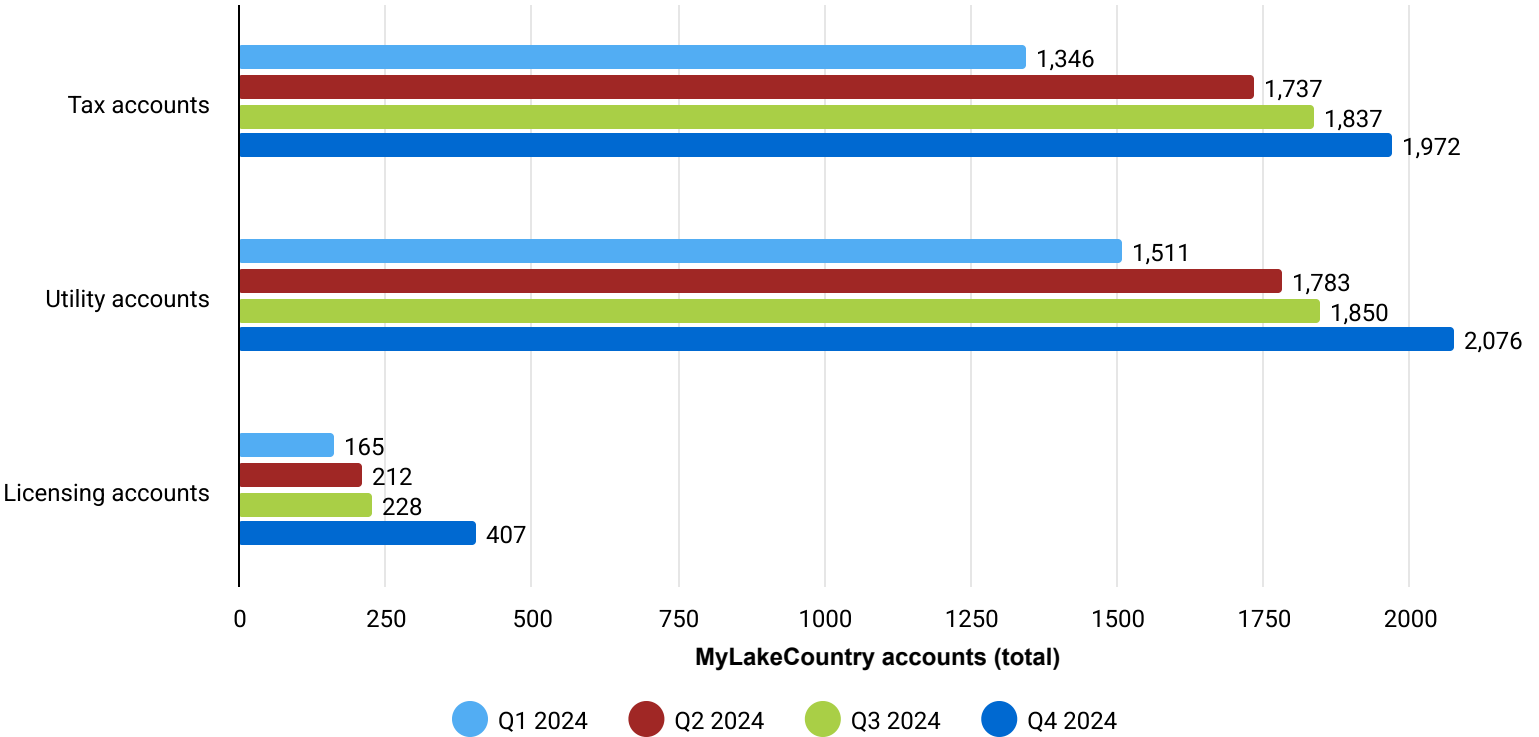


Progress In Our Digital Offerings



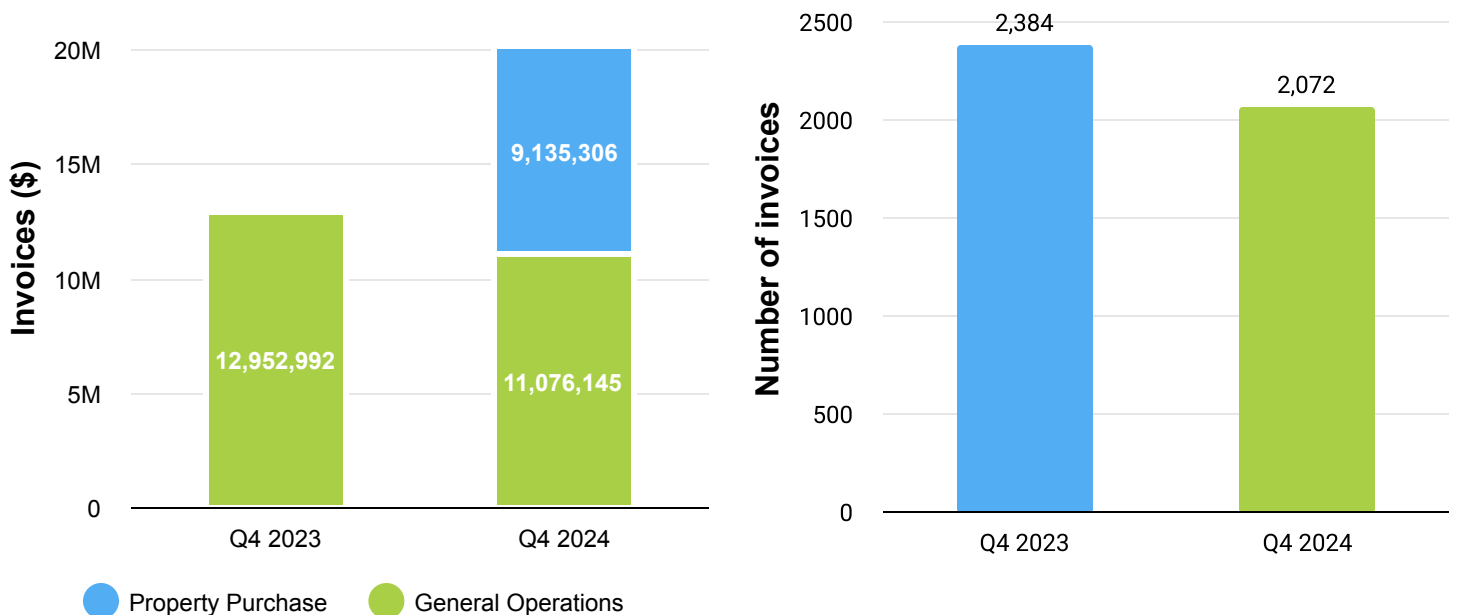
MyLakeCountry account growth in the fourth quarter of 2024 had a large uptick, largely attributable to the Canada Post strike in early November.



