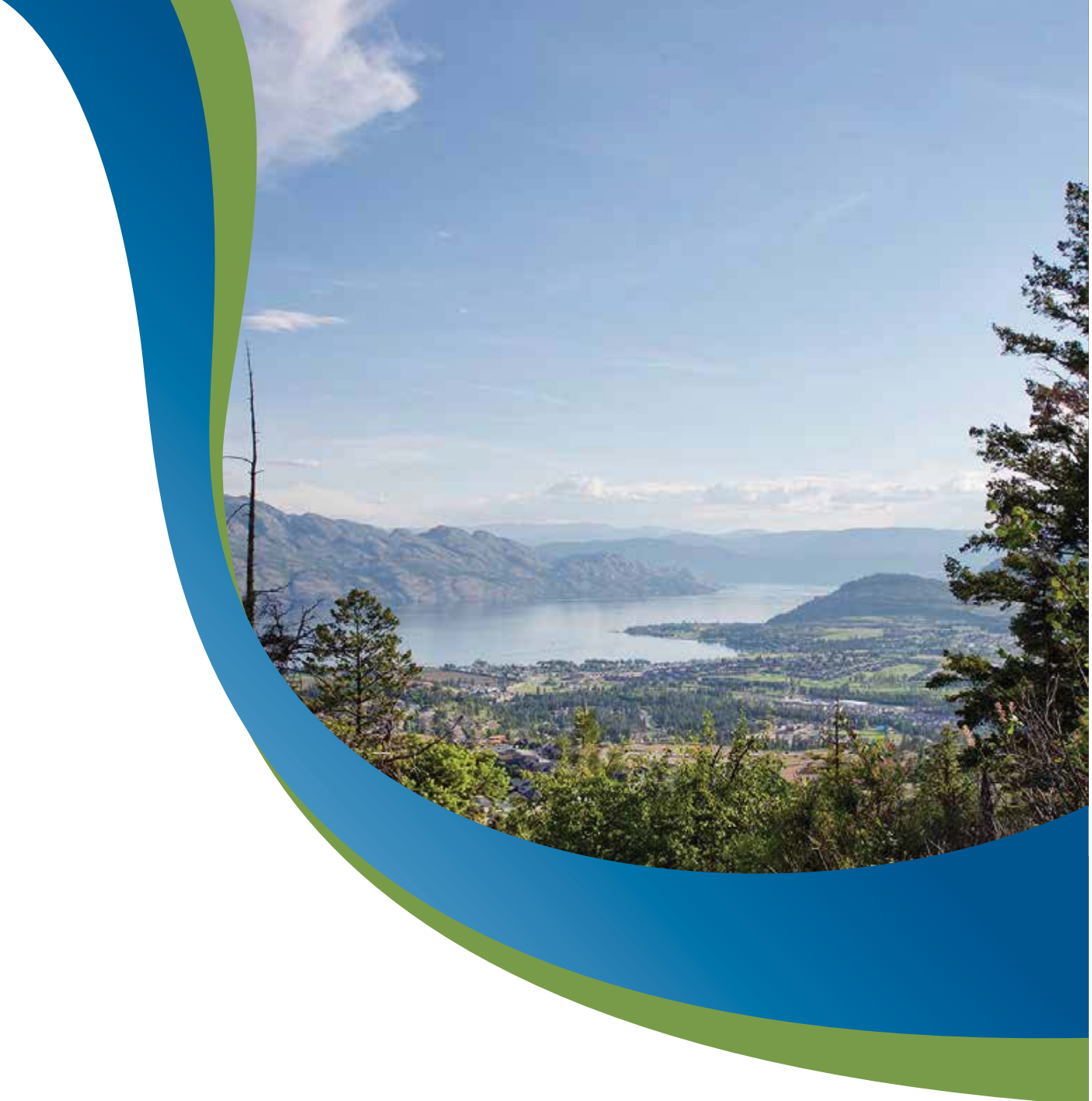




City of West Kelowna

ANNUAL REPORT

2019



About West Kelowna

We love it here...and you will too!

West Kelowna's draw is undeniable. People are increasingly attracted to the community for its life balance, offering more affordable housing than the Lower Mainland, Fraser Valley and Capital Regions, shorter commute times and an abundance of recreational opportunities right in one's own backyard. Warm, sunny summers and short, mild winters also make the community an attractive place to live.



Population	35,818
Growth rate	1.3
Households	13,850
Businesses	2,100
Parks	139
Rec facilities	10
Area square km	123.5

Situated in the traditional territory of the Syilx People, on the central, western hillside of Okanagan Lake, the community is a gateway to a valley resplendent with orchards, vineyards, beaches, parks and trails.

People enjoy kayaking along the spectacular shores of Okanagan Lake, mountain biking, hiking and snowshoeing through centuries old pine forests, touring award-winning wineries, picking impeccable local produce at farms and farmers markets and exploring the treasure trove of unique shops, cafes and artist studios off the beaten paths.

The community offers more than 130 athletic fields, beaches, boat launches, parks, sports courts, and trails, two arenas, an air-supported multi-sport facility, indoor aquatic centre and five community centres. The family-friendly Westside Daze annual community festival and free, Friday night Music in the Park concert series, and annual Holiday Light Up in the City Centre draw thousands of residents and visitors throughout the year.

West Kelowna is at a pivotal point in its history. Although the community incorporated as a municipality only 12 years ago, it has a rich agricultural history. The City is steadily growing and rapidly modernizing and the municipality must balance these demands with preservation of its rural roots and protect the values that draw people here to begin with. Many of the City's goals and objectives reflect our efforts to achieve this balance.



Table of contents

Operational Reports	
About West Kelowna	1
Copyrights and disclaimers	3
Table of contents	4
Message from the Mayor	5
Council's mission and vision	6
Organizational chart	7
Message from the CAO	8
Defining moments	9
Council priorities	17
Department milestones	21
Timeline	25
Citizens' Survey results	27
Our neighbourhoods	29
City assets	31
Stay connected	32
Financial Reports	
Grants in Aid	33
Permissive tax exemptions	35
Audited Financial Statements	37

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Disclaimer

Council's Strategic Priorities were updated for 2020 to 2022, and the 2019 Priorities do not entirely reflect Council's present goals and objectives. For Council's most up to date direction, please visit our Strategic Priorities web page at westkelownacity.ca/strategicpriorities.

Due to guidelines and restrictions to prevent the spread of COVID-19 we are presenting our annual report later than usual and in a reduced format. We appreciate your understanding and acceptance of our modified approach during these unprecedented times.

Message from the Mayor

On behalf of City Council, I am pleased to present the 2019 Annual Report to our community.

With the experience of our first full year of our term, West Kelowna Council engaged and listened to our community as we undertook our strategic priority review. We had good debate around the Council table and made many important decisions on behalf of our residents and community stakeholders. One of Council's most important decisions during 2019 was the hiring of Mr. Paul Gipps as our new Chief Administrative Officer. Council was clear that this is a transformative time that required strong leadership and exceptional delivery of our mandate.

As I reflect on the highlights from 2019, I am pleased with what we have accomplished so far. We focused on strengthening our relationships with our good neighbours and held our first Council-to-Council meeting together with Westbank First Nation and the District of Peachland. We understand that by working together we are better able to address the shared needs of the Greater Westside and contribute to the well-being of our communities. As a new Council, we met government representatives and decision makers throughout the year to discuss and advance issues of importance to West Kelowna.

I delivered my first State of the City address in spring 2019 hosted by the Greater Westside Board of Trade as we continued to support the outstanding businesses in our community. We also experienced significant development in Westbank Town Centre. Council is grateful for continued business investments and the support of our exceptional community to make West Kelowna truly a destination and a beautiful place to work and call home.

Our community also celebrated the exciting milestone of the grand opening of the new Multi-Sport Centre for kids of all ages to enjoy, bringing much needed sport facilities and programs to our residents and visitors.

Finally, Maclean's Magazine recognized West Kelowna as one of Canada's Best Communities ranking us 2nd in BC and 12th nationally.

As Council and I reflected back on a year of change, we were energized about what was accomplished and look forward to 2020 and beyond.

I remain grateful to be your Mayor and, on behalf of Council, we remain at your service.

Gord Milsom
Mayor, City of West Kelowna



Mission

Plan for the future while taking care of today as we develop and operate a modern, urban city that retains its rural character.

Vision

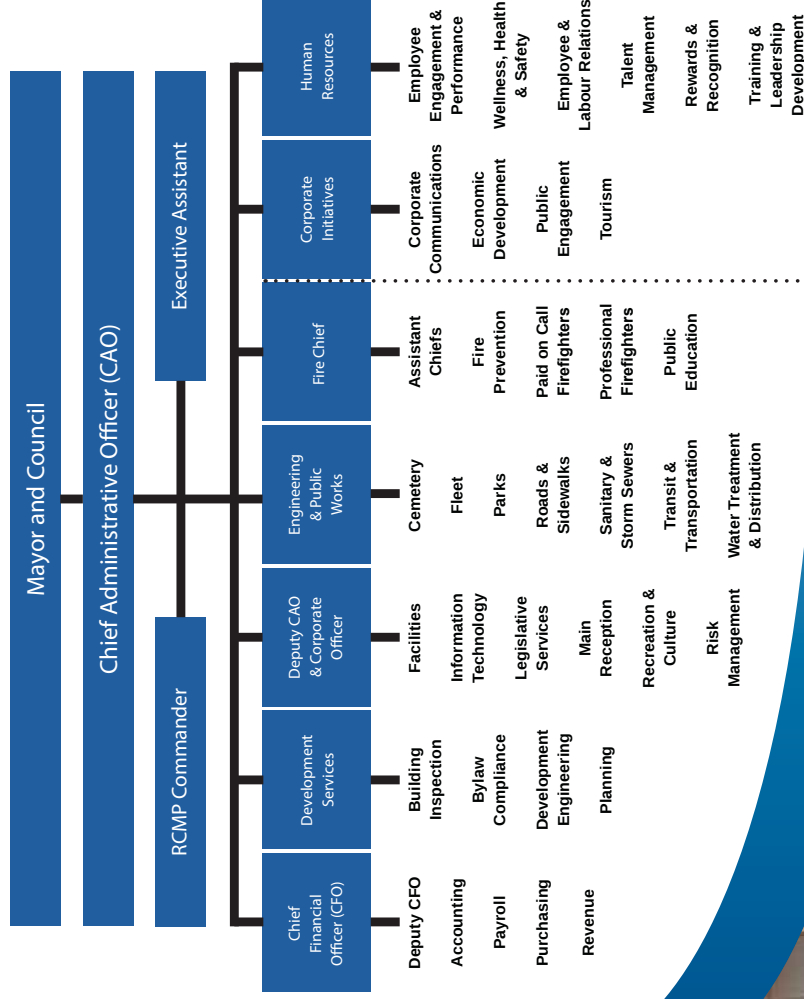
The City of West Kelowna is a responsive, solution-oriented local government that works in partnership with the community and others to create opportunities for growth and prosperity.

