



**REGIONAL DISTRICT OF CENTRAL OKANAGAN
COMMITTEE OF THE WHOLE MEETING
AGENDA**

Thursday, January 12, 2023

8:30 a.m.

Woodhaven Board Room
1450 K.L.O. Road, Kelowna, BC

Pages

1. CALL TO ORDER

Chairperson Wooldridge to call the Committee of the Whole meeting to order.

As an open meeting, a live audio-visual feed is being broadcast and recorded on rdco.com

2. LAND ACKNOWLEDGEMENT

The RDCO acknowledges our presence on the traditional, ancestral, and unceded tmx^wúla?x^w (land) of the syilx / Okanagan people who have resided here since time immemorial. We recognize, honour, and respect the syilx / Okanagan lands upon which we live, work, and play.

3. ADOPTION OF THE AGENDA

To adopt the January 12, 2023 Committee of the Whole meeting agenda.

4. NEW BUSINESS

4.1	RDCO Citizen Survey	60 m	1 - 96
	To review the results of the statistically valid citizen survey conducted in the fall of 2022, as one of several inputs available to the Regional Board for data-driven decisions about priority setting and allocating resources		
4.2	Whiterock Lake Recovery Transition Report	30 m	97 - 134
	To provide an update on the Community Recovery Plan related to the White Rock Lake Wildfire of 2021.		

4.3 Regional Board Strategic Priority Planning

10 m 135 - 137

To provide an update on strategic priority planning and the upcoming facilitated sessions.

5. ADJOURN



Standing Committee Report *Committee of the Whole*

To: Committee of the Whole
From: Director of Communication and Information Services
Date: January 12, 2023
Subject: RDCO Citizen Survey

Objective: To review the results of the statistically valid citizen survey conducted in the fall of 2022, as one of several inputs available to the Regional Board for data-driven decisions about priority setting and allocating resources

Discussion:

The RDCO conducted its first regional citizen survey from October 27 to November 16, 2022. Data was collected by Ipsos through a randomly sampled, 12-15 minute telephone survey. With 700 surveys completed, the results are statistically valid and overall results for the region are accurate to + or – 3.7 percent, 19 times out of 20.

Key survey results are largely positive with:

- 94% of residents reporting their overall quality of life as good
- 94% of residents reporting they are satisfied with the overall level of RDCO services they receive
- 79% of residents reporting they get good value for their taxes.

The survey uncovered geographically and demographically representative data about regional residents using postal codes to fill quotas. The final sample was weighted by gender, age and community population. The survey is statistically valid and overall results for the region are accurate to + or – 3.7 percent, 19 times out of 20.

Ipsos was contracted for the project. They are an established company that specializes in surveying and using Ipsos allows benchmarking against other local governments from across Canada.

The survey was funded through a COVID Restart grant from the Provincial government and the Regional Growth Strategy projects budget.

The importance of citizen surveys

Surveying is an excellent tool to gather citizen feedback, determine citizen priorities, and to gauge resident satisfaction with current RDCO programs and services.

The citizen survey provides a snapshot of citizen perceptions and priorities:

- One of several inputs that can be used by the Regional Board to help inform decisions about corporate priorities and budget allocation
- A statistically valid community pulse, fulfilling the Regional Growth Strategy's requirement for community measures
- An opportunity for residents to identify the community issues most important to them
- A representative view of how residents feel about the RDCO's performance
- A representative view of resident satisfaction with services, their priorities, and their overall perception of quality of life in their community

Citizen survey focus

This survey focuses on:

- Perception of quality of life and community safety within the region
- Community issue identification
- RDCO services, performance, financial planning and priority setting
- Satisfaction with customer service and community communication

Survey result highlights

- Key survey measures are largely positive.
 - Overall Quality of Life: 94% good
 - Overall Satisfaction with Services: 94% satisfied
 - Overall Value for Taxes: 79% good value
- Satisfaction with individual services is also strong.
 - Overall highest ratings going to regional parks, collection of household garbage, recycling, and yard waste, and fire protection services.
 - Relatively lower scores for Regional District water systems, electoral area planning, and regional planning and growth management –but even these are rated satisfactory by the majority of citizens.
- While perceptions of overall quality of life are high, many feel this has worsened over the past two years. This is primarily due to the rising cost of living as well as safety concerns, population growth, and COVID-19.
- Social issues top the public issue agenda, led by concerns around poverty/homelessness and housing/affordable housing.
- Transportation is also a key issue. There is strong interest in having a regional transportation function.
- Overall perceptions of safety are positive. However, most feel the Central Okanagan has become less safe over the past two years.
- Overall familiarity with the Regional District and its services is mixed. Only a few demonstrate a strong understanding of the organization's role and purpose.
- Citizens prefer tax increases over service cuts.
- While overall satisfaction with communications is positive, one-quarter of citizens are dissatisfied with the Regional District's performance in this area.

- Overall satisfaction with the Regional District's customer service is high.
 - Highest ratings for staff's courteousness, knowledge, and helpfulness.
 - Speed and timeliness of service, ease of reaching staff, and staff's ability to resolve issues score relatively lower but still high overall.

Statistically valid data from the survey can be used as an input to establish priorities and allocate resources. It should be noted that not all issues as outlined by residents in the survey can be directly addressed by the RDCO.

Next Steps:

The total cost of the survey was \$52,000, funded through the COVID restart grant and funds allocated to Regional Growth Strategy projects. It is anticipated that the survey will be conducted every two years for the Regional Board's first and third year of each term.

Recommendation(s):

THAT the Committee of the Whole of the Regional Board receives the RDCO Citizen Survey from the Director of Communication and Information Services dated January 12, 2023, for information.

Respectfully submitted by:



Jodie Foster, Director of Communication and Information Services

Attachment(s):

1. Ipsos Final Report RDCO 2022 Citizen Survey

Approved for Committee of the Whole Agenda



Brian Reardon, CAO

2022 CITIZEN SURVEY

Regional District of Central Okanagan

Final Report

December 14, 2022

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- Quality of Life
- Important Regional Issues
- Regional Safety
- Familiarity with Regional District
- Regional District Services
- Financial Planning
- Regional Parks
- Regional Transportation
- Communications and Customer Service



INTRODUCTION

Background & Objectives

This report presents the findings of the Regional District of Central Okanagan's 2022 Citizen Survey. This is the first Citizen Survey conducted by the Regional District. It is intended to provide a baseline measure of community sentiment around a variety of topics and will be repeated at regular intervals to monitor how perceptions are changing.

Key survey topics include:

- Quality of Life
- Important Regional Issues
- Regional Safety
- Familiarity with Regional District
- Regional District Services
- Financial Planning
- Regional Parks
- Regional Transportation
- Communications and Customer Service

Insight gained by this research will help the Regional District make important decisions regarding planning, budgeting, and service improvements.



Methodology

Ipsos conducted a total of 700 telephone interviews with a randomly selected representative sample of Central Okanagan residents aged 18 years or older.

Interviewing was conducted on cellphones (70%) and landlines (30%). A screening question was included at the start of the survey to confirm residency in the Central Okanagan.

All interviews were conducted between October 27 and November 16, 2022.

The final data has been weighted to ensure that the gender/age and community distribution reflects that of the actual population in the Central Okanagan according to 2021 Census data. A summary of the unweighted and weighted sample sizes within each community can be found in the table to the right.

Overall results based on a sample size of 700 are accurate to within $\pm 3.7\%$, 19 times out of 20. The margin of error will be larger for sample subgroups.

Interpreting and Viewing the Results

Some totals in the report may not add to 100%. Some summary statistics (e.g., total satisfied) may not match their component parts. The numbers are correct, and the apparent errors are due to rounding.

Analysis of some of the statistically significant demographic results is included where applicable. While a number of significant demographic differences may appear in the cross-tabulation output, not all differences warrant discussion.

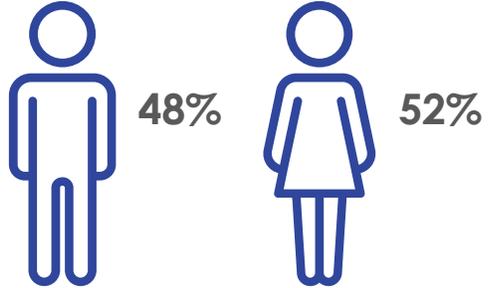
Where possible, the Regional District's results have been compared to Ipsos' database of municipal norms for additional insight, context, and benchmarks. These norms are based on research Ipsos has conducted in other Canadian municipalities within the past five years.

Community	Unweighted Sample Size	Weighted Sample Size
Kelowna	310	459
West Kelowna	125	115
Lake Country	69	50
Peachland	69	18
Electoral Area East	52	14
Electoral Area West	24	9
Westbank First Nation	51	35

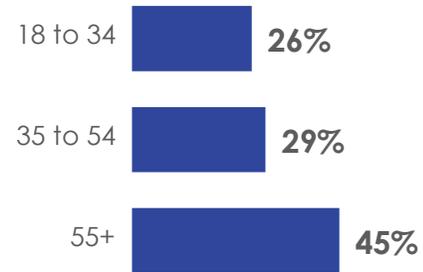
Weighted Sample Characteristics



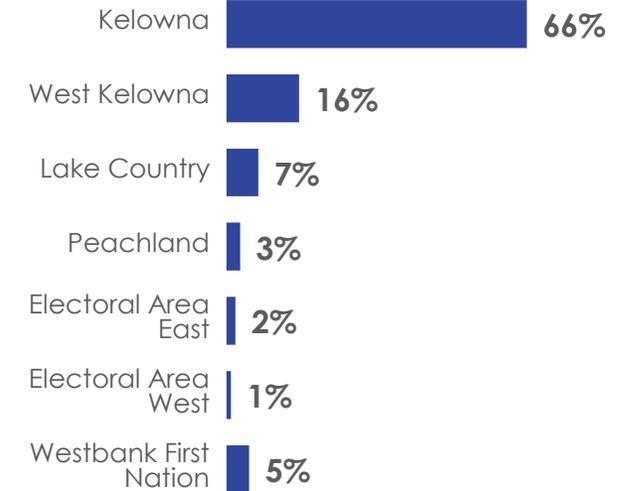
GENDER



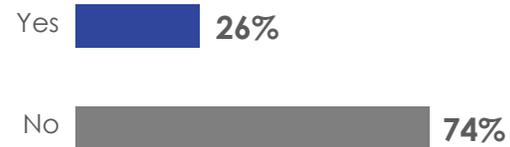
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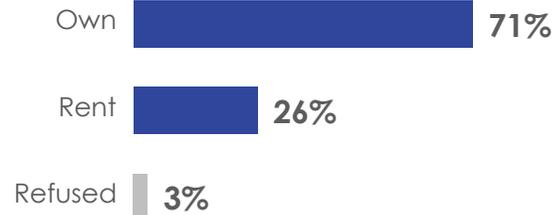
COMMUNITY



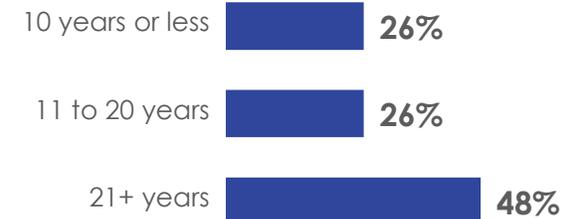
CHILDREN <18 IN HH



HOME OWNERSHIP



YEARS LIVING IN CENTRAL OKANAGAN



Mean **22.9 years**

Base: All respondents (n=700)

EXECUTIVE SUMMARY

Executive Summary

QUALITY OF LIFE

Perceptions of overall quality of life are decidedly positive.

- Nearly all (94%) citizens rate the overall quality of life in the Central Okanagan as 'very good' (35%) or 'good' (59%).

However, many feel the quality of life has worsened over the past two years.

- Overall, 52% of citizens say the quality of life in the Central Okanagan has 'worsened' over the past two years. Another 39% say it has 'stayed the same' and only 7% say 'improved'.
 - "Better/more amenities and services" is the main reason for saying the quality of life has 'improved' (20% coded open-ends).
 - The "rising cost of living" is the main reason for saying the quality of life has 'worsened' (28% coded open-ends). Other leading factors include "safety concerns" (11%), "population growth" (11%), and "COVID-19" (10%).

IMPORTANT REGIONAL ISSUES

Social issues top the public issue agenda.

- Nearly half (48%) of citizens identify social issues as the most important issue facing the region on an open-ended basis.
 - The two main mentions are "poverty/homelessness" (27%) and "housing/affordable housing" (19%).
 - Other mentions include "affordability/ lower cost of living" (4%), "drugs/addiction" (3%), "mental health" (1%), "seniors issues" (1%), "more daycare options/operators" (<1%), and "other social mentions" (2%).

Transportation is also an important issue.

- Overall, 37% of citizens identify transportation as an important regional issue.
- This includes mentions of "traffic congestion" (12%), "condition of roads/streets/highways" (9%), "public transportation" (7%), "transportation infrastructure" (6%), "transportation (general)" (3%), "bridge" (1%), and "other transportation mentions" (2%).

Executive Summary

REGIONAL SAFETY

Overall perceptions of regional safety are positive.

- A strong majority (88%) say the Central Okanagan is a safe place to live overall (23% 'very safe', 65% 'somewhat safe').

Despite overall positive perceptions, most feel the Central Okanagan has become less safe over the past two years.

- Nearly two-thirds (64%) of citizens think the Central Okanagan has become less safe over the past two years. Another one-third (32%) think there has been 'no change' and only 3% think the Central Okanagan has become more safe.

FAMILIARITY WITH REGIONAL DISTRICT

Overall familiarity with the role and purpose of the Regional District is mixed.

- Half (50%) of citizens say they are familiar with the role and purpose of the Regional District. Most of those who are familiar describe their familiarity as 'somewhat' (43%) rather than 'very' (7%).

Executive Summary

REGIONAL DISTRICT SERVICES

Overall satisfaction with Regional District services is high.

- Nearly all (94%) citizens say they are satisfied with the overall level and quality of services provided by the Regional District (25% 'very satisfied', 70% 'somewhat satisfied').

Satisfaction extends to the delivery of specific services.

- Of the 19 evaluated services, 16 receive an overall satisfaction score of 70% or higher. The three highest rated services are *regional parks (95%), collection of household garbage, recycling, and yard waste (91%), and fire protection services (90%)*.
- In comparison, the three lowest rated services are *Regional District water systems (63%), electoral area planning (63%), and regional planning and growth management (62%)*, although these are still deemed satisfactory by a solid majority of residents.

All the evaluated services are important to citizens.

- Of the 19 evaluated services, 16 receive an overall importance score higher than 80%. Moreover, 12 receive an overall importance score higher than 90%, with the overall most important service being *fire protection services (100%, including 98% 'very important')*.
- The three lowest rated services are *bylaw services (78%), business licenses (76%), and dog control and licensing (67%)*, although these are still important to a solid majority of residents.

Analyzing satisfaction versus importance shows the Regional District has seven Primary Strengths and three Primary Areas for Improvement.

- Primary Strengths include *regional parks, collection of household garbage, recycling, and yard waste, fire protection, regional emergency management program, other solid waste management, sewer and wastewater disposal, and 9-1-1 call service*.
- Primary Areas for Improvement include *economic development, community safety programs, and regional planning and growth management*.

Executive Summary

FINANCIAL PLANNING

Most say they receive good value for their regional taxes.

- Overall, 79% of citizens say they receive good value for their regional tax dollars (24% 'very good value', 55% 'fairly good value').

Citizens prefer tax increases over service cuts.

- When given the choice between increased taxes or cut services, 54% of citizens opt for tax increases while 35% say they would prefer service cuts.
- Specifically:
 - 22% say *increase taxes to enhance or expand services* and 32% say *increase taxes to maintain services at current levels*.
 - 24% say *cut services to maintain current tax level* and 10% say *cut services to reduce taxes*.

REGIONAL PARKS

Citizens prefer a balance between purchasing new and improving existing park land.

- Thinking about the region's parks and greenways over the next four years, 57% of residents say the greatest priority for investment should be *a balance between purchasing new land and improving existing park and greenway infrastructure*.
- One-third (32%) emphasize *improving existing regional parks and greenways infrastructure such as parking areas, information signage and trails, washrooms, and playgrounds*.
- One-in-ten (10%) say the priority should be *purchasing land for new regional parks and greenways*.

REGIONAL TRANSPORTATION

There is strong interest in having a regional transportation function.

- More than nine-in-ten (92%) citizens say it is important to have a regional transportation function responsible for coordinating transportation across the region (67% 'very important', 25% 'somewhat important').

Executive Summary

COMMUNICATIONS AND CUSTOMER SERVICE

Most citizens are satisfied with the Regional District's overall communications.

- In total, 75% of citizens say they are satisfied with the overall level and quality of information and communications provided by the Regional District (18% 'very satisfied', 57% 'somewhat satisfied'). One-quarter (25%) say they are dissatisfied.

Email is by far the best way of communicating information to citizens.

- On an unprompted basis, more than four-in-ten (41%) citizens identify "email" as the best way for the Regional District to communicate information to them.
- All other communication channels are mentioned much less frequently, with "mail" (19%) and "social media" (16%) rounding out the top three.

Three-in-ten say they have contacted or dealt with the Regional District in the last 12 months.

- Overall, 30% of citizens say they personally contacted or dealt with the Regional District or one of its employees in the last 12 months. With the COVID-19 pandemic limiting the opportunities for social interactions, this measure may be lower than what would be seen in a typical year.

Satisfaction with the Regional District's customer service is high.

- A strong majority (85%) of those who contacted or dealt with the Regional District in the last 12 months say they are satisfied with *the overall service received*.
- Satisfaction extends to specific elements of the Regional District's customer service, including 89% satisfied with *staff's courteousness*, 88% satisfied with *staff's knowledge*, 86% satisfied with *staff's helpfulness*, 81% satisfied with *the speed and timeliness of service*, 80% satisfied with *the ease of reaching staff*, and 78% satisfied with *staff's ability to resolve your issue*.

Just less than half say they have visited the Regional District's website in the last 12 months.

- Overall, 44% of citizens say they personally visited the Regional District's website in the last 12 months.

Executive Summary

SURVEY HIGHLIGHTS

1. Key survey measures are largely positive.
 - Overall Quality of Life: 94% good
 - Overall Satisfaction with Services: 94% satisfied
 - Overall Value for Taxes: 79% good value
2. Satisfaction with individual services is also strong, with the overall highest ratings going to regional parks, collection of household garbage, recycling, and yard waste, and fire protection services. The three lowest scoring services are Regional District water systems, electoral area planning, and regional planning and growth management – but even these are rated satisfactory by the majority of citizens.
3. While perceptions of overall quality of life are high, many feel this has worsened over the past two years, primarily due to the rising cost of living as well as safety concerns, population growth, and COVID-19.
4. Social issues top the public issue agenda, led by concerns around poverty/homelessness and housing/affordable housing.
5. Transportation is also a key issue. There is strong interest in having a regional transportation function.
6. Overall perceptions of safety are positive. However, most feel the Central Okanagan has become less safe over the past two years.
7. Overall familiarity with the Regional District is mixed. Only a few demonstrate a strong understanding of the organization's role and purpose.
8. Citizens prefer tax increase over service cuts.
9. While overall satisfaction with communications is positive, one-quarter of citizens are dissatisfied with the Regional District's performance in this area.
10. Overall satisfaction with the Regional District's customer service is high. The highest ratings are seen for staff's courteousness, knowledge, and helpfulness. The speed and timeliness of service, ease of reaching staff, and staff's ability to resolve issues score relatively lower but still high overall.

DETAILED RESULTS

QUALITY OF LIFE

Quality of Life

Perceptions of overall quality of life are decidedly positive. Nearly all (94%) citizens rate the overall quality of life in the Central Okanagan as 'very good' (35%) or 'good' (59%). Perceptions of overall quality of life are on par with the municipal norm.

- Overall perceptions (combined 'very good/good' responses) are statistically consistent across all communities. However, there are differences in the intensity of ratings, ranging from a high of 52% 'very good' in Peachland to a low of 33% 'very good' in Kelowna.
- Perceptions of a 'very good' quality of life are also higher among those who have lived in the Central Okanagan for 11-20 years (44% vs. 31% of 21+ years, 34% of 10 years or less), homeowners (38% vs. 27% of renters), and those living in households with children under the age of 18 (44% vs. 32% of those without children at home).

However, many feel the quality of life has worsened over the past two years. Overall, 52% of citizens say the quality of life in the Central Okanagan has 'worsened' over the past two years. Another 39% say it has 'stayed the same' and only 7% say 'improved'. This yields a net momentum score of minus 45 points, indicating there is strong negative momentum to the direction quality of life is taking. In comparison, the municipal norm net score is minus 15.

- Perceptions of the direction quality of life is taking are similar across all communities.
- Those who have lived in the Central Okanagan for 21+ years are more likely to report a 'worsened' quality of life (58% vs. 45% of 11-20 years, 50% of 10 years or less).

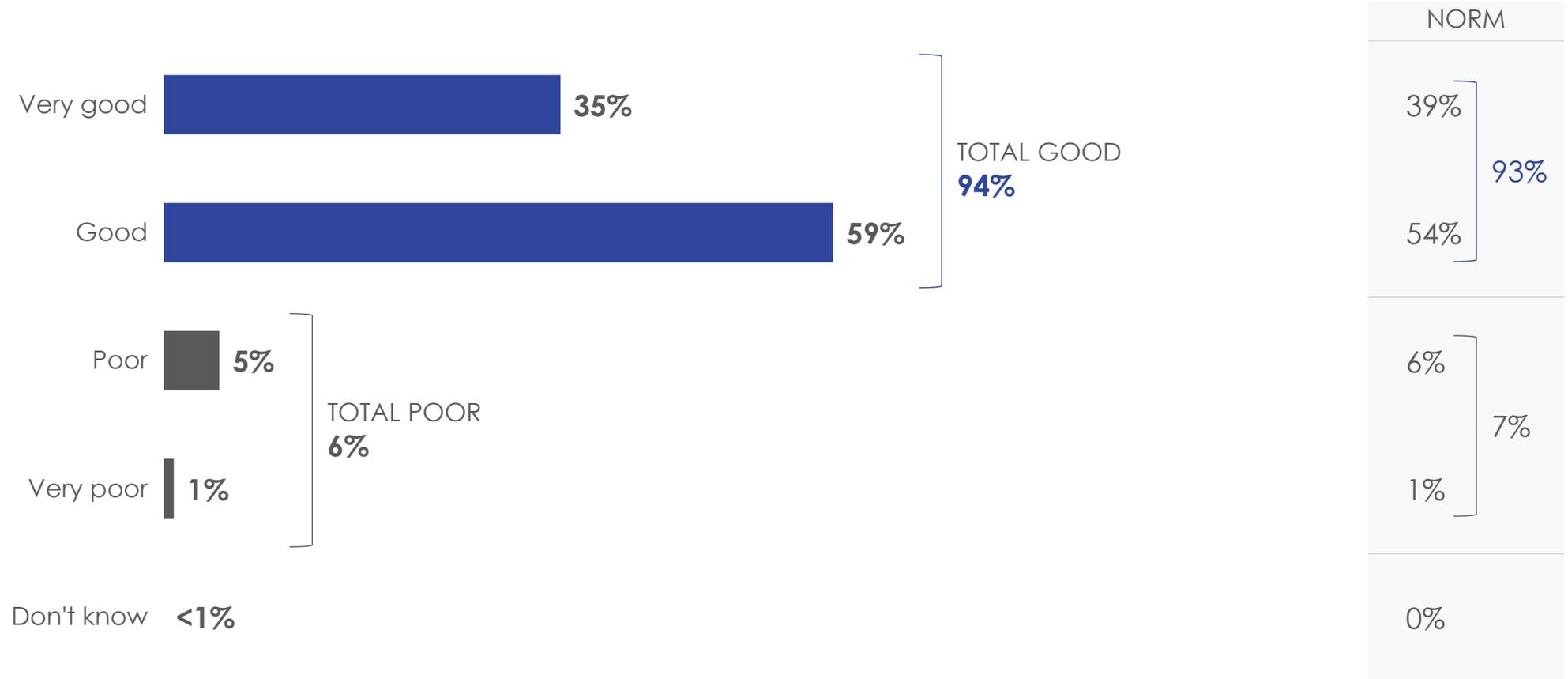
Better amenities is the main reason for saying the quality of life has 'improved'. Those saying the quality of life has 'improved' point to "better/more amenities and services" (20% coded open-ends), followed by "growing steadily" (13%) and "fewer COVID-19 restrictions" (12%).

The rising cost of living is the main reason for saying the quality of life has 'worsened'. Nearly three-in-ten (28%) of those saying the quality of life has 'worsened' attribute this to the "rising cost of living" on an open-ended basis. Other leading factors include "safety concerns" (11%), "population growth" (11%), and "COVID-19" (10%).

