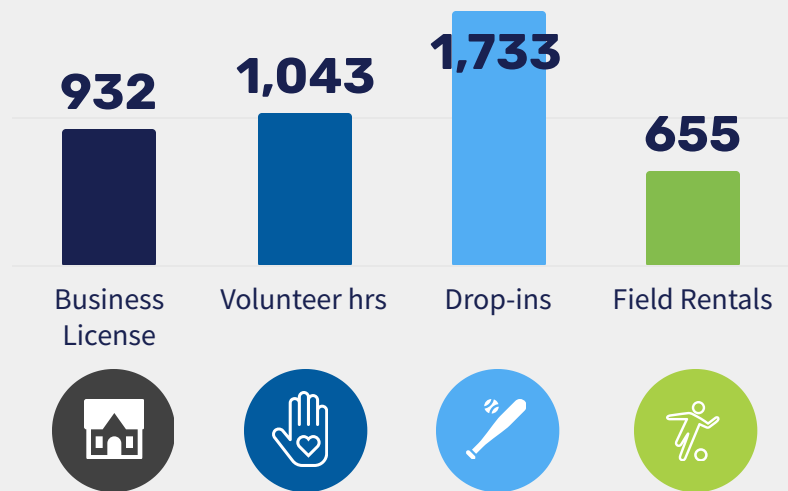


2024 Annual Report

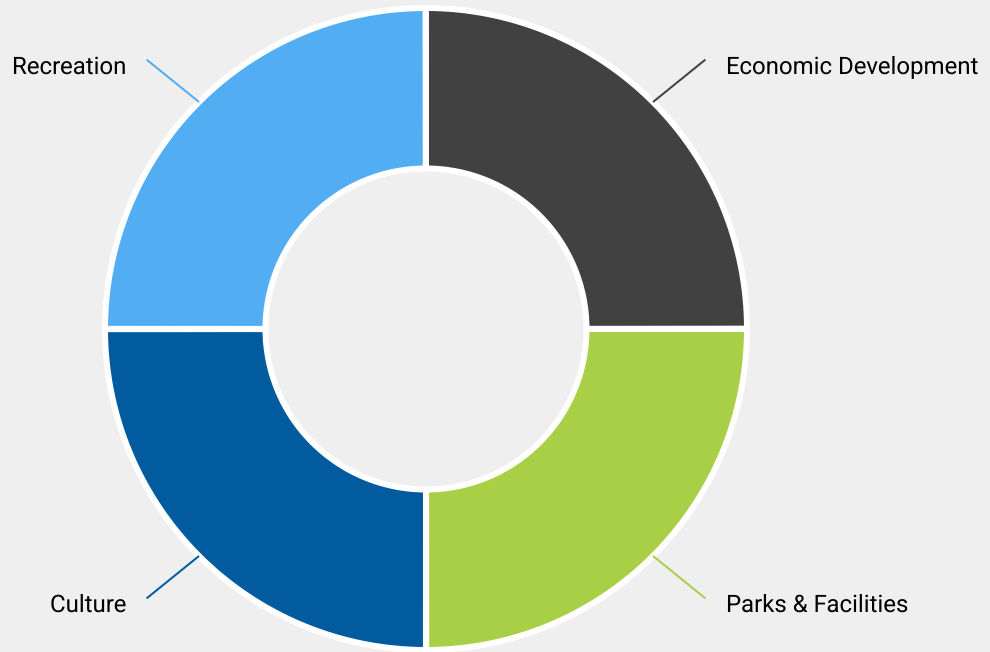
Highlights

Business Licensing
Facilities
Parks
Culture
Recreation



Summary

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



● Economic Development ● Parks & Facilities ● Culture ● Recreation

Economic Development

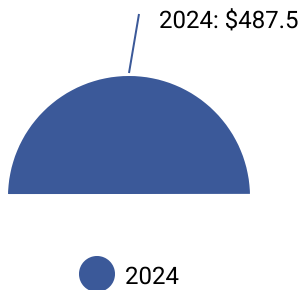
Business Licensing

Short Term Vacation Rentals	2024
STVR Opened	62
STVR Closed	25
Total Active STVR's	135

In 2024, the District of Lake Country saw a total of **176 new accounts opened** and **138 accounts closed**. Of these, 135 were active short-term vacation rentals, with 62 new short-term vacation rentals opened and 25 closed during the year.



Outstanding Account Fees Owed



As of 2024, there were outstanding charges including \$200.00 in late fees (x4) and \$487.50 in outstanding fees.



2024

Business Licenses	2024
Active	932

In 2024, a total of **932 business licenses** were active in the District of Lake Country.

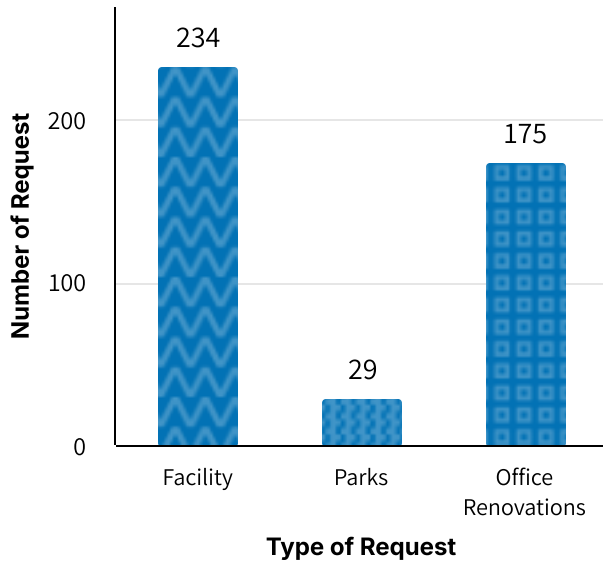


LAKE COUNTRY

Life. The Okanagan Way.

Parks & Facilities

External & Internal Service Requests

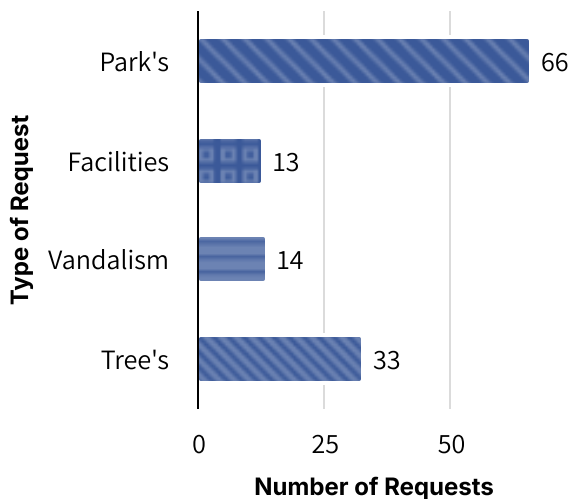


Internal Service Requests

438 internal service requests we're addressed in 2024. Internal requests include, but are not limited to; building repairs, renovations and maintenance within the district.