Accounts Payable



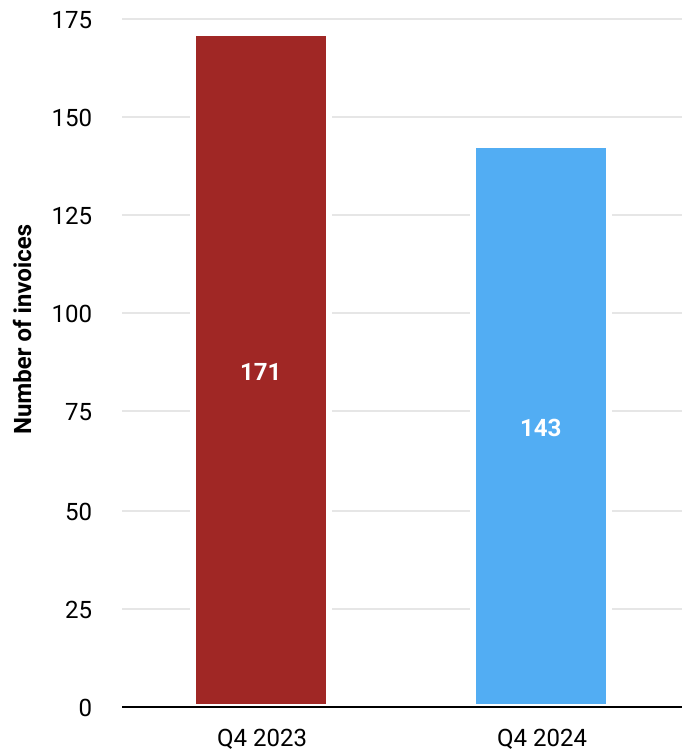
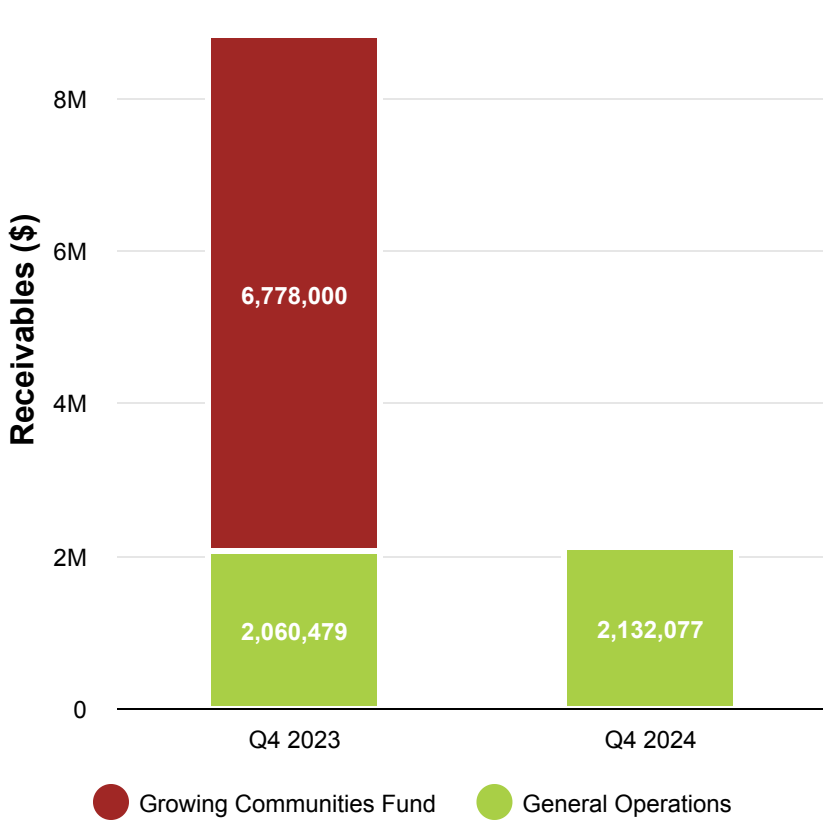
In the fourth quarter of 2024, Finance processed 2,072 unique invoices, a 13% decrease compared to Q4 2023. This is attributable to an increase in consolidate billings from select vendors, and general decrease in frequency of invoices received by the District in connection with various capital projects.



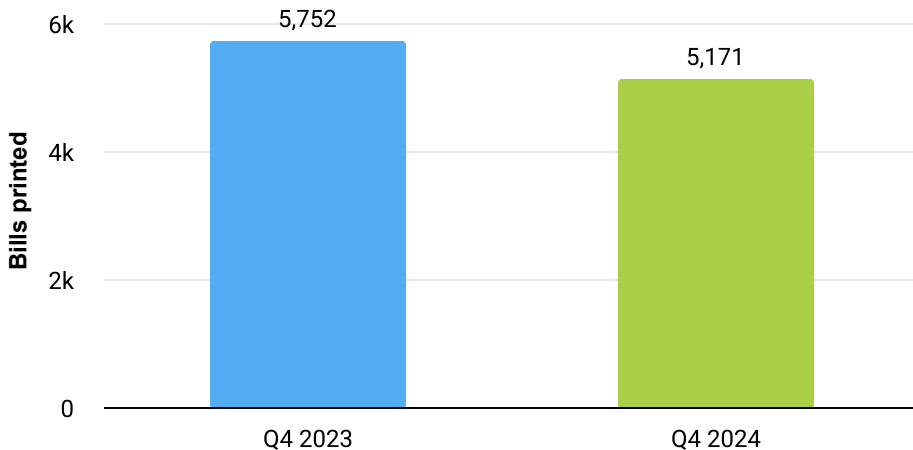
Accounts Receivable



The District sent out 143 invoices in the fourth quarter of 2024, down slightly from Q4 of 2023. The various is mainly made up of decline in BC Wildfire invoicing from 2023. Total invoices in general operations sent out amounted to \$2,132,077 for Q4 2024, compared to \$2,060,479 in Q4 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. Notably, the District saw an upswing in digital offering usage during the Canada Post strike.

Occupational Health and Safety

Q4 Safety By The Numbers

	Q4 2024	2024 YTD	2023 YTD
<i>Hazard Assessments</i>	229	681	370
<i>Safety Meetings</i>	44	177	180
<i>Inspections</i>	35	169	238
<i>Near Misses</i>	4	11	23
<i>Corrective Actions</i>	39	171	96
<i>Lost Time Injuries</i>	0	2	1
<i>Medical Aid Injuries</i>	0	3	4
<i>First Aid Injuries</i>	1	7	8
<i>Workplace Violence</i>	1	2	4
<i>WorkSafeBC Inspections</i>	2	6	2

Certificate of Recognition (COR) Audit

The District of Lake Country was successful in achieving their COR Certification and received an overall score of **97%** on the audit of the Safety Management System. Congratulations!

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.

Safety Training for Employees

Completed Training in Q4 2024:

- Fatigue Awareness and Lifestyle
- First Aid Transport Endorsement
- Confined Space Entry & Monitor
- Fall Protection
- Basic First Aid

Upcoming Training in Q1 2025:

- Basic First Aid
- Fall Protection
- Shoring & Excavation
- Isolation & Lockout
- Chainsaw Training
- Respectful Conduct in the Workplace
- Safety Leadership by Fiore Group

Q4 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 Q4 2023 and Q4 2024 for both the Employee Turnover Rate and Employee Retention Rate.



Employee Retention Rate

	Q4 2023	Q4 2024
Headcount October 1 (beginning of quarter)	92	96
Headcount December 31 (end of quarter)	90	95
Employee Retention Rate	97.83%	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

	Q4 2023	Q4 2024
Headcount October 1 (beginning of quarter)	92	96
Headcount Sept 30 (end of quarter)	90	95
Employee Turnover Rate	2.12%	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

Q4 - October 1, 2024 - December 31, 2024

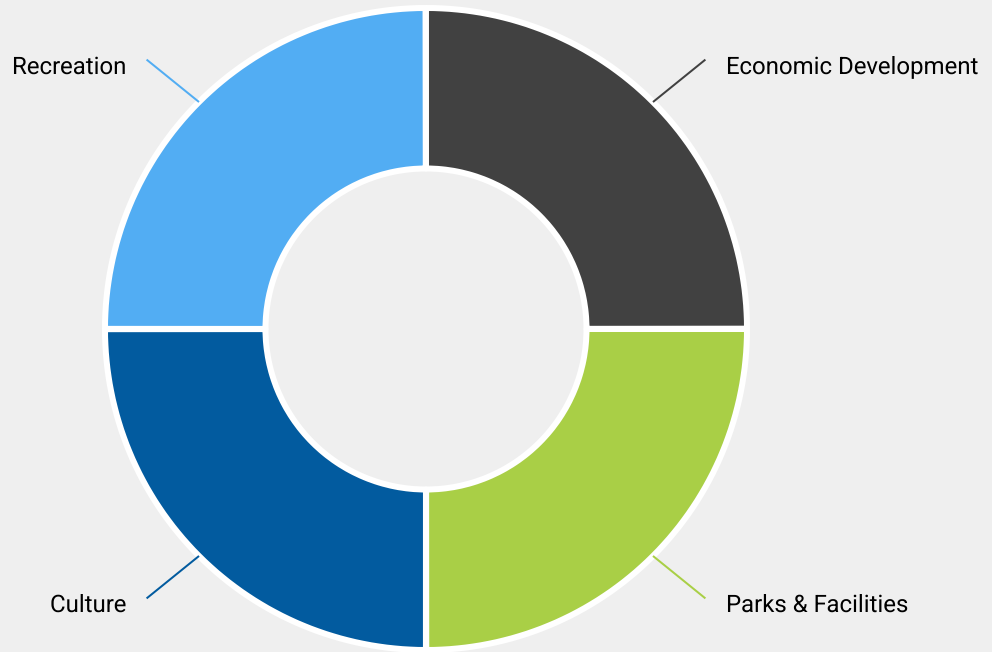
Highlights

Business Licensing
Facilities
Parks
Culture
Recreation



Summary

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



● Economic Development ● Parks & Facilities ● Culture ● Recreation

Economic Development

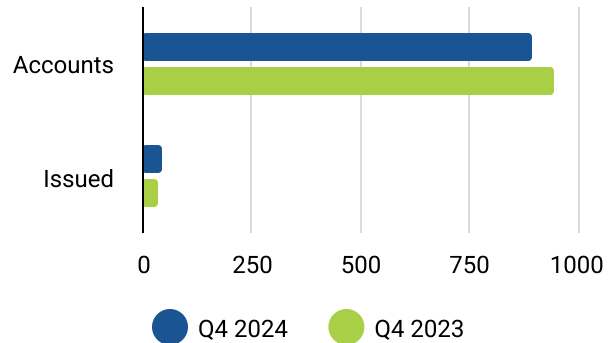
Business Licensing



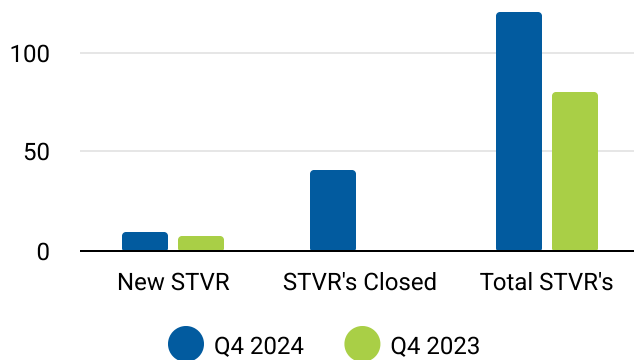
4th Quarter

Issued Business Licenses

December 2024 – 954 business license renewals were sent out. Payment is due before March 1, 2025.

