

Q2 - April 1, 2024 - June 30, 2024

Highlights

Business Licensing

Tourism

Facilities

Parks

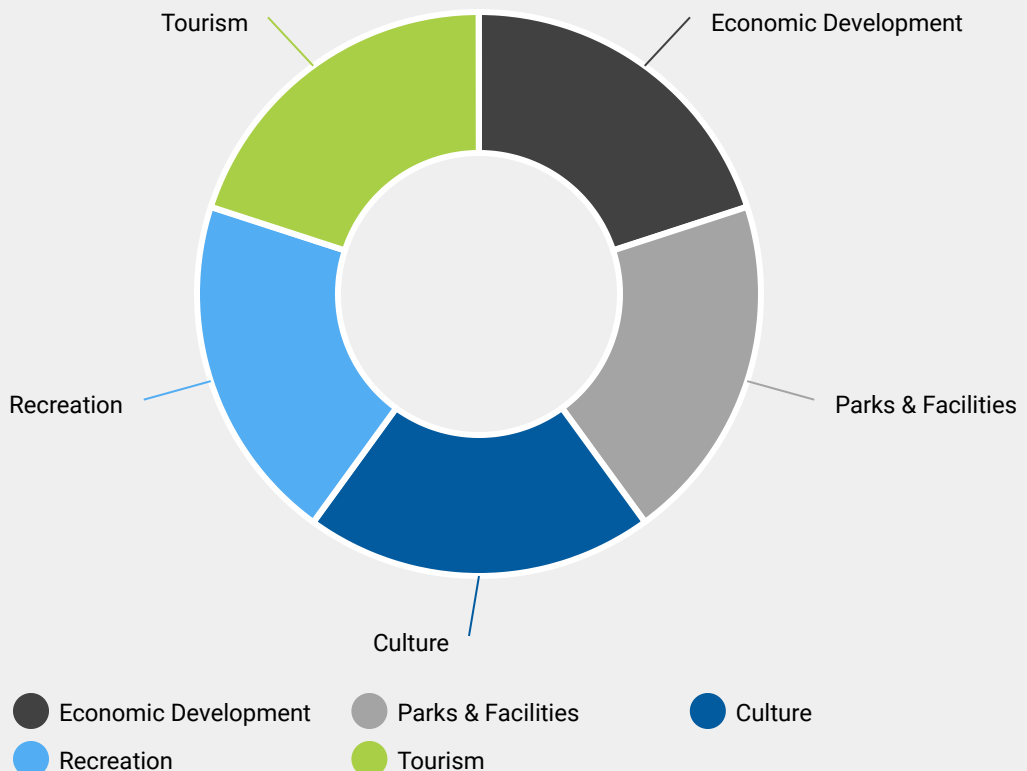
Culture

Recreation



Summary

This report will cover key highlights for the second quarter of 2024 in the following areas: Business Licensing, Tourism, Facilities, Parks, Culture & Recreation.



Economic Development

Business Licensing

Business Licenses	Q2-2024	Q2-2023
Issued	67	57
Accounts	931	887

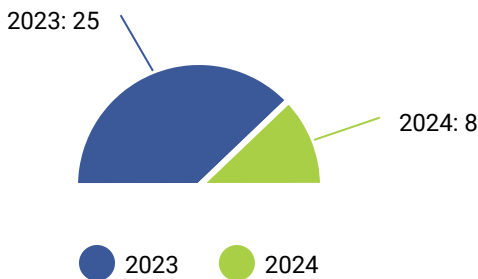
Lake Country has 931 active business licenses in good standing. As of June the average wait time for a business license was 17 days.

Short Term Vacation Rentals	Q2-2024	Q2-2023
New STVR	31	24
STVR's Closed	20	1
Total STVR's	176	

Closure of noncompliant STVR's was a large part of the closures.



2nd Quarter



Outstanding Account Fees

At the end of June there were 8 outstanding accounts. These were newly licensed accounts that not yet paid the yearly fee.



FAQ

Terms	Definition
STVR	Short-term vacation rental which also includes Bed & Breakfast.

Average wait time for an STVR is 20 days.



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Economic Development

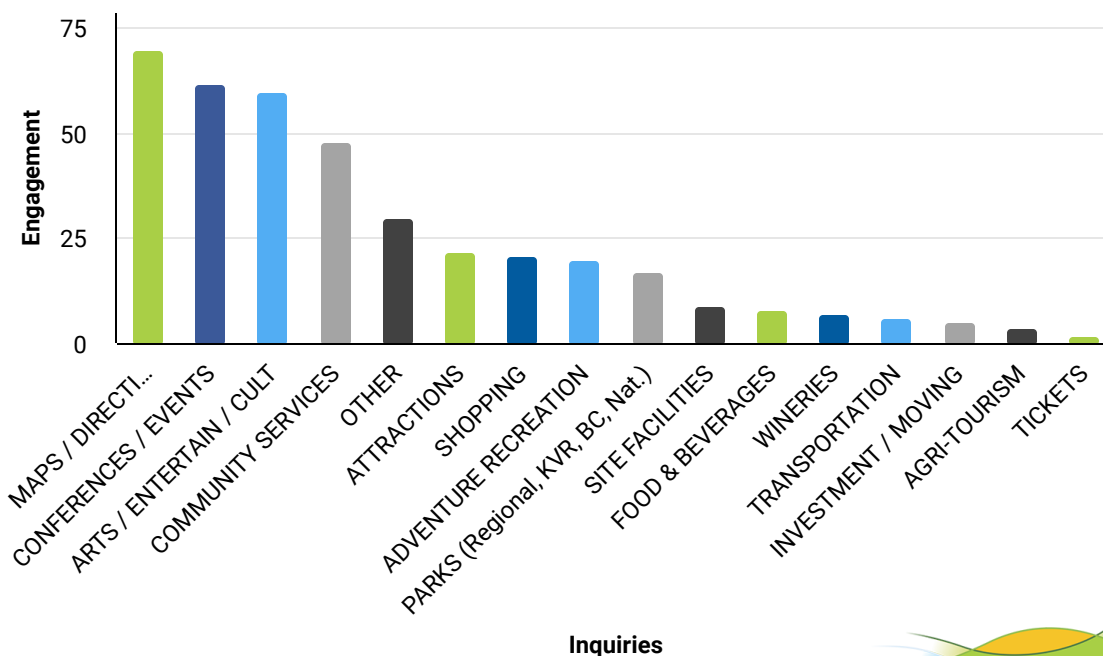
Tourism Q2

Lake Country Mobile Tourism Centre kicked off the 2024 season in the middle of May and will be on the ground until mid September. Within the six weeks of operation the tourism team (managed by Kelowna Tourism) have engaged with:

- 168 Parties
- 338 Visitors services - staff engaged in a conversation with the person long enough to get information from them for statistics
- 14 events attended throughout Lake Country



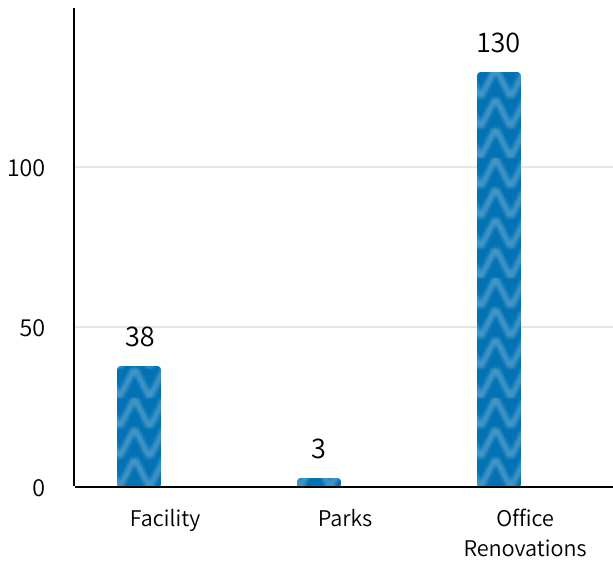
Information requested from visitors engaging with the Mobile Tourism team



April 1, 2024 - June 30, 2024

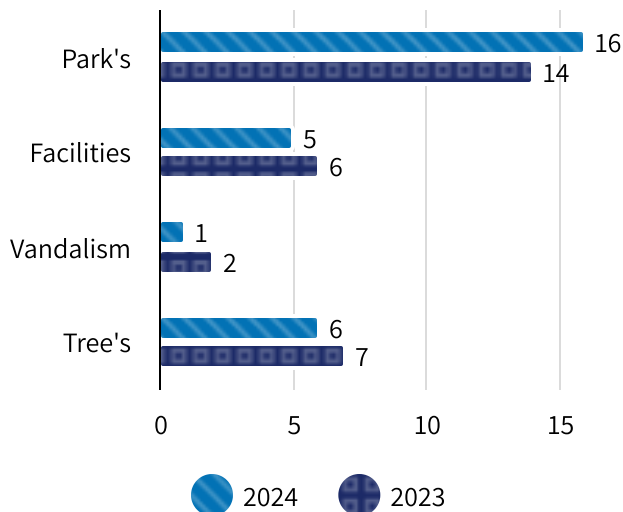
Parks & Facilities

External & Internal Service Requests



Internal Service Requests

Q2, (April 1 - June 30, 2024) A total of 171 internal service requests we're attended to. Internal requests incorporate but not limited to building repairs, renovations and maintenance.