External Service Requests



2024 had a total of **126 external service requests** with our main focus on parks, facility maintenance, vandalism and dangerous tree's.



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

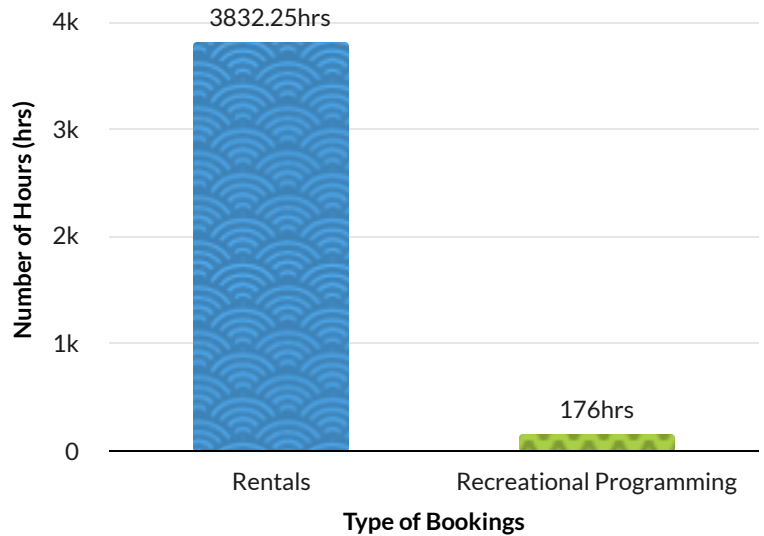
Life. The Okanagan Way.

Arena, Parks & Fields



Arena

In 2024, the Winfield Arena offered a total of **176 hours** of recreational programming, including Public Skating, Shinny, Stick & Puck, Family Pond Hockey, & more. Additionally, **3,832.25 hours** were allocated to private rentals, accommodating hockey, figure skating, ringette, and other exclusive bookings.



Field Rentals

Year	Rentals
2024	655

In 2024, the District of Lake Country facilitated a total of **655 field rentals**, supporting a variety of recreational and sporting activities. These rentals included use by local youth and adult groups, as well as some bookings from organizations across the region.



Events

Year	Events
2024	31

The district hosted a total of **31 events** in 2024, which included a wide variety of activities ranging from sporting tournaments and annual community celebrations to smaller gatherings such as birthday parties and workplace events.



LAKE COUNTRY

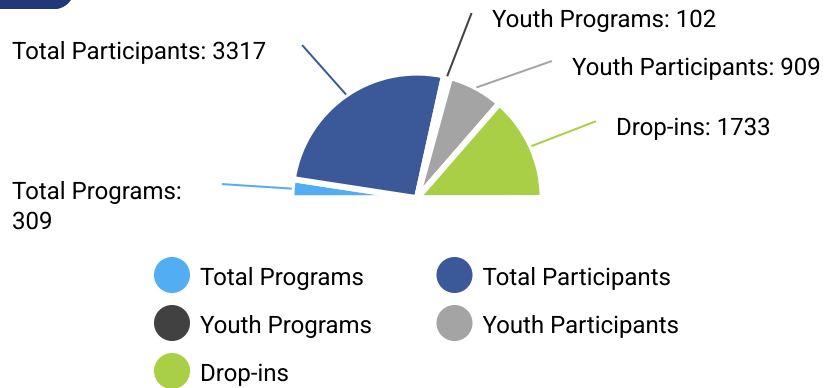
Life. The Okanagan Way.

RECREATION



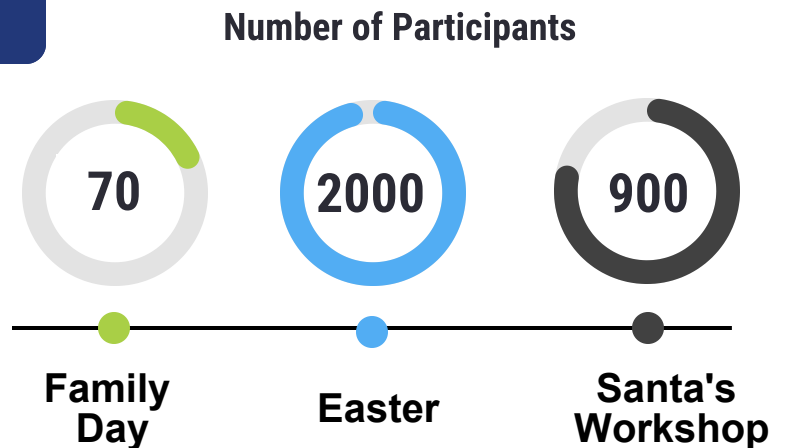
Recreational Programming

In 2024, the District of Lake Country offered a total of **309 programs**, with **3,317 participants**. Of these, 102 programs were focused on youth (up to 15 years old), engaging 909 youth participants. Additionally, there were 1,733 total drop-in participants across various programs.



Community Events

The Recreation Department hosted three major events in 2024. **Family Day** saw 70 participants, the **Easter** Event drew over 2,000 attendees, including 600 children, and **Santa's Workshop** engaged 900 participants. These events fostered community connection and celebration.



2024 Summary

The District of Lake Country offered diverse recreation programs for all ages, including sports, fitness, arts, and leisure activities in 2024. Drop-in sessions remained popular, and youth programs provided opportunities in various sports and camps.

The District also hosted free community events, bringing families together for Family Day, the Easter Event, and Santa's Workshop, fostering connection and celebration. These programs and events enriched community engagement and active lifestyles throughout the year.

CULTURE



Creekside Theatre Tickets



7584

(2024) Creekside Theatre sold 7584 tickets.

Lake Country buyers reached a record 20%, Kelowna decreased to 43%, and Vernon doubled to 14%. With a growing regional audience, Creekside is less reliant on Kelowna. In 2025, efforts will focus on expanding sales in West Kelowna to further diversify the customer base.

