



CITY OF WEST KELOWNA REGULAR COUNCIL AGENDA

Tuesday, July 22, 2025, 6:00 P.M.

COUNCIL CHAMBERS

3731 OLD OKANAGAN HWY, WEST KELOWNA, BC

Pages

1. CALL TO ORDER

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

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.

2. INTRODUCTION OF LATE ITEMS

No items.

3. ADOPTION OF AGENDA

Recommendation:

THAT the July 22, 2025 regular Council agenda be adopted as presented.

4. ADOPTION OF MINUTES

4.1 July 8, 2025 Special and Regular Council Minutes

5

Recommendation:

THAT the July 8, 2025 special and regular Council minutes be adopted.

5. MAYOR AND COUNCILLORS' REPORTS

An opportunity for Mayor and Council to provide verbal reports.

5.1 Regional District of Central Okanagan - Highlights from the July 17, 2025 Regional Board Meeting

13

6. PRESENTATIONS

6.1 Cst. Rode, West Kelowna School Resource Officer

To provide an update.

7. DELEGATIONS

No items.

8. UNFINISHED BUSINESS

8.1 Notice of Motion regarding Water Meters - Councillors Johnston & Millsap

The Notice of Motion was deferred, to refine and clarify the motion, at the May 13th regular Council meeting and is now before Council for consideration.

Recommendation:

WHEREAS the cost of installing pit meters has negatively impacted the cost of building a single family home;

AND WHEREAS Council is committed to finding ways to improve housing affordability;

THEREFORE BE IT RESOLVED THAT Council remove the requirement for the installation of Pit Meters for Single Family Homes and Duplexes;

AND THAT Council direct staff to return to the previous arrangement that allowed for the installation of water meters within Single Family Homes and Duplexes;

AND THAT Council direct staff to bring forward the necessary bylaw and/or policy amendments while ensuring non-compliance of delinquent properties may continue to be addressed, up to and including installation of a pit meter at the owner's cost for non-compliant properties;

AND FURTHER THAT Council direct staff to add this item to the Community Development workplan as a future action item without impacting current priorities.

9. DIVISION REPORTS

9.1 2025 Department Statistics – 2nd Quarter

14

Recommendation:

THAT Council receive the staff report titled "2025 Department Statistics – 2nd Quarter", dated July 22, 2025, for information.

9.2 Signing Authority Appointment

37

Recommendation:

THAT Council appoint Karla Campbell, General Manager of Corporate Services and Mark Panneton, Director of Legislative and Legal Services, as signing authority for the City of West Kelowna.

9.3 P25-09 Transit Fare Review

38

Presentation to be provided.

Recommendation:

THAT Council endorse Option 1 Fare Changes, effective October 1, 2025 as outlined in staff report dated July 22, 2025, and presented by BC Transit.

- 9.4 2025-2026 Transit Annual Operating Agreement** 79
Presentation to be provided.

Recommendation:

THAT Council approves the City entering into an Annual Operating Agreement (AOA) with British Columbia Transit for the 2025-2026 period;

AND THAT the Mayor and Corporate Officer be authorized to execute the 2025-2026 Annual Operating Agreement (AOA) between British Columbia Transit and the City of West Kelowna.

- 9.5 Draft Rental Protection and Tenant Relocation Assistance and Manufactured Home Park Redevelopment Policies** 94
Presentation to be provided.

Recommendation:

THAT the following policies, as attached to the staff report dated July 22, 2025 regarding “Draft Rental Protection and Tenant Relocation Assistance and Manufactured Home Park Redevelopment Policies”, be approved:

- Rental Protection and Tenant Relocation Assistance Policy; and
- Manufactured Home Park Redevelopment Policy.

- 9.6 Z 25-04; Zoning Bylaw Amendment 0320.03, 2025 - 3330 & 3348 Boucherie Road** 126
Presentation to be provided.

Recommendation:

THAT City of West Kelowna Zoning Amendment Bylaw No. 0320.03, 2025 be given first, second, third reading and adoption.

- 9.7 Fire Hall 32 Replacement – Project Update No. 5** 135
Recommendation:

THAT the staff report titled “Fire Hall #32 Replacement – Project Update No. 5”, dated July 22, 2025, be received for information.

- 9.8 Council Appointment of License Inspector and Bylaw Officer** 153
Recommendation:

THAT Albertine Fowler, Business Licensing Compliance Officer, be

appointed to the following officer positions for the City of West Kelowna:

- License Inspector; and
- Bylaw Enforcement Officer.

9.9 2026 Parcel Tax for Rose Valley Water Treatment Plant Review Panel 155

Recommendation:

THAT Council appoints at least three members of Council to form a Parcel Tax Roll Review Panel;

AND THAT the Parcel Tax Roll Review Panel meeting be scheduled for 5:30 pm on Tuesday, August 26th, 2025;

AND FURTHER THAT notice of the Parcel Tax Roll Review Panel meeting be given in accordance with Section 94 of the *Community Charter*.

9.10 2025 Transportation Master Plan 161

Presentation to be provided.

Recommendation:

THAT the draft 2025 Transportation Master Plan proceed to public engagement prior to final consideration for adoption.

10. CORRESPONDENCE AND INFORMATION ITEMS

No items.

11. NOTICE OF MOTION

No items.

12. ADJOURNMENT

The next Council meeting is scheduled for August 26, 2025.



CITY OF WEST KELOWNA

SPECIAL COUNCIL MINUTES

Tuesday, July 8, 2025
COUNCIL CHAMBERS
3731 OLD OKANAGAN HWY, WEST KELOWNA, BC

MEMBERS PRESENT: Mayor Gord Milsom
Councillor Tasha Da Silva
Councillor Rick de Jong
Councillor Jason Friesen
Councillor Garrett Millsap
Councillor Carol Zanon

MEMBERS ABSENT: Councillor Stephen Johnston

Staff Present: Ron Bowles, Chief Administrative Officer
Mark Panneton, Director of Legislative & Legal Services/Corporate Officer
Patrick Pulak, General Manager of Operations
Karla Campbell, General Manager of Corporate Services
Rob Hillis, Senior Manager of Engineering & Capital Projects
Lisa Siavashi, Financial Services Manager/Deputy Chief Financial Officer
Ashley Stewart, Communications Manager
Chris Oliver, Planning Manager
Rebecca Narinesingh, Deputy Corporate Officer

1. CALL TO ORDER

The meeting was called to order at 11:31 a.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

There were no additions or changes to the procedural motion.

3. ADOPTION OF AGENDA

It was moved and seconded

Resolution No. C157/25

THAT the July 8, 2025 special Council agenda be adopted as presented.

CARRIED UNANIMOUSLY

4. PROCEDURAL MOTION

It was moved and seconded

Resolution No. C158/25

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

(c) labour relations or other employee relations;

(g) litigation or potential litigation affecting the municipality;

(i) the receipt of advice that is subject to solicitor-client privilege, including communications necessary for that purpose; and

(k) negotiations and related discussions respecting the proposed provision of a municipal service that are at their preliminary stages and that, in the view of the council, could reasonably be expected to harm the interests of the municipality if they were held in public.

CARRIED UNANIMOUSLY

Council then proceeded with the closed session.

5. ADJOURNMENT

The meeting adjourned at 12:45 p.m.

MAYOR

DIRECTOR OF LEGISLATIVE & LEGAL SERVICES/
CORPORATE OFFICER



CITY OF WEST KELOWNA REGULAR COUNCIL MINUTES

Tuesday, July 8, 2025
COUNCIL CHAMBERS
3731 OLD OKANAGAN HWY, WEST KELOWNA, BC

MEMBERS PRESENT: Mayor Gord Milsom
Councillor Tasha Da Silva
Councillor Rick de Jong
Councillor Jason Friesen
Councillor Garrett Millsap
Councillor Carol Zanon

MEMBER ABSENT: Councillor Stephen Johnston

Staff Present: Ron Bowles, Chief Administrative Officer
Mark Panneton, Director of Legislative & Legal Services/Corporate Officer
Patrick Pulak, General Manager of Operations
Karla Campbell, General Manager of Corporate Services
Rob Hillis, Senior Manager of Engineering & Capital Projects
Lisa Siavashi, Financial Services Manager/Acting Chief Financial Officer
Chris Oliver, Planning Manager
Mark Roberts, Parks Manager
Ashley Stewart, Communications Manager
Johanna Cooke, Land & Legal Agent
Rebecca Narinesingh, Deputy Corporate Officer

1. CALL TO ORDER

The meeting was called to order at 1:35 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

No items.

3. ADOPTION OF AGENDA

It was moved and seconded

Resolution No. C159/25

THAT the July 8, 2025 regular Council agenda be adopted as presented.

CARRIED UNANIMOUSLY

4. ADOPTION OF MINUTES

4.1 June 24, 2025 Special and Regular Council Minutes

It was moved and seconded

Resolution No. C160/25

THAT the June 24, 2025 special and regular Council minutes be adopted.

CARRIED UNANIMOUSLY

5. MAYOR AND COUNCILLORS' REPORTS

Mayor Milsom informed that:

- Memorial Park and the City Hall/Library Building community plaza are abuzz with many great events and activities this summer;
- Council expressed their gratitude to the volunteers and staff who organized this year's Canada Day festivities at Memorial Park;
- Council encourages our community to join us this weekend (July 10 - 13) at Westside Daze;
- Music in the Park will pause this weekend for Westside Daze – but will return from July 18 through Aug. 22 from 6:30 p.m. to 9:00 p.m. at Annette Beaudreau Amphitheatre in Memorial Park;
- Our new Pop Ups in the Plaza Program continues this summer with new activities taking place on several more Tuesdays. Learn more at westkelownacity.ca/communityevents;
- The City of West Kelowna is excited to share that the Westbank Farmer's Market has moved to the plaza, Saturdays from 9 a.m. to 1 p.m. until September 27;

- Council welcomed new staff members: Patrick Pulak (General Manager of Operations), Johanna Cooke (Land & Legal Agent), and Ashley Stewart (Communications Manager);
- Council thanked Warren Everton, for his service as Chief Financial Officer and announced he will lead a special assignment to implement a resource management system and modernize West Kelowna's policing system;
- Council also expressed appreciation to Lisa Siavashi for taking on the role of Acting Chief Financial Officer.

6. PRESENTATIONS

No items.

7. DELEGATIONS

No items.

8. UNFINISHED BUSINESS

No items.

9. DIVISION REPORTS

9.1 Appointment of Acting Chief Financial Officer

It was moved and seconded

Resolution No. C161/25

THAT the appointment of Warren Everton to the position of Chief Financial Officer for the City of West Kelowna be rescinded;

AND THAT Lisa Siavashi be appointed to the position of Acting Chief Financial Officer for the City of West Kelowna in accordance with Section 149 of the *Community Charter*.

CARRIED UNANIMOUSLY

9.2 Active Living Enterprises and Johnson Bentley Memorial 2024 Surplus

It was moved and seconded

Resolution No. C162/25

THAT a portion of the 2024 surplus of Johnson Bentley Memorial Aquatic Centre be shared with Active Living Enterprises Ltd. to a maximum amount of \$10,000.

CARRIED UNANIMOUSLY

9.3 City of West Kelowna Zoning Amendment Bylaw No. 0320.02, 2025

It was moved and seconded

Resolution No. C163/25

THAT Council adopt "City of West Kelowna Zoning Amendment Bylaw No. 0320.02, 2025".

CARRIED UNANIMOUSLY

9.4 Gellatly Road Corridor Speeds

Staff provided a presentation and responded to Council's questions.

It was moved and seconded

Resolution No. C164/25

THAT the Regulatory speed limit of 50 km/h along the Gellatly Road corridor from Boucherie Road to Gellatly Road South, be reduced to a Regulatory speed limit of 30 km/h.

CARRIED UNANIMOUSLY

9.5 Waterfront Licenses of Occupation

It was moved and seconded

Resolution No. C165/25

THAT Council rescind resolution C072/25 as passed at the March 25, 2025, regular Council meeting.

CARRIED UNANIMOUSLY

It was moved and seconded

Resolution No. C166/25

THAT Council agree to acquire a License of Occupation for a term of 30 years for the purpose of public swimming areas and boat ramp for the following properties:

- All that unsurveyed Crown foreshore being part of the bed of Okanagan Lake fronting on that part of District Lot 487, Osoyoos Division Yale District, shown as Park and Road on Plan 35335, containing 0.150 hectares, more or less (Pebble Beach Park);

- All that unsurveyed Crown foreshore being part of the bed of Okanagan Lake fronting on that part of District Lot 487, Osoyoos Division Yale District, shown as Park on Plan 18840, containing 0.30 hectares, more or less (Marina Park);
- All that unsurveyed Crown foreshore being part of the bed of Okanagan Lake fronting on that part of District Lot 485, Osoyoos Division Yale District, shown as Park and Road on Plan 42401, containing 0.13 hectares, more or less (Casa Rio Park);
- All that unsurveyed Crown foreshore being part of the bed of Okanagan Lake fronting on District Lots 521 and 485, Osoyoos Division Yale District, containing 0.23 hectares, more or less (Casa Loma Beach, Dupuis Boat Launch, Casa Loma Dock and Casa Loma Waterfront Access).

AND THAT Council agree to acquire a License of Occupation for a term of 30 years for public recreation and park purposes for the lands located at:

- All that unsurveyed Crown foreshore being part of the bed of Okanagan Lake fronting on Gellatly Bay, Osoyoos Division Yale District, containing 47.90 hectares, more or less (Gellatly Bay).

CARRIED UNANIMOUSLY

9.6 New Parks - Proposed Names

Staff provided a presentation and responded to Council's questions.

It was moved and seconded

Resolution No. C167/25

THAT the Parks Department be directed to draft a new Parks Naming Policy for Council's review and input;

AND THAT the naming of the parks referred to in the report dated July 8, 2025 regarding "New Parks – Proposed Names" be deferred until the new Parks Naming Policy has been approved by Council.

CARRIED UNANIMOUSLY

10. CORRESPONDENCE AND INFORMATION ITEMS

No items.

11. NOTICE OF MOTION

No items.

12. ADJOURNMENT

The meeting adjourned at 2:32 p.m.

MAYOR

DIRECTOR OF LEGISLATIVE & LEGAL SERVICES/
CORPORATE OFFICER

Highlights of the Regional Board meeting – July 17, 2025

BC Transit fare review

The Board endorsed Option 1 from BC Transit's fare review for the Kelowna Regional Transit System. The recommended changes are intended to improve cost recovery and reflect inflationary pressures, as fares have not changed since 2015. If approved by all regional transit partners, the updated fare structure would result in an estimated \$1,838 in additional revenue annually for the RDCO, and an equivalent reduction in property taxes.

Curbside food waste collection program update

The Board has removed the curbside organics collection program from its 2023 to 2026 Strategic Priorities. The City of Kelowna chose not to participate in the program due to cost concerns and the exclusion of multifamily housing. This decision removed economies of scale and made the program financially unfeasible for the remaining municipal partners. Staff were directed to include food waste diversion for all sectors through the next update to the Solid Waste Management Plan.

Security Issuing Bylaw for City of West Kelowna

The Board adopted Security Issuing Bylaw No. 1571 to authorize borrowing of \$23.5 million on behalf of the City of West Kelowna. The funding will support the Rose Valley Water Treatment Plant and will be issued through the Municipal Finance Authority's fall 2025 intake. The City is responsible for all repayment obligations.

Security Issuing Bylaw for Okanagan Regional Library

The Board adopted Security Issuing Bylaw No. 1572 to authorize borrowing of \$2.5 million on behalf of the Okanagan Regional Library. The funds will support construction of the West Kelowna branch and will be issued through the Municipal Finance Authority's fall 2025 intake. The Library is responsible for all repayment obligations.

2025 board meeting schedule amendment

The Board approved an amendment to the 2025 Board and Committee Meeting Schedule. The regular meeting previously scheduled for Oct. 16 will now be held on Oct. 23 to accommodate administrative requirements.

Regional Board meetings

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

- August 21 – 8:30 a.m.
- September 4 – 8:30 a.m. - Committee of the Whole
- September 18 – 8:30 a.m.

Stay informed about the Regional District

Sign up at rdco.com/subscribe for customized news and information from the Regional District of Central Okanagan.



INFORMATION ONLY COUNCIL REPORT

To: Mayor and Council

Date: July 22, 2025

From: Ron Bowles, Chief Administrative Officer

File No: 0640-30

Subject: **2025 Department Statistics – 2nd Quarter**

Prepared by: Gurneet Chohan, Legal Assistant

Reviewed by: Ron Bowles, Chief Administrative Officer

BACKGROUND

This report provides an update to Council on departmental statistics for the second quarter of 2025.

RECOMMENDATION:

THAT Council receive the staff report titled "2025 Department Statistics – 2nd Quarter", dated July 22, 2025, for information.

PowerPoint: Yes ☐ No ☒

Attachments:

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

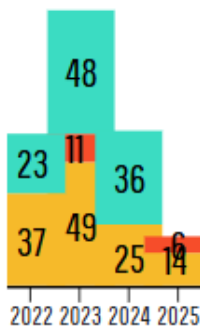
West Kelowna Fire Rescue 2025 Q2



	OVERALL STRENGTH	Career Firefighters	Paid-On Call Firefighters	Admin & Chiefs	Prevention
Q2 2024	106.6	43	53	6.6	4
Q2 2025	94	42	42	7	3

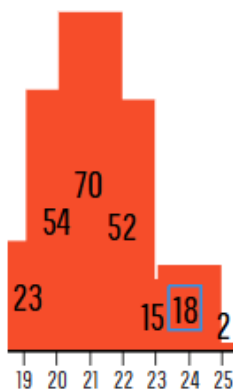
*Note: Career Firefighter vacancy due to promotion (Assistant Chief, Training Officer), 2 additional flex FF hiring process will complete in Q3. Prevention vacancy due to FireSmart Coordinator departure, replacement in Q3. POC Recruitment planned in Q4.

\$\$\$ Lost & Saved



Burning Permits

Open burning season ended April 30, 2025



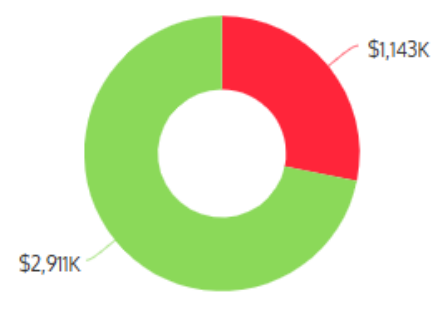
FireSmart Grants

2025 Program NOW OPEN!

Q2 2024



Q2 2025

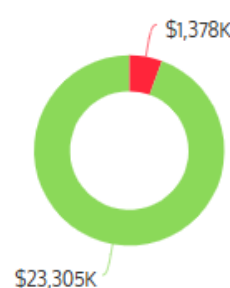


\$ LOST \$ SAVED

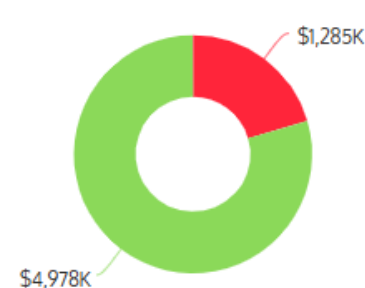
\$ LOST \$ SAVED

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.

2024 YTD



2025 YTD

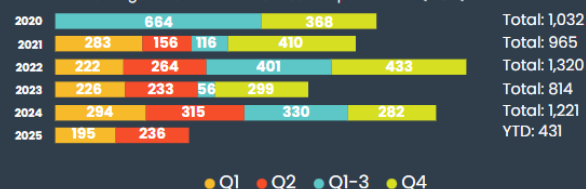


\$ LOST \$ SAVED

\$ LOST \$ SAVED

Fire Inspections Completed

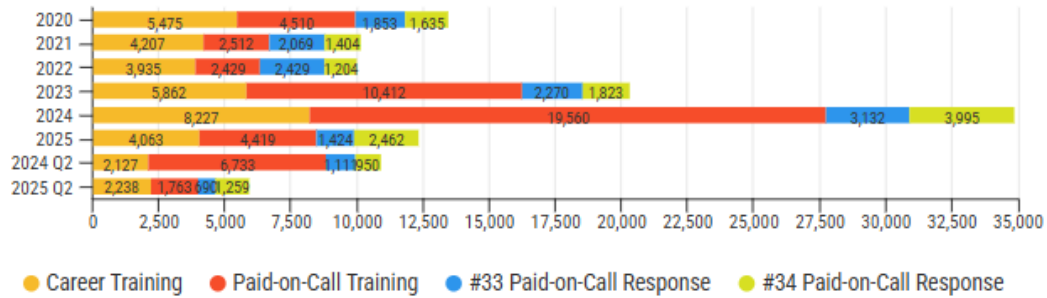
COVID restrictions reduced inspections completed in 2020 and 2021.
McDougall Creek Wildfire reduced inspections in Q3 & Q4 2023.



Total: 1,032
Total: 965
Total: 1,320
Total: 814
Total: 1,221
YTD: 431

Q1 Q2 Q3 Q4

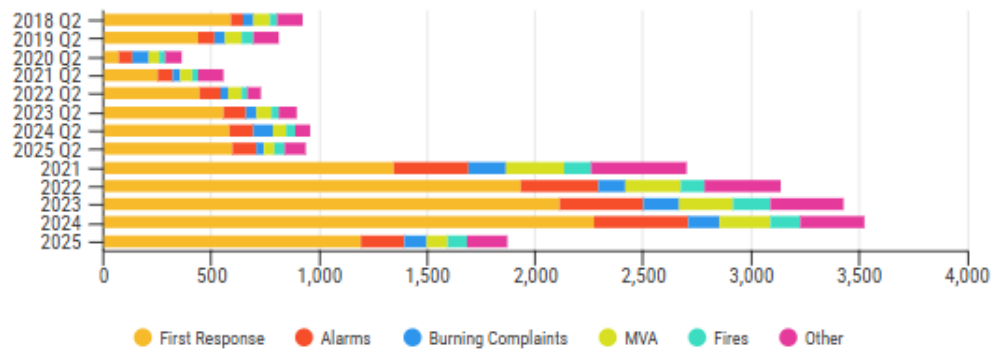
Activity Hours



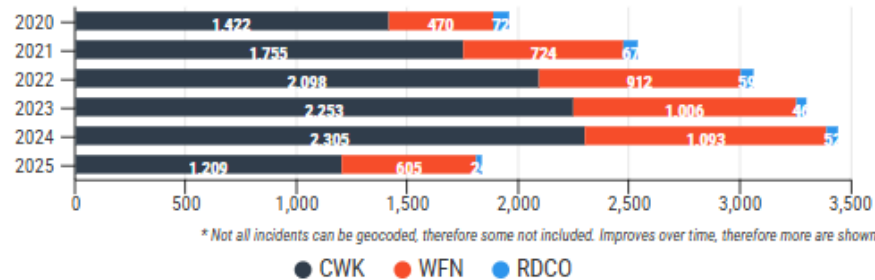
* 2023/24 POC Training Hours includes hours spent by Recruit Classes in basic training

* 2025Q2 POC Training Hours decreased as there was no POC Recruit Class in 2025

Incidents



Incident Locations



* Not all incidents can be geocoded, therefore some not included. Improves over time, therefore more are shown.



FIRESMART Family Day

Over 1,000 people attended the annual FireSmart Family Day at Station #31 in May. Over 800 hot dogs were distributed. Young and old alike enjoyed the fire trucks, spraying water, watching demonstrations and learning how they can be more FireSmart around their properties.



Stn #33 Expansion

In late June, the crews at Stn #33 (Rose Valley) moved into their newly expanded gear room. This project was completed on time and on budget, creating a safer space with more room for the firefighters gear and to get dressed on the way to an emergency. A budget of \$1.1M was established to complete a gear room expansion, roof replacement, and living quarters upgrade. Work on the next phase will start later this summer.



WEST KELOWNA POLICE SERVICES

West Kelowna Policing Priorities

2025 Q2 Report



West Kelowna Community Highlights

- This quarter officers conducted regular proactive patrols of areas of concern in and around West Kelowna.
- During proactive sobriety checks on the W.R. Bennett Bridge over 250 vehicles were inspected. Numerous prohibitions and violation tickets were issued.
- Officers received a theft from motor vehicle file where the complainant's wallet was stolen and the credit cards were used at various locations throughout West Kelowna. Through investigation officers located and arrested the suspect with possession of the wallet. During CPIC queries, it was determined that the suspect had a Canada-wide warrant for Kidnapping out of Calgary. A UTA issued for the local offences. Calgary Police escorted suspect back to Alberta.
- Officers were dispatched to a marine incident involving a female in distress on the lake approximately 200 meters from the shoreline. The police boat was deployed and officers quickly rescued the female from the water. Emergency Health Services transported the female to Kelowna General Hospital for further assessment.
- General Duty officers and Police Dog Services (PDS) were dispatched to a break and enter / trespass-by-night file in progress. PDS utilized the drone and located the suspect trying to hide inside the business. Members arrested the suspect and released him on a UTA.
- During an arrest for a suspect on a parole violation, police learned that the suspect was wanted for three outstanding warrants for breach of probation and child pornography. Suspect arrested and held for court on new charges.
- Officers were dispatched to a complaint of a stranger assault on a 90-year-old female at a local hotel. Suspect located, arrested and remanded. File still under investigation.
- During proactive enforcement the Crime Reduction Unit (CRU) officers observed illegal cigarettes in plain view inside a vehicle. Occupants of the vehicle were arrested under the Excise Act (Tobacco) and officers seized multiple cartons of illegal cigarettes for disposal.
- Through proactive patrols officers located a suspicious vehicle. Queries of the plate revealed that the registered owner had two unendorsed warrants for his arrest for the highest risk intimate partner violence out of Kelowna. Suspect was arrested and transported to Kelowna cells to be held for court.
- The Target Enforcement Team conducted a covert Dial-A-Dope trafficking investigation; cocaine, cash, and cell phones were seized.
- The Target Enforcement Team contacted a drug line to arrange a meet up point to purchase crack cocaine. CRU conducted the traffic stop and the suspect was arrested. Search incident to arrest located a folding knife, crack cocaine, cocaine, methamphetamine, cash and cell phones.
- A search warrant was executed by the Target Enforcement Team at a local well-known drug residence. The Emergency Response Team (ERT) executed the entry into the residence. Occupants of the residence barricaded themselves inside the residence and refused to exit. After some time, ERT deployed gas into the residence and the three individuals exited the residence and taken into custody. As a result of the search the following was located: replica hand guns, fentanyl, methamphetamine, cocaine, approximately \$2,500 in cash and a stolen e-bike worth \$7,000.
- During proactive enforcement the Target Enforcement Team officers located a suspect in a vehicle believed to be involved in drug trafficking. The investigation led officers to determine the suspect was associated to the Brothers Keepers Crime Group. It was believed the suspect swallowed the evidence prior to officers making contact. Suspect was issued multiple violation tickets and vehicle was towed.
- The Target Enforcement Team initiated a CDSA trafficking investigation and successfully obtained evidence of an individual trafficking drugs in West Kelowna. The investigation is continuing with charges expected to be forwarded in the immediate future.
- Target Enforcement Team concluded a drug trafficking file with a second evidence purchase. A suspect was arrested for Trafficking. Methamphetamine, a cellphone and cash was seized. The vehicle, a work truck, was seized for the investigation. Drug charges will be sought.

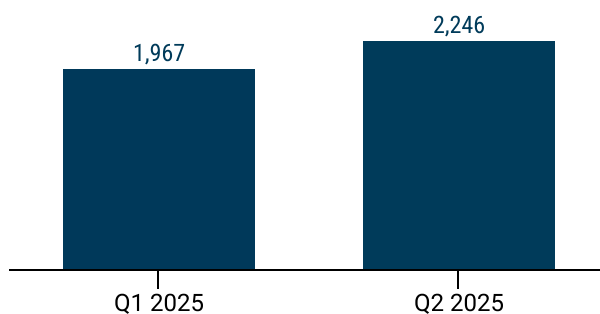
CALLS FOR SERVICE

2025 Q2 ZONE COMPARISONS



● WEST KELOWNA ● PEACHLAND
● PROVINCIAL (excluding WFN) ● PROVINCIAL (WFN)

2025 Q1 AND 2025 Q2 WEST KELOWNA COMPARISONS



MEMBER STRENGTH (ESTABLISHMENT)

# OF RCMP MEMBERS	# OF GD MEMBERS	MUNICIPAL	PROVINCIAL	PEACHLAND	INDIGENOUS POLICING SERVICES	VACANCY RATES (MUNICIPAL & PROVINCIAL)	# OF WSO's
58	34	37	14	4	3	8	2



PRIORITY: REINFORCE ROAD SAFETY

OBJECTIVE	MEASURABLE	Current Quarter	Previous Quarter	YTD (Q1-Q4)
Increase visibility of Traffic Enforcement Officers	Number of police officers in the traffic unit	2	2	2
	Number of school zone initiatives (Traffic)	53	23	76
	Number of school zone initiatives (Community Policing)	5	0	5
Target impaired driving by alcohol and drug	Number of impaired driving violations & recommended charges	0	0	0
	Number of immediate roadside prohibitions	31	20	51
	Number of 24 hours suspension by drug or alcohol	9	7	16
	Number of impaired driving initiatives	5	2	7
Reduce motor vehicle collisions	Number of MVI over/under \$10,000	54	41	95
	Number of motor vehicle incident fatalities	0	1	1
	Number of motor vehicle incident injuries	16	10	26
	Number of speeding violations	21	34	55
	Number of excessive speeding violations	6	31	37
Target prohibited drivers	Number of recommended charges submitted to BC Prosecution Service for prohibited drivers removed from the road	2	1	3
Traffic offences	Notice and Orders/Warnings	99	35	134
	Electronic Devices	118	40	158



PRIORITY: REDUCE AND PREVENT PROPERTY CRIME

OBJECTIVE	MEASURABLE	Current Quarter	Previous Quarter	YTD (Q1-Q4)
Reduce residential and commercial break and enters	Number of residential break and enters	13	7	20
	Number of commercial break and enters	12	10	22
Enhance external communication to increase public awareness and decrease crimes of opportunity	Number of police-led crime reduction public education releases based on crime trends	1	0	1
Increase the number of recommended charges for theft under \$5,000 with a focus on theft from auto and recidivism in shoplifting	Number of files where recommended theft under \$5,000 charges are forwarded to BC Prosecution Service	5	0	5
	Number of files where recommended theft under \$5,000 from Motor Vehicle charges are forwarded to BC Prosecution Service	0	1	1
	Number of files where recommended theft under \$5,000 for shoplifting charges are forwarded to BC Prosecution Service	19	3	22
	Number of stolen vehicles	13	13	26
	Number of theft from Motor Vehicles	39	25	64
Implement intelligence-led projects & initiatives focused on repeat and problem offender	Number of curfew checks	62	107	169
	Number of bait vehicle deployments	2	0	2



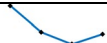






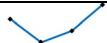





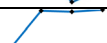
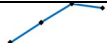












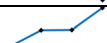

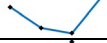






PRIORITY: ABATE VIOLENT CRIME

Objective	Measurable	Current Quarter	Previous Quarter	YTD (Q1-Q4)
Form and begin staffing a new Target Enforcement Team to address rising violent crime	Number of police officers in the Target Enforcement Team	3	0	3
Reduce Assaults	Number of common assaults	59	39	98
	Number of sexual assaults	5	7	12
	Number of assault with weapon or CBH	18	6	24
	Number of uttering threats/harassment	46	18	64
Raise awareness of intimate partner violence and availability of support programs	Number of violence in relationships files	51	49	100
Increase visibility in violent crime hot spot areas	Number of homicides	0	0	0
	Number of attempt murder	1	0	1
	Number of robberies	1	2	3
Disrupt mid-high level criminal activity in West Kelowna	Number of files where recommended drug charges are forwarded to BC Prosecution Service	2	5	7
	Number of drug investigations	21	21	42
	Number of firearms seized	23	4	27



MISCELLANEOUS FILES

OBJECTIVE	MEASURABLE	Current Quarter	Previous Quarter	YTD (Q1-Q4)
Miscellaneous	Sudden death	14	19	33
	Missing persons	12	6	18
	Fraud	32	39	71
	False alarm	46	45	91
	Mental health	68	59	127
	Dropped 911	51	38	89
	Disturbing the peace	77	63	140
	Noise Bylaws	32	14	46

	Q2 - 2025 Stats West Kelowna, Provincial, WFN, Rural and Peachland					West Kelowna 4 -Year Annual Trend				
	West Kelowna	Provincial Not Including WFN	WFN	Total Provincial Area	Peachland	2021	2022	2023	2024	4-Year Annual Trend Line
TOTAL CALLS FOR SERVICE	2246	789	1064	1853	341	9160	8539	8255	8492	
Homicide	0	0	0	0	0	0	1	0	0	
Attempt Murder	1	0	1	1	0	1	0	0	1	
Robbery	1	1	3	4	0	6	9	2	11	
Common Assault	59	20	15	35	8	228	178	199	179	
Assault w/Weapon or CBH	18	0	5	5	2	39	43	50	49	
Sexual Assault	5	3	3	6	1	31	22	31	24	
Violence In Relationships	51	9	10	19	2	194	159	156	180	
Utter Threats / Harassment	46	13	22	35	2	129	107	118	143	
TOTAL VIOLENT OFFENCES	181	46	59	105	15	628	519	556	587	
B & E Business	12	1	46	47	0	70	73	58	81	
B & E Residential	13	4	7	11	0	44	61	31	33	
Stolen Vehicles	13	4	8	12	4	90	94	47	57	
Theft from MV	39	10	18	28	4	224	247	133	173	
TOTAL PROPERTY OFFENCES	77	19	79	98	8	428	475	269	344	
Notice & Orders / Warnings	99	*see note	*see note	36	21	69	180	177	183	
Electronic Device	118	*see note	*see note	16	11	**	18	35	31	
Refusal	0	0	0	0	1	5	2	1	6	
24 hour suspension (drug or alcohol)	9	0	5	5	1	30	6	13	29	
12 hour suspension (drug or alcohol)	5	1	2	3	0	34	25	34	22	
Warn (3, 7 or 30 day)	12	2	4	6	2	9	23	11	17	
Fail ASD - 90 day	16	3	5	8	0	34	89	50	46	
Refuse ASD - 90 day	3	0	2	2	0	12	14	10	11	
MVI Fatal	0	0	0	0	0	0	3	0	2	
MVI Injury	16	21	7	28	1	12	45	42	45	
All other MVI	54	36	49	85	11	127	333	285	237	
TOTAL TRAFFIC OFFENCES	332	63	74	189	48	332	738	658	629	
Disturbing the Peace	77	5	35	40	8	255	219	212	246	
Noise Bylaws	32	6	3	9	5	228	167	160	157	
Sudden Death	14	8	8	16	3	46	52	75	60	
Missing Persons	12	12	7	19	4	61	69	66	51	
Fraud	32	13	23	36	6	94	133	134	188	
False Alarm	46	29	21	50	6	316	382	363	276	
Mental Health	68	17	26	43	6	228	205	199	241	
Dropped 911	51	16	15	31	10	237	187	248	182	
OTHER NOTABLE OFFENCES	332	106	138	244	48	1465	1414	1457	1401	

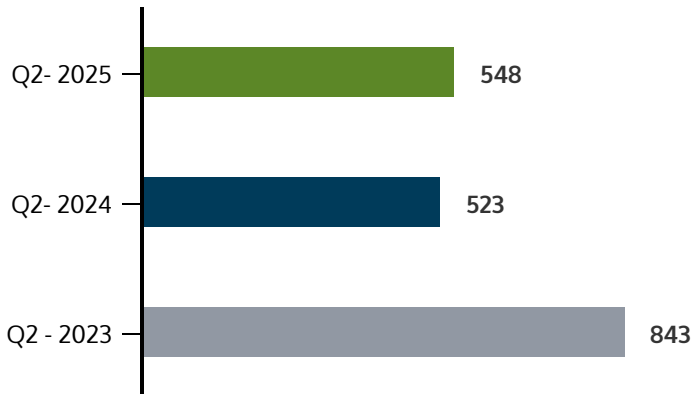
* Motor Vehicle statistical information for 2023 and going forward will encompass all traffic infractions including unfounded. Additionally, MVI PRIME Scoring was altered in 2023 which caused a large increase in numbers

**Electronic Devices statistics have a 2 year retention - 2022 statistics have purged

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

Bylaw Services Q2 - 2025

Bylaw - Calls for Service

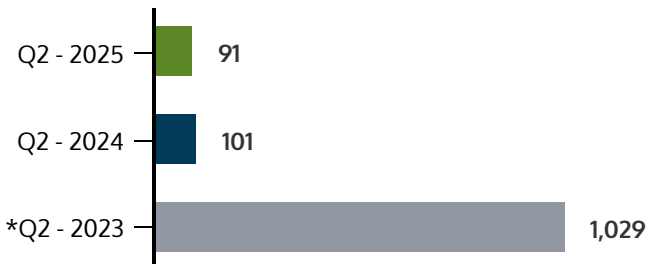


- In Q2, Bylaw opened 548 new investigations. By end of Q2, 84 files remain active.
- 164 Bylaw Notices issued. (78 Tickets, 85 Warnings, and 1 MTI)
- Approx. 138 letters sent to residents in Q2 for bylaw education and enforcement purposes. (Q1 and Q2= 230)
- Bylaw transitioned to a 7 day work week in June. Current staff: 4 Bylaw Officers, 2 CSO. (2 Bylaw Officers and 1 CSO per shift.)
- Parks and public spaces calls increased as Officer's assist with unhoused during CSO holiday coverage.



- Traffic Bylaw (190)
- Good Neighbour (147)
- Parks & Public Spaces (58)
- Assist other CWK Dept. (44)
- Zoning (22)
- Signs (18)
- Solid Waste Management (17)
- Business Licensing (12)
- Other (12)
- Building Regulations (11)
- Short Term Rentals (8)
- Secondary Suites (6)
- Fire (3)

Community Support Officer (CSO) - Calls for Service



- Q2 - Number of unhoused individuals: 80-85 (Q1: 80-85)
- CSO and Bylaw continued proactive daily patrols and clean ups at focus areas, with assistance by CWK RCMP.
- Matt Hardman joined Bylaw Services in June as our 2nd Bylaw CSO Officer.
- CSO Officers address unhoused concerns, and when able, cover general bylaw calls for service.
- *Q2 - 2023 CSO call comparison: Data entry changes for CSO calls for service took effect in Q4 - 2023.

