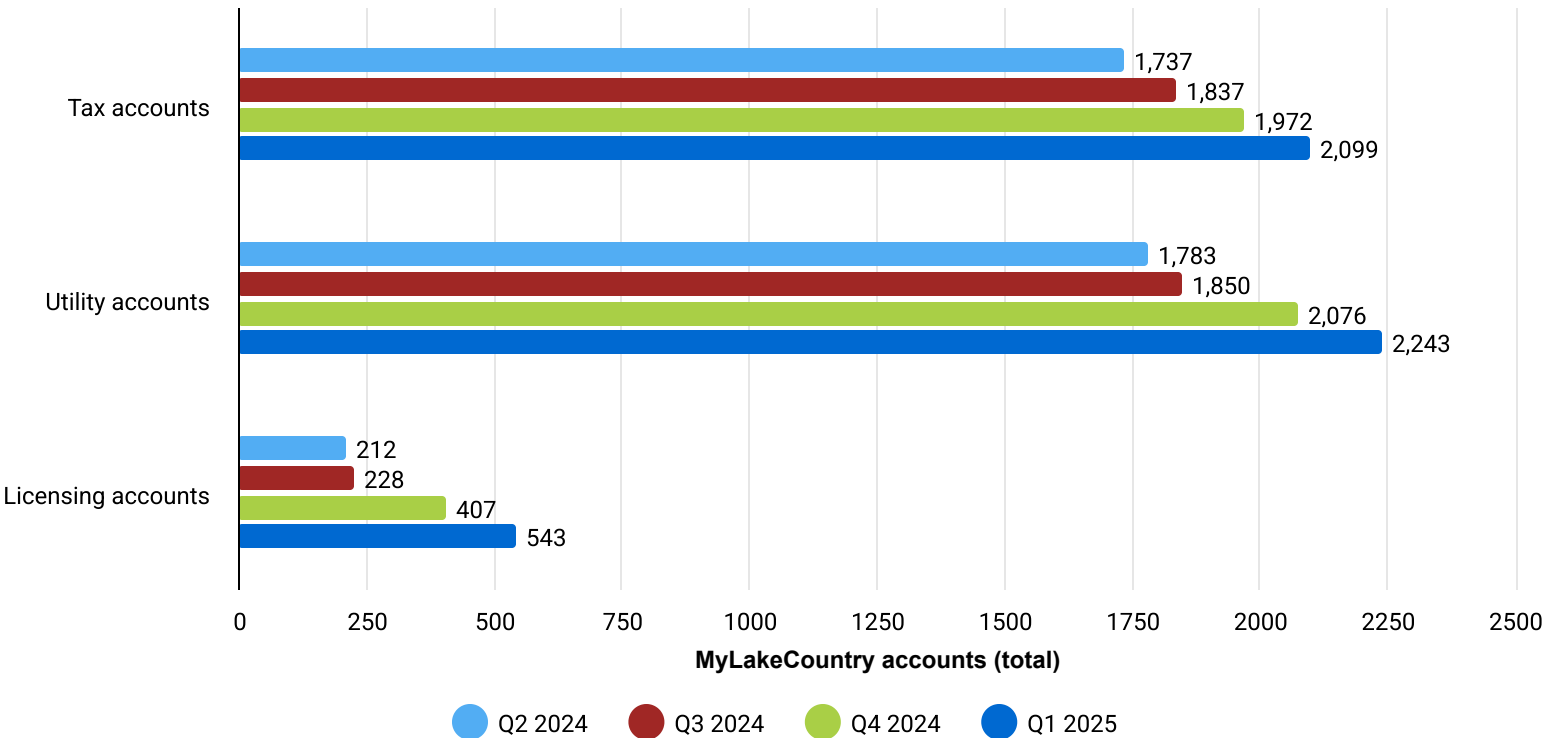


## Progress In Our Digital Offerings



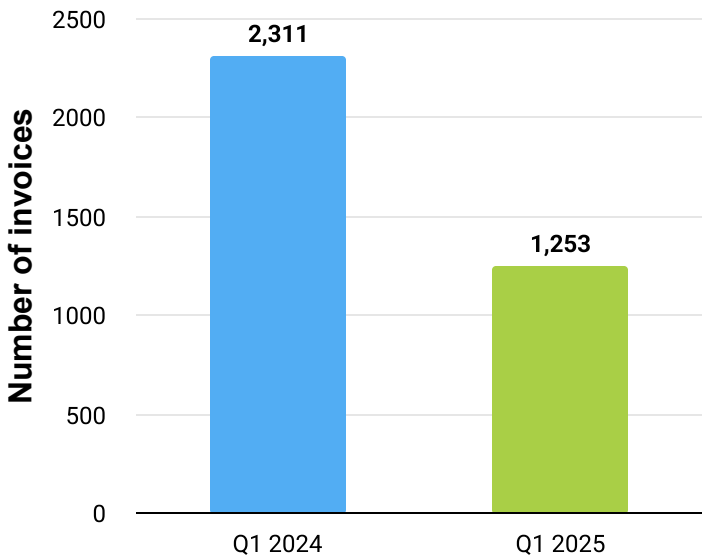
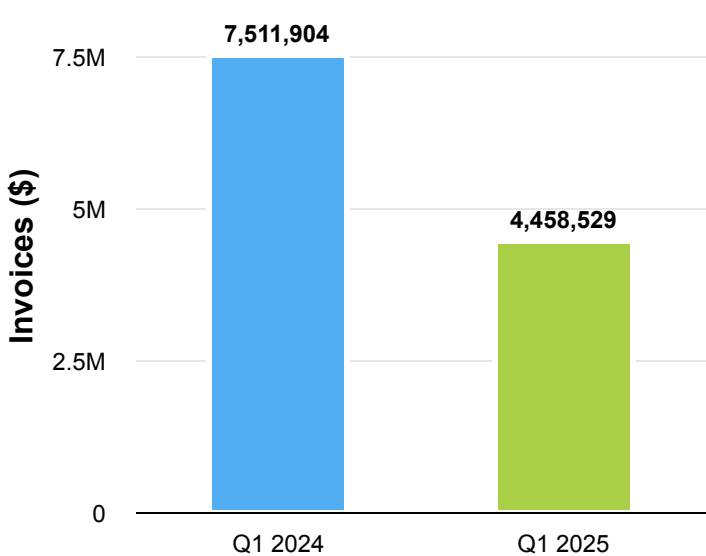
MyLakeCountry account growth in the first quarter of 2025 continued the trend of digital adoption that began in 2024.