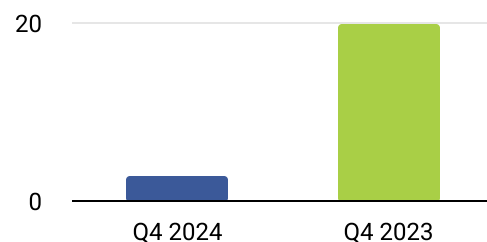


Short-Term Vacation Rentals



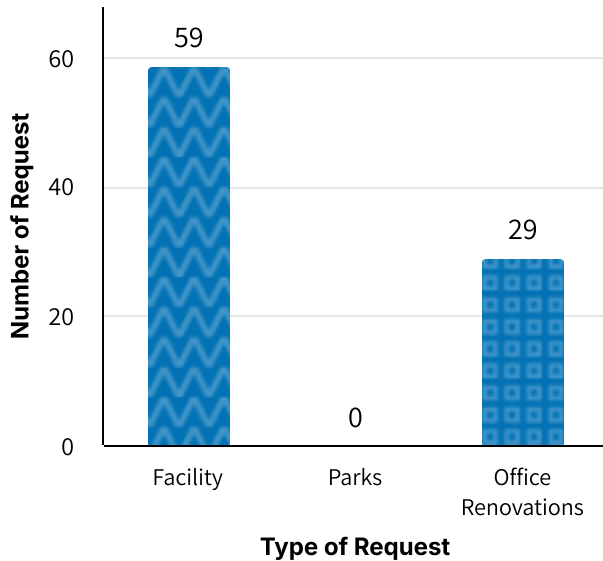
It is anticipated that several STVR business licences will not be renewed in 2025 due to escalating cost and regulations from the Province of BC.

Outstanding Business License Account Balances



Parks & Facilities

External & Internal Service Requests

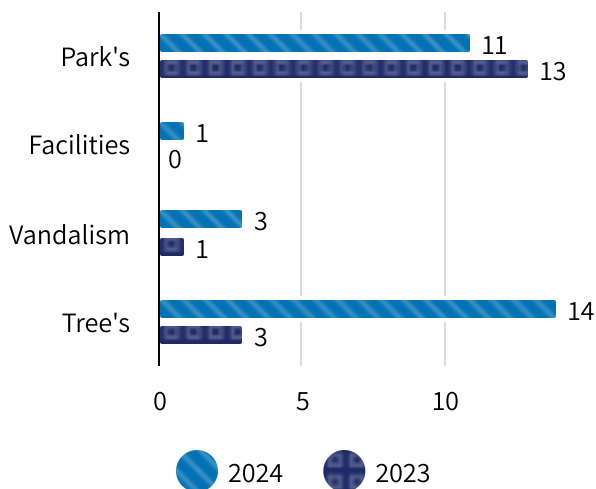


Internal Service Requests

Q4, (Oct 1, 2024 - December 31, 2024) a total of 88 internal service requests we're addressed. Internal requests include, but are not limited to, building repairs, renovations and maintenance.



External Service Requests



(Q4) The removal of hazardous trees has increased due the lingering effects of the August 2023 fires. This work is strategically conducted during the fall to minimize disruptions to migratory and nesting birds.



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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Life. The Okanagan Way.

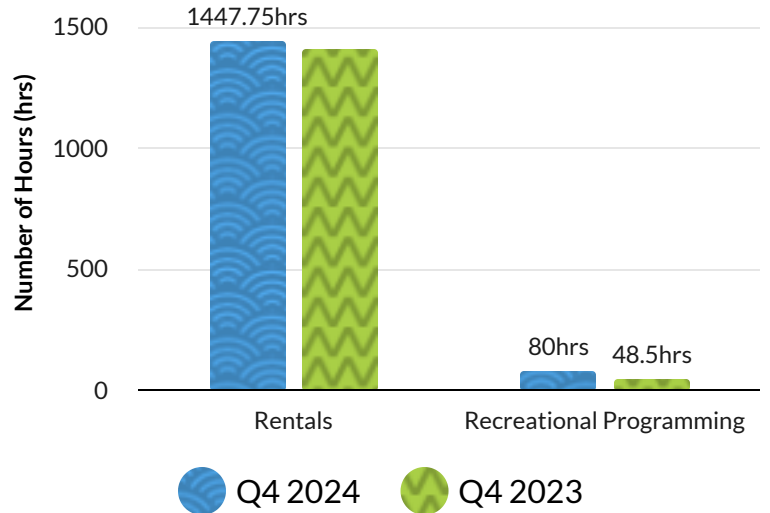
Arena, Parks & Fields



Arena

This brief report provides an overview of ice rentals for Q4 (2023/2024) at Winfield Arena.

While ice rental hours in 2024 remained similar to those in 2023, the district introduced an additional 31.5 hours of recreational programming at the arena.



Field Rentals

Year	Q4 Rentals
2024	177
2023	65

Q4 - Field rentals in the district increased from 65 to 177, driven by logistical challenges that arose in 2023.



Events

Year	Q4 Events
2024	2
2023	2

Q4 - During the last quarter of the year, the district hosted two annual events: Super8 Soccer Fest & the Rotary Lobster Crawl.



LAKE COUNTRY

Life. The Okanagan Way.

CULTURE



Creekside Theatre Tickets



3332

Q4, (2024) Creekside Theatre sold 3332 tickets.



3207

Q4, (2023) Creekside Theatre sold 3207 tickets.

Some of the artists hosted at the Creekside Theatre include, but are not limited to, Dawson Gray, The Cruzeros and Okanagan Vocal Harmony.

Volunteer Hours



775 hrs

Q4, (2024) Creekside Theatre offered 775 hrs of volunteer work.

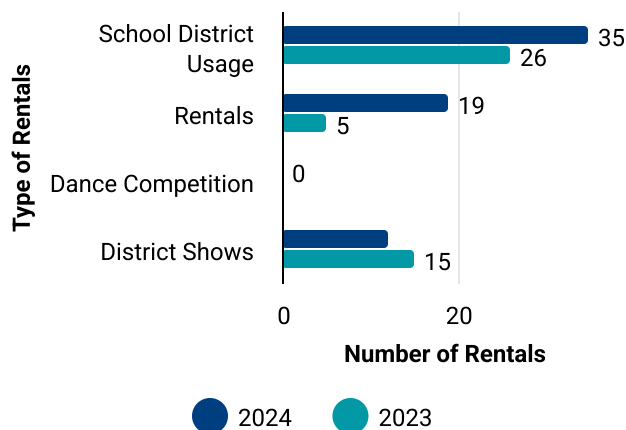


450 hrs

Q4, (2023) Creekside Theatre offered 450 hrs of volunteer work.

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

Creekside Rental/Uses



There was increase in rentals during fall 2024. As a result, the Cultural staff will be booking fewer shows in Q4 2025 to accommodate more rental opportunities in 2025.

Live! in Lake Country

Q4 - 0 concerts were hosted.



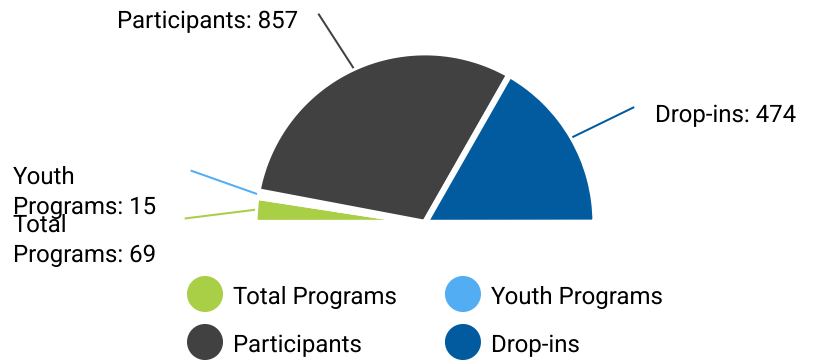
The Live! in Lake Country concerts conclude in August, no concerts we're hosted from Oct 1, 2024 - December 31, 2024.