Objectives

As part of their Mission and Vision for the community, West Kelowna City Council directs Strategic Planning, which forms the municipality's goals and objectives. Council works with staff to review Strategic Priorities annually and confirm the City's operational plan each year. To learn more about West Kelowna's 2019 Strategic Priorities and the 2020 to 2022 Strategic Priorities, please visit westkelownacity.ca/strategicpriorities.

Photo, left to right: Coun. Jason Friesen, Coun. Jayson Zilkie, Coun. Carol Zanon, Mayor Gord Milsom, Coun. Doug Findlater, Coun. Rick de Jong, Coun. Stephen Johnston.

Organizational chart



Message from the CAO

I am pleased to reflect on the accomplishments presented in the City of West Kelowna's 2019 Annual Report.



In July 2019, I took the role as Chief Administrative Officer (CAO) and am humbled to lead an outstanding team. It quickly became evident that Council is unique and truly embodies a partnership approach while setting clear expectations for staff to deliver their priorities for the community. When I started with West Kelowna, Council's direction was clear – improve customer service delivery, move forward with major projects, refine our operations and enhance our relationships with the community and our partners.

We began by re-setting Council's Strategic Priorities for the remainder of their term, from 2020 through 2022, charting our way forward to enhanced program, service and infrastructure delivery. As we plan and celebrate our continued growth across the Greater Westside, strengthening our partnership with Westbank First Nation remained fundamental to our collective success. So, too, was strengthening relationships with community and regional partners, and all levels of government. We established a new way forward, with increased collaboration underpinning all we do. Seeking input early from the business community also resulted in streamlining our development services to create an improved way to do work with the City. We heard from community associations that we need to reduce operational impacts to those affected, increase our communication and engagement on our projects and programs, increase sidewalks and other infrastructure, make policy changes and improve our digital presence. We exchanged dialogue with sports groups to develop cooperative uses of our facilities, and coordinated a town hall meeting to invite community conversations with Interior Health, RCMP, BC Housing, and operators to address the challenges of people living without homes and community safety.

Above all, starting construction on Rose Valley Water Treatment Plant remained Council's top priority, as we work with users to deliver the project. Funding from Canada and BC remained in place and the City is on-track to provide clean, safe and reliable water in 2022.

Looking ahead, a community-centric approach will further shape the delivery of programs, services and infrastructure that our citizens value and enable better communications and community engagement to support sustainable decision making. I have a sense of excitement as we move forward in achieving a strong economic and vibrant community. I am very proud to be a part of that future.

Paul Gipps
Chief Administrative Officer

Utility Department staff joined Kelowna-Lake Country MP Stephen Fuhr, for the September 10 announcement of a grant extension under the Clean Water and Wastewater Fund for Rose Valley Water Treatment Plant.



Defining moments

Multi Sport Centre opened



Photo, left to right: Couns. Zilkie and Friesen, Mayor Milsom and Couns. Zanon, Findlater and de Jong during a Multi Sport Centre tour held in October.

A thankful community joined West Kelowna Mayor and Council November 16 for the official opening of the Multi-Sport Centre at 2139 McDougall Road, next to Mar Jok Elementary School and Rosewood Sports Field.

The all-seasons amenity is an air-supported and full lighted structure with a 60 x 42 metre artificial turf surface that can easily be divided into halves or thirds to accommodate a variety of indoor uses. Other amenities include accessible washrooms and free, paved parking.

Construction started in April 2019 and crews completed work in late October 2019. West Kelowna invested \$4.1 million in the year-round community sports facility including design, engineering, site preparation, construction, contingencies and commissioning. The City of West Kelowna thanks Westside Youth Soccer for providing \$667,000 toward the construction of the project.

The facility was constructed to accommodate Westside sports groups' requests for extended play and practice times into evenings in spring and fall and allow skills development and competitions over winter, or during inclement weather when outdoor fields must be closed.

As further proof of the community's appreciation for the amenity, bookings remained full during evenings and weekends for the remainder of the year. The public also attended in droves during the first indoor Parks Play Days held at the centre.



Site secured for water plant

The greatly anticipated and much needed Rose Valley Water Treatment Plant is being built on a 24-acre property at 2010 Bartley Road, which the City bought in March for \$915,000.

The Rose Valley water plant, which the City will complete in 2022, will be a high capacity facility that will provide multiple levels of treatment including filtration and UV disinfection bringing an end to continuous Boil Water Notices and Water Quality Advisories.

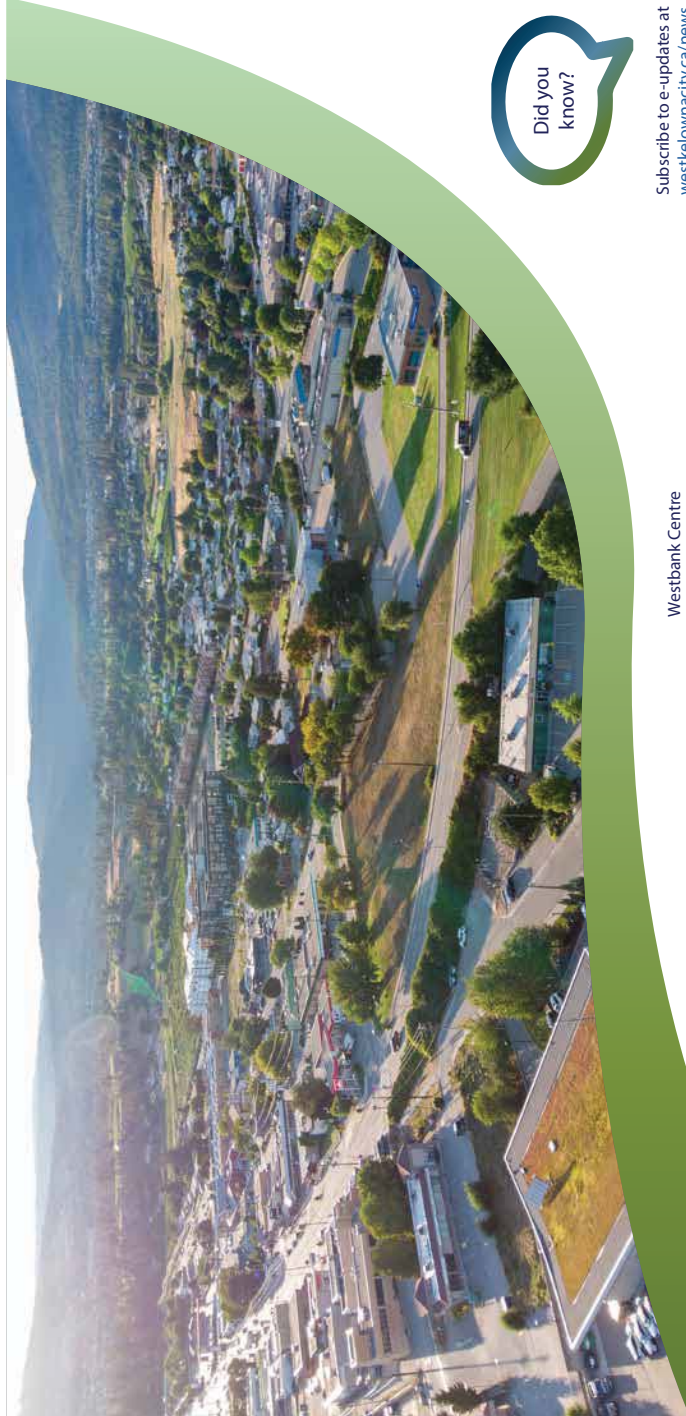
The infrastructure will benefit approximately 8,300 properties in the Lakeview (local Rose Valley), Pritchard, Sunnyside and West Kelowna Estates Systems. More than 18,000 people live in the local service area, which includes the City's arenas, Mount Boucherie Secondary School, Constable Neil Bruce Middle School, Hudson, Rose Valley, Mar Jok, Shannon Lake and Chief Tomat Elementary Schools and the West Kelowna Business Park. For more information on the project, visit westkelownacity.ca/rvwtp.

In September, Canada and British Columbia announced that they would extend deadlines for use of a \$41 million grant, awarded under the Clean Water and Wastewater Fund, for treatment plant construction. The original deadline required the City to complete construction before April 2020. The new deadline is March 31, 2023. Senior government extended the grant in recognition of unforeseen complexities, including site acquisition and historical flooding in 2017 and 2018, which occupied City resources for emergency response and recovery. Council thanked senior government officials for going above and beyond to ensure the grant extension.

"West Kelowna is humbled by their support and extremely grateful," said Mayor Gord Milsom.

Photo above, left to right: Couns. Zanon, Findlater, Friesen, de Jong and Johnston and Mayor Milsom unveiled a sign at end of Rosewood Drive in March as part of the City's announcement of a land purchase for the new Rose Valley Water Treatment Plant.





Westbank Centre

Development continued at record pace

West Kelowna experienced a healthy year of building and development growth in 2019.

Construction reached new heights in 2019 with residential construction in Westbank Centre climbing to six-stories. The taller, denser developments increased the total value in construction to a record \$140.3 million in 2019, 66 per cent greater than the \$84.3 million annual average.

The City remains committed to shaping the community as a destination of choice, in which to live and invest. With that goal top of mind, Council directed staff to work closely with respected organizations like the Canadian Home Builders' Association and the Urban Development Institute and forge ahead with ways of streamlining and improving the development and building permit application processes. Senior staff held one-on-one meetings with developers and builders in the City to hear their feedback on improvements. Staff began implementing feedback immediately and, as the City held further meetings throughout the year, processes continued to evolve into 2020.

The community remains an attractive place to live, work and play and the municipality and Council remain keen on working closely with the community and developers to create projects that balance growth and urbanization with the agricultural and natural attributes that draw so many people here. Westbank Centre, is an example of such balance, as developers construct low-rise towers adjacent to thriving farms and orchards.

Building Department 2019

\$140 Million

Total construction value of the 588 building permits issued in 2019

4,011

Total Inspections completed during 2019

40 per cent

Percentage of building permits issued for residential projects like additions and secondary suites

442

New multi-family units built in 2019 including apartments and townhomes with a construction value of \$54.4 million



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While building and development remain key components of the City's economy, agriculture, logging, services and tourism are also important sectors. Active business licenses across all sectors in West Kelowna grew to a record 2,100 in 2019, proving that West Kelowna plays a key role in shaping, supporting and growing a diverse Okanagan Valley economy that creates numerous opportunities for residents and newcomers.

BC Statistics estimated that West Kelowna's population grew to 35,818 in 2019, a 1.3 per cent increase over 2018 and 31.5 per cent greater than when the City incorporated in 2007.

Pedestrian connections improved for students and transit users

Pedestrian and storm water improvements were completed on Ross Road between Brentwood Road and Riffington Place in summer 2019. The Pedestrian and Bicycle Plan listed the project among the City of West Kelowna's top priorities to improve accessibility for students attending Mt. Boucherie Secondary School, connections to the Boucherie Mountain Transit Exchange and connectivity to the Mt. Boucherie Community Centre.