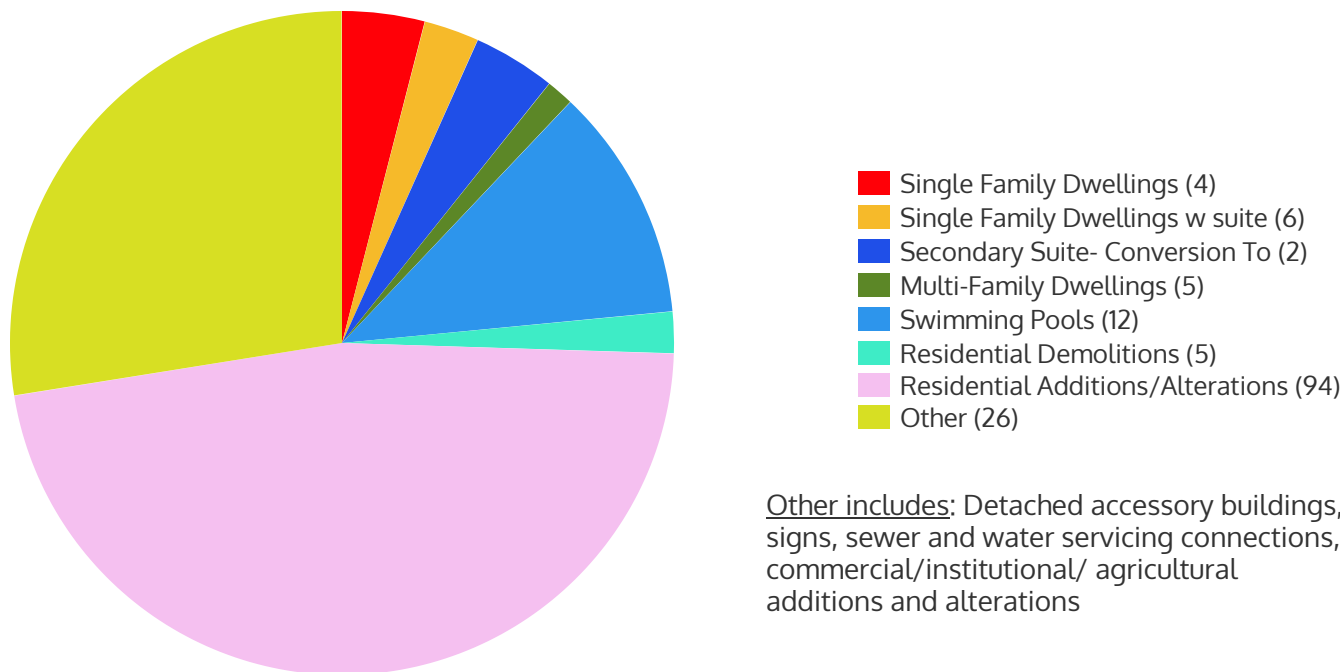


- Encampments/Community Clean up (56)
- Proactive Patrols/ Engagements (25)
- Request for Patrols (10)

Development Services Q2 - 2025

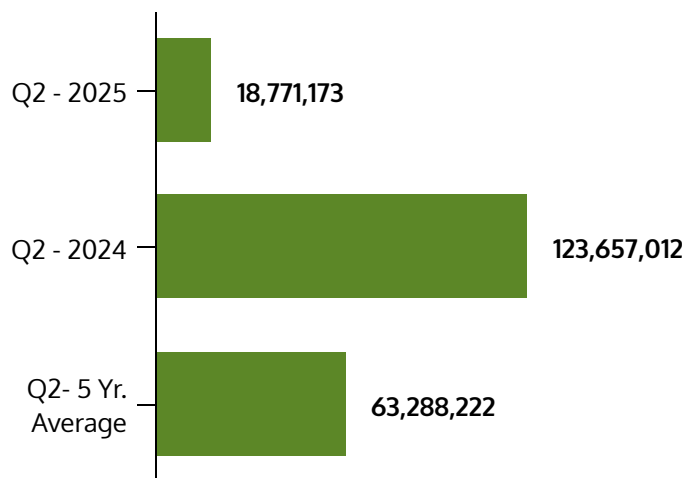
BUILDING

Building Permit Types

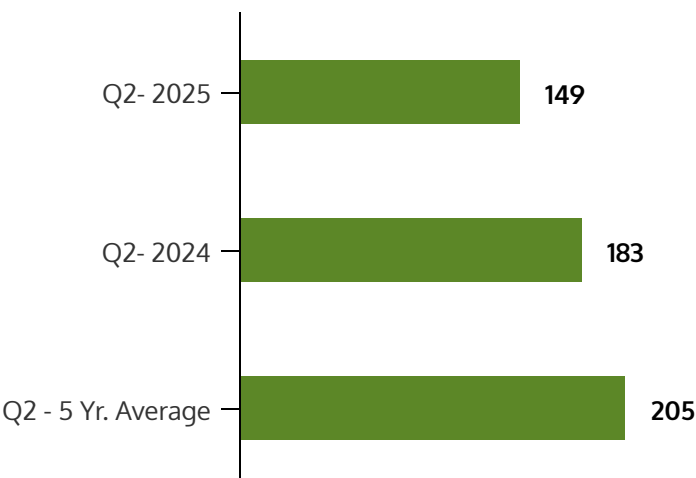


- 958 Building Inspections conducted in Q2 2025

Q2 Construction Value (\$)



Q2 Building Permits Issued

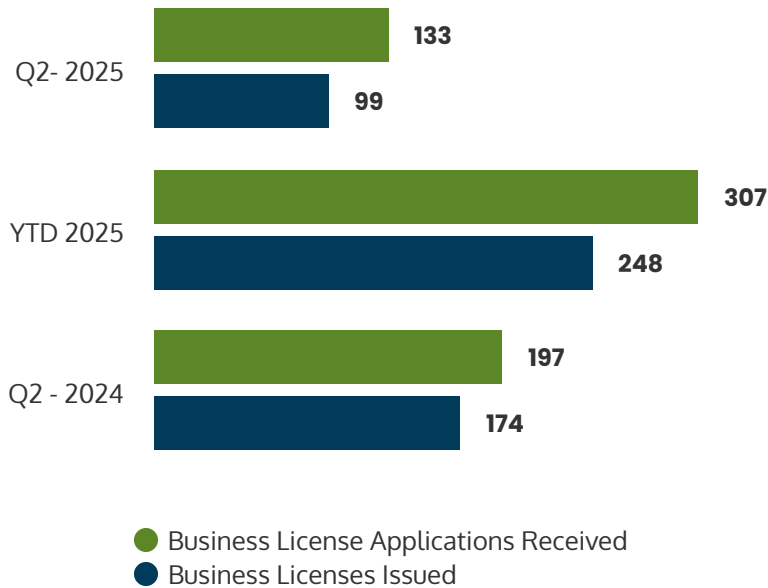


Q2 2025 is compared to an average of Q2 2021 to 2025

Development Services Q2 - 2025

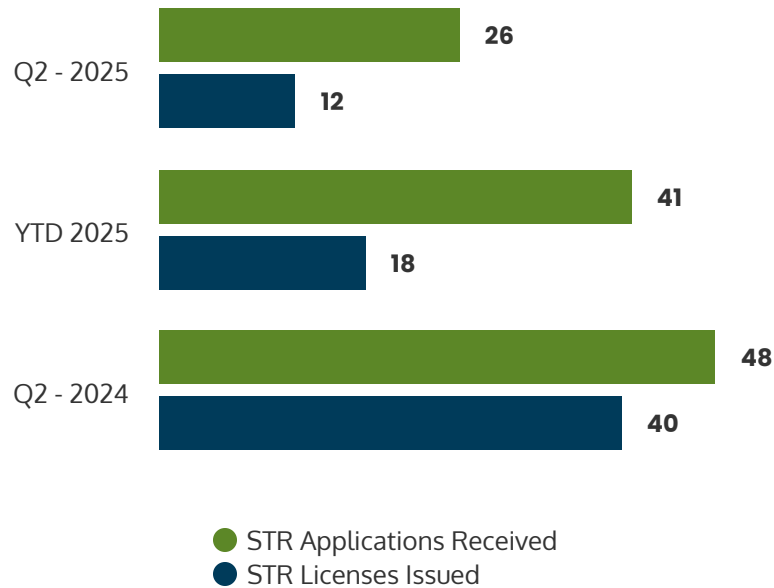
Business Licensing

Business Licenses Q2



*Most of the delinquent licenses are waiting for building permit compliance prior to license approval

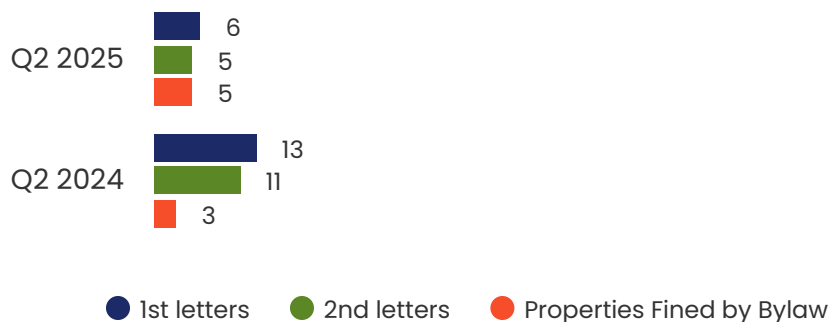
Short Term Rentals Q2



*Of the STR applications above (26), 11 applications are STR(BnB) and 15 applications are STR

- The city has issued 808 Intercommunity Business Licenses for 2025 (this includes renewed and new)- YTD
- Total active business license is 2,406

Q2 2025 STR Enforcement

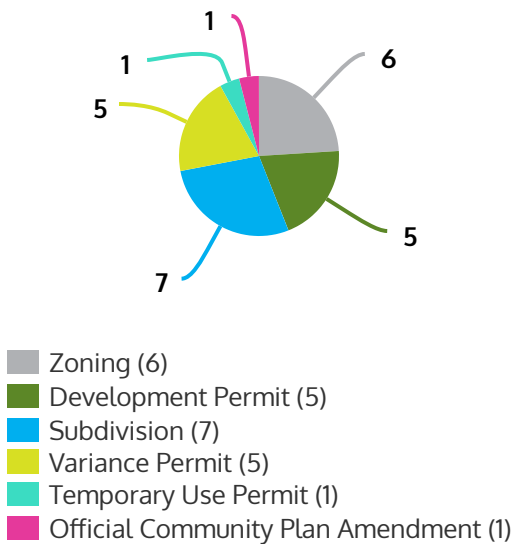


- There were 5 properties with enforcement, resulting in 7 fines totaling \$2300, which are still outstanding

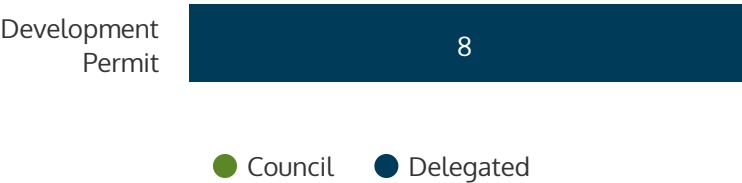
Development Services Q2 - 2025

Planning

Planning Applications Received

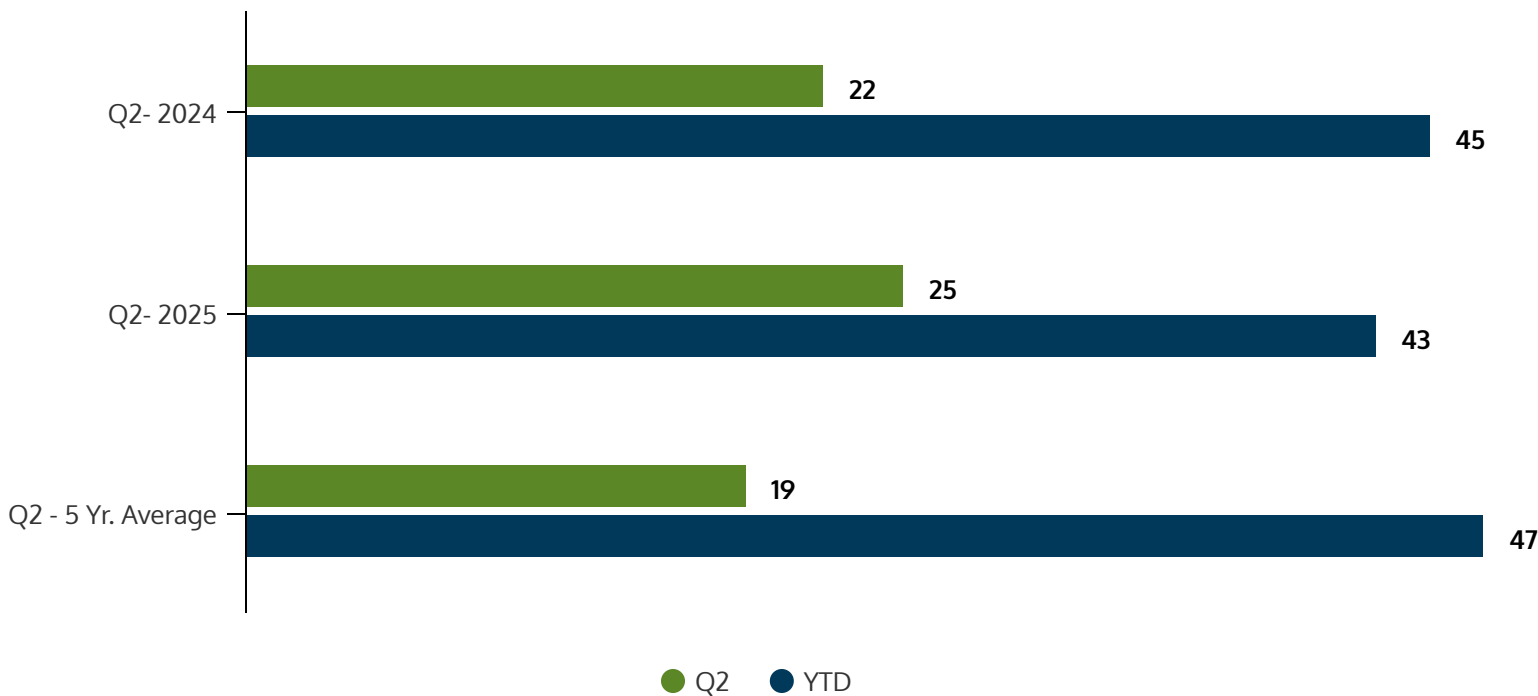


Planning Applications Considered Council vs Delegated



- Council considered 0 items for Zoning/OCP amendments, with 0 adopted and 0 were given 1st, 2nd & 3rd readings.
- Council considered 3 items for Long-Range project files, with 2 items adopted.

Planning Applications Received



Development Services Q2 - 2025

Planning

Approved By Delegated Authority

Development Permits

DP 25-01, 3624 Silver Way Rd

Development Permit for restoration of a No-Build, No-Disturb Covenant Area.

DP 25-02, 2386 Dominion Rd

Industrial Permit to allow the construction of a new industrial development.



DP 25-05, 1659 Newport Rd

Aquatic Ecosystem Development Permit to restore ecological impact from retaining walls and patio in SPEA.

Development Variance Permit

DVP 24-11 1546 Viognier Dr

Variance for the interior boundary setback.

DVP 25-01, 1274 Pettman Rd

Variance for the rear boundary setback.

DVP 25-02, 414 Rose Valley Rd

Variance for maximum building height and allowable floor area.

DVP 25-03, 2300 Bridgeview Rd

Variance for parcel boundary setback.

DVP 25-04, 1542 Viogner Dr

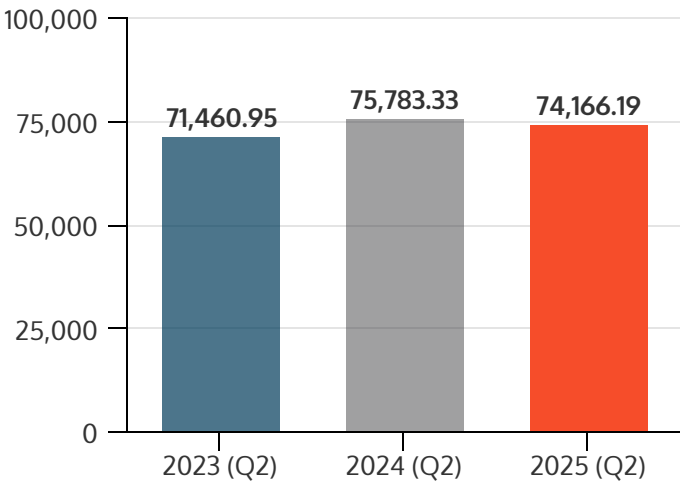
Variance for secondary suite size.

Long Range Project Updates

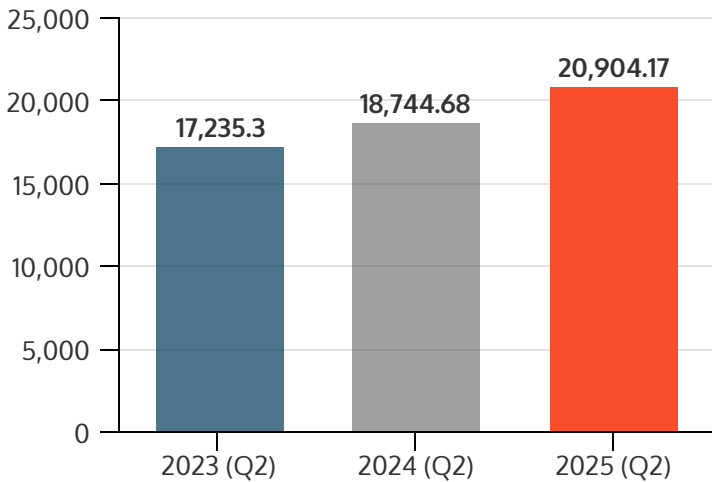
- **Zoning Bylaw No. 320** was adopted by Council on April 22.
- **Accessibility Plan** was approved by Council on May 13.
- **Amenity Cost Charges Bylaw** was workshopped with Council on May 27.

Recreation and Facilities Q2 - 2025

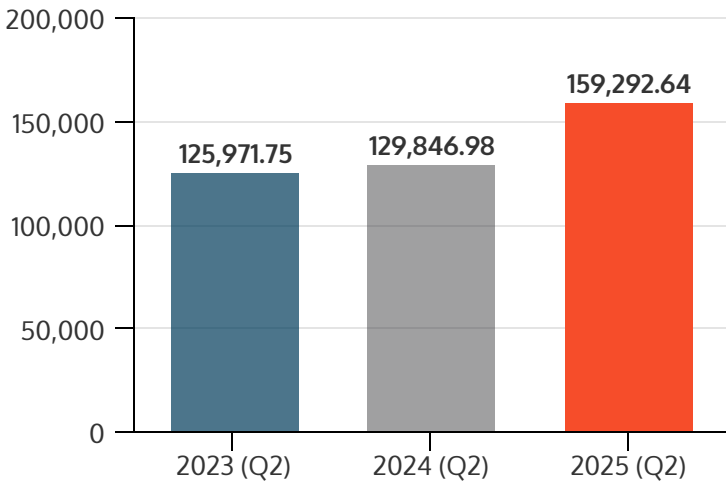
Children Programs 2025 (\$)



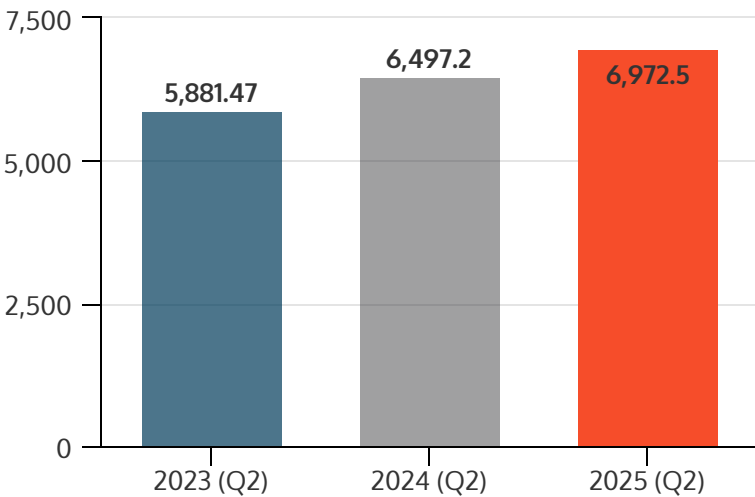
Adult Programs 2025 (\$)



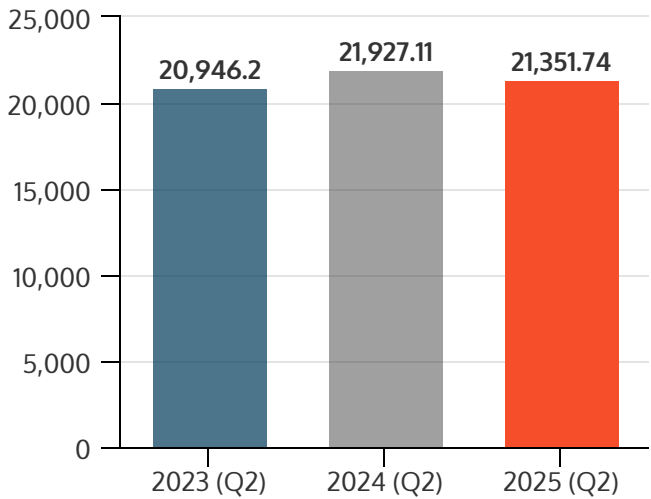
Arenas 2025 (\$)



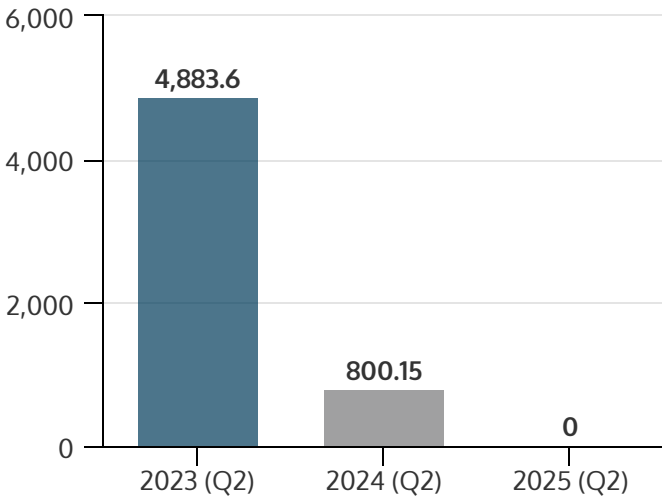
Sports Dome 2025 (\$)



Lions Hall 2025 (\$)



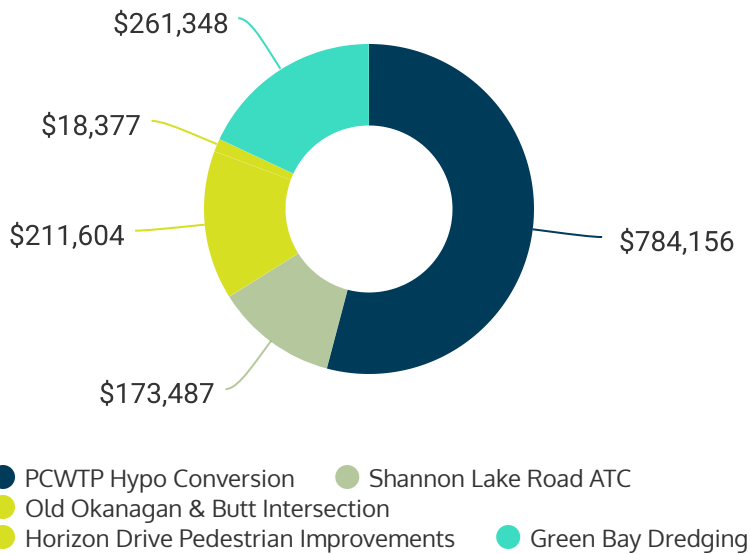
Lakeview Hall 2025 (\$)



Capital & Development Engineering Q2 - 2025

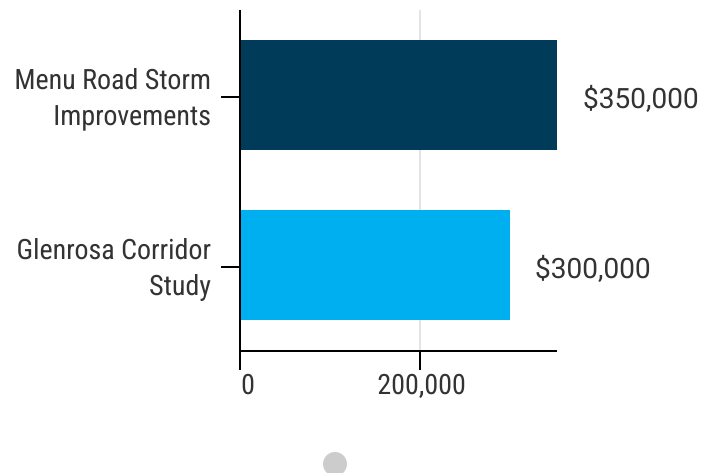
Capital Engineering

2025 Infrastructure Investments



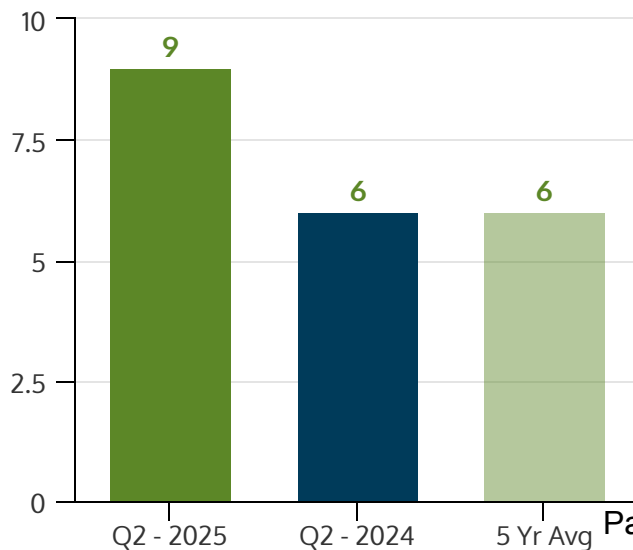
95% Transportation Master Plan
40% Elliott Road Design
85% Dam Safety Review
40% Sanitary Master Plan
85% Rose Valley Reservoir Source Improvements
95% Road Rehabilitation

Request for Proposals Issued - Design (Budget Amount)

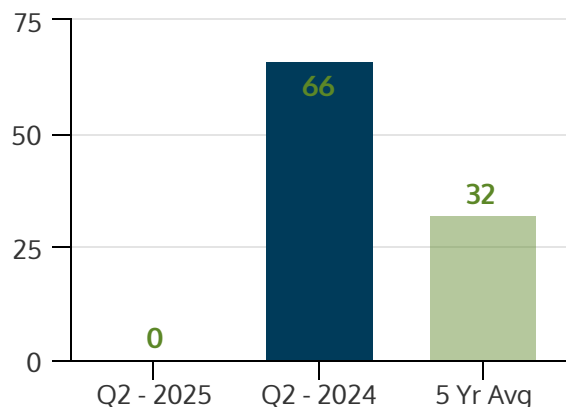


Development Engineering

Subdivision Applications



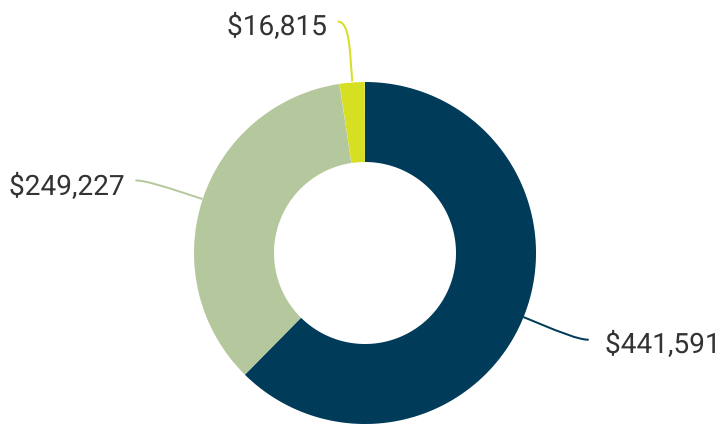
New Lots Created



Capital & Development Engineering Q1 - 2025

Capital Engineering

2025 Infrastructure Investments

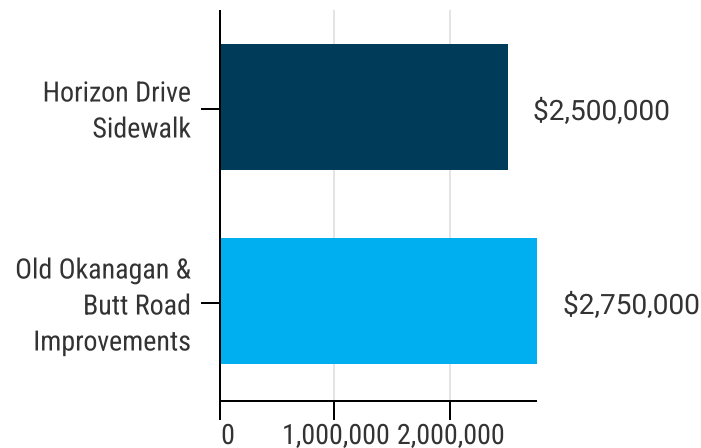


● PCWTP Hypo Conversion
 ● Shannon Lake Road ATC
 ● Stevens Road LS



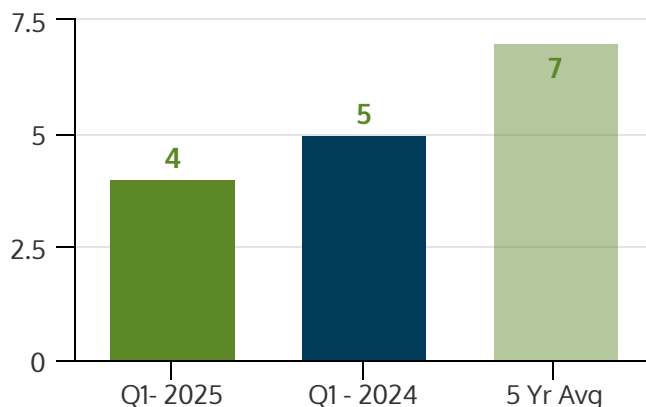
95% Transportation Master Plan
30% Elliott Road Design
75% Dam Safety Review
35% Sanitary Master Plan
35% Rose Valley Reservoir Source Improvements
15% Road Rehabilitation

Request for Proposals Issued (Budget Amount)

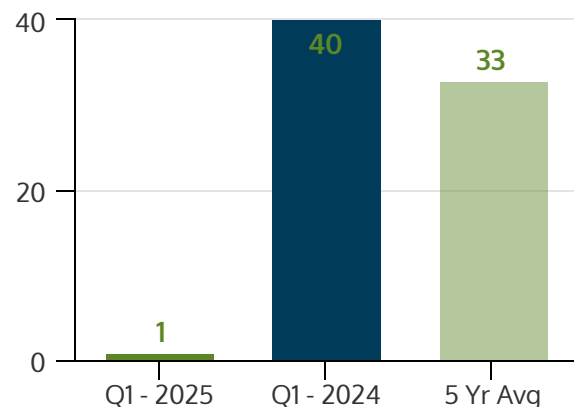


Development Engineering

Subdivision Applications



New Lots Created

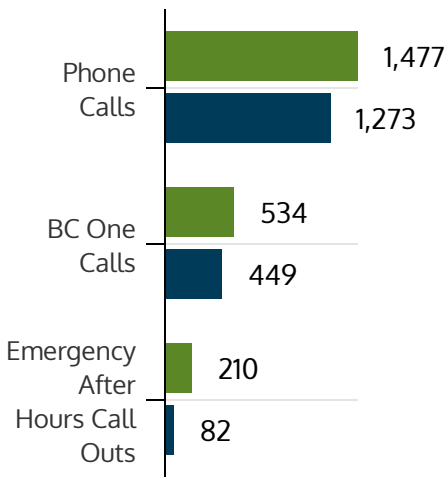


Operations

Q2 - 2025

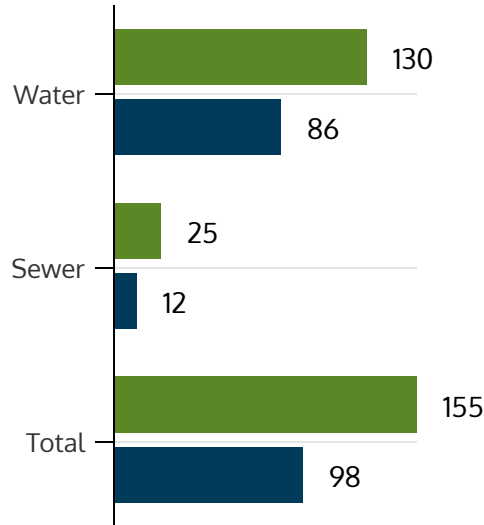
Water and Sewer Utilities

Requests Received



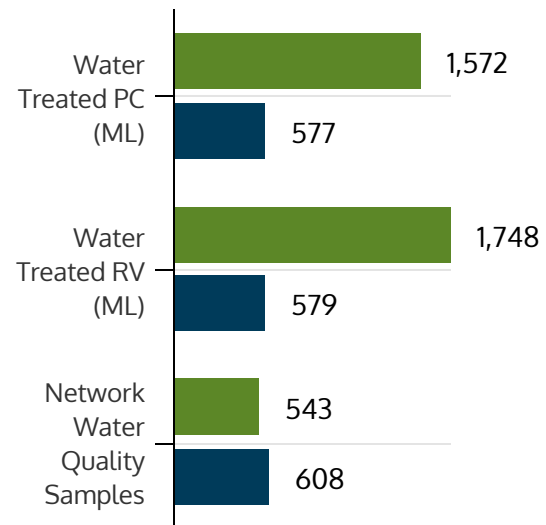
● 2025 Q2 Requests Received
● Previous Quarter

Work Orders



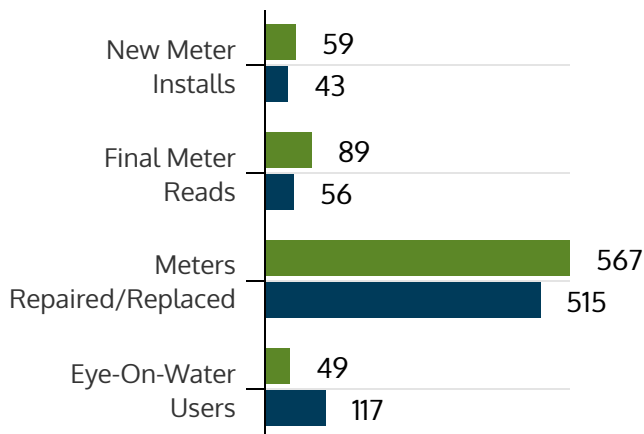
● 2025 Q2 Work Orders
● Previous Quarter

Water Quality



● 2025 Q2
● Previous Quarter

Water Metering



● 2025 Q2
● Previous Quarter

Q2 2025 Highlights:

2

Water Main Repairs
(Sunnyside Rd / Shetler Dr)

4

Service Leak Repairs

133

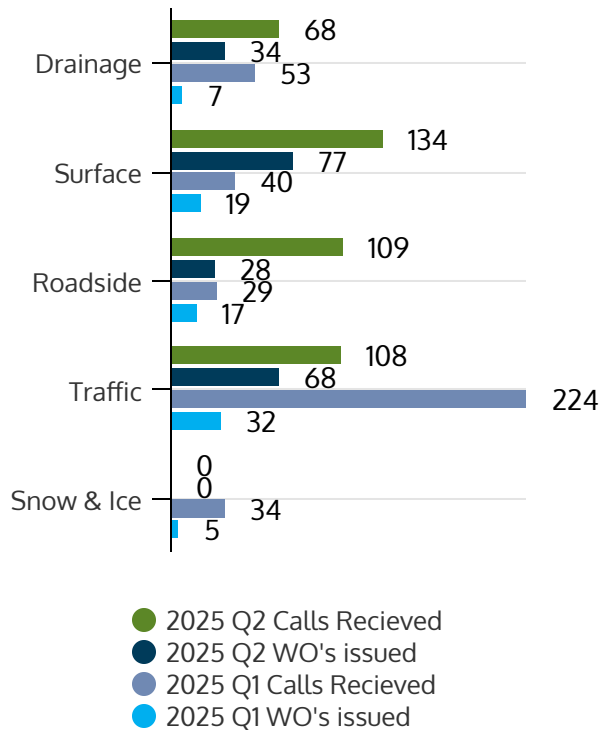
Agricultural "Water Ons"

Operations

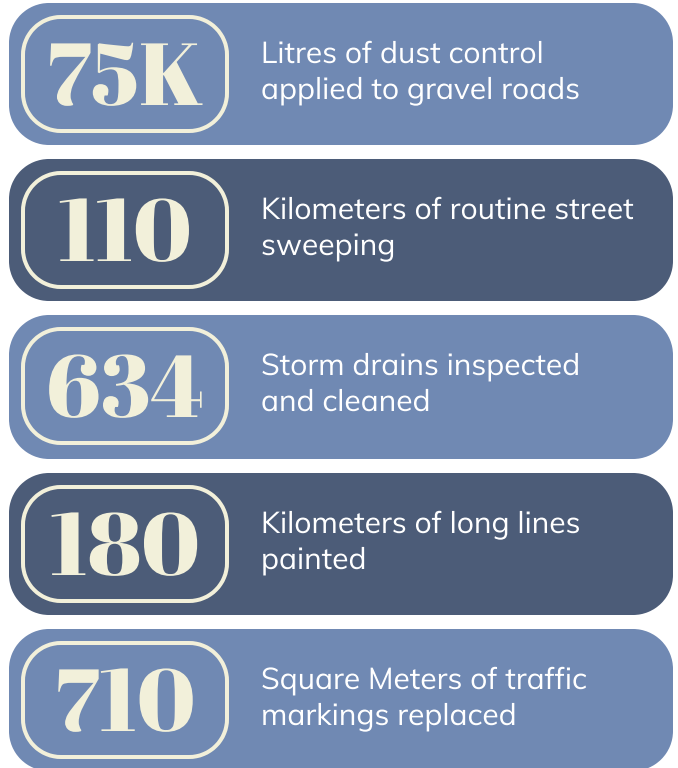
Q2 - 2025

Roads and Drainage

Requests Received and WO's issued



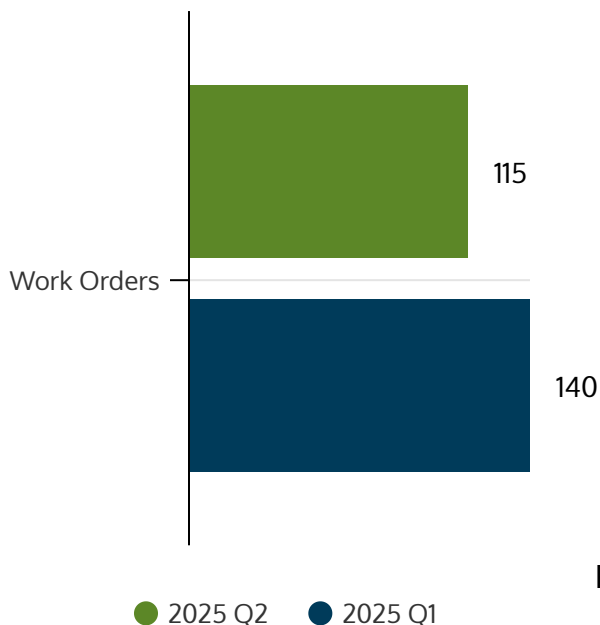
Q2 2025 Highlights:



**New reporting structure starting in 2025.

Fleet

WO's issued



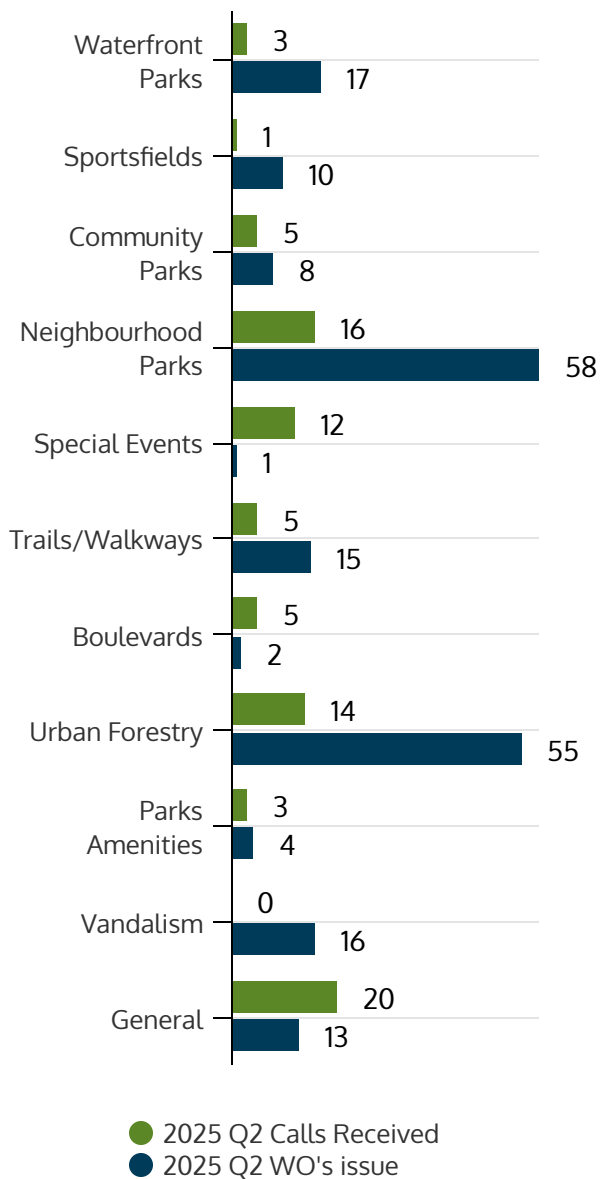
Q2 2025 Highlights:



Operations Q2 - 2025

Parks and Cemetery

Requests/Inquiries Received and WO's issued



Q2 2025 Highlights:

47

Flower barrels placed in the community

13+

Beaches prepared for summer usage

1

Long Time Employee Retirement

11

Cemetery Internments

225

Cemetery Customer Interactions

1

Move to the new Operations Centre

**New Quarterly reporting format starting in 2025, so comparison to 2024 not available.

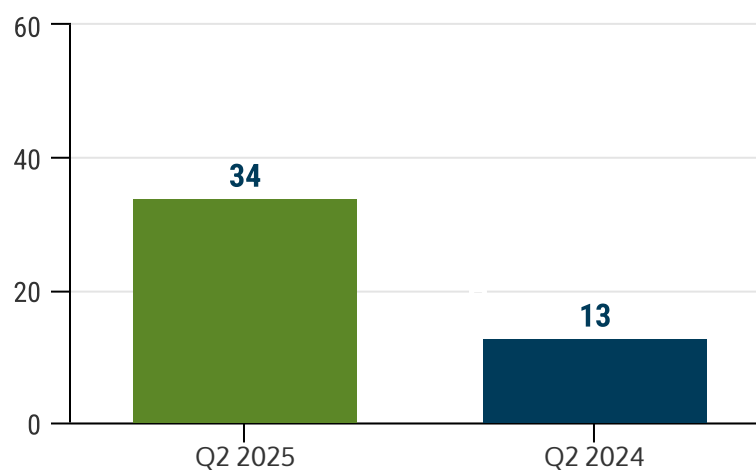
Human Resources Q2 - 2025

Employee Head Count



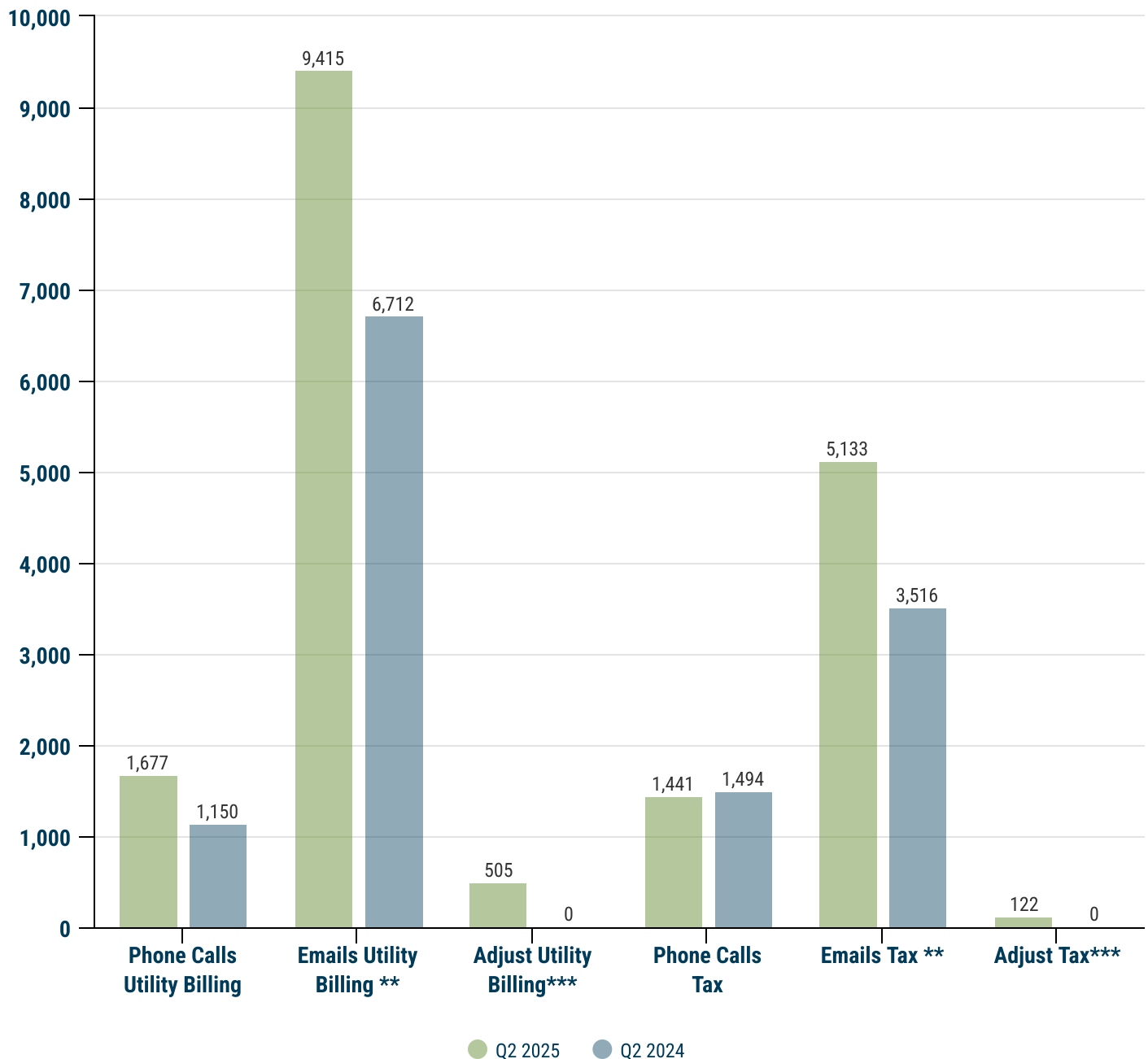
City of West Kelowna
Employees Q2: 375
(Includes 26 Students)

Vacancies Filled



Finance Department - Q2 2025

Department Statistics (April- June)



** Emails are being tracked for incoming and outgoing

*** Adjustments queries not available for this quarter

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

Finance Department - Q2 2025

Accounts Payable

	Q2 - 2025 # of invoices	Q2 - 2025 Total	Q2 - 2024 # of invoices	Q2 - 2024 Total
Non EFT Invoices	95	\$479,797	159	\$520,445
EFT Invoices	1,700	\$17,864,619	1,790	\$17,676,653
PAP/MC Invoices	1,793	\$5,330,188	1,938	\$5,389,822
Total Invoices	3,588	\$23,674,604	3,887	\$23,586,920

EFT - Electronic Funds Transfer

PAP - Pre-Authorized Payment

MC - Mastercard

Accounts Receivable

	Q2 - 2025	Q2 - 2024
Total Invoices	152	213
Total Amount	\$263,375	\$3,425,208

Purchasing

	Q2 - 2025	Q2 - 2024
No. of Issued Tenders/RFP's	10	8
No. of Purchase Orders Issued	119	145
Total Amount	\$8,185,129	\$29,547,968

Finance Department - Q2 2025

	YTD June 30 Actual	2025 Annual Budget	Percentage of Budget Used
Development Services	\$ 1,154,491	\$ 3,252,625	35%
Facilities & Recreation	776,031	2,343,786	33%
Operational Recoveries	2,087,394	5,244,533	40%
Sewer Utility	2,802,881	8,055,368	35%
Solid Waste	871,598	2,818,144	31%
Taxes and Recoveries	56,825,591	61,675,058	92%
Transit	221,437	810,385	27%
Water Utility	3,626,376	20,782,304	17%
Total	\$68,365,799	\$ 104,982,203	65%

Expenses	YTD June 30 Actual	2025 Annual Budget	Percentage of Budget Used
Corporate and Admin	\$ 5,304,995	\$ 11,088,812	48%
Development Services	1,864,696	4,658,847	40%
Engineering	648,909	1,443,607	45%
Facilities & Recreation	3,312,948	6,647,511	50%
Library	972,296	1,944,593	50%
Museum	5,638	132,000	4%
Parks	1,760,915	4,333,863	41%
Fleet	249,499	658,156	38%
Protective Services	9,771,432	23,670,212	41%
Roads	2,103,482	4,615,909	46%
Sewer Utility	2,340,368	8,263,371	28%
Solid Waste	904,355	2,283,958	40%
Storm Drainage	199,410	553,000	36%
Transfer to Reserve	12,685,264	12,685,264	100%
Transit	1,174,992	2,959,006	40%
Water Utility	6,734,526	17,905,304	38%
Total	\$50,033,725	\$103,843,413	48%

Finance Department - Q2 2025

Capital Variance Report

Capital Projects Status						Funding Source				
						For Approved Budget				
Project Yr.	Total no. of Projects Approved	No. of Projects (WIP)	(WIP) Total (Actual Spent + Committed)	(WIP) Approved Budget of Remaining Projects	(WIP) Percentage of Remaining Projects Completed	Reserve	DCC	Debt	Grants	Other
2025	84	85	4,354,885	17,585,595	25%	14,636,595	90,000	2,509,000	350,000	
2024	88	57	19,528,192	32,645,775	60%	20,231,573	6,424,202	4,764,760	1,195,240	30,000
2023	76	40	24,227,126	24,836,294	98%	9,730,767	2,218,027	12,887,500		
2022	88	29	24,446,786	24,220,679	101%	11,882,107	5,192,425	7,063,147		83,000
2021	78	8	804,352	1,076,288	75%	326,288	-	750,000	-	-
2020	80	13	875,247	1,307,728	67%	837,928	-	469,800	-	-
2019	79	2	212,330	300,000	71%	300,000	-	-	-	-
2018	67	2	198,714	262,693	76%	262,693	-	-	-	-
2017	73	1	2,320,716	3,145,555	74%	-	3,145,555	-	-	-
TOTAL	713	237	76,968,348	105,380,607	73%	58,207,951	17,070,209	28,444,207	1,545,240	113,000



COUNCIL REPORT

To: Mayor and Council

Date: July 22, 2025

From: Ron Bowles, Chief Administrative Officer

Subject: **Signing Authority Appointment**

Prepared by: Andrea Mandau, Accounting Supervisor

Reviewed by: Lisa Siavashi, Acting Chief Financial Officer

RECOMMENDATION:

THAT Council appoint Karla Campbell, General Manager of Corporate Services and Mark Panneton, Director of Legislative and Legal Services, as signing authority for the City of West Kelowna.