RECREATION



Recreational Programming

Q4 (2024) The adult recreation programs include volleyball, badminton, pickleball, dance, and various fitness activities. The adult leisure programs encompass cooking, Thursday night adult basketball drop-ins, all ages volleyball drop-in and family open gym.



Culture & Recreation Events

Q4 (2024) This chart highlights our free, family-friendly events organized directly by the district. The numbers displayed represent **participation levels**. Santa's Workshop was the only event held during the fourth quarter

Number of Participants



Santa's Workshop

2024 (Q4) Summary

In Q4, the district had a great turnout for recreation programs, with 857 participants across 69 programs, including 15 specifically for youth. Drop-in activities like basket-ball and all-ages volleyball we're a hit with 474 people talking part. Our one big event brought in 600 participants and was a success for families in the community. Moving forward, the goal is to keep building on this momentum by creating opportunities for the community to come out and get involved!

Infrastructure & Development Engineering

Q4 - 2024

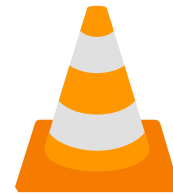


Public Works

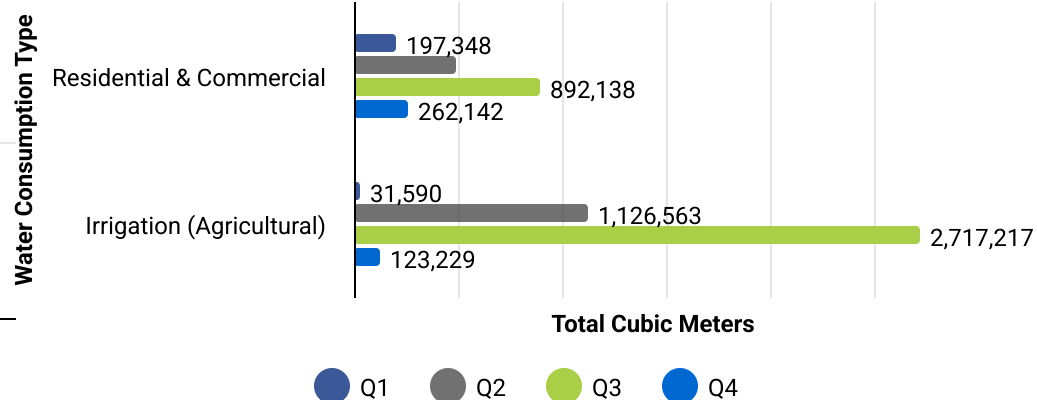
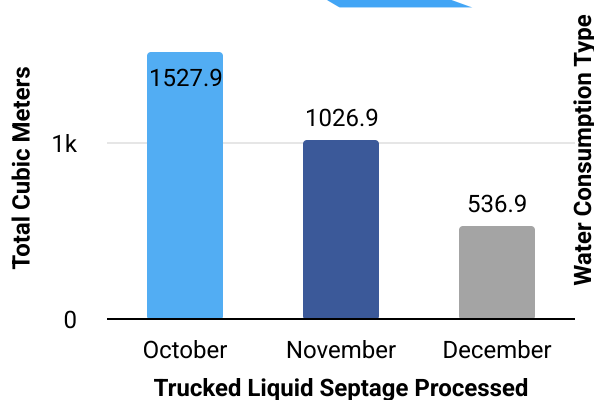
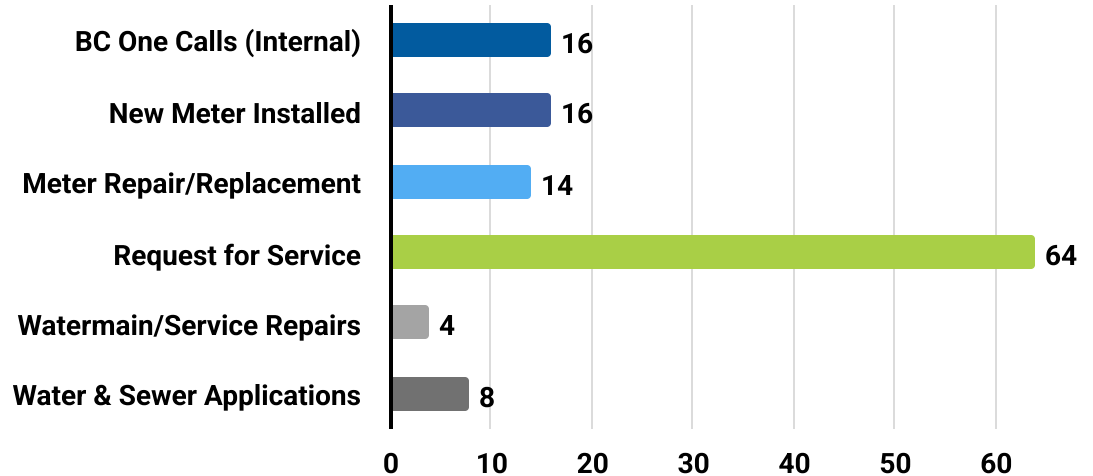
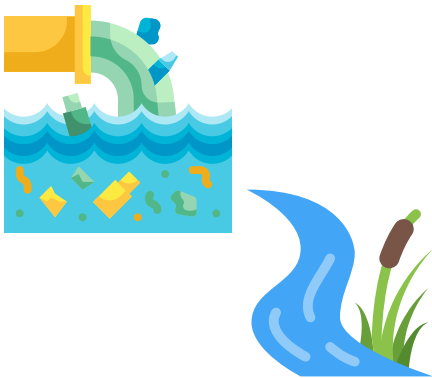


2024 WRAP-UP

6.5 KMS OF ROADS PAVED
 1178 CATCH BASINS CLEANED
 106 KMS OF ROAD LINES PAINTED
 77 STREETLIGHTS REPAIRED

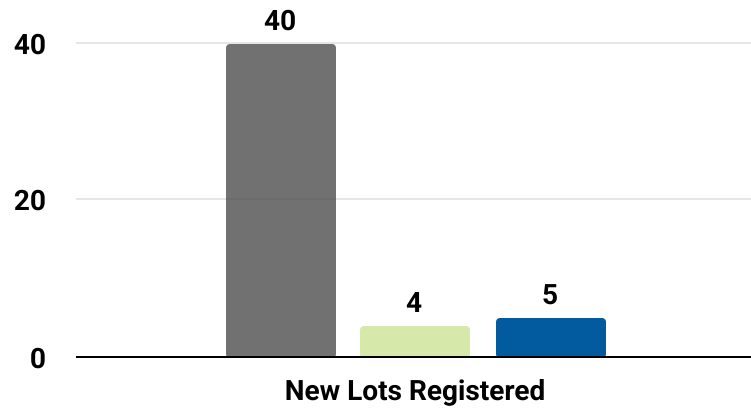
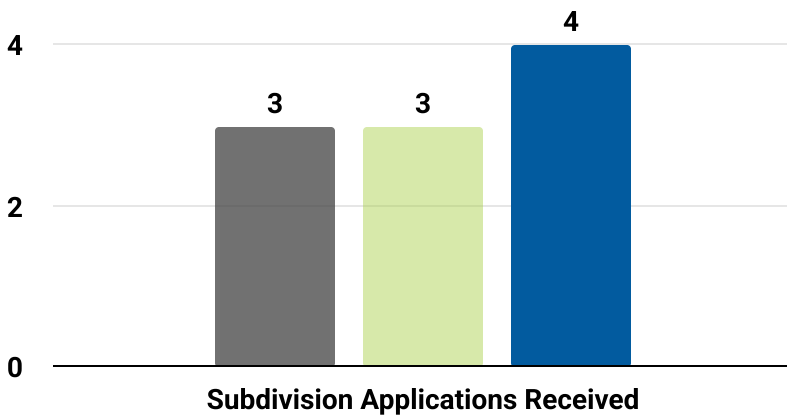