## Accounts Payable



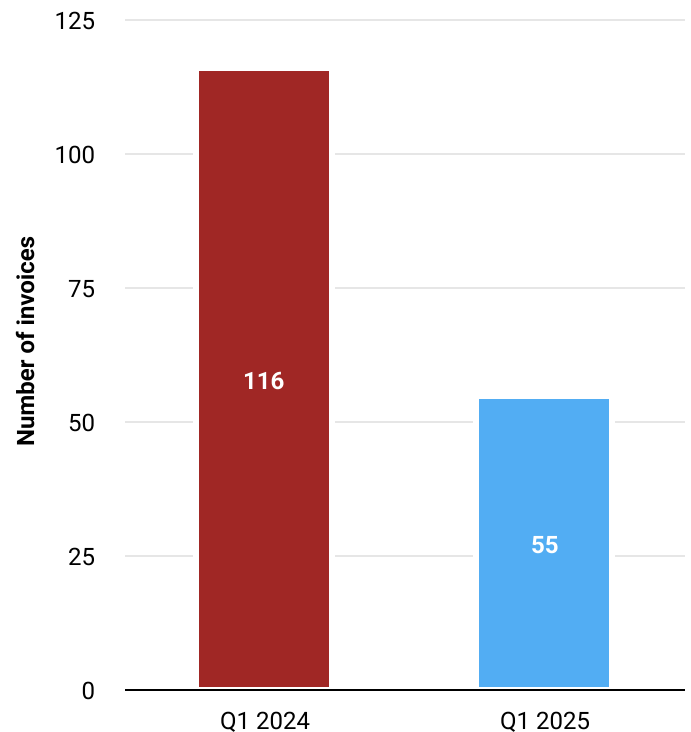
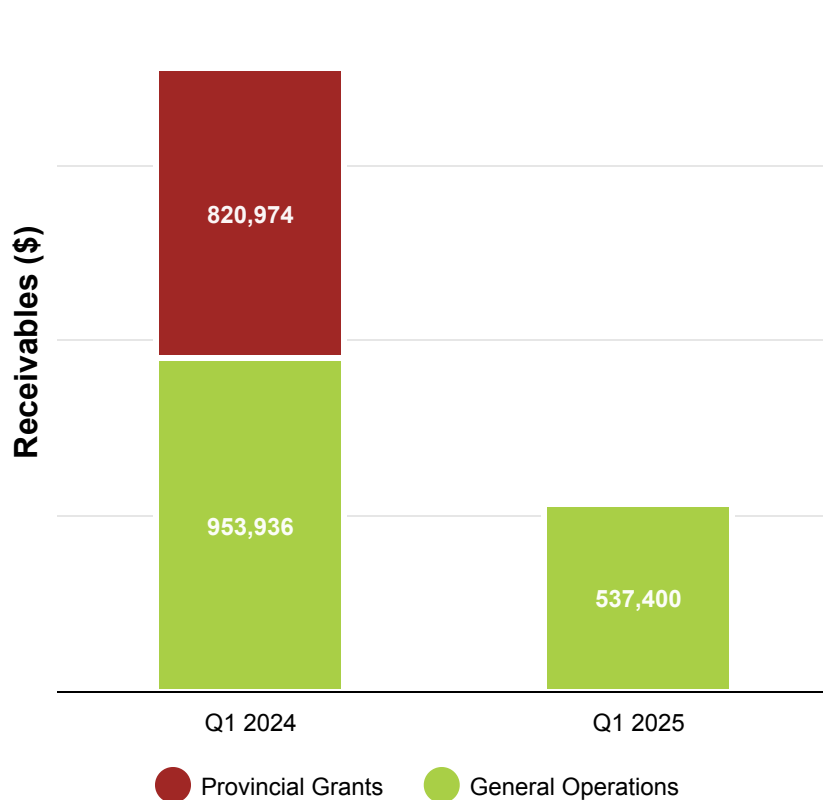
In the first quarter of 2025, Finance processed 1,253 unique invoices, a 54% decrease compared to Q1 2024. This reduction is due to seasonal timing within the accounting cycle, as year-end activities and audit preparation limited the volume of accounts payable processing during the quarter.



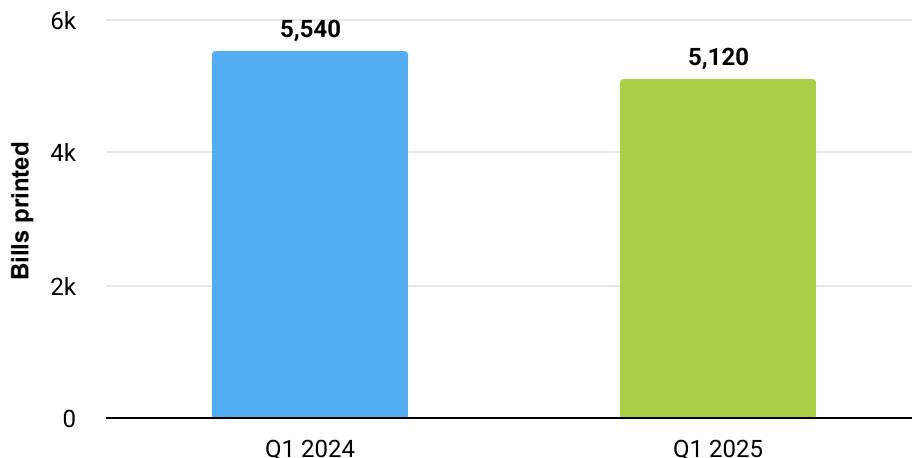
## Accounts Receivable



The District issued 55 invoices during the first quarter of 2025, down from 116 invoices in the previous quarter. Receivables for Q1 2025 totaled \$537,400, down from \$1,774,910 in Q4 2024. This decrease is primarily attributable to the timing of large provincial grants received in the prior year, including Local Government Climate Action Program, Local Government Housing Initiatives, and Bottom Wood Lake Road Improvements, which were not recurring in the current quarter.



## Utility Bills Printed



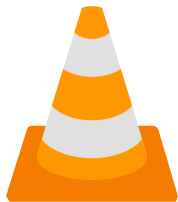
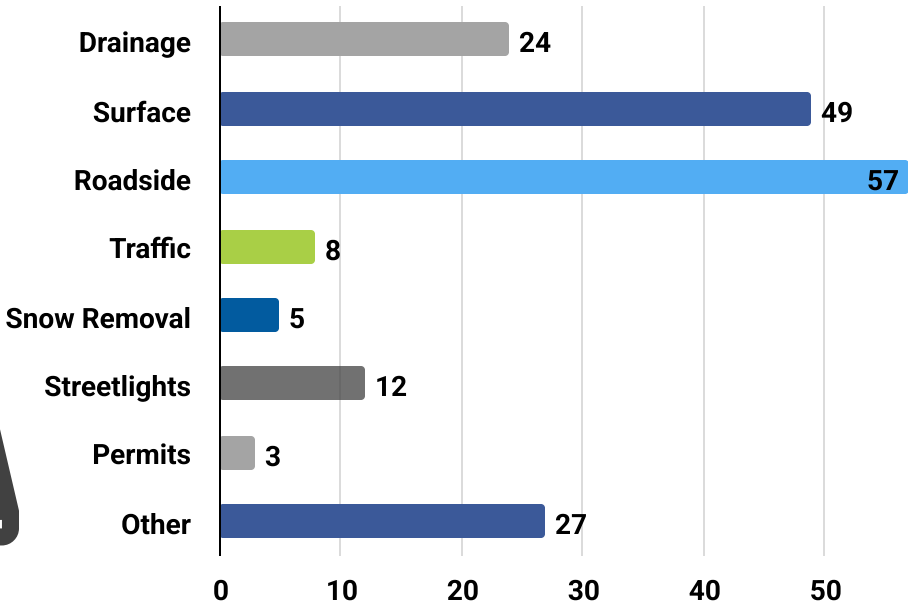
Utility bill printing continues to decline, reflecting the success of the MyLakeCountry platform as more customers opt for electronic billing.