The \$881,710 project included:

- 900 square meters of concrete sidewalk
- 900 linear meters of concrete curb
- 3500 square meters of new asphalt
- Storm water infrastructure
- Street lighting enhancements

Road and sidewalk improvements consistently rank highly in annual Citizens' Survey results and the Pedestrian and Bicycle Plan also recommended that the City strategically invest in improving connectivity around schools. The City's Road Development Cost Charge Program also contributes to upgrades throughout the community. In the past five years, the City has constructed approximately 3,400 linear metres of new sidewalks:

- Ross Road, Brentwood to Riffington, 2019, 650 m
- Boucherie Road, Stuart to Ogden, 2018, 1.4 km
- Daimler Drive from Auburn Road to Old Okanagan Highway, 2018, 280m
- Webber Road from McRae to Malcolm, 2017, 400 m
- Olympus Way and Marathon Court, 2016, 150 m
- Gellatly Road from Carrington Road to Highway 97, 2016, 150 m
- Alhambra Drive, 2016, 85 m
- Shanon Ridge Drive West from Fieldstone Court to Lakeside Court, 2015, 350 m

Website receives international honours

West Kelowna's [website](#) stood toe to toe with impressive, international competition to win 2019 Webby Award honours.

The City received the Internet's highest recognition in the Government and Civil Innovation Category along with other notable honourees such as New York City Public Schools, the Massachusetts Bay Transit Authority and High Performance Sport New Zealand.

NYC Public Schools is one of the largest educational districts in the world, serving 1.1 million students and their parents; the MBTA serves 1.33 million transit users daily in the Greater Boston area; and, Sport New Zealand is the governing body for all athletics and recreation in the nation of 4.8 million people.

The City's website, [westkelownacity.ca](#), provides digital access to 50,000 people on the greater Westside, averages 18,000 unique users monthly and has more than 3,200 subscribers.

City staff worked with experts at Ontario-based eSolutions Group to modernize the website, making it more accessible, user friendly and searchable. The new site includes an Ask West Kelowna feature, more prominent Emergency Alert banner, when needed, more comprehensive service request portal, additional subscription options, and social media integration; and, it better highlights the community's events, people and places. Users can seamlessly access the site using cell phones, computers, tablets and smart TVs. The overhaul process included valuable internal and external consultation, a strategic review and reorganization of all content. The site launched in May 2018.

The Webby was the second industry accolade for [westkelownacity.ca](#), which also won a Government Standard of Excellence Award from the Web Marketing Association's 2018 WebAward Competition.

Stay connected with us digitally



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[@westkelownacity](#)



[@westkelownacity](#)



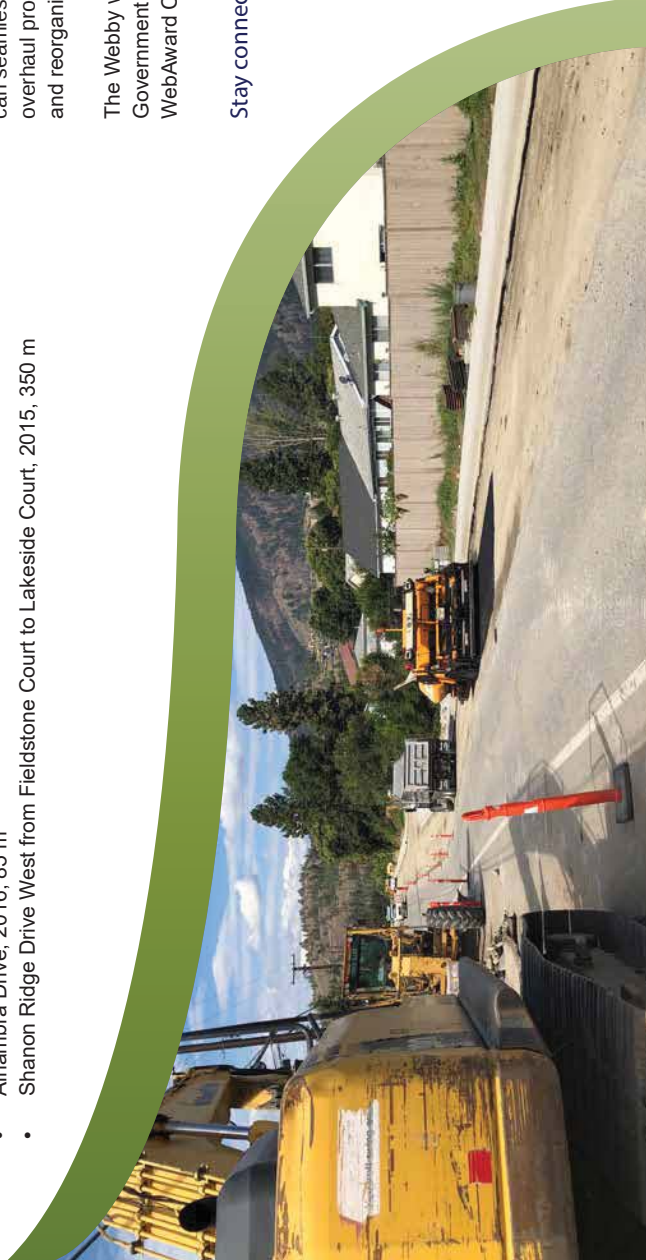
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[info@westkelownacity.ca](#)



778-797-1000



Hometown Hockey draws a multitude of fans

West Kelowna and Westbank First Nation co-hosted the Rogers Hometown Hockey Festival on January 19 and 20 at Mount Boucherie Community Centre. The community was one of 20 across Canada chosen to host the popular community booster celebration in 2019.

Residents and businesses helped build excitement in advance of the celebration by painting the town red, keeping up holiday lights in their stores, offices and homes and decking out their vehicles.

City of West Kelowna Mayor Gord Milsom and Westbank First Nation Chief Roxanne Lindley hosted the official welcoming ceremony on Saturday, January 19 at noon, top photo right, kicking off the free, two day festival.

The celebration included live music from Shawn Lightfoot and Ben Klick, photo centre right. Fans enjoyed various games and activities, an interactive photo booth and a barbecue hosted by the West Kelowna Warriors. Fans were also treated to free pizza, coffee and hot chocolate.

NHL Alumni Kirk McLean and Jordin Tootoo were on hand to meet fans and sign autographs, and a community hockey rink gave the crowd a family-friendly outdoor venue where they could interact with NHL Alumni Josh Gorges. The rink also featured pickup games between West Kelowna Professional Firefighters, RCMP and NHL Alumni, with West Kelowna's RCMP Commander Staff Sgt. Duncan Dixon, a big hockey fan himself, on hand to play and help officiate.

Other main attractions included the Hockey Circus Show. Paz, the world-renowned hockey acrobat wowed the crowds, juggling everything from pucks to flaming hockey sticks all while standing on top of a hockey net.

The event wrapped up Sunday night with a community parade, photos bottom left and top right and a live outdoor viewing party with the game between the Maple Leafs and the Arizona Coyotes streamed live from Toronto on a giant screen in West Kelowna with local commentary courtesy of Ron MacLean and Tara Slone. Rogers also presented the City of West Kelowna and Westbank First Nation with an honorary jersey in appreciation of serving as host community.



Below, Westbank First Nation and City of West Kelowna Councils join local MP Dan Albas and MLAs Ben Stewart and Steve Thomson, centre left, Chief Lindley and Mayor Milsom for a Hometown Hockey jersey presentation in appreciation of co-hosting the festival.





Photos, clockwise from top left: Mayor Milsom delivers State of City address to Greater Westside Board of Trade April 4; Mayor welcomes Premier John Horgan at Municipal Hall March 13; Coun. Zanon listens to staff and students' ideas during roundtable discussions at the Mayor's Youth Forum at Mount Boucherie Secondary School January 15; Mayor and local MLA Ben Stewart (far right) join West Kelowna Fire Rescue members for the BC Fallen Fire Fighters Memorial March 4 in Victoria honouring Capt. Troy Russell who passed in 2018 of job related cancer.

Council priorities

Council's Strategic Priorities were updated for 2020 to 2022, and the 2019 Priorities do not entirely reflect Council's present goals and objectives. For Council's most up to date direction, please visit westkelownacity.ca/strategicpriorities.

Community Safety			
Goal: Ensure West Kelowna is a safe place for all residents and visitors.			
Priority	Start		Complete
Rose Valley Water Treatment Plant	Design in progress		2022
Rural RCMP Detachment review	May 2019		December 2019
RCMP municipal review	April 2019		October 2019
Glenrosa Road design	February 2019		December 2019
New main fire hall	January 2019		December 2023
Westbank Centre security and bylaw enforcement	June 2019		September 2019

Community Visioning and Involvement			
Goal: Increase community involvement and develop long-range plans to meet residents' and visitors' needs.			
Priority	Start		Complete
Long range community vision	May 2019		February 2021
Recreation Facilities Master Plan	March 2019		December 2019
Trails Plan review	April 2020		October 2020

Council priorities

Economic Growth

Goal: Diversify the tax base in the City of West Kelowna and encourage economic prosperity.

Priority	Start	Complete
Implement Development Services Review	September 2018	December 2019
Downtown revitalization	Ongoing	Ongoing

Relationships

Goal: Foster good relations with important community partners.

Priority	Start	Complete
Westbank First Nation relationship building	Ongoing	Ongoing
Regional, provincial and federal relations building	Ongoing	Ongoing

Health, Homelessness and Housing

Goal: Provide support for efforts to address health, homelessness and housing in the community.

Priority	Start	Complete
Urgent and primary care centre	Ongoing	Ongoing
Homelessness strategy for the Westside	March 2019	September 2019
Affordable housing strategy	January 2020	September 2020
Health advocacy	Ongoing	Ongoing



City of West Kelowna held a Council Meeting with Westbank First Nation and District of Peachland on April 15, 2020 to foster relationship building and forge ways to work together to better the Greater Westside for the community as a whole. In attendance, from left to right were: Westbank First Nation Councillors Tom Konek and Christopher Derickson, West Kelowna Councillor Doug Findlater, Peachland Councillor Patrick Van Minsel, West Kelowna Councillor Jason Friesen, Westbank First Nation Councillor Fernanda Alexander, Peachland Mayor Cindy Fortin, West Kelowna Mayor Gord Millsom, Westbank First Nation Chief Roxanne Lindley, West Kelowna Councillor Carol Zanon, Westbank First Nation Councillor Brian Eli, West Kelowna Councillor Rick de Jong, Peachland Councillor Terry Condon and West Kelowna Councillor Stephen Johnson.

Department milestones

Key highlights

Chief Administrative Officer

Objective	Status	Completion
Rose Valley Treatment Plant grant extension	Completed	September 2019
Municipal policing costs	Ongoing	Ongoing
Urgent and primary care centre	Ongoing	Ongoing
Succession plan for exempt staff	Completed	June 2019
Staff review	Ongoing	Ongoing
Transit review	Ongoing	Ongoing

Deputy Chief Administrative Officer and Corporate Officer

Objective	Status	Completion
Digital agenda service	Completed	June 2019
Business licence fee review	Completed	December 2019
Firefighter recruitment and training	Completed	September 2019
Fire station renovations	Completed	November 2019
Online bidding and evaluation tool implementation	Completed	March 2019
E-billing implementation	Ongoing	2021

Council funded eight new career firefighters, whom, along with two replacement crew members, started with West Kelowna Fire Rescue in September. The additional staff ensure that the community's fire halls can be staffed without excessive overtime or extended tours of duty. West Kelowna Fire Rescue serves the City of West Kelowna and Westbank First Nation.

