedestrian-oriented planning, need for more accessible housing, and ground-oriented.
- Considers additional residential uses in combination with the institutional use, where the proposed residential use supports housing initiatives with a broader community interest such as supportive, transitional, community, affordable or non-market housing.
- Supports initiatives designed to meet the needs of all residents in the community for a range of social considerations, such as arts, culture, recreation and community services, heritage, public health and safety, food security, schools and housing attainability.
- States that there should be no barriers to access – physical, social or economic – including access to effective public transportation.
- Supports fostering community interaction and bringing together people of diverse backgrounds, lifestyles, generations, abilities, and interests through a variety of

inclusive leisure, arts, cultural and recreational opportunities, including the arts and culture of Indigenous Peoples.

- Supports the creation of a network of community and recreational facilities which are conveniently accessible to all neighbourhoods, adaptable to changing needs, and with no barriers to entry (age, ability, religion, gender, etc.).

Descriptors such as “universal accessibility”, “barrier-free” and “aging-in-place” appear numerous times throughout the OCP.

Examples include:

- Section 3.1.3 Built Form and Community Character: “New development should incorporate principles of universal accessibility.”
- Section 3.6.1.3 Community Services and Recreation Policies: “Encourage new development to contribute to or deliver, where appropriate, universally accessible community spaces and facilities including for childcare, recreation, and youth programming.”

The review found that the City of West Kelowna is on a path toward a community that is inclusive, welcoming, and accessible to its residents and visitors.

The review also found that there are many opportunities to further embed accessibility throughout the OCP. Undertaking the actions in this Accessibility and Inclusion Plan—such as conducting accessibility audits to identify priorities, developing accessibility criteria, and creating workplans—will provide much more clear and specific direction that can be incorporated into future iterations of the OCP.



## APPENDIX 2: LIST OF RESOURCES

### Best Practices and Research

- Accessible Community Bylaws
  - [Sparc BC](#)
- CNIB - Canadian Institute for the Blind
  - [Access Labs](#)
  - [Clearing Our Path Version 2.0](#)
    - [CNIB Clearing Our Path info on accessible signage](#)
    - [CNIB Clearing Our Path info regarding accessible pedestrian signals](#)
    - [CNIB Clearing Our Path info on placements/functions of different types of tactile walking surface indicator\(TWSI\)](#)
- Employment and Social Development Canada:
  - [A way with words and images: Guide for communicating with and about persons with disabilities](#)
- Example of an Accessible Wayfinding Strategy:
  - [City of Port Moody](#)
- Guide for increasing diversity on accessibility committees:
  - [University of Guelph](#)
- All Our Voices – Engagement Framework
  - [City of Victoria](#)
- Local Government Community Effort Booklet
  - [Union of BC Municipalities](#)
- The Accessibility Toolkit
  - [University of British Columbia](#)

- Universal Design Guidelines for Outdoor Spaces: Plan and Design of Choice
  - [City of Maple Ridge](#)
- International Journal of E-Planning Research
  - [Exploring the Smart Future of Participation: Community, Inclusivity, and People With Disabilities](#)  
-Bricout & Moon, 2021
- Government of BC news website
  - Translation services examples: <https://news.gov.bc.ca/>
- City of Vancouver corporate website
  - Territorial acknowledgment example: <https://vancouver.ca/>

### Accessible Event Checklist

- [Accessible Events Checklist](#)
  - City of Vancouver

### Accessibility Criteria

- Emergency Planning Resources
  - [Government of British Columbia](#)
- Emergency Response Notification Form
  - [City of Port Coquitlam](#)
- Inclusion, Diversity, Equity, and Accessibility Resources for BC Local Governments
  - [Local Government Management Association of British Columbia](#)
  - [Info of CUTA EDI award for TransLink accessible signage](#)

## **APPENDIX 3: RELEVANT LEGISLATION**

- BC Accessibility Standards – under development
- BC Building Code
- Accessible BC Act
- The British Columbia Human Rights Code
- The Local Government Act
- The Community Charter
- The Building Act and The Public Health Act

## APPENDIX 4: ACCESSIBILITY LENS

### Creating an Accessibility Lens

- Core Components of an Intersectional Accessibility Lens:
  - <https://accessible.canada.ca/can-asc-1-1/AnnexD>
- Example of a Disability Policy Lens
  - <https://www.disabilitypolicyalliance.ca/tools/disability-policy-lens.html>

The Canadian Disability Policy Alliance (CDPA) has developed a Disability Policy Lens “to assist scholars, policy-makers & advocates to analyze policy affecting people with disabilities in Canada. The Disability Policy Lens [is] a means of ensuring that the implications for people with disabilities are taken into account in every policy in Canada.”

The CDPA’s lens consists of seven questions, designed as a tool to assist policy makers to consider the ways a decision or policy will affect people living with disabilities who live in or visit their community.

### CDPA’s Seven Questions:

1. Does the policy specifically mention people with disabilities? Has explicit consideration been afforded to the consequences for people with disabilities?
2. If so, how is disability defined? Who is considered “disabled” according to the policy? Does the policy refer specifically to people with:
  - a. physical, cognitive, sensory or mental illness-related disabilities?
  - b. permanent, long-standing, temporary or episodic disabilities?
  - c. severe, moderate or mild disabilities?
  - d. Who is considered eligible for consideration under the policy? Who is included / excluded, and who decides who qualifies as disabled?
3. Which of the following three aims does the policy seek to achieve?
  - a. Access – ability to participate
  - b. Support – resources to address special needs
  - c. Equity – freedom from discrimination

- d. If the goal is equity, does the policy define equity as:
  - i. Outcome equity – whatever it takes to achieve equal outcomes with non-disabled;
  - ii. Vertical equity – special considerations to create equal opportunity for disabled people;
  - iii. Horizontal equity – equal treatment; that is, the same as everyone else.
  
4. Does the policy view disabled people as members of a minority group with special needs, or as one of the many citizen groups whose issues must be considered in establishing policy? As individual rights holders, or as members of the collective responsible for the good of the whole population?
  
5. How does the policy relate to other policies (for a survey of legislation, regulations, programs related to disability in Canada:
  - a. within the jurisdiction – in the same Ministry, in other Ministries (including both disability specific and non-disability-specific policy)?
  - b. in other jurisdictions -- national, provincial, regional, municipal?
  
6. How is the allocation of scarce resources affected by this policy? Who wins and who loses when this policy is implemented? What would be the impact on: other disability groups; business / private sector; other minority groups; other citizens generally / taxpayers?
  
7. How did this policy come into effect? What is the history associated with it? Who were the champions / detractors? Where might one anticipate support / opposition?

Source: <https://www.disabilitypolicyalliance.ca/tools/disability-policy-lens.html>

### Anti-Ableism (USA, Canada, International)

- <https://www.everydayactivismnetwork.org/archive/how-to-be-anti-ableist>
- <https://inclusioncanada.ca/this-is-ableism/>
- <https://www.cihr-irsc.gc.ca/e/54121.html>
  - Anti-Ableism Action Plan
- <https://vimeo.com/492480733>
  - What is Ableism? United Nations Human Rights Commission

## APPENDIX 5: FUNDING OPPORTUNITIES

*This list is an overview of organizations and programs that currently provide funding or have provided funding for past accessibility initiatives. Please contact the organization to determine whether the funding is still available or whether future funding will be offered. This list has been updated for 2024.*

- BC Accessibility Hub Resource
  - Web link: [Disability Alliance BC](#)

### Mixed Grants

- National AccessAbility Week
  - Web link: [Accessible Canada – National AccessAbility Week Funding](#)
  - Audience for grant: mixed, including education, and local government

### Community Grants

- Accessibility Project Grants
  - Web link: [Accessibility Projects – Disability Alliance BC](#)
- Local Community Accessibility Grant Program
  - Web link: [Local Community Accessibility Grant Program – Sparc BC](#)
  - Audience for grant: Local governments
- Thriving Indigenous Systems Fund
  - Web link: [Vancouver Foundation](#)
  - Audience for grant: Indigenous communities
- Lighthouse Organizations Fund
  - Web link: [Lighthouse Organizations Fund - Vancouver Foundation](#)
  - Audience for grant: Large charities working to advance poverty reduction and social inclusion
- The Enabling Accessibility Fund (EAF)
  - Web Link: [Enabling Accessibility Fund – Government of Canada](#)

- Audience for grant: The Government of Canada website states that “funding (is) for projects that make Canadian communities and workplaces more accessible for persons with disabilities. EAF aims to create more opportunities for persons with disabilities to take part in community activities, programs and services, or access employment.”
- The Opportunities Fund
  - Web link: [Opportunities Fund – BC Centre For Ability](#)
  - Audience for grant: A program that assists persons with disabilities to prepare for, obtain and maintain employment – for persons with disabilities and employers
- Rick Hansen Foundation (RHF) B.C. Grants Program
  - Web Link: [British Columbia Accessibility Grants - Rick Hansen Foundation](#)
  - Audience for grant: Municipalities and Indigenous communities
- LEVEL BIPOC Grants
  - Web Link: [LEVEL BIPOC Grants - Vancouver Foundation](#)
    - Grant funder: Vancouver Foundation
  - Audience for grant: For BIPOC-led organizations in BC to support work in racial equity and racial justice.
- Access Awareness Day Grants
  - Web link: [Local Community Accessibility Grant Program – Sparc BC](#)
  - Audience for grant: Local government partners, local accessibility committees, as well as local disability serving organizations.
- BC Rehab Project Grant Program
  - Web link: [Project Grant Eligibility - BC Rehab Foundation](#)
  - Audience for grant: Non-profit organizations and community groups in British Columbia.
- Age-Friendly Community Grants
  - Web link: [Age-friendly Communities – BC Healthy Communities](#)
  - Audience for grant: “The BC Age-friendly Communities Program provides funding, resources and capacity-building supports to help Indigenous and local governments, as well as other partners to achieve this vision.”

- Community Gaming Grants
  - Web link: [Community Gaming Grants – Government of British Columbia](#)
  - Audience for grant: Not-for-profit organizations providing programs or services of direct benefit to the broader community.
- Community Development Grants
  - Web link: [Community Development Grants - Jumpstart](#)
  - Audience for grant: Organizations that offer sports and recreation programming for kids between the ages of 4 and 18 in financial need or youth with disabilities between the ages of 4 and 25.

