



## COUNCIL REPORT

To: Paul Gipps, CAO

Date: October 27, 2020

From: Stacey Harding, Parks & Fleet Operations  
Manager

Bylaw No.0166.04

Subject: **Cemetery Bylaw Revision 0166.04 - Adoption**

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### RECOMMENDATION

**THAT** Council adopt “Westbank Cemetery Bylaw 0166.04”.

### STRATEGIC AREA(S) OF FOCUS

- **Invest in Infrastructure** – to invest in building, improving and maintaining quality infrastructure to meet the needs of, and to provide a high quality of life for, current and future generations;
- **Strengthen Our Community** – to 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 Westbank Cemetery has undergone tremendous improvements since the City incorporated thanks to Councils continued support for our heritage site. Sales and services have increased to a point that operational costs are now recovered annually. Staff have kept current on burial trends and added services creating revenue opportunities. Both from an Operational and Administrative perspective our service levels are highly regarded and we are reminded of this both from the public and the funeral homes whom we work closely with.

We operate under an annual license issued by Consumer Protection BC. We have been audited in the past successfully and operate under the assumption an unannounced audit could happen at any time, therefore we continually monitor locally offered interment and service fees to ensure our rates are within industry average. We aim to strike a balance between the financial viability of the operation and fair costs of plot sales and burial services for our residents.

In June of 2019 Council approved a fee schedule that included a one-time 35% increase to keep our services in line with industry averages in the Okanagan valley.

In 2020 despite the complexities of managing this essential service under a pandemic we have completed a fee schedule and operational analysis for 2020.

From this, Staff make the following recommendations.

- Adding an administration fee to recover staff cost when refunding plot fees.
- Adding some descriptive language to address frequent questions regarding our fee schedule and interment procedures.
- Adding an artificial turf plot cover option

### **FINANCIAL IMPLICATIONS**

Modest income increase as a result of the added artificial turf option.

### **COUNCIL REPORT / RESOLUTION HISTORY**

<b>Date</b>	<b>Report Topic / Resolution</b>	<b>Resolution No.</b>
October 13, 2020	<b>THAT</b> Council give first, second, and third reading to Westbank Cemetery Amendment Bylaw No. 0166.04, 2020.	<b>C264/20</b>

### **CONCLUSION**

Staff feel the current and future viability of the services remains in good shape. However looking for improvements will be ongoing. Small changes in the cemetery Bylaw if necessary and providing a high level of service will continue to be our focus.

### **Alternate Motion:**

That Council not adopt cemetery Bylaw No.0166.04 and provide staff alternate direction.

### **REVIEWED BY**

Allen Fillion, Director of Engineering, Parks and Public Works

Lisa Siavashi, Finance Manager

**APPROVED FOR THE AGENDA BY**

Paul Gipps, CAO

Powerpoint: Yes  No

**Attachments:**

- 1) Westbank Cemetery Amendment Bylaw No. 0166.04