# Infrastructure & Development Engineering

Q1 - 2025



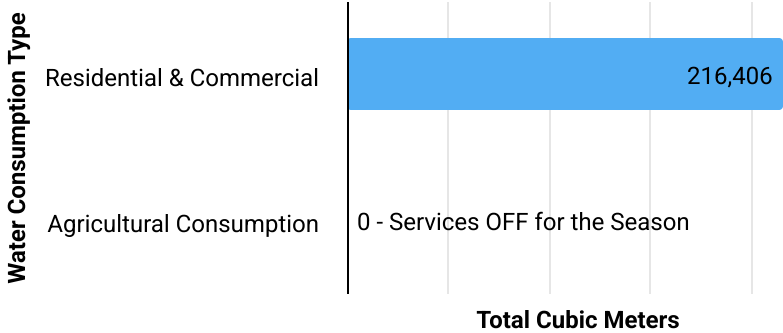
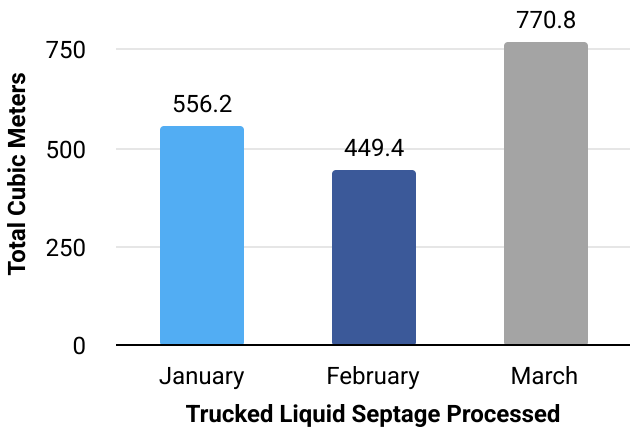
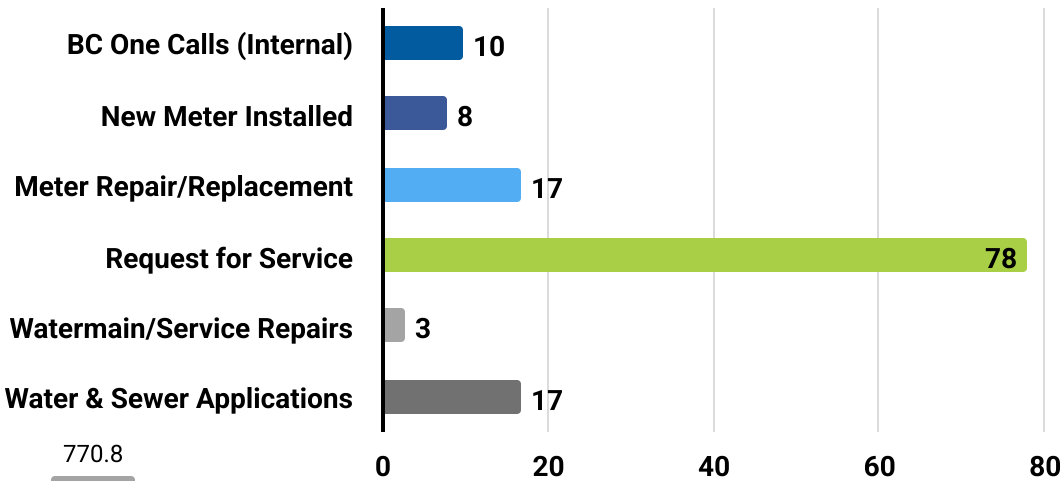
## Public Works



**Surface:** Potholes, cracks/damage, road marking (line painting), grading, dust control, street sweeping.  
**Roadside:** Street signs, barricades/bollards, sidewalks, mowing/vegetation/trees, litter/debris, illegal dumping, vandalism/graffiti, deceased animals, other misc. right-of-way questions or concerns.

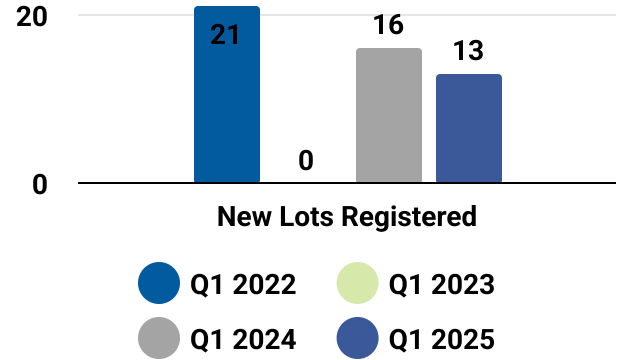
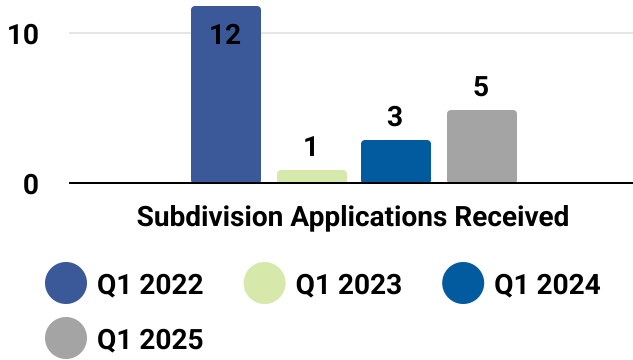