BACKGROUND

With the position change of our recent Chief Financial Officer (CFO) as well as the addition of new staff members, it is necessary to update the signing authorities to reflect these organizational changes. This update ensures that financial controls remain robust and that there is appropriate segregation of duties across departments. It also supports audit compliance and operational continuity.

To maintain effective oversight and risk management, signing authorities should be distributed across different functional areas. This approach aligns with best practices in financial governance and ensures that no single area holds disproportionate control over financial transactions.

FINANCIAL IMPLICATIONS

The City of West Kelowna requires a complete list of signing authorities for its banking, investing and borrowing needs. Members of Council are currently listed as authorized signing authorities as well the Chief Administrative Officer and Acting Chief Financial Officer.

Council appointment is required for all City signing authorities.

PowerPoint: Yes ☐ No ☒



COUNCIL REPORT

To: Mayor and Council

Date: July 22, 2025

From: Ron Bowles, Chief Administrative Officer

File No: P 25-09

Subject: **P25-09 Transit Fare Review**

Prepared by: Natalie Gerritsen, Senior Planner

Reviewed by: Chris Oliver, Planning Manager

RECOMMENDATION:

THAT Council endorse Option 1 Fare Changes, effective October 1, 2025 as outlined in staff report dated July 22, 2025, and presented by BC Transit.

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 requested by local government and First Nation partners in 2024, BC Transit has conducted a comprehensive fare review for the Kelowna Regional Transit System. The objective of the fare review is to update the fare structure to improve cost recovery, modernize fare options, and enhance rider experience, while maintaining affordability and alignment with BC Transit Fare Guidelines. The proposed changes are intended to support long-term system sustainability, enhance equity and convenience for riders, and improve financial performance in a balanced and reasonable manner.

The cost of delivering transit services rises over time due to inflation and transit investments. Periodic increases in fare rates aim to improve cost recovery and maintain the balance of user pay and public subsidy. Fare reviews are a collaborative process between BC Transit and the Kelowna Regional Transit partners and are typically conducted on three to five-year cycles.

DISCUSSION

Context

- The current fare structure has remained unchanged since 2015, despite significant increases in operating costs due to inflation, post-pandemic impacts, and service expansion.
- Fare revenue is shared between all local government and First Nation partners, based on ridership and service hours.
- Local councils and the regional board collectively have the ultimate authority to set fare rates. All decisions regarding fares must be **unanimously** approved by all local government and First Nation partners to allow for implementation.
- The introduction of BC Transit's electronic fare system, Umo, in 2024, has modernized fare collection and enables enhanced fare products and data collection.
- As a part of the fare review, BC Transit undertook public consultation to gain insights from residents within the Kelowna Regional Transit System in the form of an online survey.

Fare Review

BC Transit evaluated three fare change options for consideration. Table 1 outlines the current fare rates and includes three fare structure options which were developed considering the benchmarking, public input, the local cost-recovery target, BC Transit fare guidelines, and financial and ridership modelling. Table 2 outlines the projected change in revenue and ridership, and cost recovery for each option assessed.

Each option increases fares, starting with a modest increase in rates in **Option 1** (recommended), a larger increase in rates to align the cost of various fare products with BC Transit's fare guidelines in Option 2, and an increase in rates to the level required to meet the region's cost recovery goal of 35% shown in Option 3.

Table 1: Current Fare Rates and Proposed Fare Options

Fare Product		Existing Fares	Option 1 Recommended Increase	Option 2 Fare Guideline Alignment	Option 3 Cost Recovery Goal
Single Ride		\$2.50	\$3.00 (+20%)	\$3.00 (+20%)	\$4.00 (+60%)
DayPASS*		\$5.00	\$6.00 (+20%)	\$6.00 (+20%)	\$8.00 (+60%)
10 Rides	Adult	\$22.50	Discontinued		
	Concession	\$20.25			
30 Day / Monthly Pass	Adult	\$70	\$80 (+14%)	\$80 (+14%)	\$112 (+60%)
	Concession**	\$45	\$55 (+22%)	\$68 (+51%)	\$95.20 (+111%)
Post-Secondary 30-Day Pass		\$55	\$65 (+18%)	\$68 (+23%)	\$95.20 (+73%)
Post-Secondary Semester Pass		\$176	\$208 (+18%)	\$217 (+23%)	\$304.64 (+73%)
5-Tickets (handyDART)	Adult	\$11.25	\$15 (+33%)	\$15 (+33%)	\$20 (+77%)
	Senior	\$10	\$15 (+50%)	\$15 (+50%)	\$20 (+100%)

*DayPASS-on-Board and Fare Capping to generate automatic DayPASS. **Concession fare for youth and seniors.

Table 2: Region-Wide Revenue and Ridership Projections for Proposed Fare Options:

Quantitative Analysis	2024/2025 Actuals	Option 1 Recommended Change	Option 2 Fare Guideline Alignment	Option 3 Cost Recovery Goal
Passenger Fare Revenue	\$5,369,062	\$6,275,953	\$6,707,534	\$8,189,314
U-PASS Revenue	\$1,556,879	\$1,784,601	\$1,784,601	\$2,498,442
ProPASS* Revenue	\$100,083	\$114,240	\$114,240	\$159,936
Total Fare Revenue**	\$7,026,024	\$8,174,795	\$8,606,376	\$9,906,129
Revenue Increase	-	\$1,148,771 (+16.4%)	\$1,580,352 (+22.5%)	\$2,880,105 (+41%)
Total Ridership***	6,540,465	6,585,233	6,450,535	6,042,983
Ridership Decrease	-	-164,712 (+0.68%)	-299,410 (-1.4%)	-706,962 (-7.6%)
Cost Recovery	31%	29%	31%	35%

*ProPASS is an existing discounted transit pass program for workplaces.

**Total Fare Revenue excludes revenue from BC Bus Pass and the Children 12 & Under program.

***Total Ridership projections include budgeted ridership increases from the 2025/2026 budget.

Recommendations

BC Transit has the following recommendations as an outcome of this fare review:

Primary Recommendation

- Endorse **Option 1** fare changes, effective as of October 1, 2025. This option is recommended as it will stabilize cost recovery in the face of rising operating costs while maintaining transportation affordability.

Further Recommendations

- Increase the U-PASS fee at UBCO to \$80 less approved administration costs. The UPASS agreement with UBCO allows for increases to the UPASS rate if public fare prices rise.
- Replace the existing transfer policy with the DayPASS system. The DayPASS system automatically caps the rate of a single ride fare after the second trip, incentivizing transit usage and simplifying the rider experience.
- Introduce the EcoPASS pre-paid fare program. EcoPASS is a program that enables the creation of pre-paid transit funds that facilitates the bulk purchase of transit passes. Developers commonly use it to invest in transit access for residents of new developments in exchange for parking variances.

FINANCIAL IMPLICATIONS

The recommended fare Option 1 is projected to increase West Kelowna's annual share of fare revenues by \$109,363 from \$772,719 in 2024/2025, and serve to stabilize cost recovery to maintain the balance of user pay and public subsidy. Cost recovery has been declining since 2019 and are below the system target of 35%.

CONCLUSION

Like other service areas, transit costs are affected by inflationary pressures which have been significant in recent years. Costs are forecast to continue rising due to cost increases for labour, technology, and other operational necessities. Fares in the Kelowna Regional Transit System have not increased for a decade, which has further eroded the proportion of operating costs offset by fare revenues. Healthy cost-recovery from fares alongside advertising revenues contributes to the sustainability of the system and can help to facilitate further service investments that contribute to increased ridership and help keep pace with growth in the region.

Increases to fares are proposed along with the introduction of new tools and programs aimed at incentivizing ridership, improving the customer experience, and ensuring access to transit for all. A balanced approach to increasing fares is proposed; one that moves toward the region's cost-recovery target and closer alignment with BC Transit fare strategy guidelines while recognizing transportation affordability remains a challenge for many residents.

Alternate Recommendation:

THAT Council NOT endorse Option 1 Fare Changes as presented by BC Transit, effective October 1, 2025, and provide direction to Staff on next steps.

PowerPoint: Yes ☒ No ☐

Attachments:

Attachment 1 – Kelowna Regional Transit System Fare Review Report



Kelowna Regional Transit System Fare Review Report

City of Kelowna
City of West Kelowna
Westbank First Nation
District of Lake Country
District of Peachland
Regional District of Central Okanagan

June 3, 2025

Submitted by:
Tessa Stewart
Manager, Business Development

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Summary

As requested by local government and First Nation partners in 2024, BC Transit has conducted a comprehensive fare review for the Kelowna Regional Transit System. The objective is to update the fare structure to improve cost recovery, modernize fare options, and enhance rider experience, while maintaining affordability and alignment with BC Transit Fare Guidelines. The proposed changes are intended to support long-term system sustainability, enhance equity and convenience for riders, and improve financial performance in a balanced and reasonable manner.

This fare review was conducted in partnership with the following regional partners:

- City of Kelowna
- City of West Kelowna
- Westbank First Nation
- District of Lake Country
- District of Peachland
- Regional District of Central Okanagan

Fare Review Context

- The current fare structure has remained unchanged since 2015, despite significant increases in operating costs due to inflation and post-pandemic impacts.
- Fare revenue is shared between all local government and First Nation partners, based on ridership and service hours.
- All decisions regarding fares must be unanimously approved by all local government and First Nation partners to allow for implementation.
- The introduction of BC Transit's electronic fare system, Umo, in 2024, has modernized fare collection and enables enhanced fare products and data collection.
- As a part of the fare review, BC Transit undertook public consultation to gain insights from residents within the Kelowna Regional Transit System in the form of an online survey.

Fare Review Outcomes

DayPASS System Implementation

- Replace the 90-minute transfer policy with an automatic DayPASS system which simplifies fare policies and improves fairness, particularly for customers taking multiple buses. Riders paying with Umo would automatically receive a DayPASS after purchasing two fares in a day, with the option to purchase a paper DayPASS onboard by paying twice the base fare. Moving to the DayPASS system requires discontinuing the 10-Rides product available to riders within Umo.

EcoPASS Bulk Purchase Fare Program

- Introduce the EcoPASS bulk purchase program, allowing BC Transit to facilitate bulk purchase transit access, establishing transit funds that eligible riders can draw down from in real-time.

Fare Changes

This report presents three fare change options for consideration, with analysis provided on revenue and ridership impacts outlined below in Table 2.

- Option 1: Recommended Fare Increase**
 Increasing the base Single Ride fare to \$3.00 and increase 30-Day and Monthly pass rates modestly by \$10. The Semester pass would follow BC Transit's guidelines with a 20% discount provided. This option would increase revenue by \$1.15M (+16.4%) factoring in a small decrease in transit ridership growth.
- Option 2: Full alignment with BC Transit Fare Guidelines.**
 Increasing the base Single Ride fare to \$3.00 and adjusting all pass products to align with BC Transit's recommended Fare Guidelines. This option would increase revenue by \$1.58M (+22.5%) factoring in a decrease in transit ridership growth. This option would necessitate a large increase to Concession Pass pricing.
- Option 3: Cost Recovery Goal**
 To meet the Kelowna Regional Transit System's cost recovery goal of 35%, Option 3 increases the Single Ride fare to \$3.50 and adjusts all pass products to align with BC Transit's recommended Fare Guidelines. This option would increase revenue by \$2.18M (+31%) factoring in a larger decline to anticipated ridership growth due to the large fare increases.

Table 1: Proposed Fare Options

Fare Product		Existing Fares	Option 1 Recommended Increase	Option 2 Fare Guideline Alignment	Option 3 Cost Recovery Goal
Single Ride		\$2.50	\$3.00 (+20%)	\$3.00 (+20%)	\$3.50 (+40%)
DayPASS*		\$5.00	\$6.00 (+20%)	\$6.00 (+20%)	\$7.00 (+40%)
10 Rides	Adult	\$22.50	Discontinued		
	Concession	\$20.25			
30 Day / Monthly Pass	Adult	\$70	\$80 (+14%)	\$80 (+14%)	\$87.50 (+25%)
	Concession**	\$45	\$55 (+22%)	\$68 (+51%)	\$74.38 (+65%)
Post-Secondary 30-Day Pass		\$55	\$65 (+18%)	\$68 (+23%)	\$74.38 (+35%)
Post-Secondary Semester Pass		\$176	\$208 (+18%)	\$217 (+23%)	\$238 (+35%)
5-Tickets (handyDART)	Adult	\$11.25	\$15 (+33%)	\$15 (+33%)	\$17.50 (+55%)
	Senior	\$10	\$15 (+50%)	\$15 (+50%)	\$17.50 (+75%)

*DayPASS-on-Board and Fare Capping to generate automatic DayPASS.

** Concession fare valid for youth aged 13-18 and persons 65 and over.

Table 2: Conventional Transit Fare Options Quantitative Analysis

Quantitative Analysis	2024/2025 Actuals	Option 1 Recommended Change	Option 2 Fare Guideline Alignment	Option 3 Cost Recovery Goal
Passenger Fare Revenue	\$5,369,062	\$6,275,953	\$6,707,534	\$7,275,971
U-PASS Revenue	\$1,556,879	\$1,784,601	\$1,784,601	\$1,818,295
ProPASS Revenue	\$100,083	\$114,240	\$114,240	\$116,025
Total Fare Revenue*	\$7,026,024	\$8,174,795	\$8,606,376	\$9,210,291
Revenue Increase	-	\$1,148,771 (+16.4%)	\$1,580,352 (+22.5%)	\$2,184,267 (+31%)
Total Ridership**	6,540,465	6,585,233	6,450,535	6,331,984
Ridership Variance	-	-164,712 (+0.68%)	-299,410 (-1.4%)	-417,961 (-3.19%)
Cost Recovery	31%	31%	33%	35%

*Total Fare Revenue excludes revenue from BC Bus Pass and the Children 12 & Under program

**Total Ridership projections includes budgeted ridership increases from the 2025/2026 budget

Recommendations

BC Transit has the following recommendations as an outcome of this fare review for the Kelowna Regional Transit System:

- Endorse Option 1 fare change, effective as of October 1, 2025
- Increase the U-PASS fee at UBCO to \$80 less approved administration costs
- Replace the existing transfer policy with the DayPASS system
- Introduce the EcoPASS pre-paid fare program

Current Fare Structure

The current fare structure has remained largely unchanged since 2015, despite increases in operating costs due to inflation and service expansion. Fare pricing is aligned across conventional (fixed route) transit and custom (handyDART) transit, and any changes to fares that are approved will be applied to both forms of transit service.

With the introduction of BC Transit's electronic fare technology, Umo, in 2024 minor changes to fare products to improve customer ease of use were introduced, including:

- Replacing the Monthly Pass with a 30-Day Pass;
- Adjusting the transfer window to provide a consistent policy across all Umo systems, offering customers a 90-minute transfer window for their next bus; and
- Decreasing the DayPASS rate from \$6.50 to \$5.00 (two times the Single Ride fare).
- Renaming the Student/Senior Pass product to Concession Pass

Umo also introduced the ability for customers to load a Cash Balance to their Umo account to pay for Single Ride fares as an alternative to Cash. To finalize the transition to Umo, as of October 2024, physical fare products were discontinued on Conventional transit service.

At this time, Umo is only available on conventional transit, and as such some fare products are only available for use on custom transit, such as the 5-ticket product and physical Adult and Senior Monthly passes. Fare pricing between the 30-Day and Monthly passes are consistent across conventional and custom transit.

Riders can expect Credit and Debit tap payments to be available in the near future as another improvement that Umo validators allow for.

Table 3: Existing Fare Structure

Fare Product		Fare Price
Single Ride		\$2.50
DayPASS*		\$5.00
10-Rides	Adult	\$22.50
	Concession**	\$20.25
30 Day / Monthly Pass	Adult	\$70
	Concession**	\$45
Post-Secondary 30-Day Pass		\$55
Post-Secondary Semester Pass		\$176
5-Tickets (handyDART)	Adult	\$11.25
	Senior	\$10

*DayPASS-on-Board and Fare Capping to generate automatic DayPASS.

** Concession fare valid for youth aged 13-18 and persons 65 and over.

BC Transit Fare Guidelines

BC Transit's Fare Guidelines are based on industry best practice and have been developed to provide guidance to local governments in setting fares. The Fare Guidelines promote a balance between maximizing fare revenues while maintaining affordability and growing ridership. BC Transit's fare strategy focuses on fare products that are attractive to customers, encourage ridership, and are easy to sell.

Table 4: BC Transit Fare Guidelines

Product	Audience	Price Guideline
Single Ride	All	Base
DayPASS Onboard	All	2 times Base Fare
Adult Pass	All	20 to 30 times Base Fare
Concession Pass	Senior/Youth/Student	Adult Pass less 15%
University Semester Pass	Post-Secondary Student	4 times Student Pass less 20%
No Fare Transfers		

BC Transit's fare guidelines promote a simplified fare structure wherever possible to reduce confusion from riders when choosing to ride and purchase fare products.

The Kelowna Regional Transit System operates with a 90-minute transfer window for passengers paying with a single ride fare or 10-rides product, and a pre-purchased DayPASS product for unlimited travel in a single day.

BC Transit recommends a DayPASS system which replaces the transfer policy by offering all day transit for riders at the rate of two times a Single Ride fare, offering unlimited rides that day after the payment of the second fare.

Outside of fare product alignment, the fare guidelines also include pricing recommendations as outlined in Table 4. Note that the current Concession and Post-Secondary 30-Day Passes in the Kelowna Regional Transit System, as well as the Semester Pass, currently fall below the Fare Guidelines. Any recommended fare changes included in this Fare Review will aim to align with the Fare Guidelines outlined below as much as possible, with the goal of full alignment remaining for future fare reviews.

Sources of Fare Revenue

The Kelowna Regional Transit System has several sources of fare revenue from existing fare products. The largest revenue source from fare products is the 30-Day Concession Pass, followed by Single Ride fares in the form of Cash and Umo Cash Balance purchases. U-PASS revenue makes up 19 per cent of the revenue from fares and is received from students paying U-PASS fees through their tuition payments at the University of British Columbia Okanagan Campus (UBCO). Currently, the U-PASS pricing aligns with the Adult Pass rate at \$70, with the transit system retaining \$67 after the removal of administration fees. The Kelowna Regional Transit System also has an employer pass program, ProPASS, that provides discounted travel to participating organization's employees facilitated through payroll deductions.

The Kelowna Regional Transit System's local government partners can approve changes to all sources of fare revenue outside of the BC Bus Pass and Free Transit for Children 12 and Under program, which are provincially funded initiatives and applied to the local government's budget according to provincial allocation models. BC Transit has agreements with the province to deliver these programs across all of BC Transit, and as such they fall beyond the scope of this fare review.

Figure 1: Kelowna Regional Transit System Conventional Fare Product Revenue for 2024/25

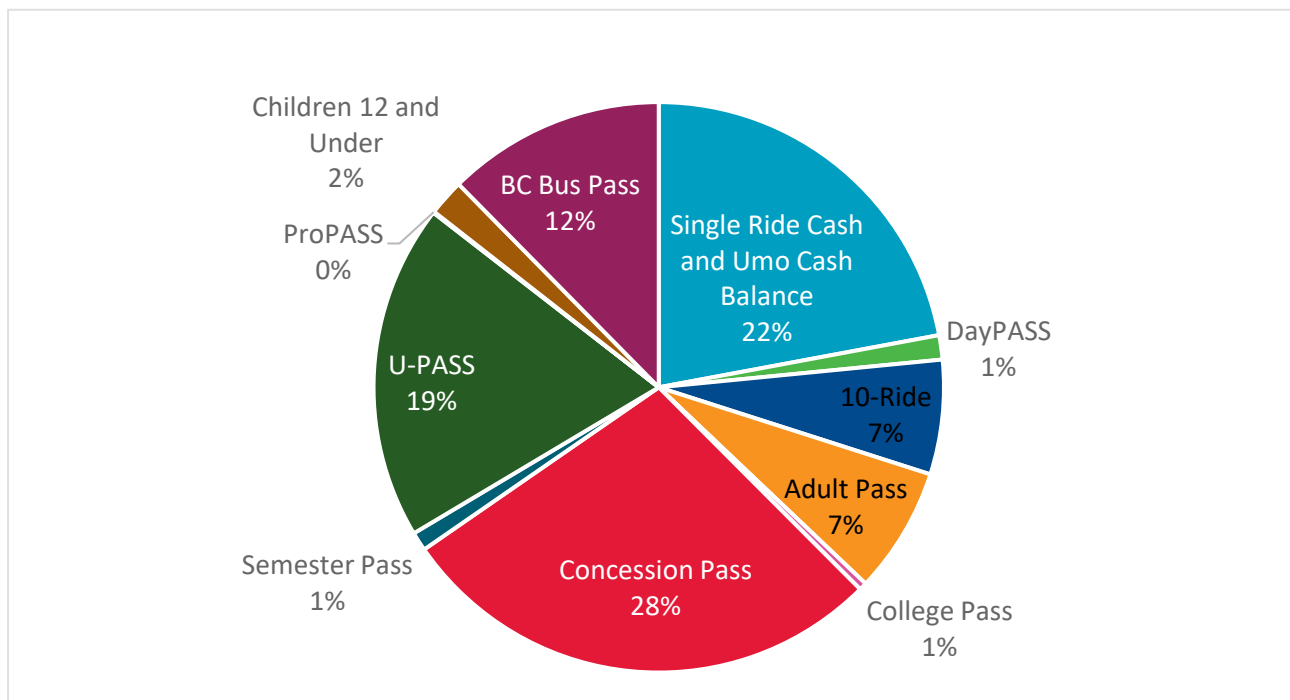
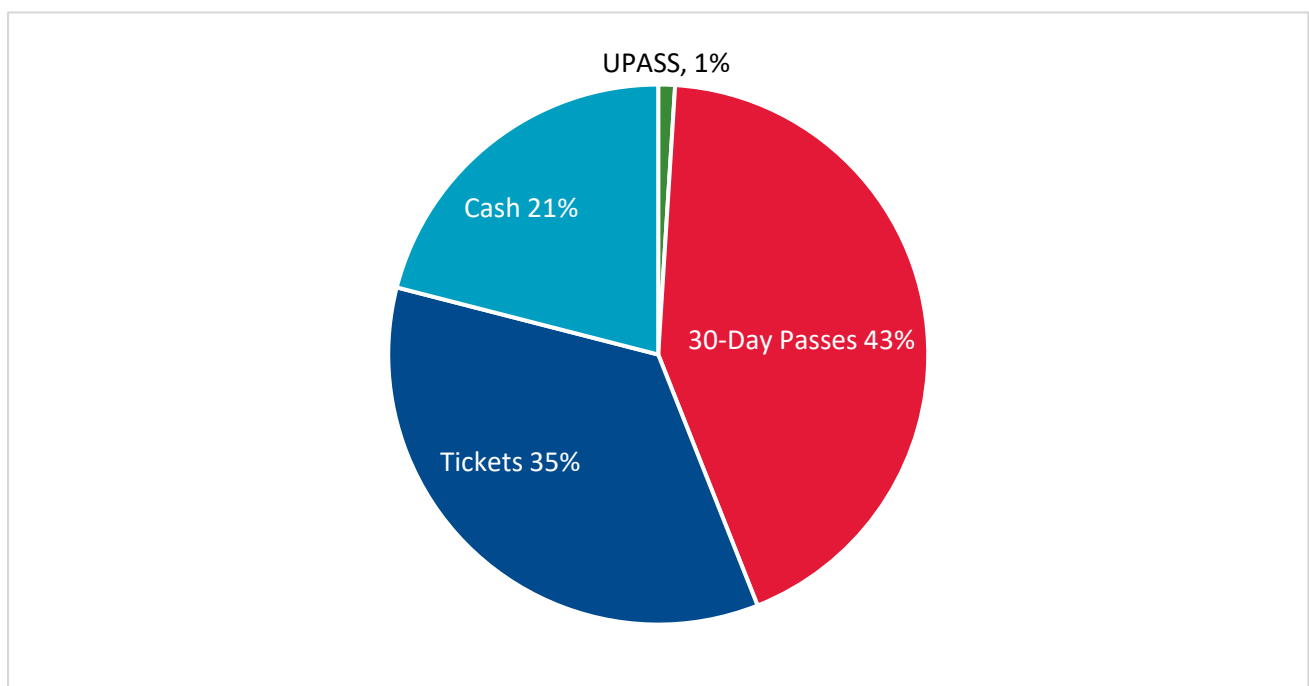


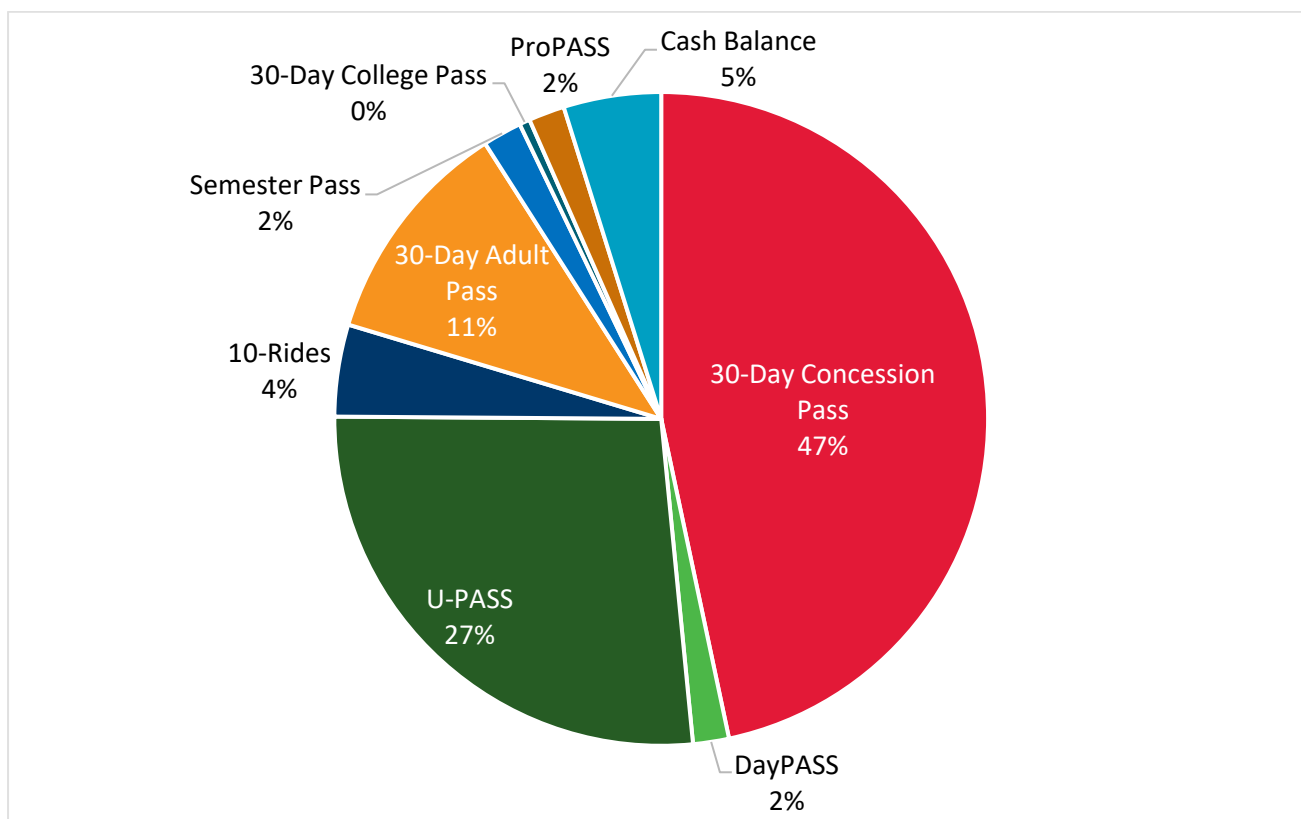
Figure 2: Kelowna Regional Transit System Custom Fare Product Revenue for 2024/25



Umo Usage

As of October 2024, the Kelowna Regional Transit System has fully transitioned its conventional system to Umo and phased out physical pass and ticket sales. As customers have transitioned to Umo, BC Transit is now able to gather insights that were previously unavailable, such as ridership based on fare product. Figure 3 shows ridership by fare product from January – April 2025 which provides insights on customer usage in the system. BC Transit will continue to explore how Umo usage and data can be further leveraged to inform future fare reviews.

Figure 3: Kelowna Regional Transit System Umo Ridership by Product January – April 2025



Key Metrics

Table 5 highlights key system metrics for the Kelowna Regional Transit System as a baseline for this fare review. Operating Cost Recovery was calculated based on total revenue (farebox, tickets & passes, Youth 12 & Under, BC Bus Pass, and advertising where applicable) divided by the total operating cost, but excluding lease fees (costs charged for capital amortization and debt servicing) and infrastructure project development. For comparison, the tier average provided is based on similarly sized BC Transit systems.

Table 5: Key Performance Measures 2024/2025

Measure		2023/2024 Tier Average
Passenger Trips	6,540,465	
Year over Year Passenger Trip Increase	4.6%	
Total Revenue	\$8,642,496	
Year over Year Revenue Increase	4.36%	
Revenue From Passenger Fare Sources	\$7,026,024	
Revenue / Trip	\$1.32	
Operating Cost / Passenger Trip	\$4.23	
Operating Cost Recovery	31.2%	
		\$1.23
		\$4.70
		26.36%

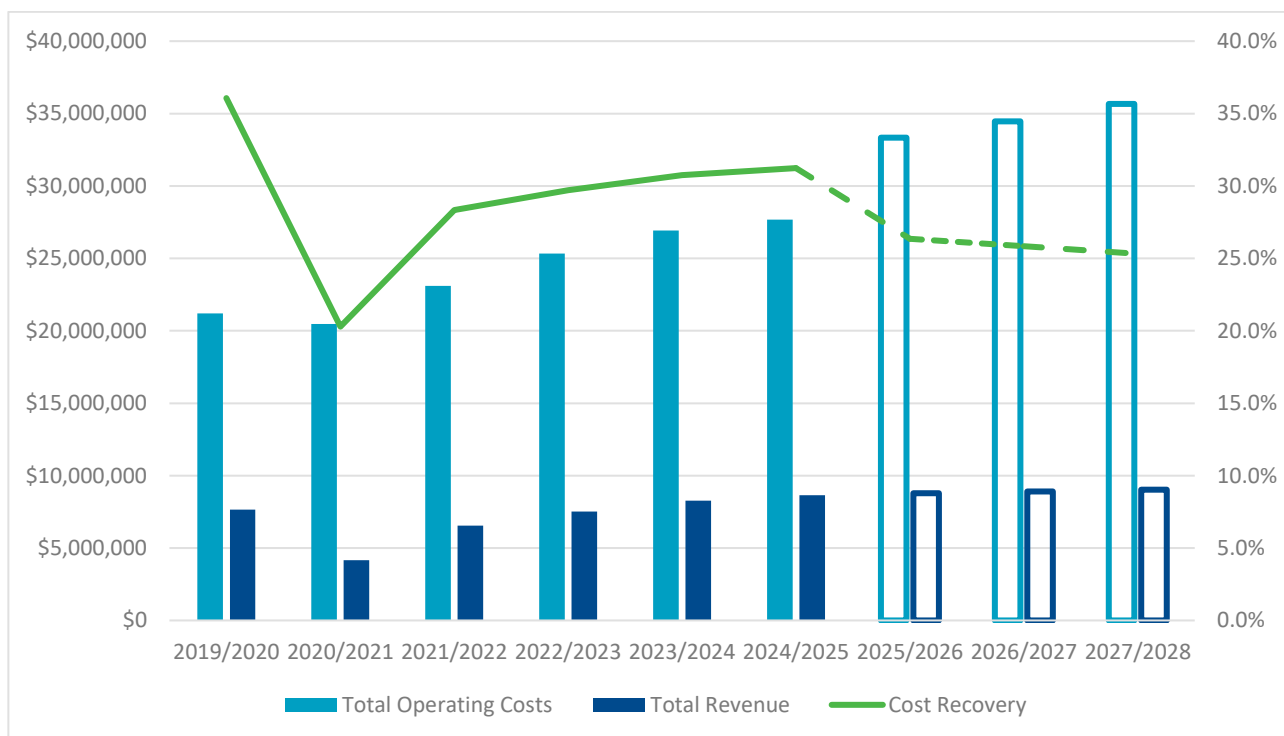
Cost Recovery

The following figure shows total fare revenues, total transit system operating costs, and the corresponding cost recovery over the past five years. Operational costs are also included as a forecast over the next three years. The budgeted increases do not include any increases from expansion or infrastructure investments.

The Kelowna Regional Transit System has an approved cost recovery target of 35 per cent set as per the Central Okanagan Transit Service Guidelines. Prior to the COVID-19 pandemic, fare revenue was able to recover costs at this level, but cost recovery has not reached these levels since 2019. With operational costs expected to continue to increase over the next three years, it is expected that cost recovery will continue to decline with the current fare structure. For the purposes of this report, cost recovery outlined is calculated using fare revenue only, and varies slightly from the Operating Cost Recovery utilized by BC Transit

Local government and First Nation partners will need to allocate additional funding to transit in order to meet these increased costs, which can be done through a mix of increasing passenger fares and property taxes, at local government's discretion. Similar to conventional transit costs, custom transit (handyDART) has seen decreased cost recovery, with pre-pandemic cost recovery at 6 percent and 2024/2025 cost recovery for custom transit at 3 percent, which is slightly less than average.

Figure 4: Kelowna Regional Transit System Conventional Cost Recovery 2019 - 2028



Local Revenue Sharing

The Kelowna Regional Transit system is comprised of six local government and First Nation partners. Fare revenue is collected by the City of Kelowna prior to being shared between partners based on agreed upon percentages determined through local ridership and service hours and a pre-determined cost-sharing agreement.

To understand how the fare review considerations may impact local partners, a breakdown of the revenue and ridership for each regional partner is included below.

Table 6: Regional Partner Ridership and Revenue Allocation 2024/2025

Regional Partner	Ridership	Ridership %	Revenue
City of Kelowna	5,622,838	85.97%	\$6,373,902.40
City of West Kelowna	533,702	8.16%	\$772,719.06
Westbank First Nation	155,663	2.38%	\$230,548.10
District of Lake Country	180,517	2.76%	\$272,185.93
District of Peachland	37,281	0.57%	\$61,752.77
Regional District of Central Okanagan	11,119	0.17%	\$12,357.08

Transit System Comparison

To determine reasonable fare levels for the Kelowna Regional Transit System, the following table provides a comparison of Canadian transit systems that serve similar population sizes and have similar total annual ridership or are in close proximity to Kelowna Regional Transit System. The data provided is based on the Canadian Urban Transit Association (CUTA) 2023 Operating Data report.

Table 7: Comparison of Transit System Fares

Transit System	Population Served	Ridership	Adult Fare	Adult Pass	Senior Pass	Student Pass
Kelowna, BC	164,014	6,253,275	\$2.50	\$70	\$45	\$55
Nanaimo, BC	129,023	3,581,974	\$2.75	\$65	\$45	\$55
Central Fraser Valley, BC*	163,581	1,826,023	\$2.25	\$52	\$38	\$35
Victoria, BC	409,189	24,754,924	\$3.00	\$85	\$45	\$45
Regina, SK	239,236	10,285,051	\$3.25	\$88	\$30	\$60
Windsor, ON	229,660	9,487,527	\$3.75	\$118	\$60	\$81
Canadian Average			\$3.50	\$90.20	\$52.24	\$67.07

*Central Fraser Valley is currently undergoing a fare review

Pre-Paid Fare Programs

BC Transit is continuously looking to support transit systems with new fare program opportunities that increase transit ridership, while also bringing in new revenue opportunities. With the rollout of Umo, BC Transit is now able to facilitate and administer pre-paid fare programs. Pre-paid fare

programs provide guaranteed sources of fare revenue and enhance cost recovery. BC Transit is currently looking to introduce the following pre-paid fare programs to all suitable transit systems.

EcoPASS Program

EcoPASS is a pre-paid fare program that allows BC Transit to facilitate the bulk purchase of transit access through an established transit fund. Currently, this program is most frequently used by property developers as a Transportation Demand Management (TDM) initiative that allows developers to invest in transit access for occupants in residential buildings in exchange for parking variances. The program could also be utilized by events, conferences, or employers that wish to establish a transit fund that can be drawn down from over time. BC Transit is encouraging the expansion of the EcoPASS program to additional transit systems to allow for additional avenues for fare revenue to be secured.

To administer the program, BC Transit provides enrolled participants transit access on demand through Umo, which allows participants to draw a Single Ride fare from the transit fund each time they ride the bus. The EcoPASS transit fund would remain in place until the fund is exhausted and revenue would be realized as fare revenue once redeemed, or at the time of fund expiration.

To incentivize larger investments in a transit fund, a proposed discount structure is included below for the program. This discount would apply to the total transit fund investment.

Table 8: EcoPASS Bulk Purchase Discount Structure

Discount Tier	Amount Spent	% Discount
Tier 1	\$5,000	5.00%
Tier 2	\$10,000	5.50%
Tier 3	\$20,000	6.00%
Tier 4	\$30,000	6.50%
Tier 5	\$40,000	7.00%
Tier 6	\$50,000	7.50%
Tier 7	\$100,000	10.00%
Tier 8	\$150,000	12.50%
Tier 9	\$200,000+	15.00%

The EcoPASS option would be a tool available for all local government and First Nation partners in the region.

U-PASS

The U-PASS program provides students at partnering educational institutions with unlimited access to Kelowna Regional Transit services throughout their enrolled term. This initiative improves affordability for students, increases ridership, and ensures a stable revenue stream for the transit system. The cost of U-PASS is included in tuition fees, making transit more accessible while providing guaranteed fare revenue, as all students are automatically enrolled.

The Kelowna Regional Transit System currently has a U-PASS partnership agreement with the University of British Columbia Okanagan Campus (UBCO) which was initiated in 2007. During this time, U-PASS has played a key role in supporting local transit. In 2024, it accounted for 19% of total fare revenue for Kelowna Regional Transit, demonstrating its ongoing impact on transit funding.

The existing agreement with UBCO allows for increases to U-PASS pricing to occur when public fare product pricing is increased. As this is the case, U-PASS fees have not increased since 2015 when, via referendum approval, the U-PASS fee was increased to align with the increased Adult pass rate of \$70. The Kelowna Regional Transit System provides a \$3 administration fee per U-PASS to the UBCO student union to administer this program, which is deducted from the revenue the Kelowna Regional Transit System receives. If the Adult pass fare is increased as a result of this fare review, notice of the intent to increase the U-PASS fee may be presented to UBCO by August 15, 2025 to allow for the pricing to go into effect as of September 1, 2026. Once the intent to increase the U-PASS fee is issued, a referendum vote will be required to approve the new fee with a “yes” majority. If the referendum resulted in a “no” majority, the U-PASS agreement could be exited at that time.

Supportive Transit Programs

To ensure that transit is accessible to all, a range of supportive programs have been implemented to assist individuals facing financial or mobility challenges. The following initiatives available in the Kelowna Regional Transit System are designed to help those in need to access essential services and stay connected to their communities. These programs aim to make public transit more inclusive and equitable. The City of Kelowna is currently undertaking a study to determine if a new supportive program should be introduced to further support residents with subsidized transit access. Please note, these programs are shared for your awareness, and no changes will be made as part of this fare review.

Get on Board Program - Free Transit for Children 12 and Under

The Get on Board program allows children aged 12 and under to ride conventional and handyDART buses for free. The program is designed to make public transit more accessible to young people, encouraging them to use the system independently and confidently. Eligibility includes:

- Children aged 6 to 12: Can ride unaccompanied without requiring a fare product or ID.
- Children aged 5 and under: Must be accompanied by someone 12 years or older and must board and depart at the same stop as their guardian.

This initiative is funded by the BC Ministry of Transportation and Transit with the goal of not only increasing ridership but also fostering a sense of independence and familiarity with public transit among youth. By making transit free for children, the program aims to instill lifelong habits of sustainable transportation use.

BC Bus Pass

The BC Bus Pass Program provides unlimited transit access to low-income seniors (\$45/year) and individuals on disability assistance (free). Designed to ensure affordable and accessible transportation, it helps participants stay connected to their communities. Registration is available online, by phone, email, mail, or fax. The program is funded by the BC Ministry of Social Development and Poverty Reduction and is available across all BC transit systems.

Emergency Transit Assistance Program

The Emergency Transit Assistance Program (ETAP) is a partnership between United Way BC and the City of Kelowna, providing single-use bus tickets and passes to non-profit agencies that support low-income residents facing transportation barriers. United Way distributes the Umo fare products on a regular basis to non-profit agencies who regularly support those with medical and/or emergency transportation and has done so since 2012.

As of September 2024, the program is providing 5550 Single Ride fares distributed quarterly and 100 monthly passes distributed each month. ETAP provides transit vouchers to agencies accepted to the program and allows people in need to use public transportation for emergency needs, employment, education, medical, dental, social recreation, food, and shelter.

DayPASS System

To allow for the best use of Umo, BC Transit is recommending adopting a DayPASS policy in the Kelowna Regional Transit System as a replacement for the existing transfer policy. Currently, riders can transfer to a connecting bus within 90 minutes without paying an additional fare. Riders who have a trip of more than 90 minutes or who take more than two buses will be required to pay an additional fare.

BC Transit is recommending the introduction of the DayPASS OnBoard for cash paying users and fare capping for Umo Cash Balance users to generate an automatic DayPASS. This change will simplify the fare structure, improve customer experience, and align with best practices outlined in the Fare Guidelines. As an important note, the 10-Rides product in Umo will be discontinued with this transition as it is not compatible with Umo fare capping.

The DayPASS System has been successfully introduced into many BC Transit Systems, increasing ridership and ease of use for customers in the following communities: Victoria, Nanaimo, Kamloops, Prince George, Cowichan Valley, Dawson Creek, Sunshine Coast, Squamish, Port Alberni, and Campbell River.

BC Transit has analyzed Umo usage and found that the majority of users in the Kelowna Regional Transit System are already paying for two or more fares daily and therefore would benefit from this transition. The pre-purchased DayPASS has also increased in usage, and further points to a large customer base who would benefit from the transition to the DayPASS system. As well, as provided in the Fare Review Survey results in the following section, the majority of respondents supported the transition to the DayPASS System. Customers utilizing a pre-purchased fare product, such as a 30-Day pass, Semester pass, or U-PASS would not be impacted by this change.

The DayPASS OnBoard and Fare Capping models have already been successfully implemented in over 11 major BC Transit systems, demonstrating increased ridership, reduced operational friction, and improved customer satisfaction. Together, these changes modernize the fare experience, improve equity and access, and support the long-term sustainability of the transit system. The changes for cash and Umo users are outlined in more detail below.

DayPASS OnBoard

With the DayPASS OnBoard, passengers paying cash can purchase a DayPASS directly from the operator by paying twice the base fare in the farebox at the time of boarding their first bus of the day. The paper DayPASS grants unlimited travel for the remainder of the day, streamlining fare collection and eliminating ambiguity around transfer validity. Operators currently must visually

validate transfer validity when customers board, and the paper DayPASS product removes this ambiguity therefore improving load times and reducing potential conflict with customers.