Volunteer Hours

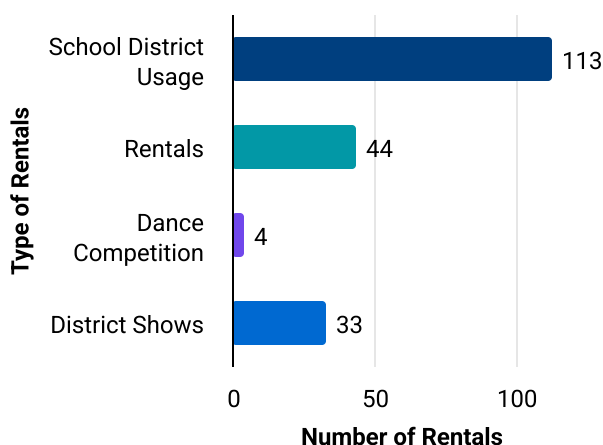


1043 hrs

(2024) Creekside Theatre offered 1043 hrs of volunteer work.

In 2024, 1043 **volunteer hours** were contributed to the Creekside Theatre. The theatre relies on volunteers for venue operations and events, with each show typically requiring 6 volunteers to assist with tasks such as setup, guest services, and concessions, ensuring smooth event execution.

Creekside Rental/Uses - 2024



The Creekside Theatre hosted 113 School District events, including 44 rentals, 4 dance competitions, and 33 district shows, showcasing its diverse use by the community.

Top 3 Sources Driving Ticket Sales

2024



Ticket sales were mainly driven by Facebook, Castanet, and email marketing, with Facebook being the primary platform for ticket buyers.

2024 Summary

Occupational Health and Safety

Safety By The Numbers - Year to Date

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

Awards & Certificate of Recognition (COR) Audit

The District of Lake Country was successful in achieving their **COR Certification** in 2024. With an overall score of 97% on the audit of the Safety Management System, this was a huge success.

Additionally, 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 reducing injuries, illness, disease and fatalities.

Also in 2024, 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 an outstanding achievement in the field of Occupational health and safety.

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

2024 Summary

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.



Employee Retention Rate

	2023 YTD	2024 YTD
Headcount - beginning of year (average)	95	96
Headcount - end of year (average)	91	94
Employee Retention Rate	85.26%	91.67%



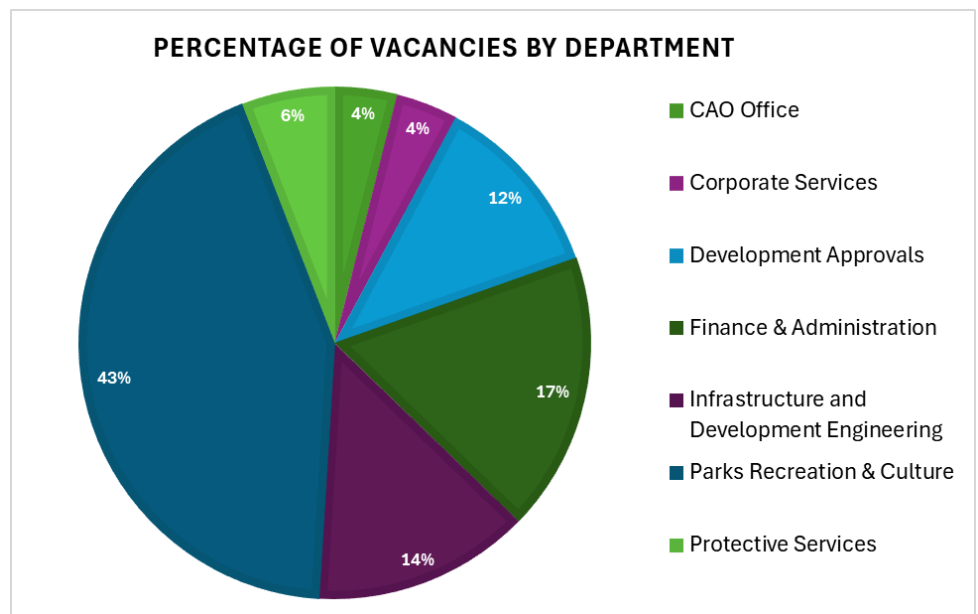
Employee Turnover Rate

	2023 YTD	2024 YTD
Employee Turnover Rate	14.58%	8.33%



2024 Recruitment by Department

With over **1,226** applications received in 2024, The District of Lake Country is a highly sought-after employer in the Central Okanagan.



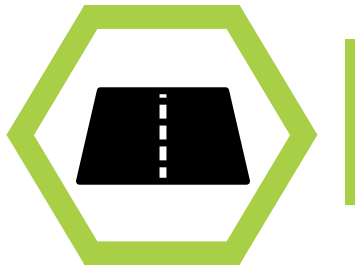
Infrastructure & Development Engineering

2024 Summary



LAKE COUNTRY

Life. The Okanagan Way.



Public Works



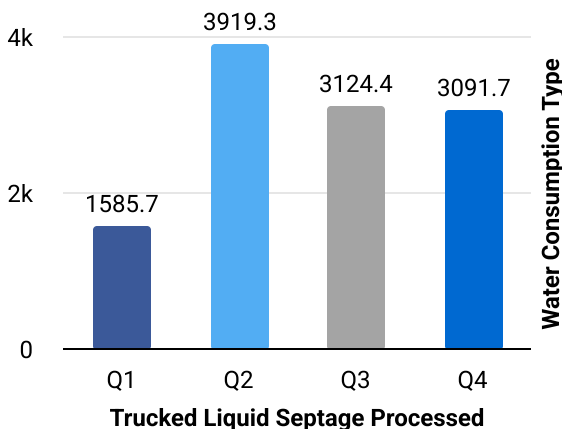
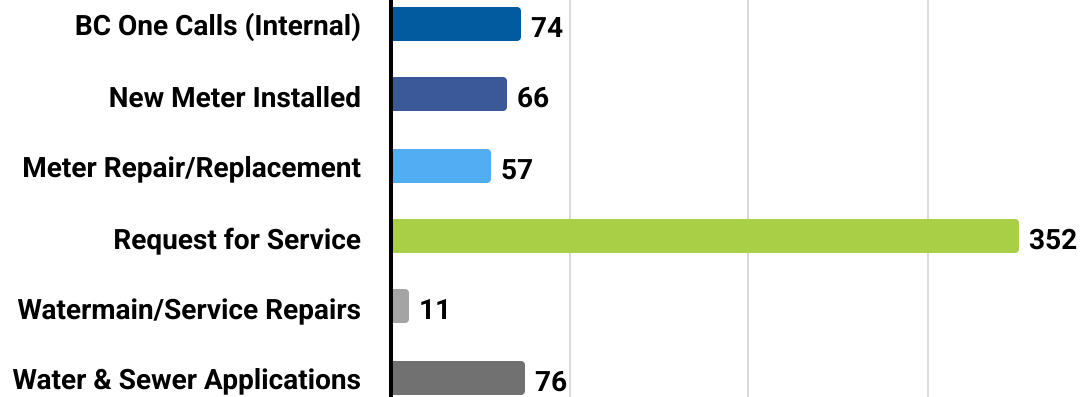
2024 WRAP-UP