External Service Requests

From April 1st to June 30th, External requests predominantly concern parks or trees, coinciding with the warmer weather.



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



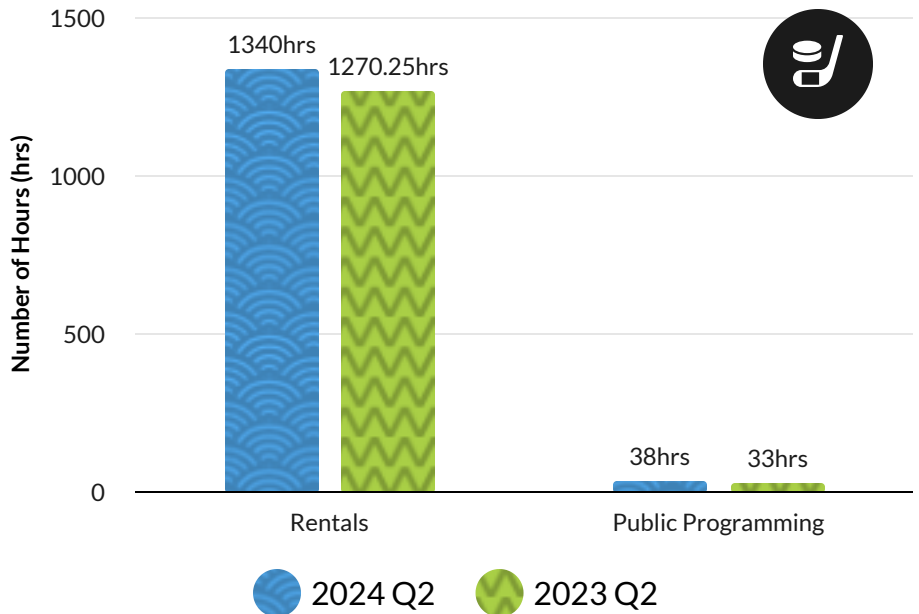
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Arena, Parks & Fields

This brief Q2 report examines the ice rentals and recreational programming for Q2 (2023/2024) at the Winfield Arena.

The Arena is closed yearly for maintenance during the month of June.



Field Rentals

Year	Q2 Rentals
2024	66
2023	58

Q2 - There was an increase of field rentals, indicating a higher demand and/or more frequent use of the fields.



Events

Year	Q2 Events
2024	15
2023	11

Q2 - The district hosted 4 additional events in Q2, fostering community engagement and providing opportunities for residents to connect.



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PARKS & RECREATION




In Q2, (April 1, 2024 - June 30, 2024) Field usage for soccer and softball was robust, reflecting strong interest for field rentals. The soccer fields were heavily utilized for both league play and casual games, while the baseball diamonds saw consistent activity from local teams and recreational groups.

Arena Usage



934 hrs


Q2, Winfield Arena had 934 hours of ice rentals.



40 hrs


Q2, Winfield Arena offered 40 hours of free recreational ice programming.

Park / Field Usage



362 Rentals

Q2, the Park's department had 362 sport field rentals.



9 Events

Q2, The district of Lake Country hosted 9 events.

FAQ:

Recreational Programming:	Recreational programming includes but not limited to Adult Only Skate and Stick & Puck.
Field Rentals:	Field rentals include Beasley Park, Jack Seaton Park, Swalwell Park & REC ball field.

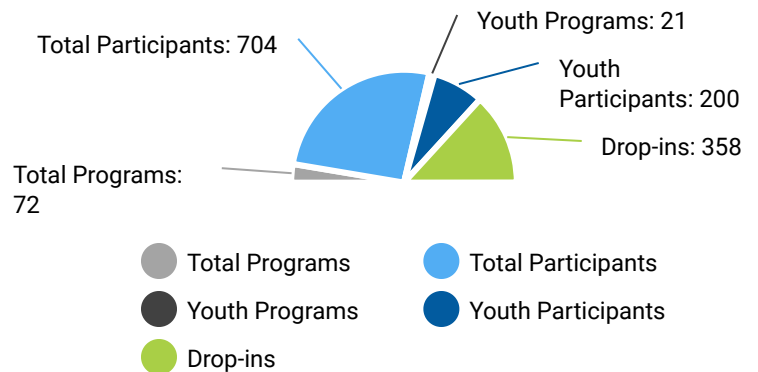
These activities highlight the vibrant use of our sports facilities, parks and the community's participation within the district of Lake Country.

RECREATION



Recreational Programming

This chart provides an overview of all programs conducted in 2024. Outlining the total programs vs youth programs and participants that registered. Also included drop-in registrations as a new initiative started in 2024. This involves a Thursday night adult basketball drop-in, all ages volleyball drop-in and family open gym.



Culture & Recreation Events



Q2 (2024) The district did not organize any events. Instead, the focus was on enhancing sports and recreational programming to foster active lifestyles.



Q2 2024 Summary

With the arrival of warmer weather, we feature a variety of outdoor activities such as beach volleyball, kids' baseball and t-ball, tennis, outdoor kids' soccer, and dog agility.

For adults, our recreational programs include volleyball, badminton, pickleball, dance, and a range of fitness classes. Additionally, our leisure offerings encompass cooking, painting, and sound bowl meditation.

Youth programs this season include soccer, floor hockey, and multi-sport camps, ensuring there's something for everyone to enjoy!

CULTURE



Creekside Theatre Tickets



1273

Q2, (2024) Creekside Theatre sold 1273 tickets.



1781

Q2, (2023) Creekside Theatre sold 1643 tickets.

The Creekside theatre hosted shows such as Matt Dusk, Grant Lawrence and Rotary Mom's night out.

Volunteer Hours



80 hrs

Q2, Creekside Theatre offered 80 hrs of volunteer work.

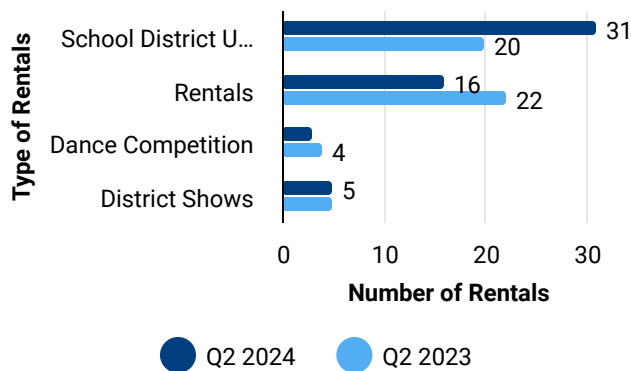


40 Volunteers

Q2, The culture department utilized 40 volunteers for the shows.

The theatre relies on over 40 volunteers to assist with venue operations and events. Typically, each show requires 6 volunteers.

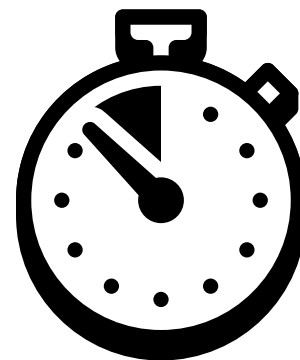
Creekside Rental/Uses



There's been an increase in rentals for the school district versus the previous year.