## Water & Sewer Utilities



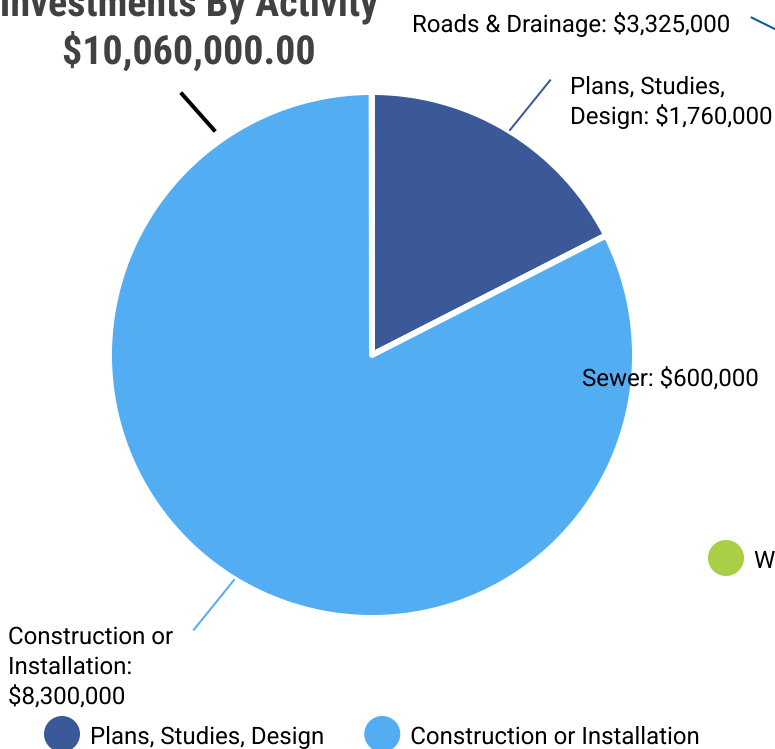


## Development Engineering

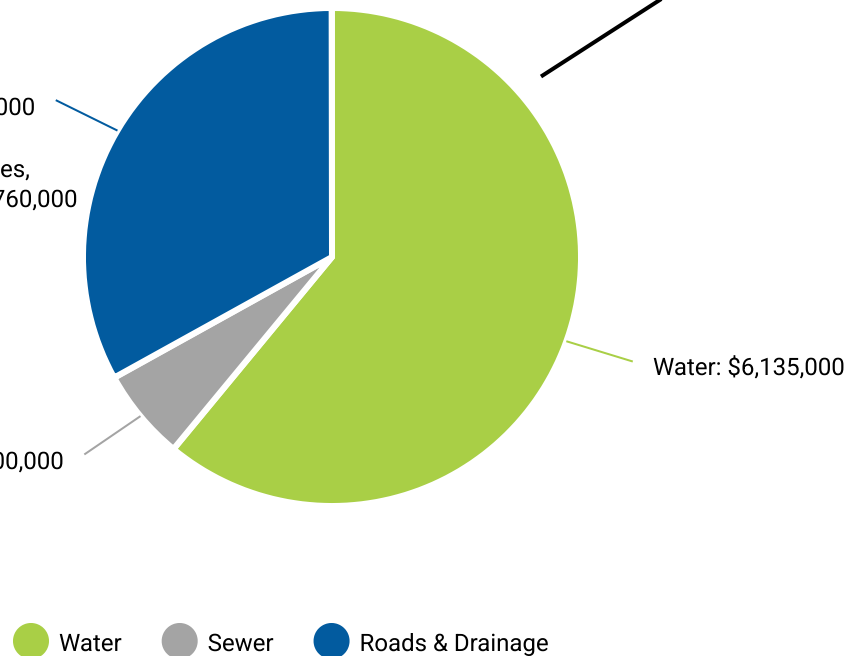


## Capital Program 2025 New Funding Investments

Investments By Activity  
\$10,060,000.00



Investments By Type  
\$10,060,000.00



## Q1 2025 Update

# Human Resources

High retention reduces lost knowledge, hiring expenses, and missed revenue opportunities. The **Employee Retention Rate** and **Employee Turnover Rate** represent different aspects of the ability to nurture and maintain a workforce.

Data includes comparison of Q1 2024 and Q1 2025 for both the Employee Turnover Rate and Employee Retention Rate.



### Employee Retention Rate

	Q1 2024	Q1 2025
Headcount Jan 1 (beginning of quarter)	96	103
Headcount Mar 31 (end of quarter)	91	100
Employee Retention Rate	94%	97.09%

- **Employee Retention** measures workforce stability, not including new hires
- The **Employee Retention Rate** measures the percentage of employees who remain employed over a specific period of time
- A target annual retention rate of **85-90% or higher** is considered good for most industries



### Employee Turnover Rate

	Q1 2024	Q1 2025
Headcount Jan 1 (beginning of quarter)	96	103
Headcount Mar 31 (end of quarter)	91	100
Employee Turnover Rate	6.25%	2.91%

- **Employee Turnover** measures movement and includes new hires
- The **Employee Turnover Rate** measures the percentage of employees who leave an organization within a specific period of time
- A target annual turnover rate of **10%** is considered normal and desirable

# Q1 2025 Update

## Occupational Health and Safety

### Q1 Safety By The Numbers

	Q1-2025	2024	2023
<i>Hazard Assessments</i>	146	681	370
<i>Safety Meetings</i>	41	177	180
<i>Inspections</i>	37	169	238*
<i>Near Misses &amp; Hazards</i>	2	11	23
<i>Actions Complete</i>	11	171	96
<i>Lost Time Injuries</i>	0	2	1
<i>Medical Aid Injuries</i>	1	3	4
<i>First Aid Injuries</i>	1	7	8
<i>Workplace Violence</i>	2	2	4
<i>WorkSafe BC Inspections**</i>	0	6	2

### Health & Safety Training

Training completed in Q1

- Basic First Aid
- Fall Protection
- Shoring & Excavation
- Isolation & Lockout
- Chainsaw Skills

Upcoming Training

- Respectful Conduct in the Workplace (April)
- Safety Leadership by Fiore Group (April)
- BC Hydro – Electrical Safety Awareness (June)
- Load securement (TBA)



**Watch for exciting events during NAOSH Week!**

# CULTURE



## Creekside Theatre Tickets



1669

Q1 (2025) Creekside Theatre sold 1669 tickets.



2669

Q1 (2024) Creekside Theatre sold 2669 tickets.

Q1 (2025) - Creekside Theatre sold less tickets than usual due to postponing Winter Blues Festival to January 2026.

## Volunteer Hours



400 hrs

Q1 (2025) Creekside Theatre offered 400 hrs of volunteer work.

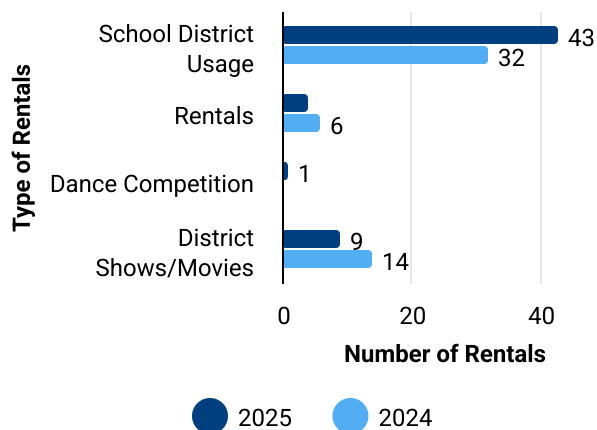


450 hrs

Q1 (2024) Creekside Theatre offered 450 hrs of volunteer work.

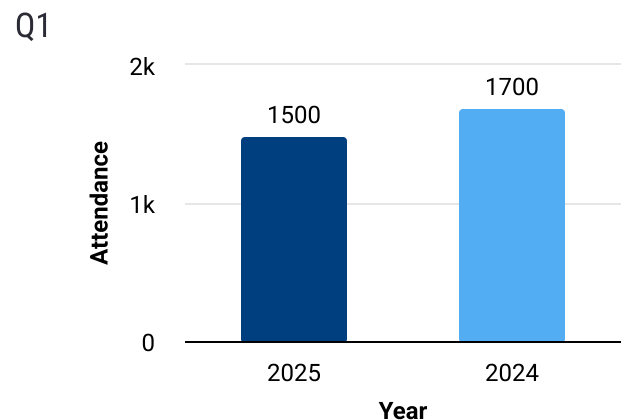
The theatre relies on volunteers to assist with venue operations and events. Typically, each show requires 40 hours per event.