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

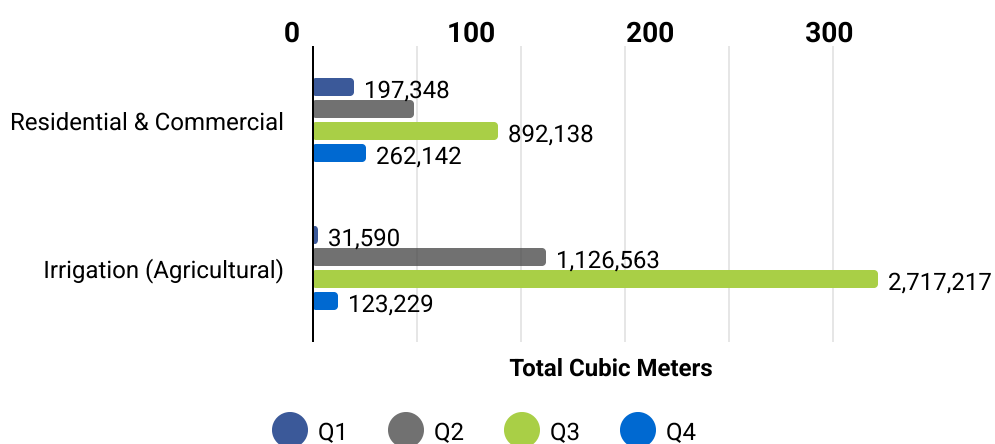


Water & Sewer Utilities

2024 Totals:

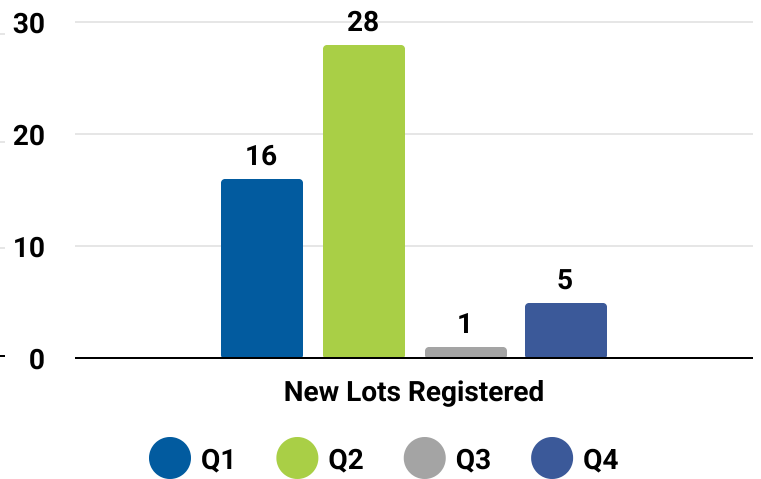
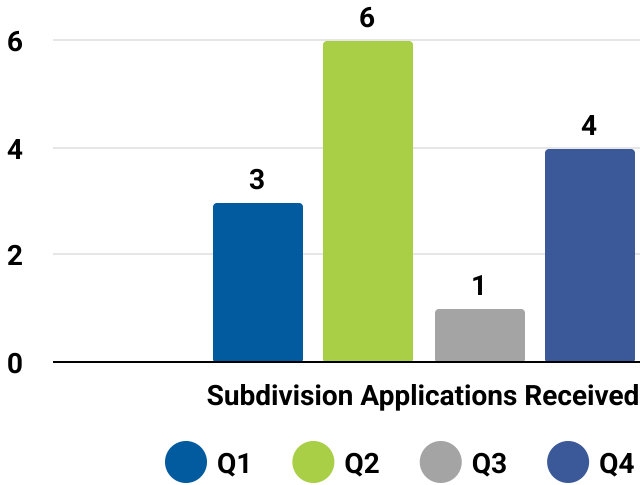


Water Consumption Type





Development Engineering



Capital Program

2024 Key Project Completions



ON TIME
IN SCOPE
ON BUDGET



Beaver Lake Intake Phase 1 Cofferdam Construction - Cofferdam completed and siphon operating



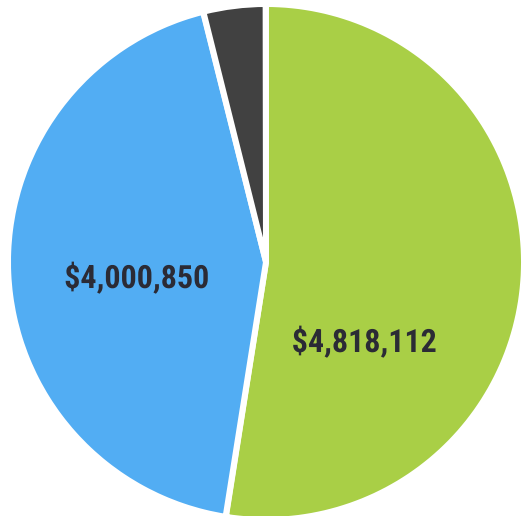
Pretty Rd Improvements Construction - Road and mobility improvements and watermain upsize



Vernon Creek Intake Screens Installation - Self cleaning screens installed for safer and more efficient operations

2024 Infrastructure Expenses

\$357,943



● Transportation ● Water ● Sewer



2024 Featured Partnership





The District of Lake Country and BC Hydro partnered to construct a 350kW EV charging hub at the north end of Pelmeash Parkway. It features BC Hydro's most powerful and fastest charger to date!

