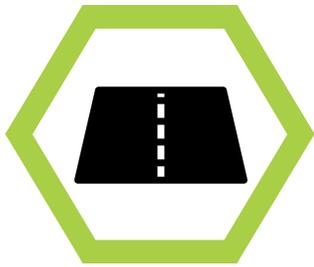
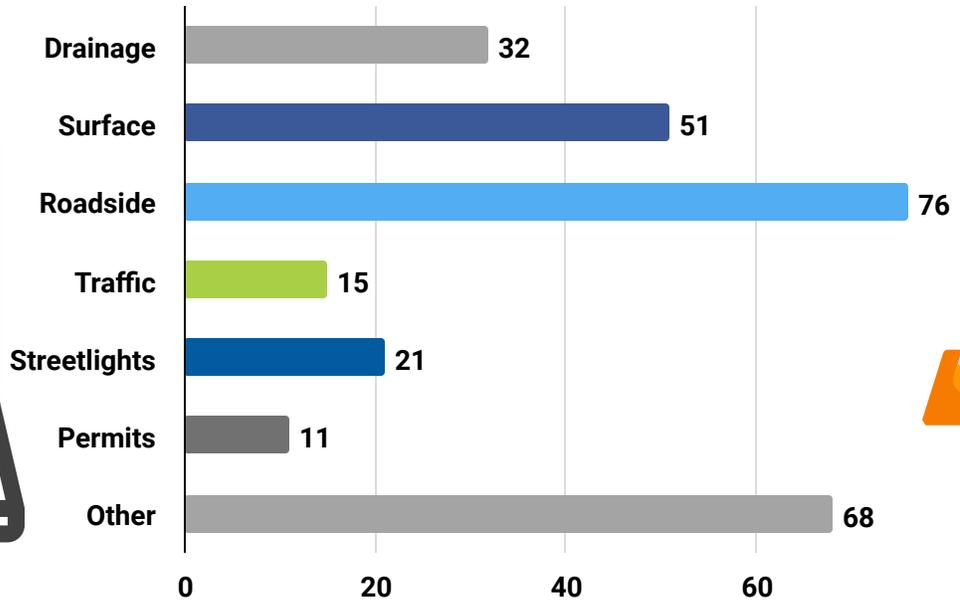


Infrastructure & Development Engineering

Q3 - 2024



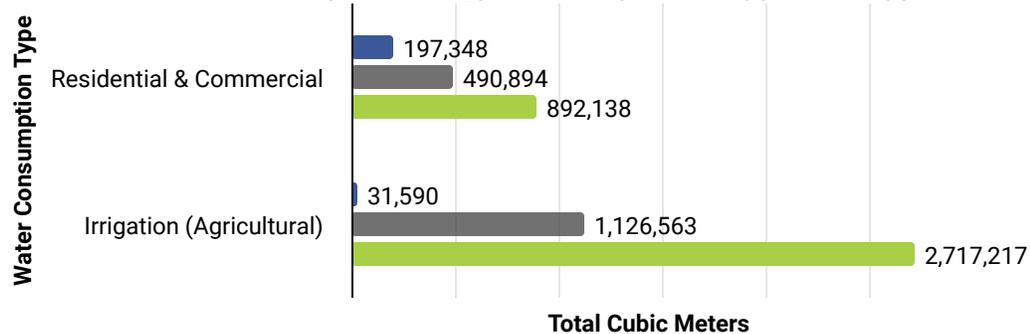
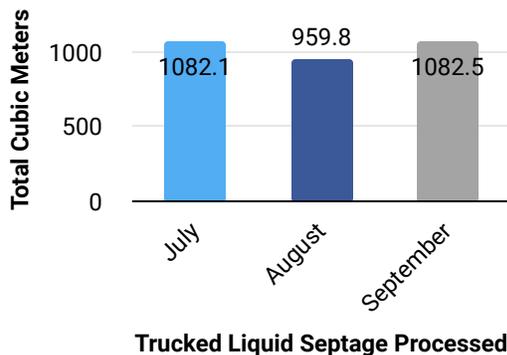
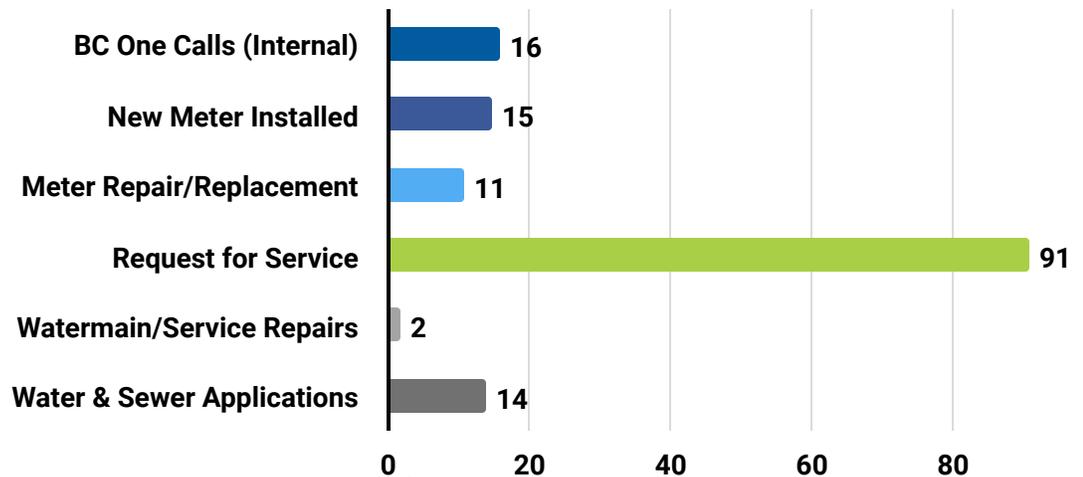
Public Works



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.



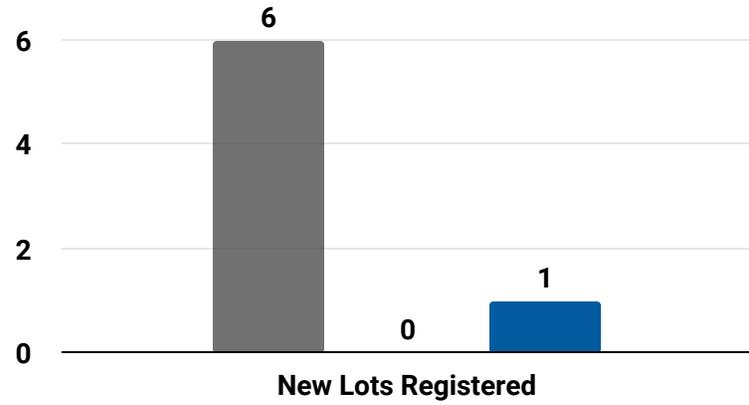
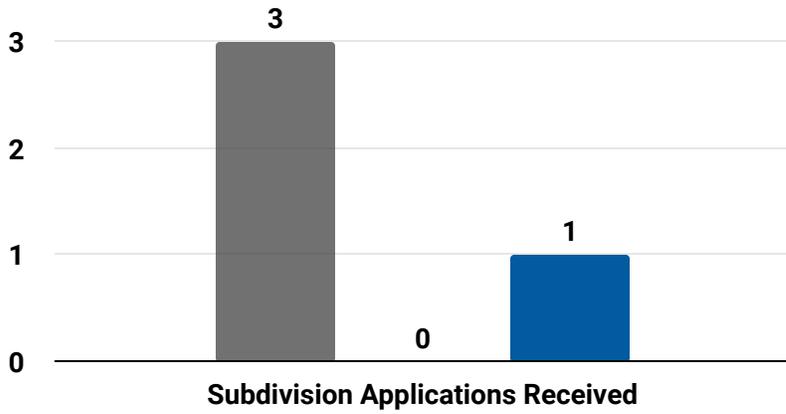
Water & Sewer Utilities