### Home Renovation Grants

- The BC Rebate for Accessible Home Adaptations
  - Web link: [BC Rebate for Accessible Home Adaptations – BC Housing](#)
  - Audience for grant: The website says that “The program allows seniors and people with permanent disabilities and diminished ability with low and moderate incomes to gain greater independence within their homes.”
- The Home Renovation Tax Credit for Seniors and persons with disabilities
  - Web link: [Home renovation tax credit for seniors and persons with disabilities – Government of British Columbia](#)
  - Audience for grant: Seniors and persons with disabilities – eligible individuals 65 and over to assist with the cost of certain permanent home renovations to improve accessibility or be more functional or mobile at home.

### Property Tax Grants

- Home owner grant for people with disabilities
  - Web link: [Home owner grant for people with disabilities – Government of British Columbia](#)
  - Audience for grant: People with disabilities who receive government funding for cost of living and persons with disabilities who have expenditures related to their disability over a certain amount a month or



who have made modifications to their residence to accommodate their disability.

- Property Tax Deferment program
  - Web link: [Property tax deferment program – Government of British Columbia](#)
  - Audience for grant: People with disabilities who cannot afford to pay property taxes for the year can have the taxes deferred.

## Workplace Grants

- WorkBC Assistive Technology Services
  - Web link: [WorkBC Assistive Technology Services](#)
- Disability Management Enhancement
  - Web link: [Support for BC Workplaces to Assess, Improve or Develop a DM Program – National Institute of Disability Management and Research](#)
- Workplace Accessibility Grant
  - Web link: [Workplace Accessibility Grant – Small Business BC](#)

## Other Grants

It should be noted that many other federal and provincial grants, especially those that support community and cultural events, recreational and tourism infrastructure and active transportation and transit projects, contain accessibility and inclusion criteria or seek specific assurances that programs, services and/or capital projects will be accessible and inclusive.

## APPENDIX 6: DISABILITY RELATED ORGANIZATIONS IN BC\*

*\*Please note that this is not an exhaustive list but one created with input from the current AIC Members*

- Agur Lake Camp
- arc programs
- BC Children's Hospital
- BCG Okanagan
- Brain Injury Society (SOSBIS)
- Brain Trust
- British Columbia Professional Firefighters' Burn Fund
- Canadian Council of the Blind (CCB)
- Canadian Hearing Services
- Canadian Institute for the Blind (CNIB)
- Canadian Mental Health Association (CMHA)
- Canadian Red Cross
- Community Living British Columbia
- Community Recreational Initiatives Society and CRIS Adaptive Adventures
- Disability Alliance BC
- Family Connection (FCC) – arc programs
- Foundry BC
- Interior Health Authority
- Ministry of Children and Family Development (MCFD)
- Ministry of Social Development and Poverty Reduction
- Neil Squire Society
- Okanagan Similkameen Neurological Society (OSNS)
- OneSky Community Resources
- Pain BC
- Partners in Resources (PIERS)
- Rick Hansen Foundation
- Society for Community Living (PDSCL)
- Starbright Children's Development Centre
- Special Olympics
- Spinal Cord Injury BC (SCI BC)
- Therapeutic Lake Cruises Society
- Trans-Canada Trail (TCT)
- White Cane Group
- WorkBC
- YMCA of the Southern Interior

## **APPENDIX 7: WHAT WE HEARD REPORT**

\*Engagement Summary Report follows on next pages



 **ACCESSIBILITY PLAN**

**Consultation Summary Report  
Spring 2024**



## Background

The City of West Kelowna's Accessibility and Inclusion Committee (AIC) was formed to bring community members and organizations together to work collaboratively with municipal staff to discuss, develop, improve, promote, and sustain community accessibility and inclusion. This includes reducing and removing barriers associated with accessibility, focusing on experiences of people with different abilities, and fostering an all-encompassing community.



## Summary

Public input was open from **April 9 – 30, 2024** and included a 16 question survey that was available in a variety of formats to provide opportunities for anyone to share their input. The primary goal was to hear from West Kelowna residents and stakeholders to understand the current accessibility landscape and any barriers within our community.

The consultation provided multiple ways to get involved. The community was invited to share their thoughts via an online survey at [OurWK.ca/accessibility](https://OurWK.ca/accessibility), ask questions and learn more about the Accessibility and Inclusion Committee.

We also provided multiple alternative methods for sharing input.

Paper copies of the feedback form were located at:

- **West Kelowna City Hall** – 2760 Cameron Rd, West Kelowna, B.C.
- **Westside Seniors Activity Centre** – 3661 Old Okanagan Hwy, West Kelowna, B.C.
- **Johnson Bentley Memorial Aquatic Centre** – 3737 Old Okanagan Hwy, West Kelowna, B.C.

Results of what we heard are highlighted in this report and reflect the opinions of those that participated.

For a summary of the survey responses, please see **Attachment 1: Feedback Summary Report**.



## What we heard

During the Accessibility Plan consultation, we received a total of 111 completed surveys. An overview of the survey responses are summarized on Page 3 of this report.

The qualitative outcomes of the feedback reflect the opinions of those who participated in the process. All questions were optional, and respondents could choose to complete the form anonymously.

For complete results and comments from our survey, see **Attachment 2: Detailed Survey Report**.

During the engagement period, we interacted with the public and stakeholders in a variety of ways:

- 989 visitors to [OurWK.ca/accessibility](https://OurWK.ca/accessibility)
  - 259 people were informed (clicked through the content)
  - 814 people were aware (visited at least one page)



## Survey highlights

- 39% said they would rate the City of West Kelowna's accessibility as okay (43 people)
- 70% said that someone in their family/household has accessibility needs (78 people)
- 41% said either themselves or someone in their household has experienced accessibility barriers at a City facility (46 people)
- 50% said they have experienced physical environment barriers in the City (56 people)
- 32% said they have experienced accessibility barriers at a park, playground or trail (36 people)



## Comments

Participants had the option to provide additional feedback and share ideas via open comment boxes for five of the questions. Commenting was optional and not all respondents opted to provide input.

There was a total of 454 comments from the 111 respondents who completed the survey.

When asked about what an Accessible West Kelowna looks like, some participants answered:

- A city for everyone to enjoy
- A place where all can attend, regardless of abilities.
- Inclusive for anyone with differing abilities whether physical or mental - zero stigma, accessibility built into all future planning

To see the detailed survey results, please refer to **Attachment 2: Detailed Survey Report**.



## Print Advertising

During the engagement period, we ran a total of two print newspaper ads in the local weekly papers: West K News and Westside Weekly.

To further inform our community, posters with QR codes were placed at City Hall, Johnson Bentley Memorial Aquatic Centre and the Westside Seniors Activity Centre.



## Digital outreach

Weekly posts were shared on the City's social media channels to create awareness of the engagement and how to participate, including Facebook, Instagram, X (formerly Twitter) and LinkedIn.

During the engagement period, we shared three organic (none paid) posts on each of our main channels. We also ran two paid ads on Facebook and one paid ad on Instagram.



# Accessibility Plan Consultation At-A-Glance

## Who we heard from



# 111

total online and paper survey forms received



# 454

total comments received via online and paper surveys

## How we connected



# 989

total visitors to [OurWK.ca/accessibility](http://OurWK.ca/accessibility)

- 259 visitors informed (clicked through the content)
- 814 visitors aware (visited at least one page)



# 3

e-News updates issued and direct notifications to residents' associations



# 3726

recipients of e-News

## Social media interactions



# 2785

total organic social media impressions



- 4 posts
- 3454 organic post views
- 19,337 paid post views



- 4 posts
- 586 organic post views



- 4 posts
- 1120 organic post views



- 3 posts
- 1111 organic post views



## Social media highlights

2,785 total organic (non-paid) social media impressions (the number of times our post was on-screen)

- **Facebook:**
  - Total posts: 4 (2 non-paid and 2 paid)
  - 3,454 organic post views
  - 19,337 paid post views
- **Instagram:**
  - Total posts: 4
  - 1,120 non-paid post views
- **X (formerly Twitter):**
  - Total posts: 4
  - 586 non-paid post views
- **LinkedIn:**
  - Total posts: 3
  - 1,111 non-paid post views

In addition to our daily monitoring of our social media platforms, we conducted regular media tracking and provided additional messaging on the City's website in a variety of areas including a homepage banner linking to the OurWK.ca webpage and consultation information was also located on the Council Committees City webpage giving users access to our online engagement platform.



## Next steps

Results from the engagement period have been summarized for assisting our consultant in drafting West Kelowna's first Accessibility Plan.



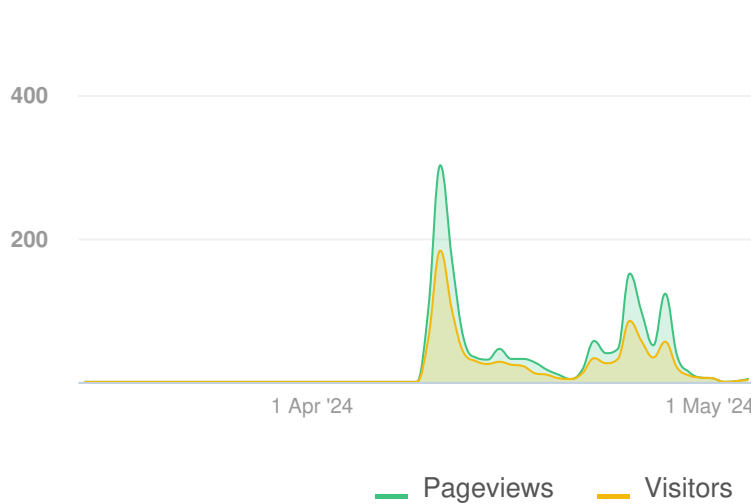
# Project Report

## Engage West Kelowna

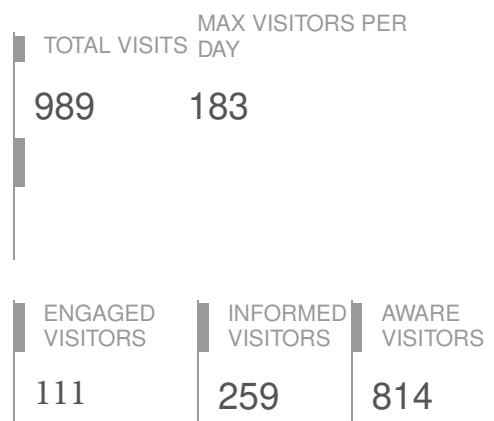
Help us create the West Kelowna Accessibility Plan!