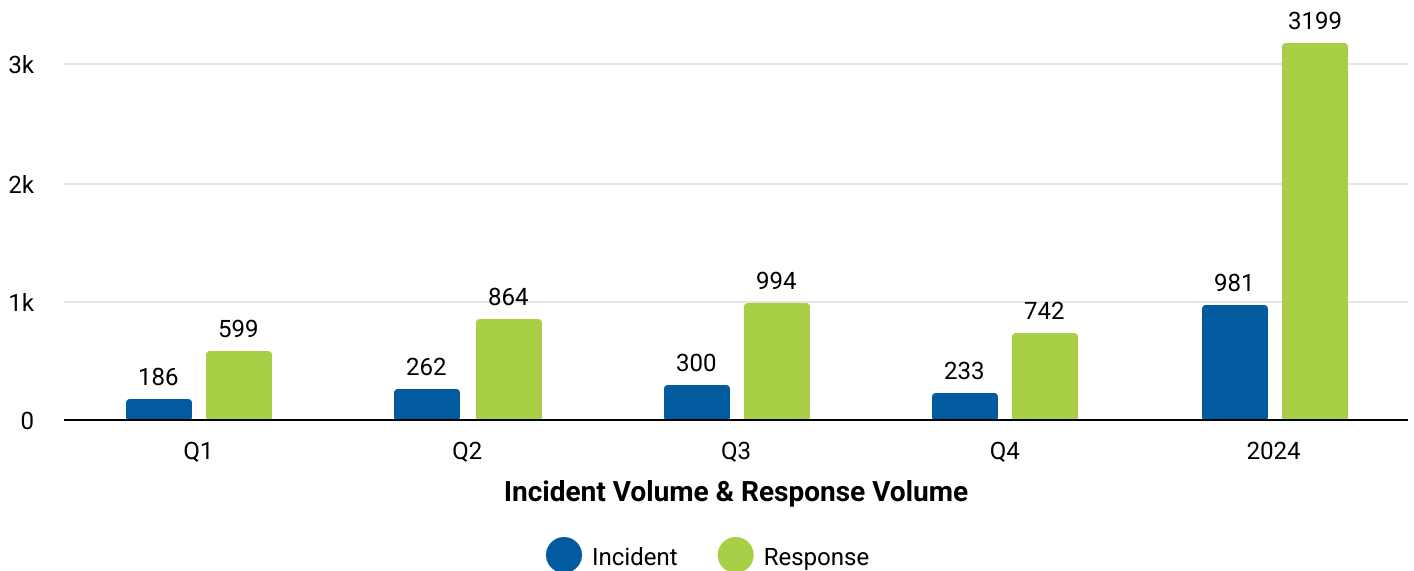
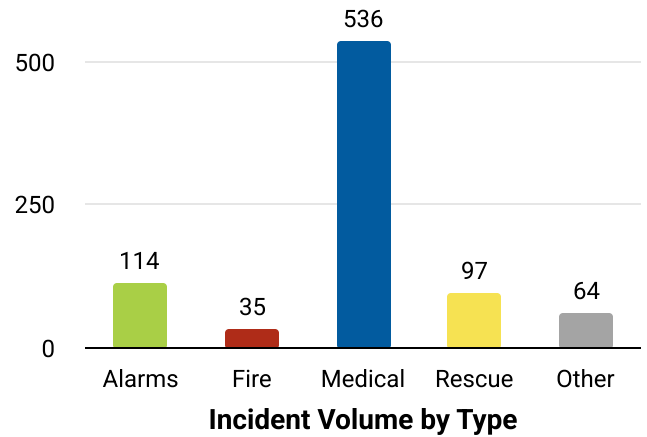
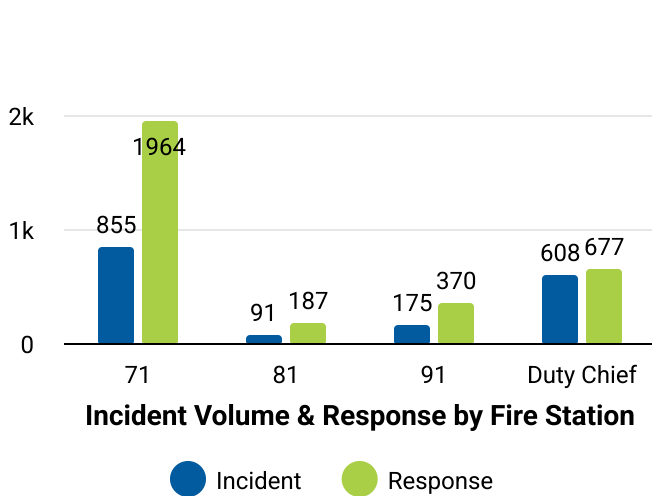


+ City of Kelowna Treated Effluent Connection, Bond Rd Mainline Valve Replacement, Interim and Priority Pavement Renewal Program, Lodge Rd Design

Lake Country Fire Department

2024 - Emergency Response Summary

Emergency Services For Residents & Businesses On-Duty 24/7/365 50+ Paid-On-Call Firefighters 6+ Career Staff 3 Fire Stations 12 Fire Apparatus				
	10	2	23 Provincial Fire Investigations	175
	Critical Lifesaving Medical Interventions	Civilian Fire Related Injuries	Property Saved \$11,839,982 Property Lost \$2,436,818	Scheduled Firefighter Training Events