Umo Fare Capping

For customers utilizing Umo Cash Balance or soon to be introduced Credit or Debit tap payments to pay their fares, Umo will automatically apply a DayPASS utilizing fare capping technology. Once a rider pays the equivalent of two single fares in one day, the system automatically provides unlimited travel for the rest of the day—effectively issuing a DayPASS without requiring pre-purchase.

Fare Review Engagement

Public consultation for the Fare Review was undertaken from February 10th – March 10th, 2025. The consultation included an online survey that was promoted on the BC Transit website, internal bus cards, digital programmatic advertisements, newspaper advertisements, and social media campaigns. As well, media releases further promoted the survey and ongoing fare review and garnered numerous media articles.

The online survey was generated to gather public feedback on whether potential fare change options would impact ridership positively or negatively and whether the transition to the DayPASS system would be supported by customers. Full survey results are included in Appendix A for review.

Online Survey Summary

The online survey page, hosted on BC Transit's engagebctransit.com platform, was answered in part or in full by 628 individuals. Almost all respondents (91%) were regular fixed-route bus customers, with 80% of respondents residing within the City of Kelowna. The survey results indicated that most customers utilized Single Ride fare products, being either Cash or Umo Cash Balance, at 61%.

As a part of the survey, respondents were asked if they believe passenger fares should contribute more to funding transit operations to reduce the need for increases in property taxes. The responses were mixed, with 49% of respondents disagreeing and 29.7% agreeing, with the remainder (21.2%) remaining neutral.

Respondents were also polled whether a small increase in fares would impact their transit ridership. The largest response at 41% indicated that there would be no change in their transit usage, and 20.3% indicated it would depend on the amount of the increase. Only 9.2% of respondents indicated that they would stop using transit as their primary mode of transportation. Overall, the results indicated that increases to fares would have a minimal impact on ridership.

Lastly, the survey looked to ascertain if customers would support a transition to the DayPASS system. When asked if riders can complete their trip within one transfer window, an almost equal number of respondents indicated that yes, they can complete their trip within the transfer window, at 35.7%, while 32.6% indicated they need to pay an additional fare. The remainder indicated use of pre-purchased products and that they will not be impacted by the change.

As a summarizing question, the survey asked respondents if they would support moving to the DayPASS system, with the largest response group indicating they would support this transition at 46.5%. A smaller percentage of respondents indicated a desire to maintain the transfer policy, at 31.9%, while the remainder had no opinion.

Fare Change Options

Along with the introduction of the DayPASS policy, BC Transit has included fare change options for consideration as outlined in Table 9 below. The last fare increase in the Kelowna Regional Transit System occurred in 2015, and the system has seen increased expenses due to high inflation and industry changes following the COVID-19 pandemic. While expenses have increased annually over the past 10 years, fare prices have not kept parity with inflation. If the Single Ride fare of \$2.50 was to have maintained value with inflation, the Bank of Canada's Inflation Calculator estimates the equivalent would be \$3.24 in 2025, further highlighting the desire to assess existing fare prices in the system.

BC Transit is recommending that the Kelowna Regional Transit System endorse Option 1 to allow for a fare increase to take place to support the desire for additional revenue and improved cost recovery and realign fares that have lagged behind over the last ten years. The fare change options presented below were developed using BC Transit's Fare Guidelines, which are detailed in Table 4 of this report. Fare changes were developed with consideration to support maximum cost recovery to enable ongoing service levels while maintaining affordability. These fare change options apply to both conventional and custom transit, as the fare structures for both transit types are aligned.

Outside of existing fare products listed below, the Kelowna Regional Transit System has two pre-paid fare programs indexed to the Adult pass rate. As previously outlined, the U-PASS agreement with UBCO states that an increase to the U-PASS fee can be proposed with an accompanied increase to the general Adult pass rate, with the increase pending student body referendum approval. ProPASS is an existing pre-paid fare program that is also indexed to the Adult pass rate. Currently, ProPASS offers discounts from 10 – 15 percent dependent on the number of employees enrolled. With any approved increase to the Adult pass rate, ProPASS pricing would also be increased accordingly.

Table 9: Proposed Fare Options

Fare Product		Existing Fares	Option 1 Recommended Increase	Option 2 Fare Guideline Alignment	Option 3 Cost Recovery Goal
Single Ride		\$2.50	\$3.00 (+20%)	\$3.00 (+20%)	\$3.50 (+40%)
DayPASS*		\$5.00	\$6.00 (+20%)	\$6.00 (+20%)	\$7.00 (+40%)
10 Rides	Adult	\$22.50	Discontinued		
	Concession	\$20.25			
30 Day / Monthly Pass	Adult	\$70	\$80 (+14%)	\$80 (+14%)	\$87.50 (+25%)
	Concession**	\$45	\$55 (+22%)	\$68 (+51%)	\$74.38 (+65%)
Post-Secondary 30-Day Pass		\$55	\$65 (+18%)	\$68 (+23%)	\$74.38 (+35%)
Post-Secondary Semester Pass		\$176	\$208 (+18%)	\$217 (+23%)	\$238 (+35%)
5-Tickets (handyDART)	Adult	\$11.25	\$15 (+33%)	\$15 (+33%)	\$17.50 (+55%)
	Senior	\$10	\$15 (+50%)	\$15 (+50%)	\$17.50 (+75%)

*DayPASS-on-Board and Fare Capping to generate automatic DayPASS.

**Concession fare valid for youth aged 13-18 and persons 65 and over.

With the removal of the 10-rides product and subsequent discount, BC Transit recommends removing the discount provided for the 5-Tickets handyDART fare product as well to ensure parity between conventional and custom transit. As a more cost effective option, Monthly Passes are available on handyDART custom transit.

Option 1: Recommended Option

BC Transit has included Option 1 as the recommended fare change for the Kelowna Regional Transit System. This option better aligns with BC Transit's recommended fare guidelines, with only the Concession Pass rate residing outside of our guidelines with a discount of 27 per cent less the Adult pass fare. Although the BC Transit guidelines currently call for a 15 per cent discount on this product, a gradual increase is recommended to reach this target with the goal of the next fare review to be a closer alignment with the fare guidelines. As well, this option includes a \$10 increase for each 30-Day/Monthly pass product for simplicity in communication and equity amongst customers.

Option 2: Fare Guideline Alignment

BC Transit has included Option 2 as the option which aligns with the existing fare guidelines BC Transit currently adheres to. The pricing of pass products meet the guidelines previously outlined and can be viewed as a target option for future fare reviews. At this time, BC Transit is not recommending Option 2 as meeting the fare guidelines would necessitate large increases to pass products that could create affordability concerns for some passengers.

Option 3: Cost Recovery Goal

As an outcome of staff consultation during the fare review process, BC Transit has included Option 3 to reflect the fares that would be required if the Kelowna Regional Transit System was to meet their goal of a 35 per cent cost recovery rate. The fare pricing on all pass products adheres with BC Transit's recommended fare guidelines, and with this option, a 35 per cent cost recovery goal can be achieved. As the fares required to meet this goal are higher than the Canadian averages and would cause affordability concerns for many riders, BC Transit does not recommend this option.

Options Analysis

The below analysis provides a quantitative assessment of the estimated impacts of the provided fare change options on revenue and ridership for conventional transit in the Kelowna Regional Transit System. The ridership and revenue impacts of the fare options were calculated using established industry-standard fare product elasticity models commonly applied in transit fare analyses. Transit is generally considered an inelastic product, meaning that fare increases are expected to have a minimal impact on overall ridership. The impacted change on ridership is outlined as the total number of rides, and not riders, that may decrease with the increased fares.

The revenue impacts include projected revenue increases from fare product purchases and increased revenue from U-PASS and ProPASS fees. As previously outlined, U-PASS fees must be approved by the participating post-secondary institutions before being adopted. For the purposes of this assessment, existing enrollment figures for U-PASS and ProPASS were used to provide the estimated revenue increases.

As increasing cost recovery is also a goal of the Kelowna Regional Transit System, the projected cost recovery is also included which is calculated with budgeted annual costs. All assessments below reference Conventional transit and exclude Custom transit revenue and ridership impacts.

Table 10: Conventional Transit Fare Option Analysis

Quantitative Analysis	2024/2025 Actuals	Option 1 Recommended Change	Option 2 Fare Guideline Alignment	Option 3 Cost Recovery Goal
Passenger Fare Revenue	\$5,369,062	\$6,275,953	\$6,707,534	\$7,275,971
U-PASS Revenue	\$1,556,879	\$1,784,601	\$1,784,601	\$1,818,295
ProPASS Revenue	\$100,083	\$114,240	\$114,240	\$116,025
Total Fare Revenue*	\$7,026,024	\$8,174,795	\$8,606,376	\$9,210,291
Revenue Increase	-	\$1,148,771 (+16.4%)	\$1,580,352 (+22.5%)	\$2,184,267 (+31%)
Total Ridership**	6,540,465	6,585,233	6,450,535	6,331,984
Ridership Variance	-	-164,712 (+0.68%)	-299,410 (-1.4%)	-417,961 (-3.19%)
Cost Recovery	31%	31%	33%	35%

*Total Fare Revenue excludes revenue from BC Bus Pass and the Children 12 & Under program

**Total Ridership projections includes budgeted ridership increases from the 2025/2026 budget

Regional Partner Considerations

As the Kelowna Regional Transit System is comprised of multiple regional partners, a breakdown of the potential revenue impacts for each partner is included in Table 11 below. The estimates are based on existing approved revenue and cost sharing agreements that consider ridership and service hours for regional partners.

Table 11: Fare Option Revenue Impacts for Regional Partners

Quantitative Analysis	Regional Partner	Option 1 Recommended Change	Option 2 Fare Guideline Alignment	Option 3 Cost Recovery Goal
Total Fare Revenue Impact	City of Kelowna	+\$957,845	+\$1,317,697	+\$1,821,244
	City of West Kelowna	+\$109,363	+\$150,449	+\$207,941
	Westbank First Nation	+\$32,969	+\$45,356	+\$62,688
	District of Lake Country	+\$38,598	+\$53,099	+\$73,390
	District of Peachland	+\$8,156	+\$11,220	+\$15,507
	Regional District of Central Okanagan	+\$1,838	+\$2,528	+\$3,494

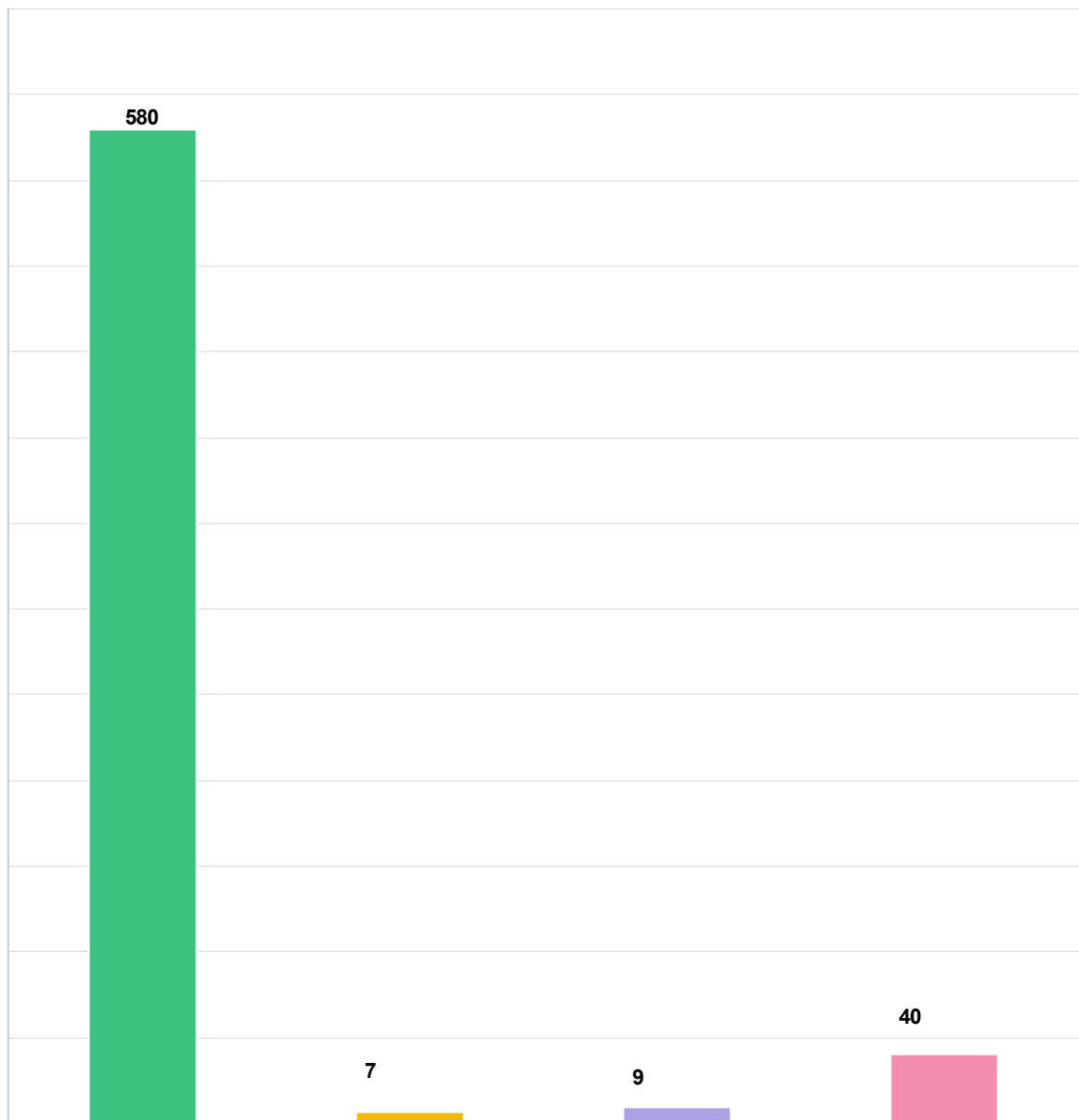
Recommendations

BC Transit has the following recommendations as an outcome of this fare review for the Kelowna Regional Transit System:

- Endorse Option 1 fare change, effective as of October 1, 2025, which includes the following fare increases and the discontinuation of the Umo 10-Rides product:
 - Single Ride: \$3.00
 - DayPASS: \$6.00
 - 10 Rides: Discontinued
 - 30 Day/Monthly Pass Adult: \$80
 - 30 Day Pass College: \$65
 - 30 Day/Monthly Pass Concession: \$55
 - 120 Day Semester Pass College: \$208
 - 5-Tickets Adult (handyDART): \$15
 - 5-Tickets Concession (handyDART): \$15
- With the approval of Option 1 fare change, increase the U-PASS fee at UBCO to align with the 30-Day Adult Pass fare (\$80) less approved administration costs
- Replace the existing transfer policy with the DayPASS system, allowing cash users to purchase a paper DayPASS at the time of boarding and Umo users to automatically receive a DayPASS via Umo fare capping technology.
- Introduce the EcoPASS pre-paid fare program allowing for bulk transit purchases to be made with the previously outlined discount structure.

Appendix A: Kelowna Regional Transit Fare Review Survey Results

Q2 Which transit service do you currently use?



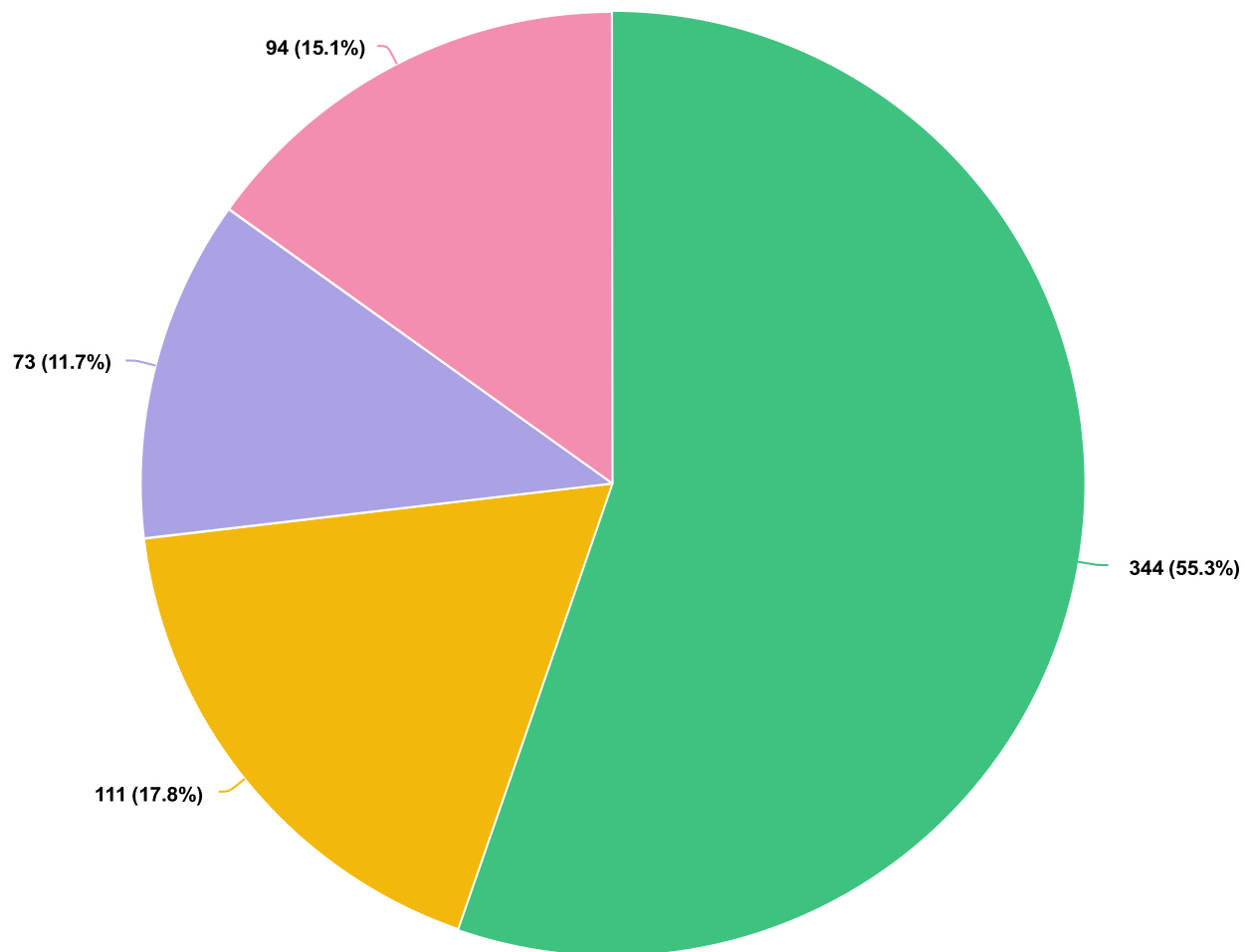
Question options

- ☒ Regular fixed route bus service (conventional transit) ☒ handyDART service (custom transit) ☐ OnDemand Transit ☒ None

Optional question (628 response(s), 0 skipped)

Question type: Checkbox Question

Q3 | How frequently do you use transit in the Kelowna Regional Transit System?

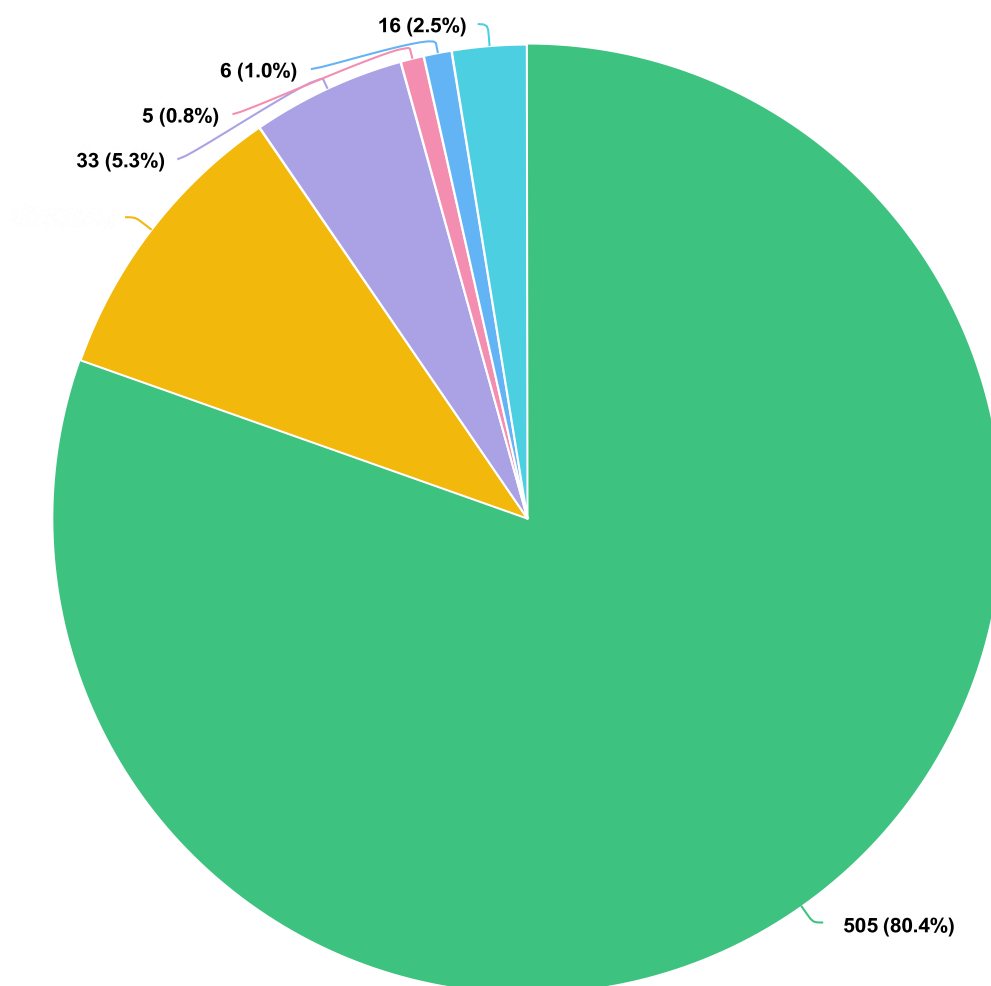


Question options

- ☒ Frequent rider (ride 15+ days a month)
- ☐ Light rider (ride 8 to 14 days a month)
- ☐ Occasional rider (ride 2 to 7 days a month)
- ☐ Infrequent rider (ride once a month or less)

Optional question (622 response(s), 6 skipped)
Question type: Radio Button Question

Q4 Which municipality do you currently reside in?



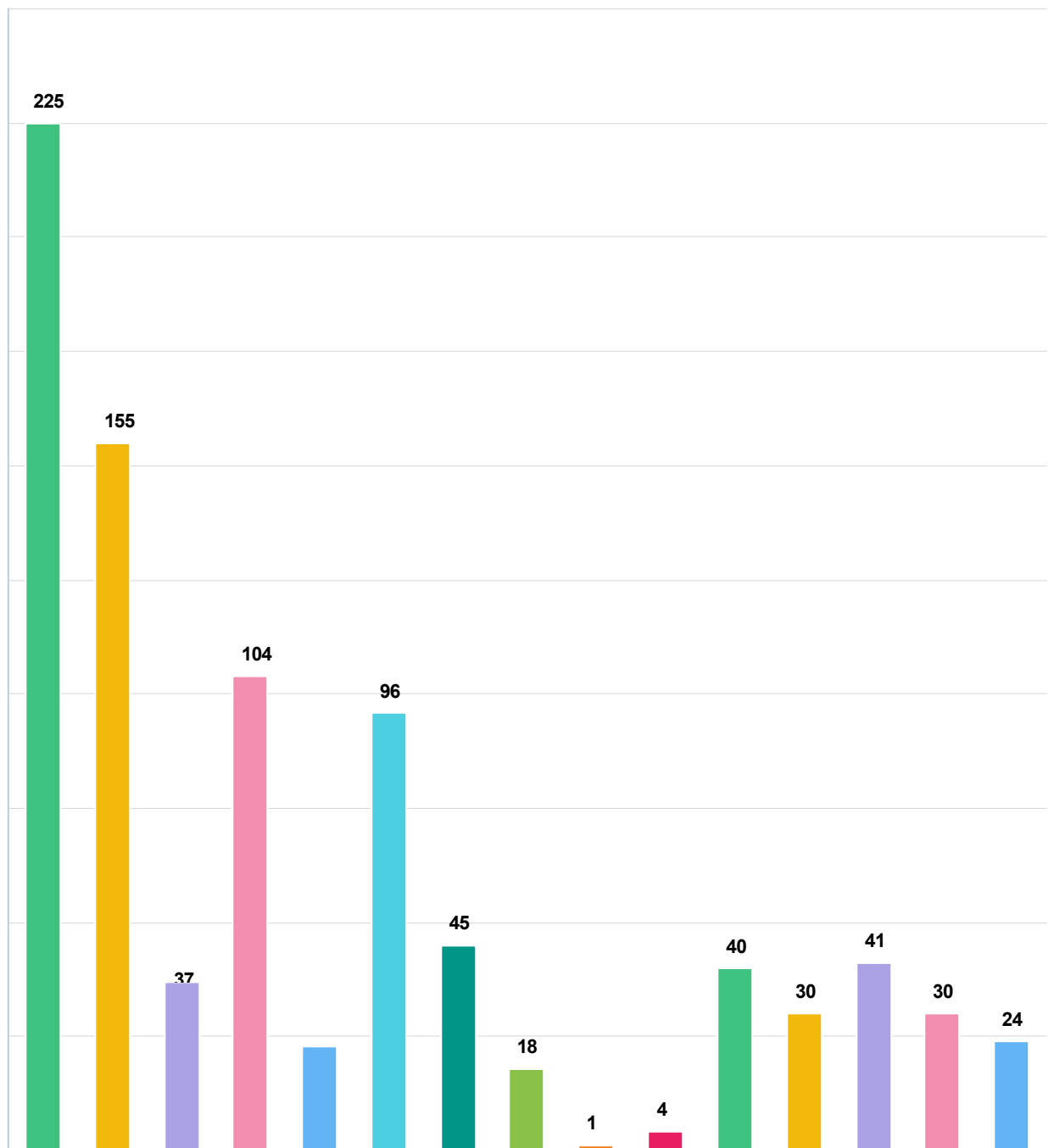
Question options

- City of Kelowna ● City of West Kelowna ● District of Lake Country ● Westbank First Nation
- District of Peachland ● Other (please specify)

Optional question (628 response(s), 0 skipped)

Question type: Radio Button Question

Q5 Which fare product do you currently use when riding transit? Select all that apply:

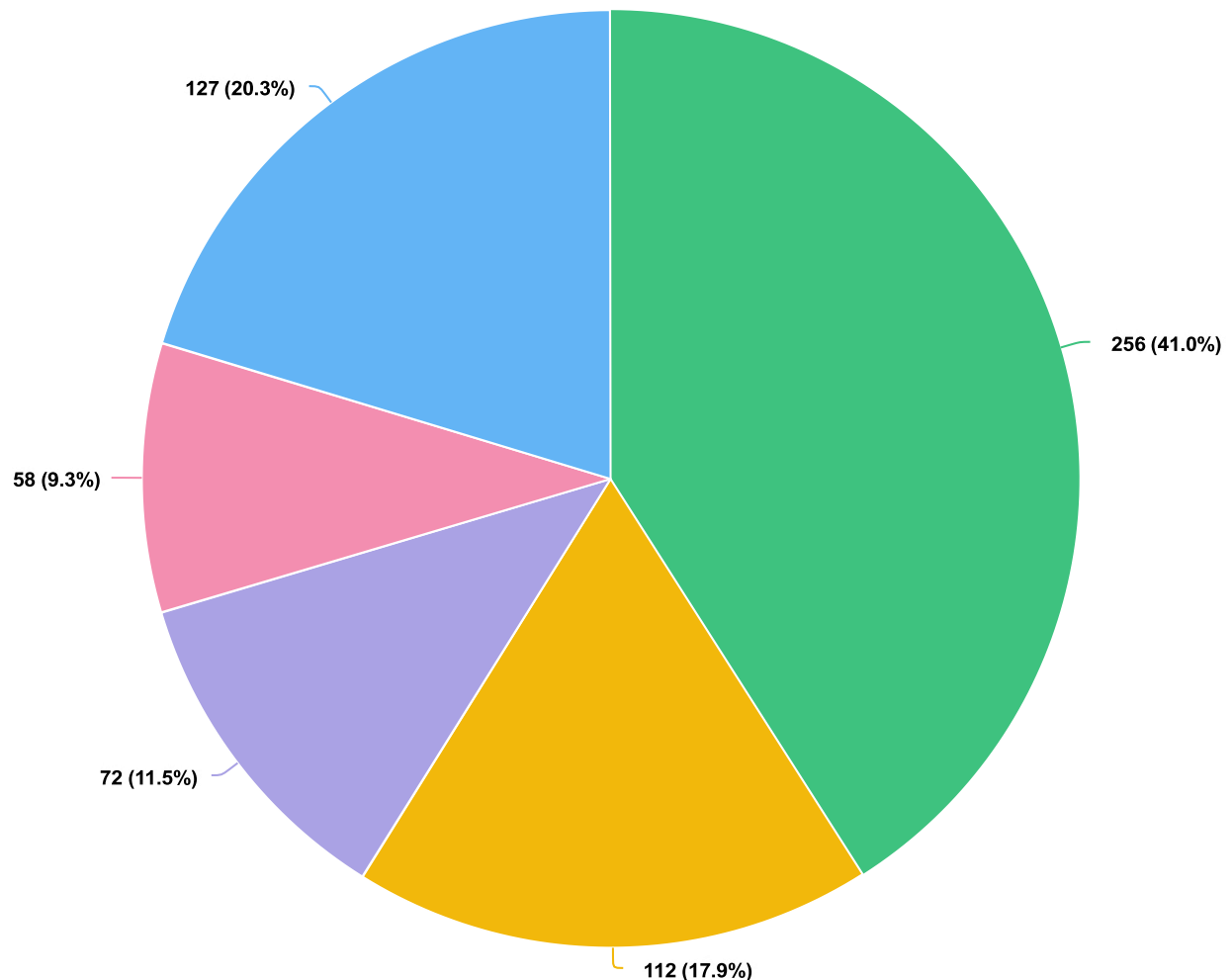


Question options

- Single Ride Cash Fare
 ● Umo Cash Balance
 ● DayPASS
 ● Adult 10-Rides
 ● Concession 10-Rides
- Adult 30-Day Pass
 ● Concession 30-Day Pass
 ● Post-Secondary 30-Day Pass
 ● 5-Ticket Adult (handyDART only)
- 5-Ticket Senior (handyDART only)
 ● University Semester Pass
 ● U-PASS
 ● ProPASS
 ● BC Bus Pass
- Other (please specify)

Optional question (624 response(s), 4 skipped)
Question type: Checkbox Question

Q6 As a part of the fare review process, fares are being assessed and may be increased to help improve cost recovery in the Kelowna Regional Transit System. If a small fare increase were necessary to maintain or improve service levels, how would it im...

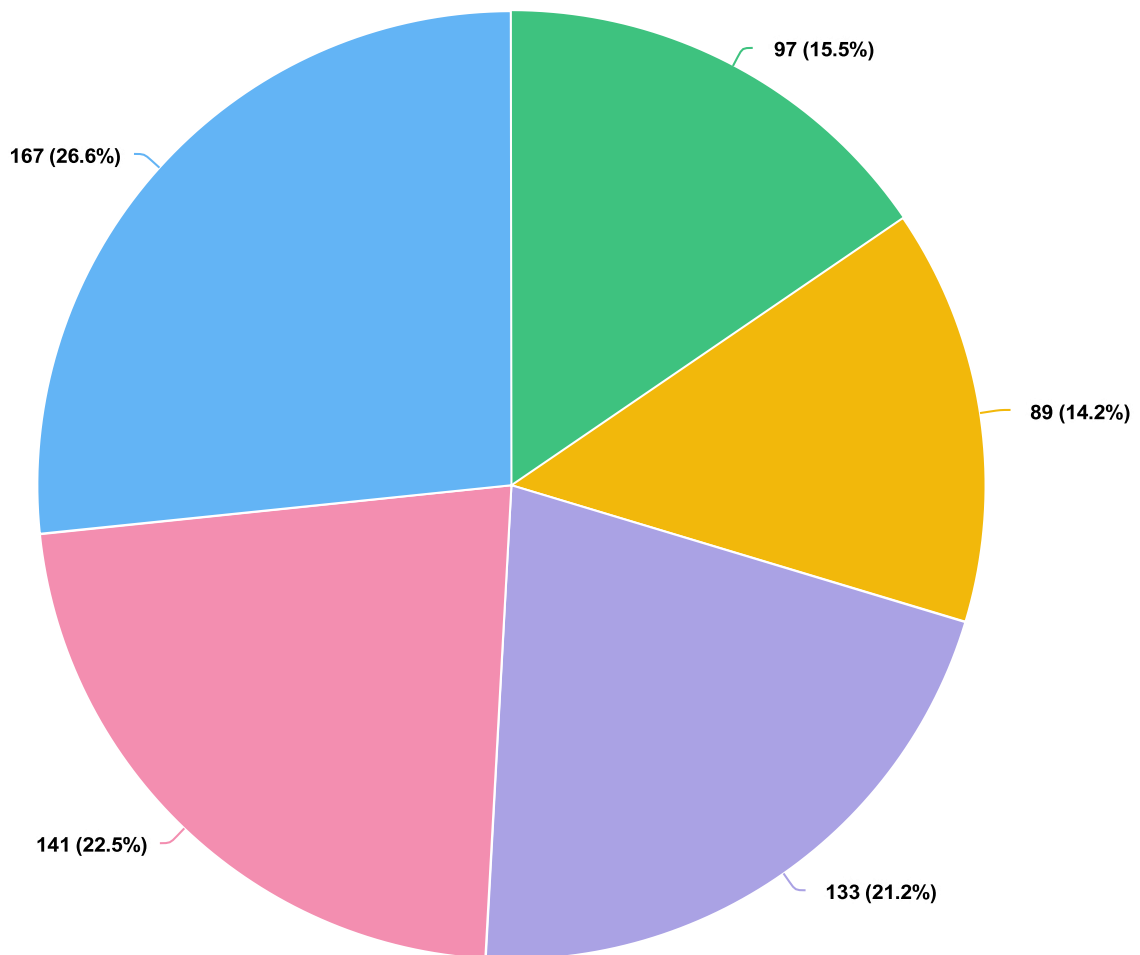


Question options

- I would continue to use transit as frequently as I do now.
- I might adjust my usage slightly but would still rely on transit
- I would need to reduce my transit usage significantly
- I would likely stop using transit as my primary mode of transportation
- It depends on the amount of the fare increase

Optional question (625 response(s), 3 skipped)
Question type: Radio Button Question

Q7 Conventional transit operations in the Kelowna Regional Transit System are funded through a combination of passenger fares, local government funding (property taxes), advertising revenue, and provincial funding. As operational costs rise, the Kelown...



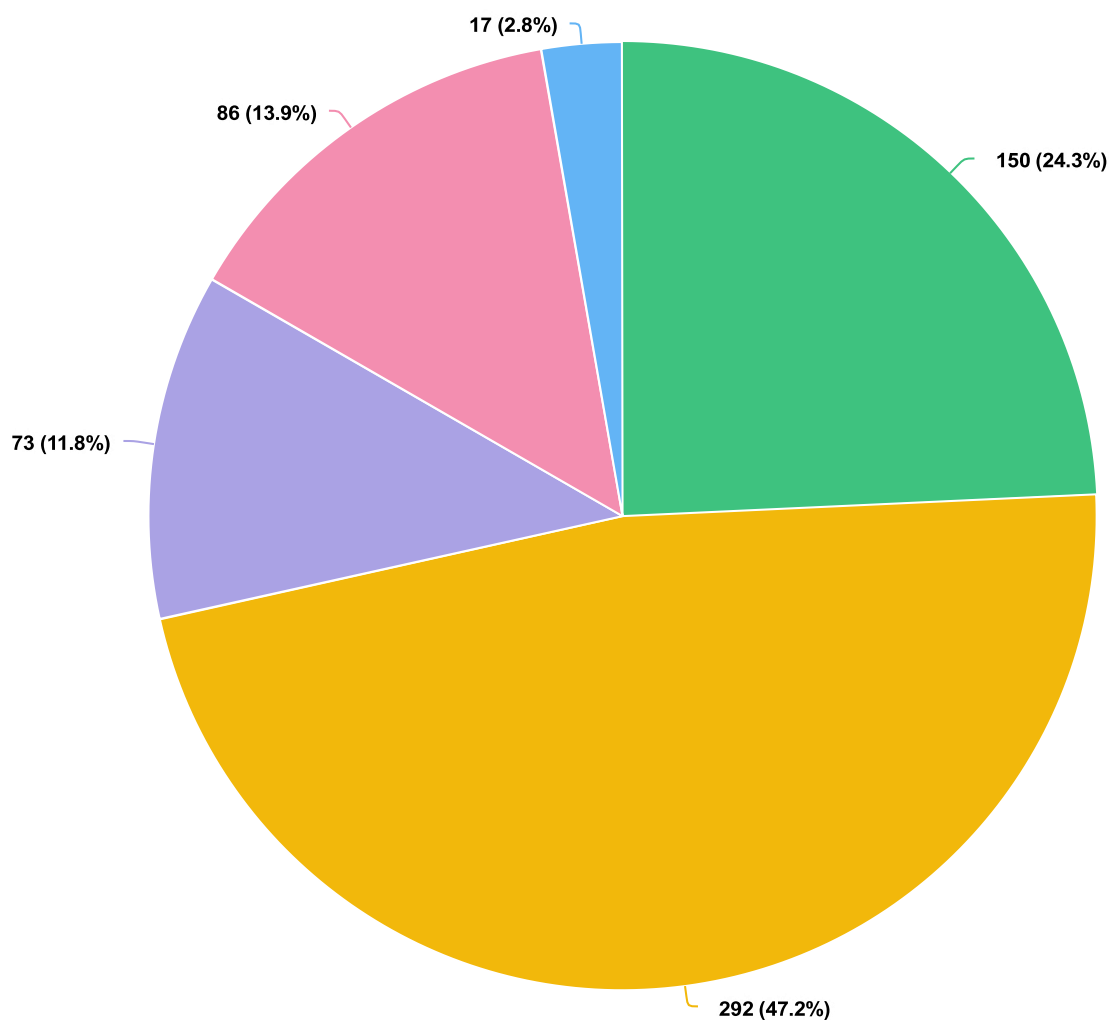
Question options

☐ Strongly Agree ☐ Agree ☐ Neutral ☐ Disagree ☐ Strongly Disagree

Optional question (627 response(s), 1 skipped)

Question type: Radio Button Question

Q8 | On an average day, how many buses do you board when using the Kelowna Regional Transit System:

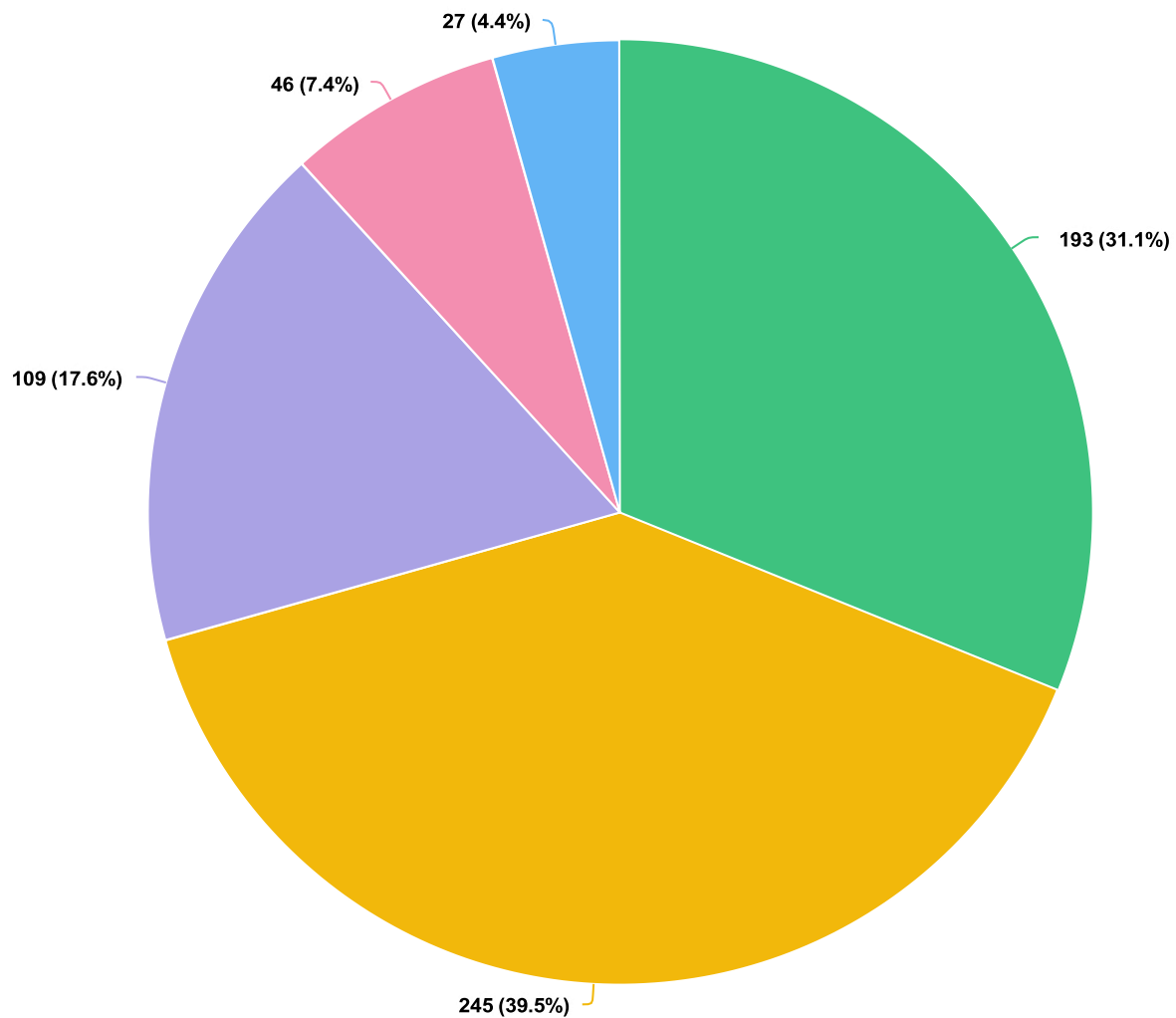


Question options

1 2 3 4 5+

Optional question (618 response(s), 10 skipped)
Question type: Radio Button Question

Q9 | On an average day, how long do you spend riding transit in the Kelowna Regional Transit System?