Live! in lake Country

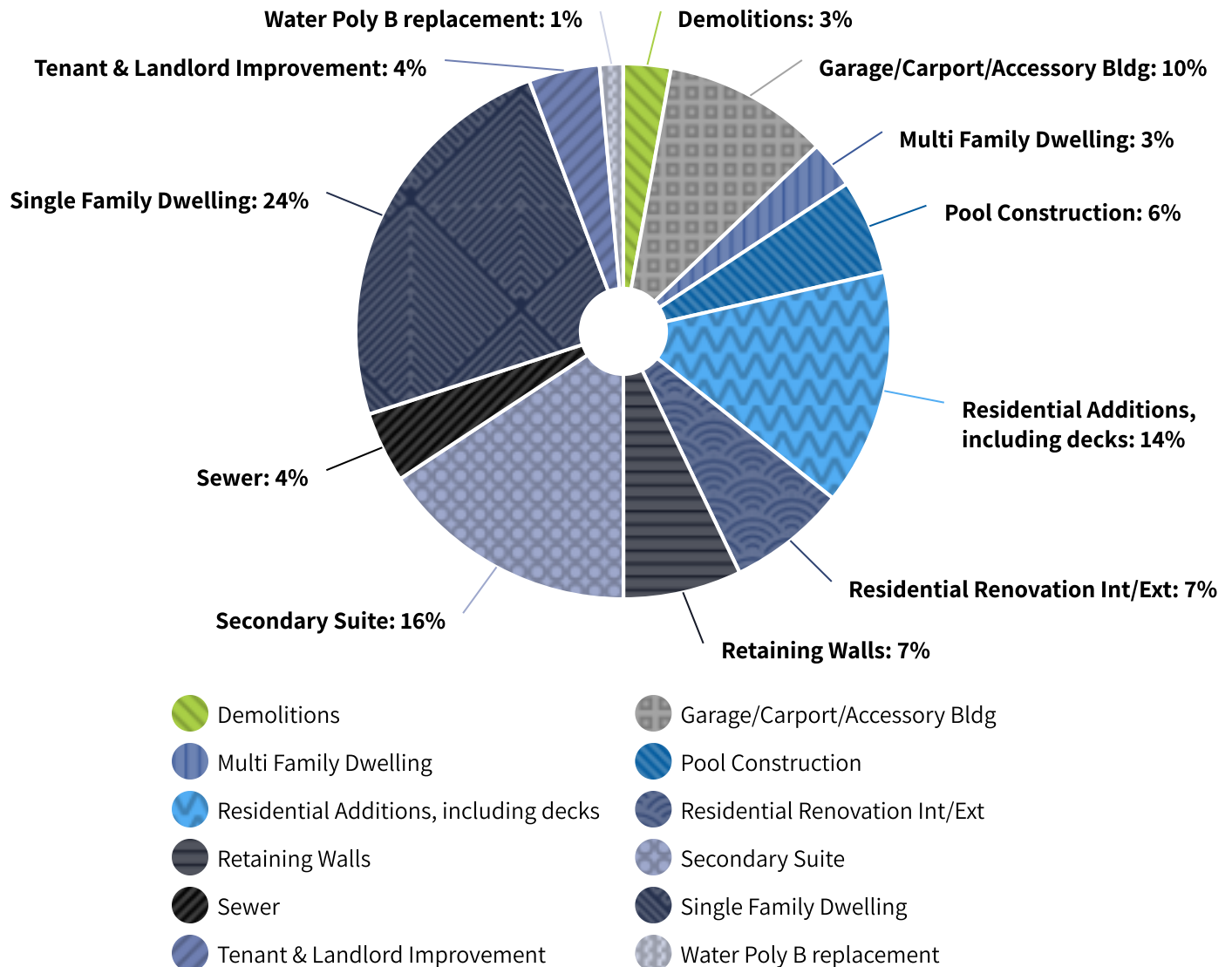
Q2 - 0 concerts are hosted.



In July & August, The district offers a free weekly community concert series in July & August funded by taxation and sponsorship.

Building Permit Report

Q2 2024



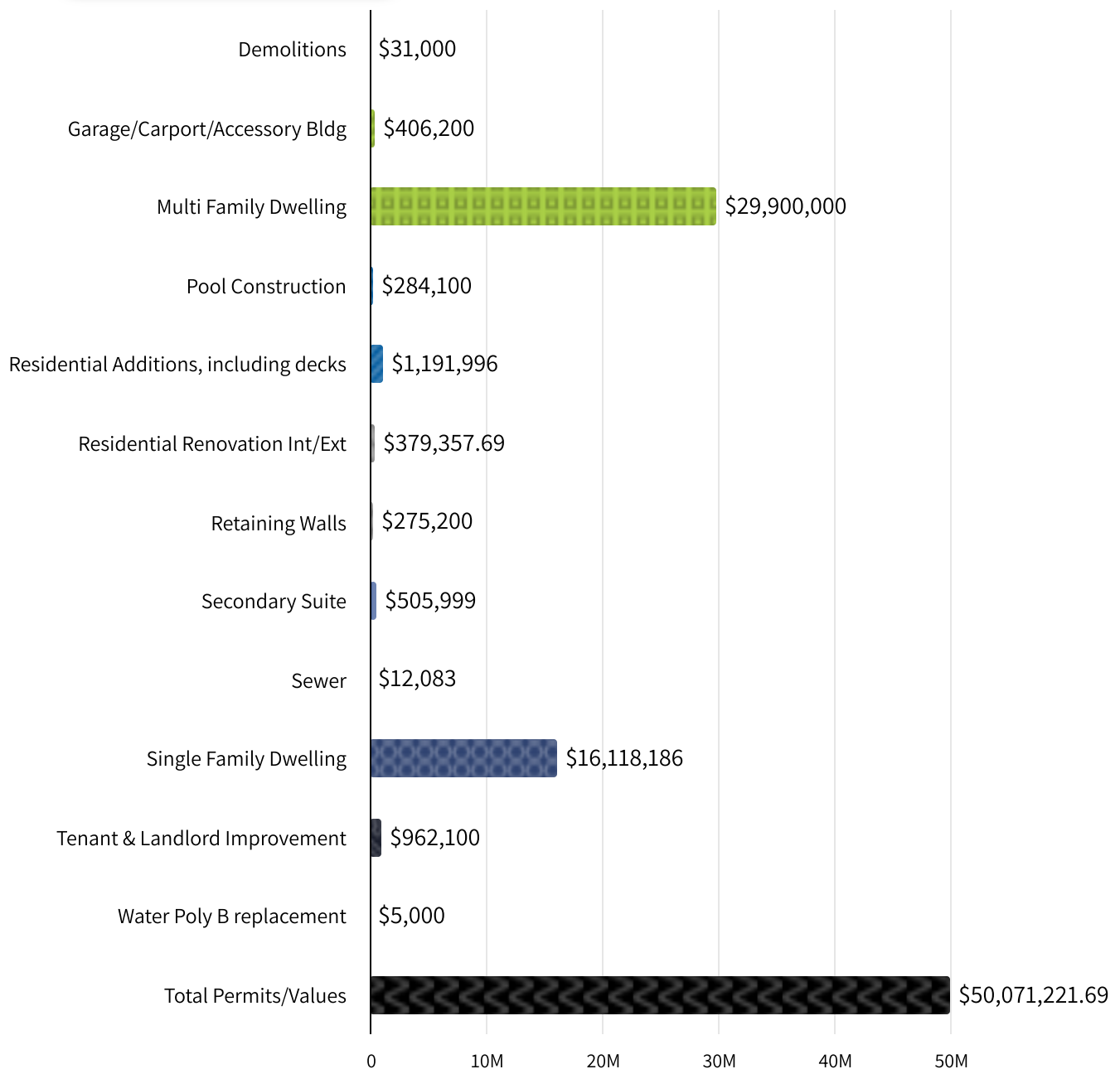
The second quarter of 2024 saw a marked increase in Single Family Dwellings, Secondary Suites, and Residential Additions.

Building Permit Report

Q2 2024

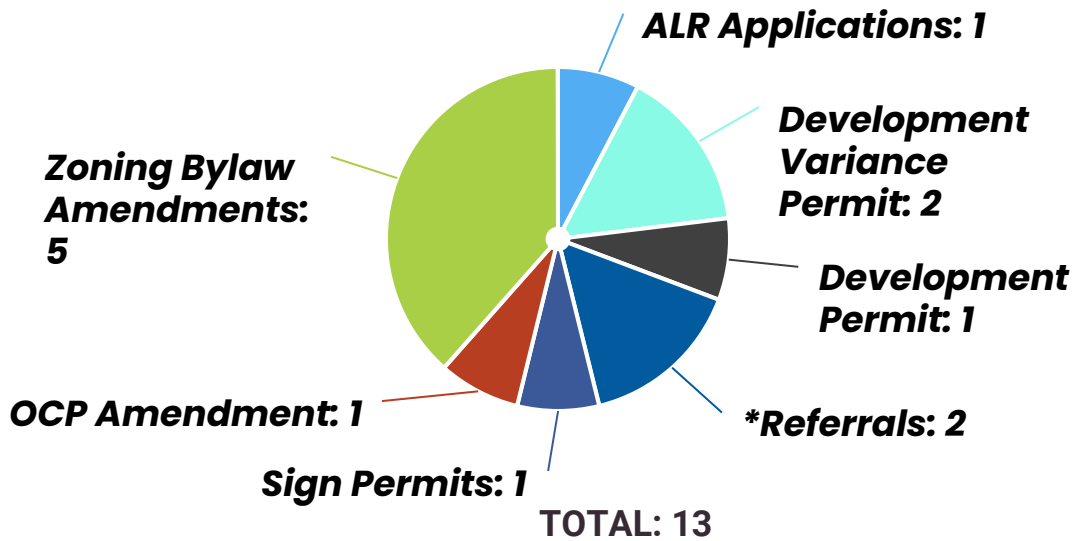


Multi-Family Dwellings constitute 59.7%, and Single Family Dwellings represent 32.2% of the total construction cost value for Q2.