- Mentions of the "rising cost of living" are highest in Westbank First Nation (38%) and lowest in Electoral Area East (9%). However, these results should be interpreted with caution due to small sample sizes.
- Mentions of the "rising cost of living" are also higher among those <55 years of age (includes 38% of 18-34 years and 37% of 35-54 years vs. 18% of 55+ years) and renters (45% vs. 22% of homeowners).

Overall Quality of Life

QUALITY OF LIFE IN THE CENTRAL OKANAGAN



Base: All respondents (n=700)
Q2. How would you rate the overall quality of life in the Central Okanagan today? Would you say ...?

Overall Quality of Life by Community

QUALITY OF LIFE IN THE CENTRAL OKANAGAN

	TOTAL (n=700)	COMMUNITY						
		Kelowna (n=310) [A]	West Kelowna (n=125) [B]	Lake Country (n=69)* [C]	Peachland (n=69)* [D]	Electoral Area East (n=52)* [E]	Electoral Area West (n=24)* [F]	Westbank First Nation (n=51)* [G]
Very good	35%	33%	38%	34%	52% AC	36%	43%	36%
Good	59%	61% D	54%	57%	45%	55%	57%	53%
Poor	5%	5%	5%	6%	3%	9%	0%	10%
Very poor	1%	<1%	3% A	3% A	0%	0%	0%	0%
Don't know	<1%	<1%	0%	0%	0%	0%	0%	2%
TOTAL GOOD	94%	94%	92%	91%	97%	91%	100%	89%
TOTAL POOR	6%	5%	8%	9%	3%	9%	0%	10%

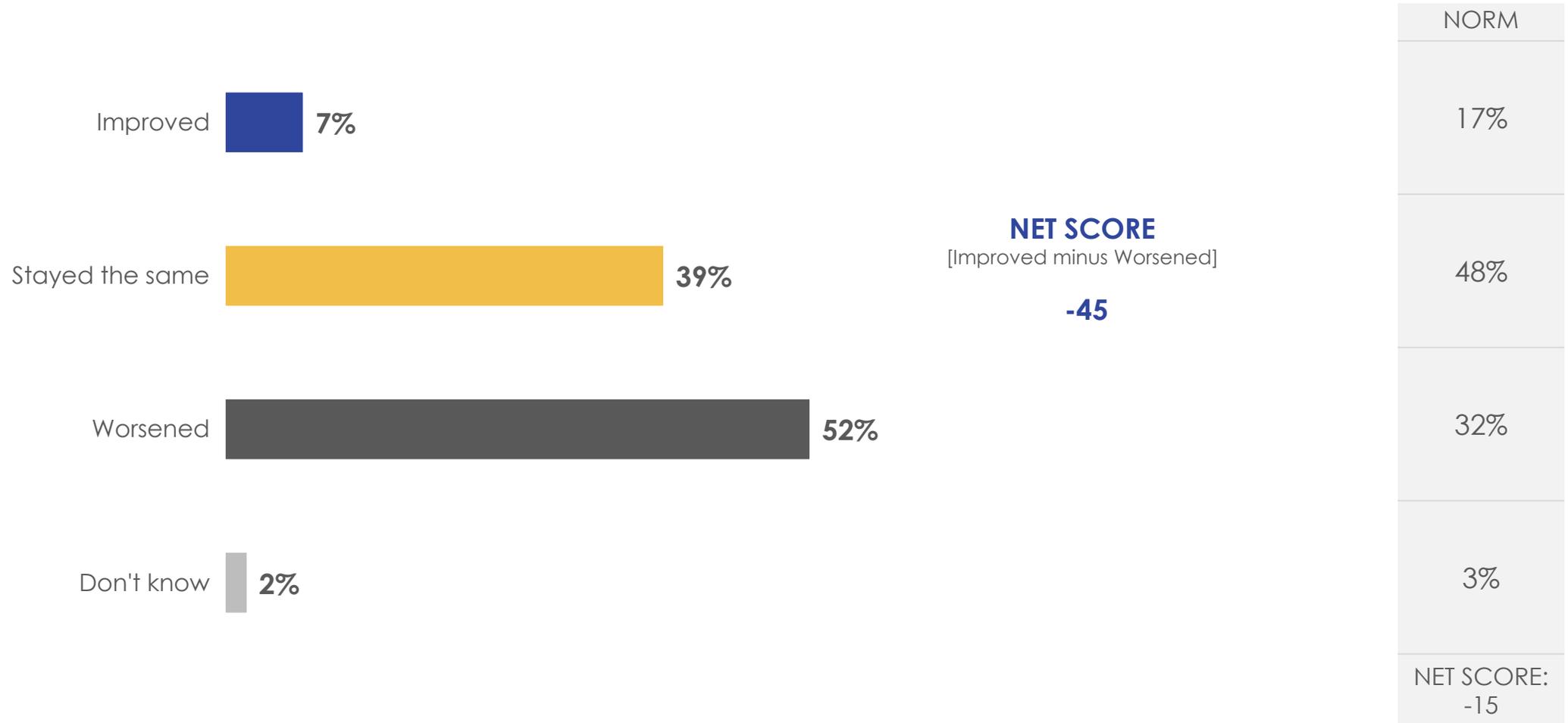
* Small base size (<100), interpret with caution.

Base: All respondents

Q2. How would you rate the overall quality of life in the Central Okanagan today? Would you say ...?

Change in Quality of Life Past Two Years

CHANGE IN QUALITY OF LIFE



Base: All respondents (n=700)
Q3. Do you feel that the quality of life in the Central Okanagan in the past two years has ...?

Change in Quality of Life Past Two Years by Community

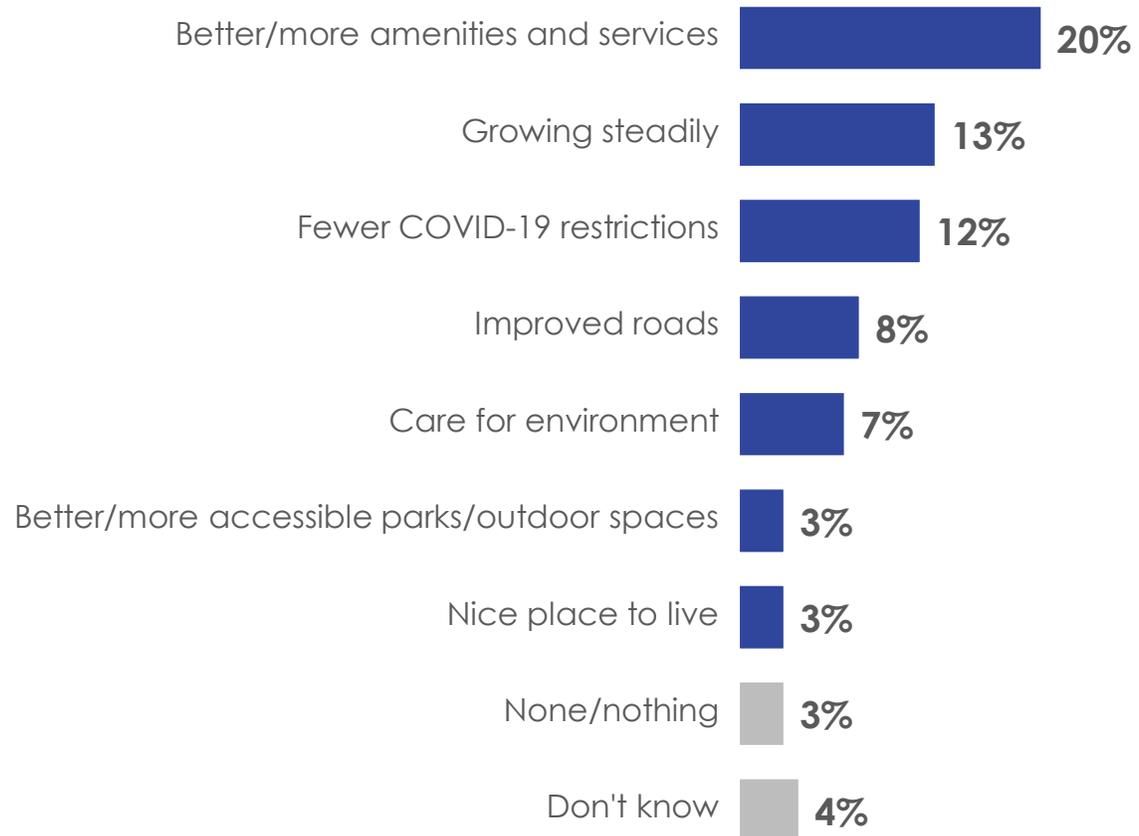
CHANGE IN QUALITY OF LIFE

		COMMUNITY						
	TOTAL (n=700)	Kelowna (n=310) [A]	West Kelowna (n=125) [B]	Lake Country (n=69)* [C]	Peachland (n=69)* [D]	Electoral Area East (n=52)* [E]	Electoral Area West (n=24)* [F]	Westbank First Nation (n=51)* [G]
Improved	7%	8%	5%	4%	7%	4%	8%	6%
Stayed the same	39%	38%	42%	39%	45%	39%	36%	48%
Worsened	52%	53%	50%	56%	47%	57%	56%	44%
Don't know	2%	2%	3%	0%	1%	0%	0%	2%

* Small base size (<100), interpret with caution.
 Base: All respondents
 Q3. Do you feel that the quality of life in the Central Okanagan in the past two years has ...?

Reasons Quality of Life Has Improved

AMONG THOSE SAYING THE QUALITY OF LIFE HAS IMPROVED (CODED OPEN-ENDS)

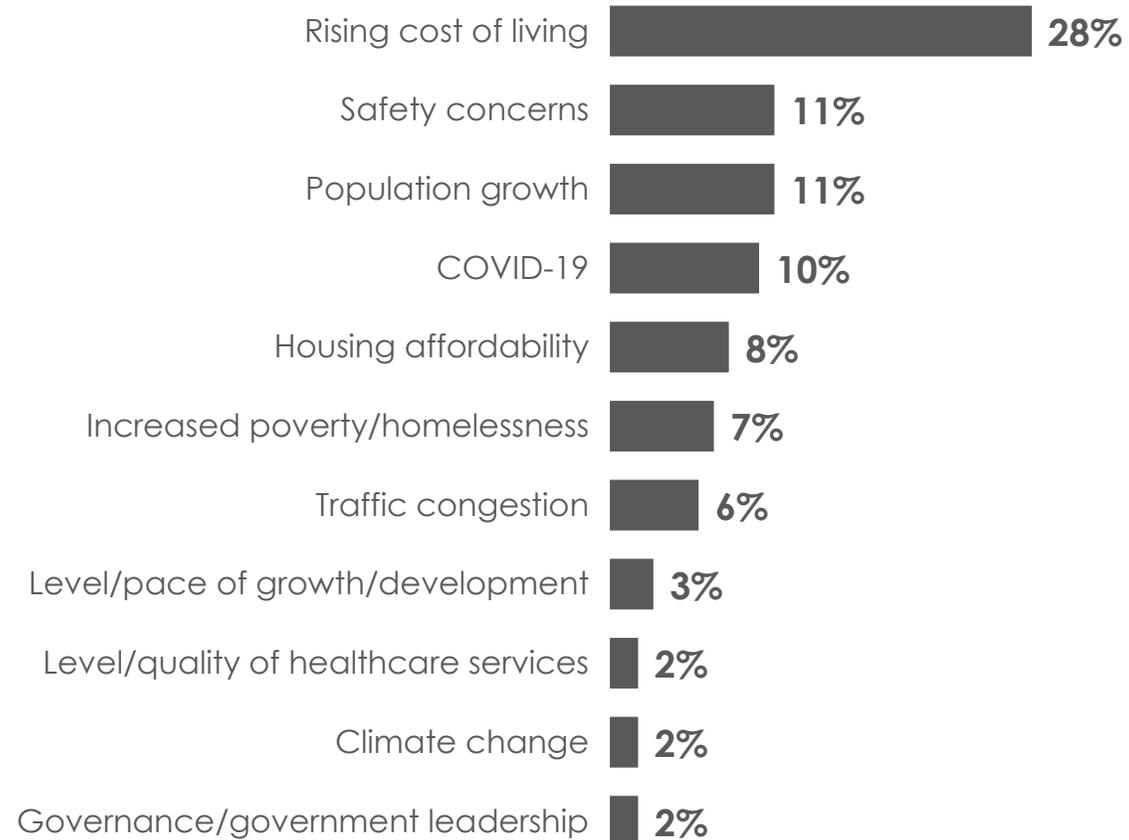


Note: Mentions <2% not shown.
Base: Those saying the quality of life has improved (n=46)*
Q4. Why do you think the quality of life has improved?

* Small base size (<100), interpret with caution.

Reasons Quality of Life Has Worsened

AMONG THOSE SAYING THE QUALITY OF LIFE HAS WORSENERED (CODED OPEN-ENDS)



Note: Mentions <2% not shown.
Base: Those saying the quality of life has worsened (n=366)
Q5. Why do you think the quality of life has worsened?

Reasons Quality of Life Has Worsened by Community

AMONG THOSE SAYING THE QUALITY OF LIFE HAS WORSENERD (CODED OPEN-ENDS)

	TOTAL (n=366)	COMMUNITY						
		Kelowna (n=166) [A]	West Kelowna (n=62)* [B]	Lake Country (n=39)* [C]	Peachland (n=32)* [D]	Electoral Area East (n=31)* [E]	Electoral Area West (n=13)* [F]	Westbank First Nation (n=23)* [G]
Rising cost of living	28%	28% E	26%	33% E	23%	9%	21%	38%
Safety concerns	11%	14% B	2%	10%	3%	17% B	7%	5%
Population growth	11%	11%	8%	21%	13%	13%	15%	10%
COVID-19	10%	9%	14% C	0%	6% C	13% C	17%	12%
Housing affordability	8%	10%	2%	8%	9%	7%	0%	5%
Increased poverty/homelessness	7%	8%	8%	3%	0%	13% D	0%	4%
Traffic congestion	6%	4%	15% A	5%	9%	0%	0%	17%
Level/pace of growth/development	3%	3%	5%	3%	0%	3%	0%	0%
Level/quality of healthcare services	2%	2%	2%	5%	6%	3%	0%	0%
Climate change	2%	2%	2%	3%	6%	0%	7%	4%
Governance/government leadership	2%	2%	0%	0%	0%	0%	15%	0%

* Small base size (<100), interpret with caution.
 Note: Total mentions <2% not shown.
 Base: Those saying the quality of life has worsened
 Q5. Why do you think the quality of life has worsened?

IMPORTANT REGIONAL ISSUES

Important Regional Issues

Social issues top the public issue agenda. Nearly half (48%) of citizens identify social issues as the most important issue facing the region on an open-ended basis. The two main mentions are “poverty/homelessness” (27%) and “housing/affordable housing” (19%). Other mentions include “affordability/lower cost of living” (4%), “drugs/addiction” (3%), “mental health” (1%), “seniors issues” (1%), “more daycare options/operators” (<1%), and “other social mentions” (2%). While social issues also top the normative public issue agenda, mentions in the Central Okanagan are higher than average (48% Central Okanagan vs. 31% municipal norm).

- Mentions of social issues are particularly high in Kelowna (57%). In comparison, only 17% of Peachland residents mention social issues.
- Mentions are also higher among women (52% vs. 43% of men), those <55 years of age (includes 56% of 18-34 years and 53% of 35-54 years vs. 39% of 55+ years), and renters (56% vs. 45% of homeowners).

Transportation is also an important issue. Overall, 37% of citizens identify transportation as an important regional issue, citing concerns around “traffic congestion” (12%), “condition of roads/streets/highways” (9%), “public transportation” (7%), “transportation infrastructure” (6%), “transportation (general)” (3%), “bridge” (1%), and “other transportation mentions” (2%). Mentions of transportation in the Central Okanagan are higher than the municipal norm (37% Central Okanagan vs. 22% municipal norm).

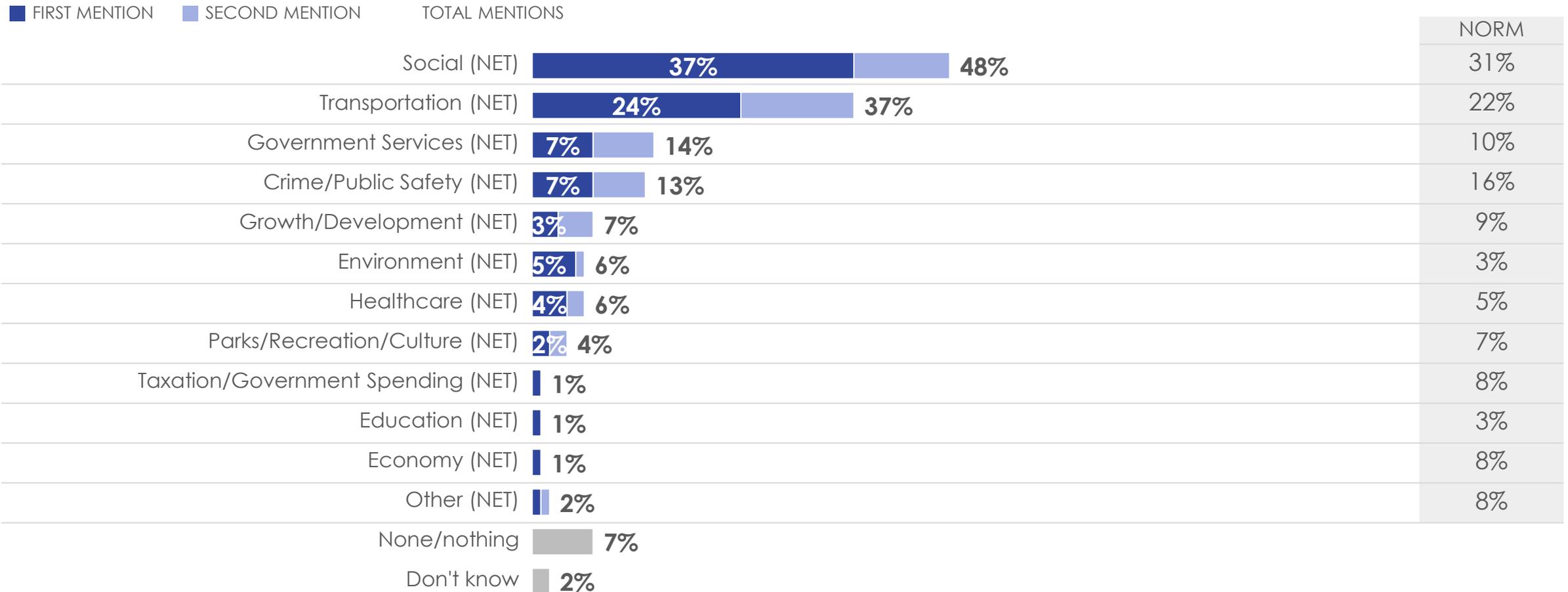
- Transportation mentions are higher in West Kelowna (57%) and Electoral Area West (55%).

All other issues are mentioned much less frequently although this varies by community. Government services sits in third place (14%), followed closely by crime/public safety (13%). These are both on par with the municipal norm.

- Issues related to government services include “water supply/quality” (7%), “infrastructure (unspecified)” (3%), “fire prevention/management” (2%), “garbage collection/recycling/composting” (1%), and “other government services mentions” (3%).
 - Peachland residents are the most likely to mention government services (37%) – in fact, government services is the number one issue in Peachland.
- Issues related to crime/public safety include “crime (general)” (9%), “public safety (general)” (3%), “policing/law enforcement” (1%), and “other crime/public safety mentions” (1%).
 - Mentions of crime/public safety are highest in Kelowna (15%).

Important Regional Issues

TOP-OF-MIND ISSUES (CODED OPEN-ENDS, MULTIPLE MENTIONS ALLOWED)



Base: All respondents (n=700)

Q1. In your view, as a resident of the Central Okanagan, what is the most important issue facing the region, that is the one issue you feel should receive the greatest attention from regional leaders? Are there any other important regional issues?

Important Regional Issues by Community

TOP-OF-MIND ISSUES (CODED OPEN-ENDS, MULTIPLE MENTIONS ALLOWED)

TOTAL MENTIONS	TOTAL (n=700)	COMMUNITY						
		Kelowna (n=310) [A]	West Kelowna (n=125) [B]	Lake Country (n=69)* [C]	Peachland (n=69)* [D]	Electoral Area East (n=52)* [E]	Electoral Area West (n=24)* [F]	Westbank First Nation (n=51)* [G]
Social (NET)	48%	57% BCDEG	28%	41% DE	17%	23%	20%	34% D
Transportation (NET)	37%	32%	57% ACDEG	31%	33%	35%	55%	34%
Government Services (NET)	14%	9%	29% AC	12%	37% ACEG	20% A	29%	15%
Crime/Public Safety (NET)	13%	15% DEG	10%	9%	3%	3%	4%	4%
Growth/Development (NET)	7%	7%	5%	10%	9%	11%	13%	4%
Environment (NET)	6%	6%	2%	10% B	10% B	8% B	0%	5%
Healthcare (NET)	6%	4%	5%	15% AB	9%	5%	0%	17% AB
Parks/Recreation/Culture (NET)	4%	4%	5%	7%	0%	0%	4%	4%
Taxation/Government Spending (NET)	1%	1%	3%	1%	2%	2%	9%	0%
Education (NET)	1%	1%	1%	0%	0%	0%	0%	0%
Economy (NET)	1%	1%	0%	5% AB	3% AB	4% AB	0%	0%
Other (NET)	2%	2%	1%	3%	2%	4%	0%	2%
None/nothing	7%	6%	7%	5%	13% A	4%	8%	15% A
Don't know	2%	2%	2%	1%	1%	7% A	0%	6%

* Small base size (<100), interpret with caution.

Base: All respondents

Q1. In your view, as a resident of the Central Okanagan, what is the most important issue facing the region, that is the one issue you feel should receive the greatest attention from regional leaders? Are there any other important regional issues?

REGIONAL SAFETY

Regional Safety

Overall perceptions of regional safety are positive. A strong majority (88%) say the Central Okanagan is a safe place to live overall, including 23% saying 'very safe' and 65% saying 'somewhat safe'. Overall perceptions (combined 'very/somewhat safe' responses) are on par with the municipal norm. However, the intensity of ratings is lower in the Central Okanagan (23% 'very safe' Central Okanagan vs. 42% 'very safe' municipal norm).

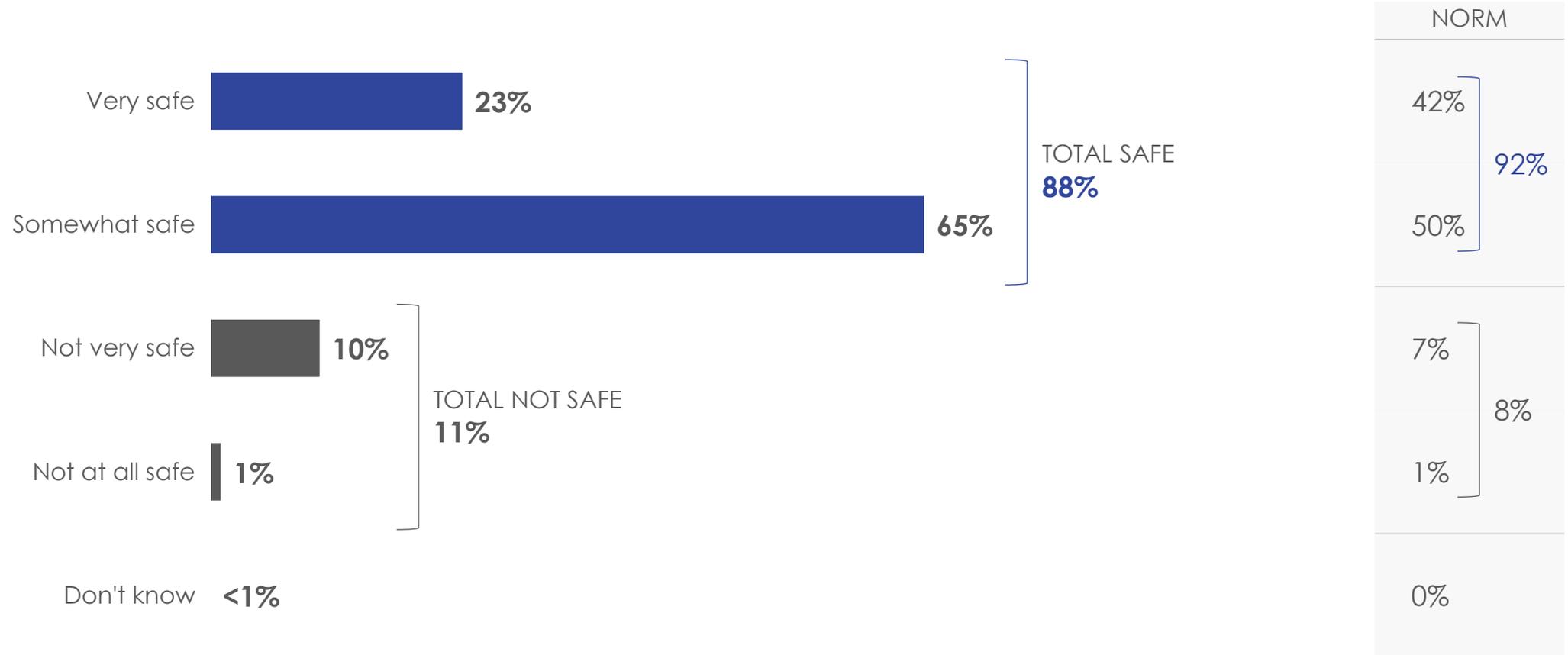
- Overall perceptions of regional safety are highest in Peachland (97%) and lower in West Kelowna (86%), Westbank First Nation (87%), and Kelowna (88%).
- Overall perceptions are also higher among younger residents (95% of 18-34 years vs. 85% of 55+ years, 88% of 35-54 years) and those who have lived in the Central Okanagan for 10 years or less (93% vs. 85% of 21+ years, 91% of 11-20 years).