### Visitors Summary



### Highlights



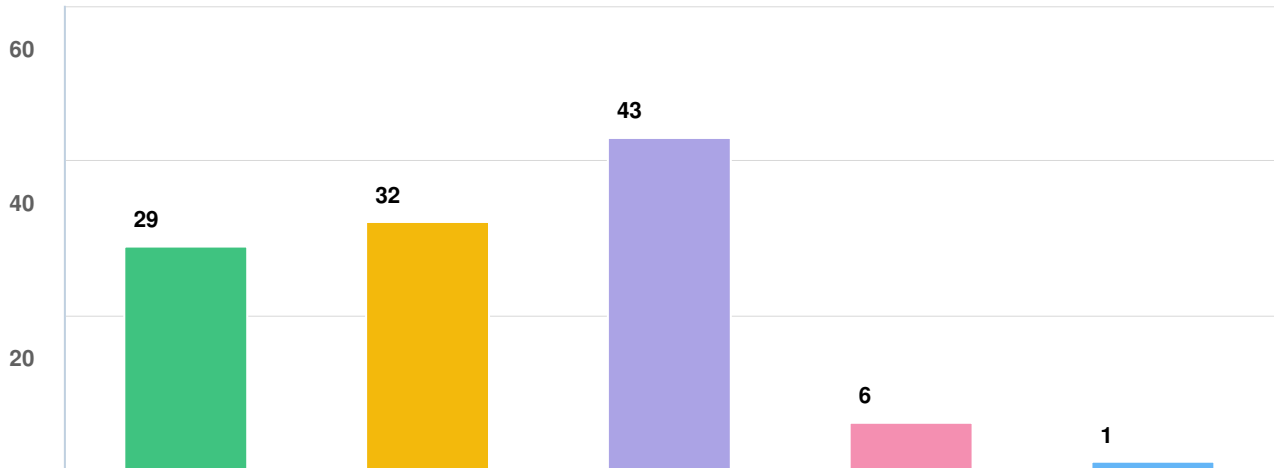
Aware Participants		Engaged Participants			
814		111			
Aware Actions Performed		Engaged Actions Performed			
Participants		Registered	Unverified	Anonymous	
Visited a Project or Tool Page	814				
Informed Participants		Contributed on Forums			
259					
Informed Actions Performed		Participated in Surveys			
Participants					
Viewed a video	0	Contributed to Newsfeeds			
Viewed a photo	0				
Downloaded a document	0	Participated in Quick Polls			
Visited the Key Dates page	5				
Visited an FAQ list Page	0	Posted on Guestbooks			
Visited Instagram Page	0				
Visited Multiple Project Pages	151	Contributed to Stories			
Contributed to a tool (engaged)	111				
		Asked Questions			
		Placed Pins on Places			
		Contributed to Ideas			

# ENGAGEMENT TOOL: SURVEY TOOL

## Accessibility Plan Survey

Visitors <b>366</b>	Contributors <b>96</b>	CONTRIBUTIONS <b>111</b>
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On a scale of 1–5 (5 = excellent and 1 = poor), how would you rate the City of West Kelowna’s accessibility? Choose one:



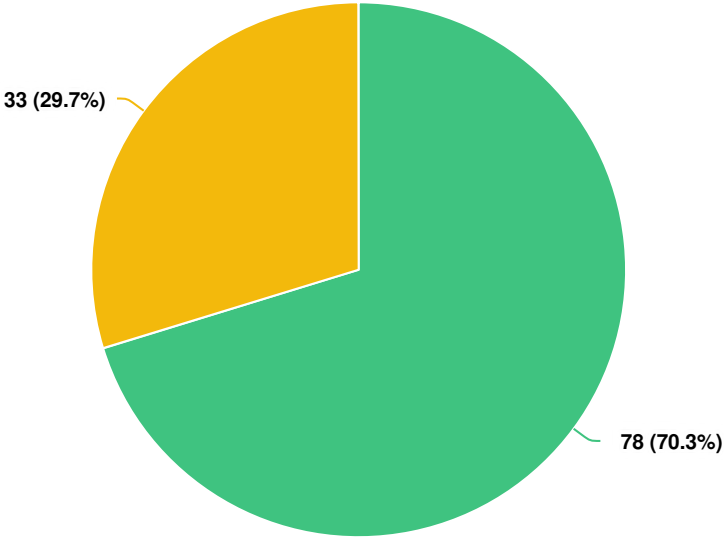
**Question options**

- 1 (Poor)
- 2 (Fair)
- 3 (Okay)
- 4 (Good)
- 5 (Excellent)

Mandatory Question (111 response(s))

Question type: Checkbox Question

Do you or anyone in your family/household have accessibility needs?



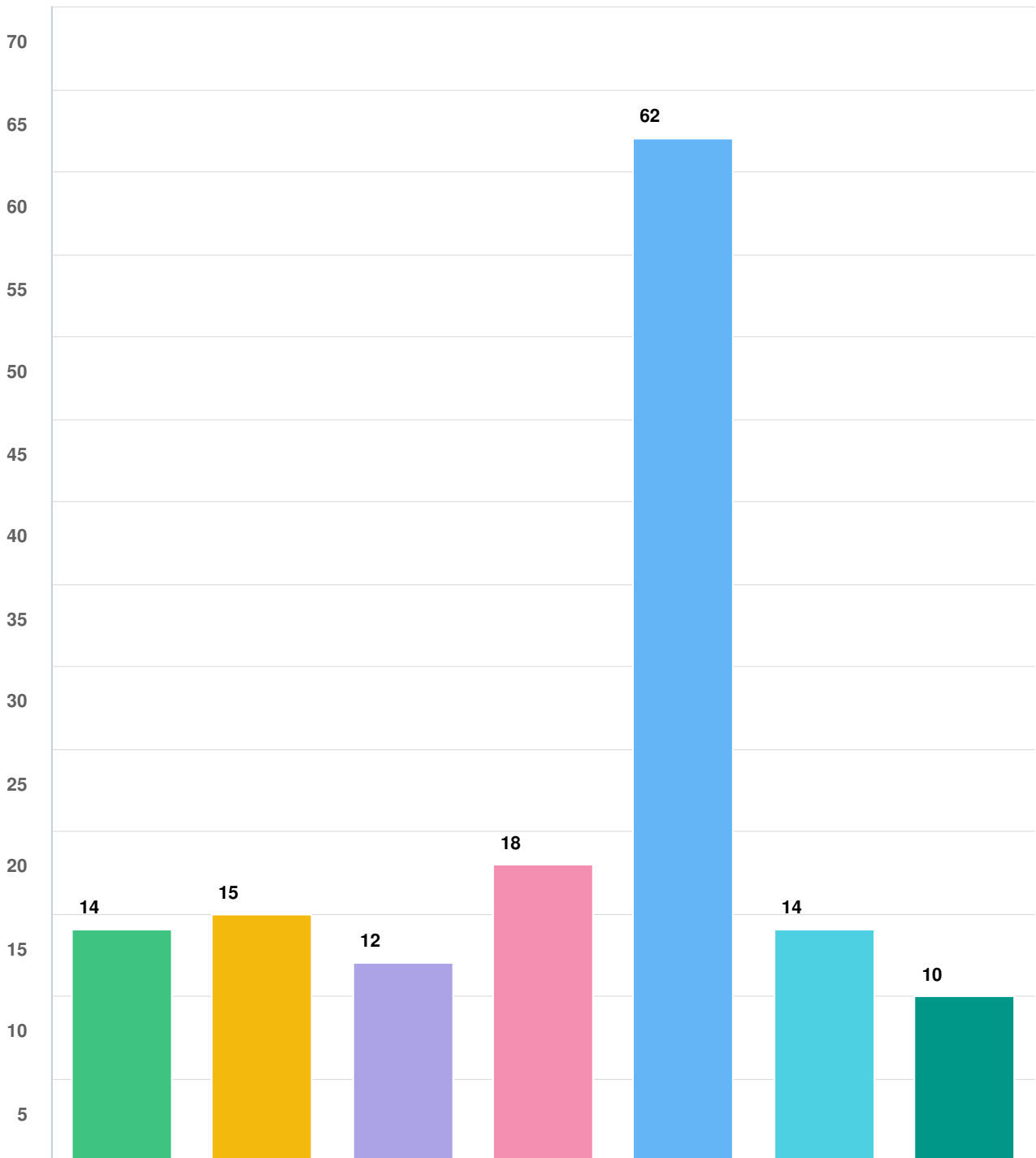
Question options

- Yes
- No

Mandatory Question (111 response(s))

Question type: Dropdown Question

If so, what are the accessibility needs? Please check all that apply:



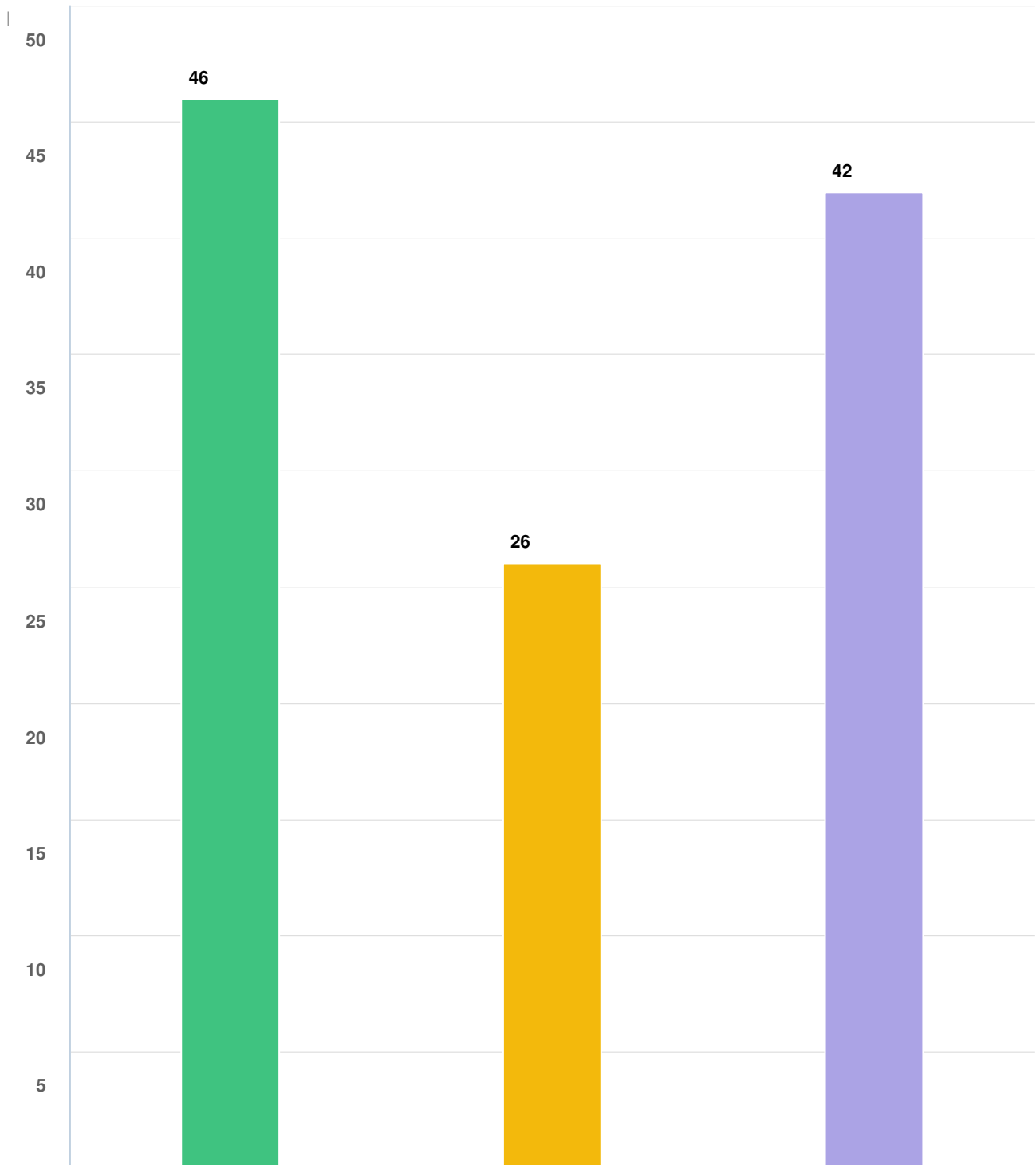
**Question options**

- Auditory/Speech
- Environmental/Sensory
- Learning/Cognitive
- Mental Health & Well-Being
- Physical/Motor/Mobility
- Visual
- Other (please specify)

Mandatory Question (78 response(s))

Question type: Checkbox Question

If you or any members of your family/household have experienced accessibility barriers in the City, please tell us if it was with a service and/or facility. Select all that apply:



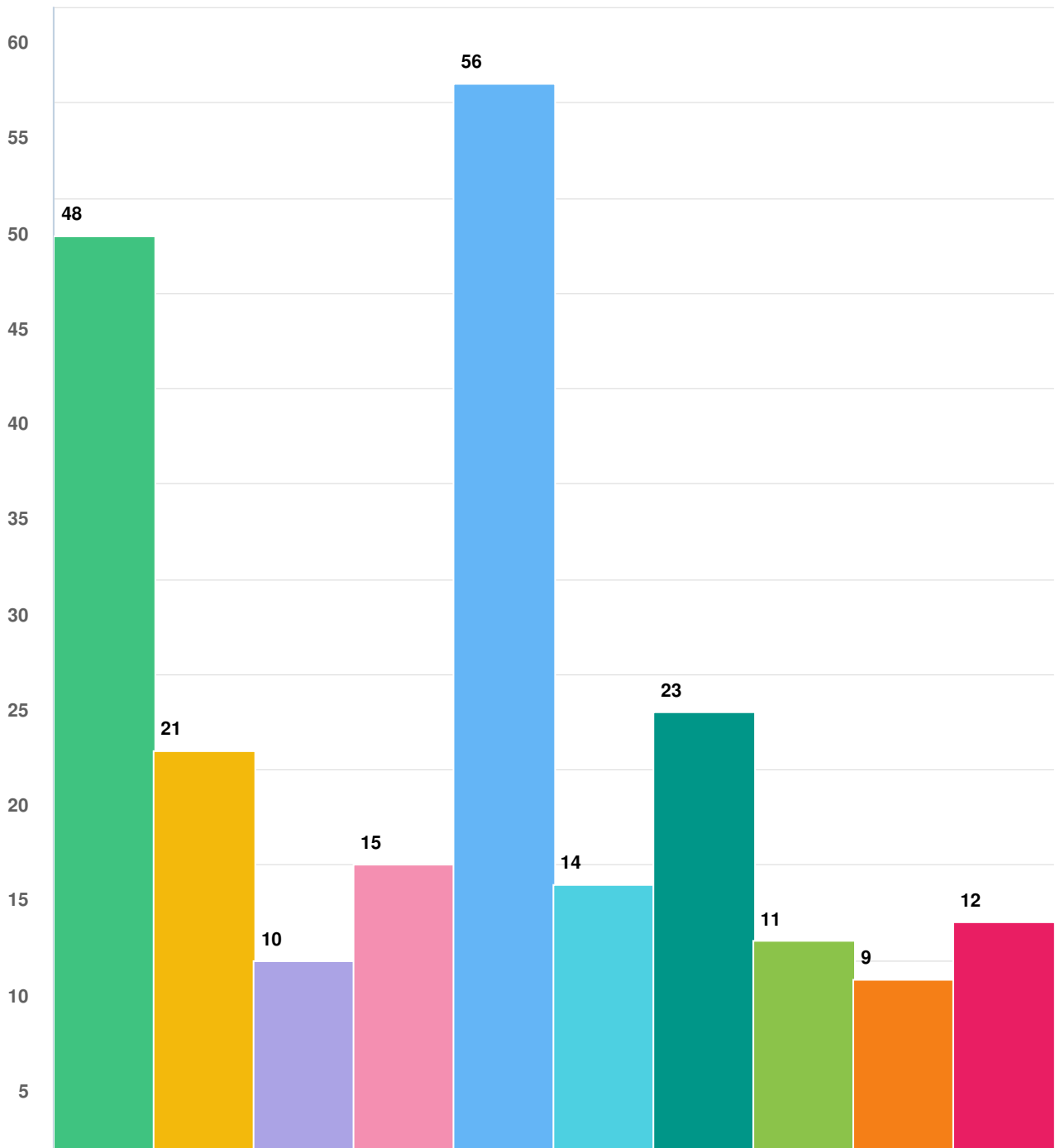
**Question options**

● Facility ● Service ● Other (please specify)

Optional question (86 response(s), 25 skipped)

Question type: Checkbox Question

What type of accessibility barrier(s) were experienced?



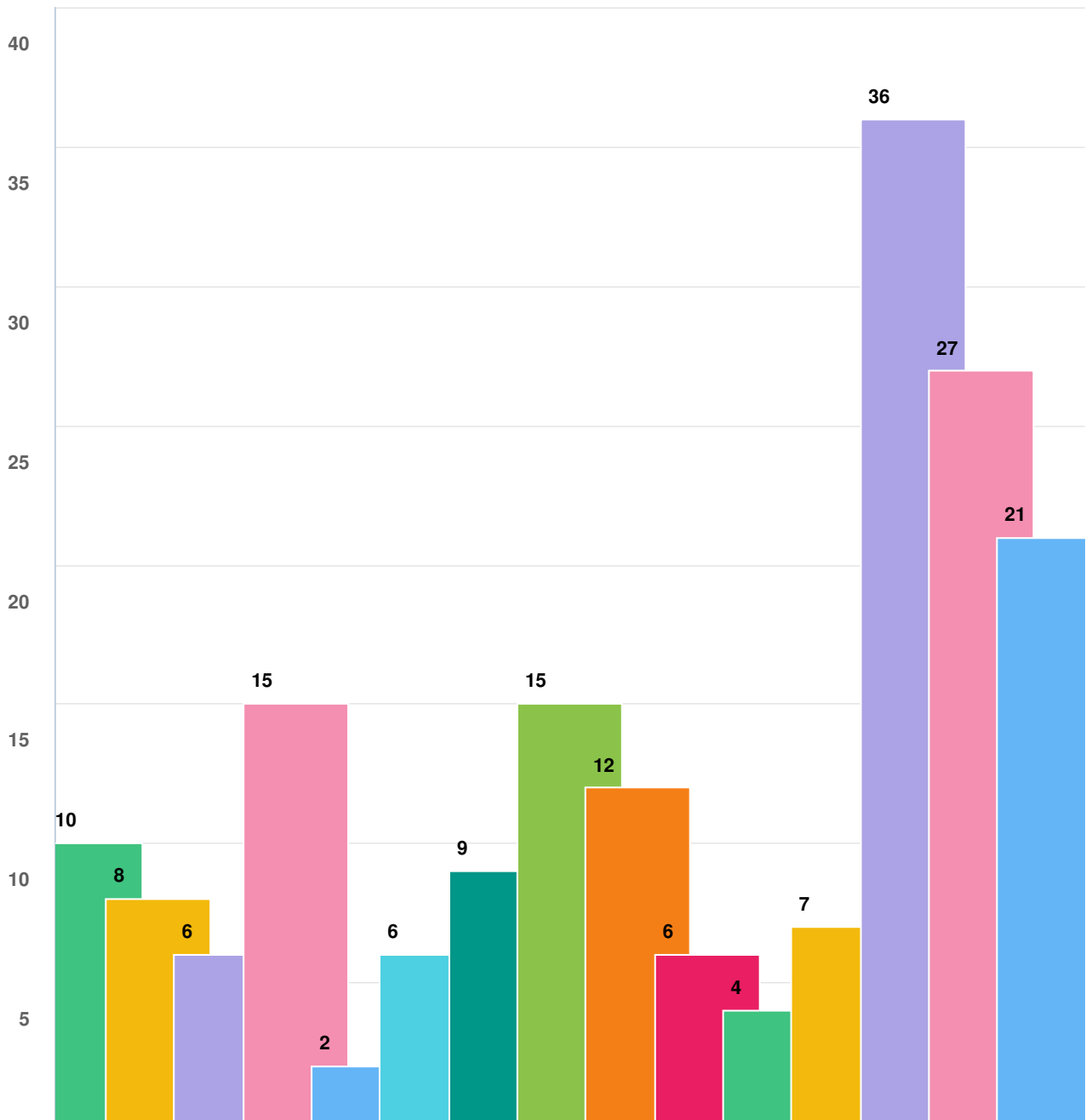
**Question options**

- Architectural, structural or design
 ● Attitudinal or social
● Emergency planning
● Information and communication
- Physical environment
 ● Sensory (lights, smells, sounds)
● Service
● Systemic, policy or procedure
- Technology
 ● Other (please specify)

Optional question (89 response(s), 22 skipped)

Question type: Checkbox Question

If you or any members of your family/household have experienced accessibility barriers at a facility and/or with a service, please select the facilitie(s) below.