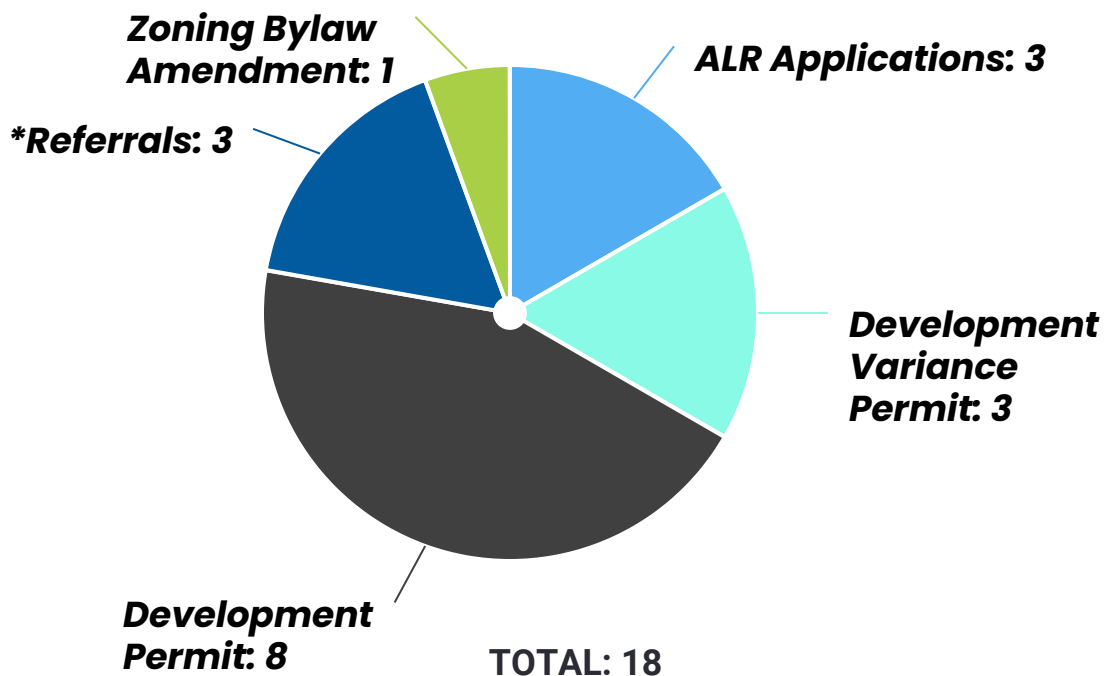


Development Services Q2 - 2024 - Planning

Planning Applications - Received

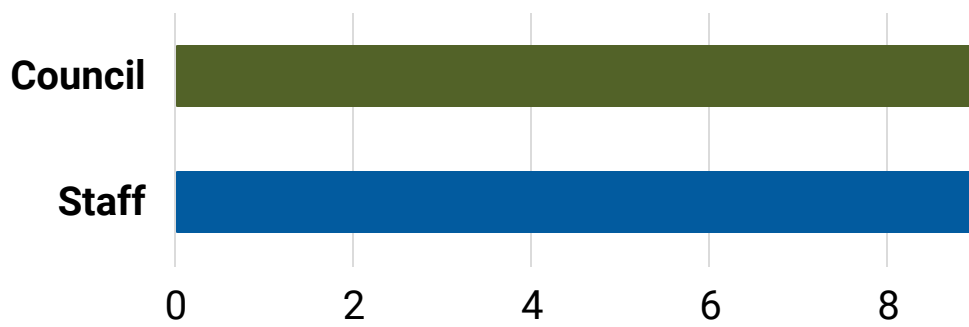


Planning Applications - Processed



*Referrals = Provincial moorage, liquor and cannabis applications

Planning Applications Considered



Project Updates

- Official Community Plan Amendment adopted by Council expanding Development Permit area exemptions
- Bill 44 - Small-Scale Multi-Unit Housing Zoning Bylaw Amendment - third reading granted by Council
- Purpose-Built Rental Housing Incentive Bylaw - adopted by Council providing property tax incentives for targeted developments
- Development Approval Procedures Review - UBCM grant application project commenced
- Development Approval Procedures Bylaw amendment - third reading granted by Council

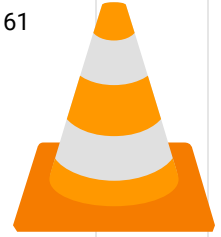
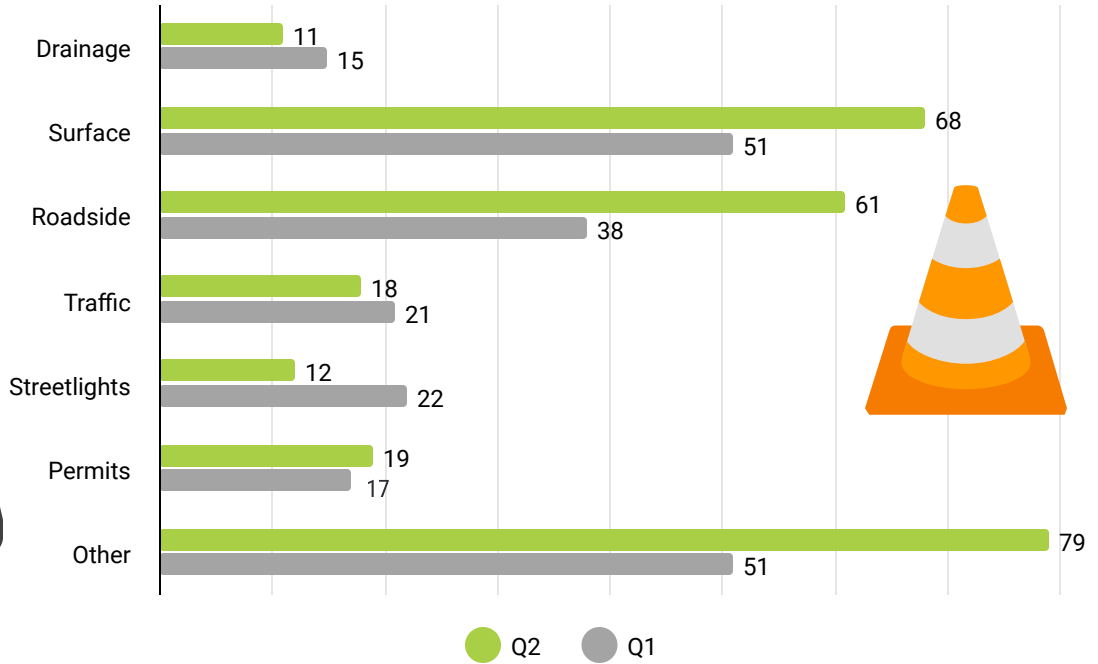