● Q1 ● Q2 ● Q3



Development Engineering

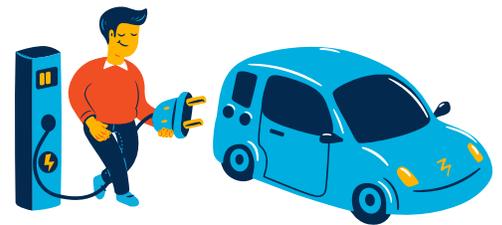


● Q3 2022 ● Q3 2023 ● Q3 2024

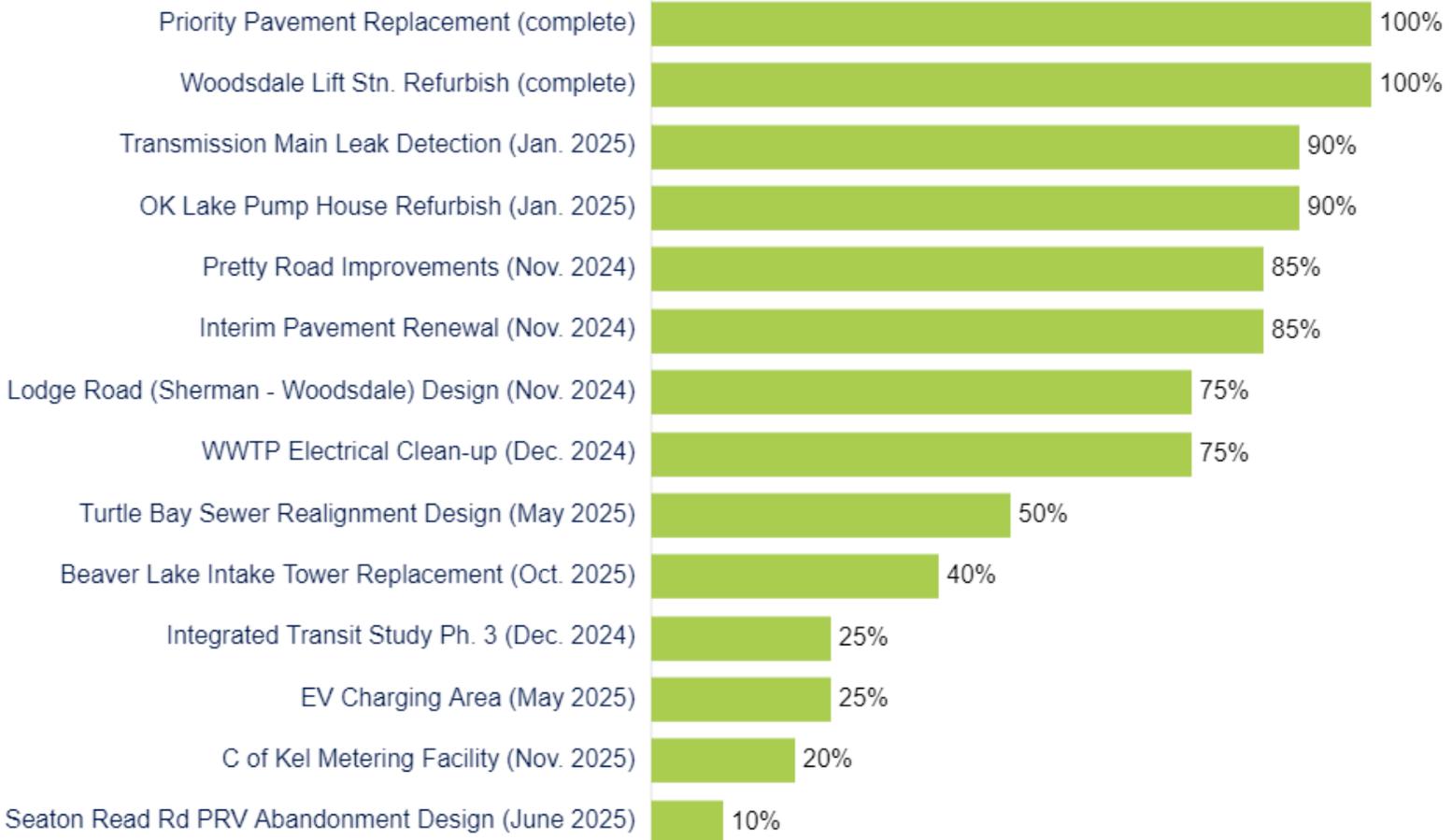
● Q3 2022 ● Q3 2023 ● Q3 2024



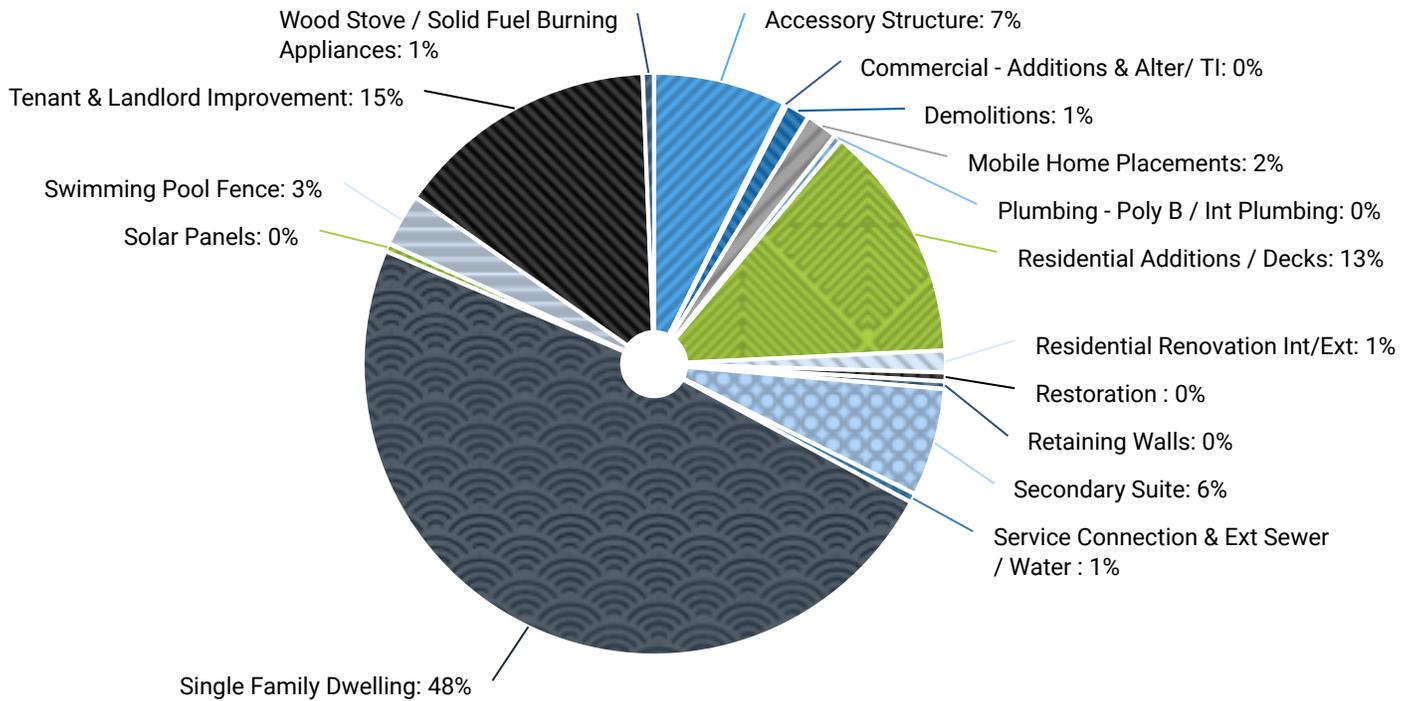
Capital Program



Key Capital Projects & Anticipated Completion Date - Progress to End of Q3 2024



Building Permits Q3 July to September 2024

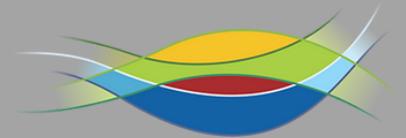


- Accessory Structure
- Commercial - Additions & Alter/ TI
- Demolitions
- Mobile Home Placements
- Plumbing - Poly B / Int Plumbing
- Residential Additions / Decks
- Restoration
- Residential Renovation Int/Ext
- Retaining Walls
- Service Connection & Ext Sewer / Water
- Secondary Suite
- Single Family Dwelling
- Swimming Pool Fence
- Wood Stove / Solid Fuel Burning Appliances
- Solar Panels
- Tenant & Landlord Improvement