Development Services

Objective	Status	Completion
OurWK Community Vision initiative	In progress	2021
Housing needs assessment	In progress	2020
Zoning Bylaw housekeeping review	In progress	2020
Building Bylaw review; Step Code consideration	In progress	2020
Builders and Developers' round table meetings	Completed	December 2019
Parkland Acceptance Policy	In progress	2020
Development application fees review	In progress	2020
Westside homelessness strategy	In progress	2020
Establish Westside Situation Table	In progress	January 2020
Farm Loop way-finding sign improvements	In progress	2020
Wine Trail way-finding sign improvements	In progress	2020
Cell phone tower policy	Completed	January 2019



Department milestones

Engineering and Public Works

Objective	Status	Completion
Rose Valley Water Treatment Plant design, build	In progress	2022
Multi-Sport Centre construction	Completed	October 2019
Ross Road sidewalks, storm sewer construction	Completed	September 2019
Gellatly Road, Boucherie to Carrington design	Completed	December 2019
Glenrosa Road design	In progress	March 2020
Powers Creek Bridge design	Completed	November 2019
Road Rehabilitation Program construction	Completed	November 2019
Asset Management Plan update	In progress	December 2020
Flood recovery works	In progress	November 2020
Recreation Facilities Master Plan creation	Completed	November 2019
Westbank Lions Community Centre upgrades	Completed	October 2019
Public Works Yard pre-planning and design	In progress	2020
Westbank water storage upgrades	Completed	November 2019
Water meter replacements	Ongoing	Ongoing
Inverness Lift Station decommissioning	Completed	October 2019
Royal LePage Place and Jim Lind Arena upgrades	Completed	August 2019
Parks upgrades	Completed	November 2019



Get updates on Capital Projects at
westkelownacity.ca/capitalprojects



Photos, clockwise from top left: Repairs were completed at Rotary Beach to mitigate damage from historic 2017 flooding; a first for West Kelowna was the unique obstacle course playground installed at Vineyard Park in the fall; a snapshot of Multi-Sport Centre construction at mid-point in July; a new playground was installed at McIver Park.



2019 timeline

Photo left: in December, Mayor Milsom and Santa Claus, join local elementary school carolers to turn on the festive display of holiday lights during City Centre Light Up on Brown Road.

January 19 and 20	Home Town Hockey festival held	July 3	Paul Gippis named City's new CAO
February 20	Council hosts Talk Budget open house	July 12	Cemetery parking lot gets pavement
March 25	Rose Valley Water Treatment Plant site secured	July 13 and 14	City participates in Westside Daze celebrations
April 1	Multi-Sport Centre construction starts	August 2	Powers Creek fish ladder reconstructed
April 2	Westside Hub Situation Table launched	September 4	Bylaw office relocates to Westbank Centre
April 3	Website wins international Webby Award honours	September 10	Canada, BC extend grant for Rose Valley water plant
April 15	Council meets with WFN and Peachland Councils	September 10	Flood mitigation completed on Rotary Beach
April 23	Council adopts 2019 to 2028 Financial Plan	September 11	Ross Road sidewalk, storm sewer project completed
May 4	FireSmart Family Day held at Station 31	September 23	RCMP recover stolen Westbank Cemetery plaques
May 28	Property Tax Notices mailed	September 26	UBCM endorsed City's vaping, photo radar resolutions
June 7	Flood repairs completed on CNR Wharf	September 30	Mclver, Shannon Woods Parks get new playgrounds
June 13	Wine Trail Phase II officially opened	October 8	Majoros Park flood mitigation work completed
June 14	Westside FireSmart grant program launched	October 9	Council creates fund for cemetery plaque repairs
June 27	Town hall meeting on homelessness issues	October 17	8 new firefighters start at West Kelowna Fire Rescue
June 28	2019 Music in the Park season kicks off	October 22	City buys Harmon Road properties for future uses
July 2	Taxes due, Ross Road sidewalk project starts	October 24	Open house held on Gellatly Bridge replacement
		November 16	Multi-Sport Centre officially opened
		December 3 and 4	Firefighters hold holiday food bank drive
		December 6	Holiday Light Up celebrated

Citizens' Survey results

Summary

The 12th annual Citizens' Survey was conducted in June. For the first time, the survey was provided online and received a record 608 submissions. One thousand surveys were also mailed to randomly selected property owners in the City's 11 main neighbourhoods and 281 were returned.

The survey's aims were to determine if services were exceeding, meeting, or falling short of taxpayers' expectations and to identify any services that were wanted but not provided. Staff could also sort results demographically and geographically by neighbourhood, as needed.

Residents overwhelmingly indicated that water quality improvements should be the City's top priority, along with roads, road maintenance and sidewalks, while they felt the community had more than adequate parks and recreational amenities.

Top Five Services Not Meeting Expectations

2019 Mail Results	2019 Online Results	2018 Mail Results
Drinking water quality	Drinking water quality	Drinking water quality
Roads	Roads	Roads maintenance
Roads maintenance	Roads maintenance	Roads
Sidewalks	Waterways protection	Street lighting
Growth planning	Sidewalks	Sidewalks

Top Five Services Exceeding Expectations

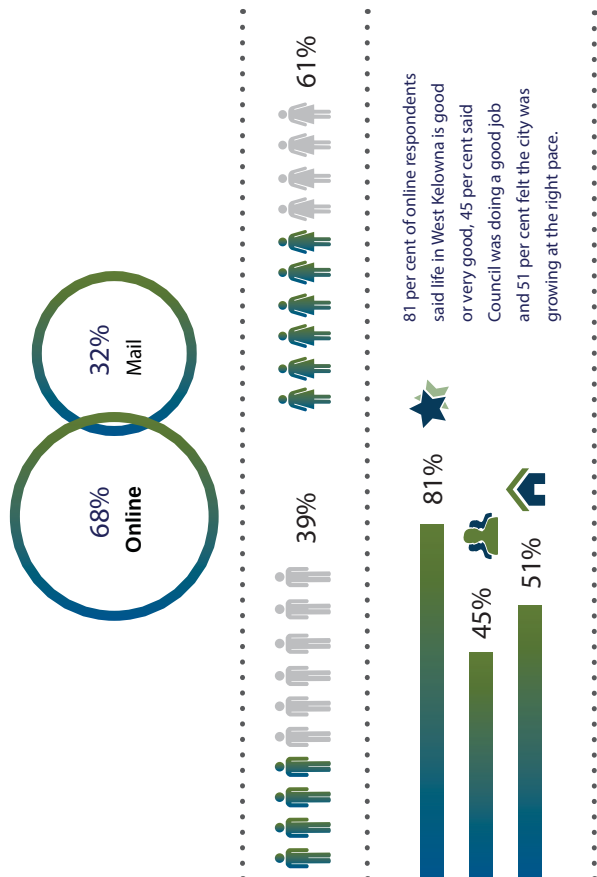
2019 Mail Results	2019 Online Results	2018 Mail Results
Swimming pool	Yard waste collection	Recreational trails
Arenas	Arenas	Swimming pool
Library	Library	Arenas
Soccer/football fields	Noise control	Library
City website	City website	Soccer/football fields

Key findings

For the first time, the City of conducted both online and mail in surveys and compared the respondents' demography and geography.

As expected, those who completed online surveys were younger and newer homeowners, while mail respondents were older and more of them had owned homes for over 10 years.

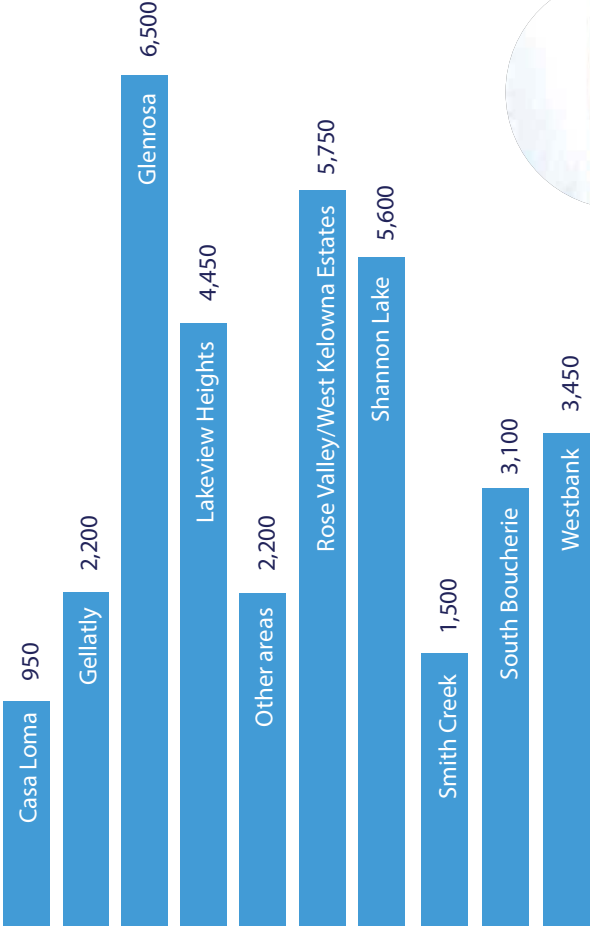
Noteworthy numbers



- Forty per cent of MAILED and 41 per cent of ONLINE respondents supported a one per cent tax increase for their chosen investments, compared to 20 per cent of MAILED and 27 per cent of ONLINE who supported a five per cent increase.
- Both surveys showed above proportional responses from Shannon Lake, Lakeview Heights and Smith Creek and under proportional feedback from Glenrosa.
- Sixty-four per cent of MAILED respondents were 55 years or older, compared to 40 per cent of ONLINE respondents who were 55 years or older.
- Fifteen per cent of ONLINE respondents were 35 or younger compared with under three per cent of MAILED respondents.
- Of those who returned MAILED surveys – 46 percent were retired compared to 24 per cent of ONLINE respondents.
- Almost 60 per cent of MAILED respondents indicated they owned property for 10 or more years; compared to 45 per cent of ONLINE respondents.

Our neighbourhoods

Population stats



Gellatly



Rose Valley



Glenrosa



Lakeview Heights



Westbank



South Boucherie



City Assets



1750	Streetlights
522	Lane km of roads
277	Linear km of water mains
222	Linear km of sewer pipes
139	Parks
139	Licensed vehicles and equipment
78	Km of sidewalks
64	Water pressure-reducing stations
30	Playgrounds
29	Sewer lift stations
21	Km of multi use trails
21	Unlicensed pieces of equipment
15	Dams
14	Water pump/booster stations
9	Reservoir lakes
6	Bridges
4	Community centres
3	Fire halls
2	Water intake and chlorination facilities
2	Arenas
2	Boat launches
1	Air supported multi-sport centre
1	Indoor aquatic centre
1	Water filtration, UV disinfection and chlorination plant



Boucherie Road



We list department numbers and emails online at westkelownacity.ca/services.