Infrastructure & Development Engineering

Q2 - 2024



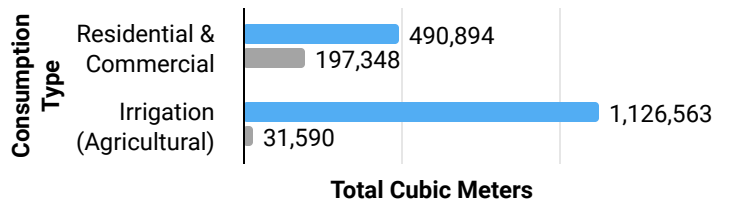
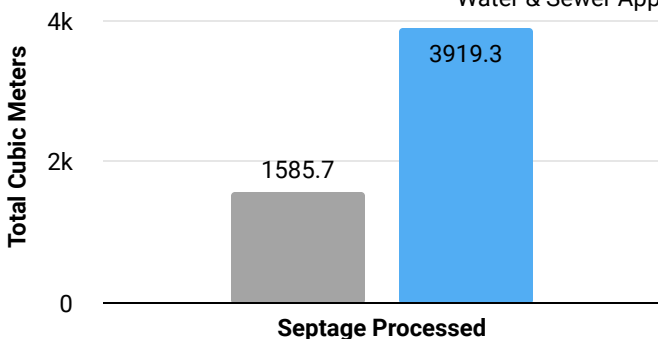
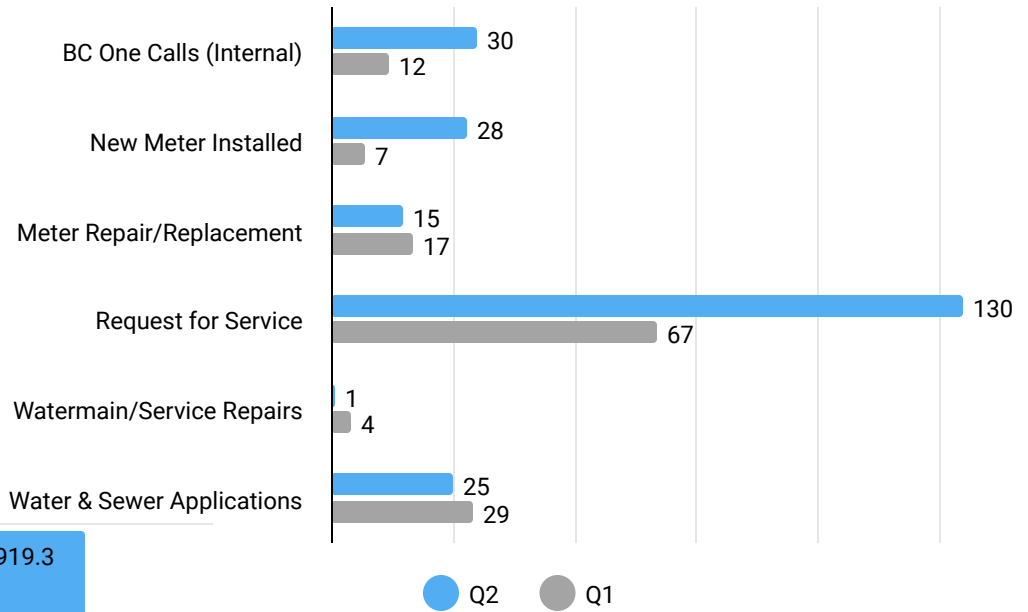
Public Works



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

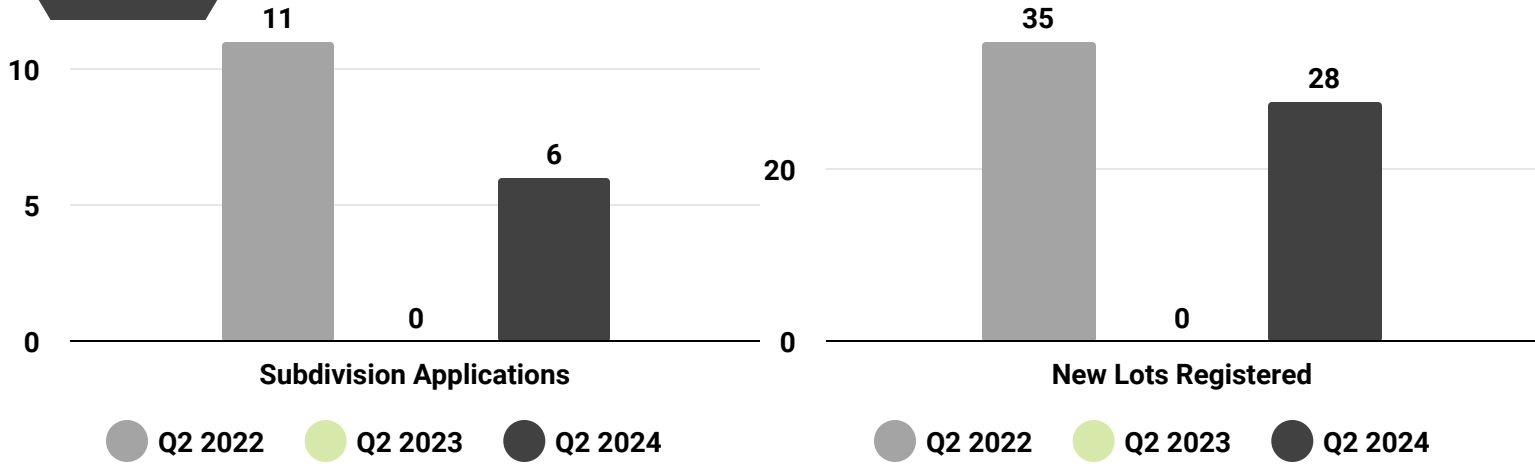


● Q1 ● Q2

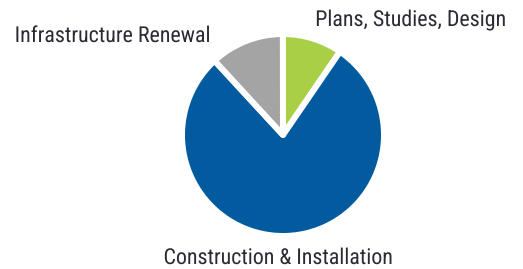
● Q2 ● Q1



Development Engineering



Capital Program

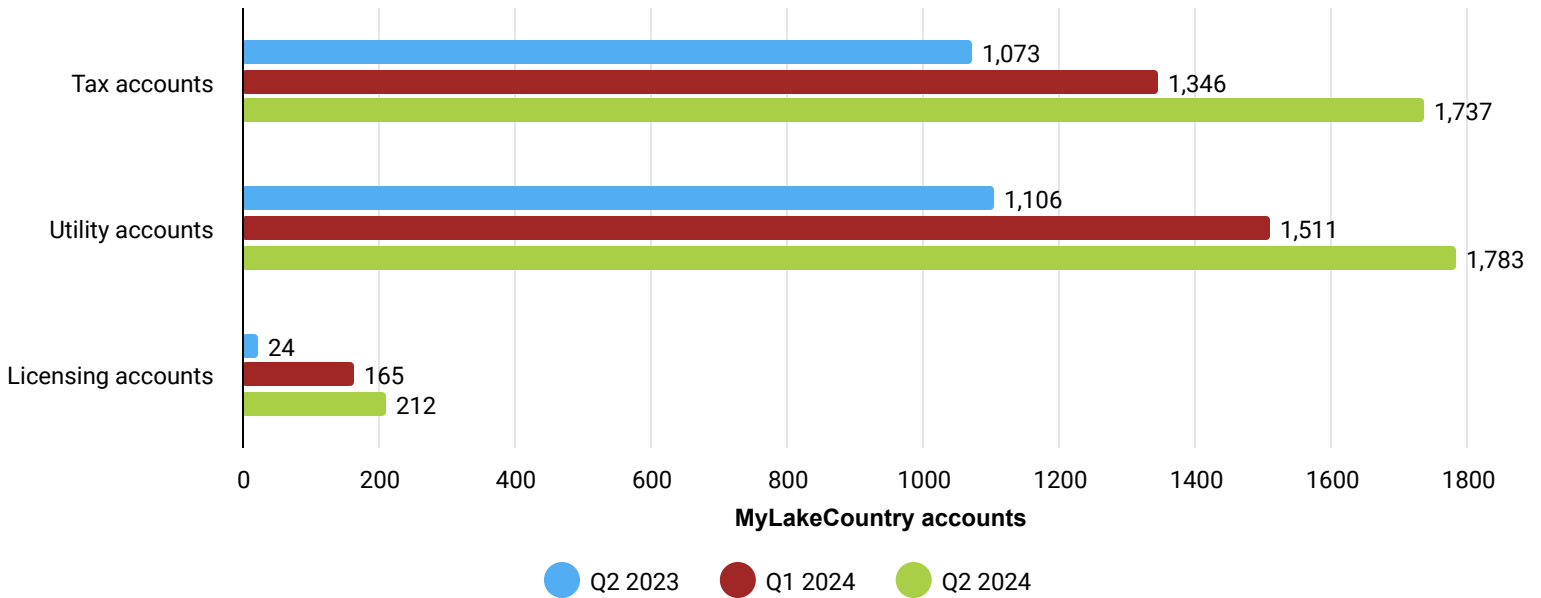


Projects		Q1 2024			Q2 2024			Q3 2024			Q4 2024			Q1 2025			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
1	Capital Program 2024	\$10,788,000															
2	Scheduled Projects																
3	Plans, Studies and Design	\$1,030,000															
4	Public Works Needs Assessment				■			■			■						
5	Integrated Stormwater Management Plan				■			■			■						
6	Integrated Transit Study Ph. 3							■			■						
7	Lodge Road (Sherman - Woodsdale) Design	■	■		■		■		■		■		■		■		
8	Dam Safety Review - Damer Lk							■			■			■			
9	Agricultural Irrigation Usage Plan							■			■			■			
10	Water Management Plan	■	■		■		■		■		■		■		■		
11	Seaton Read Rd PRV Abandonment										■			■			
12	Construction or Installation	\$8,840,000															
13	Pretty Road Improvements				■			■			■						
14	EV Charging Area										■		■				
15	WWTP - Aerator Pump Replacement							■		■							
16	Transmission Main Leak Detection				■			■			■						
17	Beaver Lake Intake Tower Replacement							■			■			■			
18	Infrastructure Renewal	\$1,278,000															
19	Priority Pavement Replacement										■		■				
20	WWTP Electrical CleanUp	■	■		■		■		■		■		■				
21	OK Lake Pump House Refurbish		■	■		■		■		■		■					
22																	