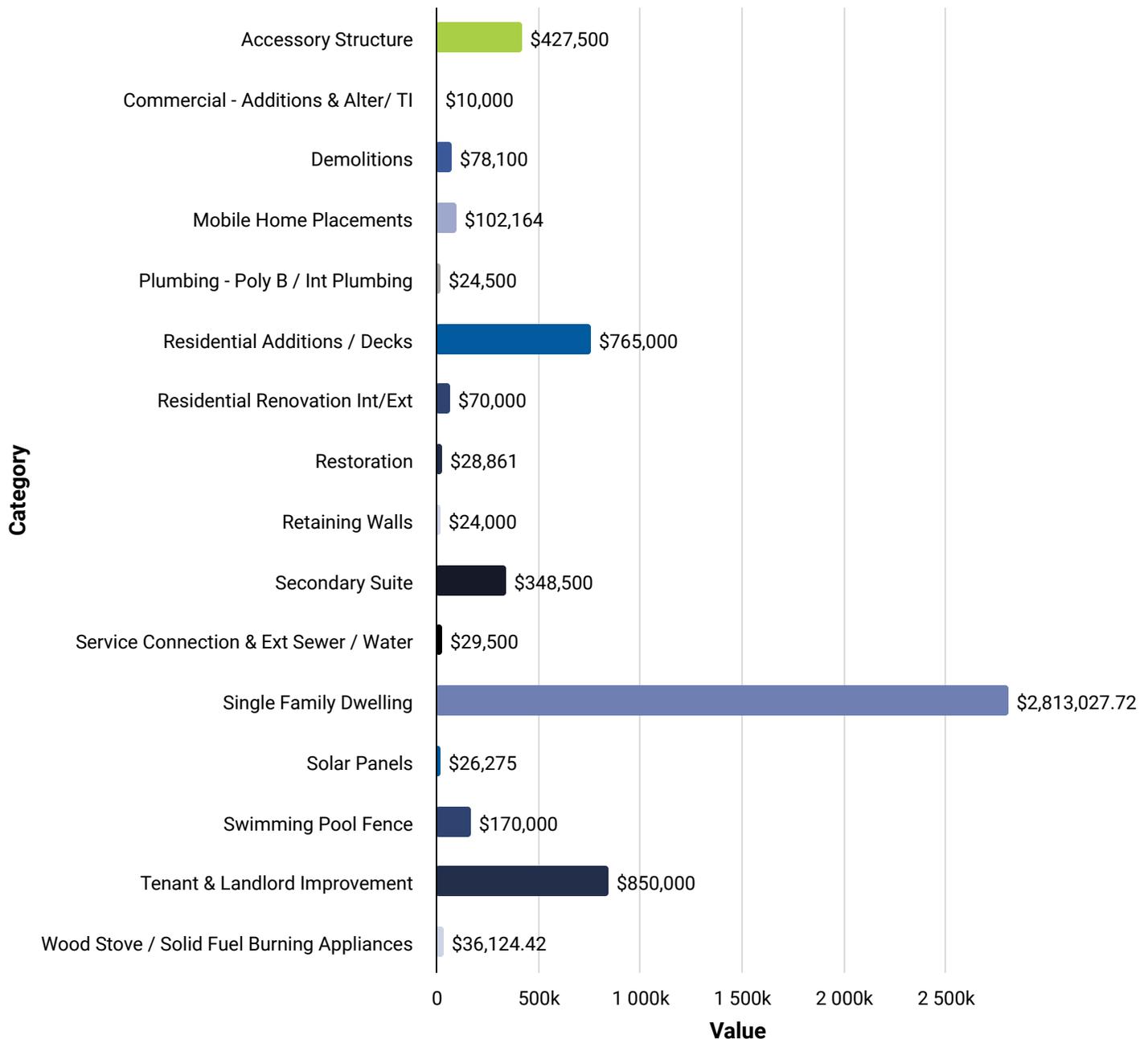


The performance of Single Family Dwellings in the last quarter was strong, while Multi-Family Dwellings show a promising outlook for Q4.

Building Permits Q3 July to September 2024



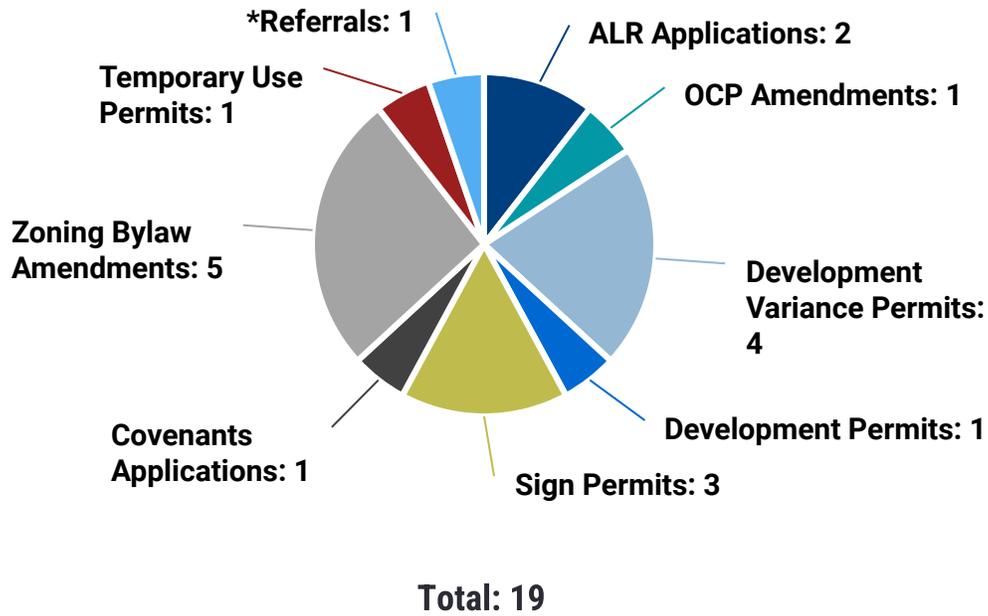
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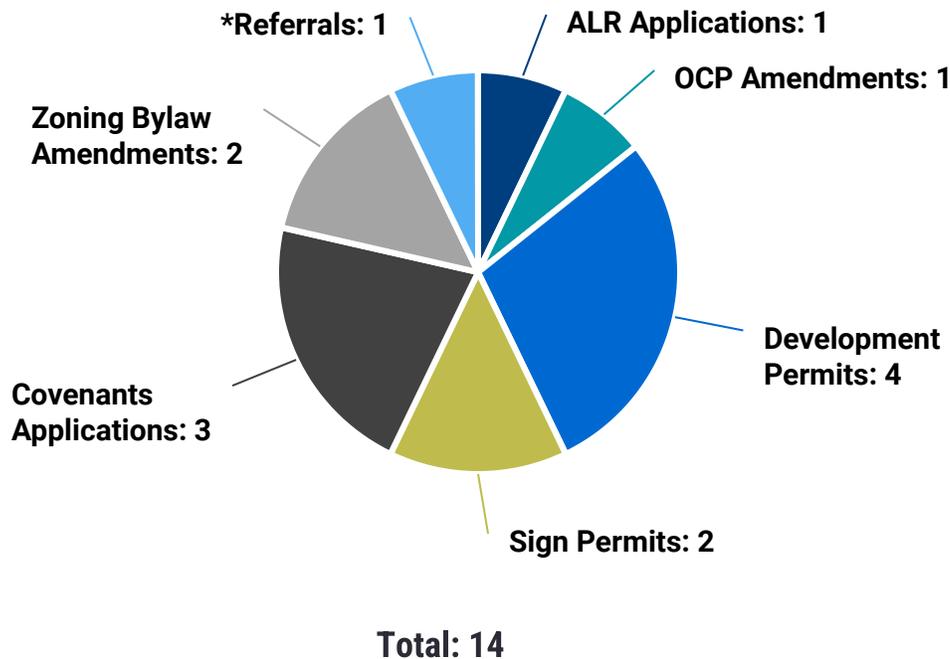