Water & Sewer Utilities





Development Engineering

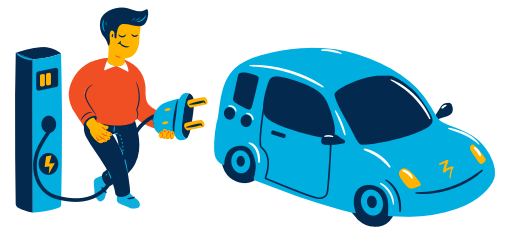


● Q4 2022 ● Q4 2023 ● Q4 2024

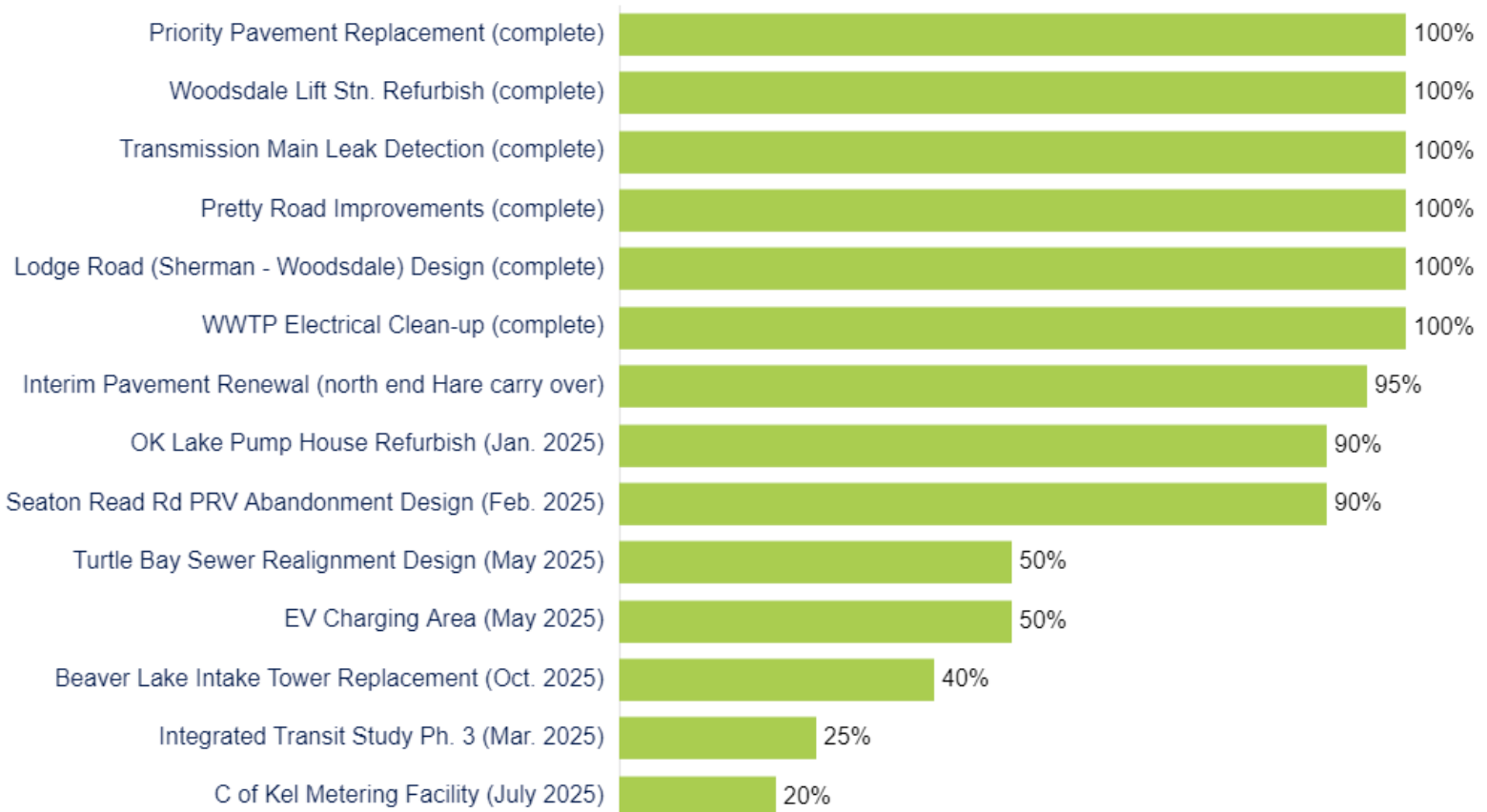
● Q4 2022 ● Q4 2023 ● Q4 2024



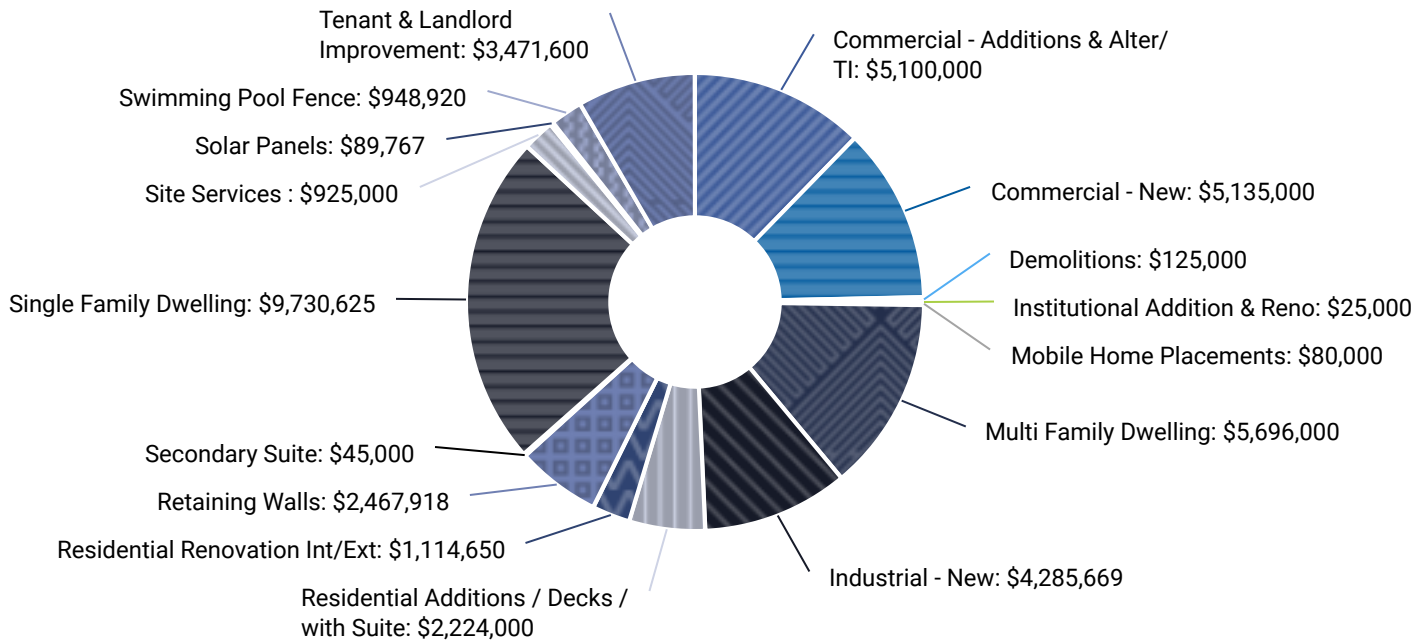
Capital Program



Key Capital Projects & Anticipated Completion Date - Progress to End of Q4 2024



Building Permits Q4 2024



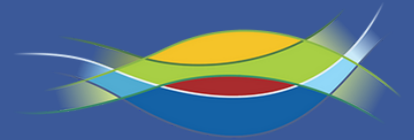
- Commercial - Additions & Alter/ TI
- Commercial - New
- Demolitions
- Institutional Addition & Reno
- Mobile Home Placements
- Multi Family Dwelling
- Industrial - New
- Residential Additions / Decks / with Suite
- Residential Renovation Int/Ext
- Restoration
- Retaining Walls
- Secondary Suite
- Service Connection & Ext Sewer / Water
- Single Family Dwelling
- Site Services
- Solar Panels
- Swimming Pool Fence
- Tenant & Landlord Improvement