Lake Country Fire Department

2024 - Fire Prevention Summary

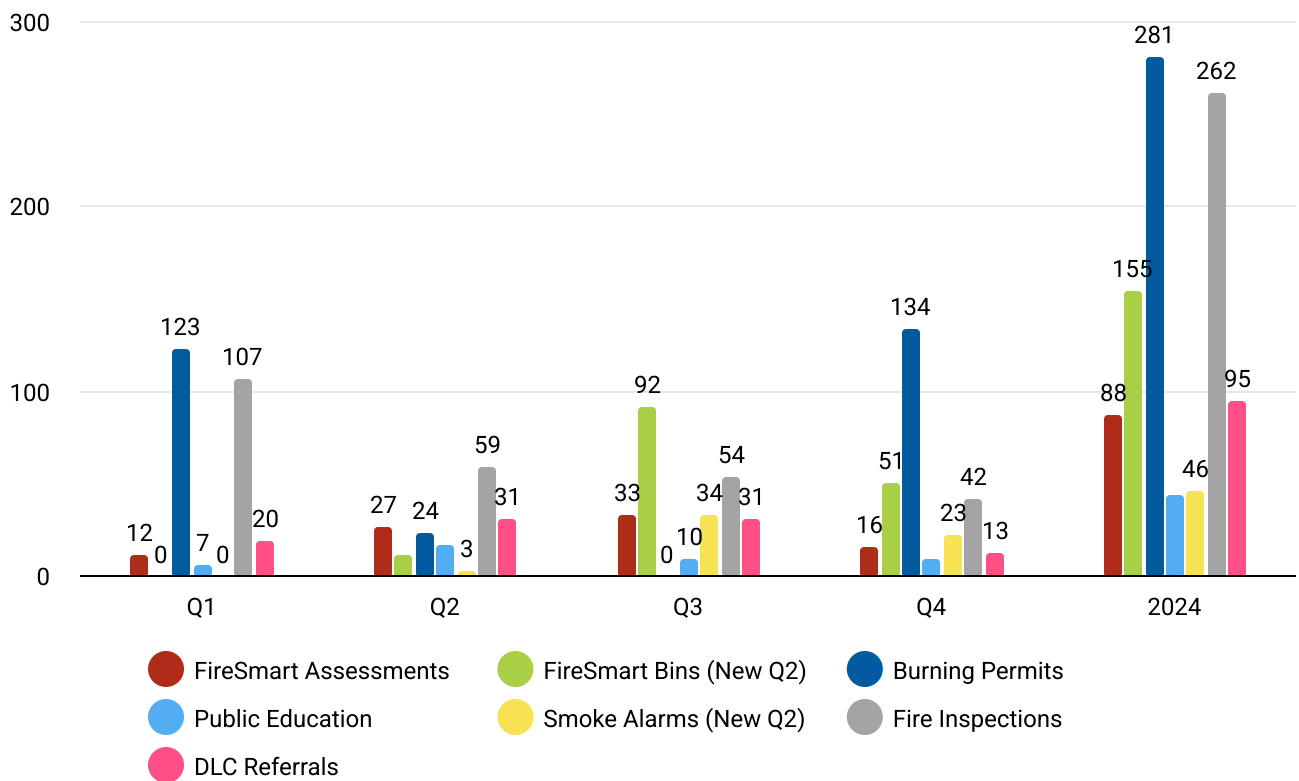


Lake Country FireSmart Recycling Bin Pilot Program

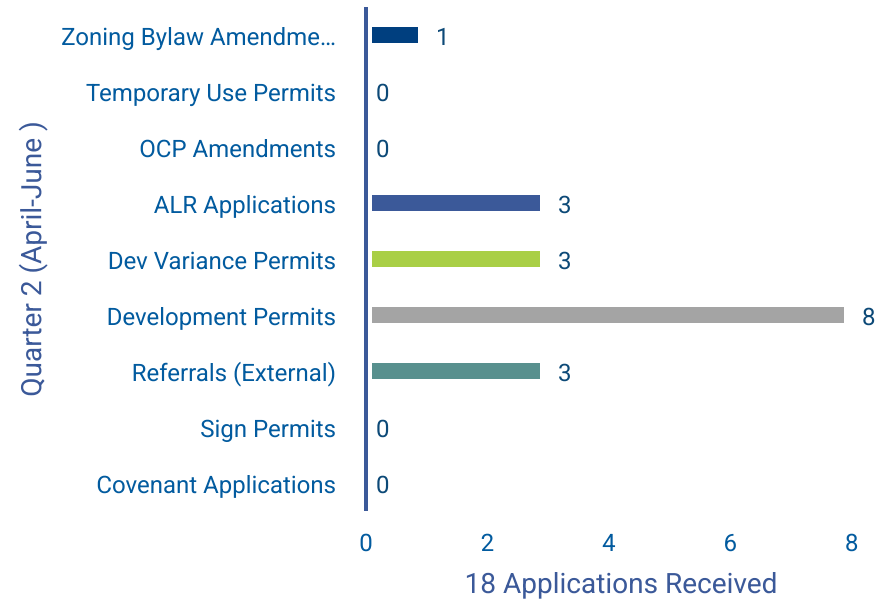
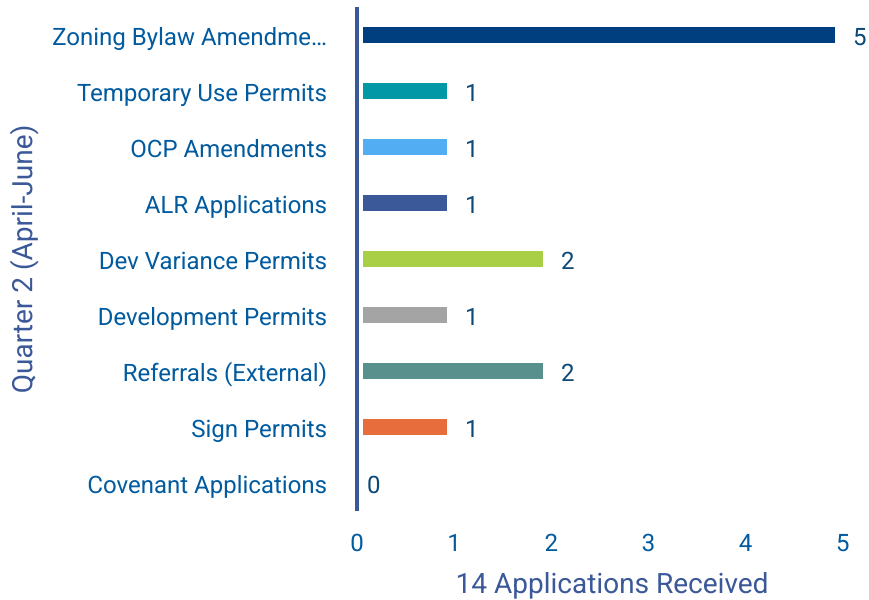
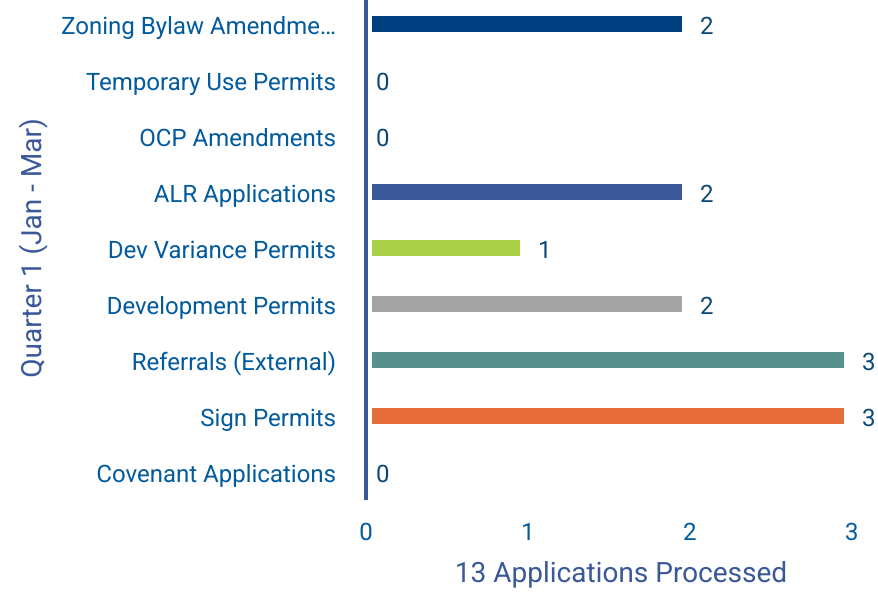
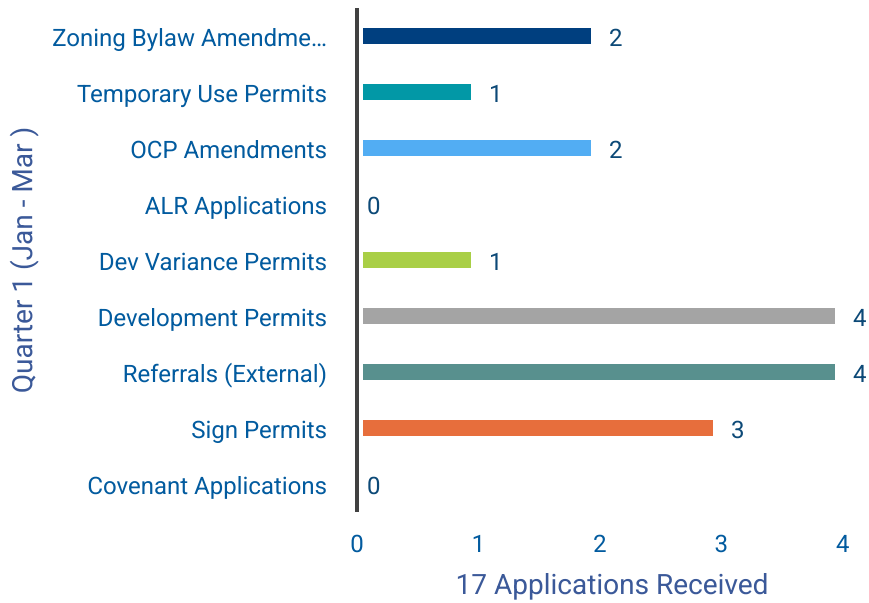
4 Strategically Located Recycling Bins deployed throughout the Community on District Property to Support Residents