Development Services Q3 - 2024 - Planning

Planning Applications - Received



Planning Applications - Processed

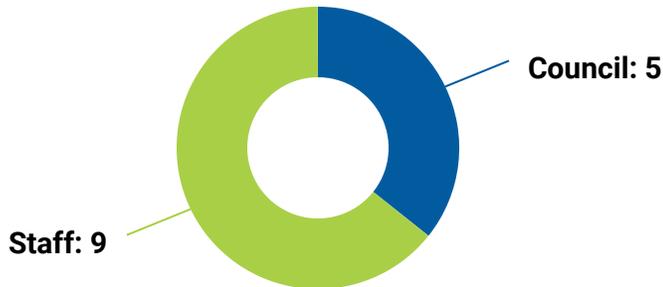


*Referrals = Provincial moorage, liquor and cannabis applications

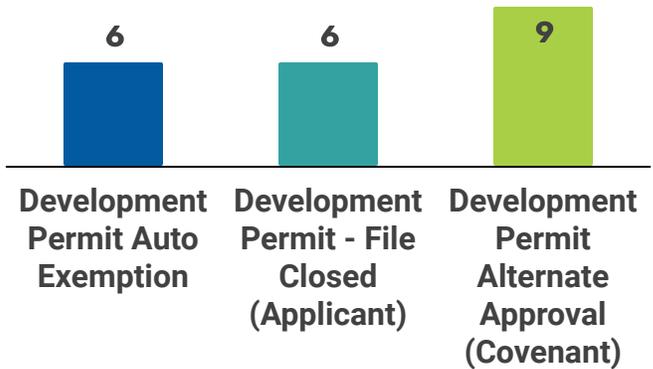


Development Services Q3 - 2024 - Planning

Planning Applications Processed



OCP Amendment: Development Permit Exemptions



✓ Project Updates

Planning Department New Staff

- Sheeja Vimalan, Planner
- Jeremy Frick, Director, Permit Approvals
- Carie Liefke, Manager of Current Planning

Project Updates

- Bill 44 - Small-Scale Multi-Unit Housing Zoning Bylaw adopted
- Development Approval Procedures Bylaw adopted
- Development Approval Procedures Review – Phase I Complete
- Development Applications Approved by Council
 - OCP and Zoning Bylaw Amendments – 3130 Berry Road (former School District 23 property)
 - Zoning Bylaw Amendment – 3223 Woodsdale Road (Home Hardware)
 - Development Permit – 11474 Petrie Road (364 residential units at former Airport Inn)

Lake Country Fire Department

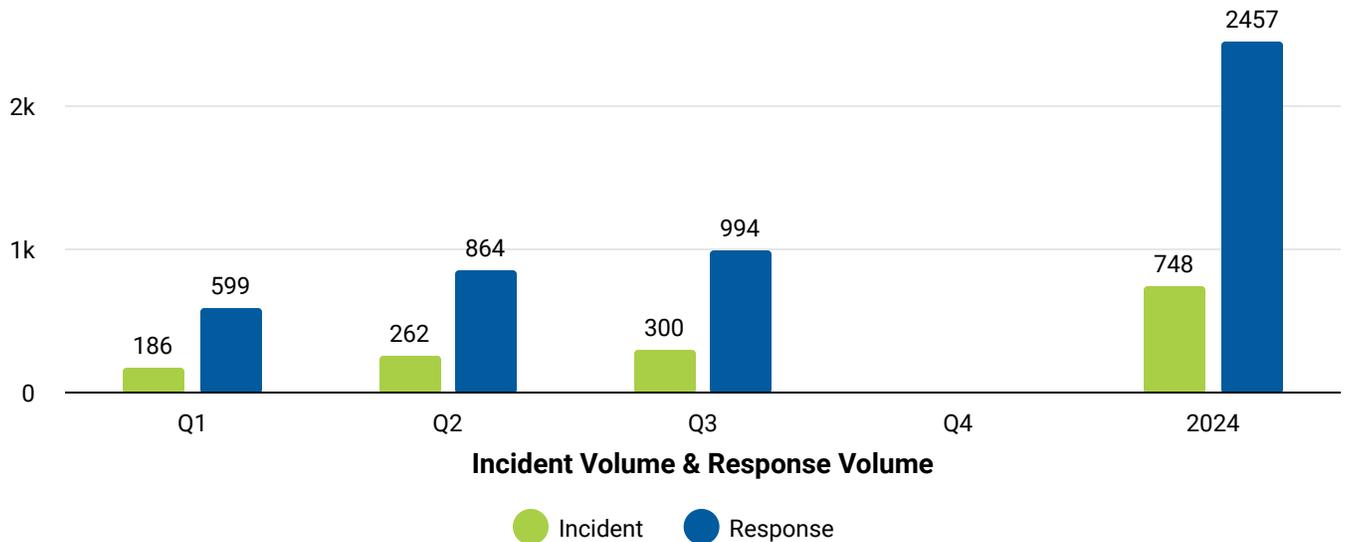
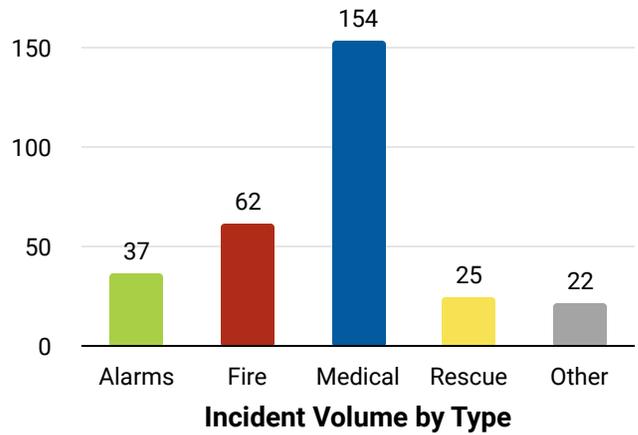
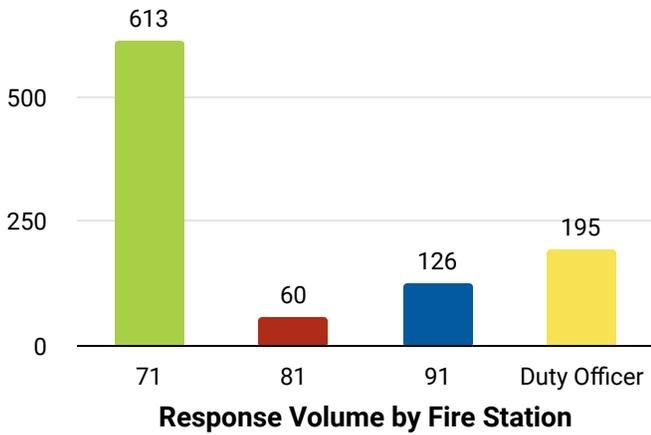
Q3 2024 - Emergency Response Summary

Emergency Services for Residents & Businesses

24 - 7 - 365

54 Paid-On-Call Firefighters
7 Career Staff
3 Fire Stations

			
1	0	5 Investigations	42
Critical Lifesaving Medical Interventions	Civilian Fire Related Injuries	Property Saved \$1,388,200 Property Lost \$5,100	Scheduled Firefighter Training Events