Progress In Our Digital Offerings



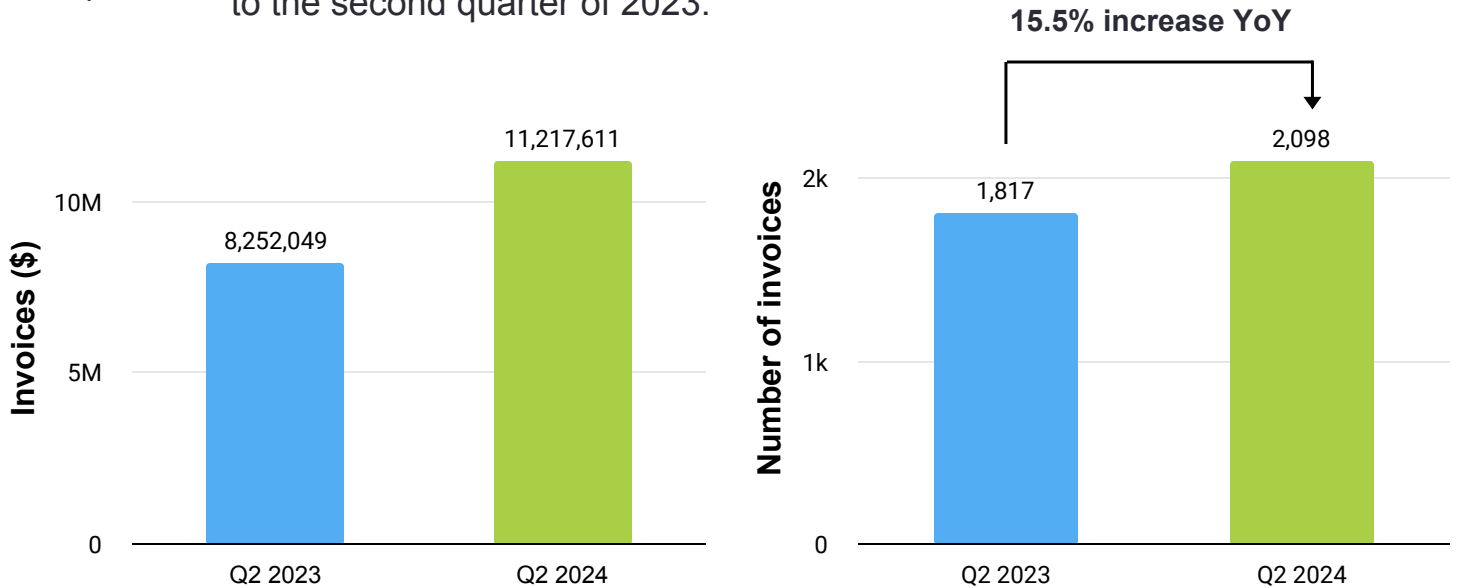
The uptick in account creation for MyLakeCountry continued from Q1 2024 through Q2. Online statements and accounts continue to be a popular offering for our constituents.



Accounts Payable



The District processed 2,098 unique invoices for payment in the second quarter of 2024. This represents a 15% increase compared to the second quarter of 2023.

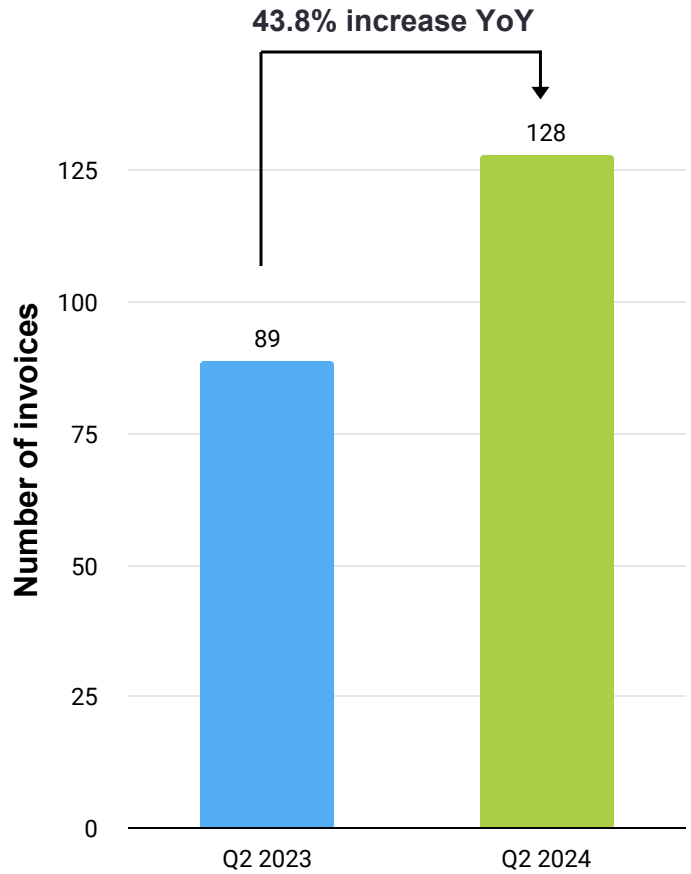
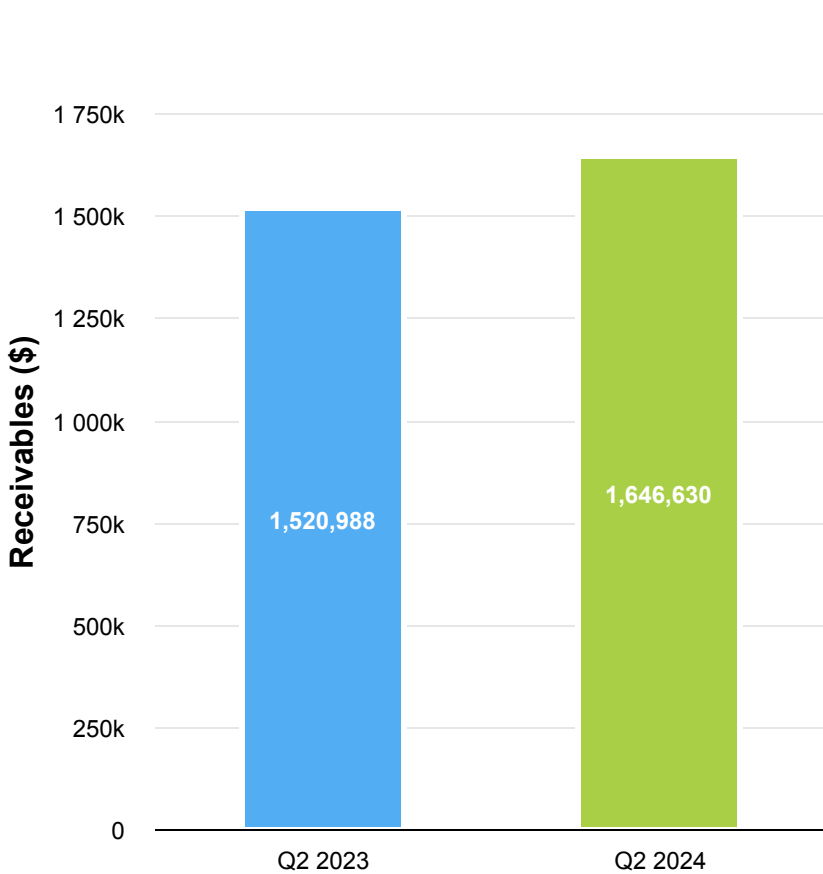


Finance

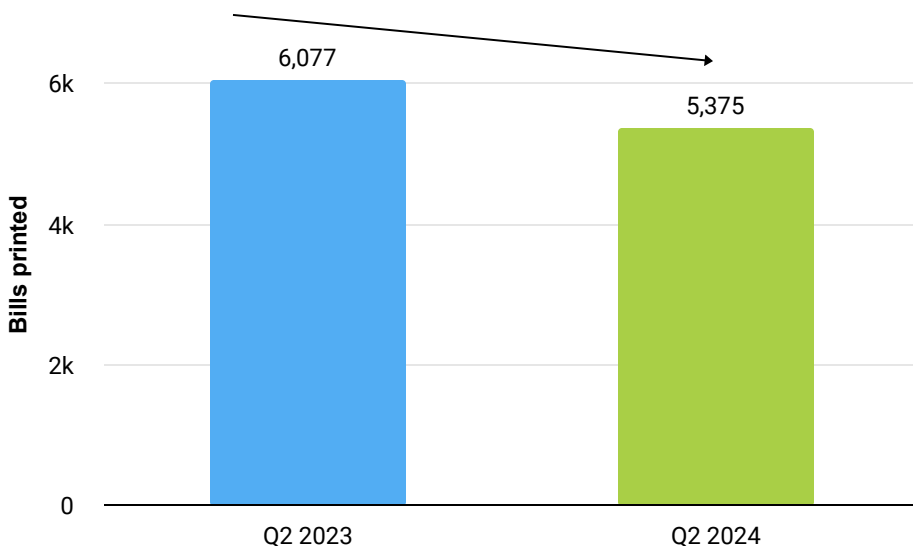
Accounts Receivable



The District had sent out 128 invoices in the second quarter of 2024. 89 were sent out in Q2 of 2023. Total invoices sent out amounted to 1,646,630 for Q2 2024, compared to 1,520,988 in Q2 of 2023.