## Creekside Rental/Uses



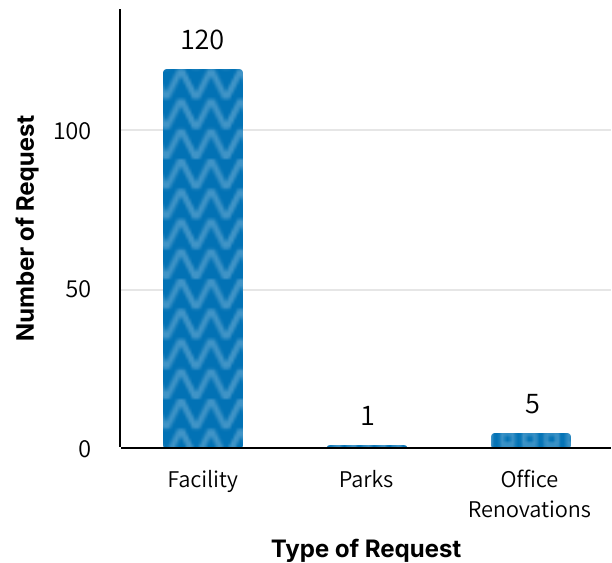
GESS has resumed its annual drama production, using the theatre for up to six weeks. While a great community benefit, it impacts rentals and other productions.

## Lake Country Children's Festival



The Lake Country Children's Festival saw a slight decline in attendance from 2024 to 2025.

# External & Internal Service Requests

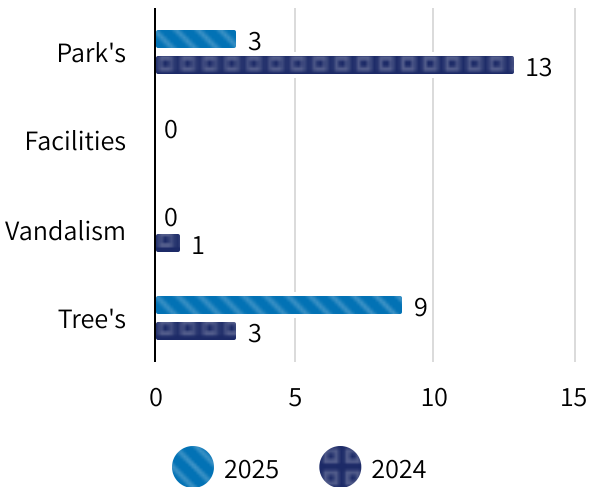


## Internal Service Requests

Q1 (2025) A total of 126 internal service requests we're addressed. Internal requests include, but are not limited to, building repairs, renovations and maintenance.



## External Service Requests



Q1 (2025) Due to the mild winter, staff were able to proactively begin their annual maintenance early, resulting a decrease in the number of external service requests for the first quarter.



## FAQ

Type of Requests	Definition
Park Requests	Mowing, maintenance, litter, grooming trails
Facility Requests	Building maintenance & repairs.
Vandalism Requests	Removal of park & property defacement.
Tree Requests	Hazardous Tree Assessments & removal



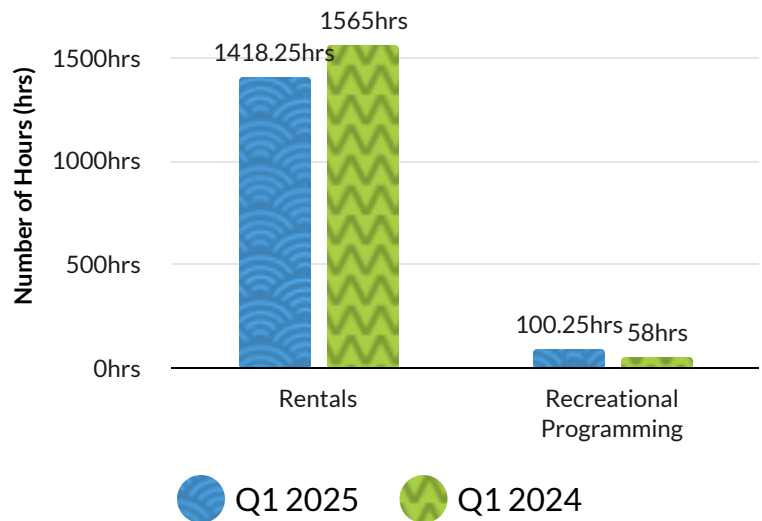
# Arena, Parks & Fields



## Arena

This report summarizes the ice rentals at Winfield Arena during the first quarter of the 2025/2024 period.

Although ice rental hours in 2025 experienced a slight decrease compared to 2024, overall recreational programming saw an increase.



## Field Rentals

Year	Q4 Rentals
2025	0
2024	21

Q1 (2025) - There was a decrease in field rentals in the first quarter due to delayed season start as most startups typically align with Easter.



## Events

Year	Q4 Events
2025	2
2024	0

Q1 (2025) - The Parks department hosted two more events compared to the same period in 2024.