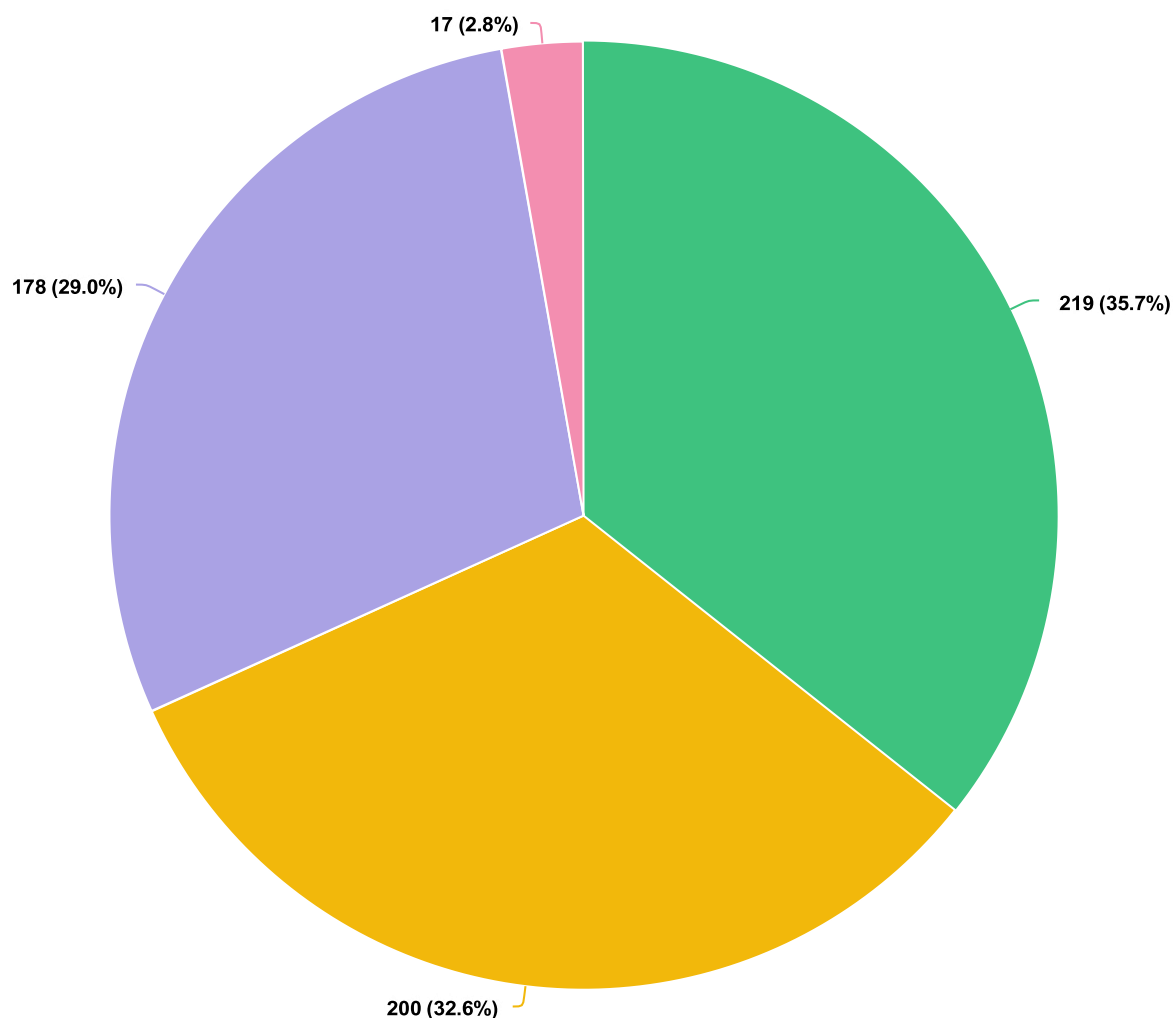


Question options

0-30 minutes 30-60 minutes 60-90 minutes 90-120 minutes 120+ minutes

Optional question (620 response(s), 8 skipped)
Question type: Radio Button Question

Q10 | If you currently use a Single Ride Fare (Cash, Umo Cash Balance, 10-Rides Product), are you able to complete your daily trip within one transfer window?



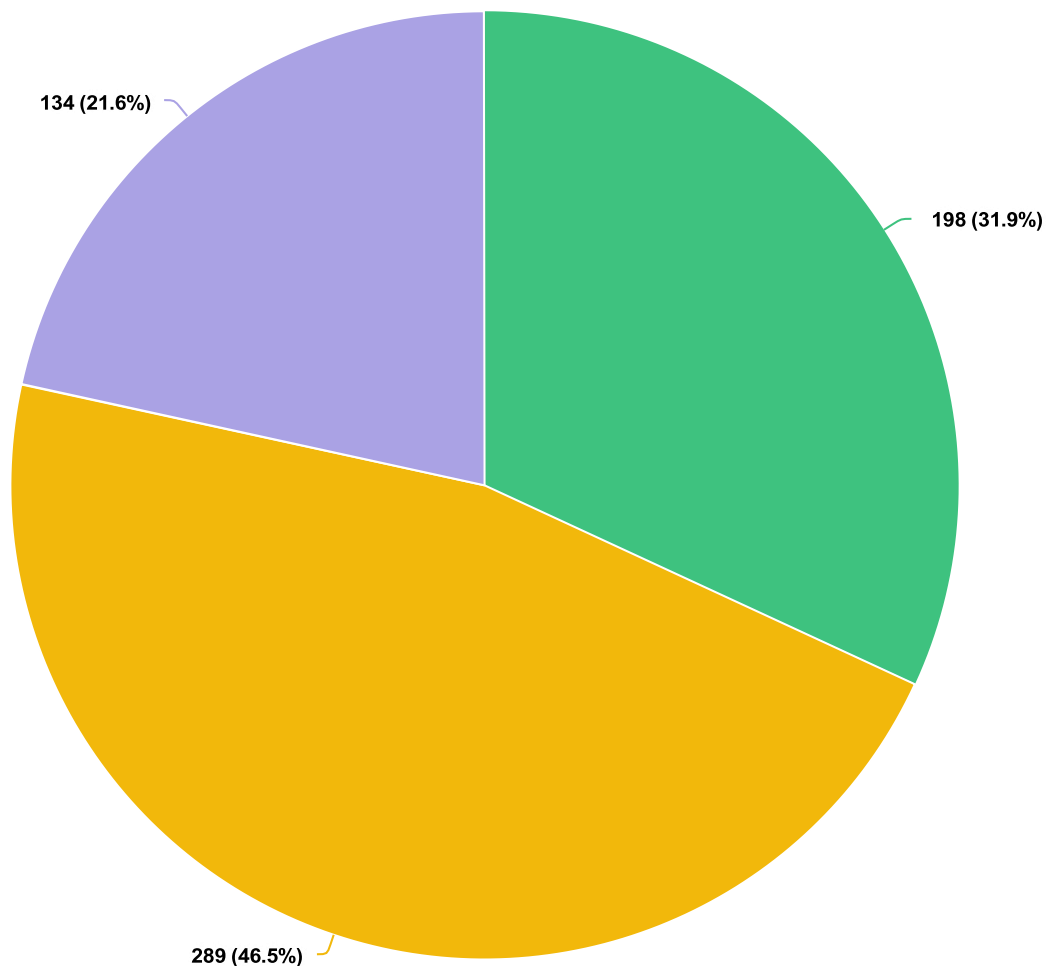
Question options

- Yes, I complete my daily trip within one transfer window (pay one Single Ride fare total)
- No, I exceed the transfer window or take a return trip (pay two Single Ride fares or more in total)
- Not Applicable, I use a pre-purchased pass product
- Other (please specify)

Optional question (614 response(s), 14 skipped)

Question type: Radio Button Question

Q11 | Would you prefer to keep the existing 90-minute transfer policy, or move to the automatic DayPASS system?

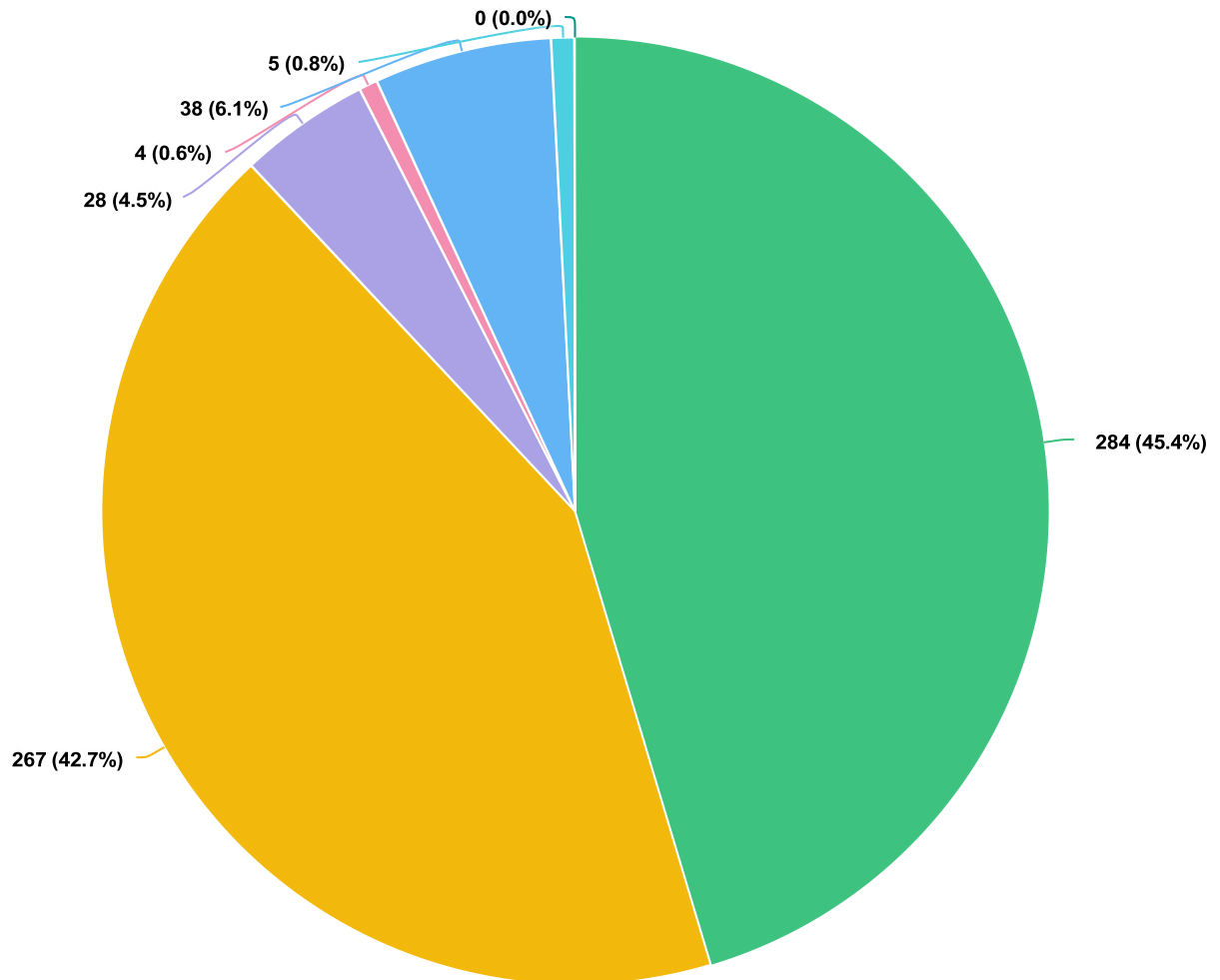


Question options

- ☒ Keep transfer policy of one free transfer for next connecting bus within 90-minutes
- ☒ Remove transfers and allow unlimited travel all day with the DayPASS system
- ☐ No opinion

Optional question (621 response(s), 7 skipped)
Question type: Radio Button Question

Q12 | How do you identify?



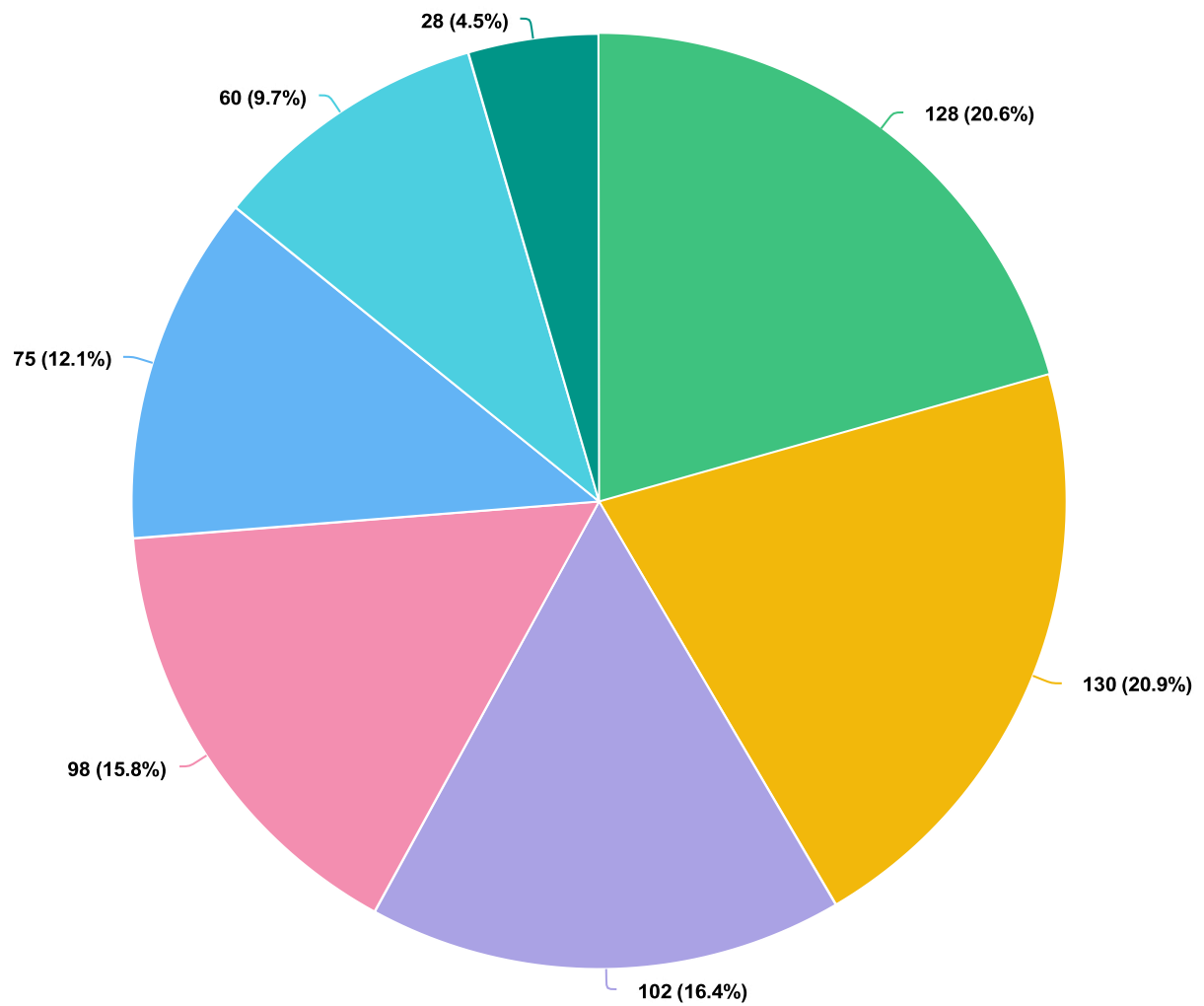
Question options

- Woman
 ● Man
 ● Non-binary (including polygender, genderqueer, agender, bigender and others)
 ● Two-spirited
- Prefer not to say
 ● Not listed here
 ● Other cultural genders

Optional question (626 response(s), 2 skipped)

Question type: Radio Button Question

Q13 Please specify your age group.

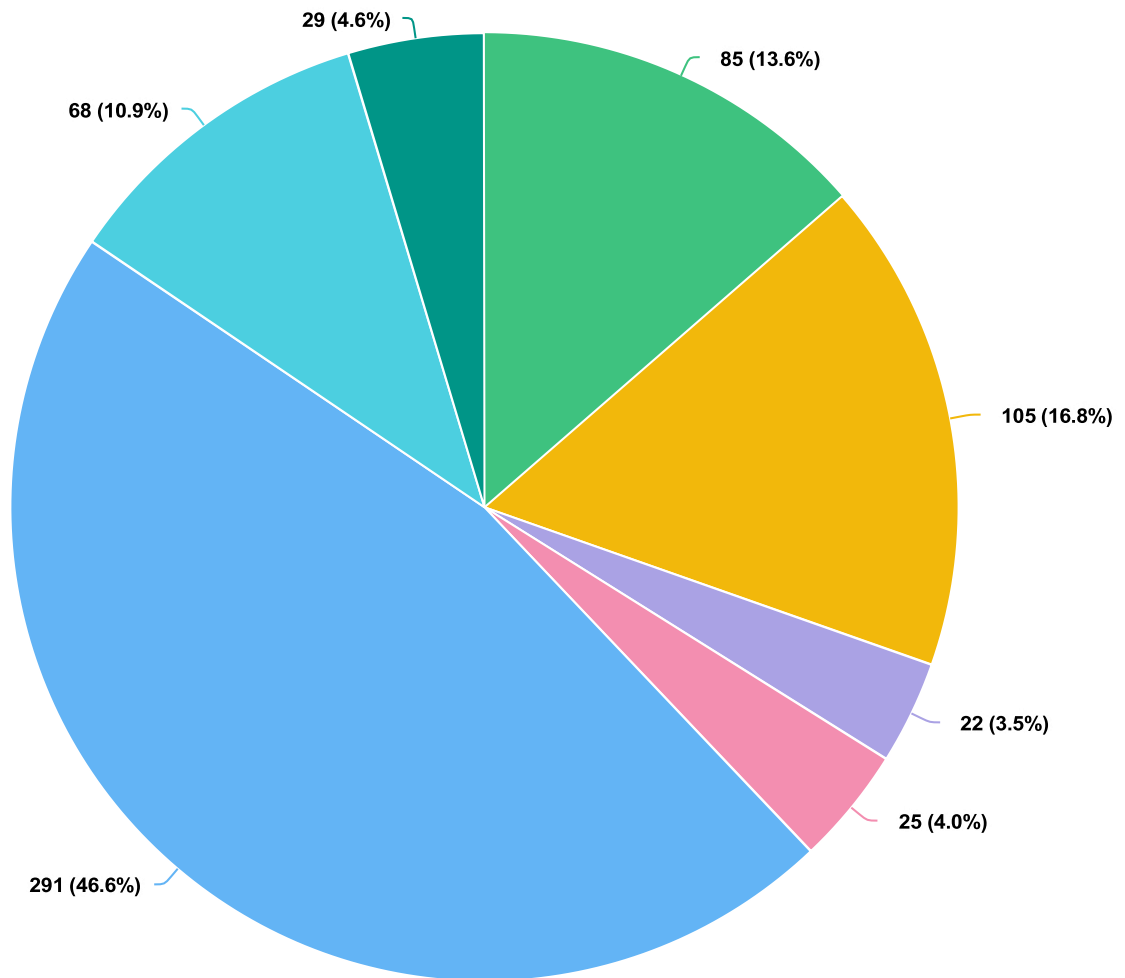


Question options

19-24 25-34 35-44 45-54 55-64 65-74 Above 75

Optional question (621 response(s), 7 skipped)
Question type: Radio Button Question

Q14 | What is your current employment status?

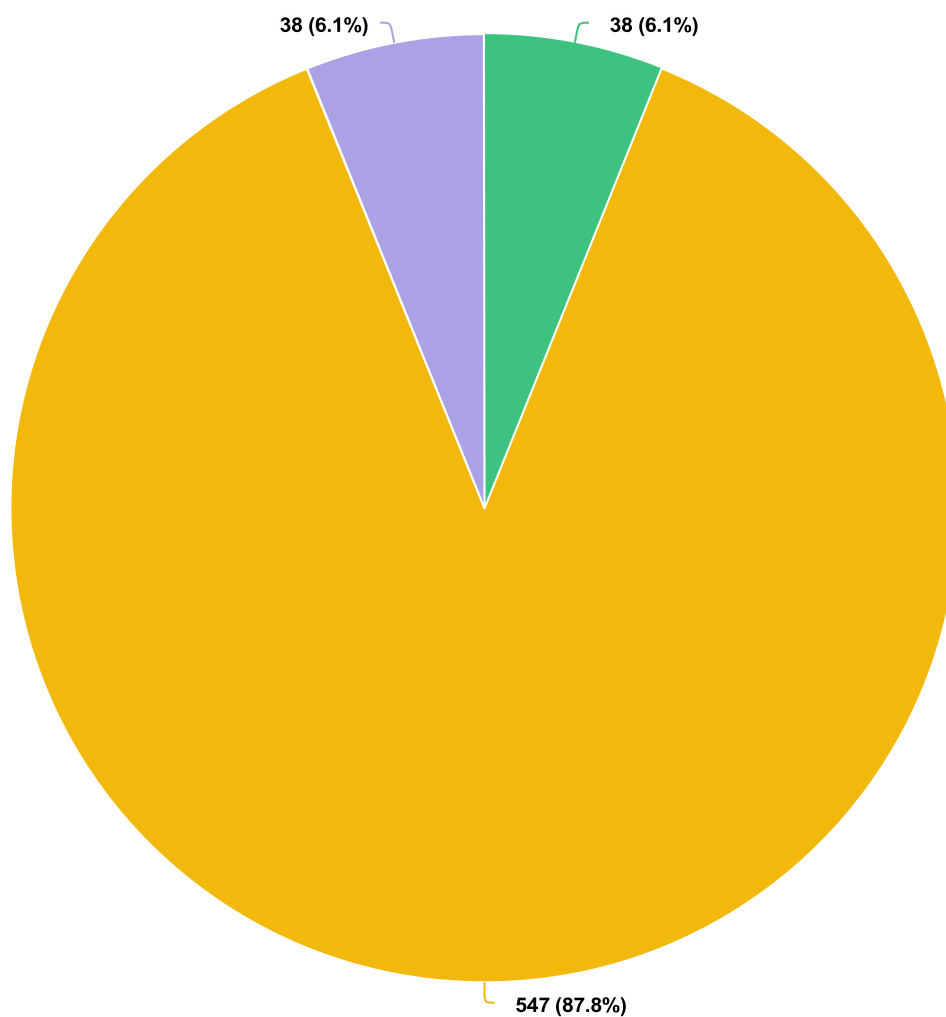


Question options

- Retired
- Student
- Unemployed
- Employed (working from home)
- Employed (working from an external workspace)
- Employed (hybrid)
- Other (please specify)

Optional question (625 response(s), 3 skipped)
Question type: Radio Button Question

Q15 | Do you identify as an Indigenous Person, that is, a person who identifies with Aboriginal, First Nation (Status/Non-Status), Metis or Inuk (Inuit) cultural and/or ancestral background?



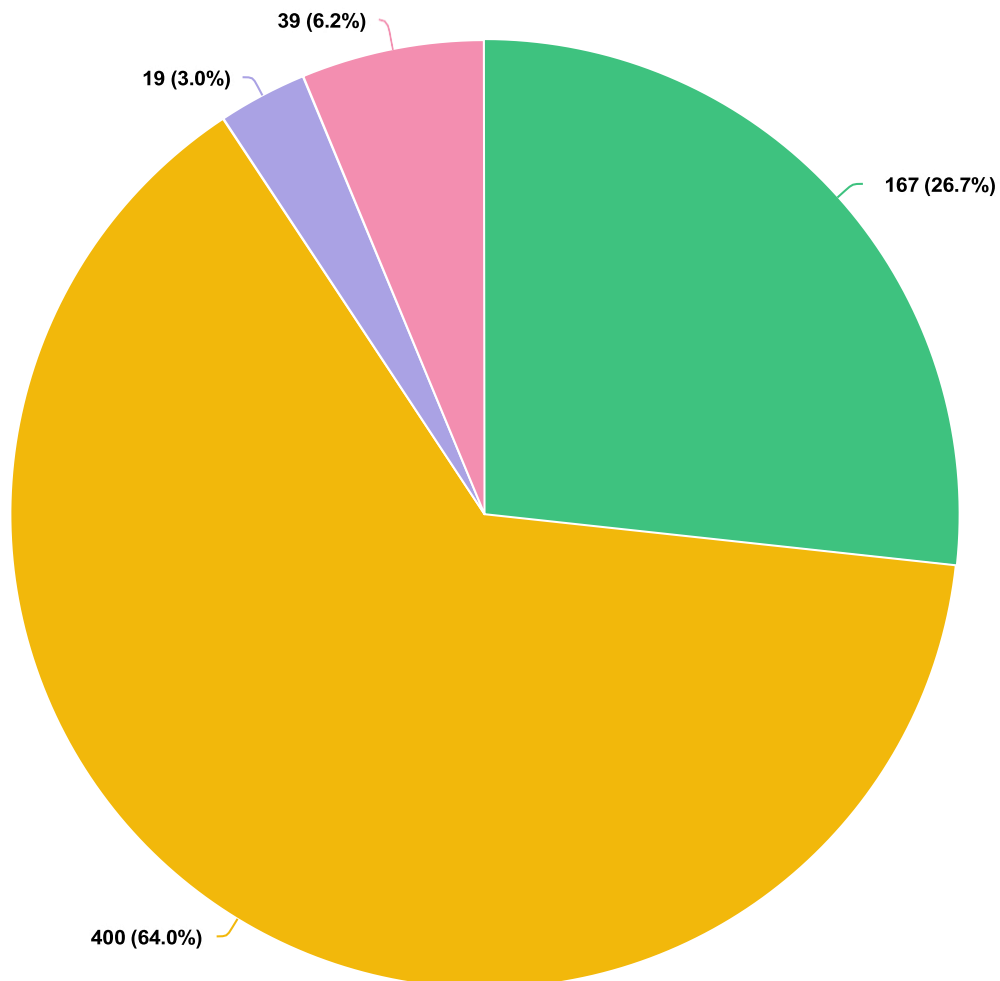
Question options

☒ Yes ☒ No ☒ Prefer not to say

Optional question (623 response(s), 5 skipped)

Question type: Radio Button Question

Q16 | Do you identify as a person with a disability? Examples of disabilities include, but are not limited to: Mental health disability: Psychiatric disorders such as major depressive disorder, anxiety disorders, schizophrenia, bipolar disorder, post-tra...

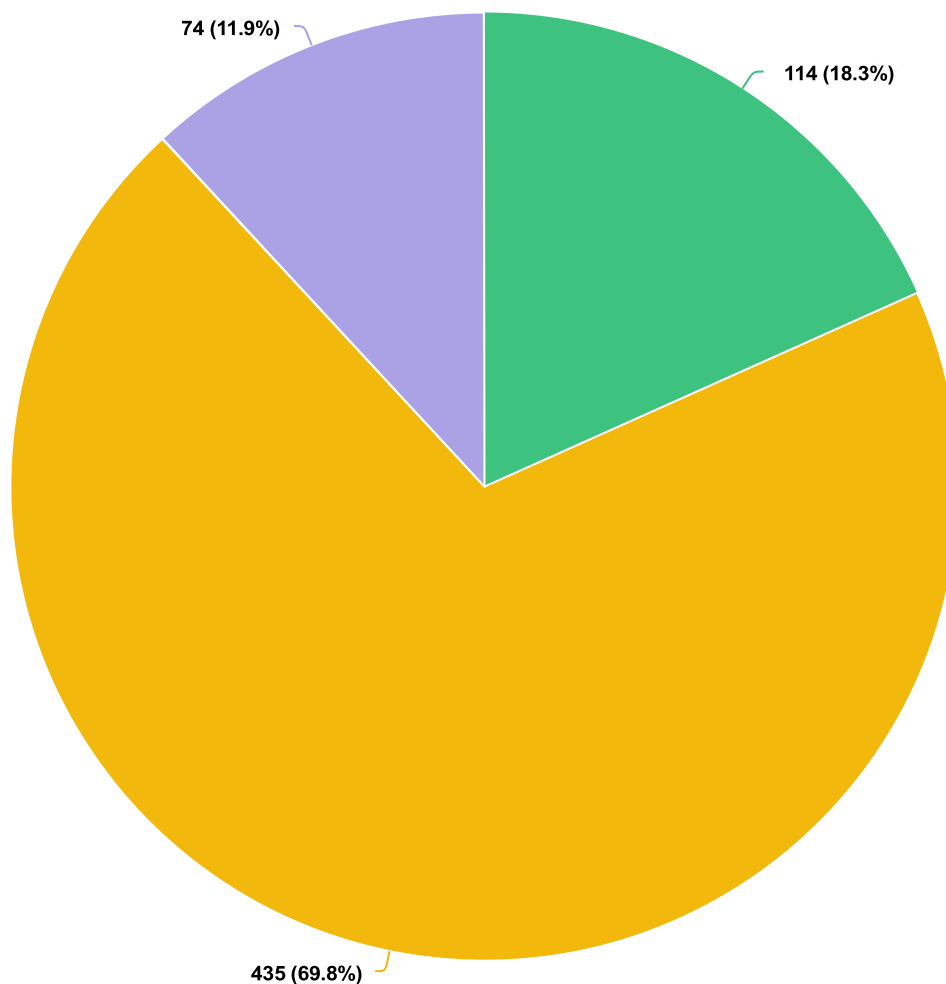


Question options

☒ Yes ☒ No ☒ Unsure ☒ Prefer not to say

Optional question (625 response(s), 3 skipped)
Question type: Radio Button Question

Q17 | In addition to, or other than your gender identity and/or identifying as an Indigenous Person and/or identifying as a person with a disability, do you identify as belonging to ADDITIONAL equity-seeking groups? Equity-seeking groups are communities t...

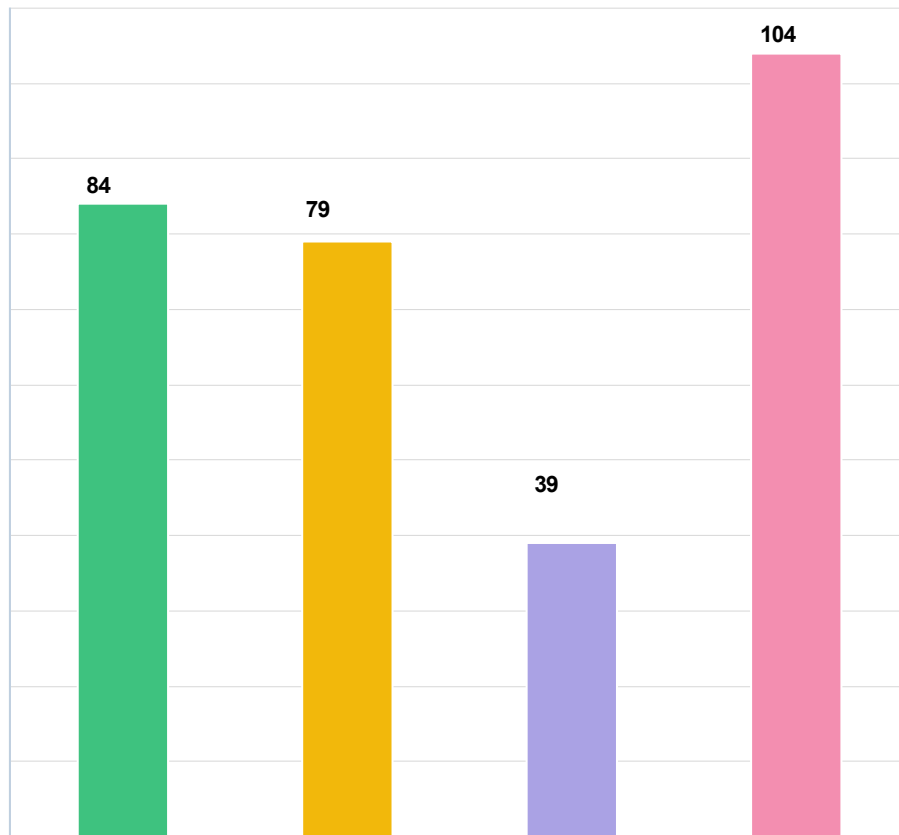


Question options

☒ Yes ☒ No ☒ Prefer not to say

Optional question (623 response(s), 5 skipped)
Question type: Radio Button Question

Q18 Please check if applicable



Question options

- ☒ I am a deaf person, person with disabilities and/or a person living with mental illness. [1] ☒ I am a person of colour or racialized person. [2]
- ☒ My gender identity or gender expression differs from my sex assigned at birth. [3] ☒ I identify as a member of the LGBTQ*2S community.[4]

Optional question (223 response(s), 405 skipped) Question type: Checkbox Question



COUNCIL REPORT

To: Mayor and Council

Date: July 22, 2025

From: Ron Bowles, Chief Administrative Officer

Subject: **2025-2026 Transit Annual Operating Agreement**

Prepared by: Lisa Siavashi, Acting Chief Financial Officer

RECOMMENDATION:

THAT Council approves the City entering into an Annual Operating Agreement (AOA) with British Columbia Transit for the 2025-2026 period;

AND THAT the Mayor and Corporate Officer be authorized to execute the 2025-2026 Annual Operating Agreement (AOA) between British Columbia Transit and the City of West Kelowna.

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

Each year BC Transit provides an Annual Operating Agreement (AOA) that details the provisions of the Public Passenger Transportation System. This agreement involves the City of West Kelowna (the Municipality) and the British Columbia Transit Authority (the Authority). It encompasses both conventional and community (paratransit) transit systems. Upon approval and execution, the AOA is integrated into the 2025 Transit Service Agreement (TSA), which serves as the primary overarching agreement for delivering public transportation to the City of West Kelowna.

DISCUSSION

In the annual AOA, BC Transit confirms the budgeted service levels, revenue projections and cost structure for the City's transit system. Due to the different fiscal year period used between BC Transit and the City of West Kelowna, the agreements straddle two financial planning years, which create challenges when matching budgets. The City's budget for transit is typically completed before receiving the AOA documents and is therefore based on estimates and previous year's actuals. The City's Financial Plan is normally not amended as variances naturally occur due to timing differences between the transit budget (April to March) and the City Financial Plan (January to December).

In September 2024 Council received a Transit Service Review presentation and approved the service improvements shown in Table 1. Due to the different fiscal periods, a prorated amount of \$296,470 to cover these services was added to the 2025 budget.

Table 1: Service Improvements Proposed for Year 1

Year 1 (2025-2026)			
Route	Service Description	Estimated Resources	Estimated Annual Net City Share*
97 Rapid Bus	Improve service frequency, weekend service, and on-time performance	3600 hours, 3 buses	\$312,760
28 Shannon Lake & 29 Bear Creek	Introduce evening service (currently limited to 5:42 pm and 7:14 pm)	550 hours	\$47,783
21 Glenrosa	Extend evening span	300 hours	\$26,063
29 Bear Creek	Minor route changes (potential access to 100 more residents)	100 hours	\$8,688
Year 1 Totals		4550 hours, 3 buses	\$395,294

FINANCIAL IMPLICATIONS

The 2025-2026 AOA expenditure budget of \$2,786,945 represents an increase of \$157,454 or 6%, however this amount also includes a prorated amount of \$73,409 for the expansion of hours of service for route 97 starting in January 2026. The other budgeted increases are mostly due to increases in vehicle lease rates.

Comparatively, the City's budget for transit in 2025 is \$2,919,006 before an offset of \$770,385 for fare revenue, which is received outside the AOA agreement. This budget

included the prorated amount of \$296,470 for all the service improvements requested as shown in Table 1 above. As the service request will not occur in 2025, a surplus will be expected for this line item. Actual results will be tracked and monitored for any other variances throughout 2025. Budgeted amounts for 2026 will be reviewed in the fall after Council deliberates their service requests for 2026.

Transit Budget Schedule from 2025-26 AOA:

The schedule below from BC Transit includes a prorated budgeted costs for the route 97 expansion starting in January 2026.

KELOWNA COMMUNITY BUS	OFFICIAL AOA 2025/26		CITY OF KELOWNA	CITY OF WEST KELOWNA	WESTBANK FIRST NATION	DISTRICT OF PEACHLAND	DISTRICT OF LAKE COUNTRY	RDCO / ELLISON
TOTAL REVENUE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL OPERATING COSTS	\$ 4,413,447	\$ -	\$ 2,172,365	\$ 1,203,793	\$ 607,446	\$ 169,927	\$ 259,916	\$ -
TOTAL COSTS (including Local Government Share of Lease Fees)	\$ 4,702,681	\$ -	\$ 2,309,706	\$ 1,285,382	\$ 648,617	\$ 181,444	\$ 277,532	\$ -
NET LOCAL GOVERNMENT SHARE OF COSTS	\$ 2,614,241	\$ -	\$ 1,281,668	\$ 715,789	\$ 361,194	\$ 101,041	\$ 154,549	\$ -

KELOWNA/CENTRAL OKANAGAN CONVENTIONAL	OFFICIAL AOA 2025/26		CITY OF KELOWNA	CITY OF WEST KELOWNA	WESTBANK FIRST NATION	DISTRICT OF PEACHLAND	DISTRICT OF LAKE COUNTRY	RDCO / ELLISON
TOTAL REVENUE	\$ 8,906,698	\$ -	\$ 8,906,698	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL OPERATING COSTS	\$ 31,151,754	\$ -	\$ 25,525,029	\$ 3,387,004	\$ 611,156	\$ -	\$ 1,573,729	\$54,836
TOTAL COSTS (including Local Government Share of Lease Fees)	\$ 34,130,323	\$ -	\$ 27,970,082	\$ 3,705,196	\$ 669,021	\$ -	\$ 1,725,887	\$60,138
NET LOCAL GOVERNMENT SHARE OF COSTS	\$ 9,197,781	\$ -	\$ 5,748,384	\$ 2,071,155	\$ 376,476	\$ -	\$ 967,890	\$33,876
REVENUE SHARE			100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
COST SHARE			82.01%	10.60%	1.98%	0.00%	5.22%	0.18%
MAJOR OPERATING PROJECT			100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
BRT SHARE			67.15%	26.34%	6.51%	0.00%	0.00%	0.00%

CWK 2025 Budget Schedule:

The amounts below in the CWK Budget schedule include the prorated amount of \$296,470 from the service improvement proposal sent to BC Transit in the fall of 2024.

City of West Kelowna				
Transit Services Operating Agreement Reconciliation				
	2025-2026	2024-2025	YOY Variance	2025 CWK Budget
Direct Operating	3,826,054	3,629,293	196,761	2,351,507
Fixed Operating Costs	764,743	740,887	23,856	607,499
Less Transit Reserve Fund & Admin Recoveries	-52,649	-40,165	-12,484	-40,000
Total Operating Costs	4,538,149	4,330,015	208,134	2,919,006
Provincial Share	-2,143,443	-2,040,432	-103,011	-
Lease Fees	392,239	339,908	52,331	-
Net Operating Costs	2,786,945	2,629,491	157,454	2,919,006
Fare Revenue Estimated	-962,586	-864,154	-98,433	-770,385
CWK Share Net of Expense	1,824,358	1,765,337	59,021	2,148,621

Alternate Recommendation:

THAT Council approves the City entering into an Annual Operating Agreement (AOA) with British Columbia Transit for the 2025-2026 period as amended;

THAT the Mayor and Corporate Officer be authorized to execute the 2025-2026 Amended Annual Operating Agreement (AOA) with additional amendments between British Columbia Transit and the City of West Kelowna.

PowerPoint: Yes ☒ No ☐

Attachments:

BC Transit and City of West Kelowna Annual Operating Agreement April 1, 2025

ANNUAL OPERATING AGREEMENT

between

City of West Kelowna

and

British Columbia Transit

Effective
April 1, 2025

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ANNUAL OPERATING AGREEMENT

April 1, 2025 – March 31, 2026

BETWEEN: **City of West Kelowna**
(the "Municipality")

AND: **British Columbia Transit**
(the "Authority")

WHEREAS the Authority is authorized to contract for transit services for the purpose of providing and maintaining those services and facilities necessary for the establishment, maintenance and operation of a public passenger transportation system in the Transit Service Area;

WHEREAS the Municipality is authorized to enter into one or more agreements with the Authority for transit services in the Transit Service Area;

WHEREAS the parties hereto have entered into a Transit Service Agreement which sets out the general rights and responsibilities of the parties hereto;

WHEREAS the Municipality and the Authority are authorized to share in the costs for the provision of a Public Passenger Transportation System pursuant to the *British Columbia Transit Act*;

AND WHEREAS the parties hereto wish to enter into an Annual Operating Agreement which sets out, together with the Transit Service Agreement, the specific terms and conditions for the Public Passenger Transportation System for the upcoming term.

NOW THEREFORE THIS AGREEMENT WITNESSETH that in consideration of the premises and of the covenants hereinafter contained, the parties covenant and agree with each other as follows:

SECTION 1: DEFINITIONS

Unless agreed to otherwise in the Annual Operating Agreement, the definitions set out in the Transit Service Agreement shall apply to this Annual Operating Agreement including:

- a) *"Annual Operating Agreement"* shall mean this Annual Operating Agreement and any Annual Operating Agreement Amendments negotiated and entered into by the parties subsequent hereto;
- b) *"Transit Service Agreement"* shall mean the Transit Service Agreement between the parties to this Annual Operating Agreement, including any amendments made thereto;
- c) *"Incurred"* means an event or transaction has taken place for which an obligation to pay exists, even if an invoice has not been received, such that the underlying evidence indicates there is little or no discretion to avoid the obligation. The value of the obligation is to be calculated in accordance with recognized Canadian accounting standards.

SECTION 2: INCORPORATION OF SCHEDULES

All schedules to this agreement are incorporated into the agreement, and form part of the agreement.

SECTION 3: INCORPORATION OF TRANSIT SERVICE AGREEMENT

Upon execution, this Annual Operating Agreement shall be deemed integrated into the Transit Service Agreement and thereafter, the Transit Service Agreement and Annual Operating Agreement shall be read together as a single integrated document and shall be deemed to be the Annual Operating Agreement for the purposes of the *British Columbia Transit Act*, as amended from time to time.

SECTION 4: TERM AND RENEWAL

- a) The parties agree that the effective date of this agreement is to be April 1, 2025, whether or not the agreements have been fully executed by the necessary parties. Once this agreement and the associated Transit Service Agreement are duly executed, this agreement will replace all provisions in the existing Transit Service Agreement and Master Operating Agreement with respect to the rights and obligations as between the Authority and the Municipality.
- b) Upon commencement in accordance with Section 4(a) of this agreement, the term of this agreement shall be to March 31, 2026, except as otherwise provided herein. It is acknowledged by the parties that in the event of termination or non-renewal of the Annual Operating Agreement, the Transit Service Agreement shall likewise be so terminated or not renewed, as the case may be.
- c) Either party may terminate this agreement as follows:
 - i. Cancellation by the Authority: In the event that the Authority decides to terminate this Agreement for any reason whatsoever, the Authority shall provide at least one hundred and eighty (180) days prior written notice. Such notice to be provided in accordance with Section 10.
 - ii. Cancellation by the Municipality: In the event that the Municipality decides to terminate this Transit Service Agreement for any reason whatsoever, and by extension, the Annual Operating Agreement, the Municipality shall provide at least one hundred and eighty (180) days prior written notice. Such notice to be provided in accordance with Section 11.

SECTION 5: FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT

This Agreement and the parties hereto are subject to the provisions of the *Freedom of Information and Protection of Privacy Act* (FOIPPA). Any information developed in the performance of this Agreement, or any personal information obtained, collected, or stored pursuant to this Agreement, including database information, shall be deemed confidential and subject to the provisions of FOIPPA, including the handling, storage, access and security of such information. Confidential information shall not be disclosed to any third party except as expressly permitted by the Authority or pursuant to the requirements of FOIPPA.

SECTION 6: SETTLEMENT OF DISPUTES

In the event of any dispute arising between or among the parties as to their respective rights and obligations under this Agreement, or in the event of a breach of this Agreement, the parties agree to use their best efforts to find resolution through a mediated settlement. However, in the event that mediation is not successful in finding a resolution satisfactory to all parties involved, any party shall be entitled to give to the other notice of such dispute and to request arbitration thereof; and the parties may, with respect to the particular matter then in dispute, agree to submit the same to a single arbitrator in accordance with the applicable statutes of the Province of British Columbia.

SECTION 7: MISCELLANEOUS PROVISIONS

- a) Amendment: This agreement may only be amended in writing as signed by the Municipality and the Authority and specifying the effective date of the amendment.
- b) Assignment: This Agreement shall not be assignable without prior written consent of the parties.
- c) Enurement: This Agreement shall be binding upon and enure to the benefit of the parties hereto and their respective successors.
- d) The parties agree that this agreement is in substantial compliance with all relevant legislative requirements to establish the rights and obligations of the parties as set out in the *British Columbia Transit Act*.

SECTION 8: LOCAL CONTRIBUTIONS AND RESERVES

British Columbia Transit service is provided using a cost-sharing model. Where any transit-related contributions are received and/or third-party revenues are earned that are in excess of expenses, the Authority is required to hold these excess funds in a reserve account for use against transit-related expenditures in future years. When unanticipated expenditures occur that were not included in the budget and cannot be covered by reserves, the Authority will seek to recover these based on the cost-sharing ratios between the Municipality and the Authority.

Eligible Operating Expenses

The Authority will invoice the Municipality and collect on monthly invoices based on incurred eligible operating expenses to provide Transit Service. Eligible operating expenses are comprised of the following costs of providing Public Passenger Transportation Systems:

- a) For *Conventional Transit Service*:
 - i. the operating costs for providing Conventional Transit Service excluding interest and amortization;
 - ii. the amount of any operating lease costs of BC Transit for Conventional Transit Services;
 - iii. the amount of the municipal administration charge not exceeding 2% of the direct operating costs payable under an Annual Operating Agreement;
 - iv. **an amount of the annual operating costs of the authority not exceeding those costs payable under an Annual Operating Agreement.**
- b) For *Custom and Paratransit Transit Service*:
 - i. the operating costs for providing Custom Transit Service excluding interest and amortization, but including the amount paid by the Authority to redeem taxi saver coupons issued under the Taxi Saver Program after deducting from that amount the amount realized from the sale of those coupons;
 - ii. the amount of any operating lease costs of the Authority for Custom Transit Service;
 - iii. the amount of the municipal administration charge not exceeding 2% of the direct operating costs payable under an Annual Operating Agreement; and
 - iv. an amount of the annual operating costs of the authority not exceeding those costs payable under an Annual Operating Agreement.
- c) Eligible operating expenses exclude the costs of providing third-party 100%-funded services.
- d) Annual operating costs of the Authority are operations, maintenance and administration costs that are for the shared benefit of all transit systems operated by the Authority. These costs are allocated to each transit system on a pro rata basis, based on the nature of the costs.