Online Services

We are here to help. Here are some helpful tips to make finding our services a little bit easier:

- View property tax notices and utility bills at online.westkelownacity.ca.
- Claim your homeowner grant at online.westkelownacity.ca.
- Make an after hours road maintenance request at 1-866-353-3136.
- Make service requests online at westkelownacity.ca/servicerequest.
- Call us at 778-797-1000, or email us at info@westkelownacity.ca.

Grants in Aid

Cash grants awarded to not for profit groups in our community

Organization	Amount
Air Cadet League of Canada 909 Peregrine Sponsoring Committee	\$2,000
Central Okanagan Bursary & Scholarship Society	\$1,000
First Westside Scouts	\$1,500
Gellatly Bay Trails & Parks	\$2,000
Girl Guides (non Anders Hall)	\$1,000
Kelowna & District Safety Council	\$1,500
Kelowna Rowing Club	\$1,500
Kelowna Aqua Jets Swim Club (aka Liquid Lightning Swim Club)	\$12,250
Okanagan Boys and Girls Club - Youth Justice Program	\$5,000
Sukwemquixw West Kelowna Arts Council	\$8,000
Telemark Nordic Club	\$3,500
Therapeutic Lake Cruises Society	\$1,200
West Kelowna Community Policing Society	\$7,000
West Kelowna Firefighters Association	\$4,000
West Kelowna Trail Crew Society	\$2,200
West Kelowna Yacht Club	\$6,000
West Kelowna Youth Ambassador Program	\$3,500
Westside Celebration Society	\$25,000
Westside Health Network Society	\$14,000
West Kelowna Shelter Society	\$20,000
TOTAL	\$122,150

Just as Council gives to the community, so do other organizations lend their support. The City sincerely thanks the West Kelowna Daybreak Rotary for their generous \$5,000 donation to West Kelowna KidSport, a not for profit organization, run through the municipality's Recreation Department, which helps families in need of assistance enrolling their children in local sports.

Non cash grants awarded to not for profit groups

Non-cash grants consist mostly of rental fees waived or partially subsidized for not-for-profit groups that use city facilities and fields.

Organization	Amount
First Lakeview Scouts	\$5,150
Girl Guides	\$3,275
Westside Daze Slow Pitch Tournament	\$1,459
Lakeview Heights Community Association	\$412
Lakeview Heights Thursday Nlitors' AA Group	\$2,394
Canadian Red Cross	\$12,900
Royal Canadian Legion	\$1,967
Mt. Boucherie Figure Skating Club	\$54,380
Westside Girls Softball	\$1,004
Westside Minor Baseball	\$9,565
Westside Minor Football	\$3,760
Westside Minor Hockey	\$180,670
Westside Ringette	\$31,164
Westside Youth Soccer	\$2,215
TOTAL	\$310,314



#

Audited Financial Statements

City of West Kelowna
December 31, 2019

Management's Responsibility for Financial Reporting

The Council of the City of West Kelowna has delegated the responsibility for the integrity and objectivity of the financial information contained in the consolidated financial statements to the management of the City of West Kelowna. The consolidated financial statements which, in part, are based on informed judgments and estimates, have been prepared by management in accordance with Canadian public sector accounting standards, which have been applied on a basis consistent with that of the preceding year.

To assist in carrying out their responsibility, management maintains an accounting system and internal controls to provide reasonable assurance that transactions are executed and recorded in accordance with authorization, and that financial records are reliable for preparation of financial statements.

Mayor and Council oversee management's responsibilities for the financial reporting and internal control systems. Council annually reviews and approves the consolidated financial statements.

The City of West Kelowna's independent auditors, KPMG LLP, are engaged to express an opinion as to whether these consolidated financial statements present fairly the City's consolidated financial position, financial activities and cashflows in accordance with Canadian public sector accounting standards. Their opinion is based on procedures they consider sufficient to support such an opinion in accordance with Canadian generally accepted auditing standards.

The consolidated financial statements have, in management's opinion, been properly prepared within reasonable limits of materiality and in accordance with Canadian public sector accounting standards.

Warren Everton, CPA, CMA
Chief Financial Officer
June 9, 2020



KPMG LLP
200-3200 Richter Street
Kelowna BC V1W 5K9
Canada
Tel (250) 979-7150
Fax (250) 763-0044

INDEPENDENT AUDITORS' REPORT

To Mayor and Council of the City of West Kelowna

Opinion

We have audited the consolidated financial statements of the City of West Kelowna ("the City"), which comprise:

- the consolidated statement of financial position as at December 31, 2019
 - the consolidated statement of operations and accumulated surplus for the year then ended
 - the consolidated statement of changes in net financial assets (debt) for the year then ended
 - the consolidated statement of cash flows for the year then ended
 - and notes to the consolidated financial statements, including a summary of significant accounting policies
- (Hereinafter referred to as the "financial statements").

In our opinion, the accompanying financial statements present fairly, in all material respects, the consolidated financial position of the City as at December 31, 2019, and its consolidated results of operations, its consolidated changes in net financial assets (debt) and its consolidated cash flows for the year then ended in accordance with Canadian public sector accounting standards.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the "Auditors' Responsibilities for the Audit of the Financial Statements" section of our auditors' report.

We are independent of the City in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian public sector accounting standards, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the City's ability to continue as a going concern, disclosing as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the City or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the City's financial reporting process.

Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit.

We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion.

The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for

the purpose of expressing an opinion on the effectiveness of the City's internal control.

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the City's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the City to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

KPMG LLP

Chartered Professional Accountants

Kelowna, Canada

June 9, 2020

City of West Kelowna
Consolidated statement of financial position
December 31, 2019

	2019	2018
Financial assets		
Cash and cash equivalents (Note 3)	\$ 56,060,232	\$ 52,328,208
Accounts receivable (Note 4)	18,361,175	21,280,191
	<u>74,421,407</u>	<u>73,608,399</u>
Liabilities		
Accounts payable and accrued liabilities (Note 5)	8,179,785	11,253,727
Security deposits	9,777,243	8,984,020
Deferred revenue (Note 6)	16,969,234	16,670,876
Deferred development cost charges (Note 7)	16,036,488	11,967,830
Debt (Note 8)	16,563,331	18,820,360
	<u>67,526,081</u>	<u>67,696,813</u>
Net financial assets	6,895,326	5,911,586
Non-financial assets		
Prepaid expenses and inventory	1,044,349	1,158,679
Tangible capital assets and work in progress (Note 9)	377,344,351	374,105,915
	<u>378,388,700</u>	<u>375,264,594</u>
Accumulated surplus (Schedule 2)	<u>\$ 385,284,026</u>	<u>\$ 381,176,180</u>

Contingent liabilities and commitments (Notes 13 and 14)
Subsequent event (Note 17)


Warren Everton, CPA, CMA
Chief Financial Officer


Gord Milson
Mayor, City of West Kelowna

City of West Kelowna
Consolidated statement of operations and accumulated surplus
Year ended December 31, 2019

	2019	2019 Budget (Note 16)	2018
Revenue			
Taxation - net (Note 10)	\$ 34,603,407	\$ 34,722,873	\$ 32,557,061
Sales of service and regulatory fees	23,145,843	23,404,579	21,828,684
Government transfers (Note 11)	3,134,271	43,263,793	2,537,243
Other (Note 12)	8,845,263	21,321,669	21,211,985
Total revenues	<u>69,728,784</u>	<u>122,712,914</u>	<u>78,134,973</u>
Expenses (Schedule 3)			
General government services	16,133,306	16,531,491	15,076,639
Protective services	16,762,986	14,577,668	18,449,910
Transportation services	5,723,434	5,132,242	5,650,858
Environmental & health development services	5,205,409	5,914,288	4,545,176
Recreation and cultural services	7,965,619	7,740,822	7,591,393
Water services	7,470,497	7,691,449	6,970,545
Sewer services	5,977,993	6,673,992	5,861,558
Storm drainage	381,694	350,500	333,859
Total expenses	<u>65,620,938</u>	<u>64,612,452</u>	<u>64,479,938</u>
Annual surplus	4,107,846	58,100,462	13,655,035
Accumulated surplus, beginning of year	381,176,180	381,176,180	367,521,145
Accumulated surplus, end of year	<u>\$ 385,284,026</u>	<u>\$ 439,276,642</u>	<u>\$ 381,176,180</u>

City of West Kelowna				
Consolidated statement of changes in net financial assets (debt)				
Year ended December 31, 2019				
	2019	2019 Budget (Note 16)	2018	
Annual surplus (deficit)	\$ 4,107,846	\$ 58,100,462	\$ 13,655,035	
Acquisition of tangible capital assets and work in progress	(15,106,946)	(79,997,325)	(26,352,313)	
Amortization of tangible capital assets	11,856,221	11,856,220	11,125,328	
Loss on disposal of tangible capital assets	12,289	-	8,100	
Net change in prepaid expenses and inventory	114,330	-	(230,979)	
Increase (decrease) in financial assets	983,740	(10,040,643)	(1,794,829)	
Net financial assets, beginning of year	5,911,586	5,911,586	7,706,415	
Net financial assets, end of year	\$ 6,895,326	\$ (4,129,057)	\$ 5,911,586	



You can request paper copies of the City's
2019 Annual Report by calling 778-797-1000.

City of West Kelowna				
Consolidated statement of cash flows				
Year ended December 31, 2019				
	2019	2018		
Cash provided by (used for)				
Operating activities				
Annual surplus	\$ 4,107,846	\$ 13,655,035		
Adjustment for non cash items				
Amortization of tangible capital assets	11,856,221	11,125,328		
Actuarial adjustment on debt	(709,199)	(640,210)		
Acquisition of tangible capital assets through developer & donor contributions	-	(3,563,812)		
Loss on disposal of tangible capital assets	12,289	8,100		
(Increase) decrease in				
Accounts receivable	2,919,016	(4,293,141)		
Prepaid expenses and inventory	114,330	(230,969)		
Increase (decrease) in				
Accounts payable and accrued liabilities	(3,073,942)	4,917,424		
Security deposits	793,223	1,390,211		
Deferred development cost charges	4,068,658	(4,750,279)		
Deferred revenue	298,358	824,500		
	20,386,800	18,442,177		
Financing activities				
Repayment of debt	(1,547,830)	(1,519,847)		
	(1,547,830)	(1,519,847)		
Capital activities				
Acquisition of tangible capital assets and work in progress	(15,106,946)	(22,788,501)		
	(15,106,946)	(22,788,501)		
Increase (decrease) in cash and cash equivalents	3,732,024	(5,866,171)		
Cash and cash equivalents, beginning of year	52,328,208	58,194,379		
Cash and cash equivalents, end of year	\$ 56,060,232	\$ 52,328,208		
Supplementary cash flow information				
Interest paid	\$ 965,472	\$ 1,100,207		

City of West Kelowna Notes to the financial statements December 31, 2019

1. Nature of operations

The City of West Kelowna ("the City") is a local government situated in the province of British Columbia, Canada. The City is subject to the laws and regulations of the provincial statutes of the *Community Charter*, the *Local Government Act*. West Kelowna was officially incorporated as Westside District Municipality on December 6, 2007. In 2008, the name was changed to District of West Kelowna. On June 26, 2015, West Kelowna was reclassified from District to Municipality. At that time, the City had become British Columbia's 51st city. The City provides community services to its taxpayers and is responsible for creating and maintaining an infrastructure to serve a population in excess of the full time residents.