Despite overall positive perceptions, most feel the Central Okanagan has become less safe over the past two years. Nearly two-thirds (64%) of citizens think the Central Okanagan has become less safe over the past two years, including 17% saying 'much less safe' and 47% saying 'somewhat less safe'. Another one-third (32%) think there has been 'no change' and only 3% think the Central Okanagan has become more safe (1% 'much more safe', 2% 'somewhat more safe').

- Perceptions of deteriorating safety are felt most strongly in Lake Country (68%), Westbank First Nation (68%), West Kelowna (67%), Electoral Area East (65%), and Kelowna (63%). In comparison, 49% of Peachland residents and 54% of those in Electoral Area West say they feel less safe now as compared to two years ago.
- Other demographic segments that are more likely to say the Central Okanagan has become less safe include women (71% vs. 56% of men), those who are 35+ years of age (includes 71% of 55+ years and 65% of 35-54 years vs. 50% of 18-34 years), those who have lived in the Central Okanagan for more than 10 years (includes 71% of 21+ years and 64% of 11-20 years vs. 51% of 10 years or less), and homeowners (67% vs. 55% of renters).

Overall Regional Safety

CENTRAL OKANAGAN SAFE PLACE TO LIVE



Base: All respondents (n=700)
Q6. Overall, would you describe the Central Okanagan as a very safe, somewhat safe, not very safe, or not at all safe place to live?

Overall Regional Safety by Community

CENTRAL OKANAGAN SAFE PLACE TO LIVE

		COMMUNITY						
	TOTAL (n=700)	Kelowna (n=310) [A]	West Kelowna (n=125) [B]	Lake Country (n=69)* [C]	Peachland (n=69)* [D]	Electoral Area East (n=52)* [E]	Electoral Area West (n=24)* [F]	Westbank First Nation (n=51)* [G]
Very safe	23%	21%	21%	31%	45% ABG	29%	39%	23%
Somewhat safe	65%	67% D	64%	63%	52%	60%	53%	64%
Not very safe	10%	10% D	10%	6%	2%	9%	8%	13% D
Not at all safe	1%	1%	3%	0%	2%	0%	0%	0%
Don't know	<1%	<1%	2%	0%	0%	2%	0%	0%
TOTAL SAFE	88%	88%	86%	94%	97% AB	89%	92%	87%
TOTAL NOT SAFE	11%	12% D	13% D	6%	3%	9%	8%	13%

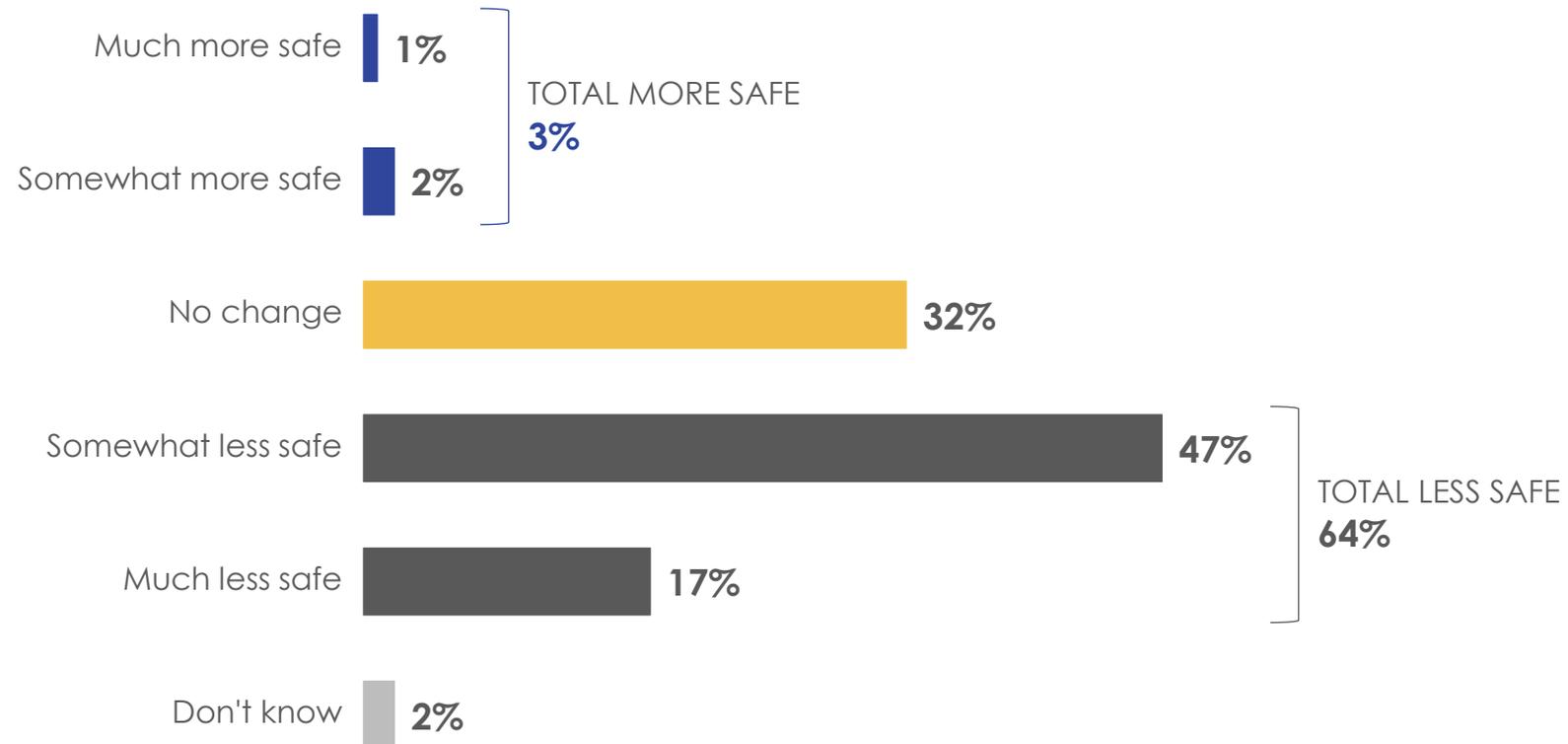
* Small base size (<100), interpret with caution.

Base: All respondents

Q6. Overall, would you describe the Central Okanagan as a very safe, somewhat safe, not very safe, or not at all safe place to live?

Change in Regional Safety Past Two Years

CHANGE IN CENTRAL OKANAGAN SAFETY



Base: All respondents (n=700)

Q7. Over the past two years, do you think the Central Okanagan has become more safe, less safe, or has there been no change? (Is that much or somewhat more/less safe?)

Change in Regional Safety Past Two Years by Community

CHANGE IN CENTRAL OKANAGAN SAFETY

	TOTAL (n=700)	COMMUNITY						
		Kelowna (n=310) [A]	West Kelowna (n=125) [B]	Lake Country (n=69)* [C]	Peachland (n=69)* [D]	Electoral Area East (n=52)* [E]	Electoral Area West (n=24)* [F]	Westbank First Nation (n=51)* [G]
Much more safe	1%	<1%	1%	0%	1%	0%	0%	0%
Somewhat more safe	2%	1%	3%	4%	4% A	0%	4%	2%
No change	32%	33%	26%	28%	45% BC	33%	42%	28%
Somewhat less safe	47%	46%	52% D	50%	36%	36%	42%	49%
Much less safe	17%	17%	15%	17%	13%	29% ABD	12%	19%
Don't know	2%	2%	3%	0%	0%	3%	0%	2%
TOTAL MORE SAFE	3%	2%	5%	4%	6% A	0%	4%	2%
TOTAL LESS SAFE	64%	63% D	67% D	68% D	49%	65%	54%	68% D

* Small base size (<100), interpret with caution.

Base: All respondents

Q7. Over the past two years, do you think the Central Okanagan has become more safe, less safe, or has there been no change? (Is that much or somewhat more/less safe?)

ABCDEF G: means the community next to the letter is significantly higher than the community represented by the letter.

FAMILIARITY WITH REGIONAL DISTRICT

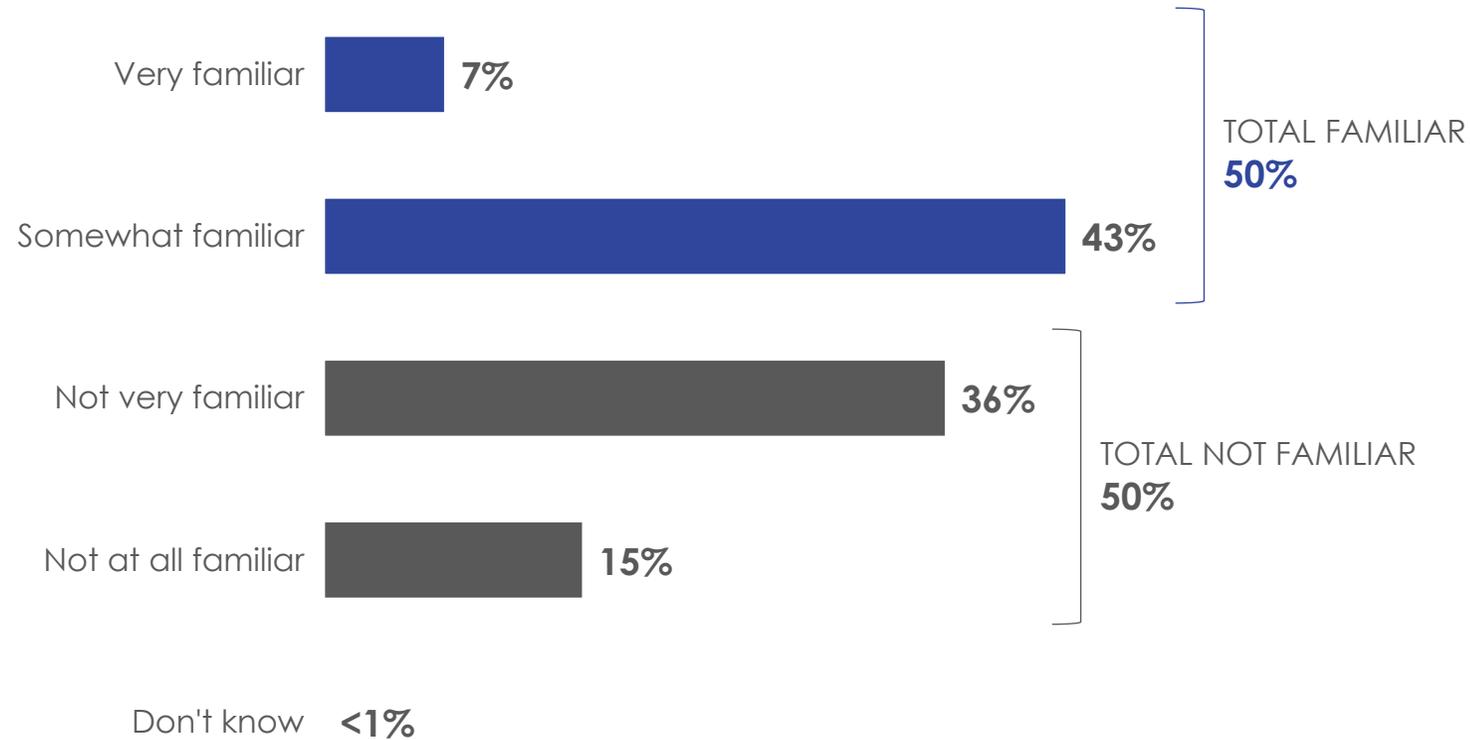
Familiarity with Regional District

Overall familiarity with the role and purpose of the Regional District is mixed. Half (50%) of citizens say they are familiar with the role and purpose of the Regional District. Most of those who are familiar describe their familiarity as 'somewhat' (43%) rather than 'very' (7%).

- Overall familiarity (combined 'very/somewhat familiar' responses) is statistically consistent across all communities. However, those living in Electoral Area West and Lake Country are the most likely to say they are 'very familiar' with the Regional District's role and purpose (17% and 15%, respectively). Conversely, only 4% of those in West Kelowna and Peachland say they are 'very familiar'.
- Those who have lived in the Central Okanagan for 21+ years are more likely to say they are familiar (combined 'very/somewhat familiar' responses) with the Regional District's role and purpose (56% vs. 38% of 10 years or less, 49% of 11-20 years). Overall familiarity is also higher among homeowners (55% vs. 36% of renters).

Familiarity with Regional District

FAMILIARITY WITH ROLE AND PURPOSE OF REGIONAL DISTRICT



Base: All respondents (n=700)

Q8. The rest of the survey is about the Regional District of Central Okanagan's government body that is responsible for delivering many services across the region. Overall, how familiar are you with the role and purpose of the Regional District? Would you say ...?

Familiarity with Regional District by Community

FAMILIARITY WITH ROLE AND PURPOSE OF REGIONAL DISTRICT

		COMMUNITY						
	TOTAL (n=700)	Kelowna (n=310) [A]	West Kelowna (n=125) [B]	Lake Country (n=69)* [C]	Peachland (n=69)* [D]	Electoral Area East (n=52)* [E]	Electoral Area West (n=24)* [F]	Westbank First Nation (n=51)* [G]
Very familiar	7%	7%	4%	15% AB	4%	10%	17%	10%
Somewhat familiar	43%	41%	50%	42%	46%	43%	46%	35%
Not very familiar	36%	37%	32%	35%	32%	32%	37%	35%
Not at all familiar	15%	15%	14%	8%	16%	15%	0%	19%
Don't know	<1%	0%	0%	0%	1%	0%	0%	0%
TOTAL FAMILIAR	50%	48%	54%	57%	50%	53%	63%	45%
TOTAL NOT FAMILIAR	50%	52%	46%	43%	48%	47%	37%	55%

* Small base size (<100), interpret with caution.

Base: All respondents

Q8. The rest of the survey is about the Regional District of Central Okanagan's government body that is responsible for delivering many services across the region. Overall, how familiar are you with the role and purpose of the Regional District? Would you say ...?

REGIONAL DISTRICT SERVICES

Satisfaction with Services

Overall satisfaction with Regional District services is high. Nearly all (94%) citizens say they are satisfied with the overall level and quality of services provided by the Regional District. This includes 25% saying 'very satisfied' and 70% saying 'somewhat satisfied'. Overall satisfaction (combined 'very/somewhat satisfied' responses) with services in the Central Okanagan is higher than the municipal norm (94% Central Okanagan vs. 88% municipal norm).

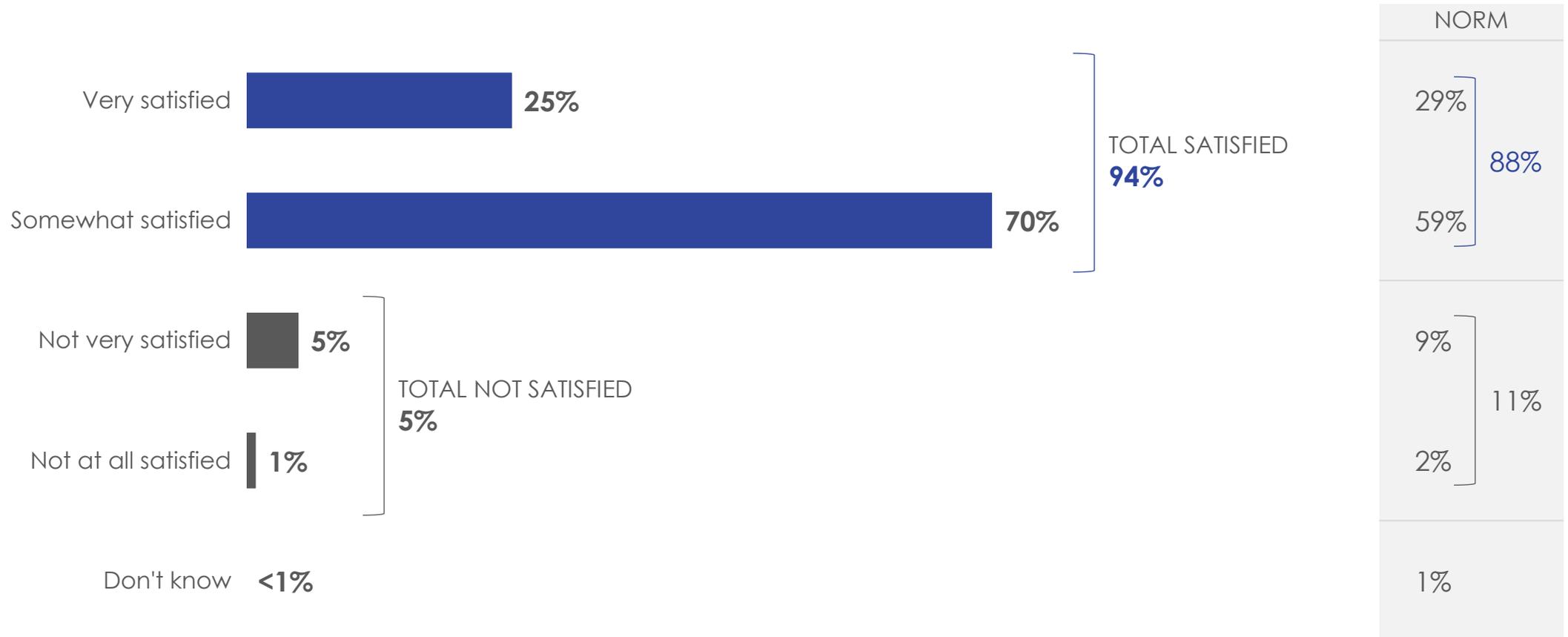
- Overall satisfaction is statistically similar across all communities. However, the proportion saying they are *not satisfied* is higher in Electoral Area East (11%).

Satisfaction extends to the delivery of specific services. Of the 19 evaluated services, 16 receive an overall satisfaction score (combined 'very/somewhat satisfied' responses) of 70% or higher. The three highest rated services are *regional parks (95%)*, *collection of household garbage, recycling, and yard waste (91%)*, and *fire protection services (90%)*. In comparison, the three lowest rated services are *Regional District water systems (63%)*, *electoral area planning (63%)*, and *regional planning and growth management (62%)*, although these are still deemed satisfactory by a solid majority of residents.

- Satisfaction is largely consistent by community, with some exceptions. Most notably:
 - Satisfaction with *collection of household garbage, recycling, and yard waste* is highest in Peachland (97%) and lowest in Lake Country (86%).
 - Satisfaction with *regional emergency management program* is highest in West Kelowna (92%) and lowest in Electoral Area West (79%) and Lake Country (81%).
 - Satisfaction with *other solid waste management programs* is highest in West Kelowna (91%) and lowest in Lake Country (76%) and Electoral Area West (76%).
 - Satisfaction with *Westside residential disposal and recycling centre* is higher in West Kelowna (89%) than in Peachland (77%) and Westbank First Nation (77%).
 - Satisfaction with *sewer and wastewater disposal* is higher in West Kelowna (84%) and Westbank First Nation (84%) and lower in Peachland (71%).
 - Satisfaction with *economic development* is lower in Lake Country (61%).
 - Satisfaction with *community safety programs* is highest in Peachland (83%) and lowest in Kelowna (68%).

Overall Satisfaction with Services

SATISFACTION WITH SERVICES PROVIDED BY REGIONAL DISTRICT



Base: All respondents (n=700)
Q11. Taking all these services into account, how satisfied are you with the overall level and quality of services provided by the Regional District? Would you say ...?

Overall Satisfaction with Services by Community

SATISFACTION WITH SERVICES PROVIDED BY REGIONAL DISTRICT

		COMMUNITY						
	TOTAL (n=700)	Kelowna (n=310) [A]	West Kelowna (n=125) [B]	Lake Country (n=69)* [C]	Peachland (n=69)* [D]	Electoral Area East (n=52)* [E]	Electoral Area West (n=24)* [F]	Westbank First Nation (n=51)* [G]
Very satisfied	25%	25%	28% C	13%	37% AC	29% C	5%	32% C
Somewhat satisfied	70%	70% D	68%	79% DEG	55%	60%	91%	60%
Not very satisfied	5%	5%	3%	6%	6%	11% B	0%	6%
Not at all satisfied	1%	1%	1%	0%	2%	0%	4%	0%
Don't know	<1%	0%	1%	1%	0%	0%	0%	2%
TOTAL SATISFIED	94%	95%	96%	93%	93%	89%	96%	92%
TOTAL NOT SATISFIED	5%	5%	3%	6%	7%	11% B	4%	6%

* Small base size (<100), interpret with caution.

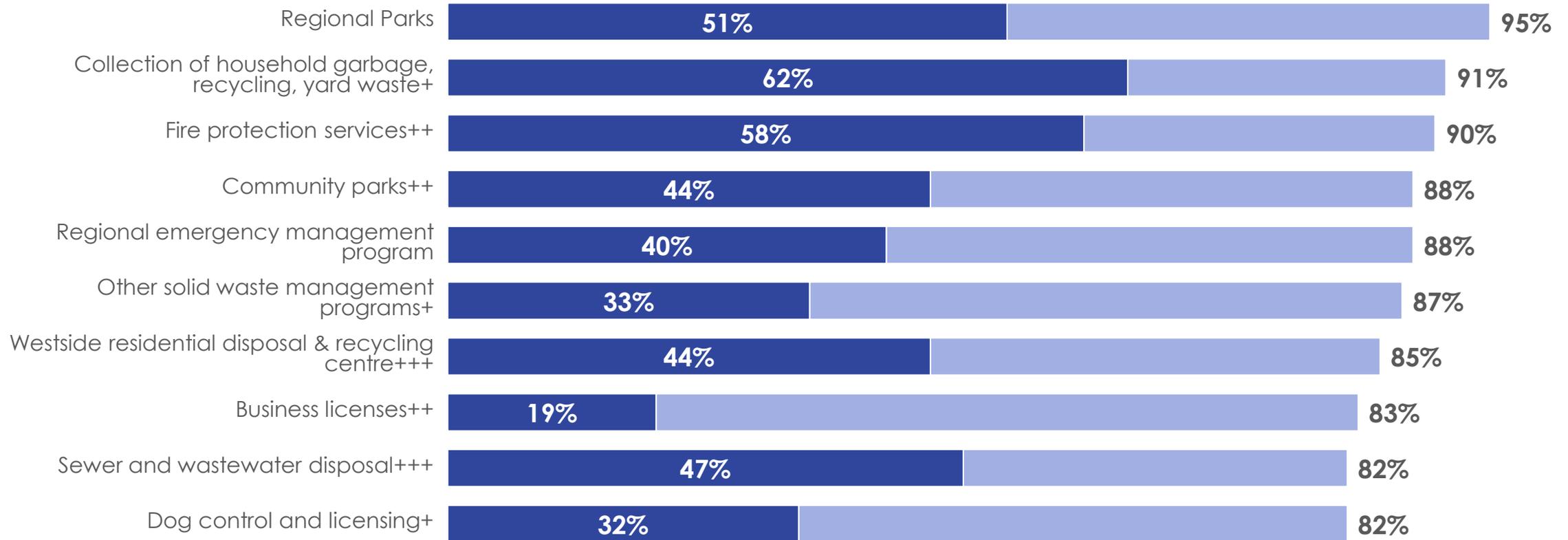
Base: All respondents

Q11. Taking all these services into account, how satisfied are you with the overall level and quality of services provided by the Regional District? Would you say ...?

Satisfaction with Specific Services (1/2)

SATISFACTION WITH SERVICES

■ VERY SATISFIED ■ SOMEWHAT SATISFIED ■ TOTAL SATISFIED



* Small base size (<100), interpret with caution.