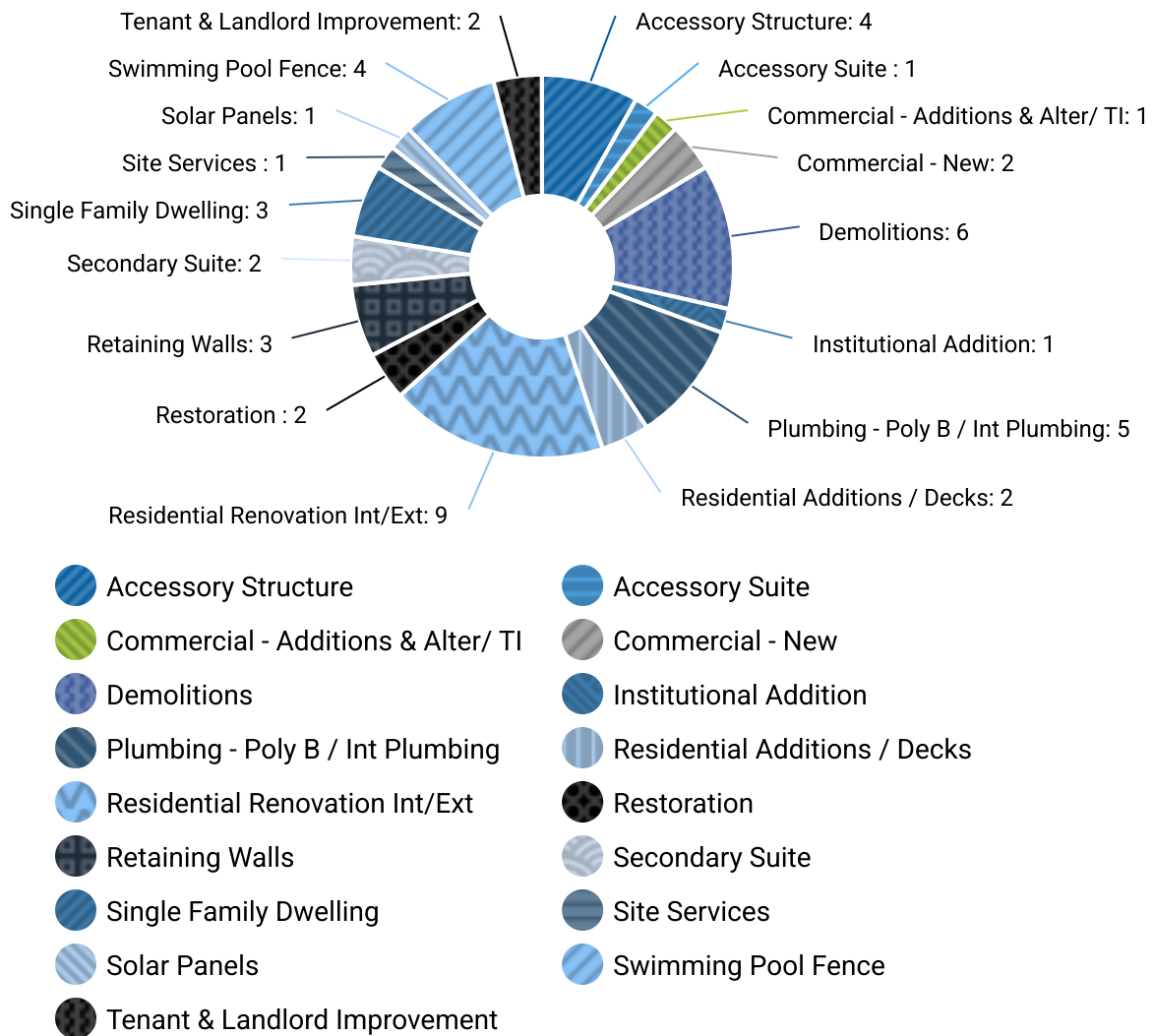
LAKE COUNTRY

Life. The Okanagan Way.

# Building Permits Q1 January to March 2025



LAKE COUNTRY  
Life. The Okanagan Way.



Total number of permits 49

**Building permits issued in the initial quarter of 2025 were predominantly focused on Single Family Dwellings, with Residential Renovations closely trailing behind.**

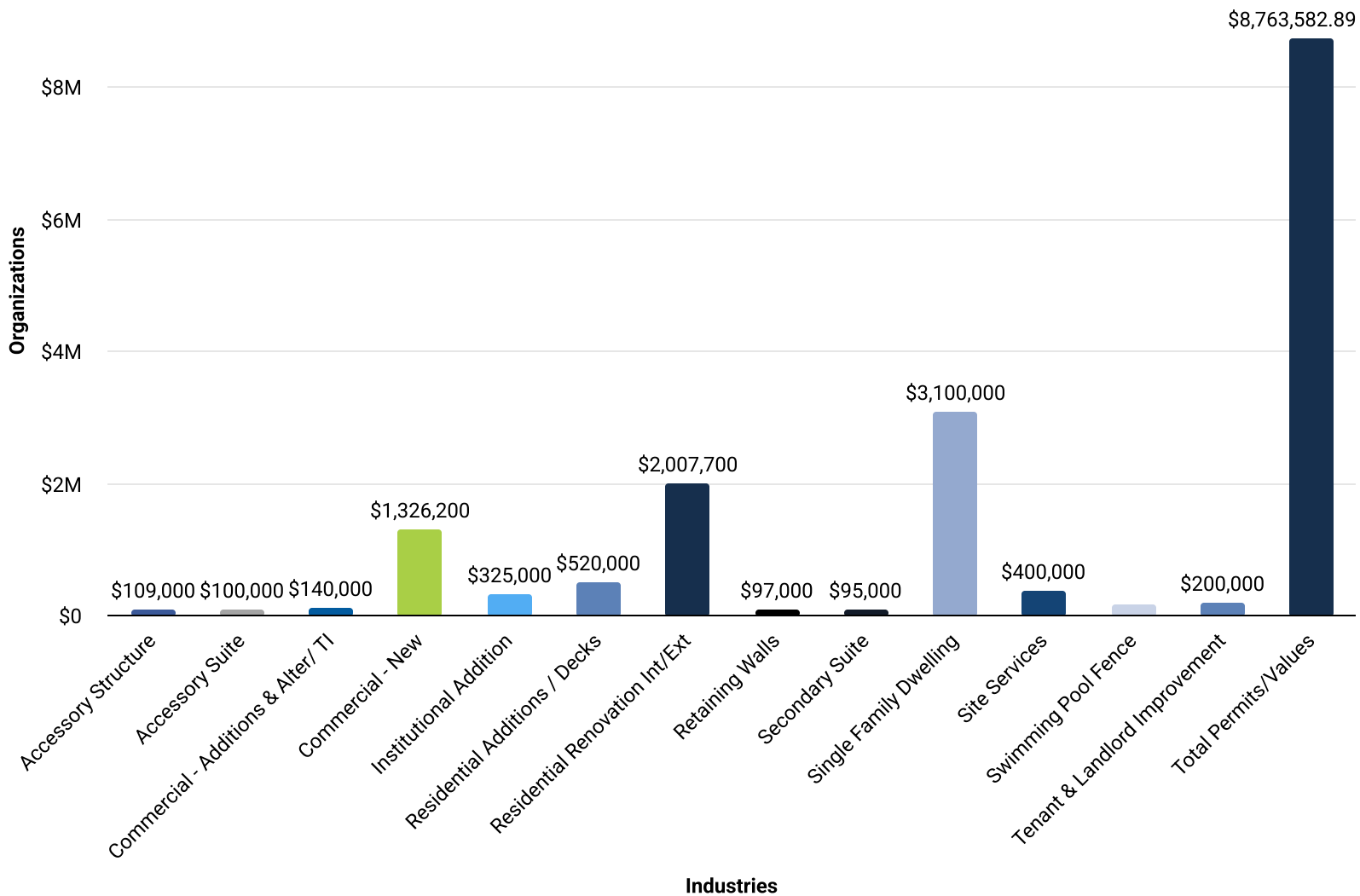


# Building Permits Q1

## January to March 2025



LAKE COUNTRY  
Life. The Okanagan Way.



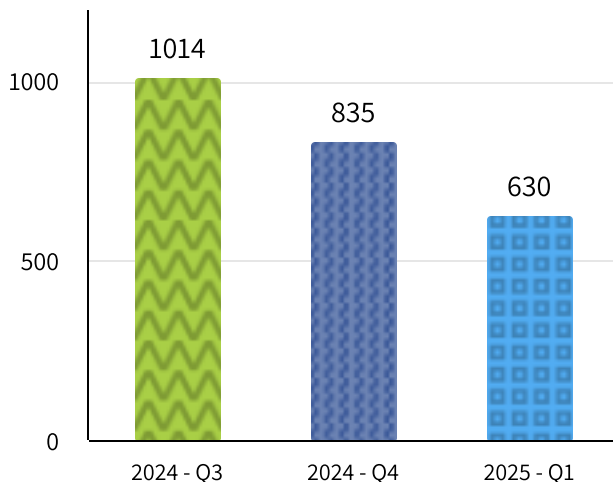
The issuance of building permits in the first quarter of 2025 primarily targeted Single Family Dwelling with Residential Renovations following closely behind.

## 2025 - Q1 Report

### Lake Country Community Highlights

- January - Officers executed a Search Warrant for firearms at an address on Lakehill Drive. Several firearm offences will be forwarded for charge approval. The individual has since moved from Lake Country.
- February - Lake Country SRO completed presentation to Syrian immigrants, socializing them to Police in Canada and explained what can be done to help them. Presentation was completed in Arabic using a translator and all handouts were in Arabic as well. Was very well received.
- March - Elowyn Daycare came to the detachment for a tour of the building and a police vehicle.
- January to March Lake Country Traffic officer, with the assistance of other officers, has executed numerous traffic blitz' in the detachment area. This has resulted in hundreds of contacts involving multiple violation tickets, warnings and several impaired drivers being removed from the streets.