2. Summary of significant accounting policies

The following is a summary of the City's significant accounting policies:

a) Basis of consolidation

The City's resources and operations are segregated into General, Water, Sewer, Storm Drainage, Statutory Reserve and Non-statutory Reserve Funds for accounting and financial reporting purposes. The financial statements include all of the accounts of these funds. All interfund transactions and balances have been eliminated within the financial statements.

b) Basis of accounting

The financial statements are prepared using the accrual basis of accounting and are the responsibility of and prepared by management in accordance with Canadian public sector accounting standards ("PSAS"). The preparation of financial statements necessarily involves the use of estimates based on management's judgment, particularly when transactions affecting the current accounting period cannot be finalized with certainty until future periods.

c) Cash and cash equivalents

Management classifies all term deposits and highly liquid investments that are cashable on demand as cash equivalents.

City of West Kelowna Notes to the financial statements December 31, 2019

2. Summary of significant accounting policies (continued)

d) Tangible capital assets

Tangible capital assets are recorded at cost which includes all amounts that are directly attributable to the acquisition, construction, development or betterment of the asset. The cost, less residual value, of the tangible capital assets, excluding land, is amortized on a straight-line basis over their estimated useful lives according to an estimated useful life as follows:

Asset class	Estimated useful life
Buildings	25-50 years
Building improvements	5-30 years
Computer	3-25 years
Infrastructure	3-20 years
Machinery	10-20 years
Office furniture and equipment	10-25 years
Roads	40 years
Sewer infrastructure	20-100 years
Sidewalks	50 years
Small tools and equipment	5-25 years
Solid waste carts	25 years
Storm drain	10-50 years
Vehicles	10-20 years
Water infrastructure	15-100 years

Tangible capital assets received as contributions are recorded at their fair value at the date of receipt and are also recorded as revenue.

The City has numerous works of art located throughout the City which are not reflected in these financial statements due to the subjectivity as to their value.

Tangible capital assets constructed and contributed by developers are recorded at their fair value and are capitalized into tangible capital assets and reflected in the statement of operations and accumulated surplus as revenue.

e) Work in progress

Work in progress represents capital projects under construction but not yet completed and are recorded at cost. Work in progress is not amortized.

f) Prepaid expenses and inventory

Prepaid expenses consist of amounts paid related to future years' expenses. Inventory consists of supplies held for construction and are recorded at lower of costs or replacement cost.

City of West Kelowna
Notes to the financial statements
December 31, 2019

2. Summary of significant accounting policies (continued)

g) Debt

Outstanding debenture debt is reported net of applicable sinking fund balances.

Interest on debt is charged to current operations. Interest charges are accrued for the period from the date of the latest interest payment to the end of the year.

h) Municipal Finance Authority debt reserve deposits

The City issues its debt instruments through the Municipal Finance Authority. As a condition of these borrowings, a portion of the debenture proceeds are withheld by the Municipal Finance Authority as a debt reserve fund. The City also executes demand notes in connection with each debenture whereby the City may be required to loan certain amounts to the Municipal Finance Authority. These amounts are contingent in nature and are not reflected in these accounts. The details of the cash deposits and demand notes at year end are as follows:

	Demand notes		Cash deposits		2019	2018
General Fund	\$	350,582	\$	164,450	\$	511,288
Water Funds		11,423		5,607		17,030
Sewer Fund		496,094		266,252		16,902
	\$	858,099	\$	436,309	\$	762,346
					\$	854,946
					\$	1,294,408
					\$	1,383,136

i) Reserve funds

Non-statutory reserves represent an appropriation of surplus for specific purposes. Reserves for future expenses represent funds that are available to temporarily finance operations until planned revenues (i.e. property taxes, grants, etc.) are received, or for other operating or capital purposes as determined by Council. Statutory reserves have been established by bylaw in accordance with the *Community Charter* and their use is restricted by legislation.

j) Revenue recognition

Taxation revenues are recorded on the accrual basis and recognized in the year they are levied. Sale of services and regulatory fees are recognized when the service or product is provided by the City. Government transfers are recognized as revenue in the period that the transfer is authorized, eligibility criteria, if any, have been met by the City, and a reasonable estimate of the amount to be received can be made. Other revenue from own services is recorded as it is earned and measurable. Amounts that have been received in advance of services being rendered are recorded as deferred revenue until the City discharges the obligation that led to the collection of funds.

k) Budget figures

The budget figures are from the 10-Year Financial Plan Bylaw, adopted before May 15th of each year. Subsequent amendments have been authorized by Council to reflect changes in the budget as required by law. Such amendments are not reflected in the financial statement budget figures (Note 16).

City of West Kelowna
Notes to the financial statements
December 31, 2019

2. Summary of significant accounting policies (continued)

l) Use of estimates

The preparation of financial statements requires management to make estimates and assumptions that affect the reported amounts, and disclosure of, assets and liabilities at the date of the financial statements, and the reported amounts of revenues and expenses during the reporting period. Significant areas requiring the use of management estimates relate to the determination of payroll liabilities, the measurement of an allowance for doubtful accounts receivable, the existence and measurement of any contingent liabilities and tangible capital asset estimated useful life and related amortization expense. Actual results could differ from management's best estimates as additional information becomes available. Adjustments, if any, will be reflected in the financial statements in the period that the change in estimate is made, as well as the period of settlement if the amount is different.

m) Liability for contaminated sites

Contaminated sites are a result of contamination being introduced into air, soil, water or sediment of a chemical, organic or radioactive material or live organism that exceeds an environmental standard. The liability is recorded net of any expected recoveries. A liability for remediation of contaminated sites is recognized when all of the following criteria are met:

- an environmental standard exists;
- contamination exceeds the environmental standard;
- the City is directly responsible and accepts responsibility;
- it is expected that future economic benefits will be given up; and
- a reasonable estimate of the amount can be made.

The liability includes all costs directly attributable to remediation activities including post remediation operations, maintenance and monitoring.

n) Segmented disclosure

A segment is defined as distinguishable activity of group of activities of a government for which it is appropriate to separately report financial information to achieve the objectives of the standard. The City has provided definitions of segments as well as presented financial information in segmented format in Note 15 and Schedule 3.

City of West Kelowna
Notes to the financial statements
December 31, 2019

3. Financial assets - Cash and cash equivalents

Cash and cash equivalents held by the City include cash and term deposits with an average interest rate of 2.19%.

4. Financial assets - Accounts receivable

Accounts receivable are recorded net of an allowance for doubtful accounts and are comprised of the following:

	2019	2018
Property taxes	\$ 2,926,110	\$ 2,620,564
Federal government	422,705	1,040,888
Provincial government	4,515,245	6,680,491
Other governments	743	3,280
Sewer funds	6,037,871	6,484,315
Utilities	4,102,153	3,774,146
Other	356,348	676,507
	<u>\$ 18,361,175</u>	<u>\$ 21,280,191</u>

5. Liabilities - Accounts payable and accrued liabilities

	2019	2018
Trade	\$ 4,422,962	\$ 3,874,951
Wages and payroll	2,159,573	1,799,369
Accrued liabilities	673,012	1,811,210
Other governments	645,316	3,577,559
Other	278,922	190,638
	<u>\$ 8,179,785</u>	<u>\$ 11,253,727</u>

City of West Kelowna
Notes to the financial statements
December 31, 2019

6. Liabilities - Deferred revenue

Deferred revenue is comprised of the following:

	2019	2018
Property taxes	\$ 2,979,148	\$ 2,475,229
Recreation program fees	196,491	148,646
Cemetery perpetual care fund	148,106	135,201
Utility fees	171,456	150,118
Other	13,474,033	13,761,682
	<u>\$ 16,969,234</u>	<u>\$ 16,670,876</u>

As at December 31, 2019, other deferred revenue includes \$13,378,656 (2018 - \$13,041,600) in respect of the City's 2018-2022 water infrastructure project.

7. Liabilities - Deferred development cost charges ("DCC's")

Pursuant to the provisions of the Local Government Act, DCC's are held in statutory reserve funds for the purpose for which the charges have been imposed. When the related costs are incurred, the DCC's are recognized as revenue. Because these funds are restricted in nature they are shown as a liability.

	2019	2018
Balance, beginning of year	\$ 11,967,830	\$ 16,718,109
Contributions from developers	4,952,674	3,883,482
Interest on investments	270,728	263,475
Bylaw expenditures	(1,154,744)	(8,897,236)
Balance, end of year	<u>\$ 16,036,488</u>	<u>\$ 11,967,830</u>

DCC's are comprised of the following:

	2019	2018
Roads	\$ 8,158,718	\$ 6,590,408
Water	6,673,224	5,417,740
Parks	1,155,612	(200,141)
Sewer	48,699	45,325
Storm Sewer	235	114,498
	<u>\$ 16,036,488</u>	<u>\$ 11,967,830</u>

City of West Kelowna
Notes to the financial statements
December 31, 2019

8. Liabilities - Debt

	Current interest rate (%)	Year of Maturity	Balance, beginning of year	Additions	Sinking fund payments	Actuarial adjustment	Balance, end of year
General fund							
MFA issue #95	1.80	2025	\$ 1,443,018	-	\$ 120,896	\$ 64,596	\$ 1,257,526
MFA issue #105	2.25	2029	5,325,042	-	277,414	117,433	4,930,195
			6,768,060	-	398,310	182,029	6,187,721
Water funds							
MFA issue #101	2.25	2027	134,041	-	8,228	4,438	121,375
MFA issue #103	2.65	2028	83,878	-	4,720	2,267	76,891
Province of BC	4.95	2027	6,003,112	-	583,116	-	5,419,996
			6,221,031	-	596,064	6,705	5,618,262
Sewer fund							
MFA issue #70	2.10	2019	12,527	-	5,536	6,991	-
MFA issue #71	2.10	2019	38,255	-	16,906	21,349	-
MFA issue #71	2.10	2019	81,761	-	36,133	45,628	-
MFA issue #73	1.67	2020	11,108	-	2,516	2,916	5,676
MFA issue #73	1.67	2020	231,445	-	52,425	60,751	118,269
MFA issue #74	1.75	2021	139,417	-	19,295	24,929	95,193
MFA issue #74	1.75	2021	36,646	-	5,072	6,553	25,021
MFA issue #74	1.75	2021	43,049	-	5,958	7,698	29,393
MFA issue #74	1.75	2021	15,297	-	2,117	2,735	10,445
MFA issue #74	1.75	2021	16,498	-	2,283	2,950	11,265
MFA issue #74	1.75	2021	30,768	-	4,258	5,502	21,008
MFA issue #75	1.75	2021	5,681	-	786	1,016	3,879
MFA issue #75	1.75	2021	207,594	-	28,730	37,120	141,744
MFA issue #75	1.75	2021	83,475	-	11,553	14,926	56,996
MFA issue #77	1.75	2022	544,887	-	57,915	68,506	418,466
MFA issue #79	2.25	2023	680,797	-	59,265	63,942	557,590
MFA issue #85	2.25	2024	387,788	-	28,795	28,217	330,776