Lake Country Fire Department

Q3 2024 - Fire Prevention Summary

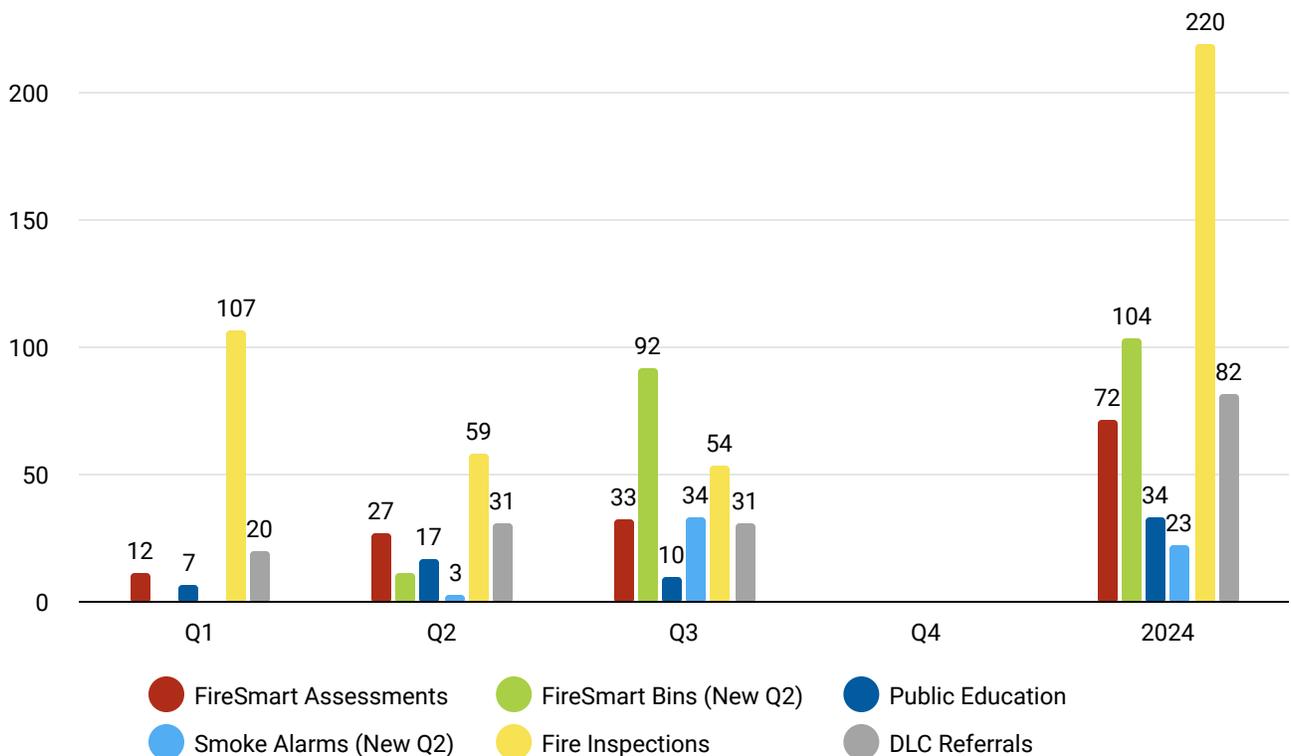


Lake Country FireSmart Recycling Bin Pilot Program

4 Strategically Located Recycling Bins deployed throughout the Community on District Property to Support Residents

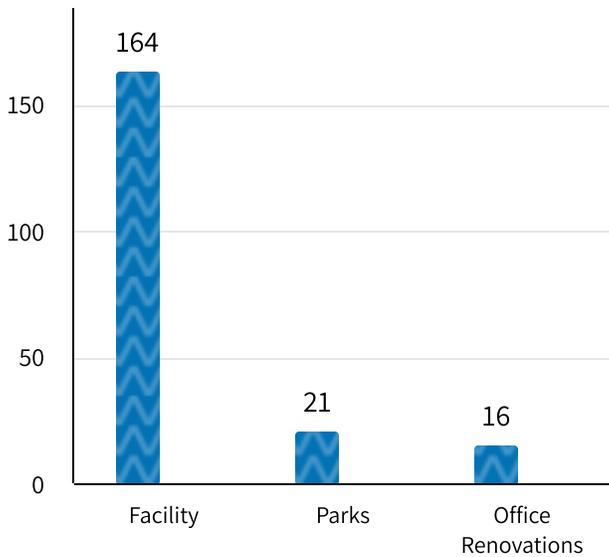
4 Neighborhood Recycling Bins Deployed for Special Projects to Support FireSmart BC Community Champions

Total Weight of Recycled Vegetation YTD - 113,230 Kg
Q1 - 0 Kg Q2 - 14,060 Kg Q3 - 99,176 Kg



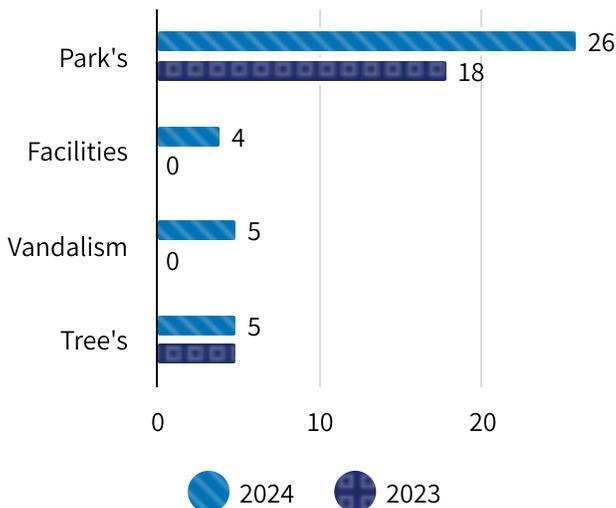
Parks & Facilities

External & Internal Service Requests



Internal Service Requests

Q3, (July 1 - September 30, 2024) A total of 201 internal service requests we're attended to. Internal requests incorporate but not limited to building repairs, renovations and maintenance.



External Service Requests

From July 1st to September 30th, the majority of external requests focused on parks, aligning with the summer months.



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



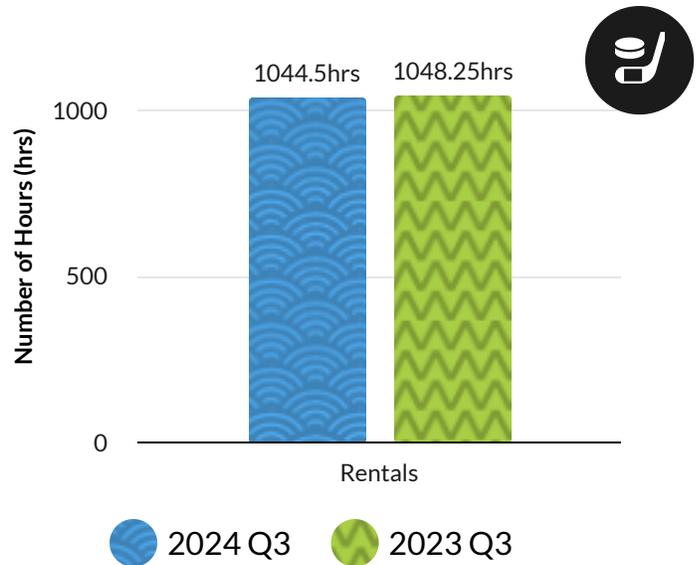
LAKE COUNTRY

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Arena, Parks & Fields

This brief report reviews ice rentals for Q3 (2023/2024) at Winfield Arena.

Although there are no recreational programs planned for Q3, the district is pleased to host several hockey camps. The recurring camps include Pre Season Prep, Dynamic Edge Power Skating, and Minor Hockey Summer Camp.



Field Rentals

Year	Q3 Rentals
2024	391
2023	320

Q3 - Field rentals in the district increased from 320 to 391 reflecting rise in demand and community use of the local sportfields.

Events

Year	Q3 Events
2024	14
2023	6

Q3 - The district held 14 events, compared to 6 in 2023. The increase was due to desirable weather conditions, compared to 2023 when the fires halted various events.