Lease Fees

The Authority will invoice the Municipality and collect on monthly invoices for lease fees on tangible capital assets owned by the Authority that are used in the provision of transit service. Lease fees are comprised of the following:

- a) The Municipality's fee for use of the asset, including for the costs of acquisition, construction, development and betterment of the asset and the costs of installing the asset at the location and condition necessary for its intended use;
- b) Debt financing and risk-related charges or costs payable on assets;
- c) Payment into a reserve fund for preventative maintenance and major repair of assets owned or leased by the authority;
- d) Amounts sufficient for the Authority to recover all other costs relating to the asset, including, but not limited to taxes and administrative charges.

Where lease fees are received that exceed actual asset-related expenses in any given period, these will be placed in a pooled reserve. This reserve will be used to offset against future lease fees as outlined above.

Reserve Funds

The Authority will establish the following for each transit system to record the contributions that have been received but not yet earned as follows:

- a) **Local Transit Fund:** Contributions by the Municipality towards eligible operating expenses that have been received but not matched with a Provincial share contribution will be deferred in the Local Transit Fund.
 - i. Any expenditure of monies from the Local Transit Fund will:
 - 1. only be credited towards the Municipality's share of expenses for the transit system for which it was collected.
 - 2. be applied to reduce Municipal invoices at the discretion of the Municipality as agreed to under the Annual Operating Agreement or amendments as required.
 - ii. The Local Transit Fund may be used towards lease fees.
 - iii. The Authority will provide a quarterly statement of account of the Local Transit Fund balance including contributions, amounts utilized and interest earned.

SECTION 9: GOVERNING LAW

This agreement is governed by, and shall be construed in accordance with, the laws of the Province of British Columbia, with respect to those matters within provincial jurisdiction, and in accordance with the laws of Canada with respect to those matters within the jurisdiction of the Government of Canada.

SECTION 10: COUNTERPARTS

This contract and any amendment hereto may be executed in counterparts, each of which shall be deemed to be an original and all of which shall be considered to be one and the same contract. A signed facsimile or PDF copy of this contract, or any amendment, shall be effective and valid proof of execution and delivery.

SECTION 11: NOTICES AND COMMUNICATIONS

All notices, claims and communications required or permitted to be given hereunder shall be in writing and shall be sufficiently given if personally delivered to a designated officer of the parties hereto to whom it is addressed where an electronic signed document is emailed to the parties or if mailed by prepaid registered mail to the Authority at:

British Columbia Transit
c/o Executive Assistant, Strategy, Planning and Public Affairs
PO Box 9861
520 Gorge Road East
Victoria, BC V8W 9T5

and to the Municipality at:

City of West Kelowna
2760 Cameron Road
West Kelowna, BC V1Z 2T7

and, if so mailed, shall be deemed to have been received five (5) days following the date of such mailing.

IN WITNESS WHEREOF, the parties have hereunto set their hand this _____ day of _____, 2025.

City of West Kelowna

British Columbia Transit

Vice President, Strategy, Planning and Public Affairs

Vice President, Finance and Chief Financial Officer

SCHEDULE A: TARIFF AND FARES

Conventional Transit Fares:

*Effective as of
April. 1, 2024*

- | | |
|--|----------|
| a) Single Fares: | |
| i) Adult/College Student | \$2.50 |
| ii) Senior | \$2.50 |
| iii) Student | \$2.50 |
| iv) Child 12 and under | Free |
| v) Accessible Transit Attendant | Free |
| b) 10 Rides | |
| i) Adult/College Student | \$22.25 |
| ii) Senior/Student* | \$20.25 |
| c) Day Pass: | |
| i) Adult/College Student | \$ 5.00 |
| ii) Senior | \$ 5.00 |
| iii) Student | \$ 5.00 |
| d) 30 Day Pass: | |
| i) Adult | \$70.00 |
| ii) Senior* | \$45.00 |
| iii) Student* | \$45.00 |
| iv) College Student** | \$55.00 |
| v) College Semester Pass** | \$176.00 |
| e) U-Pass per semester | \$63.00 |
| f) Transfers: allow for one local transfer within 90 minutes from the time of issue. | |
| g) BC Bus Pass valid for the current calendar year and available through the Government of British Columbia BC Bus Pass Program. | |
| h) CNIB Identification Card available from the local office of the CNIB. | |
| i) BC Transit Employee Bus Pass. | |
| * Reduced fare with valid ID for seniors aged 65 and over, and students in full-time attendance to grade 12. | |
| ** Reduced fare for full-time registered college students available only at Okanagan College and Sprott-Shaw Community College. | |

SCHEDULE B: SERVICE SPECIFICATIONS

Kelowna Conventional Transit Service:

The Local Transit Service Area for Kelowna Conventional transit service shall be: shall be the municipal boundaries of the Corporation of the City of Kelowna in effect September 25, 1980, the corporate boundaries of the City of West Kelowna, the District of Peachland of the Regional District of Central Okanagan, the corporate boundaries of the District of Lake Country, and Central Okanagan West Electoral Area IR# 9 and IR# 10 and a portion Central Okanagan East Electoral Area (Ellison) only.

The Annual Service Level for the City of West Kelowna's share of the Kelowna Conventional transit service shall be **21,300** Revenue Service Hours.

The Exception Days recognized annually for the Kelowna Conventional transit service are:

Exception Days	Service Level
Good Friday	Sunday
Easter Monday	Monday
Victoria Day	Sunday
Canada Day	Saturday
BC Day	Sunday
Labour Day	Sunday
Truth and Reconciliation Day	Regular Service
Thanksgiving Day	Sunday
Remembrance Day	Sunday
Christmas Day	Sunday
Boxing Day	Saturday
New Year's Day	Sunday
Family Day	Sunday

Kelowna Community Transit Service:

The Local Transit Service Area for Kelowna Community transit service shall be: shall be the municipal boundaries of the Corporation of the City of Kelowna in effect September 25, 1980, the corporate boundaries of the City of West Kelowna, the District of Peachland of the Regional District of Central Okanagan, the corporate boundaries of the District of Lake Country, and Central Okanagan West Electoral Area IR# 9 and IR# 10 and a portion Central Okanagan East Electoral Area (Ellison) only.

The Annual Service Level for the City of West Kelowna's share of the Kelowna Community transit service shall be **9,000** Revenue Service Hours.

The Exception Days recognized annually for the Kelowna Community transit service are:

Exception Days	Service Level
Good Friday	Sunday
Easter Monday	Monday
Victoria Day	Sunday
Canada Day	Saturday
BC Day	Sunday
Labour Day	Sunday
Truth and Reconciliation Day	Regular Service
Thanksgiving Day	Sunday
Remembrance Day	Sunday
Christmas Day	Sunday
Boxing Day	Saturday
New Year's Day	Sunday
Family Day	Sunday

SCHEDULE C: BUDGET

KELOWNA COMMUNITY BUS	OFFICIAL AOA 2025/26		CITY OF KELOWNA	CITY OF WEST KELOWNA	WESTBANK FIRST NATION	DISTRICT OF PEACHLAND	DISTRICT OF LAKE COUNTRY	RDCO / ELLISON
TOTAL REVENUE	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL OPERATING COSTS	\$ 4,413,447	\$ -	\$ 2,172,365	\$ 1,203,793	\$ 607,446	\$ 169,927	\$ 259,916	\$ -
TOTAL COSTS (including Local Government Share of Lease Fees)	\$ 4,702,681	\$ -	\$ 2,309,706	\$ 1,285,382	\$ 648,617	\$ 181,444	\$ 277,532	\$ -
NET LOCAL GOVERNMENT SHARE OF COSTS	\$ 2,614,241	\$ -	\$ 1,281,668	\$ 715,789	\$ 361,194	\$ 101,041	\$ 154,549	\$ -
KELOWNA/CENTRAL OKANAGAN CONVENTIONAL	OFFICIAL AOA 2025/26		CITY OF KELOWNA	CITY OF WEST KELOWNA	WESTBANK FIRST NATION	DISTRICT OF PEACHLAND	DISTRICT OF LAKE COUNTRY	RDCO / ELLISON
TOTAL REVENUE	\$ 8,906,698	\$ -	\$ 8,906,698	\$ -	\$ -	\$ -	\$ -	\$ -
TOTAL OPERATING COSTS	\$ 31,151,754	\$ -	\$ 25,525,029	\$ 3,387,004	\$ 611,156	\$ -	\$ 1,573,729	\$54,836
TOTAL COSTS (including Local Government Share of Lease Fees)	\$ 34,130,323	\$ -	\$ 27,970,082	\$ 3,705,196	\$ 669,021	\$ -	\$ 1,725,887	\$60,138
NET LOCAL GOVERNMENT SHARE OF COSTS	\$ 9,197,781	\$ -	\$ 5,748,384	\$ 2,071,155	\$ 376,476	\$ -	\$ 967,890	\$33,876
	REVENUE SHARE		100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	COST SHARE		82.01%	10.60%	1.98%	0.00%	5.22%	0.18%
	MAJOR OPERATING PROJECT		100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	BRT SHARE		67.15%	26.34%	6.51%	0.00%	0.00%	0.00%



COUNCIL REPORT

To: Mayor and Council

Date: July 22, 2025

From: Ron Bowles, Chief Administrative Officer

File No: P 24-08

Subject: **Draft Rental Protection and Tenant Relocation Assistance and
Manufactured Home Park Redevelopment Policies**

Prepared by: Natalie Gerritsen, Senior Planner

Reviewed by: Brent Magnan, General Manager of Community Development

RECOMMENDATION:

THAT the following policies, as attached to the staff report dated July 22, 2025 regarding “Draft Rental Protection and Tenant Relocation Assistance and Manufactured Home Park Redevelopment Policies”, be approved:

- Rental Protection and Tenant Relocation Assistance Policy; and
- Manufactured Home Park Redevelopment Policy.

STRATEGIC AREA(S) OF FOCUS

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

The proposed Draft Rental Protection and Tenant Relocation Assistance Policy (Attachment 1), and the proposed Draft Manufactured Home Park Redevelopment Policy (Attachment 2) originate from Council's direction to help mitigate potential impacts to City residents' vulnerable to property redevelopment, as well as policies in the Official Community Plan (2023) and action items outlined in the Housing Strategy (2023).

Context

According to the City's Housing Needs Assessment (2022), the share of renter households in the City has been increasing both in terms of absolute renter households and as a proportion of total households in the City. The City's Housing Strategy notes that for the City to remain home for people of all demographics, it is critical to maintain the existing stock of affordable housing, and increase opportunities for the development of new affordable housing.

Older rental buildings, and manufactured home parks, are typically among the more affordable housing options in the City. Without regulations to assist existing tenants or replace rental units, redevelopment can lead to a loss of affordable units, and displacement of long-term residents.

People that are unable to find and secure suitable long-term housing options may be forced into precarious and difficult living conditions. The impacts of unstable living conditions often extend to financial hardship, difficulty in accessing vital amenities and services, limiting employment opportunities, and feeling pressure to accept unsafe or overcrowded housing (CWK Housing Strategy, 2023).

Over the past few years, the City has received purpose built rental and manufactured home park redevelopment applications, impacting over 40 existing homes. The City's Official Community Plan allows for higher density which incentivizes redevelopment of older housing stock; as the city's purpose-built rental housing and manufactured home parks continue to age, staff anticipate that as many as 300 units could be affected by redevelopment over the next 20 years. This emerging trend highlights the need to consider measures to mitigate impacts on tenants and the existing rental stock.

Existing Support for Displaced Tenants

Currently, in West Kelowna, the only formal supports for tenants in purpose-built rental buildings and in rented manufactured homes who lose housing due to redevelopment, are those mandated by the *Residential Tenancy Act (RTA)*.

The *RTA* requires landlords to give tenants four months' notice to end tenancy and financial compensation equal to one month rent. Without additional assistance, including support in finding new housing, tenants may face barriers finding and securing housing at comparable rents, increasing housing precarity among vulnerable populations.

In West Kelowna, support for tenants who own their manufactured home within a manufactured home park that is redeveloping, is guided by standards set by the *Manufactured Home Park Tenancy Act (MHPTA)*, and the City's existing Manufactured Home Park Redevelopment Policy (April 22, 2008).

In the event that a manufactured home park is redeveloped, the *MHPTA* requires landlords give tenants twelve months' notice to end tenancy, and financial compensation in the amount of \$20,000. If a tenant's manufactured home cannot be relocated, they may be entitled to additional compensation through a dispute resolution process provided they meet specific requirements.

The City's existing Manufactured Home Park Redevelopment Policy predates the updated *MHPTA*, and the criteria in the Policy does not account for the current lack of available manufactured home park sites, and affordability constraints in the region.

Other Policies and Regulations in BC

City staff have reviewed rental protection, tenant assistance, and manufactured home park redevelopment policies for several municipalities across BC, and identified recent and common policy directions (Attachment 3). These include requirements and/or criteria for rental unit replacement (often with considerations for affordability), early notification, financial compensation, right of first refusal, and relocation assistance, as well as development incentives. To mitigate the challenges associated with the redevelopment of existing housing, several municipalities have implemented rental protection policies and/or rental-only zoning, tenant relocation and assistance policies, and manufactured home park redevelopment policies.

SUMMARY OF DRAFT POLICIES

The intent of the proposed policies is to outline clear criteria and a consistent process for providing rental protection and tenant relocation assistance. The proposed policies are intended to supplement the existing legislative requirements.

Rental Protection and Tenant Relocation Assistance Policy:

The purpose of the proposed policy is to prevent the loss of purpose-built rental housing, and to mitigate the impacts on existing tenants by requiring advanced notice and enhanced assistance during the redevelopment of purpose-built rental developments.

Key components of the policy include:

- 1) Protection for purpose-built rental units;
- 2) Tenant relocation assistance;
- 3) Right of first refusal; and
- 4) Financial compensation.

Manufactured Home Park Redevelopment Policy:

The purpose of the proposed policy is to mitigate the impacts on existing tenants by requiring advanced notice and enhanced assistance during the redevelopment of Manufactured Home Parks.

Key components of the policy include:

- 1) Tenant relocation assistance;
- 2) Right of first refusal; and
- 3) Financial compensation.

The proposed policy is intended to repeal and replace the City's existing Manufactured Home Park Redevelopment Policy (Approval Date: April 22, 2008).

EXTERNAL FEEDBACK

The proposed draft policies were referred for information to the Canadian Home Builder's Association (Central Okanagan), the Canadian Mental Health Association (Kelowna), Interior Health, the Regional District of Central Okanagan (RDCO), the Urban Development Institute (Okanagan), and Westbank First Nation. Responses were received from Interior Health and the RDCO (Attachment 4) and were generally supportive of the draft policies with some suggestions for adding further requirements and criteria. Based on feedback, staff made changes to the draft Manufactured Home Park Redevelopment policy to include financial compensation for Eligible Tenants who rent their manufactured home, in alignment with the draft Rental Protection and Tenant Relocation Assistance Policy.

FINANCIAL IMPLICATIONS

Should Council wish to proceed with revisions to the policies, staff resources will be required to finalize the policies.

COUNCIL REPORT / RESOLUTION HISTORY

Date	Report Topic / Resolution	Resolution No.
May 28, 2024	THAT staff prioritize all legislative changes, the Rental Protection Policy, Transit Planning, Addressing Bylaw and the RC3 Short Term Rental review, before all other remaining projects that are not currently underway.	C170/24

OPTION

Council may have feedback regarding the draft policies. If Council chooses to direct staff to make changes to the draft policies, Council can instead consider the alternative motion provided below:

THAT staff be directed to update the draft Rental Protection and Tenant Relocation Assistance and Manufactured Home Park Redevelopment Policies (the "Policies") as attached to the report dated July 22, 2025 to account for Council's feedback as provided at the July 22, 2025 regular Council meeting;

AND THAT staff be directed to bring forward the Policies for Council's consideration once updated.

PowerPoint: Yes ☒ No ☐

Attachments:

Attachment 1 – Draft Rental Protection and Tenant Relocation Assistance Policy

Attachment 2 – Draft Manufactured Home Park Redevelopment Policy

Attachment 3 – Policy Review

Attachment 4 – External Referral Responses



CITY OF WEST KELOWNA COUNCIL POLICY MANUAL

Approval Date:

SUBJECT: RENTAL PROTECTION AND TENANT RELOCATION ASSISTANCE POLICY

Purpose:

This Policy sets out the criteria for redevelopment of purpose-built rental housing and provision of assistance to tenants when redevelopment occurs in the City of West Kelowna (the City). The purpose of this Policy is:

Section 1: Rental Protection - to prevent the loss of purpose-built rental housing units and types; and,

Section 2: Tenant Relocation Assistance - to mitigate the impacts on existing tenants by requiring advanced notice and enhanced assistance.

The criteria outlined in this Policy shall be considered to be in addition to any provincially mandated requirements under the *Residential Tenancy Act*, unless specified.

All information that is provided in accordance with this Policy shall be administered in compliance with the *Freedom of Information and Protection of Privacy Act*, R.S.B.C. 1996, c. 165 and the *Personal Information Protection Act*, S.B.C. 2003, c. 63.

Application:

This Policy applies to all Zoning Bylaw Amendment applications that would result in the proposed demolition of any building or combination of buildings containing five or more dwelling units within a purpose-built rental development.

Section 2 of this Policy also applies to all Strata Conversion applications that would result in the stratification of any building or combination of buildings containing five or more dwelling units within a purpose-built rental development. Note: The right of first refusal tenant assistance does not apply to Strata Conversion applications.

The Policy does not apply to the secondary rental market such as single family homes, duplexes, secondary suites, and carriage homes, or individual strata units rented out by owners.

The City may consider an alternate proposal brought forward by an Applicant for not-for-profit housing that is operated by non-profit housing societies, housing co-operatives, provincial, city or regional government authorities, or on-/off-reserve Indigenous housing organizations, that meets the general intent of this Policy.

Definitions:

Applicant means the land owner, or their agent/representative, of the lands containing a purpose-built rental development, and includes any successor land owner, or their agent/representative through the development process.

Eligible Tenant means a tenant who has a tenancy agreement for a rental unit of a purpose-built rental development at the time the City receives a complete Zoning Bylaw Amendment or Strata Conversion application for the property.

Tenant Relocation Coordinator means the person or organization representative acting as the single point of contact for communication with Eligible Tenants and the City on behalf of the Applicant.

Section 1: Rental Protection

- 1.1. The Applicant must submit, with their application materials, the current number of residential rental units, including the number of bedrooms (the “Rental Units”) in each unit present in the purpose-built rental buildings on the lands proposed for rezoning.
- 1.2. Any new development proposed to replace a purpose-built rental development should include at least the same number of Rental Units, with these units having the same number of bedrooms per unit, or more bedrooms per unit as the existing development (the “Replacement Units”). The City may, in its sole and unfettered discretion, consider proposals to concurrently construct the Replacement Units at an alternate location, subject to such terms and conditions deemed appropriate by the City, provided there is no net loss of purpose-built rental units, and the intent of the Policy is met.
- 1.3. Applicants should enter into a Housing Agreement pursuant to Section 483 of the *Local Government Act* to secure the Replacement Units for a minimum of 20 years.

Section 2: Tenant Relocation Assistance

2.1. Tenant Relocation Plan and Statement of Occupancy

The Applicant is required to submit a Tenant Relocation Plan and a Statement of Occupancy to the City as part of the Zoning Bylaw Amendment or Strata Conversion application materials. As part of the application process, City staff will review, and provide feedback on the Tenant Relocation Plan.

2.1.1. The Tenant Relocation Plan must include:

- (a) Details of the proposed project, such as proposed number of units, and tenure (e.g. purpose-built rental units, market strata units);
- (b) A timeline and overview of the redevelopment process, and the process for providing supports to Eligible Tenants. This should highlight that a notice to end tenancy cannot be issued until after all required permits for the project have been issued by the City under the provisions of the *Residential Tenancy Act*.

- (c) Acknowledgement that final approval of the Zoning Bylaw Amendment or Strata Conversion application is Council's decision, and that Relocation Assistance is available based on the Tenant Relocation Plan;
- (d) Information on relocation assistance, described in Section 2.3, available to Eligible Tenants;
- (e) Information on resources available for Eligible Tenants, including, but not limited to: the Rental Protection and Tenant Relocation Assistance Policy, instructions on how to access the resources provided by the Residential Tenancy Branch and the Tenant Resource and Advisory Centre, and links to Provincial housing supports such as the SAFER program and BC Housing Registry; and,
- (f) Contact information for the Tenant Relocation Coordinator, including hours of availability.

2.1.2. The Statement of Occupancy must include:

- (a) Unit numbers (address);
- (b) The total number of Eligible Tenants;
- (c) Length of tenancy for each Eligible Tenant;
- (d) Number of bedrooms in each unit occupied by Eligible Tenants; and
- (e) Amount of rent at time of Zoning Bylaw Amendment or Strata Conversion application (including damage deposits, pet deposits, and utilities as applicable).

2.2. Tenant Relocation Coordinator

The Applicant is required to designate a Tenant Relocation Coordinator, and provide information to the City that describes their experience and suitability for the work as part of the application.

The Tenant Relocation Coordinator is responsible for the following:

- (a) Providing information to Eligible Tenants regarding tenant resources.
- (b) Responding to and maintaining communication with City representatives and Eligible Tenants through the life of the project up to new building occupancy.
- (c) Providing all Eligible Tenants with notice of the Applicant's intent to redevelop or stratify the property (the "Notice"), and a copy of the Tenant Relocation Plan.
- (d) Hosting a tenant information meeting for all Eligible Tenants prior to 1st Reading of the Zoning Bylaw Amendment application, or Meeting of Council to consider the Strata Conversion application.
- (e) Conducting one-on-one meetings with Eligible Tenants to assess additional needs beyond those identified in the Statement of Occupancy (as described in Section 2.1.2) including but not limited to accessibility, affordability, presence of children or dependents,

presence of pets, need for translation services, and whether any additional supports are required.

- (f) Maintaining records of:
 - (i) Letters and notices concerning Eligible Tenants for the duration of project including the initial notification to tenants, up to and including a minimum of one year following occupancy of the new rental units;
 - (ii) Dates of any tenant information meetings and when the Tenant Relocation Plan was provided to Eligible Tenants; and,
 - (iii) Each Eligible Tenant's choice to exercise or decline their right of first refusal as described in Section 2.3(d), to be provided to the City as part of the Tenant Relocation Report (as described in Section 2.4).
- (g) Finding alternative accommodation options in accordance with Section 2.3(a) and providing the options to each Eligible Tenant.
- (h) Supporting Eligible Tenants in applications to BC Housing or other non-profit housing organizations, upon request by the Eligible Tenant.

2.3. Relocation Assistance

The Applicant must provide relocation assistance for all Eligible Tenants as a condition of Zoning Bylaw Amendment or Strata Conversion approval, regardless of whether the Eligible Tenant(s) vacate the unit prior to Council approval. Relocation assistance should be provided, at a minimum, as described in this section. Applicants are encouraged to exceed these minimums, particularly for longer term tenants that may be more impacted by relocation.

Relocation assistance includes the following:

- (a) Providing each Eligible Tenant with a minimum of three alternative accommodation options that:
 - (i) prioritize the same general area of residence of the purpose-built rental development, unless the Eligible Tenant requests options in other communities in the Okanagan region;
 - (ii) meet the Eligible Tenants' unit type (i.e. number of bedrooms), as identified in the Statement of Occupancy, and accessibility needs, unless otherwise agreed to by the Eligible Tenant in writing; and
 - (iii) charge rent generally not exceeding the greater of 10% above the CMHC average market rent for the City of West Kelowna, or 10% above the rent currently being paid for the existing unit.

In the event that such a unit is not available despite a reasonable effort by the Applicant or Tenant Relocation Coordinator, alternative arrangements can be made if agreed to by the Eligible Tenant in writing.

- (b) Moving expenses, based on the number of bedrooms of the existing unit, upon time of end of tenancy, as follows:

Number of Bedrooms	Moving Expenses
One or fewer	\$1,000
Two	\$1,250
Three or more	\$1,500

The above amounts should be adjusted upwards annually from the date this Policy is approved based on the Consumer Price Index (CPI).

- (c) Financial compensation, which at the option of the Eligible Tenant, may take the form of:
- (i) a lump sum payment upon time of end of tenancy;
 - (ii) free rent for the associated number of months in the current unit; or
 - (iii) a combination thereof.

Financial compensation should be provided at the end of tenancy, and should be calculated using the following formula:

Resident Tenure in Years	Number of Months Rent
Less than 5 years	3 months
5 – 9 years	4 months
10 – 19 years	5 months
20 years and above	6 months

The financial compensation outlined above is determined at time of a complete Zoning Bylaw Amendment or Strata Conversion application and includes any compensation due under the *Residential Tenancy Act*.

- (d) Each Eligible Tenant shall be offered a right of first refusal (“RFR”) to enter into a tenancy agreement for a rental unit in the new building(s) (an “Offer”) with at least the same number of bedrooms as the existing unit of each Eligible Tenant (unless otherwise agreed to by the Eligible Tenant in writing), as follows:
- (i) The Offer must remain open until 3rd Reading of the Zoning Bylaw Amendment application. If an Eligible Tenant accepts an Offer, the existing or successor land owner must grant a RFR for a rental unit to the tenant.
 - (ii) A minimum of three months prior to Occupancy Permit Issuance, returning Eligible Tenants should be offered a minimum 20% discount below average market rental rates for units equivalent to their existing unit (e.g. number of bedrooms, accessibility).
- (e) The Applicant is encouraged to provide supplementary supports as required for those identified as having additional needs.

2.4. Reporting and Covenant Requirements

- 2.4.1. Prior to 3rd Reading of the Zoning Bylaw Amendment application, or prior to a Meeting of Council to consider the Strata Conversion application:

The Applicant must provide a Tenant Relocation Report to the City, signed by an authorized signatory of the Applicant, serving as a declaration that all components of the Tenant Relocation Plan are understood and will be satisfied.

The Tenant Relocation Report must include the following information:

- (a) The number of Eligible Tenants, and associated length of tenancy;
- (b) The Tenant Relocation Plan including Relocation Assistance to be provided to each Eligible Tenant, and summary of other compensation and assistance provided as outlined in this Policy;
- (c) The number of Eligible Tenants, if any, that have declined their RFR to return to the new development; and
- (d) Copies of all signed agreements between the Applicant and Eligible Tenants.

- 2.4.2. For a Zoning Amendment application, prior to Council Adoption of the amendments:

The Applicant must enter into a Section 219 covenant pursuant to Section 483 of the *Local Government Act* to secure the Tenant Relocation Plan requirements.

- 2.4.3. For a Strata Conversion Application, as a condition of Council Approval:

The Applicant must enter into a Section 219 covenant pursuant to Section 483 of the *Local Government Act* to secure the Tenant Relocation Plan requirements.

- 2.4.4. For the duration of the project, up to and including a minimum of one year following occupancy of the new rental units, the City may request a summary report at any time that outlines the status of the Tenant Relocation Plan results, including but not limited to:

- (a) The Relocation Compensation and Assistance that has been provided to each Eligible Tenant;
- (b) A summary of RFR provided to Eligible Tenants including the proposed rents, and unit type (number of bedrooms); and
- (c) The decision of Eligible Tenants to accept or not accept the offer of RFR.

----- End of Policy -----



CITY OF WEST KELOWNA COUNCIL POLICY MANUAL

Approval Date:

SUBJECT: MANUFACTURED HOME PARK REDEVELOPMENT POLICY

Purpose:

This Policy sets out the criteria for redevelopment of manufactured home parks and provision of assistance to tenants when redevelopment occurs in the City of West Kelowna (the City). The purpose of this Policy is to mitigate the impacts on existing tenants by requiring advanced notice and enhanced assistance.

The criteria outlined in this Policy shall be considered to be in addition to any provincially mandated requirements under the *Manufactured Home Park Tenancy Act* and the *Residential Tenancy Act*, unless specified.

All information that is provided in accordance with this Policy shall be administered in compliance with the *Freedom of Information and Protection of Privacy Act*, R.S.B.C. 1996, c. 165 and the *Personal Information Protection Act*, S.B.C. 2003, c. 63.

Application:

This Policy repeals and replaces the City's Manufactured Home Park Redevelopment Policy (Approval Date: April 22, 2008). This Policy applies to all Zoning Bylaw Amendment applications that would result in the redevelopment of a Manufactured Home Park, as defined by the *Manufactured Home Park Tenancy Act*.

Definitions:

Applicant means the land owner, or their agent/representative, of the lands containing a Manufactured Home Park, and includes any successor land owner, or their agent/representative through the development process.

Eligible Tenant includes:

- (a) a tenant who owns a manufactured home and occupies a manufactured home park site within the Manufactured Home Park at the time the City receives a complete Zoning Bylaw Amendment application for the property; and
- (b) a tenant who has a tenancy agreement for a rental unit in the Manufactured Home Park at the time the City receives a complete Zoning Bylaw Amendment application for the property.

Tenant Relocation Coordinator means the person or organization representative acting as the single point of contact for communication with Eligible Tenants and the City on behalf of the Applicant.

Tenant Assistance:

1. Tenant Relocation Plan and Statement of Occupancy

The Applicant is required to submit a Tenant Relocation Plan and a Statement of Occupancy to the City as part of the Zoning Bylaw Amendment application materials. As part of the application process, City staff will review and provide feedback on the Tenant Relocation Plan.

1.1. The Tenant Relocation Plan must include:

- (a) Details of the proposed project, such as proposed number of units, and tenure (e.g. purpose-built rental units, market strata units);
- (b) A timeline and overview of the redevelopment process, and the process for providing supports to Eligible Tenants. This should highlight that a notice to end tenancy cannot be issued until after all required permits for the project have been issued by the City under the provisions of the *Manufactured Home Park Tenancy Act* and the *Residential Tenancy Act*;
- (c) Acknowledgement that final approval of the Zoning Bylaw Amendment application is Council's decision, and that Relocation Assistance is available based on the Tenant Relocation Plan;
- (d) Information on relocation assistance and financial compensation, described in sections 3 and 4, available to Eligible Tenants;
- (e) Information on resources for Eligible Tenants, including, but not limited to: the Manufactured Home Park Redevelopment Policy, instructions on how to access resources provided by the Residential Tenancy Branch and the Tenant Resource and Advisory Centre, and links to Provincial housing supports such as the SAFER program and BC Housing Registry; and
- (f) Contact information for the Tenant Relocation Coordinator, including hours of availability.

1.2. The Statement of Occupancy must include:

- (a) Unit numbers (address);
- (b) The number of Eligible Tenants who own their manufactured home;
- (c) The number of Eligible Tenants who rent their manufactured home;
- (d) Length of tenancy for each Eligible Tenant;
- (e) Number of bedrooms in each unit occupied by Eligible Tenants; and
- (f) Amount of rent at the time of Zoning Bylaw Amendment application (including pad rent, damage deposits, pet deposits, and utilities, as applicable).

2. Tenant Relocation Coordinator

The Applicant is required to designate a Tenant Relocation Coordinator, and provide information to the City that describes their experience and suitability for the work as part of the application.

The Tenant Relocation Coordinator is responsible for the following:

- (a) Providing information to Eligible Tenants regarding tenant resources.
- (b) Responding to and maintaining communication with City representatives and Eligible Tenants through the life of the project up to new building occupancy.
- (c) Providing all Eligible Tenants with notice of the Applicant's intent to redevelop the property (the "Notice"), and a copy of the Tenant Relocation Plan.
- (d) Hosting a tenant information meeting for all Eligible Tenants prior to 1st Reading of the Zoning Bylaw Amendment application.
- (e) Conducting one-on-one meetings with Eligible Tenants to assess additional needs beyond those identified in the Statement of Occupancy (as described in Section 1.2) including but not limited to accessibility, affordability, presence of children, presence of pets, need for translation services, and whether any additional supports are required.
- (f) Maintaining records of:
 - (i) Letters and notices concerning Eligible Tenants for the duration of project including the initial notification to tenants, up to and including a minimum of one year following occupancy of the new units;
 - (ii) Dates of any tenant information meetings and when the Tenant Relocation Plan was provided to Eligible Tenants; and,
 - (iii) Each Eligible Tenant's choice to exercise or decline their right of first refusal as described in Section 3(b), to be provided to the City as part of the Tenant Relocation Report (as described in Section 5).
- (g) Finding alternative accommodation options in accordance with Section 3(a) and providing the options to each Eligible Tenant.
- (h) Supporting lower income Eligible Tenants in applications to BC Housing or other non-profit housing organizations, upon request by the Eligible Tenant.

3. Relocation Assistance

The Applicant must provide Relocation Assistance for all Eligible Tenants as a condition of Zoning Bylaw Amendment approval, regardless of whether the Eligible Tenant(s) vacate the unit prior to Council approval. Relocation assistance should be provided, at a minimum, as described in this section. Applicants are encouraged to exceed these minimums, particularly for longer term tenants that may be more impacted by relocation.

Relocation assistance for all Eligible Tenants includes the following:

- (a) Providing each Eligible Tenant with a minimum of three alternative accommodation options that:
 - (i) prioritize the same general area of residence of the Manufactured Home Park, unless the Eligible Tenant requests options in other communities in the Okanagan region;
 - (ii) meet the Eligible Tenants' unit type (i.e. number of bedrooms), as identified in the Statement of Occupancy, and accessibility needs unless otherwise agreed to by the Eligible Tenant in writing; and

- (iii) charge rent generally not exceeding the greater of 10% above the CMHC average market rent for the City of West Kelowna, or 10% above the rent currently being paid for the existing unit.

In the event that such a unit is not available despite a reasonable effort by the Applicant or Tenant Relocation Coordinator, alternative arrangements can be made if agreed to by the Eligible Tenant in writing.

- (b) For new developments that include rental units, offering each Eligible Tenant a right of first refusal ("RFR") to enter into a tenancy agreement for a rental unit (an "Offer") with the same number of bedrooms as the existing unit of each Eligible Tenant (unless otherwise agreed to by the Eligible Tenant in writing), as follows:
 - (i) The Offer must remain open until 3rd Reading of the Zoning Bylaw Amendment application. If an Eligible Tenant accepts an Offer, the existing or successor land owner must grant a RFR for a rental unit to the tenant.
 - (ii) A minimum of three months prior to Occupancy Permit Issuance, returning Eligible Tenants should be offered a minimum 20% discount below average market rental rates for units equivalent to their existing unit (e.g. number of bedrooms, accessibility).
- (c) The Applicant is encouraged to provide supplementary supports as required for those identified as having additional needs.

4. Financial Compensation and Additional Relocation Assistance

The Applicant must provide financial compensation and additional relocation assistance for Eligible Tenants as a condition of Zoning Bylaw Amendment approval, regardless of whether they vacate the unit prior to Council approval. Financial compensation and additional relocation assistance should be provided, at a minimum, as described in this section. Applicants are encouraged to exceed these minimums, particularly for longer term tenants that may be more impacted by relocation.

4.1. Financial compensation and additional relocation assistance for Eligible Tenants who own their manufactured home includes the following:

- (a) A professional appraisal of the value of the manufactured home, and its feasibility for relocation to a new site;
- (b) Responsibility for the relocation of the manufactured home to a suitable location within the Okanagan region at the written request of the Eligible Tenant, if the manufactured home is fit for relocation and re-use;
- (c) Responsibility for the disposal of manufactured homes considered to be at the end of their useful life or where an Eligible Tenant chooses not to relocate their manufactured home; and
- (d) Financial compensation, which at the option of the Eligible Tenant, may take the form of:
 - (i) a lump sum payment upon time of end of tenancy;
 - (ii) a down payment applied to the purchase of a residential unit in the new development; or
 - (iii) a combination thereof.

Financial compensation should be provided to the Eligible Tenant based on the greater of the professionally appraised value of the manufactured home, the assessed value of the manufactured home, or the financial compensation due under the *Manufactured Home Park Redevelopment Act*.

4.2. Financial compensation for Eligible Tenants who rent their manufactured home includes the following:

(a) Moving expenses, based on the number of bedrooms of the existing unit, upon time of end of tenancy, as follows:

Number of Bedrooms	Moving Expenses
One or fewer	\$1,000
Two	\$1,250
Three or more	\$1,500

The above amounts should be adjusted upwards annually from the date this Policy is approved based on the Consumer Price Index (CPI).

(b) Financial compensation, which at the option of the Eligible Tenant, may take the form of:

- (i) a lump sum payment upon time of end of tenancy;
- (ii) free rent for the associated number of months in the current unit; or
- (iii) a combination thereof.

Financial compensation should be provided at the end of tenancy, and should be calculated using the following formula:

Resident Tenure in Years	Number of Months Rent
Less than 5 years	3 months
5 – 9 years	4 months
10 – 19 years	5 months
20 years and above	6 months

The financial compensation outlined above is determined at time of a complete Zoning Bylaw Amendment application and includes any compensation due under the *Residential Tenancy Act*.

5. Tenant Relocation Report

5.1. Prior to 3rd Reading of the Zoning Bylaw Amendment application:

The Applicant must provide a Tenant Relocation Report to the City, signed by an authorized signatory of the Applicant, serving as a declaration that all components of the Tenant Relocation Plan are understood and will be satisfied.

The Tenant Relocation Report must include the following information:

- (a) The number of Eligible Tenants, if they own or rent their manufactured home, and associated length of tenancy;

- (b) The Tenant Relocation Plan including Relocation Assistance to be provided to each Eligible Tenant, and summary of other compensation and assistance provided as outlined in this Policy;
- (c) The number of Eligible Tenants, if any, that have declined their RFR to return to the new development; and
- (d) Copies of all signed agreements between the Applicant and Eligible Tenants.

5.2. Prior to consideration for approval of the Zoning Amendment Application:

The Applicant must enter into a Section 219 covenant pursuant to Section 483 of the Local Government Act to secure the Tenant Relocation Plan requirements.

5.3. For the duration of the project, up to and including a minimum of one year following occupancy of the new rental units, the City may request a summary report at any time that outlines the status of the Tenant Relocation Plan results, including but not limited to:

- (a) The Relocation Compensation and Assistance that has been provided to each Eligible Tenant;
- (b) A summary of RFR provided to Eligible Tenants including the proposed rents, and unit type (number of bedrooms); and
- (c) The decision of Eligible Tenants to accept or not accept the offer of RFR.

----- End of Policy -----

Rental Protection Policies

Local Government	Policy Type	Application	Unit Replacement	Affordable / Non-Market Units (%)	Onsite (y/n)	Managed by Non-Profit (y/n)
West Kelowna (Draft)	Rental Protection	Rezoning of ≥5 PBR units, not including secondary rental market	Preference for 1:1	Not specified	Yes (option for offsite at Council's discretion)	Not specified
Surrey (2018)	Rental Replacement	Redevelopment of ≥6 PBR units, not including secondary rental market	1:1	100%	Yes (option for offsite at Council's discretion)	Yes
Port Moody (2018)	Rental Protection	Rezoning of ≥6 PBR units, not including secondary rental market	Preference for 1:1, including a diverse mix of unit sizes	Preference for 100%	Yes (option for offsite at Council's discretion)	Not specified
Delta (2023)	Rental Stock Protection	Rezoning of PBRs	1:1	Not specified	Yes (option for offsite at Council's discretion)	Not specified
Richmond (2018)	Market Rental Housing	Redevelopment or strata conversion of ≥3 PBR units	1:1	100%	Yes	Not specified
Burnaby (2020)	Rental Use Zoning	Rezoning of ≥5 PBR units	1:1	Set at existing rent for returning tenants (+RTA allowed increases), or inclusionary rentals set at 20% below CMHC market median rents	Not specified	Yes

Tenant Relocation and Assistance Policies

Local Government	Application	Relocation Assistance	Financial Compensation		Notice to End Tenancy ⁱ	First Right of Refusal ⁱⁱ
			Moving Costs	Months of Rent		
West Kelowna (Draft)	Rezoning or strata conversion of ≥5 PBR units, not including secondary rental market	3 comparable units, in City, ≤ the greater of 10% above CHMC avg or 10% above current rent	Flat rate by # of bedrooms	3-6 months, based on years of tenure	Not specified, RTA min	Yes, market rental at 20% discount
White Rock <i>(2018, amended 2020)</i>	Rezoning of ≥3 PBR units, not including secondary rental market	3 comparable units, 2 within 5 km of city, 1 must be PBR; rent not to exceed CHMC avg	Applicant arranges & pays for moving	4-44 months, based on years of tenure	≥ 2 months (< RTA min, older policy before RTA update)	Yes, non-market rental ⁱⁱⁱ , market rental at 20-30% discount, based on years of tenure, or market strata at a discount of the value of 12 months rent of same unit
Maple Ridge <i>(2018, amended 2023)</i>	Rezoning of ≥5 PBR units, also strata conversions, heritage revitalization, & change to rental units secured through existing Housing Agreement	Assistance to find alternative housing	Flat rate by # of bedrooms	3-10 months, based on years of tenure	4 months = RTA min	Yes, non-market rental at 20% below CHMC avg, or market rental with no discount
Coquitlam <i>(2021)</i>	Rezoning or Development Permit of ≥5 PBR units	3 comparable units	Flat rate by # of bedrooms	3-10 months, based on years of tenure	Not specified, RTA min	Yes, if new rental units are created; non-market rental, or market rental at 25% discount
Burnaby <i>(2015, amended 2022)</i>	Rezoning of ≥5 PBR units, including secondary rental market when consolidated with a building that meets threshold	3 comparable units, in City	Flat rate by # of bedrooms or Applicant arranges & pays for moving	Rent top up ^{iv} during interim period	Not specified, RTA min	Yes, at same rent as prior plus allowable RTA increases

Local Government	Application	Relocation Assistance	Financial Compensation		Notice to End Tenancy ⁱ	First Right of Refusal ⁱⁱ
			Moving Costs	Months of Rent		
District of Saanich (2023)	Rezoning of ≥5 residential rental units, including secondary rental market <i>Also serves as best practice guide for Development Permits & Demolition Permits that aren't part of a rezoning application</i>	Assistance to find alternative housing, in the city	Flat rate = 1 month rent at CMHC avg by # of bedrooms for the city or Applicant arranges & pays for moving	3-6 months, based on years of tenure (for market rentals, the higher of the CMHC avg rent for city or tenants existing rent)	Not specified (RTA min)	Yes, market rental at market rent (income tested for affordability) or the greater of the tenant's current rent or 20% discount
Esquimalt (2023)	Rezoning of ≥5 PBR units	3 comparable units, in region, with 1 in same neighbourhood, ≤ the greater of CHMC avg or current rent	Flat rate by # of bedrooms or Applicant arranges & pays for moving (for returning tenants at both move out and move in)	3-6 months, based on years of tenure (the higher of the CMHC avg rent for city or tenants existing rent)	Not specified (RTA min)	Yes, market rental at the greater of the tenant's current rent or 20% discount
Victoria (2023)	Rezoning of existing residential rental units	3 comparable units, in region, ≤ the greater of CHMC avg or current rent	Flat rate by # of bedrooms or Applicant arranges & pays for moving (for returning tenants at both move out and move in)	3-6 months, based on years of tenure (for market rentals - the higher of the CMHC avg rent for city or tenants existing rent; for non-market rentals existing rent)	Not specified (RTA min)	Yes, non-market rental, market rental at the greater of the tenant's current rent or 20% discount

Local Government	Application	Relocation Assistance	Financial Compensation		Notice to End Tenancy ⁱ	First Right of Refusal ⁱⁱ
			Moving Costs	Months of Rent		
District of North Vancouver <i>(2016, amended 2018 & 2021)</i>	Rezoning of ≥5 PBR units, including secondary rental market	3 comparable units, in District, ≤ the greater of 10% above CHMC avg or 10% above current rent	Flat rate by # of bedrooms (for returning tenants at both move out and move in)	4 months rent + \$35/month tenure	6 months	Yes, non-market rental, or market rental with no discount, or market strata at 5% discount
City of North Vancouver <i>(2015, amended 2021)</i>	Rezoning of ≥5 rental units, including secondary rental market (voluntary commitment)	3 comparable units, in City, ≤ the greater of 10% above CHMC avg or 10% above current rent	Flat rate by # of bedrooms	For <5 years tenure = 4 months, for ≥5 years tenure = 4 months + (total tenure in months - 60) X \$25	4 months (= RTA min)	Yes, mid-market rental (MMR), or market rental (no specified discount)
Port Moody <i>(2018)</i>	Rezoning of ≥6 PBR units, not including secondary rental market	At tenant's request, 3 comparable units, in City, comparable rent	Flat rate by # of bedrooms	2-6 months, based on years of tenure	≥ 2 months (which is less than RTA min, older policy before RTA update)	Yes, non-market rental, or market rental at 20% discount
<i>Delta</i> <i>(2023)</i>	Rezoning of ≥5 PBR units, not including secondary rental market	3 comparable units, in City, ≤ the greater of 10% above CHMC avg or 10% above current rent	Flat rate by # of bedrooms	3 months + \$15/month tenure	Not specified, RTA min	Yes, non-market rental, or market rental at 20% discount, or market strata at 5% discount
Richmond <i>(2018)</i>	Redevelopment of PBRs, not including secondary rental market	Assistance to find alternative housing, in the city, no more than the city's avg rent	No	3 months	Not specified (RTA min)	Yes, below-market rental at 10% below market avg, or market strata at 5% discount

Local Government	Application	Relocation Assistance	Financial Compensation		Notice to End Tenancy ⁱ	First Right of Refusal ⁱⁱ
			Moving Costs	Months of Rent		
Surrey <i>(2018)</i>	Redevelopment of ≥6 PBR units, not including secondary rental market	3 comparable units, in city, with 1 in same neighbourhood where possible, ≤ the greater of 10% above CHMC avg or current rent	No	3 months	Not specified (RTA min)	Yes, rent at 10% below CHMC avg
New Westminster <i>(2018)</i>	Rezoning of ≥6 PBR units, also heritage revitalization; also applies on a voluntary basis for Development or Demolition Permits	Assistance to find alternative housing	No	3 months	4 months (= RTA min)	No

ⁱ The Residential Tenancy Act requires a minimum of 4 months notice to end tenancies for renovation, demolition, and conversions after all necessary permits have been issued (including a Demolition Permit).