City of West Kelowna
Notes to the financial statements
December 31, 2019

8. Liabilities - Long-term debt (continued)

	2.25	2024	\$	24,437	\$	-	\$	1,815	\$	1,778	\$	20,844
MFA issue #85	1.80	2025	404,784	-	-	-	33,913	-	-	18,120	-	352,751
MFA issue #99	1.75	2027	9,731	-	-	-	660	-	-	396	-	8,675
MFA issue #99	1.75	2027	640,735	-	-	-	43,433	-	-	26,105	-	571,197
MFA issue #101	2.25	2027	1,420,831	-	-	-	87,212	-	-	47,047	-	1,286,572
MFA issue #101	2.25	2027	332,804	-	-	-	20,428	-	-	11,020	-	301,356
MFA issue #101	2.25	2027	430,954	-	-	-	26,452	-	-	14,270	-	390,232
			5,831,269	-	-	-	553,456	-	-	520,465	-	4,757,348
Total long-term debt			\$ 18,820,360	\$ -	\$ -	\$ 1,547,830	\$ 709,199	\$ 16,563,331				

The requirements for future repayments of principal on existing debt for the next five years are as follows:

	2020	2021	2022	2023	2024
General Fund	\$ 398,310	\$ 398,310	\$ 398,310	\$ 398,310	\$ 398,310
Water Funds	625,456	656,330	688,760	722,825	758,607
Sewer Fund	494,879	439,938	359,886	301,971	242,707
	\$ 1,518,645	\$ 1,494,578	\$ 1,446,956	\$ 1,423,106	\$ 1,399,624

9. Tangible capital assets and work in progress

Tangible capital assets and work in progress are comprised of the following:

	2019	2018
	Net book value	Net book value
General		
Land	\$ 110,188,962	\$ 108,667,254
Buildings	29,826,398	26,469,711
Equipment	7,179,398	6,420,355
Engineering structures	112,709,871	115,646,150
	259,904,629	257,203,470
Water infrastructure	60,851,046	59,985,666
Sewer infrastructure	51,918,690	52,833,275
Tangible capital assets	\$ 372,674,365	\$ 370,022,411
Work in progress	\$ 4,669,986	\$ 4,083,501
Tangible capital assets and work in progress (Schedule 1)	\$ 377,344,351	\$ 374,105,912

City of West Kelowna
Notes to the financial statements
December 31, 2019

10. Taxation - net

Taxation revenue comprises the following amounts collected less transfers to other governments:

	2019	2018
General municipal purposes	\$ 34,603,407	\$ 32,557,061
Collections for other governments		
Provincial Government - Schools	15,768,358	14,895,183
Central Okanagan Regional Hospital District	2,658,959	2,600,869
Regional District of the Central Okanagan	3,553,276	3,378,614
British Columbia Assessment Authority	436,254	422,112
Municipal Finance Authority	2,153	1,976
	<u>57,022,407</u>	<u>53,855,815</u>
Transfers to other governments		
Provincial Government - Schools	(15,768,358)	(14,895,183)
Central Okanagan Regional Hospital District	(2,658,959)	(2,600,869)
Regional District of the Central Okanagan	(3,553,276)	(3,378,614)
British Columbia Assessment Authority	(436,254)	(422,112)
Municipal Finance Authority	(2,153)	(1,976)
	<u>(22,419,000)</u>	<u>(21,298,754)</u>
	<u>\$ 34,603,407</u>	<u>\$ 32,557,061</u>

11. Government transfers

	2019	2018
Provincial unconditional transfers (repayments)	-	(10,539)
Sewer grants	64,600	83,061
Other	<u>64,600</u>	<u>72,522</u>
Provincial conditional transfers		
Okanagan Basin Water Board grant	(25,730)	67,422
Other	<u>50,000</u>	<u>143,900</u>
	<u>24,270</u>	<u>211,322</u>
Federal unconditional transfers		
Traffic fine revenue sharing grant and Federal grants	<u>578,691</u>	<u>450,205</u>
Federal conditional transfers		
Gas tax community works fund	<u>2,466,710</u>	<u>1,803,194</u>
	<u>\$ 3,134,271</u>	<u>\$ 2,537,243</u>
Total transfers from other governments		

City of West Kelowna
Notes to the financial statements
December 31, 2019

12. Revenue - other

	2019	2018
DCC contributions (Note 7)	\$ 1,154,746	\$ 8,897,236
Cost recoveries	2,057,465	4,243,431
Development permits	<u>1,614,732</u>	<u>1,301,231</u>
Interest	970,280	874,386
Actuarial adjustment on long-term debt (Note 8)	709,197	640,212
Licenses and permits	281,949	257,875
Penalties and interest on taxes	525,502	482,924
Rentals	532,052	533,665
Donations	816,812	3,639,953
Other	<u>182,528</u>	<u>341,072</u>
	<u>\$ 8,845,263</u>	<u>\$ 21,211,985</u>

13. Contingent liabilities

Regional District of Central Okanagan

Regional District debt is, under the provisions of the Local Government Act, a direct, joint and several liability of the City and each member municipality within the Regional District, including the City of West Kelowna. The loan agreements with the Regional District of Central Okanagan and the Municipal Finance Authority provide that if at any time the scheduled payments provided for in the agreements are not sufficient to meet the Authority's obligation with respect to such borrowing, the resulting deficiency becomes a liability of the member municipalities. As at December 31, 2019, the City does not anticipate being required to assume any of the Regional District's debt.

Municipal Insurance Association

The City is a participant in the Municipal Insurance Association of British Columbia (the "Association"). Should the Association pay out claims in excess of premiums received, it is possible that the City, along with the other participants, would be required to contribute towards the deficit. Management does not consider external payments under this contingency to be likely and therefore no amounts have been accrued.

Legal actions

The nature of the City's operations are such that the City is subject to potential or ongoing litigation, the outcome of which is not determinable at this time. Accordingly, no provision has been made in the accounts for these actions. The amount of loss, if any, arising from ongoing litigation will be recorded in the accounts in the period in which the loss is realized. The City has insurance policies and financial reserves to offset associated risks.

Pension

The City and its employees contribute to the Municipal Pension Plan (a jointly trustee pension plan). The board of trustees, representing plan members and employers, is responsible for administering the plan, including investment of assets and administration of benefits. The plan is a multi-employer defined benefit

City of West Kelowna
Notes to the financial statements
December 31, 2019

13. Contingent liabilities (continued)

Pension (continued)

pension plan. Basic pension benefits provided are based on a formula. As at December 31, 2018, the plan has about 205,000 active members and approximately 101,000 retired members. Active members include approximately 40,000 contributors from local governments.

Every three years, an actuarial valuation is performed to assess the financial position of the Plan and adequacy of plan funding. The actuary determines an appropriate combined employer and member contribution rate to fund the plan. The actuary's calculated contribution rate is based on the entry-age normal cost method, which produces the long-term rate of member and employer contributions sufficient to provide benefits for average future entrants to the plan. This rate may be adjusted for the amortization of any actuarial funding surplus and will be adjusted for the amortization of any unfunded actuarial liability.

The most recent valuation for the Municipal Pension Plan as at December 31, 2018, indicated a \$2,866 million funding surplus for basic pension benefits on a going concern basis.

The City paid \$1,671,513 (2018-\$1,485,052) for employer contributions while employees contributed \$1,382,050 (2018-\$1,233,965) to the plan in fiscal 2019.

The next valuation will be as at December 31, 2021 with results available later in 2022.

Employers participating in the plan record their pension expense as the amount of employer contributions made during the fiscal year (defined contribution pension plan accounting). This is because the plan records accrued liabilities and accrued assets for the plan in aggregate, resulting in no consistent and reliable basis for allocating the obligation, assets and cost to the individual employers participating in the plan.

14. Commitments

The City has entered into various operating leases for equipment and payments under contracts for services with terms varying from one to five years. The total lease commitments payable in each of the next five years are as follows:

2020	\$	883,032
2021	\$	507,640
2022	\$	279,797
2023	\$	41,704
2024	\$	-
	\$	<u>1,712,173</u>

City of West Kelowna
Notes to the financial statement
December 31, 2019

14. Commitments (continued)

Vacation pay and sick leave

Vacation pay, which may be accumulated up to 10 days, is charged to expense in the year earned. The ALGEU Collective Agreement allows for the accumulation of sick leave to a maximum of 100 days; it is expensed in the year it is accumulated. Earned sick leave vests after 10 years of employment and is paid to a maximum of 50 days. Accrued earned sick leave and vacation pay is included in wages and payroll liabilities.

Letters of Credit

The City is holding letters of credit in the amount of \$4,478,124 (2018-\$6,857,829), which are received as security related to performance deposits.

15. Segmented information

The City of West Kelowna is a diversified municipal government that provides a wide range of services to its citizens. The City's operations and activities are organized and reported by funds and departments. The General Fund reports on operations, funded primarily by property taxes, which include services provided by the City such as general government services, protective services, transportation services, environmental health and developmental services, and recreation and cultural services. The utility operations are comprised of the water, sewer and storm drainage systems, each accounting for its own operations and programs within their own funds. Operating results reported by the following segments are included in Schedule 3.

The various segments are described as follows:

a) General government services

This segment is responsible for a number of different functions including Legislative services, Administration, Finance and Information Services. Legislative services involves staff working closely with Council and community partners to coordinate the delivery of a wide range of functions and services. Administration is responsible for the Human Resources function, which oversees the recruitment and retention of people, management of labour relations, administration of collective agreements, employee compensation and benefit programs, staff training and development, employee health and safety and Work Safe BC regulations. Finance is responsible for the requisition of tax revenues from the Province and other taxing authorities and all treasury and accounting functions. Information Services includes an all-encompassing computer database and mapping system for properties in the City, which is used by City departments, other government agencies and members of the public.

b) Protective services

This segment is responsible for all the various services provided by the RCMP, Fire Services and Bylaw Enforcement designed to protect the lives and property of both citizens and visitors with a focus on emergency response, law enforcement, search and rescue, education and prevention.

City of West Kelowna
Notes to the financial statements
December 31, 2019

15. Segmented information (continued)

c) Transportation services

This segment is responsible for roads and maintenance, street lighting, traffic management and transit system.

d) Environmental health and development services

This segment is responsible for delivering health, planning and development services to the City. The specific functions include planning, building permits and inspections, business licensing, design and engineering services as well as tourism and economic development.

e) Recreation and cultural services

This segment is responsible for recreational program design, delivery and management, municipal facilities/parks development and maintenance and museum operations, as well as coordination of many recreational/sporting activities and groups.

f) Water services

This segment is responsible for the operation and maintenance of the five water systems that provide water services to the residents and businesses within the municipal boundaries of the City.

g) Sewer services

This segment is responsible for the operation and maintenance of the sewer collection system within the municipal boundaries of the City.

h) Storm drainage

This segment is responsible for the operation and maintenance of the storm drainage collection system within the municipal boundaries of the City.