LAKE COUNTRY

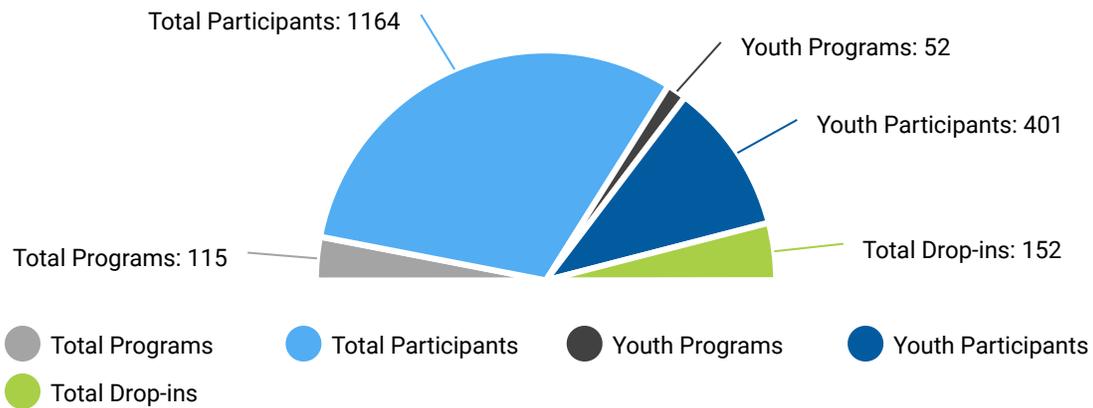
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RECREATION



Recreational Programming

Q3 - July 1, 2024- Sept 30, 2024



This chart provides an overview of all programs conducted in the Q3 2024. Adult recreation programs include volleyball, badminton, pickleball, dance, various fitness. Adult leisure programs include cooking. Thursday night adult basketball drop-in, all ages volleyball drop-in, and family open gym).



CULTURE



Creekside Theatre Tickets



310

Q3, (2024) Creekside Theatre sold 310 tickets.



173

Q3, (2023) Creekside Theatre sold 173 tickets.

The Creekside theatre hosted the following artists; Good Vibes, Ian Maksin and Lesbihonest.

Volunteer Hours



130 hrs

Q3, (2024) Creekside Theatre offered 130 hrs of volunteer work.

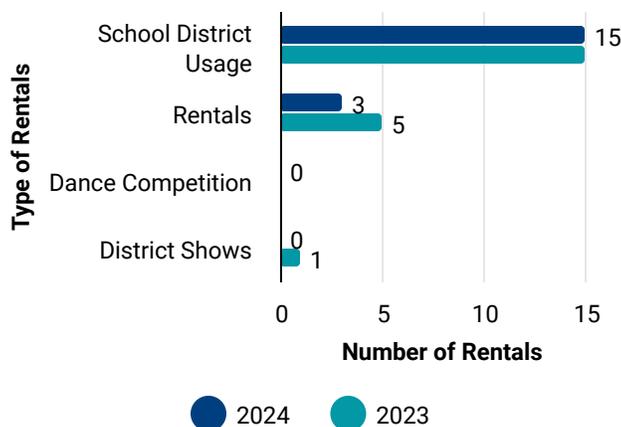


35 Volunteers

Q3, (2024) The culture department utilized 35 volunteers for the shows.

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

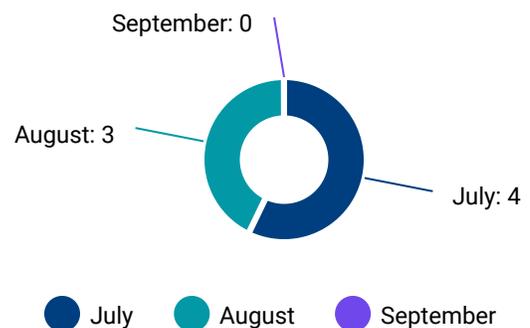
Creekside Rental/Uses



Limited activity during Q3 due to summer break. The focus is on the outdoor events such as Live! in Lake Country.

Live! in Lake Country

Q3 - 7 concerts were hosted.

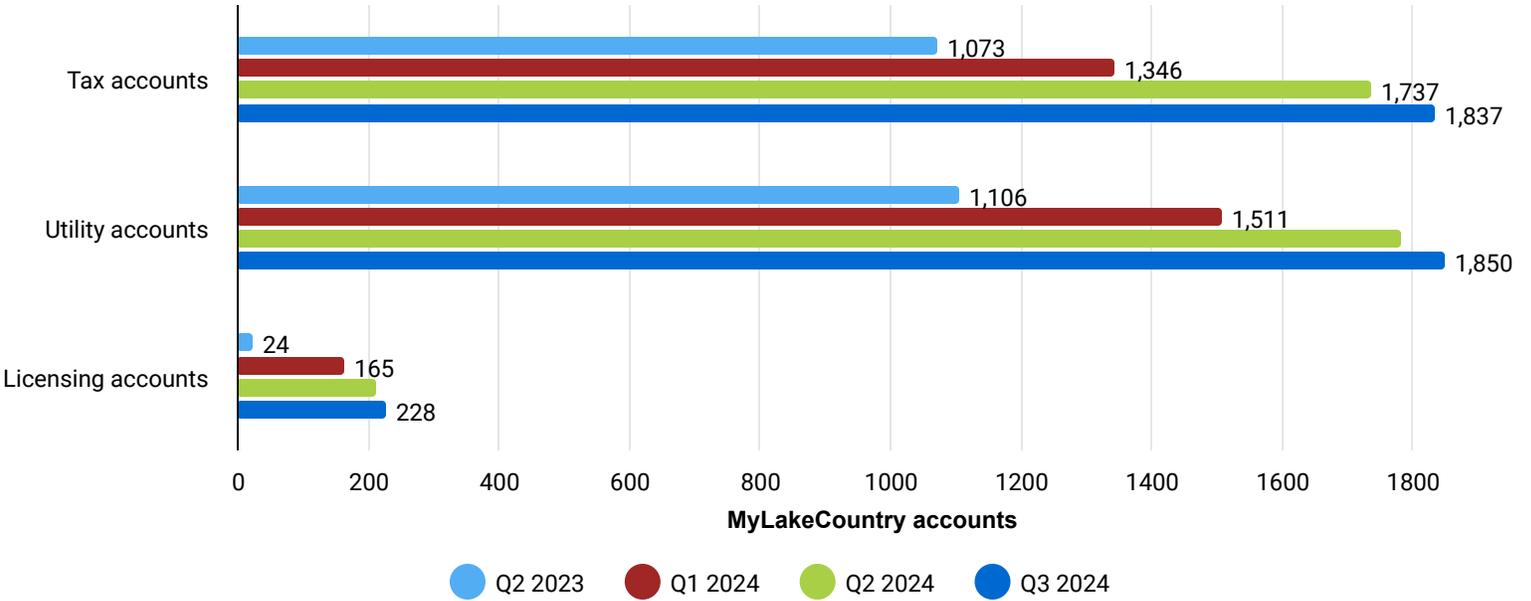


In July & August, the district offers a free weekly community concert series. One show was cancelled due to poor weather conditions.

Progress In Our Digital Offerings



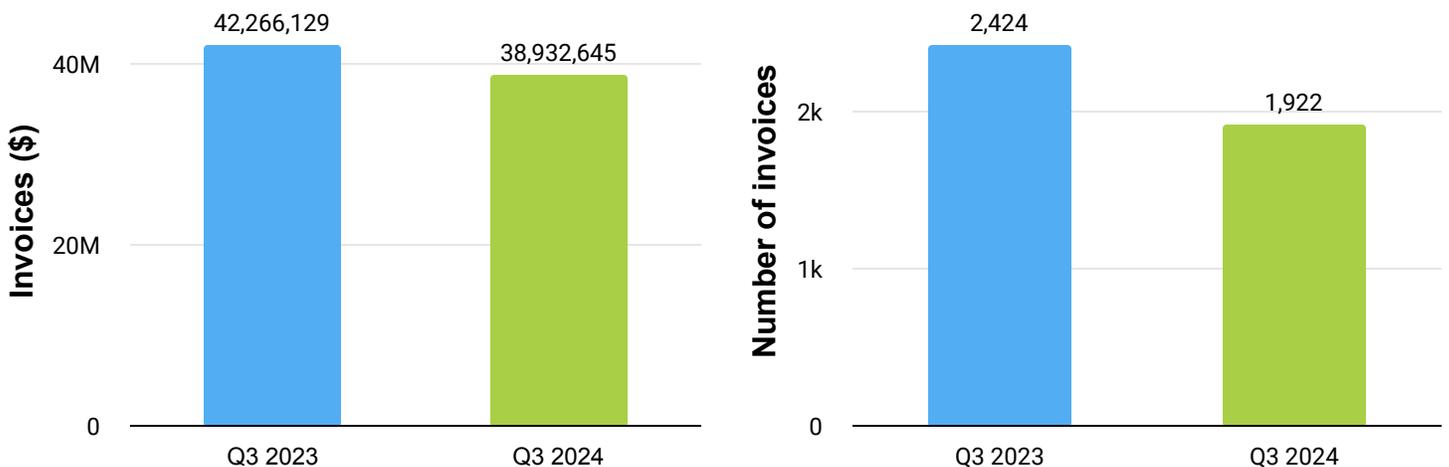
MyLakeCountry account growth continues through 2024. Digital offerings for billings and account information continue to be adopted by the District's constituents.