Utility Bills



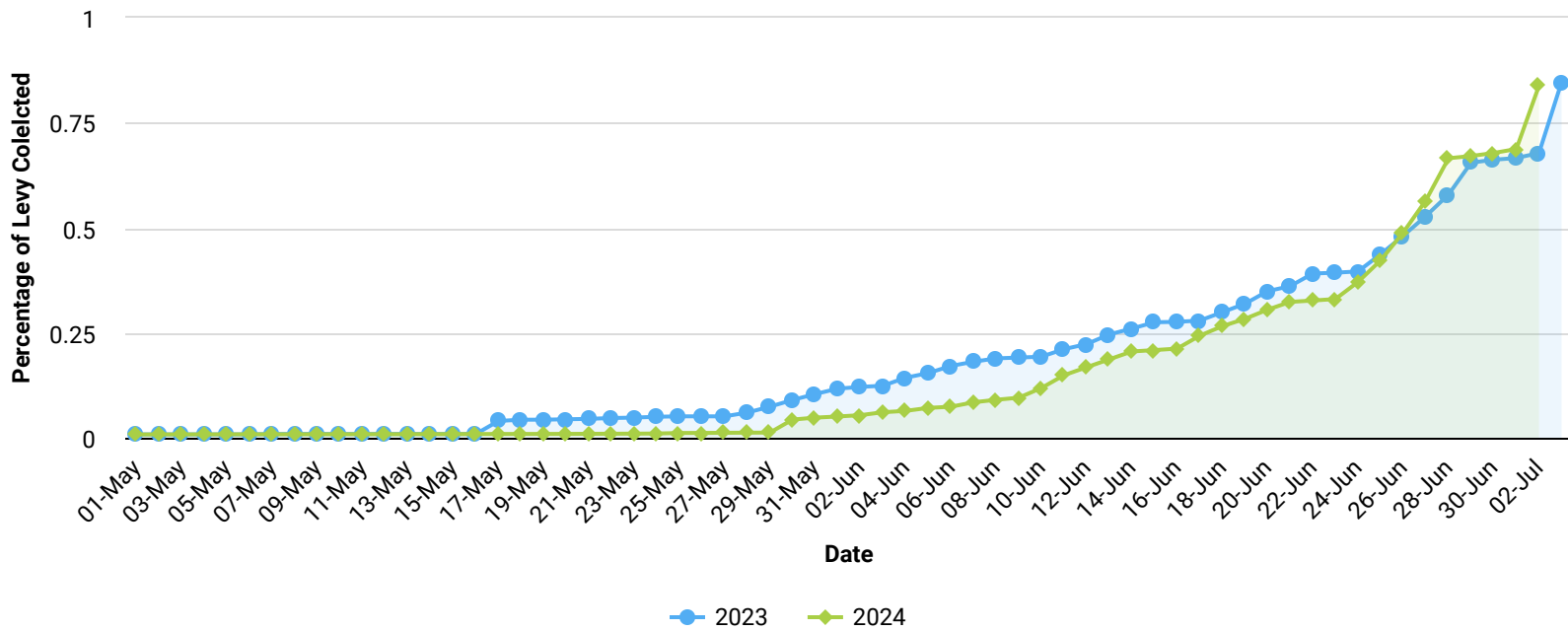
Utility bill printing continues to decline, reflecting the success of the MyLakeCountry platform as more customers opt for electronic billing. This shift underscores the effectiveness of our digital transition, reducing paper use and costs, with the trend expected to persist.

Taxation and Collection

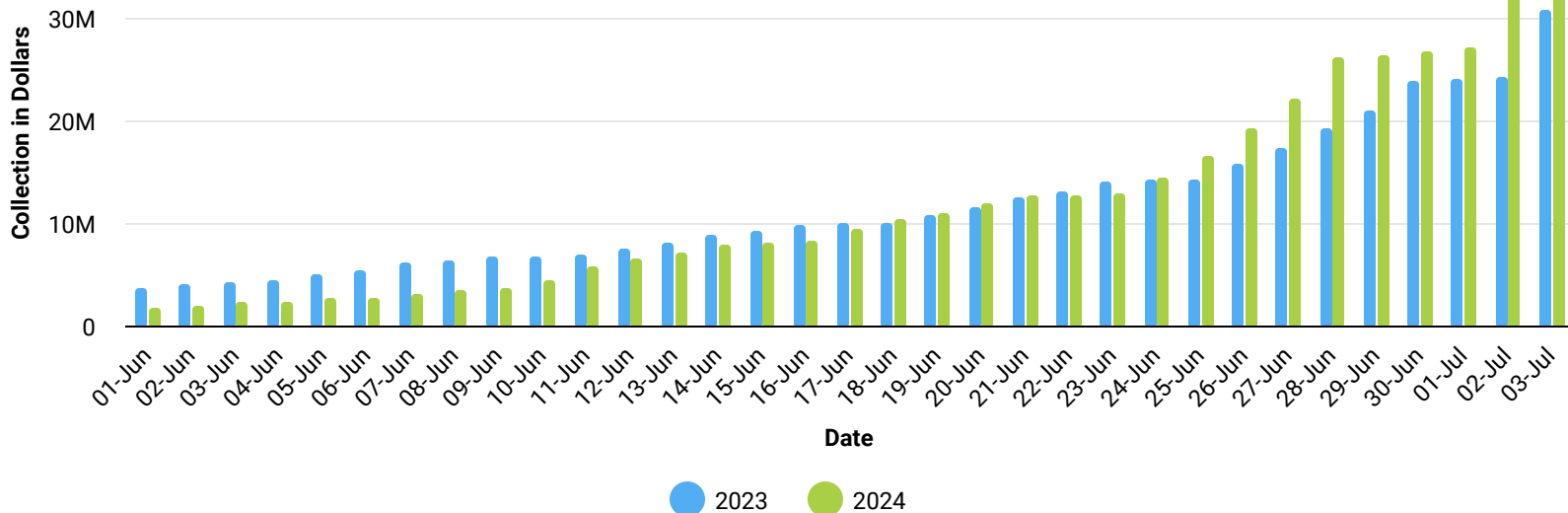


The collection of 2024 property taxes has shown a slightly slower pace compared to 2023, with 83.82% collected by the deadline this year, versus 84.7% last year. This minor year-over-year variance is typical and well within the range of normal fluctuations of collection. Overall, the property tax collection is consistent with the previous year, and this slight variation is not outside the expected range.