City of West Kelowna
Notes to the financial statements
December 31, 2019

16. Budget

The budget amounts presented reflect the statutory financial plan as adopted by Council on April 23, 2019, adjusted for amortization and other items for comparability with the actual results. The following table reconciles the balanced statutory financial plan to the budget surplus reported on the statement of operations and accumulated surplus.

Surplus as per 10 year Financial Plan Bylaw No. 0263, 2019	\$ -
Adjust for non-operating items included in Financial Plan:	
Acquisition of tangible capital assets	79,997,325
Repayment of principal portion of long-term debt	1,547,830
Net transfers from reserves	(11,588,472)
	<u>69,956,683</u>
Adjust for operating items excluded in Financial Plan:	
Amortization (actual)	(11,856,221)
	<u>(11,856,221)</u>
Budget surplus/(deficit) as per the statement of operations and accumulated surplus	\$ 58,100,462

17. Subsequent Event

Subsequent to December 31, 2019, the COVID-19 outbreak was declared a pandemic by the World Health Organization and has had a significant financial, market and social dislocating impact.

At the time of approval of these financial statements, the entity has experienced the following indicators of financial implications and undertaken the following activities in relation to the COVID-19 pandemic.

- Closure of civic facilities (City Hall, administrative buildings, recreation facilities, and playgrounds) from approximately March 17, 2020 to the date of the auditors' report based on public health recommendations
- Temporary layoff of employees
- Social distancing measures taken into account for spacing of work desks and traffic flow within City Hall and administrative buildings
- Experienced temporary decline in recreation revenues due to closing facilities
- Increased the City's available line of credit
- Reduced the planned increase for 2020 taxes from 4.8% to 2.8%, and extended the penalty date from July 3rd to October 1st
- Removed the interest charged on unpaid balances of utility accounts until the end of 2020
- Introduced electronic Council meetings to enable City business to continue while ensuring transparency, openness and engagement through the continued practice of webcasting the meeting live.

At this time these factors present uncertainty over future cash flows, may cause significant changes to the assets and liabilities and may have a significant impact on future operations. An estimate of the financial effect is not practicable at this time.

City of West Kelowna

Schedule 1 - Schedule of tangible capital assets and work in progress

December 31, 2019

	Equipment					Engineering structures								Total	
	Buildings & Land Improvements	Computer	Machinery	Office furniture & equipment	Small tools & equipment	Vehicles	Solid waste carts	Infrastructure	Roads	Sidewalks	Storm drains	Water Infrastructure	Sewer Infrastructure		
Cost, beginning of year	\$108,667,255	\$ 39,786,164	\$ 4,327,777	\$ 2,243,609	\$ 839,496	\$ 1,702,520	\$ 8,513,276	\$ 1,537,145	\$ 15,303,930	\$242,826,819	\$ 7,809,409	\$ 4,117,005	\$ 91,333,586	\$ 68,545,723	\$ 597,553,712
Additions	1,521,707	4,424,295	579,524	173,377	-	71,466	1,273,113	-	462,229	1,252,731	1,092,126	934,280	2,563,995	171,619	14,520,462
Disposals	-	-	(26,531)	-	-	-	(256,455)	-	-	-	-	-	-	-	(282,986)
Cost, end of year	<u>\$110,188,962</u>	<u>\$44,210,459</u>	<u>\$4,907,301</u>	<u>\$2,390,455</u>	<u>\$839,496</u>	<u>\$1,773,986</u>	<u>\$9,529,934</u>	<u>\$1,537,145</u>	<u>\$15,766,159</u>	<u>\$244,079,550</u>	<u>\$8,901,535</u>	<u>\$5,051,285</u>	<u>\$93,897,581</u>	<u>\$68,717,341</u>	<u>\$611,791,188</u>
Accumulated amortization, beginning of year	-	13,316,453	3,615,070	1,262,648	572,944	1,072,438	5,613,067	607,299	3,373,195	147,515,376	2,190,438	1,332,003	31,347,920	15,712,448	227,531,299
Amortization	-	1,067,608	450,592	185,996	18,403	149,546	460,126	61,486	851,452	5,398,891	158,005	269,298	1,698,615	1,086,203	11,856,221
Disposals	-	-	(14,242)	-	-	-	(256,455)	-	-	-	-	-	-	-	(270,697)
Accumulated amortization, end of year	-	<u>14,384,061</u>	<u>4,065,662</u>	<u>1,434,402</u>	<u>591,347</u>	<u>1,221,984</u>	<u>5,816,738</u>	<u>668,785</u>	<u>4,224,647</u>	<u>152,914,267</u>	<u>2,348,443</u>	<u>1,601,301</u>	<u>33,046,535</u>	<u>16,798,651</u>	<u>239,116,823</u>
Net book value, end of year	<u>\$110,188,962</u>	<u>\$ 29,826,398</u>	<u>\$ 841,639</u>	<u>\$ 956,053</u>	<u>\$ 248,149</u>	<u>\$ 552,002</u>	<u>\$ 3,713,196</u>	<u>\$ 868,360</u>	<u>\$ 11,541,512</u>	<u>\$ 91,165,283</u>	<u>\$ 6,553,092</u>	<u>\$ 3,449,984</u>	<u>\$ 60,851,046</u>	<u>\$ 51,918,690</u>	<u>\$ 372,674,365</u>
Work in progress	\$ -	\$ 500,474	\$ 319,515	\$ -	\$ -	\$ 168,370	\$ 425,262	\$ -	\$ 488,624	\$ 439,850	\$ 63,864	\$ 53,648	\$ 2,210,379	\$ -	\$ 4,669,986
Tangible capital assets and work in progress	<u>\$110,188,962</u>	<u>\$ 30,326,872</u>	<u>\$ 1,161,154</u>	<u>\$ 956,053</u>	<u>\$ 248,149</u>	<u>\$ 720,372</u>	<u>\$ 4,138,458</u>	<u>\$ 868,360</u>	<u>\$ 12,030,136</u>	<u>\$ 91,605,133</u>	<u>\$ 6,616,956</u>	<u>\$ 3,503,632</u>	<u>\$ 63,061,475</u>	<u>\$ 51,918,690</u>	<u>\$ 377,344,351</u>

City of West Kelowna

Schedule 2 - Schedule of accumulated surplus

December 31, 2019

	Balance, beginning of year	Transfer to	Transfer from	Interest	Balance, end of year
Reserves					
Capital - general	5,154,624	3,831,380	(4,410,878)	114,568	4,689,694
Capital - water	3,760,686	1,927,440	(2,486,078)	72,014	3,274,062
Capital - sewer	226,544	120,000	(139,166)	8,120	215,498
Community projects	2,434,312	1,420,117	(1,461,305)	48,484	2,441,608
Equipment replacement	4,145,761	1,160,000	(1,855,187)	65,018	3,515,592
Future expenses	2,006,463	702,803	(1,145,895)	45,244	1,608,615
Municipal facilities	4,696,139	700,000	-	100,419	5,496,558
Other	4,300,213	17,035,392	(15,237,454)	32,402	6,130,553
Polling	640,238	84,500	(182,939)	11,761	553,560
Property acquisition	1,636,612	-	(1,521,707)	17,428	132,333
Recreation	145,549	-	-	3,951	255,500
Road maintenance and snow clearing	630,929	106,000	-	12,555	643,484
Storm drainage	187,958	-	-	7,603	195,561
	<u>29,966,028</u>	<u>27,087,632</u>	<u>(28,440,609)</u>	<u>539,567</u>	<u>29,152,618</u>
Investment in non-financial assets					
Investment in tangible capital assets	351,210,152	16,777,477	(11,856,221)	-	356,131,408
Accumulated surplus	\$381,176,180	\$ 43,865,109	\$ (40,296,830)	\$ 539,567	\$385,284,026

City of West Kelowna

Schedule 3 - Schedule of segment disclosure

December 31, 2019

	General Fund										2019 Totals	2018 Totals
	General government services	Protective services	Transportation services	Environmental health & development services	Recreation & cultural services	Water services	Sewer services	Storm drainage				
Revenue												
Taxation-net	\$ 10,932,326	\$ 10,101,021	\$ 3,565,798	\$ 4,248,815	\$ 5,413,865	\$ -	\$ -	\$ 350,582	\$ -	\$ -	\$ 34,693,497	\$ 32,557,061
Sale of services and regulatory fees	-	1,959,841	-	3,121,897	1,370,161	10,153,369	5,342,037	-	-	-	23,666,488	21,828,084
Government transfers	2,966,754	192,680	798,538	-	-	(69,047)	48,317	-	-	-	3,144,721	3,144,721
Other	3,120,555	911,741	952,635	1,653,227	1,394,598	14,455	596,451	201,600	-	-	8,845,863	21,211,985
Total revenue	37,039,695	33,165,283	5,308,938	9,023,939	8,678,624	10,098,778	5,981,805	552,182	-	-	69,728,784	78,134,973
Expenses												
Amortization of tangible assets	8,956,830	-	-	46,706	-	1,766,482	1,086,393	-	-	-	11,806,321	11,125,328
Building and grounds maintenance	331,516	80,641	-	-	347,346	203,977	-	-	-	-	963,276	963,276
Civic grants	445,283	-	-	-	-	-	96	-	-	-	445,383	426,308
Contract services	600,791	327,170	2,405,877	2,689,252	1,780,573	671,225	3,623,578	255,645	-	-	12,354,111	12,035,765
Equipment maintenance and fuel	516,694	259,761	77,374	11,565	39,686	267,198	343,753	-	-	-	965,472	1,100,207
Library	-	-	-	-	1,579,862	403,392	33,202	5,637	-	-	1,562,111	1,538,508
Recoverable Emergency Operations	-	1,806,527	-	-	-	-	-	-	-	-	1,806,527	1,806,527
MP E-division Contract	453,411	4,479,358	107,623	132,322	320,581	833,318	79,816	34,295	-	-	4,479,358	4,479,358
Supplies, small tools and equipment	-	378,829	107,623	-	-	-	-	-	-	-	2,339,995	2,448,032
Utilities	185,775	125,492	2,040,955	5,574	659,109	514,691	77,459	-	-	-	2,040,995	2,039,461
Wages, benefits & professional development	4,289,085	9,305,008	832,800	2,317,990	3,075,881	2,110,304	731,888	86,117	-	-	18,666,796	1,869,999
Total expenses	15,133,306	16,762,985	5,713,434	5,209,409	7,965,618	7,470,497	5,977,993	381,064	-	-	65,639,938	64,479,937
Annual surplus (deficit) for the year	\$ 886,392	\$ 13,507,001	\$ (414,506)	\$ 3,814,530	\$ 731,005	\$ 2,628,281	\$ (96,188)	\$ 170,488	\$ -	\$ -	\$ 1,107,846	\$ 13,655,036

City of West Kelowna

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

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