Accounts Payable



In the third quarter of 2024, Finance processed 1,922 unique invoices, a 21% decrease compared to Q3 2023. This reduction reflects the successful transition to a new accounting software, along with a higher-than-average volume last year due to a wildfire in Q3 2023 that impacted billing timelines. The new system has streamlined processes and set a strong foundation for continued efficiency in future quarters.

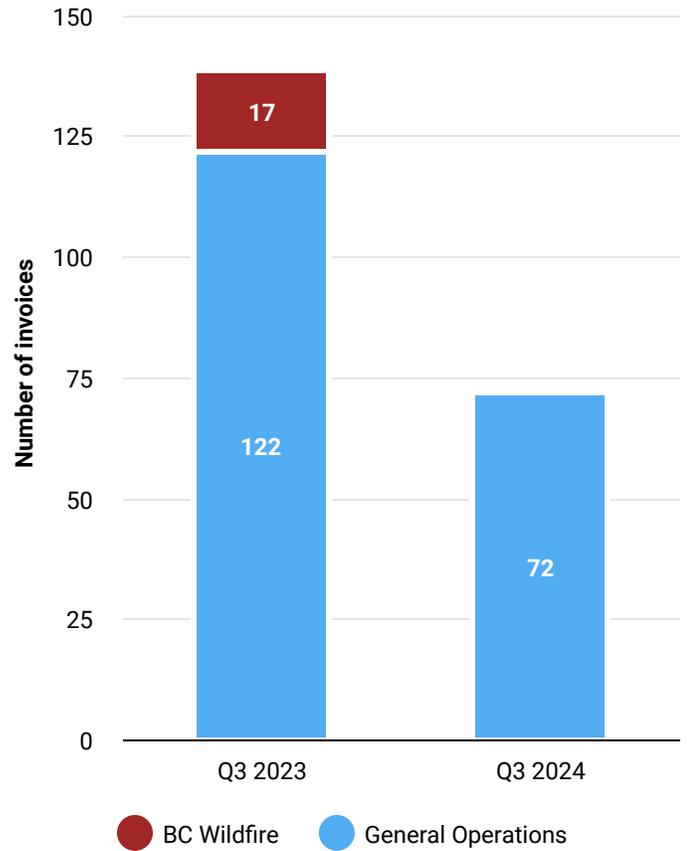
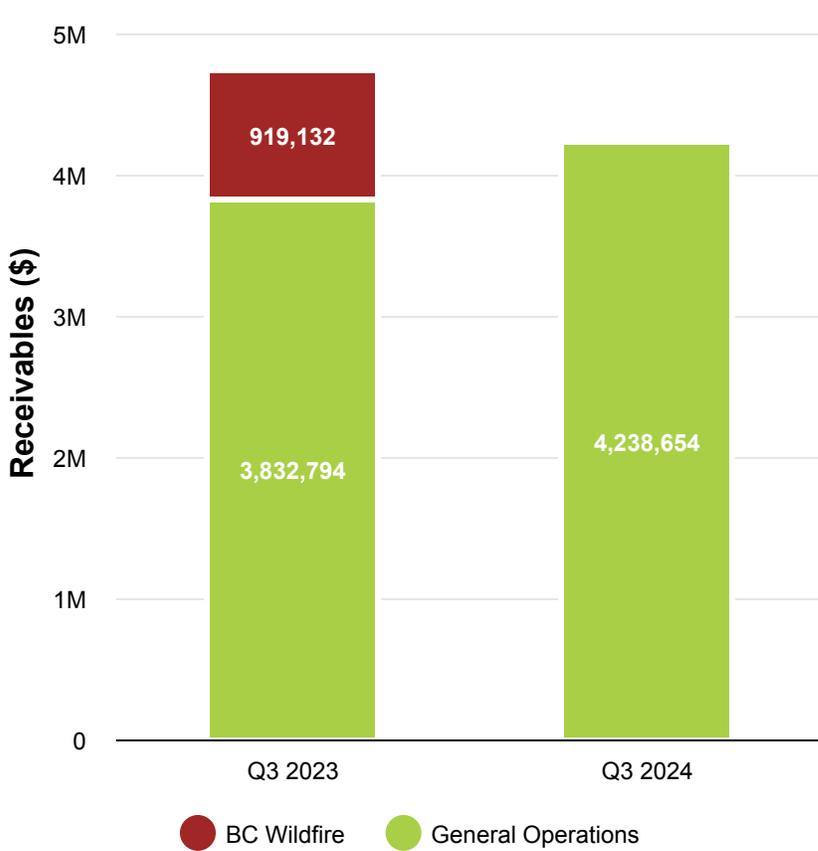


Finance

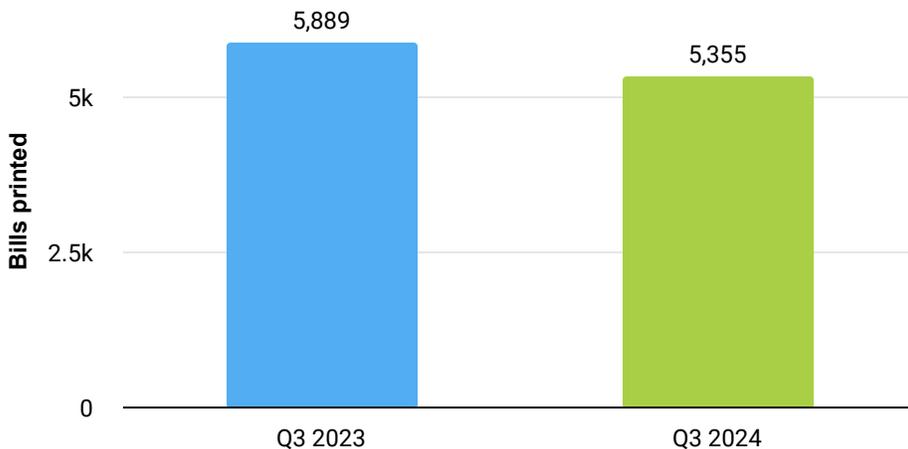
Accounts Receivable



The District had sent out 72 invoices in the third quarter of 2024. 139 were sent out in Q3 of 2023. Total invoices sent out amounted to 4,238,653.81 for Q3 2024, compared to 4,751,926.05 in Q3 of 2023.



Utility Bills Printed



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.

Occupational Health and Safety

Q3 Safety By The Numbers

	Q3 2024	2024 YTD	2023 YTD
<i>Hazard Assessments</i>	142	452	370
<i>Safety Meetings</i>	50	83	180
<i>Inspections</i>	17	134	238
<i>Near Misses</i>	1	7	23
<i>Corrective Actions</i>	26	66	96
<i>Lost Time Injuries</i>	0	2	1
<i>Medical Aid Injuries</i>	0	3	4
<i>First Aid Injuries</i>	2	6	8
<i>Workplace Violence</i>	1	1	4
<i>WorkSafeBC Inspections</i>	1	4	2

Certificate of Recognition (COR) Audit

Certificate of Recognition (COR) is a voluntary WorkSafe BC employer certification program intended to motivate employers to take a proactive role in occupational health and safety. COR is awarded to employers that implement and maintain an OHS Management System that exceeds regulatory requirements as measured against an established framework.

Preparations are underway for the District of Lake Country to complete a COR certification audit November 14 - 29 2024.