Taxation Levy Percentage Collected (%)



Taxation Dollars Collected (\$)



Q2 2024 Update

Occupational Health and Safety

Q2 Safety By The Numbers

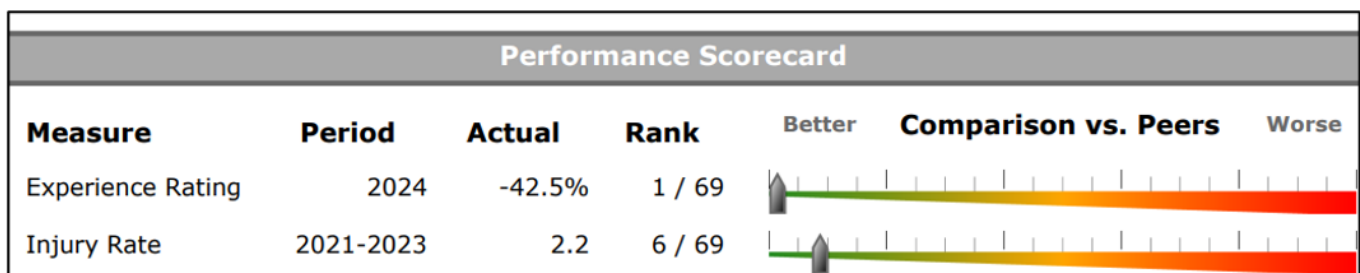
	Q2 2024	2024 YTD	2023 YTD
<i>Hazard Assessments</i>	152	310	370
<i>Safety Meetings</i>	43	83	180
<i>Inspections</i>	25	83	238
<i>Near Misses</i>	6	6	23
<i>Corrective Actions</i>	11	40	96
<i>Lost Time Injuries</i>	2	2	1
<i>Medical Aid Injuries</i>	2	3	4
<i>First Aid Injuries</i>	2	4	8
<i>Workplace Violence</i>	0	0	4
<i>WorkSafeBC Inspections</i>	0	0	2

Peer Comparison

Under WorkSafe BC, every employer is assigned a classification unit based on their main business undertaking, and then grouped by size.

The District belongs to a group of 69 local governments that are ranked for peer comparison purposes.

Currently, the District leads our classification group in experience rating and duration of injury and is ranked 6th in injury rate.



Q2 2024 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 Q2 2023 and Q2 2024 for both the Employee Turnover Rate and Employee Retention Rate.



Employee Retention Rate

	Q2 2023	Q2 2024
Headcount Jan 1 (beginning of quarter)	95	96
Headcount Mar 31 (end of quarter)	90	96
Employee Retention Rate	94.74%	100%

- **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

	Q2 2023	Q2 2024
Headcount Jan 1 (beginning of quarter)	95	96
Headcount Mar 31 (end of quarter)	90	96
Employee Turnover Rate	5.29%	0%

- **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.

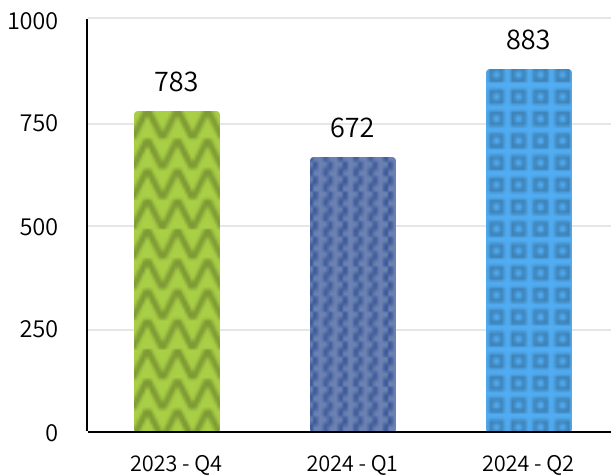


2024- Q2 Report

Lake Country Community Highlights

- Constable Brandwyn RIGBY, our School Resource Officer, has been focused on Community Relations during this Quarter. (details noted below).
- Music in the Park has kicked off at Swalwell Park, members have not noted any unsavoury behavior, general public just enjoying some good outdoor music and weather.
- Seasonal Policing Initiative our office has been conducting community engagements, proactive foot patrols and enforcement.
- June 25 we conducted a Search Warrant on Chase Road.

CALLS FOR SERVICE Comparison for Lake Country 2023 Q4, 2024 Q1 & Q2



SCHOOL RESOURCE OFFICER (SRO)

In this Quarter the School Resource Officer

April 2024

- Attendance at BC Provincial Child Exploitation Workshop
- Class visits at grade 9, 10, 11, and 12 classes (106 students)
- Community presentations (Fraud Prevention)
- Liaise with Kelowna Child Advocacy Centre on interviews/Investigation
- SAFE school update and detachment debrief
- Liaison with Lake Country Health
- Liaison with BC Association of Community Response Networks

May 2024





- School Resource Officer deployed

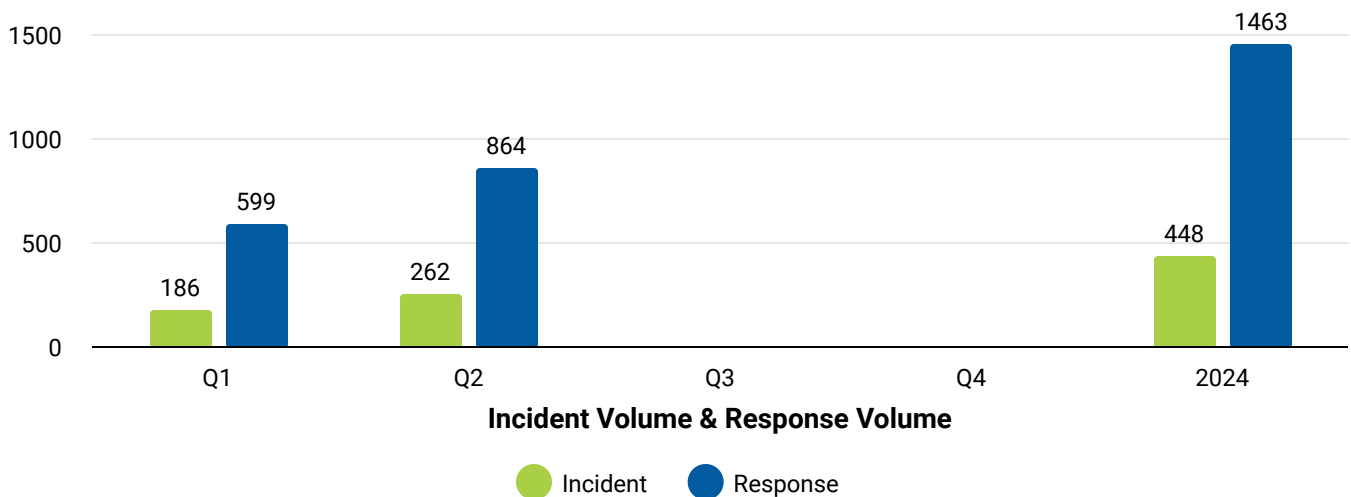
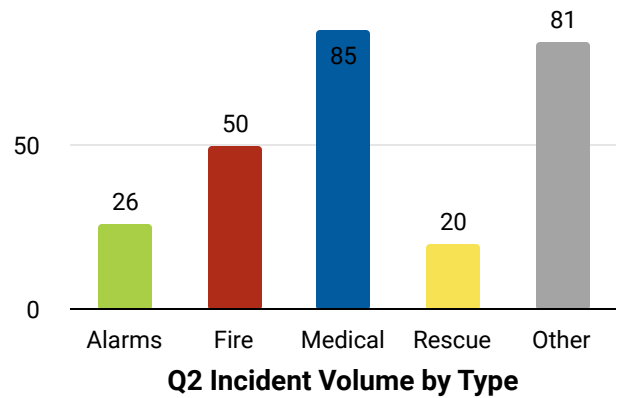
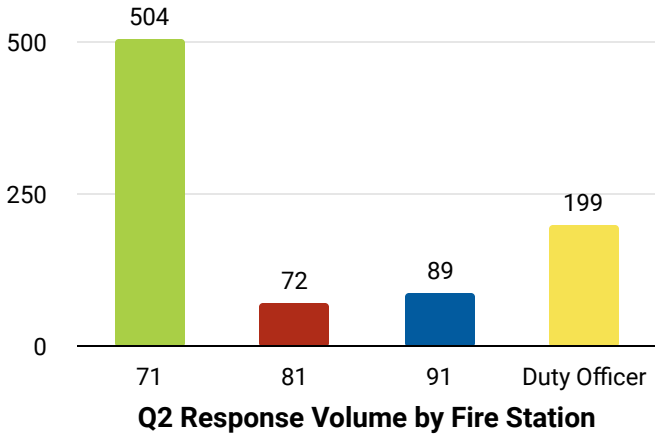
June 2024

- GESS Graduation
- RCMP Story Time, ORL (Lake Country)
- Community Business Foot Patrols
- Additional Foot Patrols- Swalwell Park, Beasley/Reiswig
- Campground Visits/Patrols
- Camp Winfield/ Camp Hatikvah
- Community Business Foot Patrols

Lake Country Fire Department

Q2 2024 - Emergency Response Summary

Emergency Services for Residents & Businesses 24 - 7 - 365 58 Paid-On-Call Firefighters 7 Career Staff 3 Fire Stations				
	6	2	6 Investigations	56
	Critical Lifesaving Medical Interventions	Civilian Fire Related Injuries	Property Saved \$2,105,000 Property Lost \$1,877,000	Scheduled Firefighter Training Events





Lake Country Fire Department

Q2 2024 - Fire Prevention Summary