ⁱⁱ The RTA requires tenants be offered First Right of Refusal for rental units in a residential property with ≥ 5 units at a rental rate set by the landlord.

ⁱⁱⁱ All non-market and mid-market housing requires that tenants meet eligibility requirements.

^{iv} Applicant pays the difference between tenant's current rent and their rent during entire interim period (i.e. prior to relocating back to a unit in the new development under first right of refusal requirement).

Manufactured Home Park Redevelopment Policies

			All Eligible Tenants			Eligible Tenants Who Own Their Manufactured Home	
Local Government	Application	Unit Replacement	Notice to End Tenancy <small>i, ii</small>	Relocation Assistance	First Right of Refusal	Demolition or Relocation of Unit	Financial Compensation ⁱⁱⁱ
West Kelowna <i>(Draft)</i>	Rezoning of a manufactured home park	No	Not specified	3 comparable units, in City, ≤ the greater of 10% above CHMC city avg or 10% above current rent	Yes, for new developments that include rental units, market rental at 20% discount	Applicant responsible for both	The greater of professionally appraised values, assessed values, or \$20,000
Mission <i>(2024)</i>	Rezoning of a manufactured home park	Affordable units required, but % replacement not specified	2 years	3 comparable units, in City	Yes, market unit purchase Requirement to provide opportunities for tenants to continue tenancy in affordable housing ^{iv}	Applicant responsible for disposal	The greater of professionally appraised values, assessed values, or \$20,000
CVRD <i>(2022)</i>	Rezoning of a manufactured home park	Affordable units encouraged, but % replacement not specified	Not specified	Encouraged to provide relocation of tenants	Encouraged to provide opportunities for tenants to continue tenancy through purchase or rent	Encouraged to take responsibility for disposal and relocation	Value of unit

			All Eligible Tenants			Eligible Tenants Who Own Their Manufactured Home	
Local Government	Application	Unit Replacement	Notice to End Tenancy i, ii	Relocation Assistance	First Right of Refusal	Demolition or Relocation of Unit	Financial Compensation ⁱⁱⁱ
Langford (2015)	Redevelopment of a manufactured home park	Requirements under separate Affordable Housing Policy, waived if 15% of number of MHs retained onsite	Not specified	No	Yes, market unit purchase	Applicant responsible for both	Appraised value; and a reserve fund to support MH owners
Summerland (2014)	Rezoning of a manufactured home park	No	Not specified	Encouraged to provide relocation plan	Encouraged to provide opportunities for tenants to continue tenancy through purchase or rent, including affordable housing ^v options	Encouraged to take responsibility for disposal and relocation	No
Kelowna (2010)	Redevelopment of a manufactured home park	No	Not specified	Requirement for relocation plan	Yes, market unit purchase	Not specified	Not Specified

			All Eligible Tenants			Eligible Tenants Who Own Their Manufactured Home	
Local Government	Application	Unit Replacement	Notice to End Tenancy i, ii	Relocation Assistance	First Right of Refusal	Demolition or Relocation of Unit	Financial Compensation ⁱⁱⁱ
Sooke (2008)	Rezoning of a manufactured home park	No	Council won't consider rezoning for 24 months after notice to end tenancy, withholding permits & approvals until after that date	Requirement for relocation plan	Yes, market unit purchase	Applicant responsible for both	The greater a year of pad rent or the value of the home – determined by professionally appraised values or assessed values, or an average of the two; and moving costs for tenant's possessions
Maple Ridge (2008)	Rezoning of a manufactured home park	Affordable units encouraged, but % replacement not specified	2 years	Requirement for relocation plan	Yes, market unit purchase Encouraged to provide opportunities for tenants to continue tenancy through purchase or rent	Applicant responsible for disposal	The greater of professionally appraised values, assessed values, or \$10,000 ^{vi}
RDOS (2007)	Redevelopment of a manufactured home park	No	Not specified	Encouraged to provide relocation plan	Encouraged to provide opportunities for tenants to continue tenancy through purchase or rent, including affordable housing ^{vii} options	Encouraged to take responsibility for disposal and relocation	No

			All Eligible Tenants			Eligible Tenants Who Own Their Manufactured Home	
Local Government	Application	Unit Replacement	Notice to End Tenancy i, ii	Relocation Assistance	First Right of Refusal	Demolition or Relocation of Unit	Financial Compensation ⁱⁱⁱ
Surrey (2006)	Redevelopment of a manufactured home park	Affordable units encouraged, but % replacement not specified	Not specified	Requirement for relocation plan	Yes, market unit purchase at unspecified discount Encouraged to provide opportunities for tenants to continue tenancy through purchase or rent	Applicant responsible for disposal	Professionally appraised value
Coquitlam (2006)	Rezoning of a manufactured home park	Affordable units required, but % replacement not specified	Not specified	Requirement for relocation plan	Yes, market unit purchase at unspecified discount Requirement to provide opportunities for tenants to continue tenancy in affordable housing ^{viii}	Applicant responsible for disposal	Assessed value
Nanaimo (2006)	Rezoning of a manufactured home park	No	Not specified	Requirement for relocation plan	Encouraged to provide opportunities for tenants to continue tenancy through purchase at a discount or rent, including affordable housing ^{ix} options	Applicant responsible for disposal	Assessed value in addition to mandatory compensation under the Manufactured Home Park Tenancy Act

			All Eligible Tenants			Eligible Tenants Who Own Their Manufactured Home	
Local Government	Application	Unit Replacement	Notice to End Tenancy i, ii	Relocation Assistance	First Right of Refusal	Demolition or Relocation of Unit	Financial Compensation ⁱⁱⁱ
Lake Country <i>(2006)</i>	Rezoning of a manufactured home park	No	Not specified	Requirement for relocation plan	No	No	Recommend compensation in addition to mandatory requirements

ⁱ For Eligible Tenants who rent their unit in a manufactured home park: the Residential Tenancy Act requires a minimum of 4 months notice to end tenancies for renovation, demolition, and conversions after all necessary permits have been issued (including a Demolition Permit).

ⁱⁱ For Eligible Tenants who own their manufactured home in a manufactured home park: the Manufactured Home Park Tenancy Act requires a minimum of 12 months notice to end tenancies for conversions after all necessary permits have been issued (including a Demolition Permit).

ⁱⁱⁱ The Manufactured Home Park Tenancy Act requires a minimum compensation of \$20,000, with option for Dispute Resolution if manufactured home is not capable of being moved and the most recent assessed value is more than \$20,000.

^{iv} 'Affordable housing' is not defined in the policy.

^v 'Affordable housing' is not defined in the policy.

^{vi} This is less than the \$20,000 required in the Manufactured Home Park Redevelopment Act.

^{vii} 'Affordable housing' is not defined in the policy.

^{viii} 'Affordable housing' is not defined in the policy.

^{ix} 'Affordable housing' is not defined in the policy.

April 28, 2025

Natalie Gerritsen, Senior Planner
Community Development
City of West Kelowna
3731 Old Okanagan Hwy
West Kelowna V4T 0G7

Sent via email: natalie.gerritsen@westkelownacity.ca

Dear Natalie,

Re: Rental Protection & Tenant Relocation Assistance Policy, and Manufactured Home Park Redevelopment Policy (P24-08)

We understand that the proposed Rental Protection and Tenant Relocation Assistance Policy and the proposed Manufactured Home Park Redevelopment Policy are to replace Council's existing Manufactured Home Park Redevelopment Policy (2008) and mitigate potential impacts of redevelopment to City residents. These policies have been reviewed from a Healthy Built Environment and Healthy Community Development lens.

We commend you for the inclusion of the Tenant Relocation Coordinator position, as it should ensure a more equitable approach is taken to support displaced residents.

Cross-Policy Comments

Upon reviewing both above-mentioned policies, we have identified the following areas that present opportunities for refinement:

- To close a potential loophole in the policy, we suggest that the definition of "Eligible Tenant" be strengthened to prohibit Applicants from renovating tenants prior to the rezoning process (i.e. including timing protections with eligibility dates).
- To avoid potential bias in favor of the Applicant, we recommend that the Tenant Relocation Coordinator be an independent third-party contractor or company, that is not an employee of the Applicant's company.
- Tenant Relocation Plan could be strengthened by explicitly stating that the Tenant Relocation Coordinator can aid Eligible Tenants in accessing the information articulated

Interior Health would like to recognize and acknowledge the traditional, ancestral, and unceded territories of the Dākelh Dené, Ktunaxa, Nlaka'pamux, Secwépemc, St'át'imc, syilx, and Tšilhqot'in Nations where we live, learn, collaborate and work together.

- section 1.e of the Rental Protection and Tenant Relocation Assistance Policy /section 2.1e of the Manufactured Home Park Redevelopment Policy (i.e. providing not only instructions, but also direct assistance with accessing resources).
- To ensure transparency about the type of support the Tenant Relocation Coordinator can provide each Eligible Tenant, we recommend elaborating on section 2.2d / section 2d, accordingly, to include:
 - o Details on what type of supports are available to Eligible Tenants be articulated both in verbal and written form, to each Eligible Tenant – including and not limited to section 2.2h / section 2h, – regardless of if the Eligible Tenant attends the tenant information meeting.
 - To improve the equity of these policies and ensure appropriate support for those most in need within the community, we suggest the addition of examples to section 2.4e / section 4c (i.e. to include examples such as legal knowledge translation, and support accessing and navigating technology).

Comments specific to the Manufactured Home Park Redevelopment Policy:

We have identified a few areas where clarification or further attention may be beneficial:

- Section 4 appears to be a repeat of section 2.4a & d within the Rental Protection and Tenant Relocation Assistance Policy, therefore may not accurately meet the needs of those who reside in a Manufactured Home Park, especially if the Eligible Tenant currently owns their unit. In particular, the section 4 appears to assume the displaced mobile homeowner intends to transition to rental housing.
- Section 5 neglects to articulate a financial compensation formula for homeowners. Many mobile home parks in West Kelowna are aging and likely possess limited market value. Transitioning these residents to alternative forms of homeownership or into the rental market – without significant financial support – could predispose them to homelessness due to significant financial strain, ultimately affecting their health and well-being.

To improve the equity of this policy, we also recommend including the following section from the Rental Protection and Tenant Relocation Assistance Policy:

- 2.4b: moving expenses based on bedroom size.
- 2.4c.ii: financial compensation for pad rent in accordance with resident tenure using a similar formula.

Interior Health would like to recognize and acknowledge the traditional, ancestral, and unceded territories of the Dākelh Dené, Ktunaxa, Nlaka'pamux, Secwépemc, St'át'imc, Syilx, and Tšilhqot'in Nations where we live, learn, collaborate and work together.

Interior Health is committed to working collaboratively with the City of West Kelowna to support healthy, sustainable land use planning and policy creation. Please feel free to contact me directly if you have any questions or comments.

Sincerely,



Tanya Osborne
Community Health Facilitator

Interior Health would like to recognize and acknowledge the traditional, ancestral, and unceded territories of the Dăkelh Dené, Ktunaxa, Nlaka'pamux, Secwépemc, St'át'imc, Syilx, and Tšilhqot'in Nations where we live, learn, collaborate and work together.

CWK P-24-08 Referral Comments

Introduction

Thank you for referring West Kelowna's proposed Rental Protection and Tenant Relocation Assistance Policy, and Manufactured Home Park Redevelopment Policy to the RDCO for our comments. To conduct our review, we have looked to the BC Residential Tenancy Act as well as the Central Okanagan's Regional Growth Strategy, Regional Housing Strategy, and Regional Housing Needs Assessment. Together, these documents address the core themes of social responsibility, inclusive governance, housing, and economic resilience. Overall, we find West Kelowna's proposed policies to align with the key objectives and policies within these related provincial and regional planning documents. Additionally, we scanned similar policies in other jurisdictions throughout BC, including Vancouver, Victoria, and the City of Kelowna. Some thoughts and recommendations on potential content you may wish to include in the draft policies is included in the recommendations section below.

Policy Alignment Summary

- **BC Residential Tenancy Act:** The proposed policy aligns with key objectives and requirements within the BC Residential Tenancy Act, specifically related to tenant relocation assistance programs, tenant relocation plans, and enhanced protection measures for renters.
- **Regional Growth Strategy (RGS):** The proposed policies are in alignment with several policies in the RGS, including Section 3.2.1, 3.2.2, 3.2.6, and 3.2.10. The most relevant is section 3.2.6 Our Housing, which speaks to the need to improve the range of housing opportunities in our region to meet our social and economic needs. Specifically, Policy 3.2.6.4 guides Central Okanagan government partners to "build capacity within the region to advance affordable housing initiatives and increase the amount of transition and supportive housing within the region."
- **Regional Housing Strategy (RHS):** The Regional Housing Strategy (RHS) was developed to establish a shared commitment to regional housing, identify opportunities where resources can be pooled to have more impact, gain momentum for collective action, advocacy, and advance partnerships. West Kelowna's proposed policies specifically align with and help advance Objective 4 of the RHS, which speak to developing regional best practices to regulate and protect rental housing stock and facilitate the development of affordable housing.
- **Regional Housing Needs Assessment (RHNA):** The Regional Housing Needs Assessment was used to guide policy development for the Regional Housing Strategy. Housing needs have been reassessed throughout the region with the development of Interim Housing Needs Reports, as required by the 2023 provincial housing legislation. The RDCO is currently developing a Regional Housing Needs Summary which will look at the resulting regional housing needs of the combined

IHNRS. In so far as West Kelowna's proposed policies are designed to facilitate the onboarding of much needed housing, while supporting tenant relocation and mitigating impacts on existing tenants, we see the policies as aligned with the Regional Housing Needs planning framework.

Recommendations for Consideration

The following recommendations are provided for consideration of further opportunities to limit tenant displacement while promoting inclusive housing opportunities for all. As the Regional District is making strides towards inclusive housing policies that limit tenant displacement, improving rental protection measures can be achieved through numerous measures. For example, the Cities of Vancouver and Victoria obtain similar, enhanced levels of tenant compensation for displacement on behalf of the landlord including: a lump sum of money and/or free rent based on the length of time lived in the rental unit, compensation for moving cost and assistance, help finding another place to live, and the ability to exercise the right of first refusal, to return to the new or renovated building at 20% below market rents.

Overall, the referral is a good first step towards policy development and enhancement for rental and tenant protection. While policies are important for setting guidelines that govern decision making, it is recommended that this can be developed into a bylaw at a later point in time, which can provide better enforcement and regulation to the specific protection measures indicated. For example, in reviewing the City of Kelowna's procedures, the planning department is drafting the creation of a new Tenant Protection Bylaw, which regulates the city's requirements for financial compensation, financial assistance, and notice. Also, Kelowna's drafted bylaw noted the requirement of a compliance report prior to the issuance of a building or demolition permit. This would be important to include, as it ensures the proper steps and measures for tenant protection are taken, and in compliance with the provincial tenancy standards. Ultimately, it is important that policies and bylaws display uniformity and continuity for development procedures as such, which can ensure that protection measures across each member municipality within the Regional District are consistent.



COMMUNITY DEVELOPMENT COUNCIL REPORT

To: Mayor and Council

Date: July 22, 2025

From: Ron Bowles, Chief Administrative Officer

File No: Z 25-04

Subject: **Z 25-04; Zoning Bylaw Amendment 0320.03, 2025 - 3330 & 3348
Boucherie Road**

Prepared By: Andrew McKay, Planner I

Reviewed By: Chris Oliver, Planning Manager

RECOMMENDATION:

THAT City of West Kelowna Zoning Amendment Bylaw No. 0320.03, 2025 be given first, second, third reading and adoption.

STRATEGIC AREA(S) OF FOCUS

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.

BACKGROUND

The subject properties at 3330 & 3348 Boucherie Road are both zoned A1- Agricultural Zone. The properties have both been historically used for agricultural grape production for Quails Gate Winery. 3348 Boucherie Road features a single-family home built in the 1960s by the original owners of Quails Gate, who later sold the property & home to their son. The adjacent parcel at 3330 Boucherie Road does not have any structures and has been used solely for grape production.

PROPERTY DETAILS

Address	3348 Boucherie Road	3330 Boucherie Road
PID	009-191-011	004-569-105
Folio	36413139.000	36413188.280
Lot Size	16.16 acres (65397.3 sqm)	39.216 acres (158702 sqm)
Owner	Ben Stewart	Agent Grant Maddock
Current Zoning	A1 – Agricultural Zone	Proposed Zoning A1- Agricultural Zone
Current OCP	Boucherie Neighborhood - Agricultural	Proposed OCP N/A
Current Use	A1- Agricultural	Proposed Use Single Family Dwelling
Agricultural Land Reserve	Yes	

ADJACENT ZONING & LAND USES

North	^	R1 – Single Detached Residential
East	>	A1 – Agricultural
West	<	R1 – Single Detached Residential
South	v	R3 – Low Density Multiple Residential

NEIGHBOURHOOD MAP



PROPERTY MAP



Legislative Requirements

Council has the authority under s.479 of the *Local Government Act* to amend the Zoning Bylaw. Under s.464(3) in the *Local Government Act*, a local government must not hold a public hearing on a proposed zoning bylaw if: it is consistent with the official community plan and permits development where at least half of gross floor area is to be residential.

Council also has the authority under s. 480 of the *Local Government Act* that, despite section 135 (3) [at least one day between third reading and adoption] of the *Community Charter*, a council may adopt a zoning bylaw at the same meeting at which the bylaw passed third reading. With recent changes regarding prohibited public hearings, applications where a public hearing cannot be held, and when there are no third reading conditions, Zoning Bylaw amendments can be given three readings and adopted at the same meeting.

PROPOSAL

The applicant is proposing a Site-Specific Text Amendment to reduce the required parcel size for subdivision on A1 zoned land from 4.0ha (9.9ac) to 1.0ha (2.47ac) to allow for a separation of the homesite from the larger active agricultural area of the parcel at 3348 Boucherie Road, and to facilitate a lot consolidation with the adjacent property. The intention is to have the two larger working agricultural areas joined as one larger parcel with the smaller parcel encompassing the immediate area around the house. Future subdivision is shown in Figure 1.

DISCUSSION

Policy & Bylaw Review

Official Community Plan No. 0300

The subject properties are designated as Agricultural in the Official Community Plan. This designation aims to support diverse, prosperous, and adaptable agricultural uses, as well as ancillary agricultural retail for on-farm grown and/or produced goods, and residential uses. The proposed text amendment aligns with the intent and objectives of the Agricultural designation.

OCP section 2.17.2 outlines details regarding homesite severance, which focuses on discouraging the proliferation of non-farm residential development or use, except as provided for by the Homesite Severance Policy within the ALR. The proposal does not include any additional development and is being sought to facilitate what would generally be considered a homesite parcel. The proposed amendment will allow for more practical use of the family home and help facilitate streamlined agricultural production across both parcels. The application aligns with the OCP section 2.17.2 (11), which focuses on supporting the ALC objective of retaining agricultural lands in larger parcels to maintain their viability for agricultural use, and further support consolidation of farmland where possible.

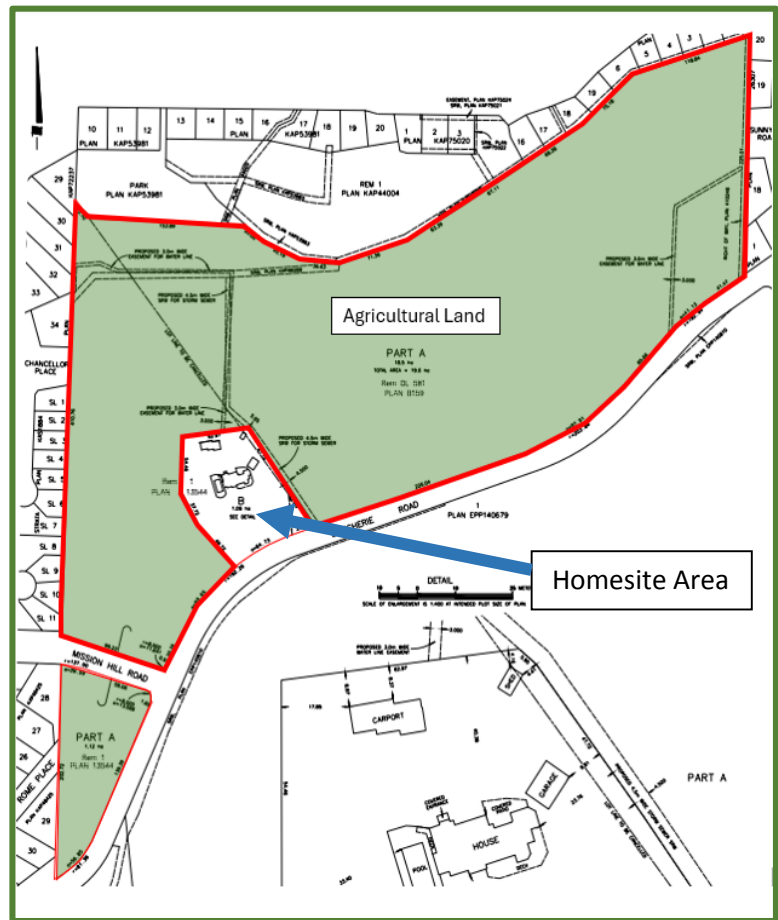


Figure 1: Subdivision Plan

Zoning Bylaw No. 0320

The proposed bylaw amendment will maintain A1 zoning while reducing the required subdivision parcel size from 4.0ha (9.9ac) to 1.0ha (2.47ac). This amendment will allow the property to align with both Bylaw 0320 and ALC subdivision regulations.

Typical homesite severances are permitted to have a reduced parcel in the Zoning Bylaw (s.3.8(a)). The subject property does not qualify for this exemption because the applicant has not occupied the home as their principal residence since 1972, which is a homesite severance requirement of the ALC outlined below.

ALC Review

The ALC outlines regulations for homesite severance on ALR land that prevent this action unless the homeowner has continuously owned and occupied the property as his or her principal place of residence since December 21, 1972. Since the current owner purchased the property from his parents, this property does not meet the regulations for homesite severance.

Amending Zoning Bylaw 0320 section 8.1.5 (a) to allow for a reduction in parcel area will consolidate the agricultural operations while also aligning with ALC subdivision regulations of a minimum of 1-hectare subdivided parcel size. The ALC does not require approval for subdivision applications provided that all of the following conditions are met:

- the agricultural land to be subdivided involves not more than 4 parcels, each of which is a minimum of 1.0 ha;
- on subdivision, there would be no increase in the number of parcels and no parcel would be less than 1.0 ha;
- the subdivision would allow for boundary adjustments that, in the opinion of the approving officer, will enhance farming on the agricultural land or permit better use of structures used for farming.

The proposed bylaw amendment and subsequent lot line adjustment will meet these conditions.

Public Notification

A notification sign has been posted on the subject property in accordance with Development Application Procedures Bylaw No. 0260. Additionally, per the Development Applications Procedures Bylaw No. 0260, notifications of first reading have been mailed to surrounding residents.

CONCLUSION

The proposed Zoning Bylaw amendment would facilitate a subsequent subdivision very similar to that of a typical home site severance. This would involve no land-use-related

changes and is in alignment with the OCP. The proposal does not negatively impact agricultural activity and will help facilitate a subdivision meeting the operational objectives of the existing agricultural operators and the ALC's subdivision requirements.

Alternate Recommendation:

1. **THAT** Council postpone third reading of Zoning Bylaw Amendment No 0320.03, 2025 (File Z 25-04).

Should Council postpone consideration of the proposed amendment bylaw, further direction to staff on how to proceed is requested.

2. **THAT** Council deny Zoning Amendment Bylaw No. No 0320.03, 2025 (File Z 25-04);

AND THAT Council direct staff to close the file.

Should Council deny consideration of the proposed amendment bylaw, the applicant would be eligible to reapply for the same application after six months.

PowerPoint: Yes ☒ No ☐

Attachments:

1. Zoning Amendment Bylaw No. 0320.03

CITY OF WEST KELOWNA

BYLAW NO. 0320.03

A BYLAW TO AMEND “ZONING BYLAW NO. 0320”

WHEREAS the Council of the City of West Kelowna desires to amend “CITY OF WEST KELOWNA ZONING BYLAW NO. 0320” under the provisions of the *Local Government Act*.

THEREFORE BE IT RESOLVED that the Council of the City of West Kelowna, in open meeting assembled, hereby enacts as follows:

1. Title

This Bylaw may be cited as “CITY OF WEST KELOWNA ZONING AMENDMENT BYLAW NO. 0320.03, 2025”.

2. Amendments

“City of West Kelowna Zoning Bylaw No. 0320” is hereby amended as follows:

2.1 By adding the following to S 8.1.5 (a) Site Specific, Subdivision Regulations:

(b) 1ha (2.47ac) On PLAN KAP13544 LOT 1 DISTRICT LOT 581 OSOYOOS DIVISION OF YALE DISTRICT EXCEPT PLAN KAP46981, (3348 Boucherie Road)

2.2 By depicting the change on “City of West Kelowna Zoning Bylaw No. 0320 Schedule A” (Zoning Bylaw Map).

READ A FIRST TIME
READ A SECOND TIME
READ A THIRD TIME
ADOPTED

MAYOR

CORPORATE OFFICER



SCHEDULE 'A' of BYLAW NO. 0320.03

Date: 6/24/2025



A1 Zone Zoning Boundary Parcels

0 60 120 240 Metres



Pub: H:\DEVELOPMENT SERVICES\PLANNING\Zoning & Rezoning\20 Application\2023\62 20-04 3330 & 3338 Boundary Roll\Map\ScheduleA\Map.mxd

From: [REDACTED]
To: [City of West Kelowna Submissions](#)
Subject: File Number Z25-04
Date: July 14, 2025 9:17:30 AM

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..**

Hi there

We live at 1239 Gregory Rd.

Regarding the proposed rezoning, i have concerns as this particular vineyard is iconic for West Kelowna. Look at tourism sites, it shows these vines against the backdrop of green bay, the lake etc.

Not knowing the plans for this area, i would strongly recommend to first review the current state of 'over development' of existing land. One just has to look at facebook marketplace or craigslist to find many investors dropping the price of their rents. Nobody wants to move to Kelowna to live in 600sq foot condos. There is too many condos now.

Thank you

Candice Gracie
Gregory Rd.



COUNCIL REPORT

To: Mayor and Council

Date: July 22, 2025

From: Ron Bowles, Chief Administrative Officer

Subject: **Fire Hall 32 Replacement – Project Update No. 5**

Prepared by: Jason Brolund, Fire Chief and Erin Goodwin, Facilities Manager

Reviewed by: Lisa Siavashi, A/Director of Finance/Chief Financial Officer

PURPOSE

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

RECOMMENDATION:

THAT the staff report titled “Fire Hall #32 Replacement – Project Update No. 5”, dated July 22, 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 purpose of this report is to provide Council with a progress update related to the Fire Hall 32 Replacement project for the quarterly period ending June 30, 2025.

With total completion just over 3 months away, the scope, budget and schedule are all trending positively towards occupancy.

PROJECT STATUS UPDATE

During the last quarterly period, several key milestones were achieved, including but not limited to the following:

- Exterior painting completed
- Fire bay doors installation
- Drywall and painting throughout
- Hose tower stairs
- Site prep and grading for pickleball and sport court
- Footings poured for wheelchair ramp to community hall patio
- Precast sections of accessible ramp installed
- Glass windows and doors installation completed
- BC Hydro excavation completed
- Water tanks and generator installed
- Pathways through sport court/pickleball/playground area poured
- Accessible ramp completed and painted
- Pad poured and fence installed for waste bins
- Electrical kiosk prepared for inspection
- Firehall kitchen millwork completed
- Parks area irrigation work in progress
- Mutli-sport court completed – boards, surface, fence and basketball hoops in place
- Sidewalk poured around hose tower exterior

Colliers Project Leaders continues to work closely with the City team on this project. They have provided some visuals of the project during this reporting period (Attachment 1).

Schedule

The contractor is projecting substantial completion on August 29, 2025. This represents a decrease of 7 days from the previous update and is being closely monitored. A moving committee has been established and will meet on a weekly basis up to project completion to coordinate the final details related to occupying and moving into the facility. The projected in-service date has not yet been finalized but is currently trending towards a fully operational fire hall by end of October. Further details will be shared in the coming months.

The project schedule is deemed by Colliers to be low-risk. However, there is uncertainty with the timing of BC Hydro works which affects final paving, and the date for permanent power energization. All involved are monitoring this closely and in regular communication with the contractor and BC Hydro to maintain the project schedule. Recent communications with BC Hydro have been positive.

Budget

The project budget is now deemed by Colliers to be on-track, which is an improvement from the previous reporting period that was classified low risk. Since the last update, the project contingency is trending in a positive direction, currently sitting at \$146K at the end of June.

Only minimal change orders and cash allowances are remaining to be finalized. These will be carefully managed with a focus on maintaining the proposed budget. At this time, based on known information, contingency funds are expected to be sufficient to cover outstanding issues during the final 3 months of construction. Any unforeseen changes to the budget will be reported back to Council.

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, however a new risk for BC Hydro site works and energization has been added. Below are some of the outstanding risks still needing to be resolved.

<i>Risk</i>	<i>Description</i>	<i>Assessment</i>
BC Hydro Site works and Energization	Delay to site works and subsequent permanent power energization may affect the schedule critical path and cause substantial completion to be pushed out. This could also have cost impact as the contractor may claim staffing and general conditions costs for additional time on site.	All involved are monitoring this closely and in communication with BC Hydro to maintain the project schedule. Recent communications with BC Hydro have been positive.
Owner-Supplied Items and Moving Delays	As the project nears completion, there are some owner-supplied items such as signage, FFE and IT/AV to complete. Supply chain and trade worker availability, could propose a risk to project schedule.	<ul style="list-style-type: none">- CWK and Colliers to begin moving committee meetings On July 2 to the end of the project- Signage package in process and install on-track before completion- IT/AV coordination with CWK and contractor ongoing
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 moderate-low risk at this time.
--	--	--

FINANCIAL IMPLICATIONS

Project Budget: \$14,314,900

Council Approved Funding Strategy	
Debt	8,000,000
Reserves	3,800,000
Developer contributions	150,000
Parks DCC	1,187,000
Growing Communities Fund	1,177,900
Total:	\$ 14,314,900

COUNCIL REPORT / RESOLUTION HISTORY

Date	Report Topic / Resolution	Resolution No.
Nov. 28/23	<p>THAT Council direct Administration to complete an Alternative Approval Process (AAP), to gain elector assent, in 2024, for the Firehall 32 Project;</p> <p>AND THAT “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 28th of November 2023.</p>	C387/23
Jan. 23/24	<p>THAT 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>AND THAT 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>THAT the updated elector response form, “Alternative Approval Process Form – Fire Hall 32</p>	C065/24

	Replacement Project” from the Legislative Services Manager/Corporate Officer, be approved;	
	AND THAT Thursday, March 21, 2024 at 4:30 pm be set as the deadline for receipt of the elector response forms.	
Mar. 26/24	THAT 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
	AND THAT City of West Kelowna Loan Authorization Bylaw No. 0313, 2023 be adopted	
Apr. 23/24	THAT 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	THAT 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	THAT 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	THAT 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
Jan 28/25	THAT the report titled “Fire Hall #32 Replacement Project – Project Update #3” from the Deputy CAO, dated January 28, 2025, be received for information.	C018/25
Apr 22/25	THAT the report titled “Fire Hall #32 Replacement – Project Update No. 4” from the Fire Chief and Facilities Manager, dated April 22, 2025, be received for information.	C102/25

PowerPoint: Yes ☐ No ☒

Attachments:
Attachment 1 – Site Pictures



Site progress photos

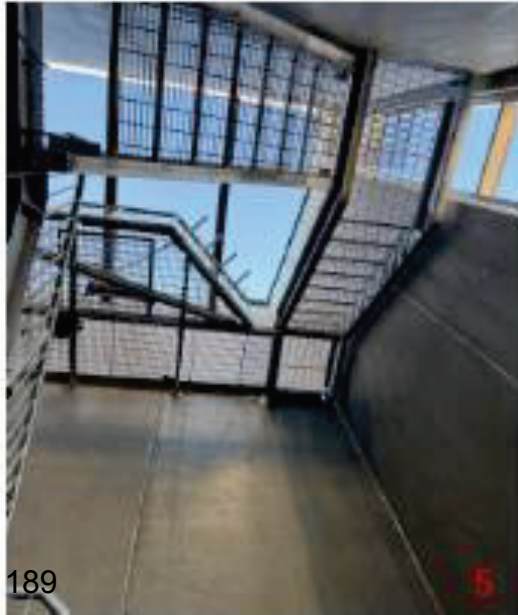
**Week ending
April 4, 2025**





Site progress photos

**Week ending
April 11, 2025**





Site progress photos

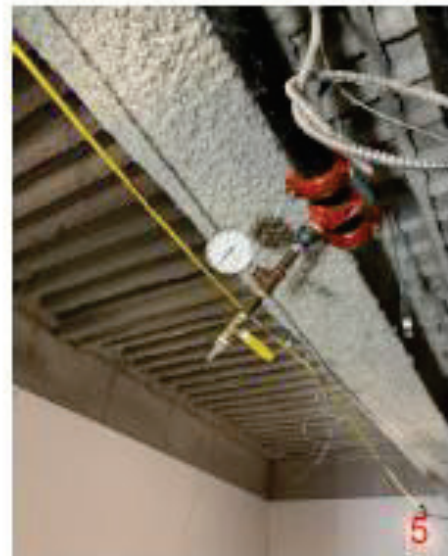
**Week ending
April 17, 2025**





Site progress photos

**Week ending
April 23, 2025**





Site progress photos

**Week ending
May 2, 2025**





Site progress photos

Week ending
May 9, 2025





Site progress photos

**Week ending
May 16, 2025**





Site progress photos

**Week ending
May 23, 2025**

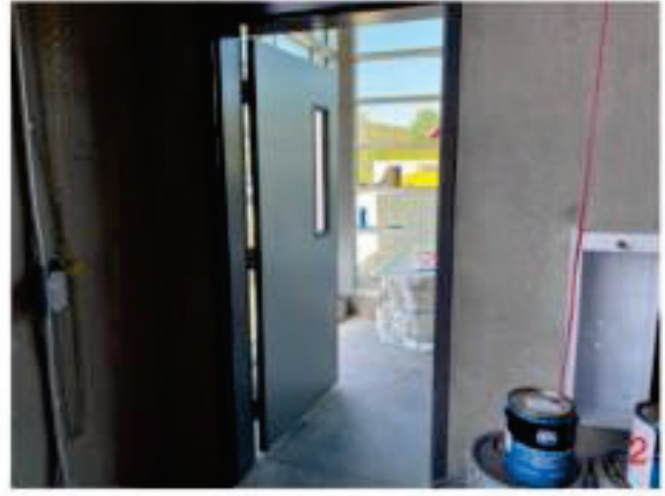




Site progress photos

**Week ending
May 30, 2025**





Site progress photos

**Week ending
June 6th, 2025**

Photo 1: Concrete pad for generator.

Photo 2: Arrival of doors.

Photo 3: BC Hydro work on pole.

Photo 4: Generator has been placed.

Photo 5: Flooring on second level.





Site progress photos

**Week ending
June 13, 2025**

Photo 1: Fencing repair.
Photo 2: Railing installation.
Photo 3: Exterior Doors.
Photo 4: Partition wall prep.
Photo 5: PMT bollards.





Site progress photos

**Week ending
June 20, 2025**

Photo 1: Cabinets in second floor kitchen.

Photo 2: PMT Pad.

Photo 3: Dorm room t-bar ceiling, baseboard, windows.

Photo 4: Tennis Club fence repair.

Photo 5: Closet construction for BC Hydro.

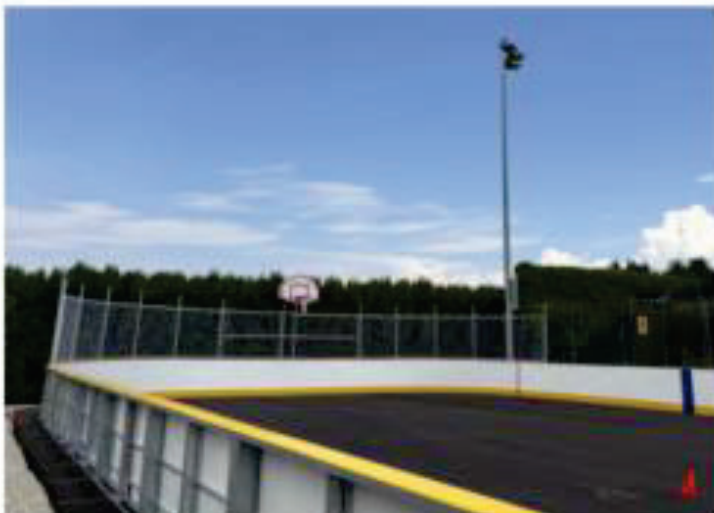




Site progress photos

**Week ending
June 27, 2025**

- Photo 1: Hose Tower apron concrete.
- Photo 2: Sidewalk prep.
- Photo 3: Front of site curb.
- Photo 4: Rink.
- Photo 5: Access ramp.





COUNCIL REPORT

To: Mayor and Council

Date: July 22, 2025

From: Ron Bowles, Chief Administrative Officer

Subject: **Council Appointment of License Inspector and Bylaw Officer**

Prepared by: Kandice Brzezynski, Building and Licensing Supervisor

Reviewed by: Mark Pennington, Director of Legislative and Legal Services

RECOMMENDATION

THAT Albertine Fowler, Business Licensing Compliance Officer, be appointed to the following officer positions for the City of West Kelowna:

- License Inspector; and
- Bylaw Enforcement Officer.

STRATEGIC AREA(S) OF FOCUS

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.

BACKGROUND

Albertine Fowler has been appointed to the position of Business License Compliance Officer. This position is responsible for ensuring that businesses operate in accordance with municipal bylaws, with a focus on compliance with business licensing regulations. In accordance with Section 146 of the *Community Charter*, she is required to be sworn in before Council. Further, as stipulated in the *Business Licensing and Regulations Bylaw*, all License Inspectors must be formally appointed by Council.

DISCUSSION

Albertine Fowler has been hired as the City's new Business License Compliance Officer. This position is responsible for ensuring that businesses operating within the City of West Kelowna comply with municipal bylaws, particularly those related to business licensing.

To carry out these duties, the Business License Compliance Officer must be formally appointed by Council in accordance with the *Business Licensing and Regulations Bylaw*. Additionally, under Section 146 of the *Community Charter*, this role is considered a statutory officer position, and therefore the individual must be officially sworn in before Council prior to exercising any powers or responsibilities.

The Officer's authority includes the ability to enforce licensing regulations, issue tickets for bylaw infractions under Section 264 of the *Community Charter*, and serve summonses as outlined in Section 28 of the *Offence Act*. These enforcement powers are essential to support ongoing compliance and to maintain fair business practices within the community.

CONCLUSION

Appointing and swearing in Albertine Fowler as the Business License Compliance Officer is a necessary step to ensure the city continues to effectively enforce its business licensing bylaws. This formal process satisfies the legislative requirements under the *Community Charter* and supports the City's ongoing efforts to maintain fair, lawful, and well-regulated business practices. Staff is requesting Council's consideration for the appointment and administration of the required oath of office.

PowerPoint: Yes ☐ No ☒



COUNCIL REPORT

To: Mayor and Council

Date: July 22, 2025

From: Ron Bowles, Chief Administrative Officer

Subject: **2026 Parcel Tax for Rose Valley Water Treatment Plant Review Panel**

Prepared by: Lisa Siavashi, Acting Chief Financial Officer

Reviewed by: Karla Campbell, General Manager, Corporate Services

RECOMMENDATION:

THAT Council appoints at least three members of Council to form a Parcel Tax Roll Review Panel;

AND THAT the Parcel Tax Roll Review Panel meeting be scheduled for 5:30 pm on Tuesday, August 26th, 2025;

AND FURTHER THAT notice of the Parcel Tax Roll Review Panel meeting be given in accordance with Section 94 of the *Community Charter*.

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.

LEGISLATIVE REQUIREMENTS:

Under Section 204 of the *Community Charter*, Council must establish a Parcel Tax Roll Review Panel in order to review the parcel tax roll, hold a Parcel Tax Roll Review Panel meeting to hear any complaints from the taxpayers and give proper notice of the meeting. Once Council has established the Panel and set a date for the meeting, staff will provide

the Panel with a copy of the Parcel Tax Roll for their review. Letters are required to be sent to any taxpayers that are being charged a parcel tax for the first time advising them of the Panel meeting date, time, and location. As this will be the first billing of the Rose Valley Water Treatment Plant parcel tax, all parcels who have not already pre-paid will receive such a letter (7,861 property owners).

BACKGROUND

As required in Section 204 (1) of the *Community Charter*, the City is required to establish a Parcel Tax Roll Review Panel (the Panel). The Panel will hear any complaints from the public regarding the assessment of a new parcel tax. The requirements for the Panel as per the *Community Charter* are as follows:

Section 204:

- “(1) Before a parcel tax is imposed for the first time, a parcel tax roll review panel must consider any complaints respecting the parcel tax roll and must authenticate the roll in accordance with this Division.
- (2) For the purposes of this Division, the Council must
 - (a) appoint at least 3 persons as the members of the parcel tax roll review panel,
 - (b) establish the time and place for the sitting of the panel, and
 - (c) have advance notice of the time and place published in accordance with Section 94 [public notice].”

As indicated above, the notice of the time and place of the Panel meeting must be given in advance in accordance with Section 94 of the *Community Charter*. In addition, at least 14 days before the date of the meeting, the City is required to mail to the owner of every parcel of land that is to be taxed a notice that outlines the date and time of the meeting and details of the parcel tax being charged. The Panel will then hear any complaints and make corrections to the parcel tax roll if required. As per Section 205 of the *Community Charter*, the conditions on which the City can make corrections are as follows:

Section 205:

- “(1) Subject to subsection (2), a person may make a complaint to the parcel tax roll review panel on one or more of the following grounds:
 - (a) there is an error or omission respecting a name or address on the parcel tax roll;
 - (b) there is an error or omission respecting the inclusion of a parcel;

(c) there is an error or omission respecting the taxable area or the taxable frontage of a parcel;

(d) an exemption has been improperly allowed or disallowed.”