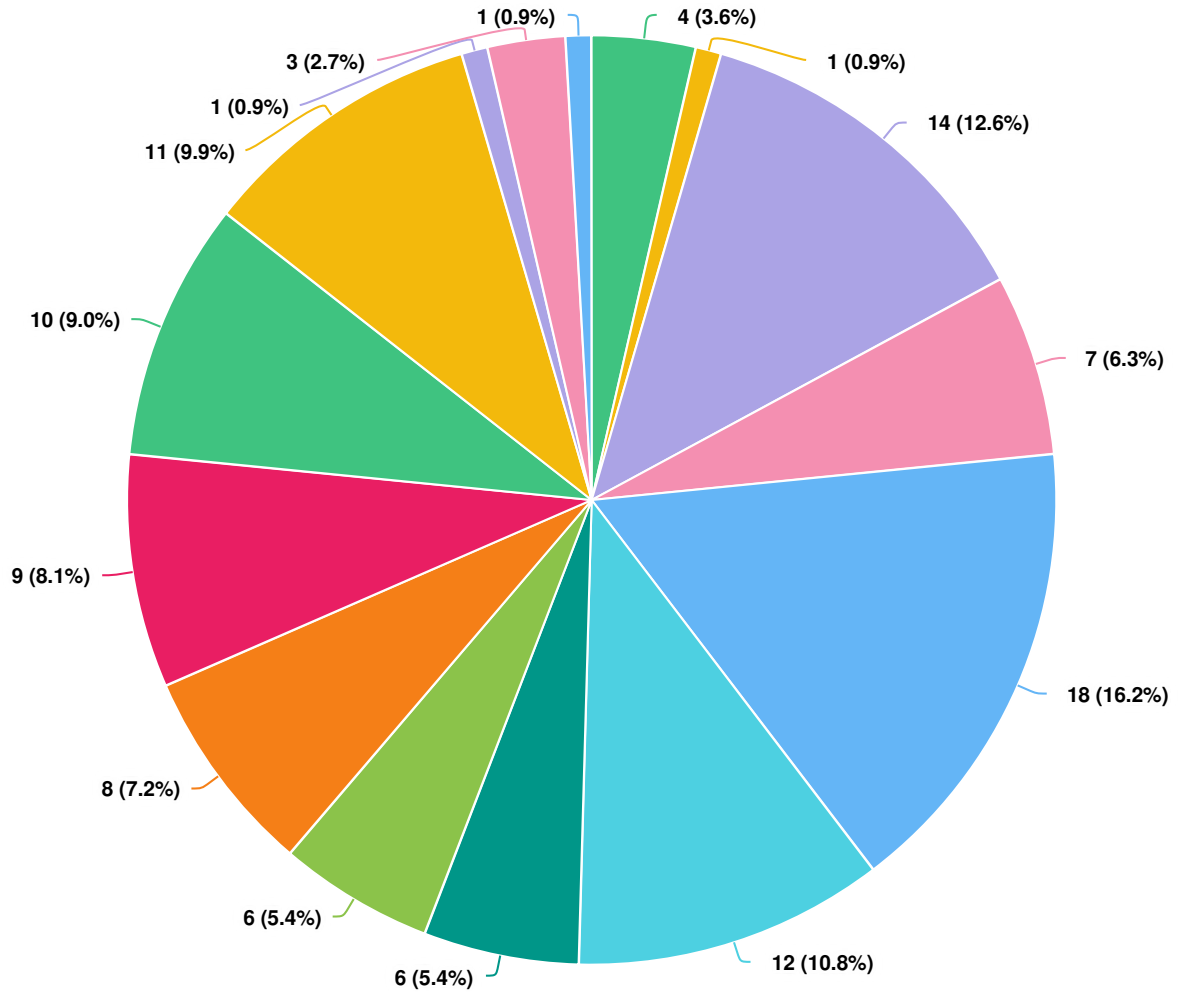
**Question options**

- City Hall    ● Royal LePage Place    ● Jim Lind Arena    ● Johnson Bentley Memorial Aquatic Centre (JBMAC)
- Multi-Sport Dome    ● Lakeview Heights Community Hall    ● Westbank Lions Community Centre
- Westside Seniors Activity Centre    ● Annette Beaudreau Amphitheatre at Memorial Park
- Julia's Junction and Kids Care Spray Park at Westbank Centre Park    ● West Kelowna Skate Park at Memorial Park
- Sports courts and fields    ● Parks, playgrounds and trails    ● Beaches and boat launches    ● Other (please specify)

Optional question (85 response(s), 26 skipped)

Question type: Checkbox Question

### What neighbourhood do you live in?



**Question options**

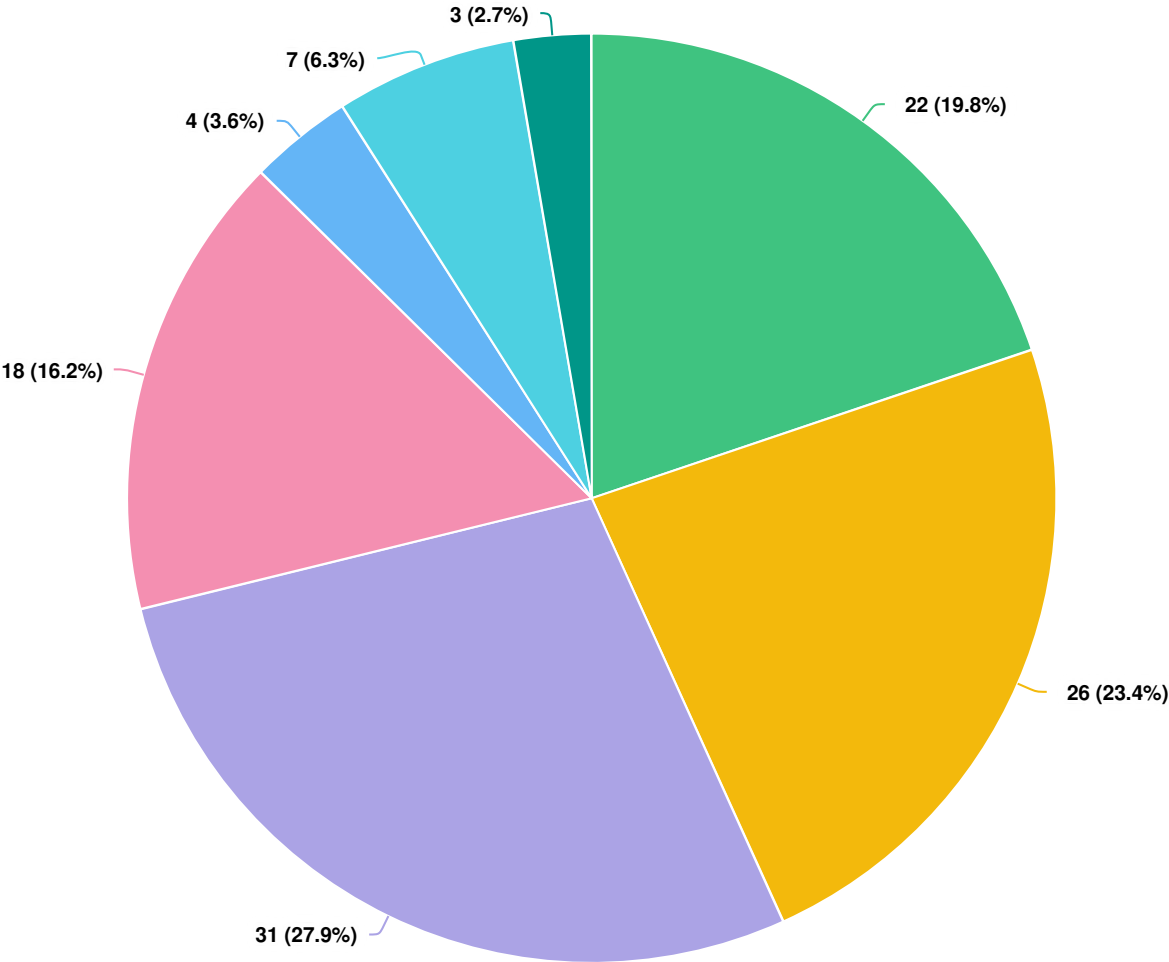
- Boucherie Centre   
 ● Casa Loma   
 ● Glenrosa   
 ● Goats Peak/Gellatly   
 ● Lakeview Heights   
 ● Shannon Lake
- Smith Creek   
 ● South Boucherie   
 ● West Kelowna Estates/Rose Valley   
 ● Westbank   
 ● Westbank Centre
- Westbank First Nation   
 ● Westside Road/Bear Creek Road   
 ● Outside West Kelowna   
 ● Other (please specify)

Mandatory Question (111 response(s))

Question type: Dropdown Question



If you live in West Kelowna, how many years have you lived in the City?