+ Excluding Westbank First Nation (n=649)

++ Electoral Areas East and West only (n=76)*

+++ West Kelowna, Peachland, Westbank First Nation only (n=245)

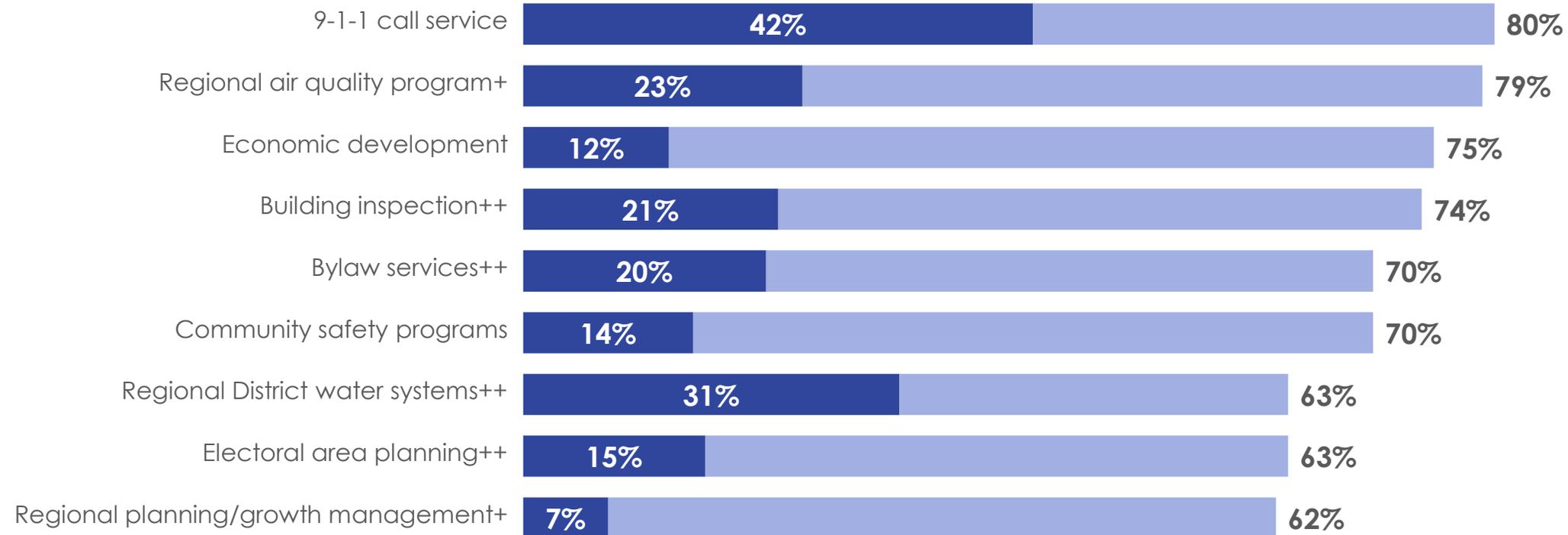
Base: All respondents (n=700)

Q10. And how satisfied are you with this service? Would you say ...?

Satisfaction with Specific Services (2/2)

SATISFACTION WITH SERVICES

■ VERY SATISFIED ■ SOMEWHAT SATISFIED TOTAL SATISFIED



* Small base size (<100), interpret with caution.

+ Excluding Westbank First Nation (n=649)

++ Electoral Areas East and West only (n=76)*

+++ West Kelowna, Peachland, Westbank First Nation only (n=245)

Base: All respondents (n=700)

Q10. And how satisfied are you with this service? Would you say ...?

Satisfaction with Specific Services by Community (1/2)

SATISFACTION WITH SERVICES

TOTAL SATISFIED	COMMUNITY							
	TOTAL (n=700)	Kelowna (n=310) [A]	West Kelowna (n=125) [B]	Lake Country (n=69)* [C]	Peachland (n=69)* [D]	Electoral Area East (n=52)* [E]	Electoral Area West (n=24)* [F]	Westbank First Nation (n=51)* [G]
Regional Parks	95%	95%	96%	94%	91%	91%	92%	92%
Collection of household garbage, recycling and yard waste+	91%	91%	93%	86%	97% C	89%	88%	n/a
Fire protection services++	90%	n/a	n/a	n/a	n/a	94%	83%	n/a
Community parks++	88%	n/a	n/a	n/a	n/a	91%	84%	n/a
Regional emergency management program	88%	87%	92% C	81%	86%	87%	79%	87%
Other solid waste management programs+	87%	88% CD	91% CDE	76%	80%	79%	76%	n/a
Westside residential disposal & recycling centre+++	85%	n/a	89% DG	n/a	77%	n/a	n/a	77%
Business licenses++	83%	n/a	n/a	n/a	n/a	83%	83%	n/a
Sewer and wastewater disposal+++	82%	n/a	84% D	n/a	71%	n/a	n/a	84%
Dog control and licensing+	82%	83%	81%	76%	83%	84%	80%	n/a

* Small base size (<100), interpret with caution.

+ Excluding Westbank First Nation (n=649)

++ Electoral Areas East and West only (n=76)*

+++ West Kelowna, Peachland, Westbank First Nation only (n=245)

Base: All respondents (n=700)

Q10. And how satisfied are you with this service? Would you say ...?

Satisfaction with Specific Services by Community (2/2)

SATISFACTION WITH SERVICES

TOTAL SATISFIED	COMMUNITY							
	TOTAL (n=700)	Kelowna (n=310) [A]	West Kelowna (n=125) [B]	Lake Country (n=69)* [C]	Peachland (n=69)* [D]	Electoral Area East (n=52)* [E]	Electoral Area West (n=24)* [F]	Westbank First Nation (n=51)* [G]
9-1-1 call service	80%	79%	81%	77%	81%	86%	91%	89%
Regional air quality program+	79%	79%	78%	74%	81%	72%	87%	n/a
Economic development	75%	77% C	76% C	61%	72%	76%	79%	75%
Building inspection++	74%	n/a	n/a	n/a	n/a	73%	75%	n/a
Bylaw services++	70%	n/a	n/a	n/a	n/a	67%	75%	n/a
Community safety programs	70%	68%	70%	76%	83% A	77%	71%	79%
Regional District water systems++	63%	n/a	n/a	n/a	n/a	72%	51%	n/a
Electoral area planning++	63%	n/a	n/a	n/a	n/a	61%	66%	n/a
Regional planning/growth management+	62%	64%	57%	56%	65%	63%	58%	n/a

* Small base size (<100), interpret with caution.

+ Excluding Westbank First Nation (n=649)

++ Electoral Areas East and West only (n=76)*

+++ West Kelowna, Peachland, Westbank First Nation only (n=245)

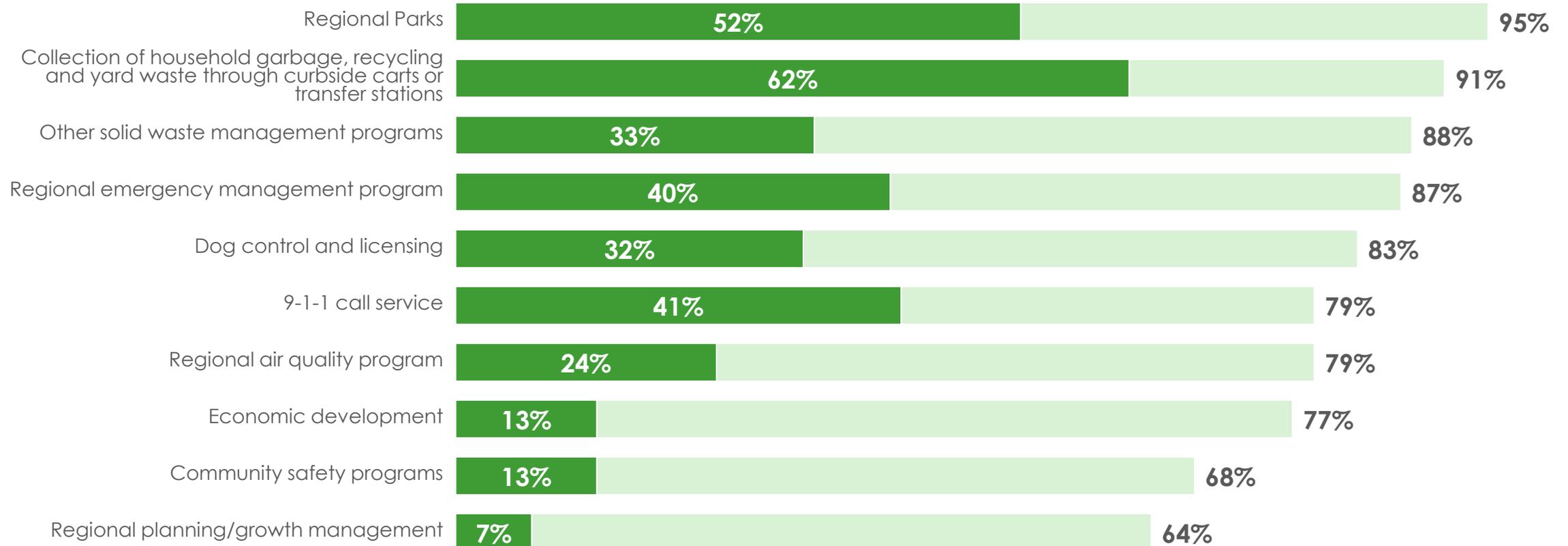
Base: All respondents (n=700)

Q10. And how satisfied are you with this service? Would you say ...?

Satisfaction with Specific Services – Kelowna

SATISFACTION WITH SERVICES

■ VERY SATISFIED ■ SOMEWHAT SATISFIED ■ TOTAL SATISFIED

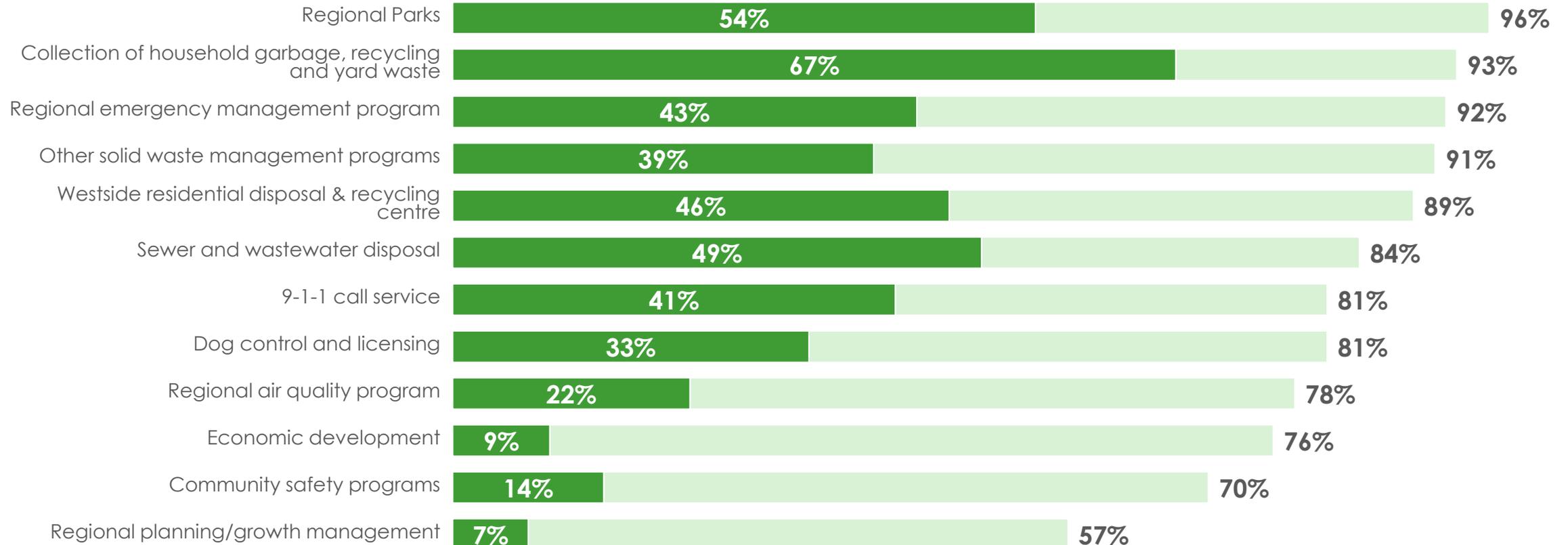


Base: Kelowna respondents (n=310)
Q10. And how satisfied are you with this service? Would you say ...?

Satisfaction with Specific Services – West Kelowna

SATISFACTION WITH SERVICES

■ VERY SATISFIED ■ SOMEWHAT SATISFIED ■ TOTAL SATISFIED

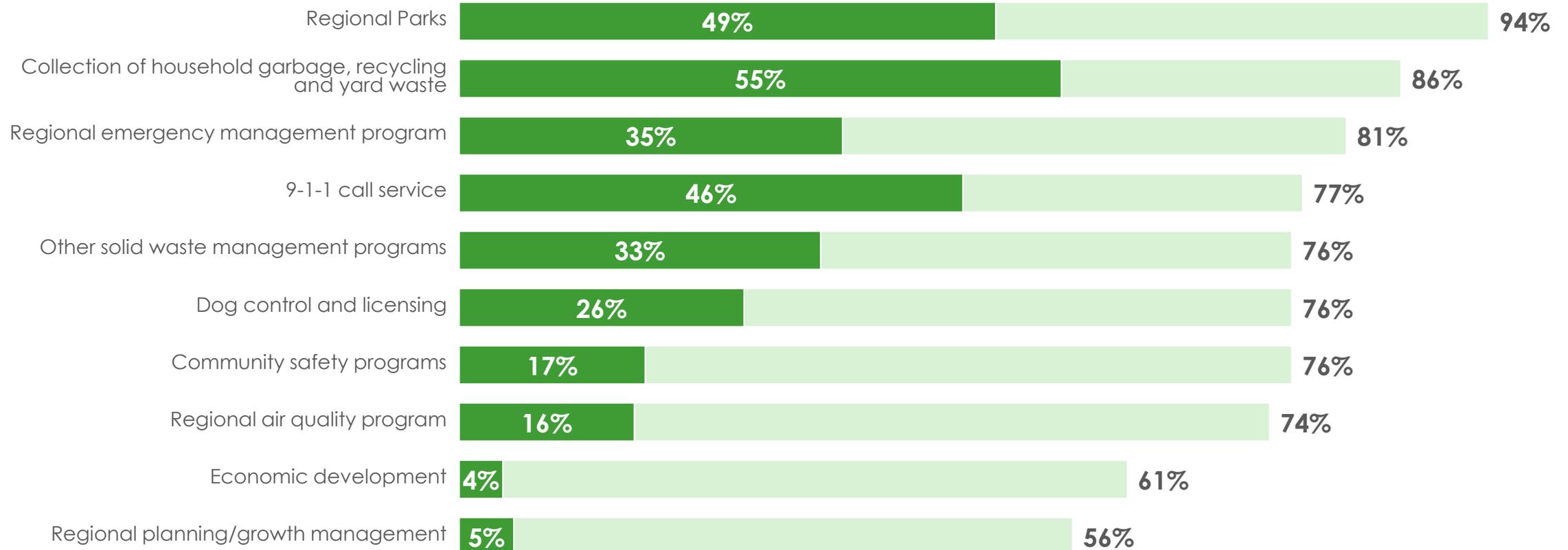


Base: West Kelowna respondents (n=125)
Q10. And how satisfied are you with this service? Would you say ...?

Satisfaction with Specific Services – Lake Country

SATISFACTION WITH SERVICES

■ VERY SATISFIED ■ SOMEWHAT SATISFIED ■ TOTAL SATISFIED

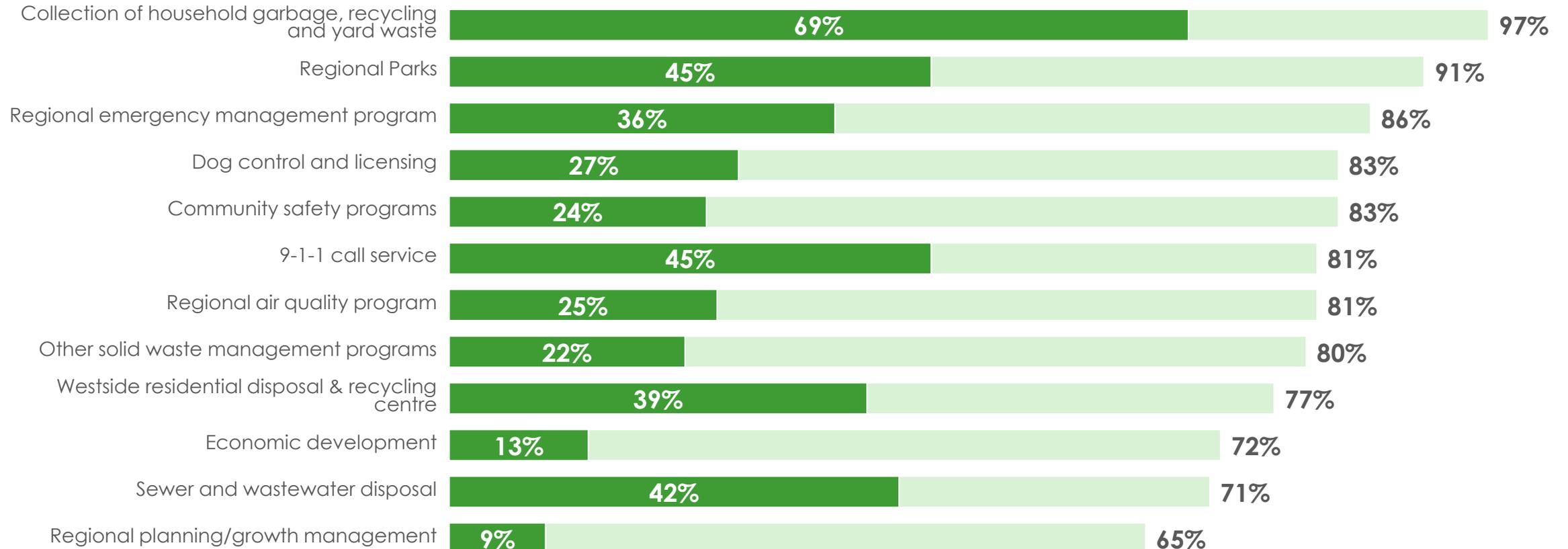


* Small base size (<100), interpret with caution.
Base: Lake Country respondents (n=69)*
Q10. And how satisfied are you with this service? Would you say ...?

Satisfaction with Specific Services – Peachland

SATISFACTION WITH SERVICES

■ VERY SATISFIED ■ SOMEWHAT SATISFIED ■ TOTAL SATISFIED

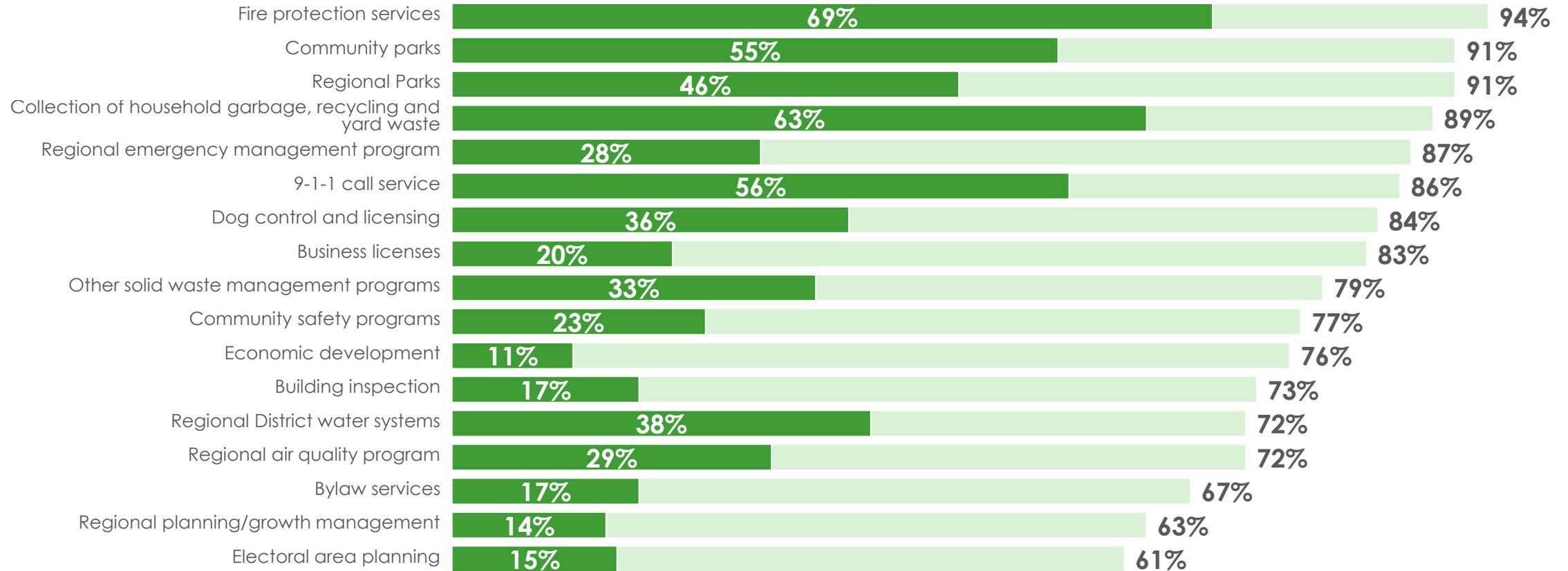


* Small base size (<100), interpret with caution.
 Base: Peachland respondents (n=69)*
 Q10. And how satisfied are you with this service? Would you say ...?

Satisfaction with Specific Services – Electoral Area East

SATISFACTION WITH SERVICES

■ VERY SATISFIED
 ■ SOMEWHAT SATISFIED
 TOTAL SATISFIED

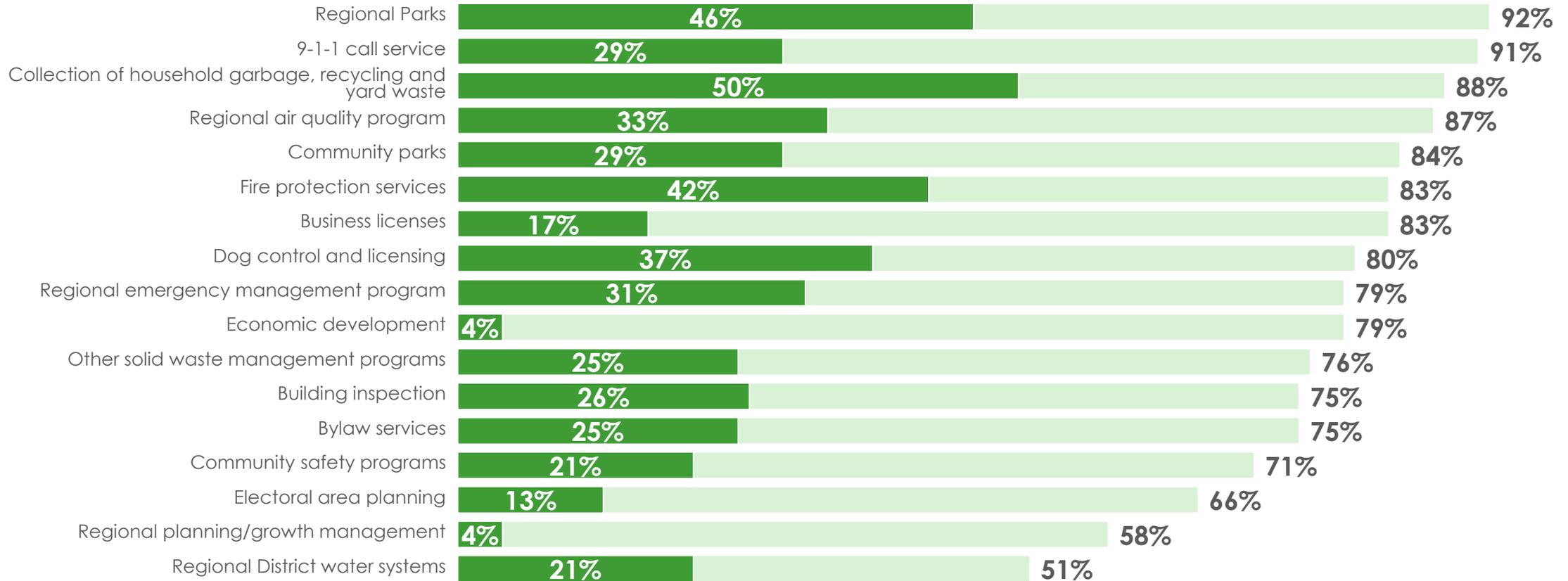


* Small base size (<100), interpret with caution.
 Base: Electoral Area East respondents (n=52)*
 Q10. And how satisfied are you with this service? Would you say ...?