### CALLS FOR SERVICE Comparison for Lake Country 2024 Q3, Q4 & 2025 Q1



### SCHOOL RESOURCE OFFICER (SRO)

#### In this Quarter the School Resource Officer

#### January 2025

- Community Event - Peter Greer Elementary Millennial Time Capsule
- Partner with Lake Country Traffic Section - Road Safety Blitz
- Partner with SD23 and Kelowna SRO's for Settlement Workers
- Lake Country Community Interagency Situation Table
- UBCO student Capstone Briefing
- Collaborative Group: RCMP/SRO. SD23, CYAC
- Safer Schools Training
- Lake Country Seniors Activity Centre Fraud Awareness Presentation

#### February 2025

- SRO Collaborative
- Public Safety Canada - Training (Cyber-risks/Online Games)
- SRO/SWIS - Newcomer student / Families Support Presentation

#### March 2025

- Children's Festival
- Spring Break!
- Traffic member School Zone Blitz

## DISTRICT OF LAKE COUNTRY POLICE SERVICES

Lake Country Policing Priorities  
2025 - Q1 Report

### Lake Country Community Highlights

- January – Officers executed a Search Warrant for firearms at an address on Lakehill Drive. Several firearm offences will be forwarded for charge approval. The individual has since moved from Lake Country.
- February – Lake Country SRO completed a presentation to Syrian immigrants, socializing them to Police in Canada and explained what can be done to help them. Presentation was completed in Arabic using a translator and all handouts were printed in Arabic as well. This was very well received by the community.
- March – Elowyn Daycare (16 children, 4 adults) came to the detachment for a tour of the building and police vehicle.
- January to March, Lake Country Traffic officer, with the assistance of other officers, have executed numerous traffic initiatives in the Lake Country area. This has produced hundreds of interactions with drivers, resulting in violation and warning tickets, several impaired drivers being removed from the streets.

### Calls for Service

Q2, Q3 & Q4 - 2024 & Q1 – 2025 Comparison for Lake Country

	2024 - Q4	2024 - Q3	2024 - Q2	2025 - Q1
Calls for Service	835	1,014	883	630



## PRIORITY: REINFORCE ROAD SAFETY

OBJECTIVE	MEASURABLE	2024-Q4	2024-Q3	2024-Q2	2025-Q1
Increase the visibility of traffic enforcement through intelligence-led initiatives	<ul style="list-style-type: none"> <li>Number of police officers in the traffic unit</li> </ul>	1	1	1	1
	<ul style="list-style-type: none"> <li>Number of MVA violations</li> </ul>				105
	<ul style="list-style-type: none"> <li>Number of excessive speeding violations</li> </ul>	13	3	1	5
	<ul style="list-style-type: none"> <li>Number of warnings</li> </ul>	306	252	169	185
	<ul style="list-style-type: none"> <li>Number of distracted driving violations</li> </ul>		2		
	<ul style="list-style-type: none"> <li>Number of prohibited driving Offences</li> </ul>	3	8	7	1
	<ul style="list-style-type: none"> <li>Number of CVSE inspections</li> </ul>				
	<ul style="list-style-type: none"> <li>Number of school zone initiatives</li> </ul>	4	8	10	6
Target impaired driving by alcohol and drug	<ul style="list-style-type: none"> <li>Number of impaired driving including Criminal Code and IRP</li> </ul>	160	29	12	24
	<ul style="list-style-type: none"> <li>Number of Impaired driving initiatives</li> </ul>	13	7	10	11
Citizen on Patrol (COP) Reporting	<ul style="list-style-type: none"> <li>Hours of COP patrols</li> </ul>	40.5	25.25	48.5	50.25
	<ul style="list-style-type: none"> <li>Number of vehicles checked for violations</li> </ul>	1,057	1198	943	832
	<ul style="list-style-type: none"> <li>Number of warning letters issued</li> </ul>	2	3	17	4
	<ul style="list-style-type: none"> <li>Number of vehicles checked for signs of auto crime</li> </ul>	0	0	0	0



## PRIORITY: REDUCE AND PREVENT CRIME

OBJECTIVE	MEASURABLE	2024-Q4	2024-Q3	2024-Q2	2025-Q1
Implement Intelligence-led projects / initiatives focused on the crime types that are impacting the crime severity index and driving up the number of criminal code offences	Number of intelligence-led projects / initiatives focused on the crime types that are impacting the crime severity index and driving up the number of criminal code offences	3	2	2	1
	Number of criminal code offences	202	174	210	145
	Number of crimes against persons	49	51	57	44
Implement intelligence-led projects / initiatives focused on repeat offenders	Number of intelligence-led projects / initiatives focused on repeat offenders	2	2	3	2
	Number of curfew checks	40	11	22	16
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	4	3	10	4



## PRIORITY: ENHANCE POLICE / COMMUNITY RELATIONS

OBJECTIVE	MEASURABLE	2024-Q4	2024-Q3	2024-Q2	2025-Q1
Enhance relationships with community youth, seniors & vulnerable citizens	Number of events / initiatives attended by members where the focus is on youth, seniors or vulnerable citizens	SRO 7	SRO 4	SRO 12	SRO 8
	Number of Coffee with a Cop sessions	0	0	0	0
	Delivery of a Detachment Open House	0	0	1	1
Develop / foster partnerships and strengthen key stakeholder relations to enhance integrated community response to existing and emerging social issues	Number of community events / celebrations and / or community service group meetings attended by members	11	6	15	4
Support and expand crime prevention programs	Number of crime prevention programs	2	1	1	1
	Number of times members attended a crime prevention initiative	4	4	3	4

## STRATEGIC ENABLER

OBJECTIVE	MEASURABLE	2024-Q4	2024-Q3	2024-Q2	2025-Q1
Show up at our best for every citizen	Number of GIS police officers in Lake Country	3	2	2	2
	Number of training sessions attended by detachment members and support staff	6	2	7	9
	Reports to Council highlighting crime trends	2	2	1	
	Percentage of callbacks within 3 days to citizens who contact Lake Country RCMP with a priority 1, 2 or 3 call for service				