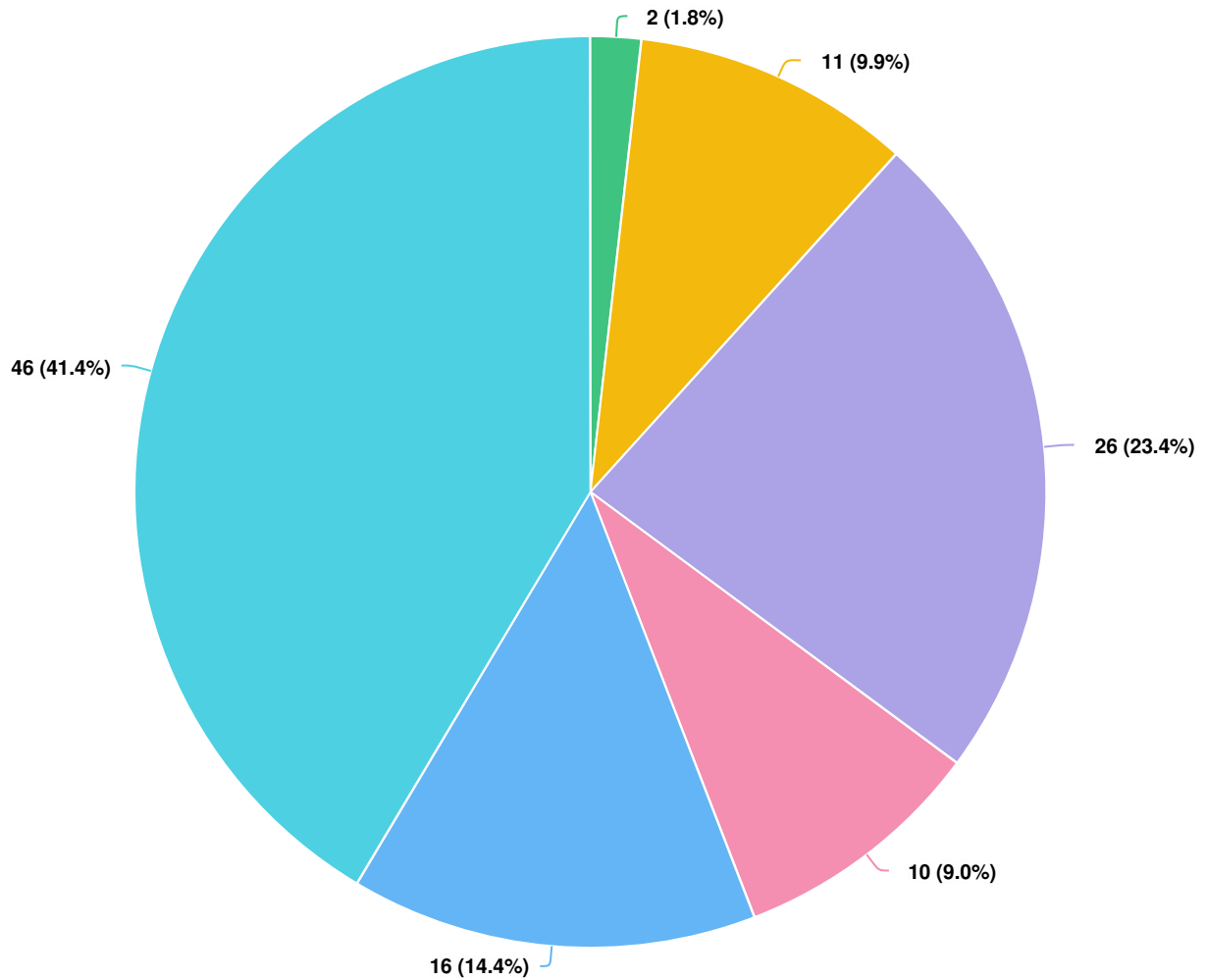
**Question options**

- 0-5 years
- 5-10 years
- 10-20 years
- Over 30 years
- Over 40 years
- Over 50 years
- I live outside West Kelowna

Mandatory Question (111 response(s))

Question type: Radio Button Question

Select your age category:



**Question options**

- 15 to 24 years
- 25 to 34 years
- 35 to 44 years
- 45 to 54 years
- 55 to 64 years
- 65+ years

Mandatory Question (111 response(s))

Question type: Dropdown Question



## INFORMATION ONLY COUNCIL REPORT

To: Mayor and Council

Date: January 28, 2025

From: Ron Bowles, Chief Administrative Officer

Subject: **Transportation Master Plan and Transit Consultation**

Report Prepared by: Nilton Praticante, Engineering Manager

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### STRATEGIC AREA(S) OF FOCUS

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

### BACKGROUND – Transportation Master Plan

The City of West Kelowna's Transportation Master Plan (TMP) is a long-range guide that provides the City with a policy and direction for network planning, infrastructure improvements and a means to connect people and places using diverse transportation modes. The TMP also will serve as a primary resource for prioritizing projects within existing City Programs including the Road DCC Program and Pedestrian Improvement Program.

The City initially engaged with HDR Corporation to lead development of the City's new TMP. The process involved a highly collaborative approach with key interest and focus groups, in addition to extensive coordination to ensure alignment with the City's strategic planning initiatives including the Official Community Plan, OURWK's Community Vision and key Master Plan Updates.

To ensure involvement and input from the Community, the City, in collaboration with appointed consultants HDR Corporation and James Laurence Group, developed an extensive engagement program for public consultation which included:

- Individual meetings with key partners and stakeholders
- Small group meetings with interested organizations throughout the community
- An opportunity for comments and idea sharing through the *Ideas Portal* and *Mapping Tool* on [OurWK.ca/tmp](http://OurWK.ca/tmp)

- Pop-up displays at key locations in the community
- An open house for the public to connect directly with City staff on the Official Community Plan and the TMP

Utilizing input from City Council, a vast and diverse stakeholder list was produced which included 26 organizations representing a wide variety of focus groups including:

- Agriculture
- Business
- Youth
- Health
- Education
- People with Diverse Abilities
- Emergency Services
- Development
- Active Transportation
- Neighborhood Associations

The City also held TMP-specific stakeholder meetings with key partners Westbank First Nation and the Ministry of Transportation and Infrastructure to share visions and initiatives for a future unified, connected multi-modal network.

With the draft TMP nearing completion, with Council’s input, staff would prefer to re-engage with the public to outline key elements, policies and deliverables of the plan. The City will be holding an Open House on Thursday February 6<sup>th</sup>, 2025 to bring forth these key details, in addition to presenting additional City topics including the 2025 Budget and future transit plans. In concurrence, through coordination with the City’s Communication department, online engagement will occur between February 3<sup>rd</sup> and February 18<sup>th</sup>. Following the open house and completion of the online engagement session, information will be collected and considered in order to finalize the draft plan for final referral and presentation to Council for adoption.

**CONNECT WEST KELOWNA**

**TRANSPORTATION MASTER PLAN UPDATE**

We are updating our Transportation Master Plan (TMP)—a long-range plan that will guide how the City plans, manages, and invests in walking and cycling, transit, and road networks for the next 20 years and beyond.

Long-term transportation planning is vital to achieving the community’s vision of vibrant city centres with complete, connected communities where you can walk, bike and take transit easily.

The Draft Master Plan has been developed based on input received over two years of public engagement combined with technical analysis. Now, we would like your feedback on potential refinements to the plan before it is finalized.

Your input on the TMP Update is key to ensuring it aligns with the needs of our community and reflects our goals for the future.

**PROJECT TIMELINE**

- Fall 2020: Phase 1: FROM VISION TO IDEAS
- Spring 2021: Phase 1: VISION DEVELOPMENT
- Early 2022: Phase 2: CONSULTATION & IDEAS
- Early 2023: Phase 2: CONSULTATION & IDEAS
- Summer 2023: Phase 2: OOP ADOPTION
- Early 2025: Phase 2: OOP ADOPTION

**WE ARE HERE**

TRANSPORTATION MASTER PLAN CONSULTATION  
Feb. 7 - 17, 2025

**CONNECT WEST KELOWNA**

**SHAPING HOW WE MOVE**

Your participation has helped us set the direction for how we walk, cycle, drive and take transit through the city for the next 20 years. Now we want your feedback to tell us if the Draft Plan’s vision, goals, strategies and actions align with the needs of our community. Are we headed in the right direction? Is there anything we may have overlooked?

**SHARE YOUR THOUGHTS**

Based on the input gathered during Phase 1 and Phase 2 of consultation, let us know if the proposed future network plans accurately reflect a connected community.

Your input will help Realize West Kelowna’s Transportation Master Plan 2040.

**Phase 2: FUTURE TRANSPORTATION NETWORK engagement**  
until Feb. 17

Scan and tell us what you think!

- Check out the summary
- Complete the feedback form
- Subscribe for updates about the TMP and other engagement opportunities at [westkelownacity.ca/subscribe](https://www.westkelownacity.ca/subscribe)

Information session materials are also available online at [OurWK.ca/tmp](https://www.westkelownacity.ca/subscribe) until Feb. 17.

**NEXT STEPS**

The feedback received will be considered to help finalize the TMP prior to Council’s consideration of adoption later this year.

**THANKS FOR YOUR PARTICIPATION**

Let’s keep working together to make West Kelowna an even greater place to live!

TRANSPORTATION MASTER PLAN CONSULTATION  
Feb. 7 - 17, 2025

## BACKGROUND – Transit

On September 10, 2024, Council authorized the signing of the Memorandum of Understanding with BC Transit for the proposed 3-year Transit Improvement Plan (2025-2028) and directed staff to examine opportunities for additional public consultation specific to West Kelowna regarding the proposed transit improvements for future Years 2 to 3, and beyond. Based on this direction as well as additional feedback on the need for transit related public engagement received as part of the June 25, 2024 Special Council meeting Transit Workshop, the “Your Transit, Your Say!” public engagement initiative has been developed.

This engagement primarily consists of a Transit Survey aimed to gather feedback from both transit users and non-users to inform improvements in the local transit system. The survey will run from February 3 to 17 and is part of a broader effort to address community needs and enhance transportation options, with a focus on accessibility, safety, and convenience, as well as specific feedback on routing, service levels and proposed improvements to the system. A variety of engagement tactics to promote the survey, including social media, poster boards at schools and an in-person open house, will encourage diverse community participation in shaping the future of the transit system.