Organizational Safety Excellence Award

For the fourth year in a row, the District of Lake Country has received the award for Organizational Safety Excellence from the BC Municipal Safety Association. The award recognizes local governments for activities that improve experience rating and ultimately reduce injuries, illness, disease and fatalities.

In addition, OHS Specialist, Sarah Goodwin received the 2024 Occupational Health & Safety Employee of the Year Award. The BCMSA recognizes a local government individual who has demonstrated outstanding achievement in the field of occupational health and safety.

Congratulations to District staff on the recognition of their continued dedication and effort to provide a strong culture of safety at work.

Q3 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 Q3 2023 and Q3 2024 for both the Employee Turnover Rate and Employee Retention Rate.



Employee Retention Rate

	Q3 2023	Q3 2024
Headcount July 1 (beginning of quarter)	95	96
Headcount Sept 30 (end of quarter)	90	95
Employee Retention Rate	94.74%	98.96%

- **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

	Q3 2023	Q3 2024
Headcount July 1 (beginning of quarter)	95	96
Headcount Sept 30 (end of quarter)	90	95
Employee Turnover Rate	4.23%	1.05%

- **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.

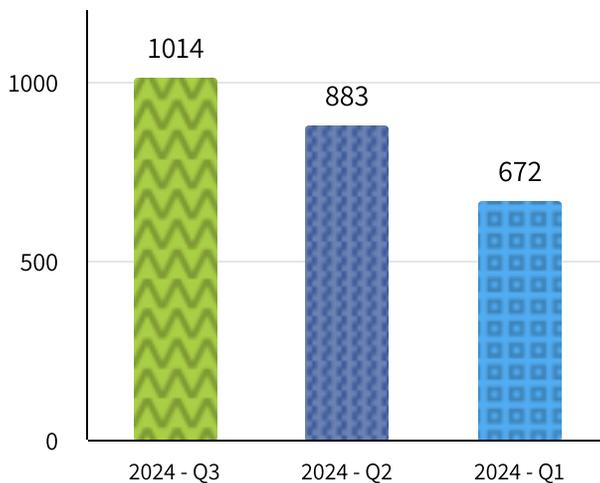


2024- Q3 Report

Lake Country Community Highlights

- Officers attended Canada Day celebrations, 1 member in Red Serge – July 1
- 2 Officers attended a Community Advocacy Committee Fundraiser in Red Serge at O'Rourke's Winery – July 11
- Officer threw out first pitch at Kelowna Falcon's baseball game – July 20
- Officers attended every Music in the Park event over the summer
- Seasonal Policing from July to August was a success with 7 officers on 6 different patrol dates.
- Search Warrants for stolen property executed on a residence in the 10000 block of Copperhill Place July 25 and September 10.
- Officers conducted numerous foot patrols through Swalwell Park and the core of Lake Country, interacting with the general public.

CALLS FOR SERVICE Comparison for Lake Country 2024 Q3, Q2 & Q1



SCHOOL RESOURCE OFFICER (SRO)

In this Quarter the School Resource Officer

- Community Outreach
- Business Patrols
- Liaise with School District 23, Summer Policing Wellness Check In @ Swalwell Park August 6 & August 8.
- Liaise with Kelowna Child Advocacy Centre on interviews/Investigation

DISTRICT OF LAKE COUNTRY POLICE SERVICES

Lake Country Policing Priorities
2024 Q3 Report

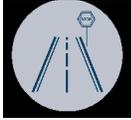
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- **Officers conducted numerous foot patrols through Swalwell Park and the core of Lake Country, interacting with the general public.**

Calls for Service

Q1 and Q2 and Q3 - 2024 Comparison for Lake Country

	2024 Q3	2024 Q2	2024 Q1
Calls for Service	1,014	672	883



PRIORITY: REINFORCE ROAD SAFETY

OBJECTIVE	MEASURABLE	Q3	Q2	Q1
Increase the visibility of traffic enforcement through intelligence-led initiatives	• Number of police officers in the traffic unit	1	1	0
	• Number of speeding violations			41
	• Number of excessive speeding violations	3	1	4
	• Number of warnings	252	169	114
	• Number of distracted driving violations	2		
	• Number of prohibited driving Offences	8	7	1
	• Number of CVSE inspections			
	• Number of school zone initiatives	8	10	
Target impaired driving by alcohol and drug	• Number of impaired driving including Criminal Code and IRP	29	12	1
	• Number of Impaired driving initiatives	7	10	1
Citizen on Patrol (COP) Reporting	• Hours of COP patrols	25.25	48.5	60.5
	• Number of vehicles checked for violations	1198	943	
	• Number of warning letters issued	3	17	
	• Number of vehicles checked for signs of auto crime	0	0	0



PRIORITY: REDUCE AND PREVENT CRIME

OBJECTIVE	MEASURABLE	Q3	Q2	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	<ul style="list-style-type: none"> 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 	2	2	2
	<ul style="list-style-type: none"> Number of criminal code offences 	174	210	182
	<ul style="list-style-type: none"> Number of crimes against persons 	51	57	17
Implement intelligence-led projects / initiatives focused on repeat offenders	<ul style="list-style-type: none"> Number of intelligence-led projects / initiatives focused on repeat offenders 	2	3	2
	<ul style="list-style-type: none"> Number of curfew checks 	11	22	35
Enhance external communication to increase public awareness and decrease crimes of opportunity	<ul style="list-style-type: none"> Number of police-led crime-reduction public education releases based on crime trends 	3	10	12



PRIORITY: ENHANCE POLICE / COMMUNITY RELATIONS

OBJECTIVE	MEASURABLE	Q3	Q2	Q1
Enhance relationships with community youth, seniors & vulnerable citizens	<ul style="list-style-type: none"> Number of events / initiatives attended by members where the focus is on youth, seniors or vulnerable citizens 	SRO 4	SRO 12	14
	<ul style="list-style-type: none"> Number of Coffee with a Cop sessions 	0	0	0
	<ul style="list-style-type: none"> Delivery of a Detachment Open House 	0	1	0
Develop / foster partnerships and strengthen key stakeholder relations to enhance integrated community response to existing and emerging social issues	<ul style="list-style-type: none"> Number of community events / celebrations and / or community service group meetings attended by members 	6	15	4
Support and expand crime prevention programs	<ul style="list-style-type: none"> Number of crime prevention programs 	1	1	1
	<ul style="list-style-type: none"> Number of times members attended a crime prevention initiative 	4	3	0

STRATEGIC ENABLER

OBJECTIVE	MEASURABLE	Q3	Q2	Q1
Show up at our best for every citizen	<ul style="list-style-type: none"> Number of GIS police officers in Lake Country 	2	2	2
	<ul style="list-style-type: none"> Number of training sessions attended by detachment members and support staff 	2	7	2
	<ul style="list-style-type: none"> Reports to Council highlighting crime trends 	2	1	1
	<ul style="list-style-type: none"> 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 Q3 YEAR: 2024

	Q3 2024 (July to Sept)	Q2 2024 (Apr to June)	Q1 2024 (Jan to March)
Homicide	0	0	0
Attempt Murder	0	0	0
Violent Offences	51	39	36
Property Offences	118	116	96
Robbery	0	0	0
Assault w/Weapon or CBH	5	4	1
Uttering Threats/Harassment	21	12	14
Common Assault	14	17	15
Family/Relationship/Violence	23	15	14
Sexual Offences	1	3	3
B & E (Business & Other)	2	3	4
B & E (Residential)	3	1	2
Stolen Vehicles	13	9	1
Theft from MV	17	13	15
Drug Investigations	4	5	5
Disturbing the Peace	16	16	11
Noise Bylaws	1	16	8
MVA – Fatal	0	0	0
MVA – Injury	12	6	12
MVA – Over/Under 10000	39	44	30
Traffic VT Issued	145	149	112
Traffic Warnings Issued	252	169	157
Immediate Roadside Prohibitions	27	34	8
24 Hour Driving Suspension - Drugs	0	2	3
Liquor VTs Issued	5	6	1
Sudden Death	3	8	6
Missing Persons	4	2	2
Fraud	18	25	30
False Alarm	24	20	24
Mental Health	19	22	26
Dropped 911	21	13	24