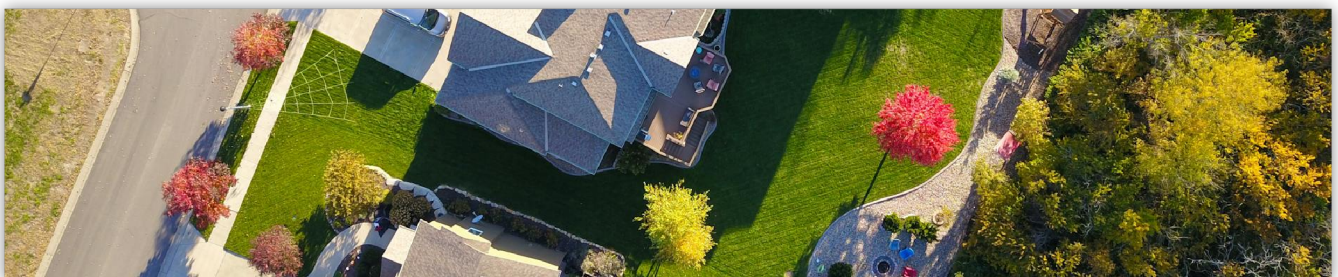
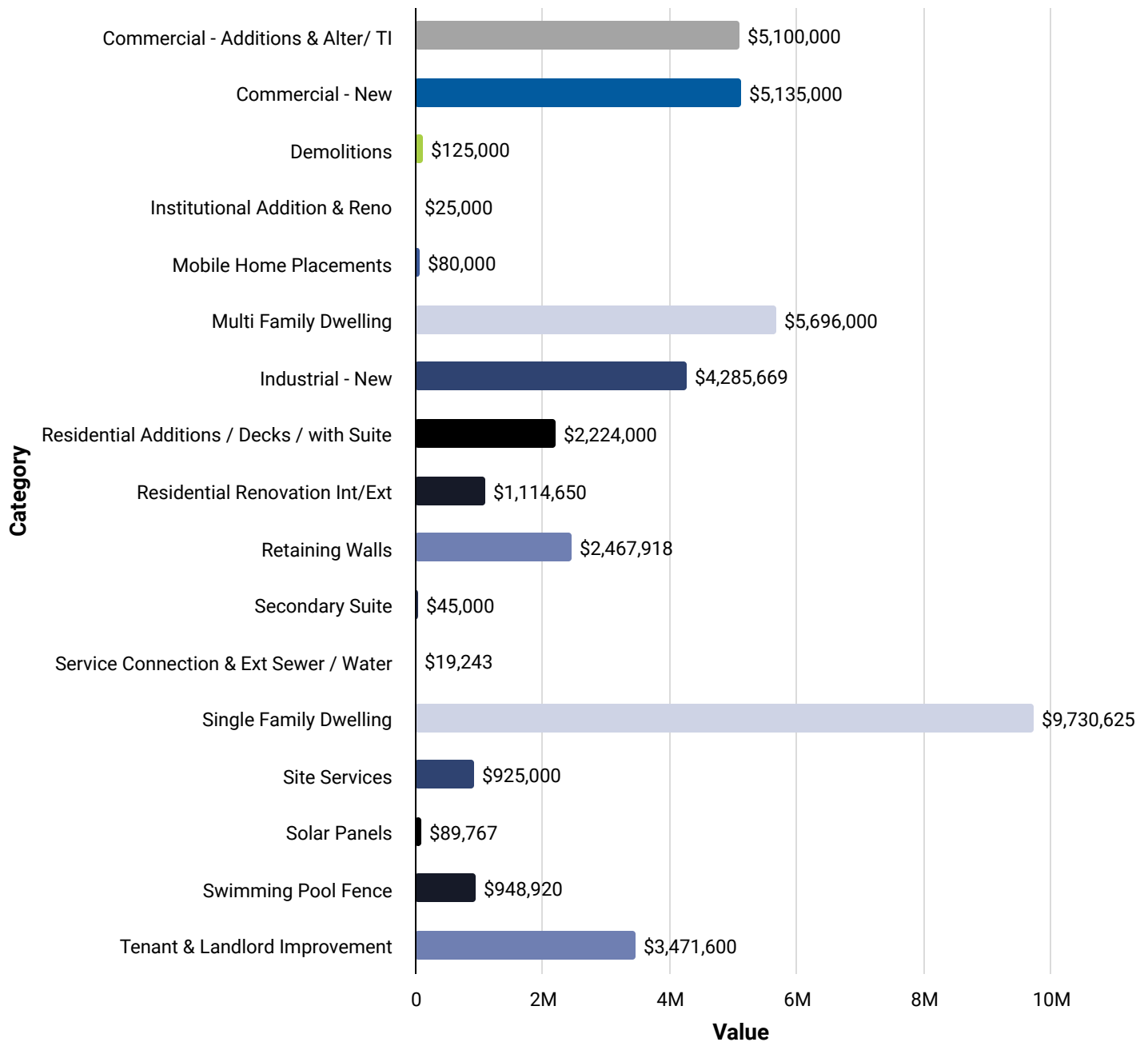
The predominant types of building permits being issued are for Residential Additions, Demolitions, and Multi Family Dwellings.

Building Permits

Q4 2024

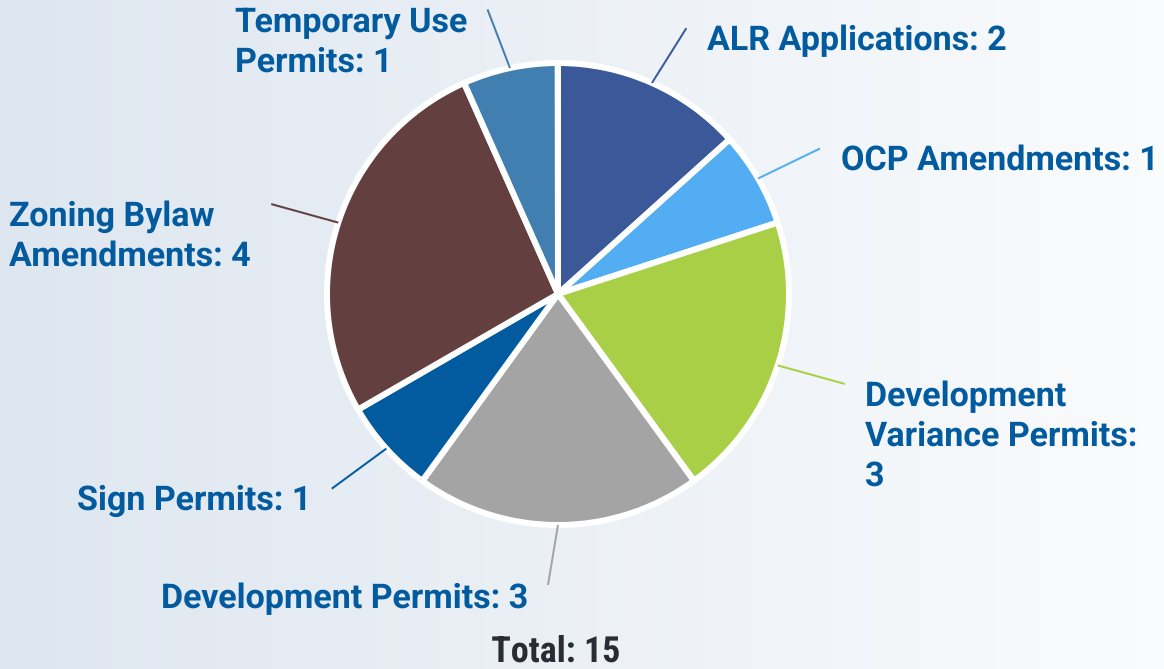


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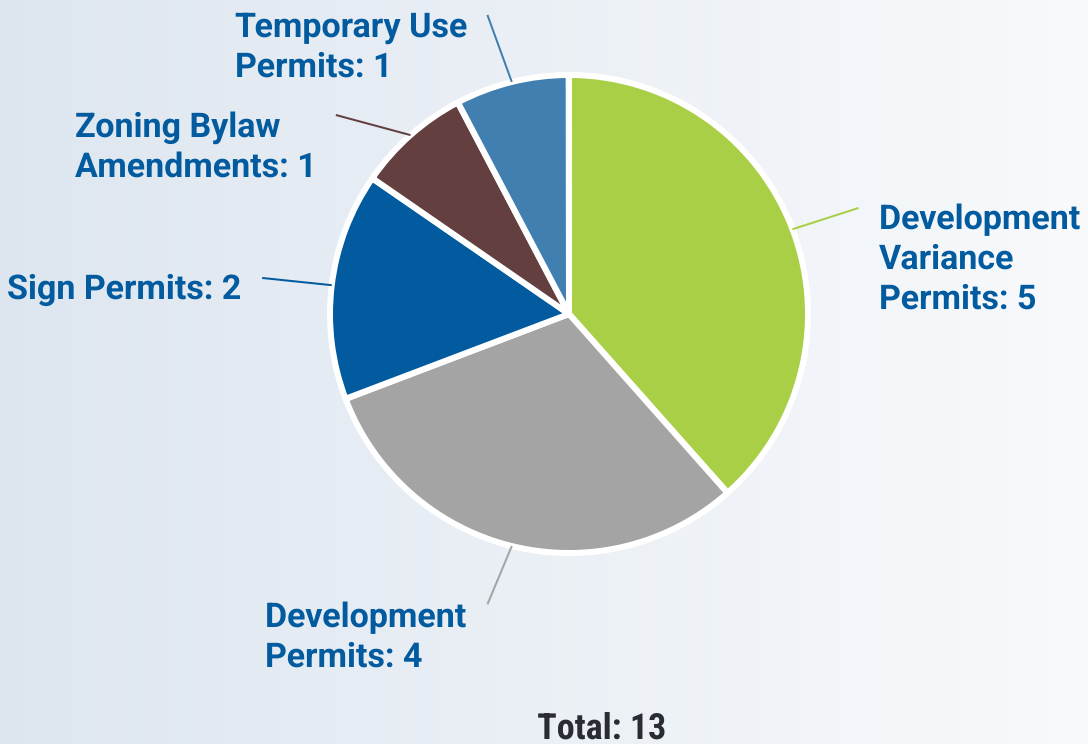