Satisfaction with Specific Services – Electoral Area West

SATISFACTION WITH SERVICES

■ VERY SATISFIED
 ■ SOMEWHAT SATISFIED
 TOTAL SATISFIED

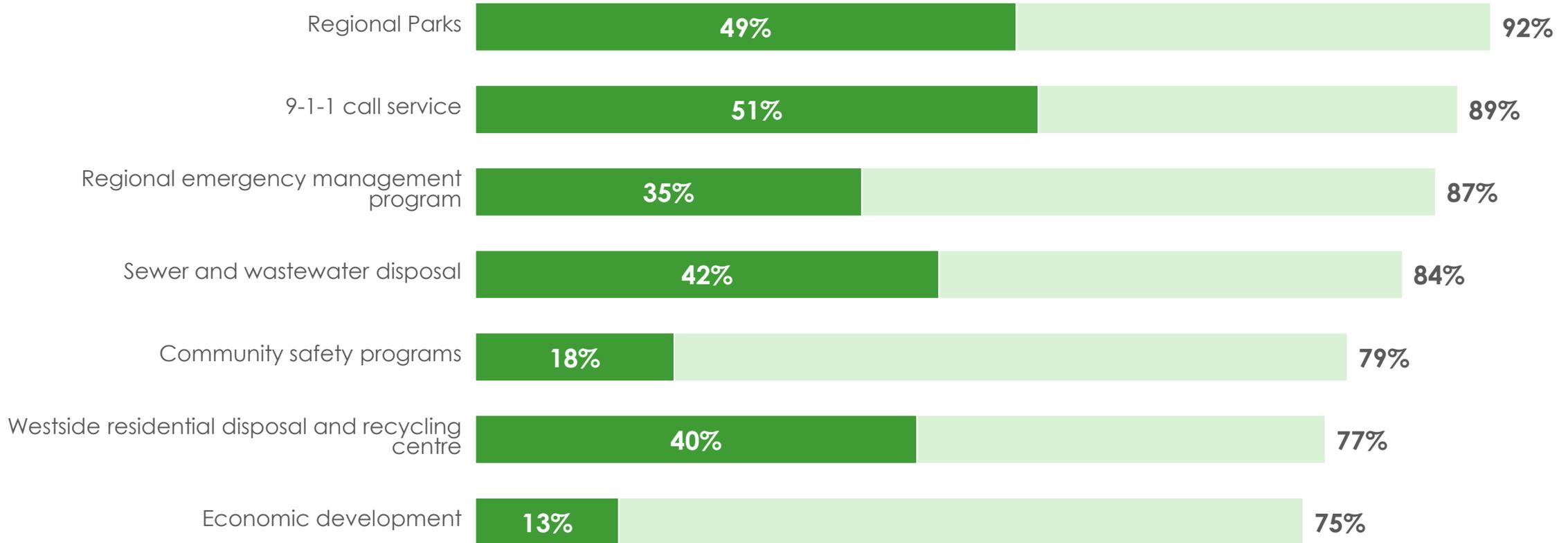


* Small base size (<100), interpret with caution.
 Base: Electoral Area West respondents (n=24)*
 Q10. And how satisfied are you with this service? Would you say ...?

Satisfaction with Specific Services – Westbank First Nation

SATISFACTION WITH SERVICES

■ VERY SATISFIED ■ SOMEWHAT SATISFIED ■ TOTAL SATISFIED



* Small base size (<100), interpret with caution.
Base: Westbank First Nation respondents (n=51)*
Q10. And how satisfied are you with this service? Would you say ...?

Importance of Services

All the evaluated services are important to citizens. Of the 19 evaluated services, 16 receive an overall importance score (combined 'very/somewhat important' responses) higher than 80%. Moreover, 12 receive an overall importance score higher than 90%, with the overall most important service being *fire protection services* (100%, including 98% 'very important'). The three lowest rated services are *bylaw services* (78%), *business licenses* (76%), and *dog control and licensing* (67%), although these are still important to a solid majority of residents.

- Noteworthy differences by community include:
 - *Regional emergency management program* and *regional planning and growth management* are less important to those living in Peachland (both 87%).
 - *Economic development* is more important to those living in Kelowna (96%) and West Kelowna (94%) and less important to Peachland residents (75%).
 - *Dog control and licensing* is most important to those in Electoral Area East (82%) and least important to those in Electoral Area West (58%).

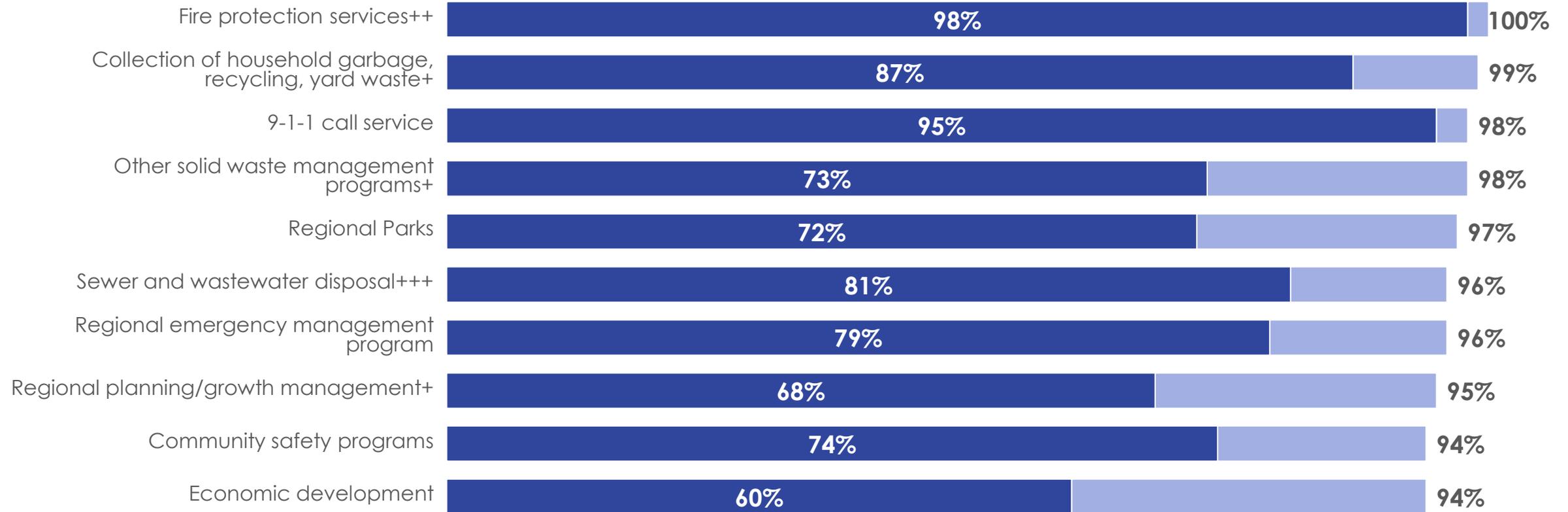
Importance of Specific Services (1/2)

IMPORTANCE OF SERVICES

■ VERY IMPORTANT

■ SOMEWHAT IMPORTANT

TOTAL IMPORTANT



* Small base size (<100), interpret with caution.

+ Excluding Westbank First Nation (n=649)

++ Electoral Areas East and West only (n=76)*

+++ West Kelowna, Peachland, Westbank First Nation only (n=245)

Base: All respondents (n=700)

Q9. I'm now going to read a list of services provided to you by the Regional District. Please tell me how important each service is to you personally. How important is ...?

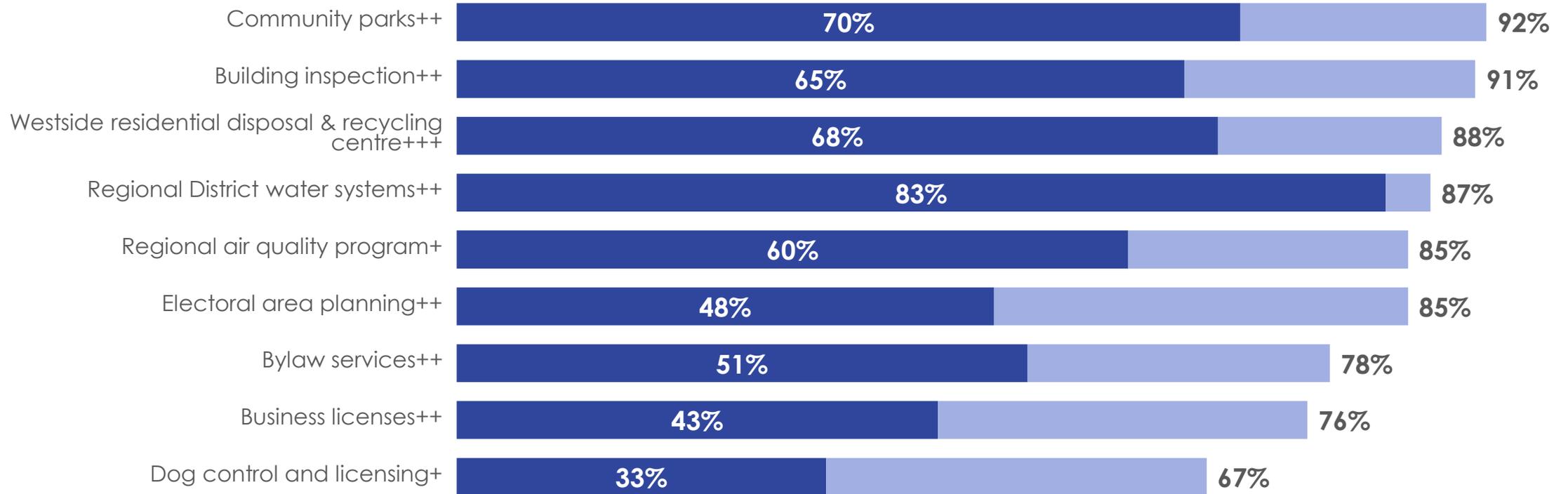
Importance of Specific Services (2/2)

IMPORTANCE OF SERVICES

■ VERY IMPORTANT

■ SOMEWHAT IMPORTANT

TOTAL IMPORTANT



* Small base size (<100), interpret with caution.

+ Excluding Westbank First Nation (n=649)

++ Electoral Areas East and West only (n=76)*

+++ West Kelowna, Peachland, Westbank First Nation only (n=245)

Base: All respondents (n=700)

Q9. I'm now going to read a list of services provided to you by the Regional District. Please tell me how important each service is to you personally. How important is ...?

Importance of Specific Services by Community (1/2)

IMPORTANCE OF SERVICES

TOTAL IMPORTANT		COMMUNITY						
	TOTAL (n=700)	Kelowna (n=310) [A]	West Kelowna (n=125) [B]	Lake Country (n=69)* [C]	Peachland (n=69)* [D]	Electoral Area East (n=52)* [E]	Electoral Area West (n=24)* [F]	Westbank First Nation (n=51)* [G]
Fire protection services++	100%	n/a	n/a	n/a	n/a	100%	100%	n/a
Collection of household garbage, recycling, yard waste+	99%	99% E	99% E	97%	100%	94%	100%	n/a
9-1-1 call service	98%	98% G	99% G	99%	100%	100%	96%	94%
Other solid waste management programs+	98%	99%	97%	97%	99%	98%	91%	n/a
Regional Parks	97%	97% E	96%	97%	96%	91%	96%	96%
Sewer and wastewater disposal+++	96%	n/a	95%	n/a	96%	n/a	n/a	98%
Regional emergency management program	96%	96% D	99% CDE	91%	87%	91%	100%	98% D
Regional planning/growth management+	95%	95% D	95% D	94%	87%	98% D	91%	n/a
Community safety programs	94%	94%	95%	94%	94%	95%	91%	98%
Economic development	94%	96% CDEG	94% D	86%	75%	88%	87%	84%

* Small base size (<100), interpret with caution.

+ Excluding Westbank First Nation (n=649)

++ Electoral Areas East and West only (n=76)*

+++ West Kelowna, Peachland, Westbank First Nation only (n=245)

Base: All respondents (n=700)

Q9. I'm now going to read a list of services provided to you by the Regional District. Please tell me how important each service is to you personally. How important is ...?

Importance of Specific Services by Community (2/2)

IMPORTANCE OF SERVICES

TOTAL IMPORTANT		COMMUNITY						
	TOTAL (n=700)	Kelowna (n=310) [A]	West Kelowna (n=125) [B]	Lake Country (n=69)* [C]	Peachland (n=69)* [D]	Electoral Area East (n=52)* [E]	Electoral Area West (n=24)* [F]	Westbank First Nation (n=51)* [G]
Community parks++	92%	n/a	n/a	n/a	n/a	95%	87%	n/a
Building inspection++	91%	n/a	n/a	n/a	n/a	90%	91%	n/a
Westside residential disposal & recycling centre+++	88%	n/a	89%	n/a	83%	n/a	n/a	84%
Regional District water systems++	87%	n/a	n/a	n/a	n/a	83%	92%	n/a
Regional air quality program+	85%	85%	84%	81%	91%	87%	78%	n/a
Electoral area planning++	85%	n/a	n/a	n/a	n/a	81%	92%	n/a
Bylaw services++	78%	n/a	n/a	n/a	n/a	73%	86%	n/a
Business licenses++	76%	n/a	n/a	n/a	n/a	74%	79%	n/a
Dog control and licensing+	67%	65%	72%	69%	65%	82% AD	58%	n/a

* Small base size (<100), interpret with caution.

+ Excluding Westbank First Nation (n=649)

++ Electoral Areas East and West only (n=76)*

+++ West Kelowna, Peachland, Westbank First Nation only (n=245)

Base: All respondents (n=700)

Q9. I'm now going to read a list of services provided to you by the Regional District. Please tell me how important each service is to you personally. How important is ...?

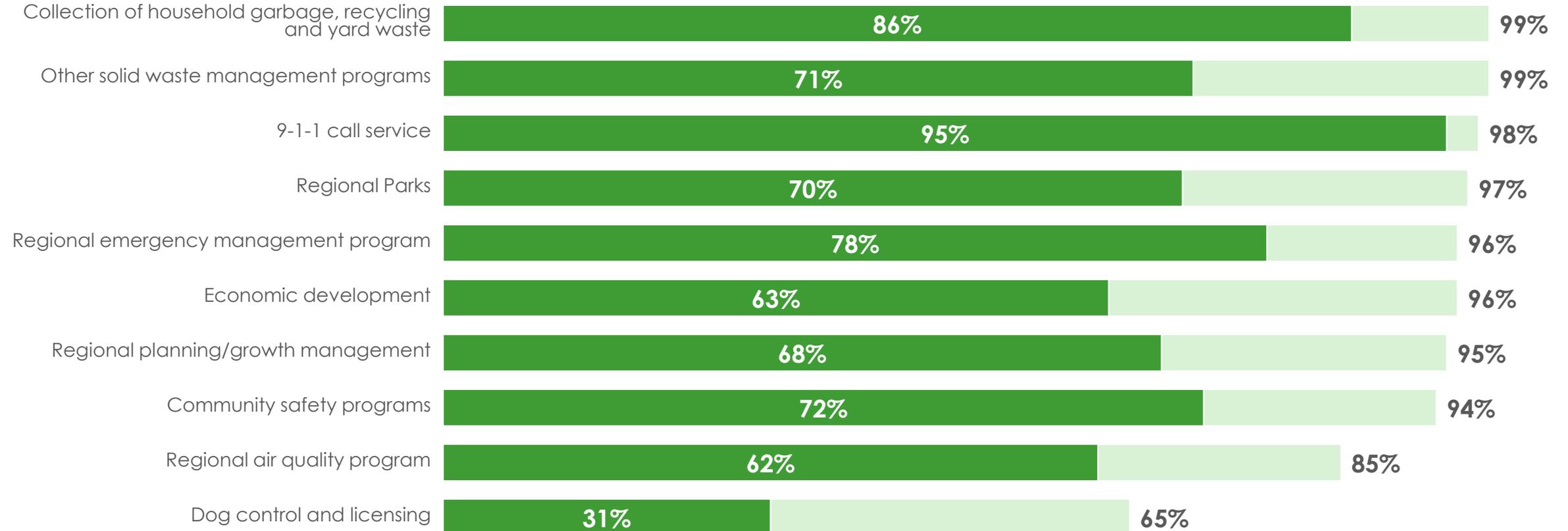
Importance of Specific Services – Kelowna

IMPORTANCE OF SERVICES

■ VERY IMPORTANT

■ SOMEWHAT IMPORTANT

TOTAL IMPORTANT



Base: Kelowna respondents (n=310)

Q9. I'm now going to read a list of services provided to you by the Regional District. Please tell me how important each service is to you personally. How important is ...?

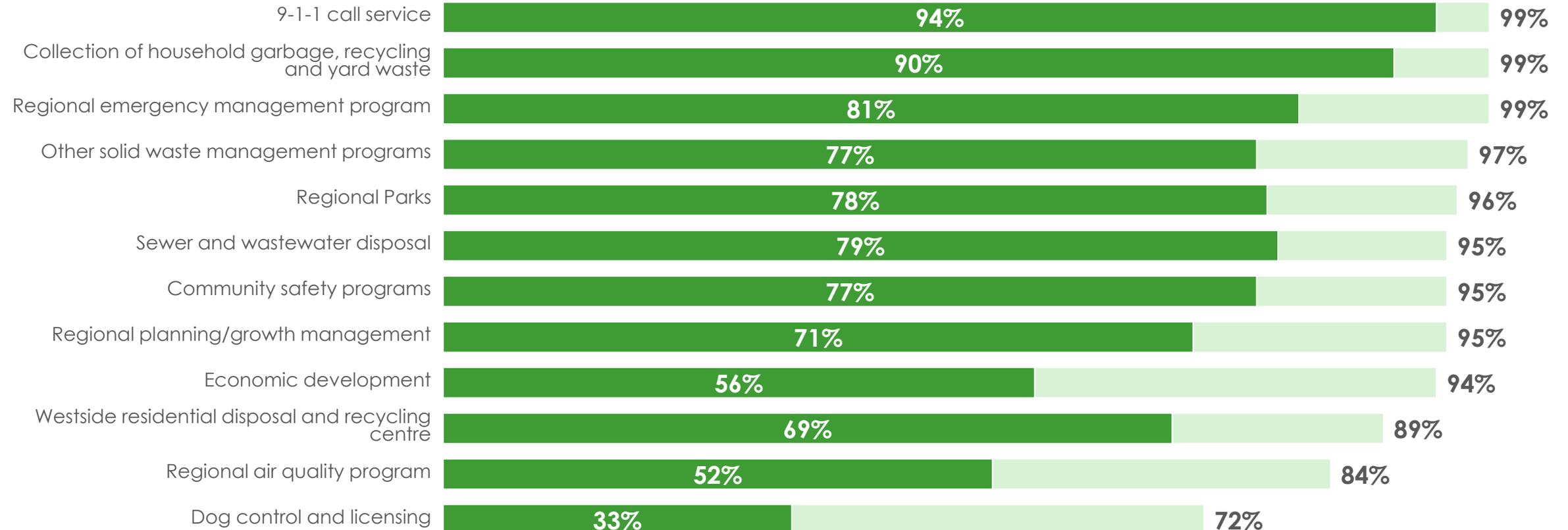
Importance of Specific Services – West Kelowna

IMPORTANCE OF SERVICES

■ VERY IMPORTANT

■ SOMEWHAT IMPORTANT

TOTAL IMPORTANT



Base: West Kelowna respondents (n=125)

Q9. I'm now going to read a list of services provided to you by the Regional District. Please tell me how important each service is to you personally. How important is ...?

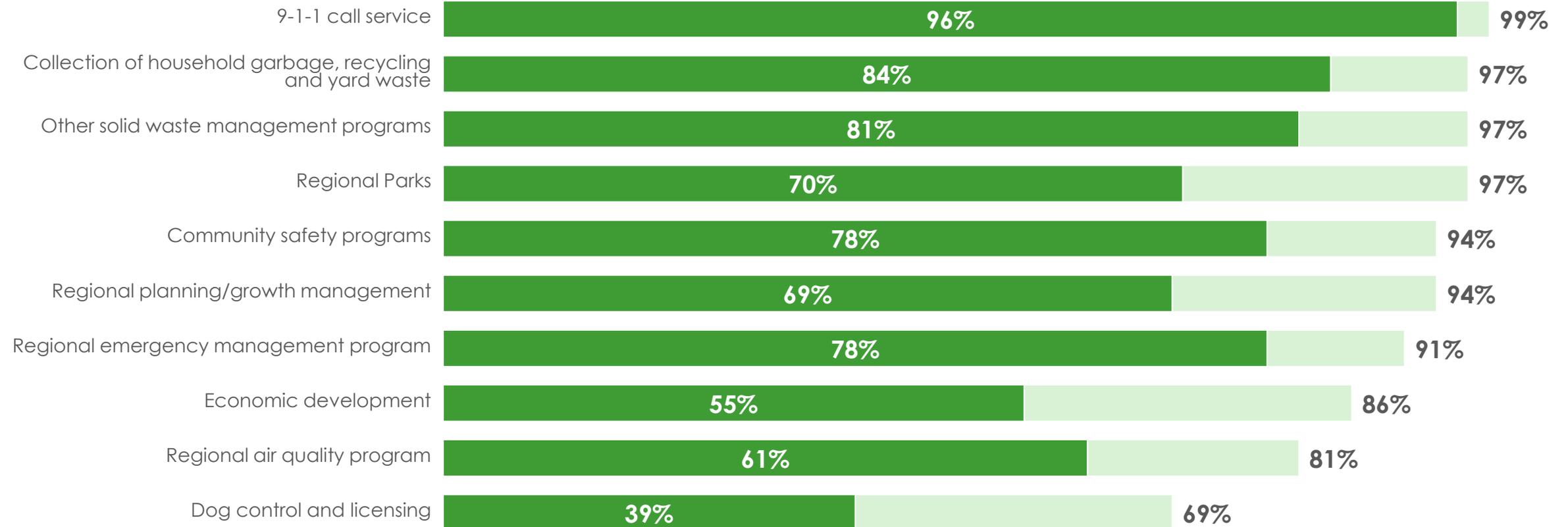
Importance of Specific Services – Lake Country

IMPORTANCE OF SERVICES

■ VERY IMPORTANT

■ SOMEWHAT IMPORTANT

TOTAL IMPORTANT



* Small base size (<100), interpret with caution.

Base: Lake Country respondents (n=69)*

Q9. I'm now going to read a list of services provided to you by the Regional District. Please tell me how important each service is to you personally. How important is ...?

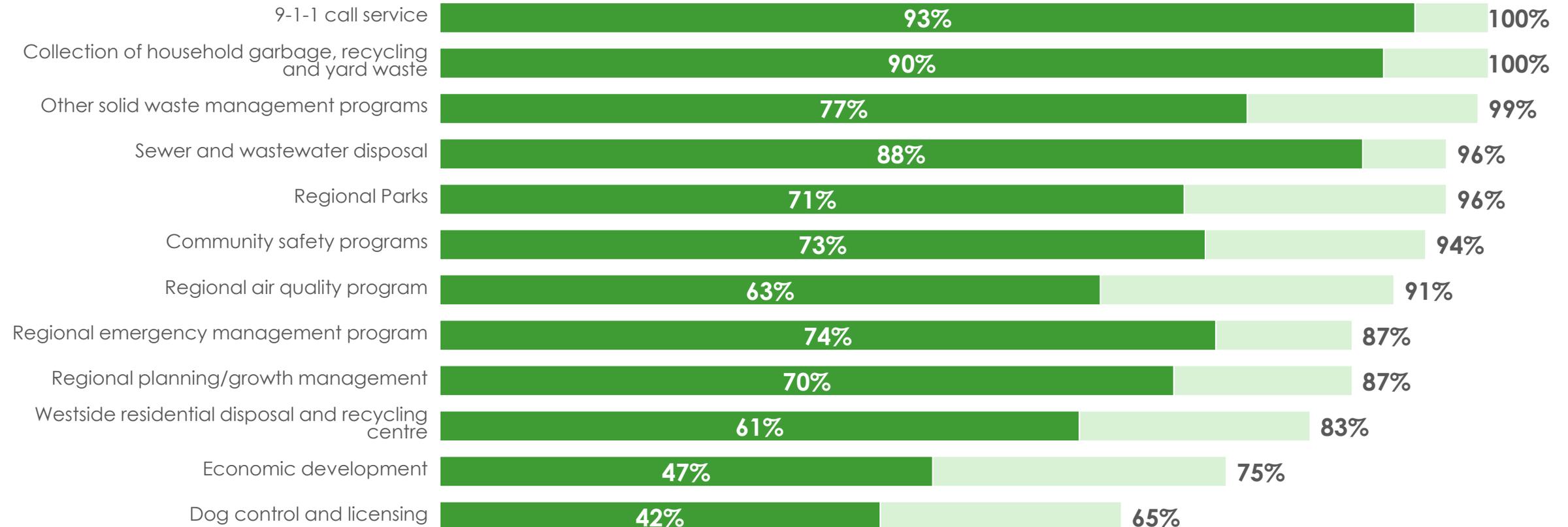
Importance of Specific Services – Peachland

IMPORTANCE OF SERVICES

■ VERY IMPORTANT

■ SOMEWHAT IMPORTANT

TOTAL IMPORTANT



* Small base size (<100), interpret with caution.