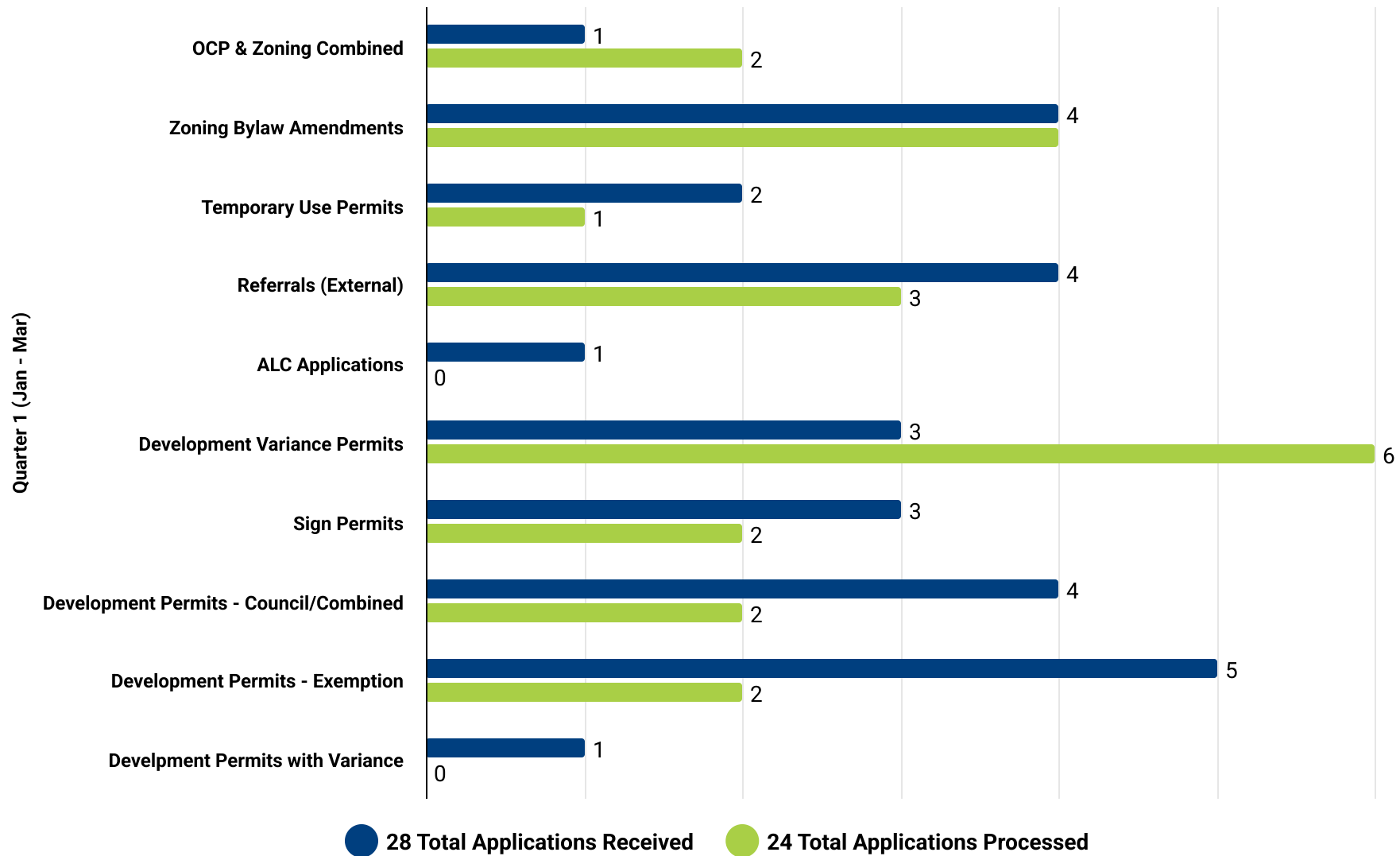


### STATISTICAL OVERVIEW Q1 YEAR: 2025

	Q4 2024 (Oct to Dec)	Q3 2024 (July to Sept)	Q2 2024 (Apr to June)	Q1 2025 (Jan to March)
Homicide	0	0	0	0
Attempt Murder	0	0	0	0
Violent Offences	40	51	39	42
Property Offences	112	118	116	70
Robbery	1	0	0	0
Assault w/Weapon or CBH	1	5	4	3
Uttering Threats/Harassment	6	21	12	11
Common Assault	12	14	17	12
Family/Relationship/Violence	12	23	15	16
Sexual Offences	4	1	3	2
B & E (Business & Other)	4	2	3	4
B & E (Residential)	5	3	1	0
Stolen Vehicles	8	13	9	4
Theft from MV	14	17	13	5
Drug Investigations	5	4	5	2
Disturbing the Peace	12	16	16	15
Noise Bylaws	1	1	16	13
MVA – Fatal	0	0	0	1
MVA – Injury	11	12	6	4
MVA – Over/Under 10000	40	39	44	14
Traffic VT Issued	336	145	149	133
Traffic Warnings Issued	306	252	169	185
Immediate Roadside Prohibitions	22	27	34	21
24 Hour Driving Suspension - Drugs	2	0	2	0
Liquor VTs Issued	0	5	6	4
Sudden Death	4	3	8	5
Missing Persons	5	4	2	3
Fraud	16	18	25	13
False Alarm	24	24	20	14
Mental Health	22	19	22	16
Dropped 911	15	21	13	7

# 2025 Quarter 1 (Jan - Mar) Planning Applications

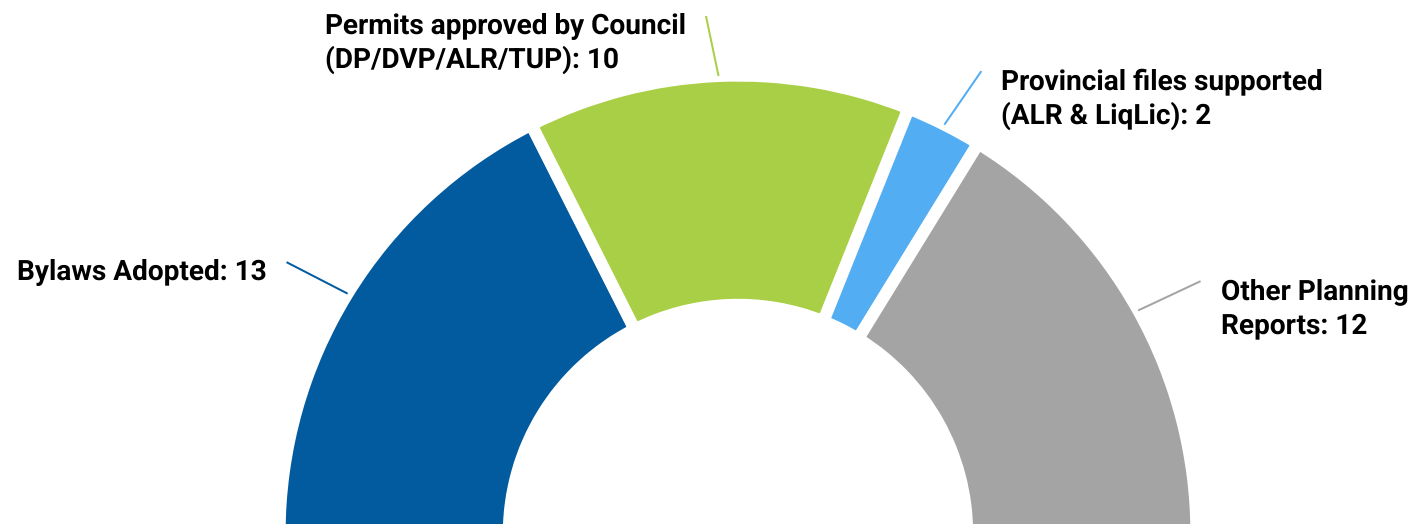
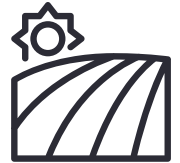
## Planning Applications Received vs Processed



# 2025 Quarter 1 (Jan - Mar) Planning Applications



## Planning Items to Council



**37 Total**  
**Q1 (Jan - Mar)**