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

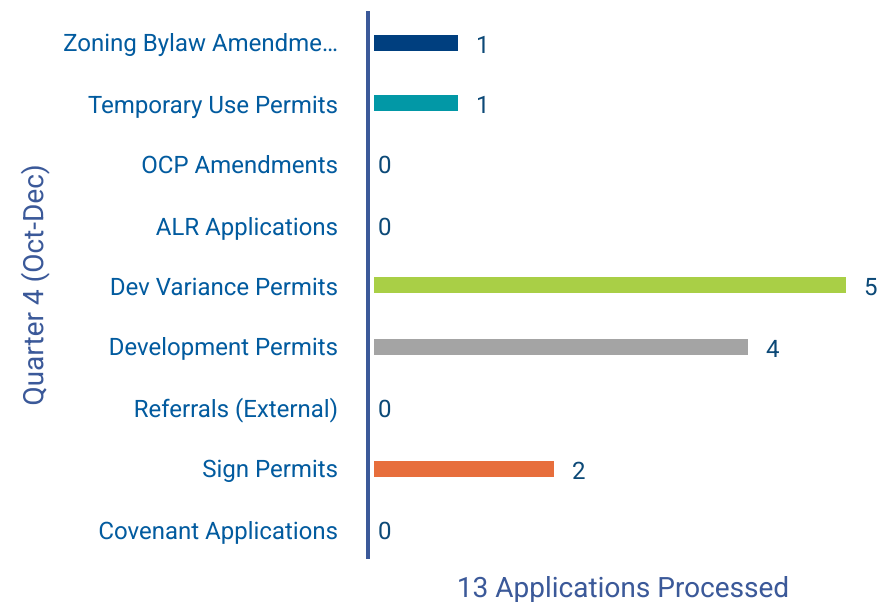
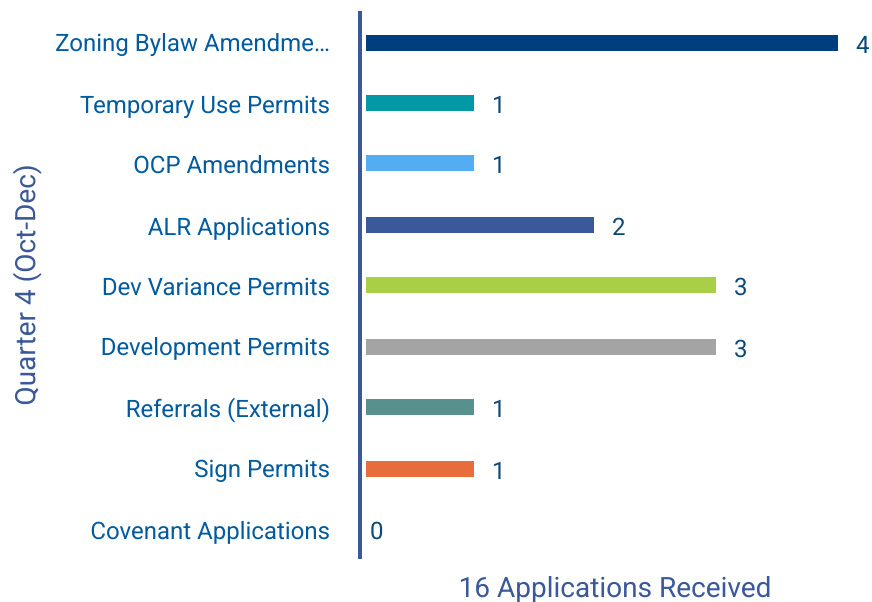
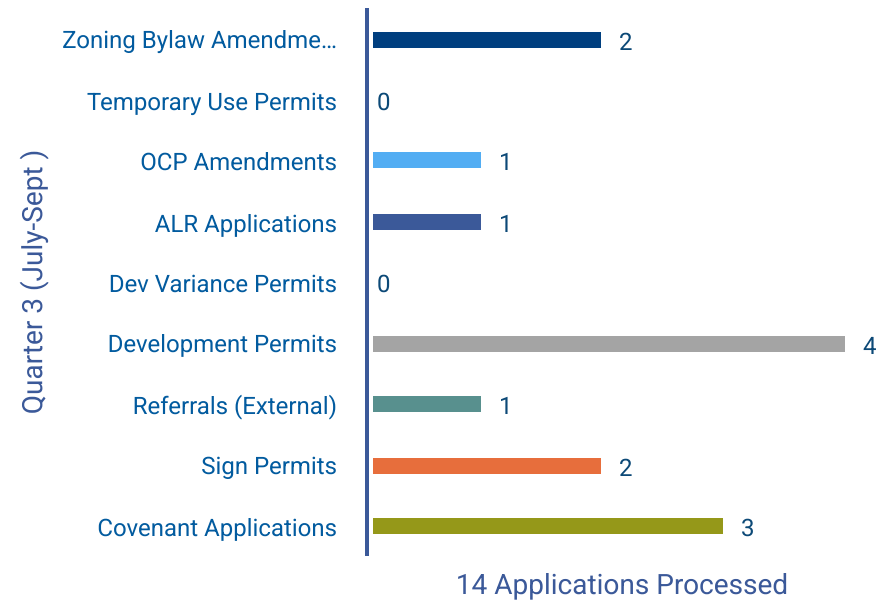
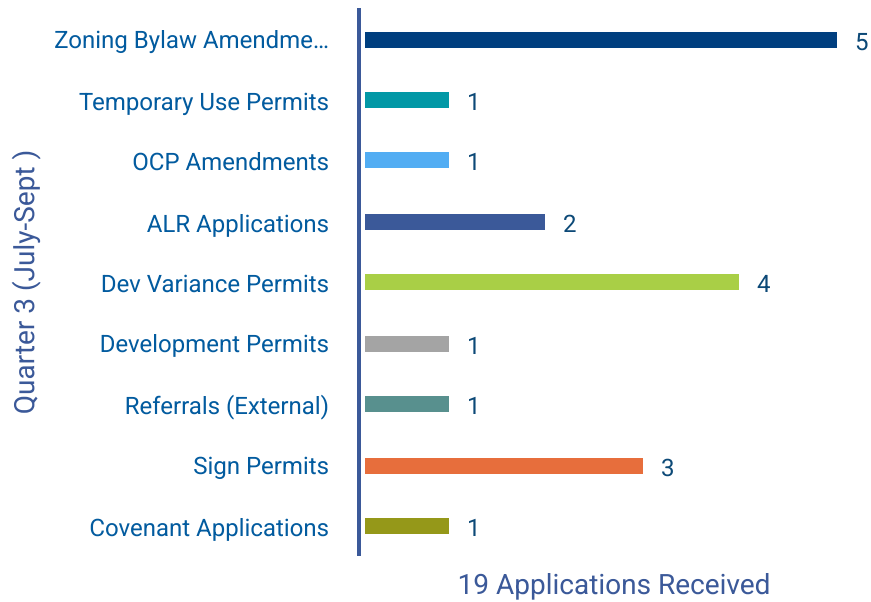
Total Weight of Recycled Vegetation YTD - 183,346 Kg
Q1 - 0 Kg Q2 - 14,060 Kg Q3 - 99,176 Kg Q4 - 70,110 Kg