Base: Peachland respondents (n=69)*

Q9. I'm now going to read a list of services provided to you by the Regional District. Please tell me how important each service is to you personally. How important is ...?

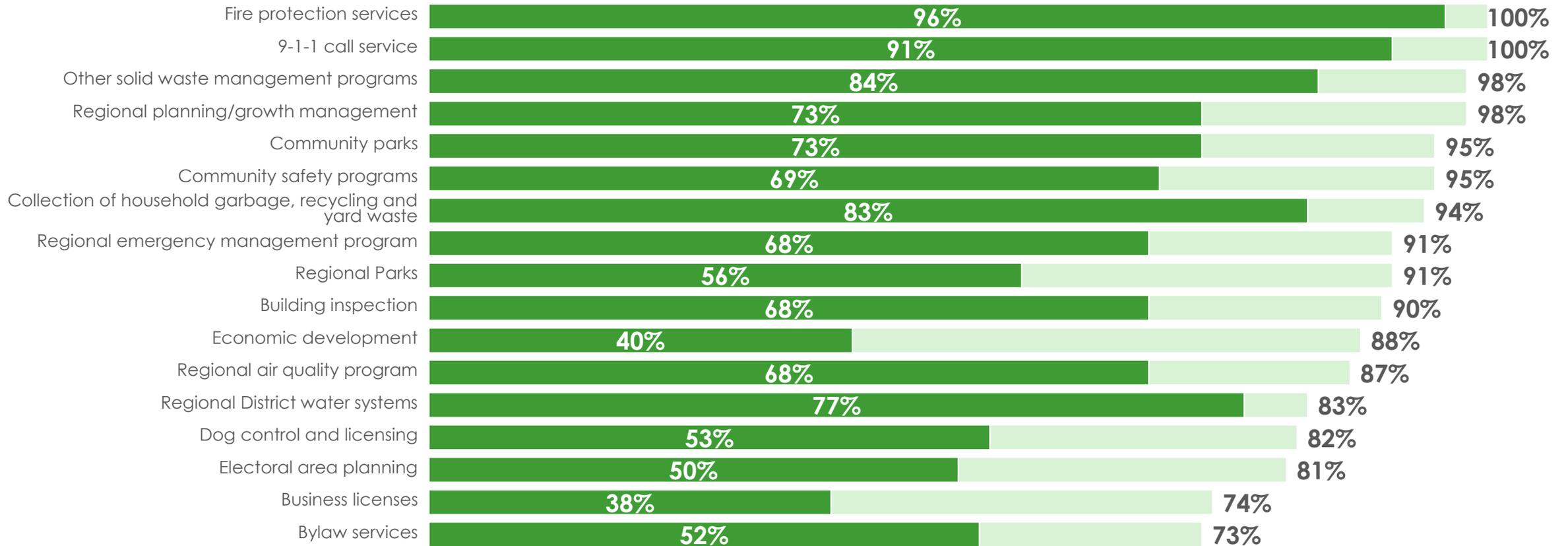
Importance of Specific Services – Electoral Area East

IMPORTANCE OF SERVICES

■ VERY IMPORTANT

■ SOMEWHAT IMPORTANT

TOTAL IMPORTANT



* Small base size (<100), interpret with caution.

Base: Electoral Area East respondents (n=52)*

Q9. I'm now going to read a list of services provided to you by the Regional District. Please tell me how important each service is to you personally. How important is ...?

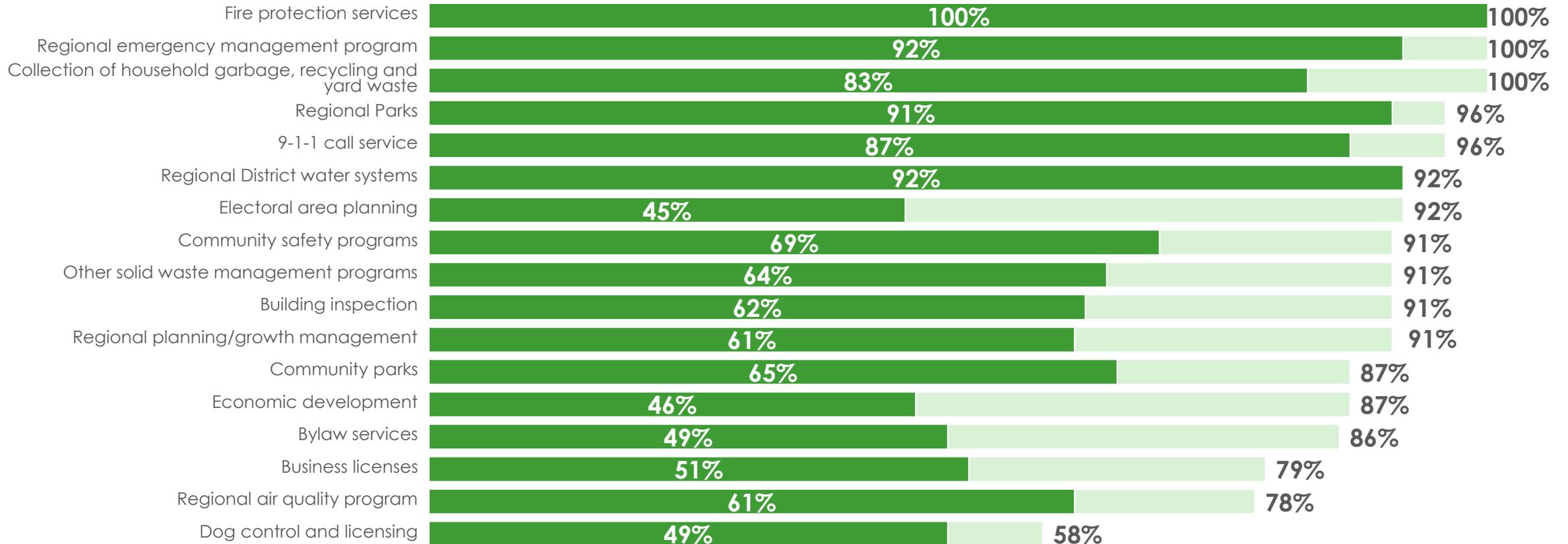
Importance of Specific Services – Electoral Area West

IMPORTANCE OF SERVICES

■ VERY IMPORTANT

■ SOMEWHAT IMPORTANT

TOTAL IMPORTANT



* Small base size (<100), interpret with caution.

Base: Electoral Area West respondents (n=24)*

Q9. I'm now going to read a list of services provided to you by the Regional District. Please tell me how important each service is to you personally. How important is ...?

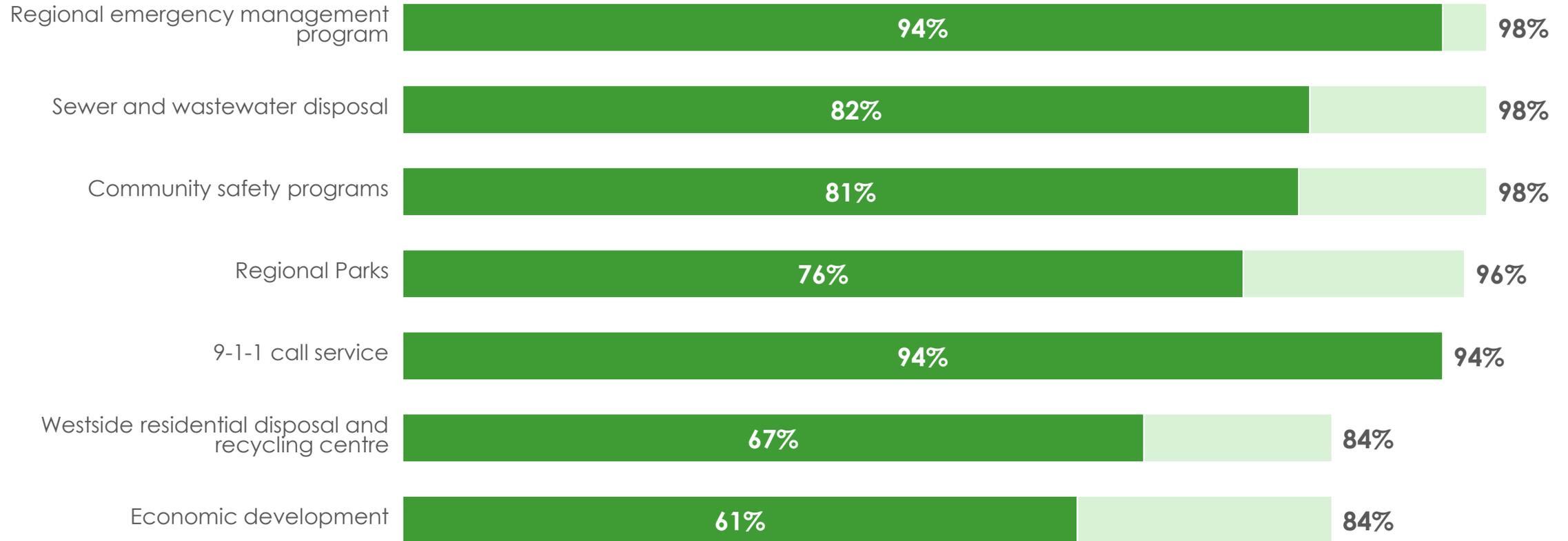
Importance of Specific Services – Westbank First Nation

IMPORTANCE OF SERVICES

■ VERY IMPORTANT

■ SOMEWHAT IMPORTANT

TOTAL IMPORTANT



* Small base size (<100), interpret with caution.

Base: Westbank First Nation respondents (n=51)*

Q9. I'm now going to read a list of services provided to you by the Regional District. Please tell me how important each service is to you personally. How important is ...?

Importance vs. Satisfaction Action Grid

An Importance versus Satisfaction **Action Grid** was plotted to better understand the Regional District's perceived strengths and areas for improvement. This analysis simultaneously displays the perceived value (e.g., importance) of the Regional District's services and how well the Regional District is seen to be performing (e.g., satisfaction) in each area.

Action Grids are a relative type of analysis, meaning that services are scored relative to one another. As such, there will always be areas of strength and areas for improvement.

Individual services would fall into one of four categories:

- **Primary Strengths** represent services where the Regional District is performing well and are of value to citizens. Efforts should be made to maintain high levels of satisfaction with these key services.
- **Primary Areas for Improvement** represent services where the Regional District is performing relatively less well but are still of value to citizens. Delivery of these key services could be improved. They also represent the best opportunities for improving overall satisfaction with Regional District services.
- **Secondary Strengths** represent services where the Regional District is performing well but are of lesser value to citizens. These services can be considered as 'low maintenance'; while maintaining positive perceptions would be beneficial, they are of lower priority than other areas.
- **Secondary Areas for Improvement** represent services where the Regional District is performing relatively less well and are also of lesser value to citizens. Depending on available resources and priorities, the Regional District may or may not decide to make a targeted effort to improve performance in these lower priority areas. These could also be considered longer-term action items to be addressed when resources permit.



Importance vs. Satisfaction Action Grid

STRENGTHS

The Regional District's **Primary Strengths** are *regional parks, collection of household garbage, recycling, and yard waste, fire protection, regional emergency management program, other solid waste management, sewer and wastewater disposal, and 9-1-1 call service.*

Secondary Strengths include *community parks, Westside disposal and recycling centre, business licenses, and dog control and licensing.*

AREAS FOR IMPROVEMENT

The Regional District's three **Primary Areas for Improvement** are *economic development, community safety programs, and regional planning and growth management.*

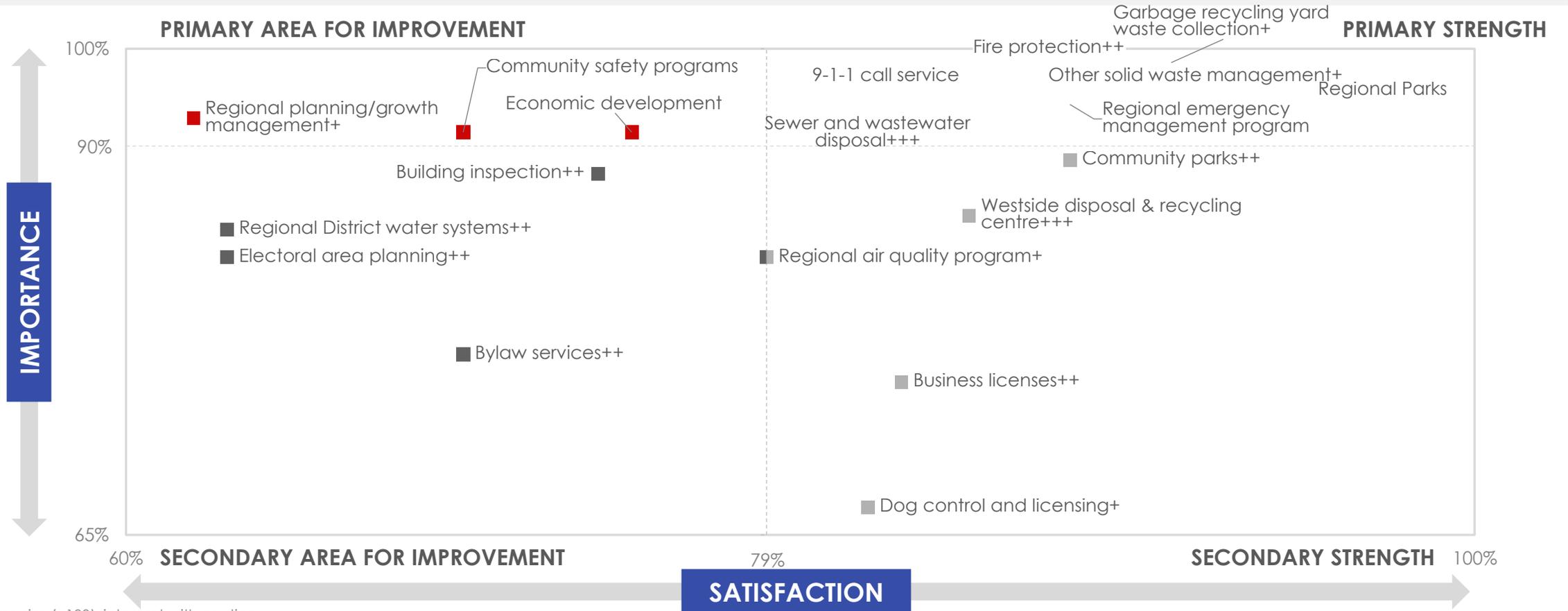
Secondary Areas for Improvement include *building inspections, bylaw services, Regional District water systems, and electoral area planning.*

BORDERLINE STRENGTH/AREA FOR IMPROVEMENT

Regional air quality program sits on the border of being a secondary strength/area for improvement.

Importance vs. Satisfaction Action Grid

PROGRAMS AND SERVICES



* Small base size (<100), interpret with caution.

+ Excluding Westbank First Nation (n=649)

++ Electoral Areas East and West only (n=76)*

+++ West Kelowna, Peachland, Westbank First Nation only (n=245)

Base: All respondents (n=700)

Q9. I'm now going to read a list of services provided to you by the Regional District. Please tell me how important each service is to you personally. How important is ...?

Q10. And how satisfied are you with this service? Would you say ...?

FINANCIAL PLANNING

Value for Taxes and Balancing Taxation and Service Delivery Levels

Most say they receive good value for their regional taxes. Overall, 79% of citizens say they receive good value for their regional tax dollars. This includes 24% saying 'very good value' and 55% saying 'fairly good value'. Overall perceptions (combined 'very/fairly good value' responses) are on par with the municipal norm. However, the percentage saying 'very good value' is higher in the Central Okanagan (24% Central Okanagan vs. 19% municipal norm).

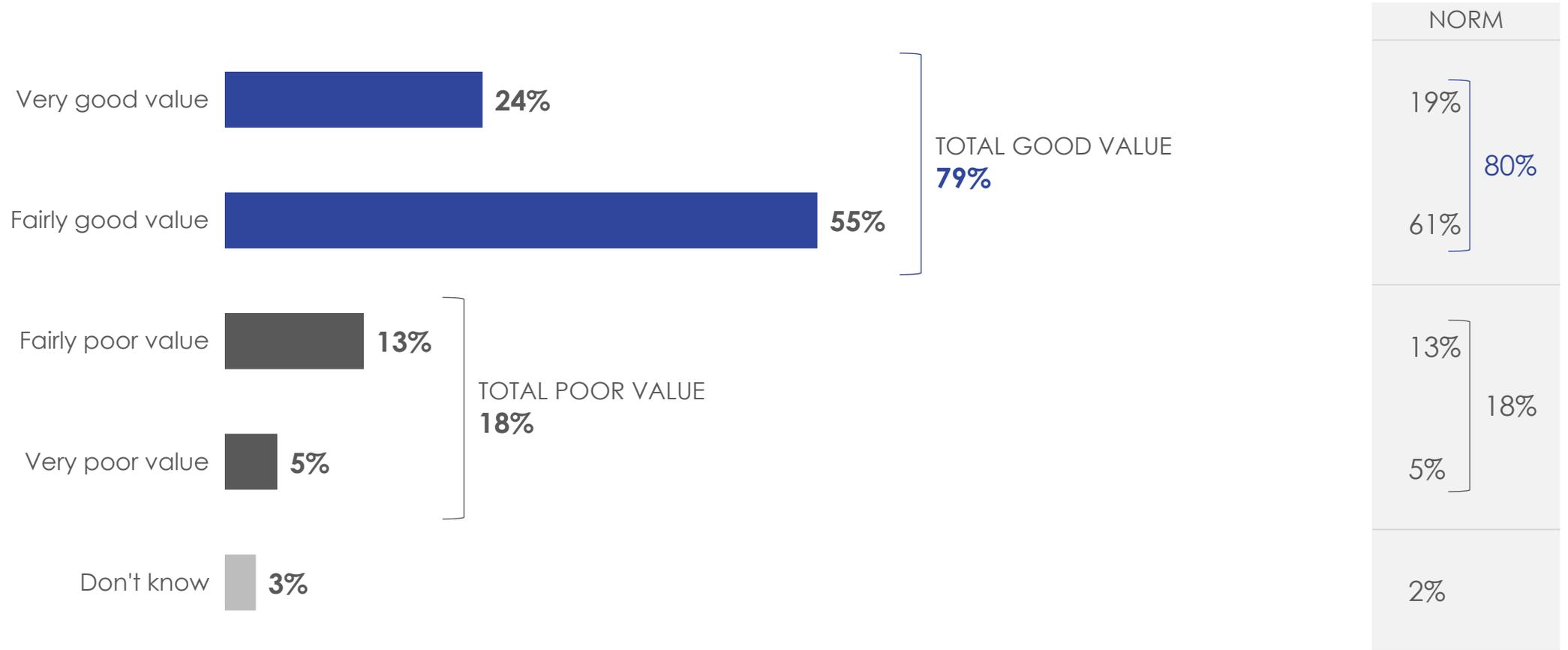
- Perceptions of the value for taxes are statistically consistent across all communities and demographic subgroups.

Citizens prefer tax increases over service cuts. When given the choice between increased taxes or cut services, 54% of citizens opt for tax increases while 35% say they would prefer service cuts. Specifically, 22% say *increase taxes to enhance or expand services* and 32% say *increase taxes to maintain services at current levels* compared to 24% saying *cut services to maintain current tax level* and 10% saying *cut services to reduce taxes*. Central Okanagan residents' preference for tax increases over service cuts is consistent with the municipal norm.

- All communities except Lake Country demonstrate a clear preference for tax increases over service cuts. Opinion in Lake Country is mixed, with 39% opting for tax increases, 39% opting for service cuts, and 20% saying they prefer neither of these options.
- Younger residents are more open to service cuts than those who are 35+ years of age (43% of 18-34 years say they would prefer service cuts vs. 31% of 55+ years, 32% of 35-54 years).

Value for Taxes

VALUE OF TAX DOLLARS FOR REGIONAL DISTRICT PROGRAMS AND SERVICES RECEIVED



Base: All respondents – excluding Westbank First Nation (n=649)
 Q12. [KELOWNA, WEST KELOWNA, LAKE COUNTRY, PEACHLAND] Your property tax dollars are divided between your local government, the Regional District and the Province. On an average home, approximately \$220 to \$240 of your total tax bill goes towards Regional District programs and services. / [ELECTORAL AREAS EAST AND WEST] Your property tax dollars are divided between the Regional District and the Province. On an average home, approximately [ELECTORAL AREA WEST, INSERT \$300; ELECTORAL AREA EAST, INSERT \$475] of your total tax bill goes towards Regional District programs and services. / [ALL] Thinking about all the programs and services you receive from the Regional District, would you say that overall you get good value or poor value for your tax dollars? (Is that very or fairly good/poor value?)

Value for Taxes by Community

VALUE OF TAX DOLLARS FOR REGIONAL DISTRICT PROGRAMS AND SERVICES RECEIVED

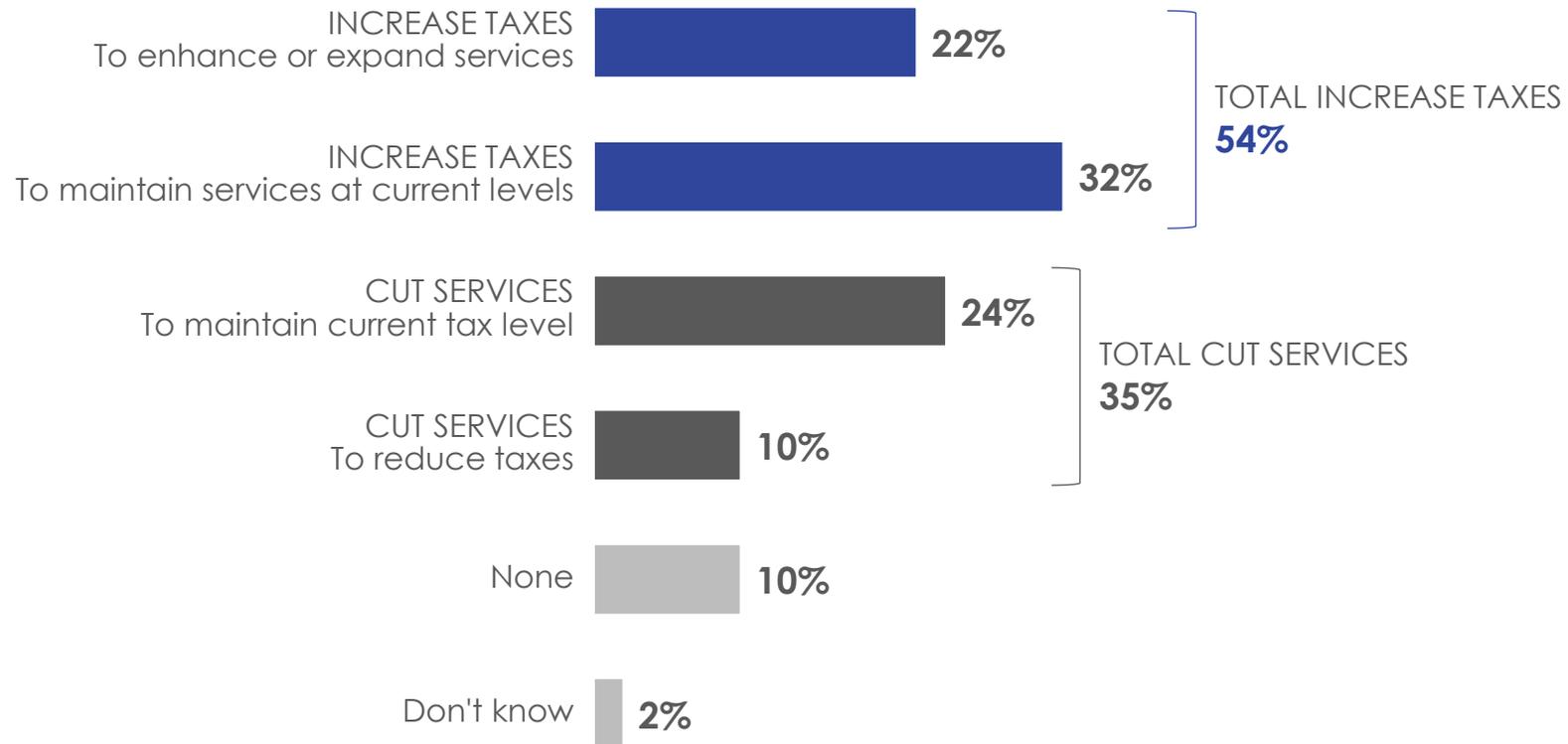
	TOTAL (n=649)	COMMUNITY						
		Kelowna (n=310) [A]	West Kelowna (n=125) [B]	Lake Country (n=69)* [C]	Peachland (n=69)* [D]	Electoral Area East (n=52)* [E]	Electoral Area West (n=24)* [F]	Westbank First Nation (n=51)* [G]
Very good value	24%	25%	19%	24%	25%	22%	4%	n/a
Fairly good value	55%	53%	61%	55%	59%	53%	75%	n/a
Fairly poor value	13%	13%	12%	11%	12%	15%	12%	n/a
Very poor value	5%	5%	5%	7%	0%	7%	9%	n/a
Don't know	3%	4%	3%	3%	5%	4%	0%	n/a
TOTAL GOOD VALUE	79%	78%	80%	79%	84%	74%	79%	n/a
TOTAL POOR VALUE	18%	18%	17%	18%	12%	22%	21%	n/a

* Small base size (<100), interpret with caution.