The City’s transit engagement process has been designed to incorporate seamlessly into BC Transit’s future engagement processes related to potential routing and service level adjustments. Following the engagement, Council will be provided with a What We Heard Report to summarize the engagement process, participation and responses.

## REVIEWED BY

Rob Hillis, Deputy Director of Engineering

Brent Magnan, Director of Community Development

Warren Everton, Director of Finance/CFO

Trevor Seibel, Deputy CAO



### Drive the conversation on transit improvements in West Kelowna

In collaboration with BC Transit, the City of West Kelowna is working to provide reliable, efficient, and more accessible transit services to meet the needs of our growing community. We are reaching out to both current transit riders and potential future users to understand your needs, challenges, and suggestions.

Your feedback is essential as we plan for a more accessible, efficient, and user-friendly transit network.

#### Why your feedback matters:

- Help us identify key improvements to routes, safety, and service frequency.
- Ensure that transit services meet the needs of all residents, whether you are already using transit or considering it for the future.

#### What transit improvements are most important to you?

We are exploring several potential service improvements. We want to hear from you to determine which changes will make the biggest difference to your daily commute.

#### Proposed improvements:

- Increased frequency on the 97 Okanagan Express.
- Expanded evening service on routes such as 21 Glenrosa, 28 Shannon Lake, and 29 Bear Creek.
- Flexible routing options during off-peak hours to better serve our community.

#### We need your input on:

- Which routes would benefit from more frequent service?
- What time frames should we prioritize for increased service (e.g., morning, evening)?
- How can we improve service in areas you travel to most?
- What factors influence your decision to use or not use transit (e.g., safety concerns, distance to stops)?
- What changes would encourage you to ride more often (e.g., better stop facilities, increased accessibility)?



**APPROVED FOR THE AGENDA BY**

Ron Bowles, Chief Administrative Officer

Powerpoint: Yes  No

Attachments:

TMP Display Boards (3)



# CONNECT WEST KELOWNA

## SHAPING HOW WE MOVE

Your participation has helped us set the direction for how we walk, cycle, drive and take transit through the city for the next 20 years. Now we want your feedback to tell us if the Draft Plan's vision, goals, strategies and actions align with the needs of our community. Are we headed in the right direction? Is there anything we may have overlooked?



### SHARE YOUR THOUGHTS

Based on the input gathered during Phase 1 and Phase 2 of consultation, let us know if the proposed future network plans accurately reflect a connected community.

**Your input will help finalize West Kelowna's Transportation Master Plan 2040.**

**Phase 3:**  
**FUTURE TRANSPORTATION**  
 NETWORK engagement  
 Open until Feb. 17



### WAYS TO GET INVOLVED

- Check out the Master Plan Summary
- Review the network map
- Complete the feedback form
- Subscribe for updates about the TMP and other engagement opportunities at [westkelownacity.ca/subscribe](https://westkelownacity.ca/subscribe)

Information and consultation materials are also available online at [OurWK.ca/tmp](https://OurWK.ca/tmp) until Feb. 17.



### NEXT STEPS

The feedback received will be considered to help finalize the TMP prior to Council's consideration of adoption later this year.



### THANKS FOR YOUR PARTICIPATION

Let's keep working together to make West Kelowna an even greater place to live!





# CONNECT WEST KELOWNA

## TRANSPORTATION MASTER PLAN UPDATE

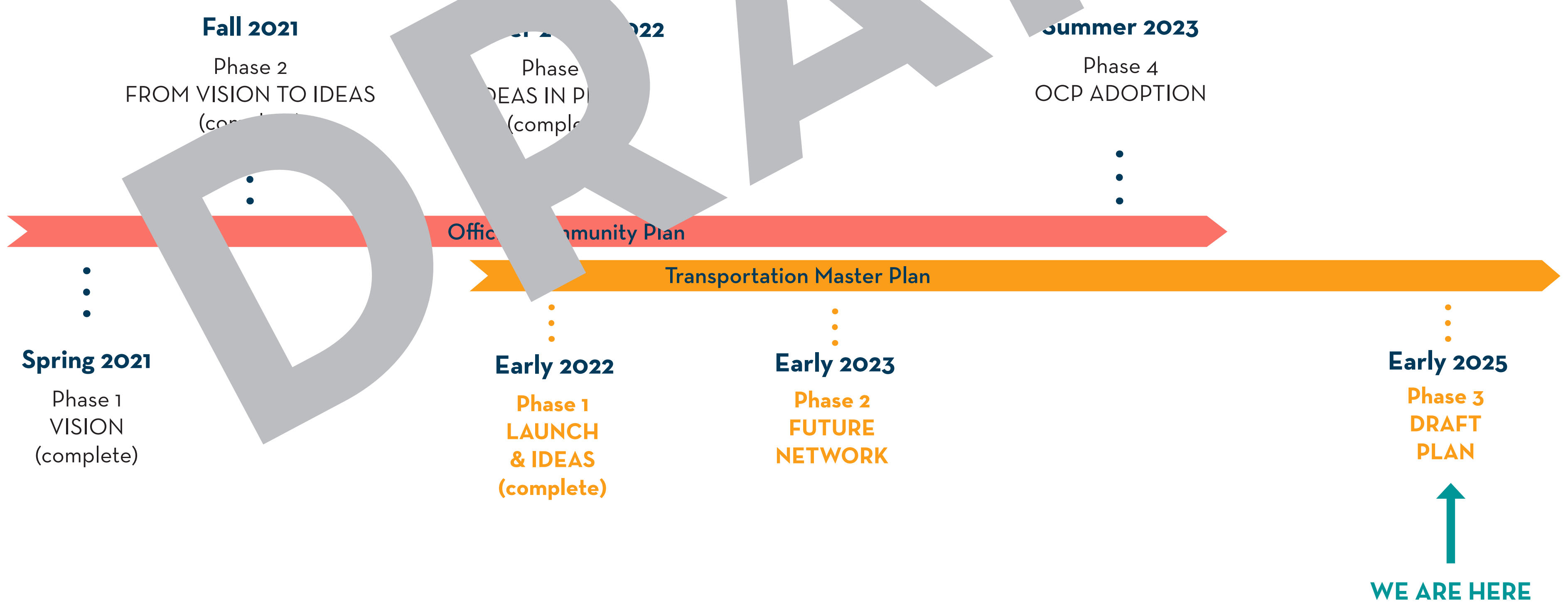
We are updating our Transportation Master Plan (TMP)—a long-range plan that will guide how the City plans, manages, and invests in walking and cycling, transit, and road networks for the next 20 years and beyond.

Long-term transportation planning is vital to achieving the community’s vision of vibrant city centres with complete, connected communities where you can walk, bike and take transit easily.

The Draft Master Plan has been developed based on input received over two years of public engagement combined with technical analysis. Now, we would like your feedback on potential refinements to the plan before it is finalized.

Your input on the TMP Update is key to ensuring it aligns with the needs of our community and reflects our goals for the future.

### PROJECT TIMELINE





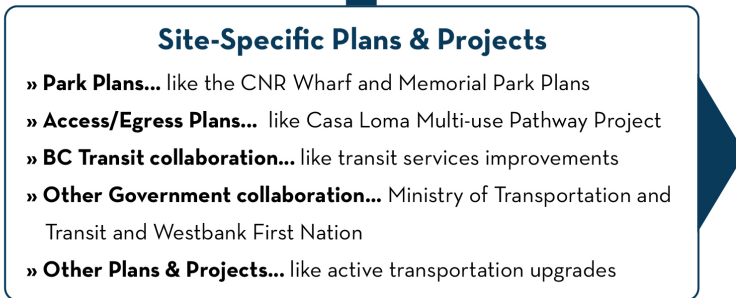


A Community Vision and OCP are the building blocks for the community. They provide a long-term outlook for what the community wishes to achieve and guide how to get there over time.



Master Plans provide a community-wide outlook for important City networks. They prioritize how and where the City will invest to maintain and improve critical networks over time.

The **TMP** guides how the City plans, manages and invests in walking and cycling, transit and road networks. The plan aligns with other key City master plans.



Projects and programs provide detailed direction and design to implement priorities from the City Master Plans. These are projects that often lead to things getting built.

The **TMP** identifies actions the City can develop and implement through projects and programs.



## INFORMATION ONLY COUNCIL REPORT

To: Mayor and Council

Date: January 20, 2025

From: Trevor Siebel, Deputy CAO

File No: 5330-20-71

Subject: **Operations Centre Project Update – Q4 2024**

Report Prepared by: Jordan Finkel, Senior Design & Inspection Technologist

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### **PURPOSE**

To provide Council with a progress update on the Operations Centre Project.

**RECOMMENDATION** to Consider and Resolve:

**THAT** the report titled “Operations Centre project Update- Q4 2024” from the Senior Design & Inspection Technologist, dated January 28, 2025, be received for information.

### **STRATEGIC AREA(S) OF FOCUS**

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

**Foster Safety and Well-Being** – We will pursue through direct action, advocacy, and collaboration with local and regional service providers, investments in community health, needs-based housing, emergency preparedness, policing, and other services that foster safety and well-being in West Kelowna.

### **BACKGROUND**

The construction of the City of West Kelowna’s first purpose-built Operations Centre for our Public Works, Parks, and Utilities teams is a Strategic Priority for Council. The site will serve as the work base for over 80 staff who are responsible for maintaining and operating critical City infrastructure, 24 hours per day, 7 days per week. Currently, these work groups are spread out across various locations throughout the City which is operationally inefficient. This project update is for the period ending December 31, 2024.

## PROJECT STATUS UPDATE

Several key construction milestones were met during this reporting period, and the overall status of the project is progressing closer to completion. The gas connection was recently commissioned to allow the heating systems to operate via a temporary power connection, which will help prevent weather related damage from occurring within the buildings over winter. The on-site electrical transformer is expected to be installed in the coming weeks along with final approvals from BC Hydro to allow for permanent energization of the site.