2024 Planning Applications Summary

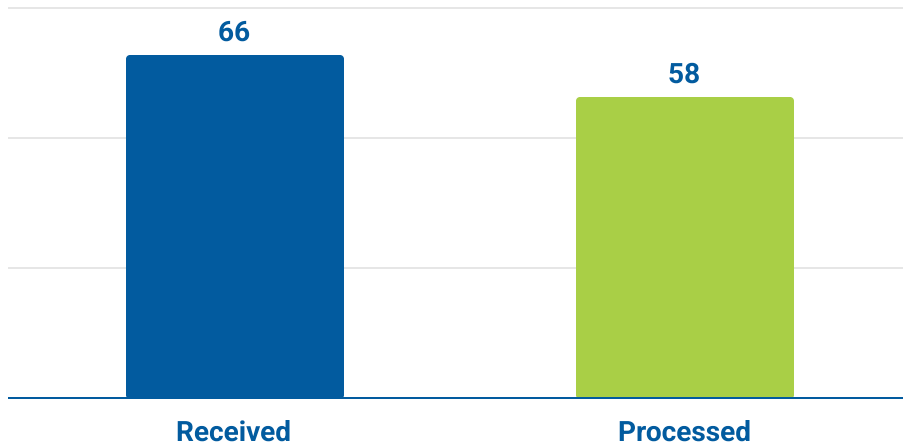


Summary of 2024 Planning Applications

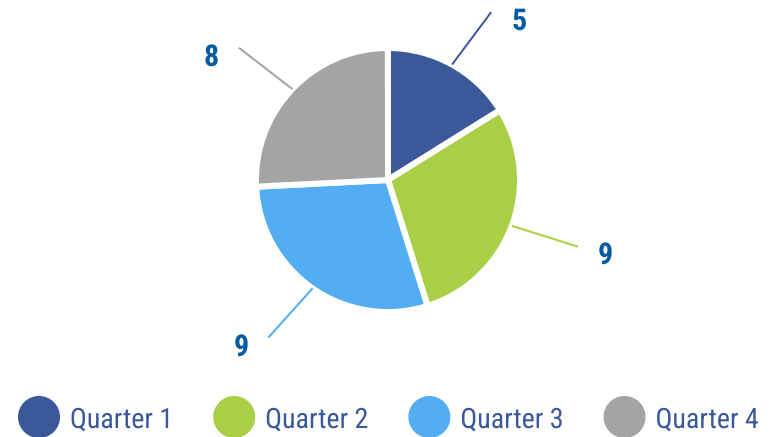


Summary of 2024 Planning Applications

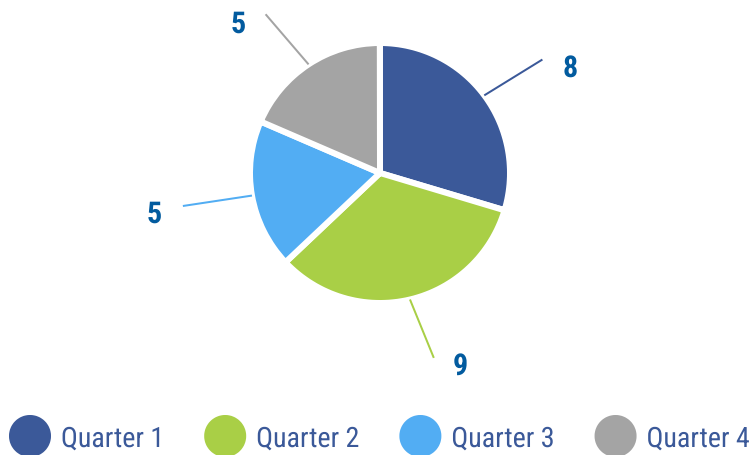
Total Applications Processed



Processed by Council



Processed by Staff



Applications Processed by Staff vs Council