Base: All respondents – excluding Westbank First Nation (n=649)
 Q12. [KELOWNA, WEST KELOWNA, LAKE COUNTRY, PEACHLAND] Your property tax dollars are divided between your local government, the Regional District and the Province. On an average home, approximately \$220 to \$240 of your total tax bill goes towards Regional District programs and services. / [ELECTORAL AREAS EAST AND WEST] Your property tax dollars are divided between the Regional District and the Province. On an average home, approximately [ELECTORAL AREA WEST, INSERT \$300; ELECTORAL AREA EAST, INSERT \$475] of your total tax bill goes towards Regional District programs and services. / [ALL] Thinking about all the programs and services you receive from the Regional District, would you say that overall you get good value or poor value for your tax dollars? (Is that very or fairly good/poor value?)

Balancing Taxation and Service Delivery Levels

INCREASE TAXES VS. CUT SERVICES



NORM	
20%	50%
30%	
25%	39%
14%	
9%	
2%	

Base: All respondents – excluding Westbank First Nation (n=649)

Q13. Property taxes are the primary way to pay for services provided by the Regional District. Due to increased costs, the Regional District must balance taxation and service delivery levels. Which one of the following four options would you most like the Regional District to pursue?

Balancing Taxation and Service Delivery Levels by Community

INCREASE TAXES VS. CUT SERVICES

	TOTAL (n=649)	COMMUNITY						
		Kelowna (n=310) [A]	West Kelowna (n=125) [B]	Lake Country (n=69)* [C]	Peachland (n=69)* [D]	Electoral Area East (n=52)* [E]	Electoral Area West (n=24)* [F]	Westbank First Nation (n=51)* [G]
INCREASE TAXES – To enhance or expand services	22%	24% C	23%	12%	16%	15%	20%	n/a
INCREASE TAXES – To maintain services at current levels	32%	33%	30%	27%	38%	42%	37%	n/a
CUT SERVICES – To maintain current tax level	24%	22%	29%	27%	28%	24%	18%	n/a
CUT SERVICES – To reduce taxes	10%	11%	10%	12%	10%	6%	14%	n/a
None	10%	9%	8%	20% AB	9%	11%	12%	n/a
Don't know	2%	2%	2%	2%	0%	2%	0%	n/a
TOTAL INCREASE TAXES	54%	56% C	52%	39%	53%	57%	57%	n/a
TOTAL CUT SERVICES	35%	33%	39%	39%	38%	30%	31%	n/a

* Small base size (<100), interpret with caution.

Base: All respondents – excluding Westbank First Nation (n=649)

Q13. Property taxes are the primary way to pay for services provided by the Regional District. Due to increased costs, the Regional District must balance taxation and service delivery levels. Which one of the following four options would you most like the Regional District to pursue?

REGIONAL PARKS

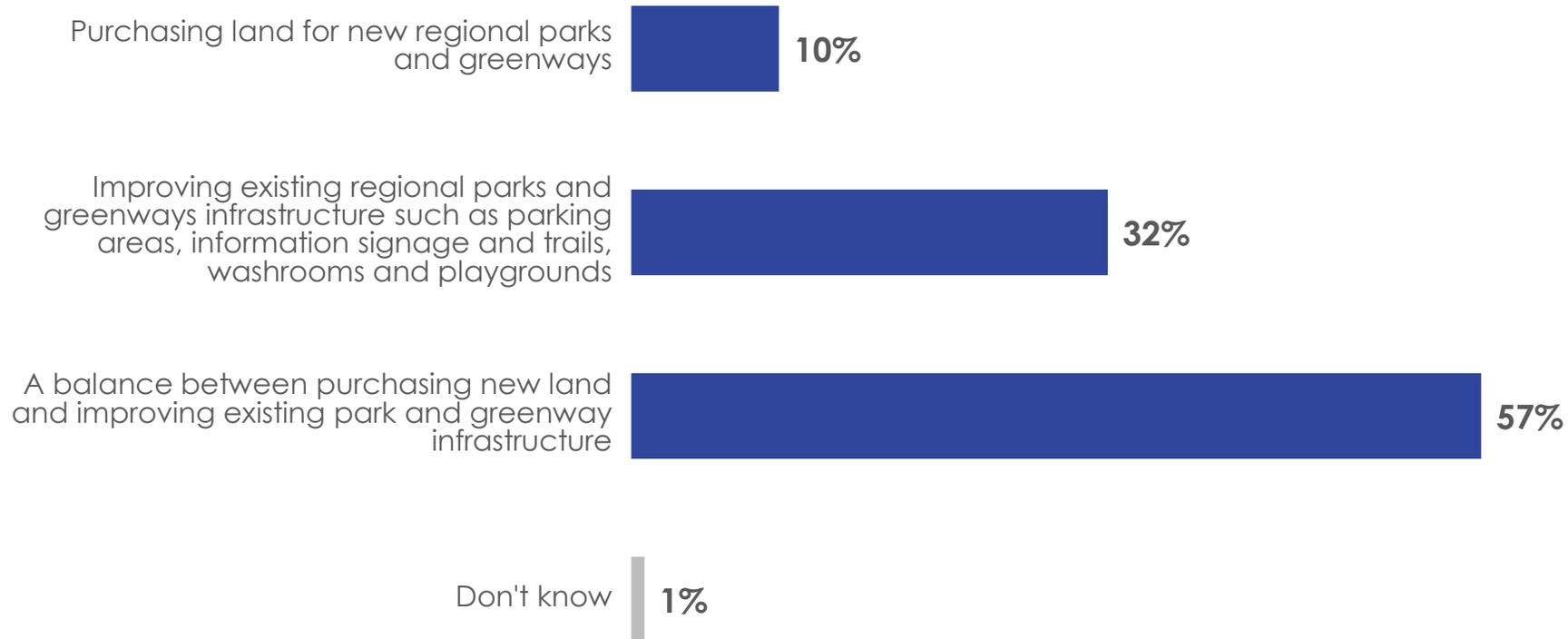
Priority for Parks Investment

Citizens prefer a balance between purchasing new and improving existing park land. Thinking about the region's parks and greenways over the next four years, 57% of residents say the greatest priority for investment should be *a balance between purchasing new land and improving existing park and greenway infrastructure*. One-third (32%) emphasize *improving existing regional parks and greenways infrastructure such as parking areas, information signage and trails, washrooms, and playgrounds*, while one-in-ten (10%) say the priority should be *purchasing land for new regional parks and greenways*.

- Residents of Electoral Area West are the most likely to prioritize *a balance between purchasing new land and improving existing park and greenway infrastructure* (75% vs. a low of 49% in Lake Country). Residents of Lake Country are the most likely to opt for *improving existing regional parks and greenways* (41%).
- Residents who are more likely to prioritize *purchasing land for new regional parks and greenways* are those who have lived in the Central Okanagan for more than 10 years (12% vs. 3% of 10 years or less) and homeowners (12% vs. 5% of renters).

Priority for Parks Investment

PRIORITY INVESTMENT FOR REGION'S PARKS AND GREENWAYS



Base: All respondents (n=700)

Q14. Thinking specifically about the region's parks and greenways, which of the following do you think should be the greatest priority for investment over the next four years?

Priority for Parks Investment by Community

PRIORITY INVESTMENT FOR REGION'S PARKS AND GREENWAYS

	TOTAL (n=700)	COMMUNITY						
		Kelowna (n=310) [A]	West Kelowna (n=125) [B]	Lake Country (n=69)* [C]	Peachland (n=69)* [D]	Electoral Area East (n=52)* [E]	Electoral Area West (n=24)* [F]	Westbank First Nation (n=51)* [G]
Purchasing land for new regional parks and greenways	10%	10%	9%	8%	10%	14%	12%	9%
Improving existing regional parks and greenways infrastructure such as parking areas, information signage and trails, washrooms and playgrounds	32%	34% BDE	22%	41% BDE	22%	19%	13%	34%
A balance between purchasing new land and improving existing park and greenway infrastructure	57%	54%	68% AC	49%	64%	60%	75%	58%
Don't know	1%	1%	1%	2%	4% AB	7% ABG	0%	0%

* Small base size (<100), interpret with caution.

Base: All respondents (n=700)

Q14. Thinking specifically about the region's parks and greenways, which of the following do you think should be the greatest priority for investment over the next four years?

REGIONAL TRANSPORTATION

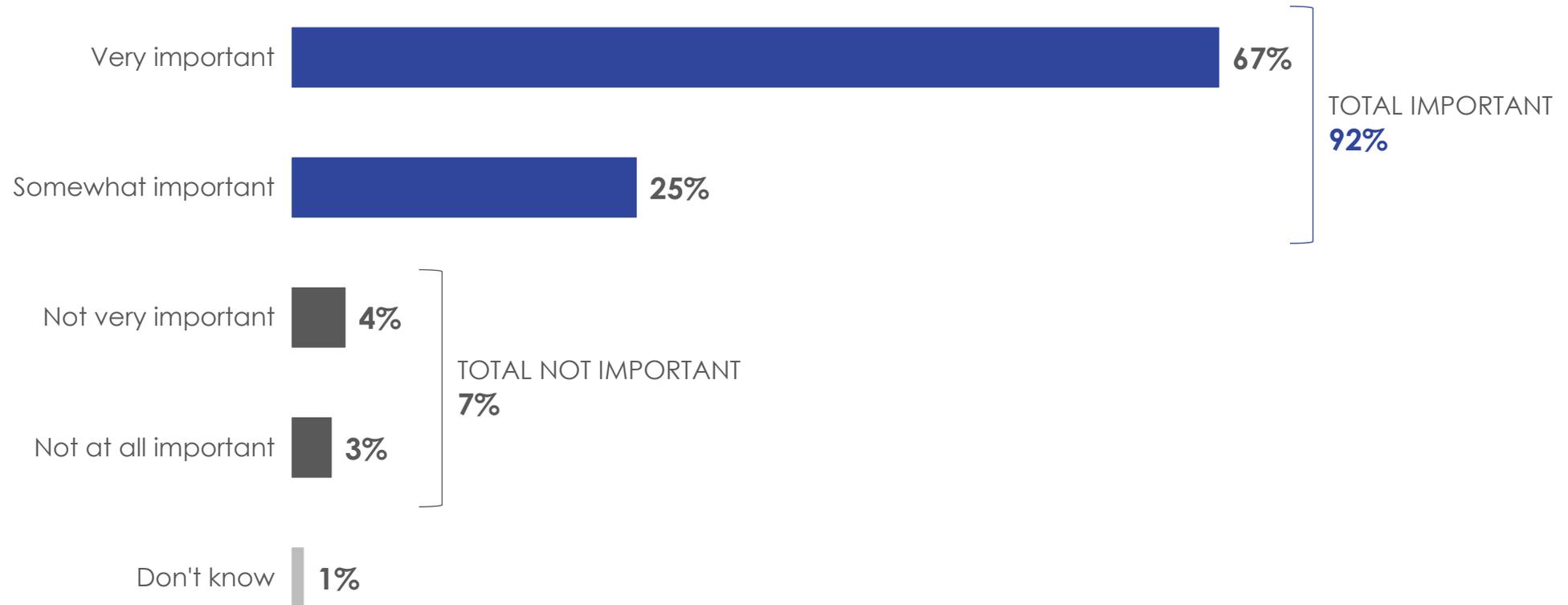
Importance of Regional Transportation Function

There is strong interest in having a regional transportation function. More than nine-in-ten (92%) citizens say it is important to have a regional transportation function responsible for coordinating transportation across the region. More than two-thirds (67%) say this is 'very important' and another 25% say 'somewhat important'.

- Overall importance (combined 'very/somewhat important' responses) is higher among those in Westbank First Nation (98%), Kelowna (94%), Peachland (94%), and West Kelowna (92%) and lower among those in Electoral Area West (74%), Lake Country (81%), and Electoral Area East (82%).
- Overall importance is also higher among women (95% vs. 89% of men), younger residents (97% of 18-34 years vs. 90% of 35-54 years, 91% of 55+ years), and renters (97% vs. 91% of homeowners).

Importance of Regional Transportation Function

IMPORTANCE OF A TRANSPORTATION FUNCTION ACROSS THE REGION



Base: All respondents (n=700)

Q15. Currently, transportation matters in the region are managed by the individual local municipalities and the Province. In your view, how important is it to have a regional transportation function responsible for coordinating transportation across the region, including routes, options for alternative transportation, funding projects, BC Transit, etc.? Would you say ...?

Importance of Regional Transportation Function by Community

IMPORTANCE OF A TRANSPORTATION FUNCTION ACROSS THE REGION

		COMMUNITY						
	TOTAL (n=700)	Kelowna (n=310) [A]	West Kelowna (n=125) [B]	Lake Country (n=69)* [C]	Peachland (n=69)* [D]	Electoral Area East (n=52)* [E]	Electoral Area West (n=24)* [F]	Westbank First Nation (n=51)* [G]
Very important	67%	68%	63%	61%	65%	67%	50%	76%
Somewhat important	25%	25%	30% E	20%	29%	15%	24%	22%
Not very important	4%	3%	8% A	10% AG	3%	5% G	0%	0%
Not at all important	3%	3%	0%	7% B	3% B	13% ABDG	17%	0%
Don't know	1%	<1%	0%	1%	0%	0%	9%	2%
TOTAL IMPORTANT	92%	94% CE	92% CE	81%	94% CE	82%	74%	98% CE
TOTAL NOT IMPORTANT	7%	6%	8%	17% ABG	6% G	18% ABDG	17%	0%

* Small base size (<100), interpret with caution.
Base: All respondents (n=700)

Q15. Currently, transportation matters in the region are managed by the individual local municipalities and the Province. In your view, how important is it to have a regional transportation function responsible for coordinating transportation across the region, including routes, options for alternative transportation, funding projects, BC Transit, etc.? Would you say ...?

COMMUNICATIONS AND CUSTOMER SERVICE

Communications

Most citizens are satisfied with the Regional District's overall communications. In total, 75% of citizens say they are satisfied with the overall level and quality of information and communications provided by the Regional District (18% 'very satisfied', 57% 'somewhat satisfied'). One-quarter (25%) say they are dissatisfied. Satisfaction is on par with the municipal norm.

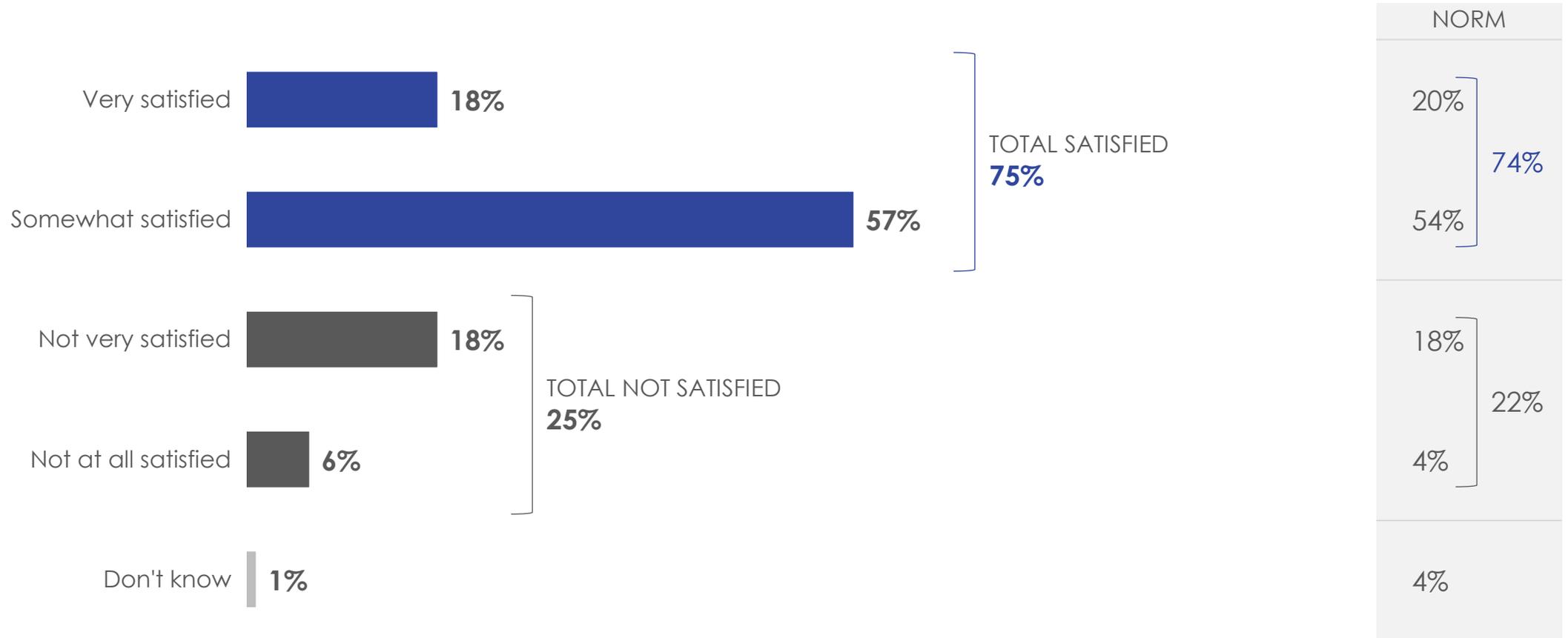
- Satisfaction with the Regional District's communications is statistically similar across all communities and demographic subgroups.

Email is by far the best way of communicating information to citizens. On an unprompted basis, more than four-in-ten (41%) citizens identify "email" as the best way for the Regional District to communicate information to them. All other communication channels are mentioned much less frequently, with "mail" (19%) and "social media" (16%) rounding out the top three. The overall preference for "email" communications is consistent with the municipal norm.

- "Email" mentions are highest among those living in Electoral Area West (57%), West Kelowna (49%), and Kelowna (42%). In contrast, only 22% of Westbank First Nation residents mention "email".
- "Mail" mentions are highest in Lake Country (41%) – in fact, this is Lake Country residents' most preferred way of receiving Regional District information.
- "Social media" mentions are highest in Kelowna (17%) and West Kelowna (17%) and lowest in Peachland (5%) and Westbank First Nation (6%).
- While the "newspaper" only garners 9% of mentions overall, this rises to 29% in Peachland.
- Preferred communication channels also vary by age – notable highlights include:
 - Those <55 years are more likely to mention "email" (45% of 18-34 years and 51% of 35-54 years vs. 33% of 55+ years) and "social media" (27% of 18-34 years and 17% of 35-54 years vs. 9% of 55+ years).
 - Conversely, older residents are more likely to mention "TV" (16% of 55+ years vs. 5% of 18-34 years, 6% of 35-54 years), "printed newsletter/pamphlet/flyer/brochure" (13% of 55+ years vs. 6% of 18-34 years, 7% of 35-54 years), and "newspaper" (16% of 55+ years vs. 2% of 18-34 years, 4% of 35-54 years).

Overall Satisfaction with Communications

SATISFACTION WITH COMMUNICATIONS PROVIDED BY REGIONAL DISTRICT



Base: All respondents (n=700)
 Q16. How satisfied are you with the overall level and quality of information and communications provided by the Regional District?

Overall Satisfaction with Communications by Community

SATISFACTION WITH COMMUNICATIONS PROVIDED BY REGIONAL DISTRICT

		COMMUNITY						
	TOTAL (n=700)	Kelowna (n=310) [A]	West Kelowna (n=125) [B]	Lake Country (n=69)* [C]	Peachland (n=69)* [D]	Electoral Area East (n=52)* [E]	Electoral Area West (n=24)* [F]	Westbank First Nation (n=51)* [G]
Very satisfied	18%	19%	18%	12%	20%	15%	9%	12%
Somewhat satisfied	57%	57%	58%	53%	58%	58%	62%	58%
Not very satisfied	18%	17%	19%	24%	19%	16%	17%	22%
Not at all satisfied	6%	7%	4%	8%	3%	9%	9%	2%
Don't know	1%	1%	0%	1%	0%	2%	4%	6% AB
TOTAL SATISFIED	75%	75%	76%	66%	78%	73%	71%	70%
TOTAL NOT SATISFIED	25%	24%	24%	33%	22%	25%	25%	24%

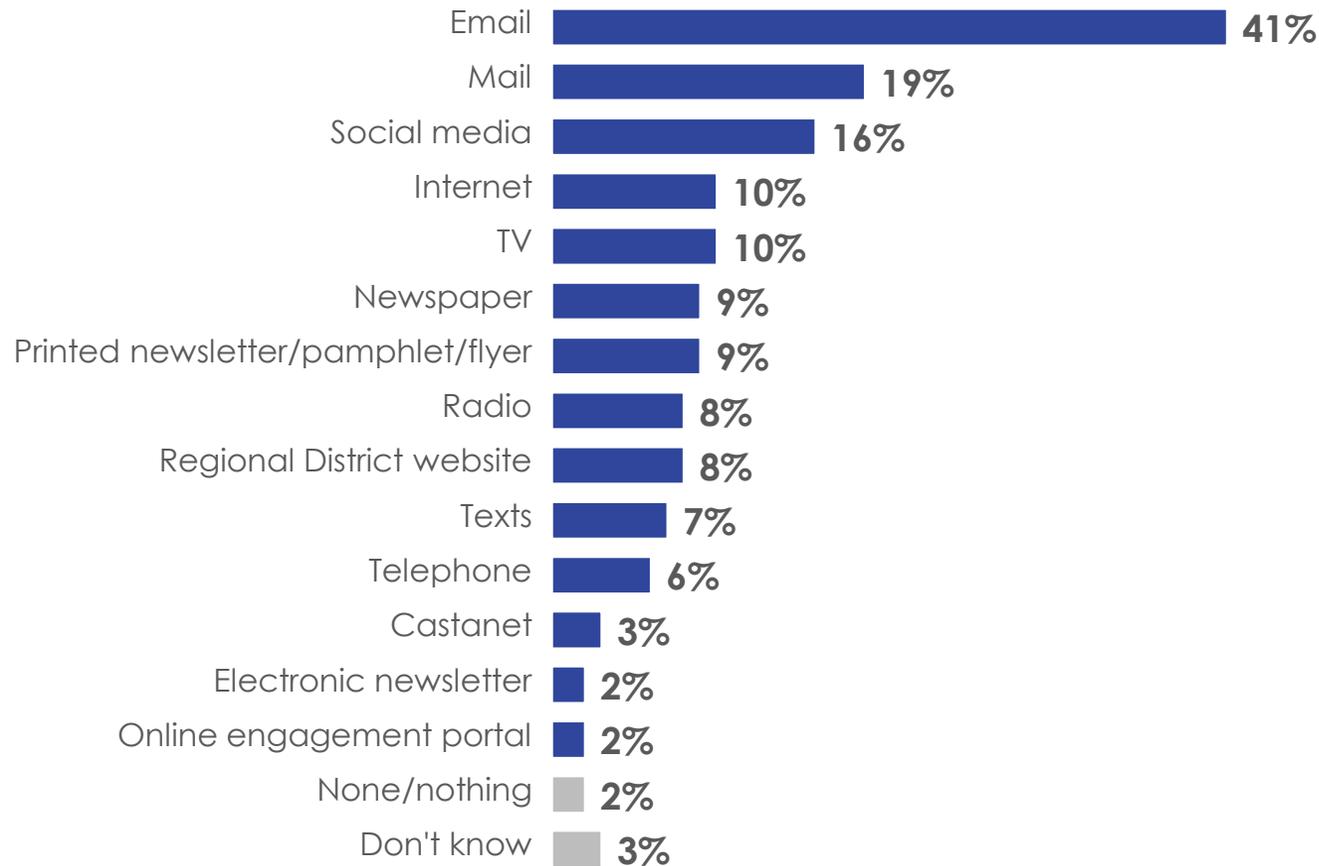
* Small base size (<100), interpret with caution.