There are also various other limitations on what can be changed and notice requirements for any further additions to the parcel tax roll. In addition, complaints must be made to the Panel in writing, at least 48 hours prior to the meeting. Once all complaints have been addressed, notice of the Panel’s decision must be sent in writing to the complainant within 10 days. The chair of the Panel reviews the amended parcel tax roll to ensure all corrections have been made, and reports this to the Panel. The Panel must then confirm and authenticate the parcel tax roll and prepare a parcel tax roll certificate signed by a majority of its members.

The Rose Valley Water Treatment Plant parcel tax will be billed for the first time in 2026. Property owners were given an opportunity to prepay in May 2025, and will be given a second chance to prepay the \$2,750 lump sum from September 17-30, 2025. Property owners who prepay will not be billed the parcel tax. All property owners in the Rose Valley Water System will see a reduction in their utility bills starting in 2026 as this contribution will now move over to their property tax bill (see attached insert).

Going forward, only new parcels created in the Rose Valley Water Treatment Plant Local Area Service will receive notices and these new parcels will be included in the calculation for the remaining debt payments.

PowerPoint: Yes ☐ No ☒

Attachments:

1. Sample Parcel Tax Letter for RVWTP Parcel Tax
2. Rose Valley Water Service Area Graphic_14JULY25



City of West Kelowna

3731 Old Okanagan Highway, West Kelowna, British Columbia V4T 0G7

Tel.: 778-797-1000 Fax: 778-797-1001

August 1, 2025

NAME
MAILING STREET
MAILING CITY PROV POSTAL

Re: **Official notice of 2026 Parcel Tax for Rose Valley Water Treatment Plant**

Dear Rose Valley Water Customer:

We are writing to provide you with official advance notice of the process for transferring your parcel's share of the Rose Valley Water Treatment Plant project from your quarterly utility bills to an annual parcel tax, starting in 2026. Please note, this is not a new charge; it is a transfer from your utility bill to a parcel tax, as planned and as shared this past spring and summer. Providing notice of parcel taxes is a standard required practice and no action is required of homeowners unless they have questions or want to prepay according to the additional information below.

Property description

The City of West Kelowna is required under provincial legislation to serve notice that the property described has been assessed for the Rose Valley Water Treatment Plant Parcel Tax.

Roll No
Civic Address
Legal Description

Parcel tax description

The amount that will be added as a parcel tax on your May 2026 Property Tax Notice is described below. PLEASE **DO NOT PAY THIS AMOUNT** AS THE PARCEL TAX WILL BE ADDED TO YOUR 2026 PROPERTY TAX NOTICE AND MAILED IN MAY 2026.

Parcel Tax Description

**Effective Dates Annual Parcel Tax
Rate**

Parcel Tax Review Panel and process

The City of West Kelowna's Parcel Tax Roll of all properties subject to this parcel tax in 2026 is available for inspection at City Hall, 3731 Old Okanagan Hwy, from 8:30 to 4:30, Monday through Friday (except statutory holidays). As an owner of property included on the Parcel Tax Roll, you may request a qualifying amendment to the roll by applying in writing to the City before 4:30 p.m. on Wednesday, August 20, 2025. A request for an amendment may only be on one or more of the following grounds:

- (a) There is an error or omission respecting a name or address on the parcel tax roll;



City of West Kelowna

3731 Old Okanagan Highway, West Kelowna, British Columbia V4T 0G7
Tel.: 778-797-1000 Fax: 778-797-1001

- (b) There is an error or omission respecting the inclusion of a parcel;
- (c) There is an error or omission respecting the charge levied;
- (d) An exemption has been improperly allowed or disallowed.

The Parcel Tax Review panel, consisting of three members of Council, will convene at 5:30 p.m. on Tuesday, August 26, 2025, at City Hall, 3731 Old Okanagan Hwy to hear any complaints, make qualifying corrections and authenticate the roll. All property owners who file a written complaint to the panel will be notified in writing of the panel's decision.

If you have questions regarding the Parcel Tax Roll or the review panel process, please contact us at taxes@westkelownacity.ca or phone 778-797-8860.

Additional information

If you choose to prepay your parcel's portion of the Rose Valley Water Treatment Plant – \$2,750 – rather than have it transferred to the parcel tax, starting in 2026, we have opened a second prepayment window. Prepayment is optional – please do whatever works best for your household and personal situation.

We will accept prepayment in full between September 17 and 30, 2025:

1. Please ensure full prepayment is received at our office BEFORE 4:30 p.m. September 30, 2025.
2. No prepayments, in whole or in part, will be accepted after this time.
3. DO NOT PREPAY THROUGH YOUR UTILITY OR PROPERTY TAX ACCOUNT as our system cannot be adapted to accept prepayments and they will automatically be rejected and returned to you.
4. We accept cheques, money orders, cash or debit cards.
5. We do not accept credit cards.
6. Ensure debit card limits are sufficient for the prepayment amount.
7. Make cheques and money orders payable to the City of West Kelowna; we suggest writing "RVWTP prepayment" in the memo line.

We are here to help. If you have more questions or none of the prepayment options will work for you, please contact us or visit www.westkelownacity.ca/RVWTP for answers to frequently asked questions.

Regards,
Lisa Siavashi, CPA, CMA
Acting Chief Financial Officer

RV RESIDENTIAL FLAT WATER
(From quarterly Utility Bill - 2026)



Option 1: Do nothing



ANNUAL PARCEL TAX OPTION
\$150 + \$31 in interest = \$181

Quarterly Utility Bill

**Annual Parcel Tax on
Property Tax Notice**
(Does not apply if you prepay)

Option 2: Prepay

PREPAYMENT OPTION

Prepay \$2,750 = 10 parcel tax

[illegible]

*Rate adjusted annually to reflect system operating costs.



COUNCIL REPORT

To: Mayor and Council

Date: July 22, 2025

From: Ron Bowles, Chief Administrative Officer

File No: 8330-02

Subject: **2025 Transportation Master Plan**

Prepared by: Nilton Praticante, Engineering Manager

Reviewed by: Brent Magnan, General Manager of Community Development

RECOMMENDATION:

THAT the draft 2025 Transportation Master Plan proceed to public engagement prior to final consideration for adoption.

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

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
- Pop-up displays at key locations in the community
- Several open house events 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.

NEXT STEPS

The presentation of the Draft 2025 TMP marks a significant milestone in the development of West Kelowna's long-term transportation strategy. The following steps are planned to finalize the TMP:

1. Technical Council Presentation and Review (with HDR)

The Draft TMP will be provided for Council's review and consideration and subsequently provided to the public at a forthcoming public engagement session. This provides an opportunity for Council and the public to gain a comprehensive understanding of the plan's objectives, key priorities, and proposed transportation improvements. HDR, the City's transportation planning consultant, will deliver a presentation during this Council meeting outlining the technical analysis, methodologies, and resulting recommendations included in the Draft TMP. This

presentation will support Council's understanding of the evidence-based approach taken to develop the plan.

2. Online Public Engagement Session

A two-week online engagement session will follow the Council presentation, providing residents, key stakeholders, and interest groups with the opportunity to review the draft plan and submit feedback. This session is anticipated to begin in late July and will be promoted through the City's communication channels to encourage broad participation.

3. Final Draft and Council Adoption

Upon completion of the engagement session, the City and HDR will review all feedback received and make considerations for revisions to the plan. The final draft TMP will then be presented to Council for consideration and adoption, anticipated in late Summer 2025.

These next steps are intended to ensure that the 2025 TMP reflects the needs and priorities of the West Kelowna community, while providing a clear, actionable roadmap for future transportation investment and development.

PowerPoint: Yes ☒ No ☐

Attachments:

- Transportation Master Plan Presentation Slides (HDR)



City of West Kelowna Transportation Master Plan

Council Presentation – July 2025

Page 164 of 189





1

Introductions & Background

2

Engagement & Analysis

3

The TMP – Primary Components

4

Next Steps



Introductions & Background



- Engagement and Communication

Gavin Davidson

- Active Transportation



Prime Consultant

- Project Management
- Forecasting
- Future Networks
- Implementation
- Modelling
- Policy



OKANAGAN



- Microsimulation (Vissim) Modelling
- Data Collection



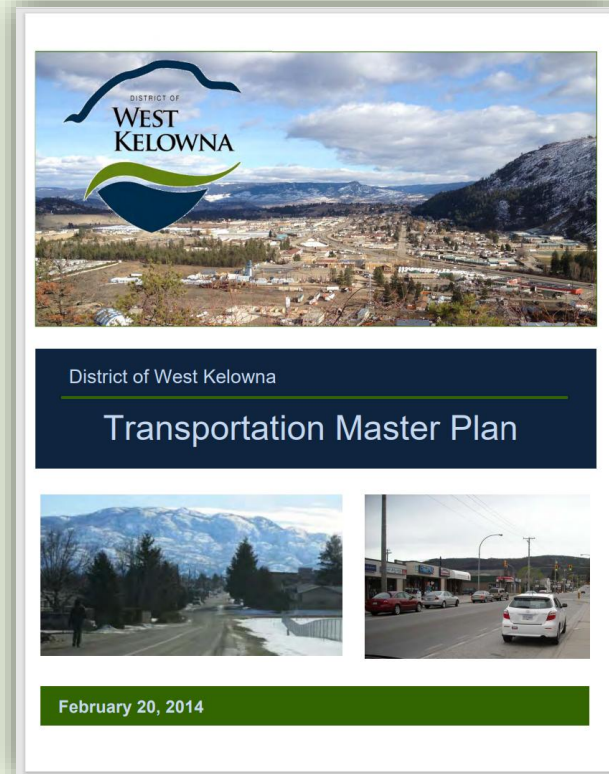
- Infrastructure Design Standards
- OCP Integration



2014 TMP

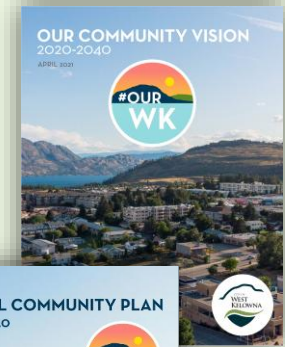
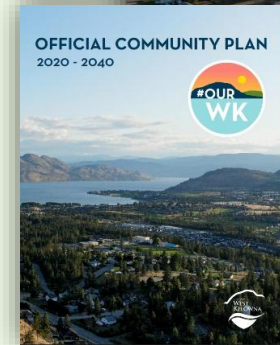
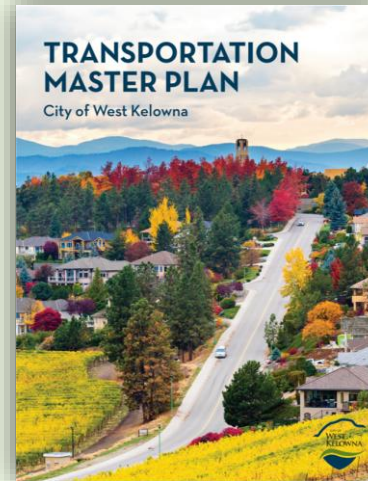
■ 2014 TMP Objectives

- Adopt a **road network plan** to meet the needs of the District
- Adopt **capital plan** to meet intersection capacity needs into the future
- Improve connectivity of **pedestrian network**
- Work with BC Transit, Ministry of Transportation and Transit (MoTT), adjacent municipal governments, and Westbank First Nations to provide for the growing needs of the community.



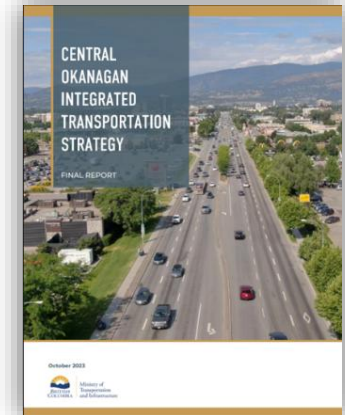
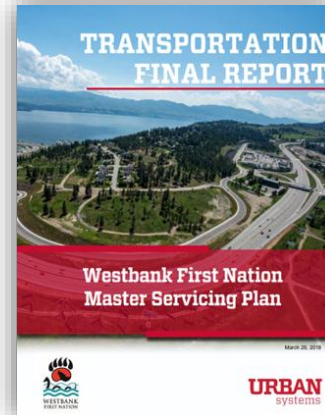
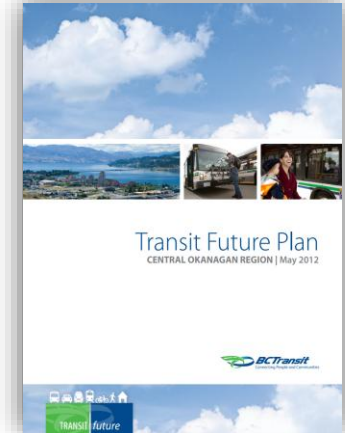
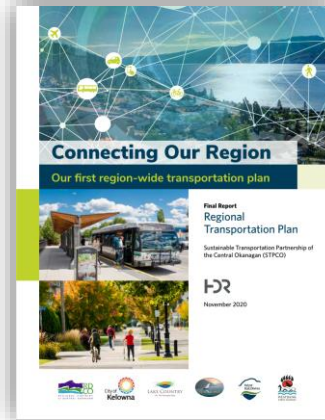
2025 TMP

- Provide direction for how residents walk, cycle, drive, and utilize transit through the City
- A long-range 20-year plan that will guide network development with specific policies and projects
- Will reflect *Our Community Vision* and highly integrated with the *Official Community Plan*
- Address key stakeholder planning initiatives



Other Regional Transportation Planning Initiatives

- Regional Transportation Plan
- BC Transit Future Plan
- Westbank First Nation plans
- Ministry of Transportation and Transit Initiatives
 - e.g., Central Okanagan Integrated Transportation Network (COITN) Program





Engagement & Analysis

TMP Engagement

Phase 1 Launch and Ideas

February & March 2022

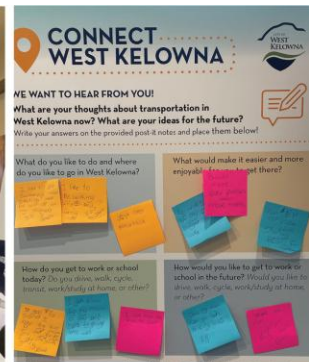
- Met with key stakeholders, community partners and focus groups.
- Gathered comments and ideas through **OurWK.ca/tmp**
- Held pop-up displays at key venues and held open house
- Phase 1 engagement identified the following transportation needs:
 - Safe bike routes
 - More sidewalks
 - Improved transit
 - A connected community
 - Roads that work for all users
 - Improved emergency and evacuation routes
 - Safe and welcoming streets
 - Equitable access for all

What makes a street feel welcoming?

What specific transportation improvements would help connect your neighbourhood to the people and places you want to visit?

What would make it easier for you to get where you want to go?

What do you like to do and where do you like to go in West Kelowna?



TMP Engagement

Phase 2 Future Network Improvements

January & February 2023

- Consulted with partner and technical stakeholders, including WFN, MoTT, and local government.
- In-person information session was held to share information and receive feedback
- Phase 2 Outcomes:
 - Support for the recommended network improvements, and the recommendations align with the future OCP Growth Concept
 - Support for the improvements to the pedestrian and cycling network
 - Support for additional sidewalk and road connectivity at priority areas
 - Residents would like to see increased accessibility to seniors, children, and disabled for transit and active transportation



TMP Engagement

Phase 3 Future Network Improvements

February 2025

- Presented project lists to residents
- Engagement conducted online and in-person
- Phase 3 outcomes included general support for the recommended network improvements



Indigenous Engagement

Throughout Project

- The project team sought perspectives of Westbank First Nation throughout TMP development
- Westbank First Nation was engaged in both Phase 1 and Phase 2 via TMP-specific meetings with City officials
- Engagement outcomes resulted in:
 - General support for continued coordination between WFN, the City, and the Ministry
 - Comments suggesting that connections through WFN land should be improved
 - Future development of WFN, including master planning work, should be supported by the TMP and developed in coordination
 - Pedestrian connection suggested through WFN to link Carate Road and Carrington Road

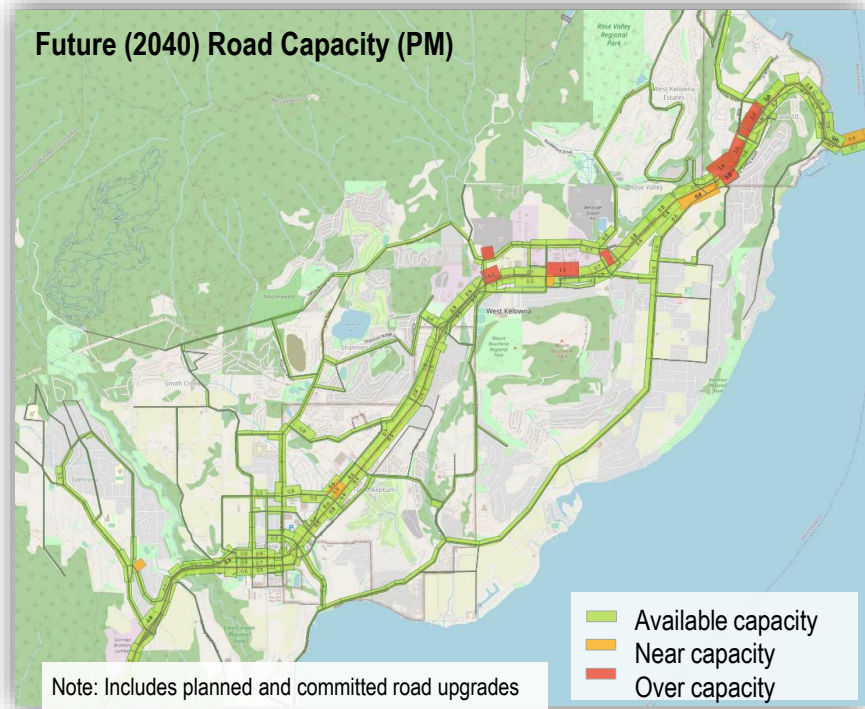
Existing Network Analysis and Key Directions

Existing Network Analysis

- A variety of data sources were analyzed to identify key improvement areas throughout West Kelowna
- City-specific travel demand model was developed to forecast multi-modal travel to 2040, incorporating future land use and planned transportation infrastructure
- Findings included network connectivity gaps (gaps exist for all modes) and emergency access/egress is limited

Key Directions

- Active transportation prioritized around urban centres and neighbourhood centres
- Transit to leverage existing routes and connect new growth areas
- Roads to focus on improving safety, redundancy and operations

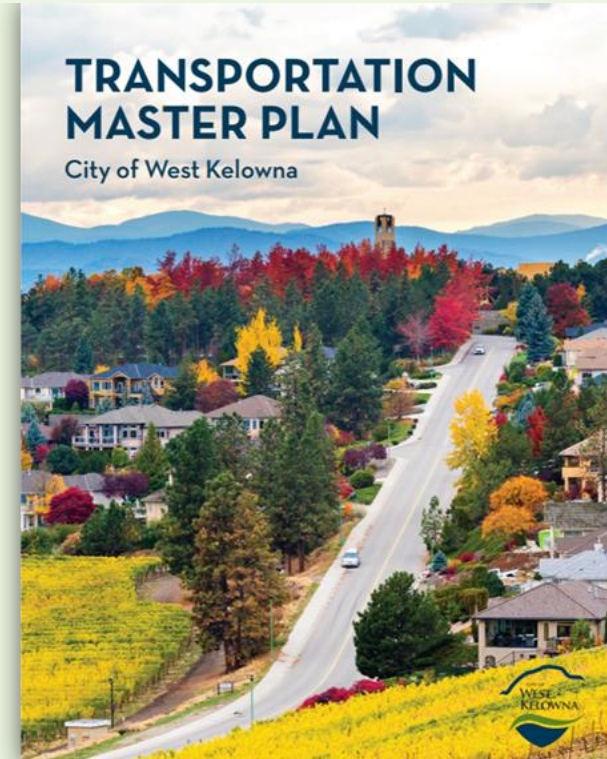




TMP – Primary Components

TMP Document

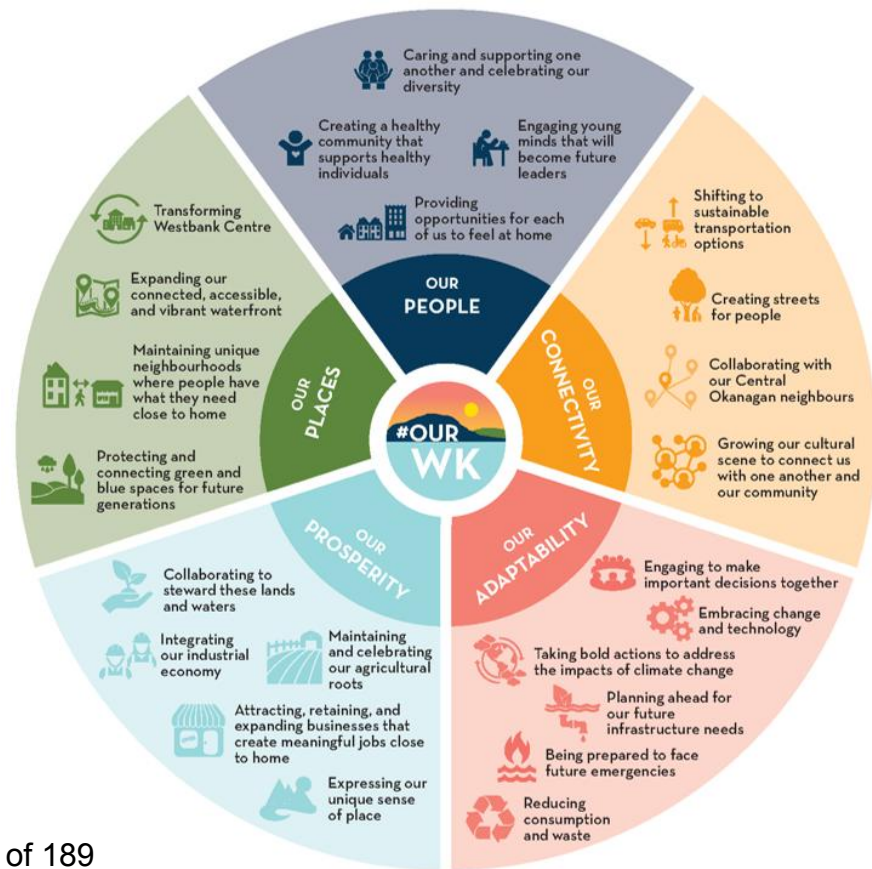
- Background and Planning Context
- Engagement Overview
- Policy derived from the OCP Vision and Foundations
- Transportation Plan & Project Lists
- Prioritization and Programming



Policy Direction

- Policy was shaped by the 5 foundations from the Community Vision and were aligned with the Official Community Plan.
- Policy areas and specific policies were developed under each of the 5 foundations:

	OUR PEOPLE	General
	OUR PLACES	Development General
		Development Urban Centres
		Development Neighbourhood Centres
	OUR CONNECTIVITY	Active Transportation
		Transit
		Streets
	OUR PROSPERITY	Business
	OUR ADAPTABILITY	Future Technologies & Trends
		Resiliency
		Transportation Demand Management



Policy Structure Sample

- Policy is categorized into one of the five foundations, and then segmented into policy areas which are then detailed into specific policies and actions. A sample policy section is provided below:

OUR PROSPERITY		Business
West Kelowna shall:		
B.1	Work with Ministry to improve operations on Highway 97 and access to it for trucks and passenger vehicles.	
B.2	Plan and design for truck routing, access, and deliveries in Urban and Neighbourhood Centres through efficient curbside management.	
B.3	Work with BC Transit and City of Kelowna to optimize transit service for employees to the Industrial and Business Park areas.	
B.4	Provide short- and long-term parking options in Urban and Neighbourhood Centres through curbside management to support business and accommodate customers and employees.	
B.5	Protect and enhance agricultural uses and related business access through the planning and design of transportation projects.	
.....		
Actions:		
B.6	Protect and enhance truck circulation and access to the Industrial and Business Park areas.	

Plan & Project Lists

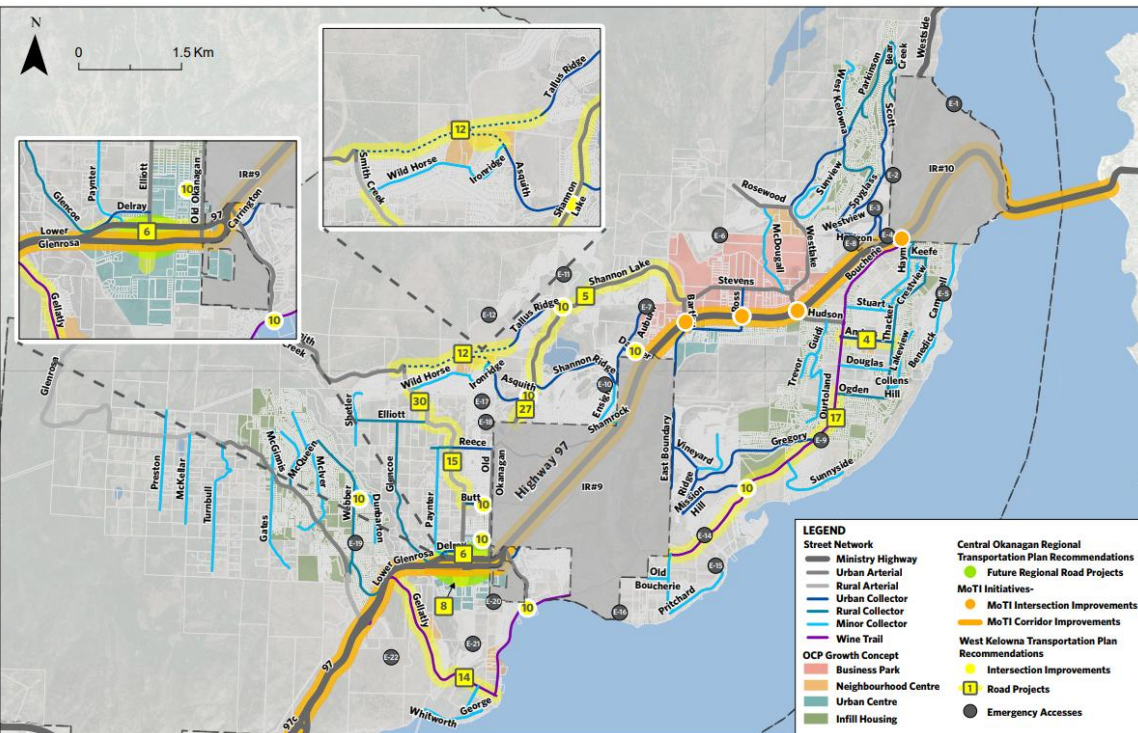
- Analysis findings provided key directions on connectivity gaps, safety improvements, and similar transportation network needs throughout the city
- Engagement with stakeholders and community added to and supported the refinement of the project lists
- Projects are grouped by mode, and help visualize the future transportation network
- High-level cost estimates are provided



Roads

Future Road Projects and Intersection Improvements

Key point: Improve the road network

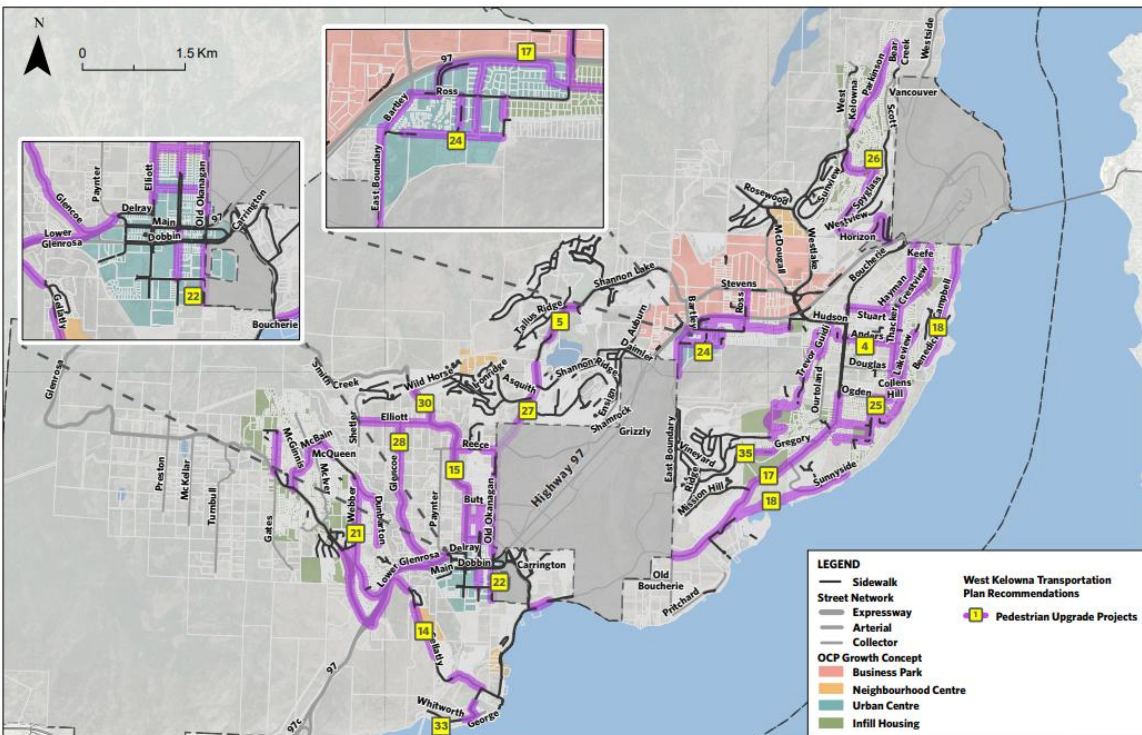


ID	Project Name	Components
4	Anders Road Upgrade	Corridor Study, Road Upgrade, Bike Lanes, Sidewalks
5	Shannon Lake Corridor Study	Corridor Study, 3 km sidewalk, intersection upgrades at 3 locations
6	Main Street Upgrade	Assumes rebuilding of 4 lane km on Main Street, 1 km of new cycle track, 5 intersection upgrades, 2 km of double wide new sidewalk
8	Future Westside Secondary School Transportation Study	Planning only
10	Intersection Improvements	Planning study on a per intersection basis. Estimated average costs of \$10,000 to study each intersection, and average cost of \$1,500,000 to upgrade each (assuming only minor geometric improvements made)
12	Tallus Ridge Drive / Asquith Connection	New two-lane roadway built to an urban arterial classification
14	Gellatly South Corridor Upgrade	5 km road upgrade, 1 roundabout, 5 km sidewalks, 2.5 km painted bike lanes
15	Elliot Road Upgrade	Road Upgrade, Bike lanes, Sidewalks
17	Wine Trail Upgrade on Boucherie	3.5 km road upgrade, 3 intersection upgrades, 3.5 km sidewalks, 3.5 km multi-use pathway
30	Smith Creek Road Upgrade	Road Upgrade, Walking and Cycling Facilities
34	School Zone Safety Review and Planning Study	Review existing conditions around schools regarding crossings, signage, and speed
36	Urban Centre Network Studies	Cross-section definition on all urban centre streets and portions of the business park
E-XX	Emergency Access Provision	Components and costs to vary based on each connection.

Walking

Pedestrian Upgrade Projects

Key point: focus on urban centres, neighbourhood centres and key destinations

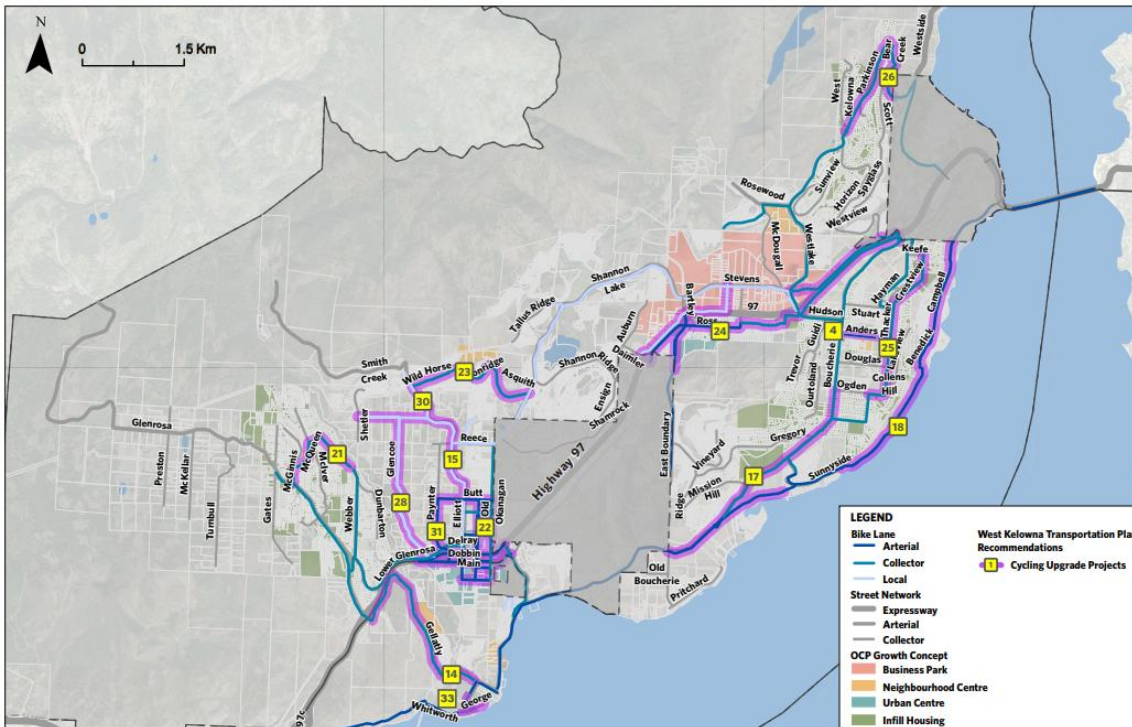


ID	Project Name	Components
4	Anders Road Upgrade	Corridor Study, Road Upgrade, Bike Lanes, Sidewalks
5	Shannon Lake Corridor Study	Corridor Study, 3 km sidewalk, intersection upgrades at 3 locations
14	Gellatly Corridor Upgrade	5 km road upgrade, 1 roundabout, 5 km sidewalks, 2.5 km painted bike lanes
15	Elliot Road Upgrade	4 km multi-use pathway
17	Wine Trail Upgrade on Boucherie Rd	Road Upgrade, Bike lanes, Sidewalks
18	Westside Trail/Waterfront Trail Connection	5 km of multi-use pathway
21	Glenrosa Active Transportation	6 km sidewalks, 2 km painted bike lanes
22	Westbank Urban Centre AT Network	6 km sidewalks, 4 km on-street cycle tracks
23	Wild Horse / Asquith Cycling	2.5 km painted bike lanes and traffic calming
24	Boucherie Urban Centre and West Kelowna Business Park AT Network	3.5 km cycle track, 3.5 km painted bike lanes, 8 km of sidewalks
25	Lakeview Heights Network	2.5 km painted bike lanes, 7.5 km sidewalks
26	Rose Valley AT Network	3 km painted bike lanes, 6 km sidewalks
28	Glencoe Road	Walking and Cycling Facilities
30	Smith Creek Road Upgrade	Road Upgrade, Walking and Cycling Facilities
31	Arterial Loop around Westbank Urban Centre	Road Upgrade, 3.5km two-way cycle track
33	Whitworth Road MUP Upgrades	Upgrade Existing Walking and Cycling Facilities
34	School Zone Safety Review and Planning Study	Review existing conditions around schools regarding crossings, signage, and speed
35	Gregory Road Sidewalk Extension	1 km sidewalks
36	Urban Centre Network Studies	Cross-section definition on all urban centre streets and portions of the business park

Cycling

Cycling Upgrade Projects

Key point: focus on urban centres, neighbourhood centres and key destinations

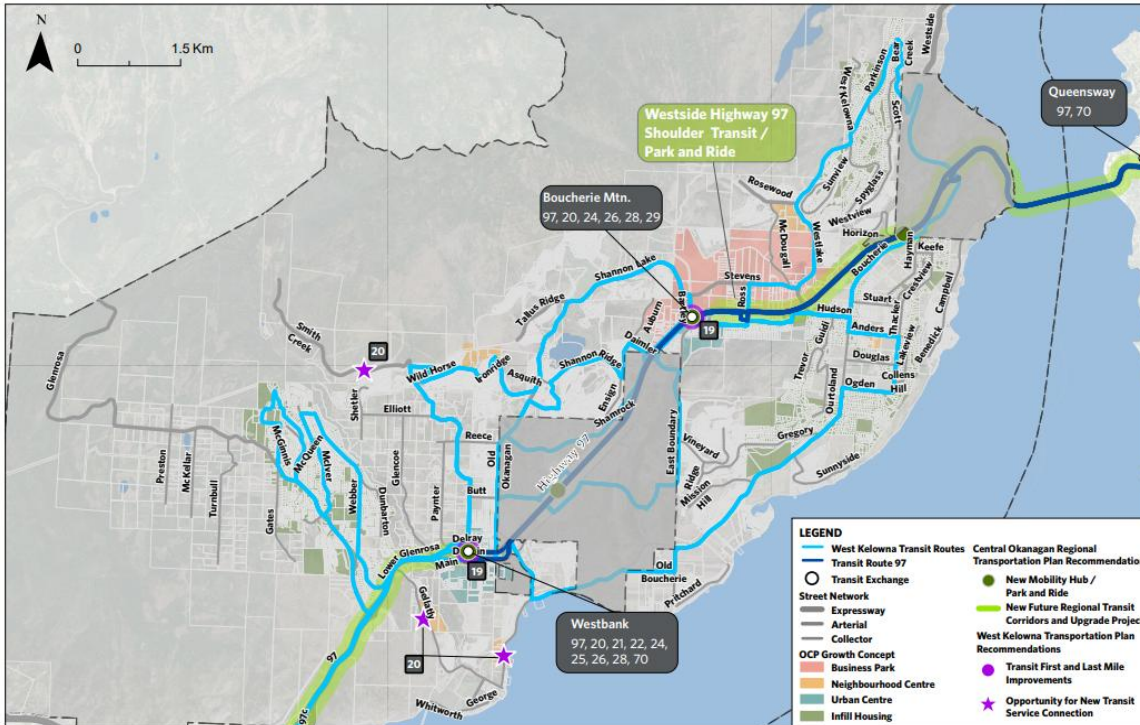


ID	Project Name	Components
4	Anders Road Upgrade	Corridor Study, Road Upgrade, Bike Lanes, Sidewalks
5	Shannon Lake Corridor Study	Corridor Study, 3 km sidewalk, intersection upgrades at 3 locations
14	Gellatly Corridor Upgrade	5 km road upgrade, 1 roundabout, 5 km sidewalks, 2.5 km painted bike lanes
15	Elliot Road Upgrade	4 km multi-use pathway
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35	Gregory Road Sidewalk Extension	1 km sidewalks
36	Urban Centre Network Studies	Cross-section definition on all urban centre streets and portions of the business park

Transit

Transit Projects

Key point: Leverage Route 97 and build up transit ridership demand at key locations



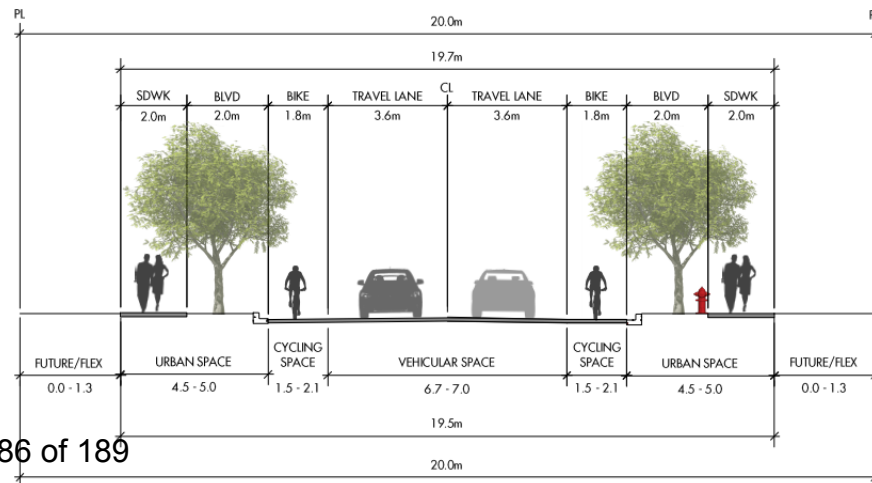
ID	Project Name	Components
19	Mobility Hub, First & Last Mile Improvements	Two mobility hubs, one at Westbank Urban Centre, one at Boucherie Urban Centre
20	Opportunity for New Transit Service Connection	Advocacy

Cross Sections

- Cross sections visualize the desired components and width of a street based on its classification, and support the development of a consistent transportation network.
- Cross-sections were updated and refined, and are provided for:
 - Arterial (Urban Centre/Rural)
 - Collector (Urban Centre/Rural; Major/Minor)
 - Local (Urban Centre/Rural)
 - Public Lane
 - Hillside (Collector/Local)
 - Emergency / Active Transportation

- Custom cross sections for Main Street and Wine Trail Arterial
- Urban Centre Network Study: proposed to identify detail network plan for consistent cross-sections through each urban centre

Urban Arterial Cross-Section

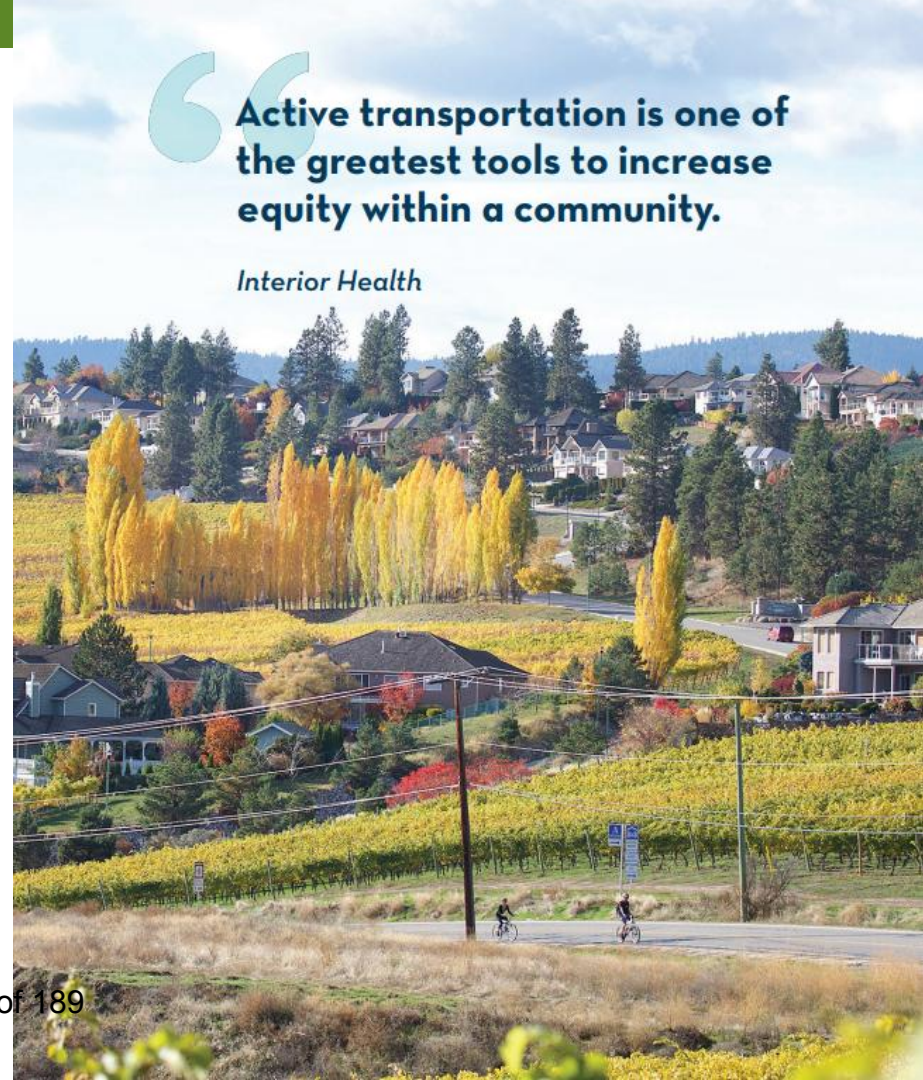




Next Steps

Next Steps

- Council Presentation (today)
- Final engagement period following Council review (expected to begin in 2 weeks)
- Final TMP Edits & Comments
- TMP Adoption



Active transportation is one of the greatest tools to increase equity within a community.

Interior Health