Development Services Q4 - 2024 - Planning

Planning Applications - Received



Planning Applications - Processed



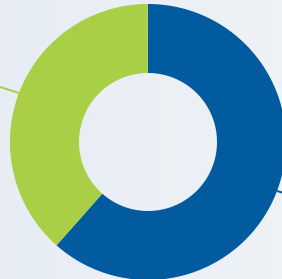
Development Services Q4 - 2024 - Planning



Planning Applications Processed



Staff: 5

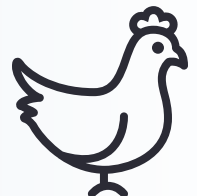


Council: 8







Project Updates

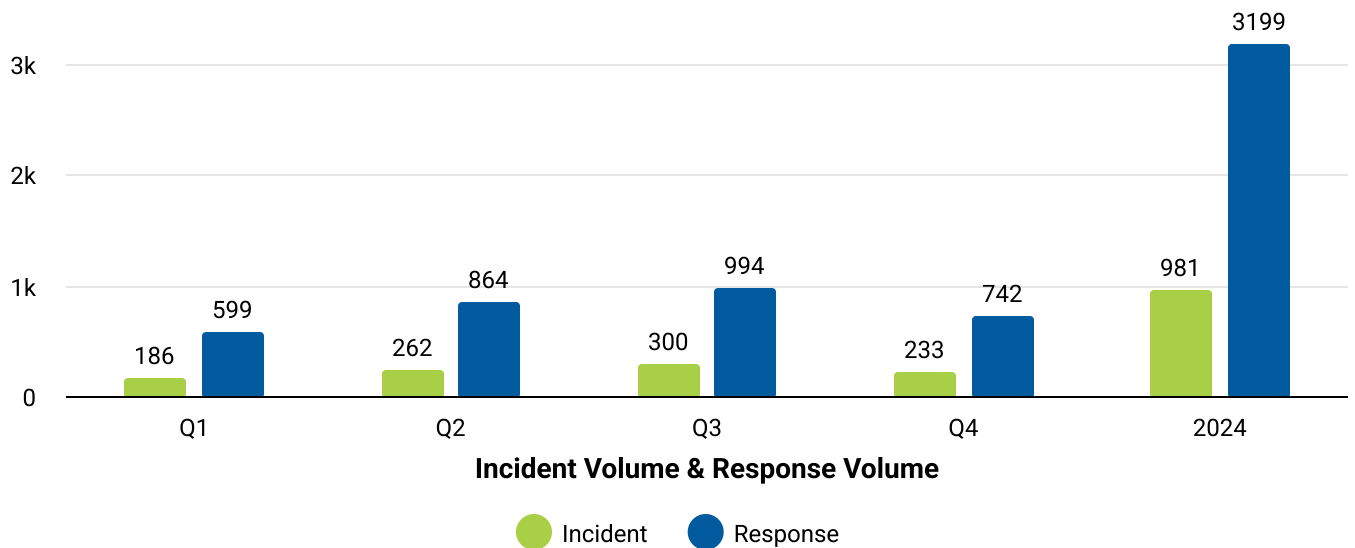
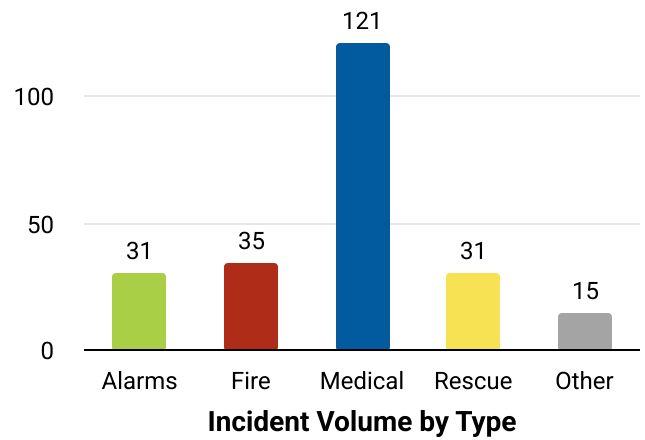
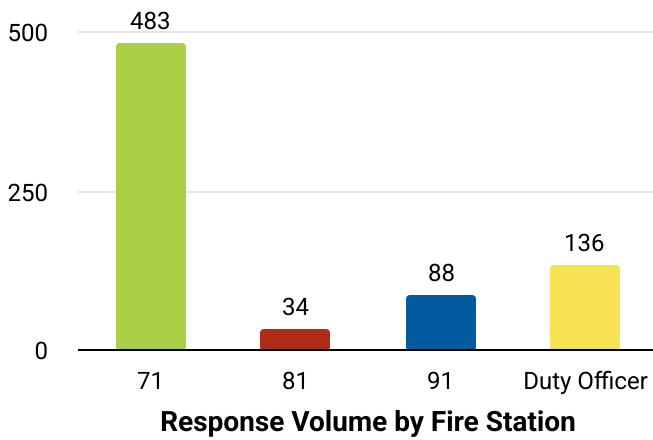
- 9751 and 9819 Bottom Wood Lake Road – OCP and Zoning Bylaw Amendments – Council Granted 1st and 2nd Reading
- O'Rourke Family Vinyards – OCP and Zoning Bylaw Amendments – Council Granted 1st and 2nd Reading
- 2024 Interim Housing Needs Assessment – Adopted by Council
- Backyard Chicken Regulations – Zoning Bylaw Amendment – Council Granted 1st and 2nd Reading



Lake Country Fire Department

Q4 2024 - Emergency Response Summary

Emergency Services for Residents & Businesses 24 - 7 - 365 49+ Paid-On-Call Firefighters 9 Career Staff 3 Fire Stations				
	1	0	2 Investigations	29
	Critical Lifesaving Medical Interventions	Civilian Fire Related Injuries	Property Saved \$712,000 Property Lost \$8,000	Scheduled Firefighter Training Events





Lake Country Fire Department

Q4 2024 - Fire Prevention Summary

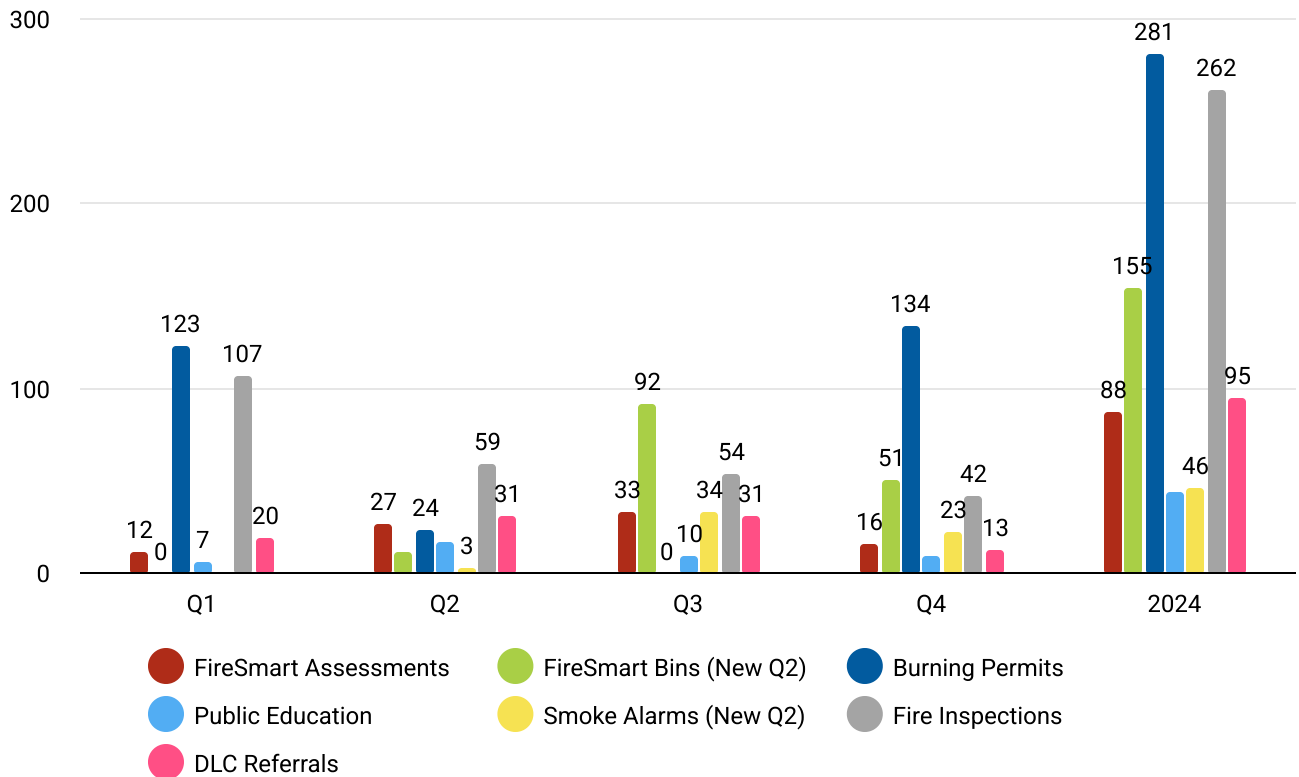


Lake Country FireSmart Recycling Bin Pilot Program

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 - 183,346 Kg
Q1 - 0 Kg Q2 - 14,060 Kg Q3 - 99,176 Kg Q4 - 70,110 Kg