Edge Construction (the 'builder'), has several tradespeople working on site to finish the remaining tasks and deficiencies as previously identified during the substantial completion walkthrough. They were also performing commissioning and warranty related works on several key pieces of equipment, including connection of the large outdoor air handling unit at the Administration building. The builder will remain on site as prime contractor until such time that permanent power is being delivered to the three buildings and the remaining commissioning work has been completed. This is anticipated to occur towards the end of January or early February.

First Tracks Contracting (the 'civil contractor'), has completed the majority of the underground utility infrastructure tasks, concrete pads and sidewalks. The main electrical kiosk is installed and the City is awaiting final commissioning and energization of the site. Site grading and deficiency work will be progressing through winter as weather allows.

Staff continues to monitor budget and manage any risks related to the budget. Some of the risks identified include weather and power connection delays resulting in the need for temporary power and temporary heat for the buildings. The City is in the process of creating and implementing a moving strategy following completion of the construction phase. The move in date for staff is current being planned sometime around April, after the paving work has been completed.

## FINANCIAL IMPLICATIONS

Original Council Approved Budget (February 13, 2024): \$9,805,000

<b>Funding Source</b>	<b>Value</b>
Sale of 2570 Bartley Road	\$3,700,000
Sale of Webber Road	\$250,000
Gas Tax Funds	\$500,000
Gravel sales	\$350,000
Operations yard reserve	\$192,000
Operating surplus	\$83,000
Equipment Reserve	\$230,000

Roads reserve	\$600,000
Growing Communities Fund	\$3,900,000
Additional Approved Budget (Nov 12, 2024 Council Meeting)	\$685,000
<b>Total Approved Budget</b>	<b>\$10,490,000</b>

**COUNCIL REPORT / RESOLUTION HISTORY**

<b>Date</b>	<b>Report Topic / Resolution</b>	<b>Resolution No.</b>
Aug 27, 2024	<b>THAT</b> the report titled “Operations Centre Project Update” from the Director of Engineering & Operations, dated August 27, 2024 be received for information.	<b>C224/24</b>
Feb 13, 2024	<b>THAT</b> Council approve the Operations Yard Project Budget of \$9,805,000 and related Funding Strategy as outlined in Attachment 7 in the report titled “Funding Strategies – Major Projects – Follow Up” from the Deputy CAO, dated February 13, 2024	<b>C063/2</b>
Nov 12, 2024	<b>THAT</b> Council approve the budget request of \$685,000 to complete the operational essential works associated with the new Operations Centre, as identified in the report titled “Operations Centre Project Update – November 2024”, dated November 12, 2024 <b>AND THAT</b> the \$685,000 be funded from the Growing Communities Fund	<b>C280/24</b>

**REVIEWED BY**

Warren Everton, Director of Finance/CFO  
Trevor Seibel, Deputy CAO/Deputy Corporate Officer

**APPROVED FOR THE AGENDA BY**

Ron Bowles, Chief Administrative Officer

PowerPoint: Yes  No

Attachments:  
Attachment 1: Site Photos

# Admin Building



Workstation area - floors protected for final paint touchups



Copy room cabinetry



Kitchen cabinets - altered to allow space for coffee machines



Lunch room/meeting room with dividing wall installed

# Workshop



Bay interior

Manual-operation bay doors

# Mechanic Shop



Interior main area



Separate bay

## Civil Works



Grading complete from main entrance and between buildings, sub-base installed



Grading and sub-base complete for Admin parking lot, berm removed, fencing installed

## Lower Yard



Electrical kiosk installed



Fence line being installed, remaining piles of backfill to be used in soft spots at upper yard. Storage sea cans in position along ridge.





## COUNCIL REPORT

To: Mayor and Council

Date: January 28, 2025

From: Ron Bowles, Chief Administrative Officer

Subject: **Intact Centre Municipal Climate Resiliency Grant Support**

Report Prepared by: Jason Brolund, Fire Chief

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**RECOMMENDATION** to Consider and Resolve:

**THAT** Council support the University of British Columbia - Okanagan in an application to the Intact Centre Municipal Climate Resiliency Grant to examine wildfire coexistence and pursue specific solutions to help communities predict, plan for and prevent destructive wildfires, as outlined in this report;

**AND THAT** staff be directed to prepare a letter of support for signature by the Mayor.

### **STRATEGIC AREA(S) OF FOCUS**

**Foster Safety and Well-Being** – We will pursue through direct action, advocacy, and collaboration with local and regional service providers, investments in community health, needs-based housing, emergency preparedness, policing, and other services that foster safety and well-being in West Kelowna.

### **BACKGROUND**

Wildfire preparedness and early detection of wildfires plays a critical role in mitigating risks, lowering suppression costs, and safeguarding lives and property.

Intact is a leading provider of property and casualty insurance. Intact believes that equipping municipalities with solutions to address their risk - while also mobilizing residents in the process - is essential to build climate resilient communities.

UBC is a globally recognized, top-ranked university with an active research and innovation hub at the Okanagan Campus.

Since the 2023 McDougall Creek Fire, Dr. Mathieu Bourbonnais, an Assistant Professor, Principal's Research Chair, and Co-Director for the Centre for Wildfire Coexistence at UBC Okanagan (UBCO) has engaged with West Kelowna Fire Rescue staff to examine

wildfire coexistence. Dr. Bourbonnais is pursuing solutions to help communities predict, plan for and prevent destructive wildfires.

His low-cost, purpose-built wildfire sensors help pinpoint when forests are most susceptible to ignition. These sensors are easily installed in the wildland urban interface and provide real-time information on wildfire conditions and crucial data on wind, humidity, temperature and soil conditions. A provincial camera network, and a program to increase capacity for prescribed fire are also being developed.

## **DISCUSSION**

The Intact Municipal Climate Resiliency Grants Program funds practical solutions to protect people from the effects of climate change and build more resilient communities. The program is investing \$2 million across Canada to support practical solutions that will help municipalities address extreme weather events, including floods and wildfires.

UBCO has proposed a project to deploy at least 2 high resolution cameras as well as several low-cost wildfire sensors in our community as well as the same in partnership with the City of Kelowna. These would function as an initial test for potential deployment across the province in the future.

The deadline to submit applications is January 31, 2025. Each project will be allocated a maximum of \$200,000. UBCO will manage the grant application and administration process and complete all requirements for the project.

UBCO requests a letter of support for this application.

These activities are consistent with recommendation #28 of our recently adopted 2025 Community Wildfire Resiliency Plan: *“Sharing West Kelowna’s experience, work with external organisations (including universities, regional, provincial and federal governments, and industry) to evaluate identify challenges, opportunities and develop new and innovative response and prevention technologies.”*

Updates will be provided to Council as a part of our ongoing FireSmart program.

## **FINANCIAL IMPLICATIONS**

None beyond a small amount of staff time to participate in the project during 2025.

**REVIEWED BY**

Warren Everton, Director of Finance/CFO

Trevor Seibel, Deputy CAO/Deputy Corporate Officer

**APPROVED FOR THE AGENDA BY**

Ron Bowles, Chief Administrative Officer

Powerpoint: Yes  No



## COUNCIL REPORT

To: Mayor and Council

Date: January 28, 2025

From: Ron Bowles, Chief Administrative Officer

Subject: **Regional Grant Funding Application – RDCO Emergency Support Services Equipment and Training**

Report Prepared by: Jason Brolund, Fire Chief

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### **RECOMMENDATION** to Consider and Resolve:

**THAT** Council approves the Regional District of Central Okanagan applying for, receiving, and managing the 2025 UBCM Community Emergency Preparedness Fund grant, under the Emergency Support Services Equipment and Training stream on behalf of the City of West Kelowna.

### **STRATEGIC AREA(S) OF FOCUS**

**Foster Safety and Well-Being** – We will pursue through direct action, advocacy, and collaboration with local and regional service providers, investments in community health, needs-based housing, emergency preparedness, policing, and other services that foster safety and well-being in West Kelowna.

### **BACKGROUND**

The Emergency Management Program is a regional service comprised of all Central Okanagan municipal and electoral area jurisdictions along with Westbank First Nation who work together to provide a coordinated emergency response for events such as forest fires, floods, landslides, and extreme heat events.

The Community Emergency Preparedness Fund (CEPF) is a suite of funding programs intended to enhance the resiliency of local governments, First Nations, and communities in responding to emergencies. Funding is provided by the Province of BC and is administered by the Union of BC Municipalities (UBCM).

Regional staff have prepared an application to request funding under the Emergency Support Services Equipment and Training stream.

## **DISCUSSION**

The Emergency Operations Centre is a regional program, and all local governments work collaboratively to identify where in the region support is required.

The intent for this ESS grant is to ensure all jurisdictions have support during events with trained ESS volunteers, staff, and equipment. ESS is a vital component of the RDCO Regional Emergency Program which offers centralized support to local governments during emergencies such as wildfires and floods.

In the aftermath of the 2023 Wildfires, there has been a concerted effort to enhance ESS capacity, resources, and resiliency within the RDCO. By combining eligible funding amounts of all the local governments within the RDCO, the ESS Team will be supported to deliver services throughout the RDCO Regional Emergency Program.

In 2024 Council supported the combined application to the UBCM-CEPF for ESS Training and Equipment stream. The estimated combined value of the 2024 application was \$148,000.00 and the RDCO was awarded \$147,500.00. The 2024 funding supported a variety of ESS volunteer and ESS staff training. This included a live exercise at Royal Lepage Place in West Kelowna. The funding also helped to improve available technology, revise public information materials, support ESS volunteer recruitment and support ESS volunteer recognition.

## **FINANCIAL IMPLICATIONS**

100% of the project costs are anticipated to be covered by this grant, which will be managed regionally. The estimated combined value of the RDCO application to the UBCM-CRI is \$148,000.00. This estimated total is derived from RDCO Regional Emergency Program staff analysis of eligible grant amounts for the Westbank First Nation, District of Peachland, City of West Kelowna, Regional District of the Central Okanagan, City of Kelowna and District of Lake Country.

Combining and coordinating efforts will optimize the impact of staff time and consultant time.

## **REVIEWED BY**

Warren Everton, Chief Financial Officer

Trevor Seibel, Deputy CAO/Deputy Corporate Officer

## **APPROVED FOR THE AGENDA BY**

Ron Bowles, Chief Administrative Officer

Powerpoint: Yes  No