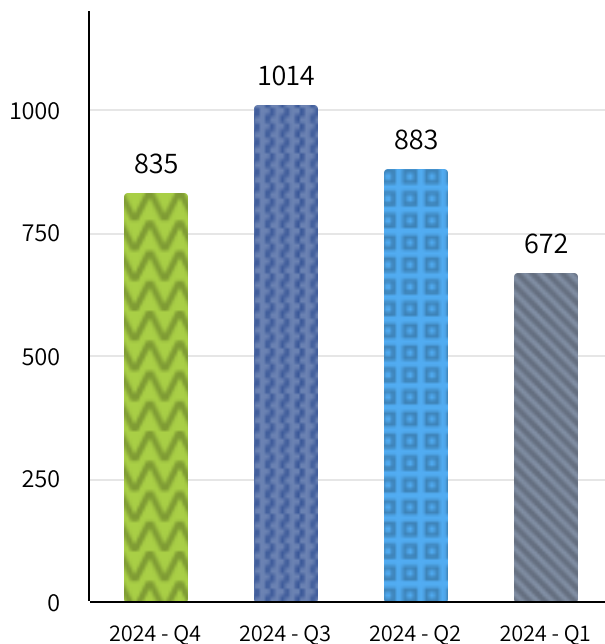


2024- Q4 Report Lake Country Community Highlights

- October 2 officers executed a search warrant at a Copperhill Rd address recovering a stolen vehicle, ammunition and approximately 75 lbs of dried marihuana. This has been a problem residence in the area. The residence, owners and occupants have been receiving enhanced police and bylaw attention as a result.
- October 24 Cst. Hazlewood, Lake Country traffic officer, received an award from the BC Association of Chiefs of Police for Traffic Safety and Education for his career and in the community of Lake Country. Cpl. Birtwistle attended to present the award to Cst. Hazlewood.
- November to December 2024, there was a traffic initiative operation by Cst. Hazlewood in Lake Country. Three dedicated traffic shifts in that period resulted in 180 violation ticket, 73 in school zones, 129 traffic warnings and 14 alcohol related prohibitions, 2 prohibited drivers and 5 drug impaired investigation. This was a resounding success. Another traffic blitz will be planned in the near future.
- December 1, Cst. Parish, with her children lit the Lake Country Star on Spion Kop Mountain. Lake Country officers along with Cst. Parish collected donations of toys and food for Cram the Cruiser.
- December 7 Officers and staff participated in Cram the Cruiser. Several hundred toys were collected for the Salvation Army and Lake Country Food Bank.
- Through enhanced enforcement and cooperation with Lake Country Bylaws, Officers at two problem residences has resulted in one house being put up for sale and a significant decrease in suspicious activity in the other.

CALLS FOR SERVICE

Comparison for Lake Country
2024 Q4, Q3, Q2 & Q1



Police/Community
Relations

SCHOOL RESOURCE OFFICER (SRO)

In this Quarter the School Resource Officer

- Liaise with Child Youth Advocacy Centre
- Liaise BGC
- School/Community Terry Fox Run
- GESS Staff meeting
- Peter Greer Elementary Classroom visits
-
- PGE class visits and Strong Start Community Helpers Collaboration
- GESS classroom presentation
- Indigenous Remembrance Day and Remembrance Day Ceremonies, DRE, HMS, GESS, OTS
- Community Business Engagement / Smile day
- Regional SRO briefing
- Additional foot / business patrols
- HMS staff meeting / presentation
- HMS Safety Implementation
-
- Attend Community Initiative Capstone presentation (SAFR)
- Collaboration Meeting



DISTRICT OF LAKE COUNTRY POLICE SERVICES

Lake Country Policing Priorities 2024 Q4 Report

Lake Country Community Highlights

- October 2 officers executed a search warrant at a Copperhill Rd. address recovering a stolen vehicle, ammunition and approximately 75 lbs. of dried marihuana. This has been a problem residence in the area. This residence, owners and occupants have been receiving enhanced police and bylaw officer attention as a result.
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- December 1, 2024 Cst. Parish and her children lit the Lake Country star on Spion Kop Mountain. Lake Country officers along with Cst. Parish collected donations of toys and food for Cram the Cruiser.
- December 7 officers and staff participated in Cram the Cruiser. Several hundred toys were collected for the Salvation Army as well as for the Lake Country Food Bank.
- Through enhanced enforcement and cooperation with Lake Country Bylaw Officers, two problem residences have resulted in one house being put up for sale and a significant decrease in suspicious activity at the other.

Calls for Service

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

	2024 Q4	2024 Q3	2024 Q2	2024 Q1
Calls for Service	835	1,014	672	883



PRIORITY: REINFORCE ROAD SAFETY

OBJECTIVE	MEASURABLE	Q4	Q3	Q2	Q1
Increase the visibility of traffic enforcement through intelligence-led initiatives	• Number of police officers in the traffic unit	1	1	1	0
	• Number of speeding violations	134			41
	• Number of excessive speeding violations	13	3	1	4
	• Number of warnings	306	252	169	114
	• Number of distracted driving violations	0	2		
	• Number of prohibited driving Offences	3	8	7	1
	• Number of CVSE inspections				
	• Number of school zone initiatives	4	8	10	
Target impaired driving by alcohol and drug	• Number of impaired driving including Criminal Code and IRP	160	29	12	1
	• Number of Impaired driving initiatives	13	7	10	1
Citizen on Patrol (COP) Reporting	• Hours of COP patrols	40.5	25.25	48.5	60.5
	• Number of vehicles checked for violations	1,057	1198	943	
	• Number of warning letters issued	2	3	17	
	• Number of vehicles checked for signs of auto crime	0	0	0	0



PRIORITY: REDUCE AND PREVENT CRIME

OBJECTIVE	MEASURABLE	Q4	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	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	2
	Number of criminal code offences	202	174	210	182
	Number of crimes against persons	49	51	57	17
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	35
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	12



PRIORITY: ENHANCE POLICE / COMMUNITY RELATIONS

OBJECTIVE	MEASURABLE	Q4	Q3	Q2	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	14
	Number of Coffee with a Cop sessions	0	0	0	0
	Delivery of a Detachment Open House	0	0	1	0
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	0

STRATEGIC ENABLER

OBJECTIVE	MEASURABLE	Q4	Q3	Q2	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	2
	Reports to Council highlighting crime trends	2	2	1	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 Q4 YEAR: 2024

	Q4 2024 (Oct to Dec)	Q3 2024 (July to Sept)	Q2 2024 (Apr to June)	Q1 2024 (Jan to March)
Homicide	0	0	0	0
Attempt Murder	0	0	0	0
Violent Offences	40	51	39	36
Property Offences	112	118	116	96
Robbery	1	0	0	0
Assault w/Weapon or CBH	1	5	4	1
Uttering Threats/Harassment	6	21	12	14
Common Assault	12	14	17	15
Family/Relationship/Violence	12	23	15	14
Sexual Offences	4	1	3	3
B & E (Business & Other)	4	2	3	4
B & E (Residential)	5	3	1	2
Stolen Vehicles	8	13	9	1
Theft from MV	14	17	13	15
Drug Investigations	5	4	5	5
Disturbing the Peace	12	16	16	11
Noise Bylaws	1	1	16	8
MVA – Fatal	0	0	0	0
MVA – Injury	11	12	6	12
MVA – Over/Under 10000	40	39	44	30
Traffic VT Issued	336	145	149	112
Traffic Warnings Issued	306	252	169	157
Immediate Roadside Prohibitions	22	27	34	8
24 Hour Driving Suspension - Drugs	2	0	2	3
Liquor VTs Issued	0	5	6	1
Sudden Death	4	3	8	6
Missing Persons	5	4	2	2
Fraud	16	18	25	30
False Alarm	24	24	20	24
Mental Health	22	19	22	26
Dropped 911	15	21	13	24