Base: All respondents (n=700)

Q16. How satisfied are you with the overall level and quality of information and communications provided by the Regional District?

Preferred Methods of Communication

PREFERRED METHOD TO COMMUNICATE INFORMATION (CODED OPEN-ENDS, MULTIPLE MENTIONS ALLOWED)



NORM TOP MENTIONS	
Email	36%
Mail	25%
Newspaper	20%
Social media	15%
City website	14%

Note: Mentions <2% not shown.
 Base: All respondents (n=700)
 Q17. What methods would be best for the Regional District to communicate information to you? Any others?

Preferred Methods of Communication by Community

PREFERRED METHOD TO COMMUNICATE INFORMATION (CODED OPEN-ENDS, MULTIPLE MENTIONS ALLOWED)

	TOTAL (n=700)	COMMUNITY						
		Kelowna (n=310) [A]	West Kelowna (n=125) [B]	Lake Country (n=69)* [C]	Peachland (n=69)* [D]	Electoral Area East (n=52)* [E]	Electoral Area West (n=24)* [F]	Westbank First Nation (n=51)* [G]
Email	41%	42% G	49% CDG	33%	31%	38%	57%	22%
Mail	19%	15%	23%	41% ABDEG	21%	17%	31%	21%
Social media	16%	17% DG	17% D	16%	5%	10%	12%	6%
Internet	10%	11%	10%	4%	11%	9%	9%	8%
TV	10%	11%	6%	9%	15% B	7%	12%	21% AB
Newspaper	9%	7%	9%	10%	29% ABCE	10%	4%	20% AB
Printed newsletter/pamphlet/flyer	9%	9%	10%	12%	12%	12%	4%	14%
Radio	8%	8%	7%	3%	3%	6%	8%	12%
Regional District website	8%	10%	6%	4%	7%	7%	0%	4%
Texts	7%	7%	7%	4%	4%	5%	8%	4%
Telephone	6%	7%	3%	4%	4%	6%	13%	3%
Castanet	3%	3%	0%	3%	2%	2%	0%	4% B
Electronic newsletter	2%	2%	2%	6%	3%	0%	0%	6%
Online engagement portal	2%	2%	2%	1%	0%	0%	0%	0%
None/nothing	2%	2%	2%	0%	3%	6% C	5%	4%
Don't know	3%	3%	2%	3%	3%	4%	0%	2%

* Small base size (<100), interpret with caution.

Note: Total mentions <2% not shown.

Base: All respondents (n=700)

Q17. What methods would be best for the Regional District to communicate information to you? Any others?

Customer Service

Three-in-ten say they have contacted or dealt with the Regional District in the last 12 months. Overall, 30% of citizens say they personally contacted or dealt with the Regional District or one of its employees in the last 12 months. This is lower than the municipal norm of 49%. While this difference may be partly attributable to the types of interactions residents have with municipal versus regional governments, the COVID-19 pandemic may also play a role given the more limited opportunities people had for social interactions over the past couple of years.

- Residents of Westbank First Nation are the *least* likely to say they contacted or dealt with the Regional District (14%). In comparison, more than half (54%) of those in Electoral Area West claim to have been in contact with the Regional District over the past two years.

Satisfaction with the Regional District's customer service is high. A strong majority (85%) of those who contacted or dealt with the Regional District in the last 12 months say they are satisfied (combined 'very/somewhat satisfied' responses) with *the overall service received*.

- Overall satisfaction is consistent across all communities and other demographic subgroups.

Satisfaction extends to specific elements of the Regional District's customer service, including:

- 89% are satisfied with *staff's courteousness*
- 88% are satisfied with *staff's knowledge*
- 86% are satisfied with *staff's helpfulness*
- 81% are satisfied with *the speed and timeliness of service*
- 80% are satisfied with *the ease of reaching staff*
- 78% are satisfied with *staff's ability to resolve your issue*

Satisfaction with the Regional District's customer service is consistent with the municipal norm.

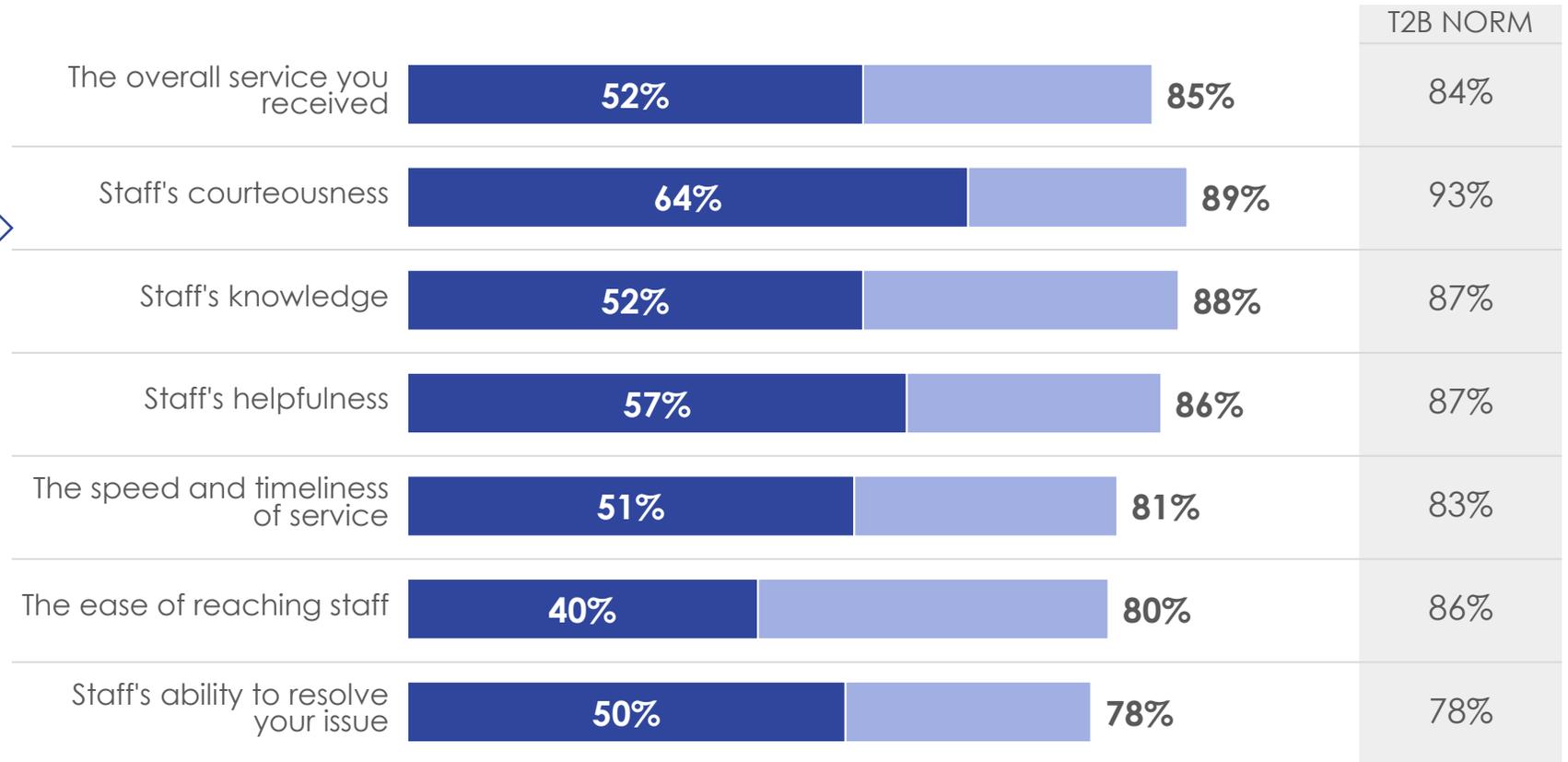
Contact with Regional District in Past 12 Months

CONTACTED PAST 12 MONTHS AND SATISFACTION WITH CUSTOMER SERVICE

■ VERY SATISFIED ■ SOMEWHAT SATISFIED TOTAL SATISFIED



NORM	
YES	49%



Base: All respondents (n=700)

Q18. In the last 12 months, have you personally contacted or dealt with the Regional District or one of its employees?

Base: Contacted Regional District in past 12 months (n=209)

Q19. Thinking of your most recent contact experience, how satisfied are you with ...? Would you say ...? (How about) ...?

Contact with Regional District in Past 12 Months by Community

CONTACTED PAST 12 MONTHS AND SATISFACTION WITH CUSTOMER SERVICE

		COMMUNITY						
	TOTAL (n=700)	Kelowna (n=310) [A]	West Kelowna (n=125) [B]	Lake Country (n=69)* [C]	Peachland (n=69)* [D]	Electoral Area East (n=52)* [E]	Electoral Area West (n=24)* [F]	Westbank First Nation (n=51)* [G]
YES, personally contacted/dealt with the Regional District or one of its employees	30%	31% G	28%	29% G	26%	33% G	54%	14%
TOTAL SATISFIED (VERY + SOMEWHAT)								
	(n=209)	(n=98)*	(n=35)*	(n=21)*	(n=18)*	(n=17)*	(n=13)*	(n=7)*
The overall service you received	85%	85%	92%	81%	84%	94%	70%	58%
Staff's courteousness	89%	87%	100% A	95%	78%	88%	92%	86%
Staff's knowledge	88%	88%	100% A	77%	89%	88%	69%	72%
Staff's helpfulness	86%	85%	97%	86%	78%	82%	63%	72%
The speed and timeline of service	81%	81%	92%	72%	89%	72%	85%	58%
The ease of reaching staff	80%	78%	89%	81%	78%	77%	70%	72%
Staff's ability to resolve your issue	78%	77%	95% A	77%	67%	77%	63%	43%

* Small base size (<100), interpret with caution.

Base: All respondents

Q18. In the last 12 months, have you personally contacted or dealt with the Regional District or one of its employees?

Base: Contacted Regional District in past 12 months

Q19. Thinking of your most recent contact experience, how satisfied are you with ...? Would you say ...? (How about) ...?

Website Visitation

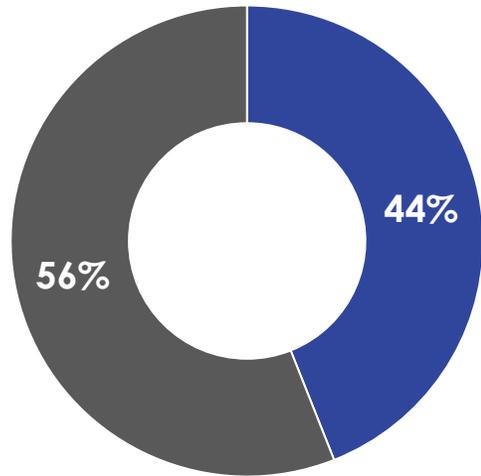
Just less than half say they have visited the Regional District's website in the last 12 months. Overall, 44% of citizens say they personally visited the Regional District's website in the last 12 months. This is lower than the municipal norm of 65%.

- Claimed website visitation is highest among those living in Electoral Area West (79%) and lowest among residents of Westbank First Nation (25%).
- Claimed website visitation is also higher among women (50% vs. 37% of men) and those who are 35-54 years of age (52% vs. 33% of 18-34 years, 44% of 55+ years).

Website Visitation

VISITED REGIONAL DISTRICT'S WEBSITE IN LAST 12 MONTHS

■ YES ■ NO ■ DON'T KNOW



NORM
YES 65%

	COMMUNITY						
	Kelowna (n=310) [A]	West Kelowna (n=125) [B]	Lake Country (n=69)* [C]	Peachland (n=69)* [D]	Electoral Area East (n=52)* [E]	Electoral Area West (n=24)* [F]	Westbank First Nation (n=51)* [G]
Yes	42% G	53% ADG	45% G	30%	47% G	79%	25%
No	58%	47%	55%	70% B	53%	21%	75% ABCE

* Small base size (<100), interpret with caution.
 Base: All respondents (n=700)
 Q20. Have you personally visited the Regional District's website, rdco.com, in the last 12 months?

ABCDEF G: means the community next to the letter is significantly higher than the community represented by the letter.

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You act better when you are sure.



Standing Committee Report Committee of the Whole

To: Committee of the Whole
From: Director of Engineering Services
Date: January 12, 2023
Subject: White Rock Lake Wildfire - Community Recovery Plan

Objective: To provide an update on the Community Recovery Plan related to the White Rock Lake Wildfire of 2021.

Discussion:

The [Community Recovery Plan](#) was presented to the Board on September 27, 2021. The planning document outlined short, medium, and long-term recovery objectives.

Short-term objectives emphasized making the community safe for return. Medium-term objectives focused on supporting community health and the repair of critical infrastructure. Long-term objectives established relationships between our residents and supporting third-party agencies to continue support beyond the disaster recovery process.

Mr. Steve Schell was contracted as Community Recovery and Resiliency Manager (CRM) to achieve these objectives and act as the RDCO's main point of contact for recovery activities included in the Recovery Plan.

The recovery team, comprised of the CRM and RDCO staff have completed all Recovery Plan objectives, with long term programs and services established and ongoing in our community as outlined within the Recovery Plan.

The RDCO Recovery Team has connected individuals and families in need with financial aid, mental health and wellness supports, insurance advocacy, donations management, and interim housing resources. Those long-term supports will continue to provide aid to those in need at an individual level.

Next Steps:

As directed by the Regional Board, the RDCO continues to undertake initiatives to directly support wildfire impacted communities, such as temporarily increasing staffing levels to ensure timely inspections and permitting, waiving fees, extending permit timelines, and pursuing financial assistance to reduce rebuilding costs. These initiatives are part of the RDCO's 'business as usual' and may be adapted over time to best serve community needs.

Recommendation:

THAT the Committee of the Whole of the Regional Board receives the White Rock Lake Recovery Plan Update from the Director of Engineering dated January 12, 2023, for information.

Respectfully submitted by:



David Komaïke, P.Eng., Director of Engineering Services

Approved for Committee of the Whole Agenda



Brian Reardon, CAO



RDCO Wildfire Recovery Plan September 2021

Version 1.0

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Introduction

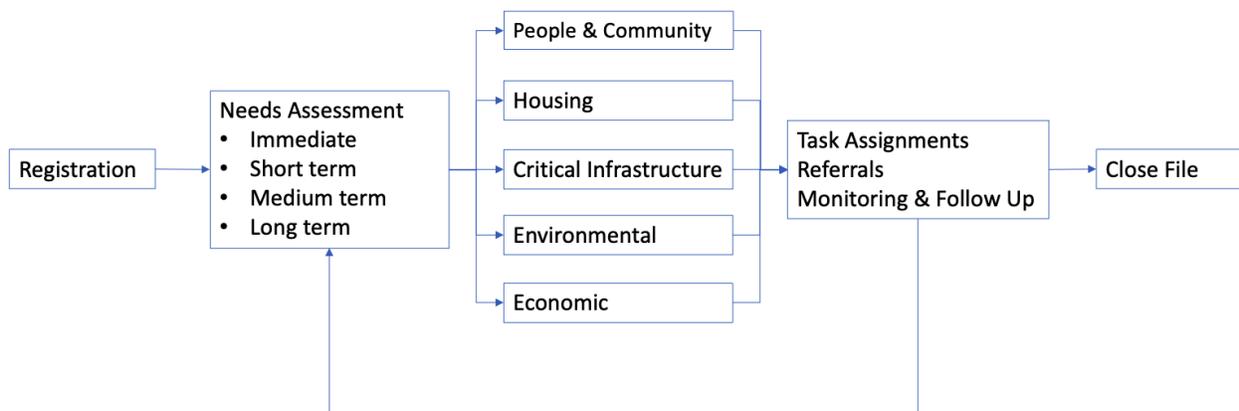
On August 15, 2021, the White Rock Lake wildfire aggressively consumed properties and destroyed or damaged homes and some or all of their respective outbuildings. The Regional District Central Okanagan (RDCO), as the local government authority of jurisdiction has obligations under the Emergency Program Act of BC to develop a recovery plan for its impacted residents. This document outlines the initial recovery objectives but recognizes that new ones may evolve as response activities continue and eventually wind down.

Recovery is not well defined by the British Columbia Emergency Management System (BCEMS). While guidelines are provided that can assist, there is no real mandate regarding how in-depth recovery must be for any given community that experiences some sort of disaster. Therefore, an organization must look at the level of service that they want to provide to residents and mirror recovery efforts after those programs. In much the same way that an organization may undertake supportive housing, accessible transit, and other social programs, an organization must determine what they will provide in the event of an emergency as far as recovery.

An effective recovery program reduces the impacts to residents, businesses, and industry, and minimizes the impacts to local government. It is important to return life to normal as quickly as possible. It is imperative that the RDCO undertake recovery operations as soon as an emergency event starts and continues with those operations until residents have been assisted as much as possible.

This recovery plan aligns with guidance provided in the Emergency Management BC (EMBC) document *Interim Disaster Recovery Framework (2019)*. The basic business flow identifies the general approach that the RDCO will utilize to meet its obligations.

Basic Business Flow for Recovery Management



Linkages

RDCO Emergency Plan

The RDCO emergency program is a regional program, with partner municipalities and First Nations within the RDCO being signatories to the regional emergency plan. This RDCO recovery plan is linked directly to the ***Regional District of Central Okanagan Emergency Plan (2020)*** which is an integral part of RDCO Emergency Management documentation. This recovery plan is intended for use as a stand-alone plan to provide recovery guidance to RDCO staff and contractors as required.

Emergency Program Act

The Emergency Program Act of British Columbia, Section 6(2) indicates *“a local authority must prepare or cause to be prepared local emergency plans respecting preparation for, response to and recovery from emergencies and disasters.”* This recovery plan complies with this requirement.

Linkages to Other Phases of Emergency Management

The recovery phase is linked to other phases of emergency management. There is an obvious link to the response phase, and the recovery phase should start early in response, and continue through the end of response.

There is also a tendency to link the mitigation and preparedness phases to the recovery phase. Often, mitigation is included in the concepts of building back better. While all phases of emergency management are important, it is critical to remember that the recovery team has a purpose of primarily supporting recovery. Mitigative works that benefit the local community are desirable but can increase the workload of the recovery team. As well, if these phases are not adequately explained to the public, elected officials and others, there can be confusion among as to what disaster recovery entails, and what is better left to overall local authority governance.

Care must be taken to provide additional resources over and above the recovery team if local governments wish to undertake build back better initiatives, increase services, advance planning, or undertake mitigation projects. This will ensure that the recovery team is able to expedite the recovery process.

Relevant Documents for Recovery

There are several documents available from EMBC and other sources that can be useful. The Recovery Management team should make themselves familiar with these documents.

BCEMS

The British Columbia Emergency Management System (BCEMS) is a comprehensive framework that provides a structure for a standardized approach to developing, coordinating, and implementing emergency management programs across the province of BC. The BCEMS goals are useful in recovery management for guiding recovery managers, team participants and other involved personnel in their decision making. They are:

1. provide for the safety and health of all responders
2. save lives
3. reduce suffering
4. protect public health
5. protect government infrastructure
6. protect property
7. protect the environment
8. reduce economic and social losses

The BCEMS document can be found here:

https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/embc/bcems/bcems_guide.pdf

BC Interim Disaster Recovery Framework

As a result of significantly impactful wildfires in 2017 and 2018, and other natural disasters, the province of British Columbia has created the *Interim Disaster Recovery Framework (2019)* that assists communities and guides government in recovery from major disasters. The current BC Emergency Program Act is heavily weighted towards response objectives and does not consider recovery objectives in any meaningful way. Accordingly, there can be challenges when sourcing support from the Province of BC. It is understood that recovery considerations are being addressed in the current revision of the Emergency Program Act, but to date they are not fully available to the RDCO for recovery to this event.

It can be found here:

https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/local-government/provincial_disaster_recovery_framework.pdf

Recovery Guide for Local Authorities and First Nations

The *Recovery Guide for Local Authorities and First Nations (2019)* provided by Emergency Management British Columbia is a useful tool in the early stages of recovery operations. Extensive recovery operations will find that the information contained within this toolkit is quickly achieved and further solutions will be required. This document be reviewed early in recovery operations. However, it should not be considered as the sole guiding documentation regarding community disaster recovery.

It can be found here:

https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/local-government/disaster_recovery_guide.pdf

Emergency Operations Centre (EOC) Forms and Templates

Throughout the process of recovery, recovery managers and other recovery staff will routinely find themselves using emergency operation center forms and templates to communicate with and seek support approval from Emergency Management BC. There are three main forms that can be used in the recovery program:

- the Expense Authorization Form (EAF) is used to request confirmation from EMBC that costs for an eligible activity can be reimbursed back to RDCO. The EAF applies to costs associated with services or resources that the RDCO can source and pay for
- the Resource Request is used to request services or resources through EMBC. In this case, EMBC will source and pay for the resource
- the Situation Report (SitRep) is used as a daily summary of previous day's activities within the recovery program. It is used by EMBC and supporting agencies to inform their support planning

Links to these forms and templates can be found at:

<https://www2.gov.bc.ca/gov/content/safety/emergency-management/local-emergency-programs/local-gov-operations>

Financial Assistance for Emergency Response and Recovery Costs

Throughout the response and recovery phases of a disaster, the local authority will need to undertake a variety of tasks and will need to seek approvals from EMBC for financial reimbursement for costs associated with eligible activities. Current EMBC policy reimburses local authority response costs at 100% and recovery costs at 80%. Costs associated with any non-eligible activities will be borne by the local authority. The *Financial Assistance for Emergency Response and Recovery Costs: A Guide for BC Local Authorities and First Nations (2008)* clarifies what are typical eligible costs, and the process for seeking approval and reimbursement for these expenditures.

This reimbursement process can be challenging at times in that staff within EMBC provincially do not currently have any tools that allow them to interpret eligibility on response and recovery activities consistently, so the onus is often on the local authority to make a case for cost eligibility. When costs are denied at the EMBC regional office level, there may be an opportunity to appeal those decisions to EMBC at the Victoria headquarters level.

It can be found here:

https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/local-government/financial_assistance_guide.pdf

Strategic Objectives

A tool called Management by Objectives (MBO) has been used to identify the strategic objectives for this recovery project. The simple MBO approach is:

- Identify your objective (what needs to be done)
- Set your strategy to achieve that objective (how is it going to be done)
- Define the tactics (who is going to do it)

The 8 BCEMS goals were used as a guide for prioritization and relevance.

The MBO filter was run through each of the recovery sectors:

- Housing
- People & Communities
- Critical Infrastructure
- Economy
- Environment

From that, a set of initial short, medium and long-term objectives were identified. Anticipate more objectives to be identified by such activities as needs assessments, damage assessments, and economic and environmental impact assessments are completed. Accordingly, the objectives of the recovery will need to be modified or refined over time.

In general, the recovery team should strive to meet the following seven objectives as they proceed through the recovery process.

1. Protect Public Safety
 - Maintain emergency access across all land uses
 - Reduce risk exposure of households, transportation routes and sensitive land uses
 - Ensure all response, recovery, and long-term planning work supports the BC Emergency Management System priorities
2. Foster and Improve Health and Wellness and Support Housing Recovery
 - Reduce immediate suffering
 - Seek immediate, medium and long-term housing recovery
 - Support household and community resilience
3. Deliver Permanent Solutions
 - Develop, seek funding for and implement hazard protection and adaptation solutions including engineering, green infrastructure and land use bylaws and policies to improve climate resilience
 - Seek to optimize financial, social, and environmental sustainability in solutions

4. Facilitate Economic Revitalization
 - Seek opportunities to advance recovery as investment in community resilience and development
 - Foster the environment for economic diversification and new opportunities
 - Create opportunities for higher levels of support for economic and agricultural recovery

5. Facilitate Environmental Resilience & Adaptation
 - Mitigate and manage environmental challenges caused by disasters
 - Advance ecosystem restoration and the protection of natural assets and ecosystem health
 - Seek opportunities for improving climate resilience at the ecosystem level

6. Engage Community and Stakeholders
 - Create opportunities for participation of stakeholders and public in supporting decision making through consultation and community engagement
 - Ensure affected individuals and stakeholders are involved in decisions affecting their future
 - Use consistent, open, and clear communication tools and approaches
 - Continue and strengthen collaboration among local and senior governments

7. Ensure Equitable, Fair and Reasonable Decisions
 - Support affected individuals with a case management approach that connects them with existing mandates and services wherever possible
 - Ensure fiscal accountability and responsibility and develop efficient solutions
 - Advocate for clarity of senior government decision making process, with recognition of local needs

Short Term Objectives

These initial short-term objectives were initiated during the response phase, and are primarily focused on:

- establishing worker and public safety for re-entry and beyond
- establishing scope and scale of impacts on residents and facilitating longer term supports
- establishing scope and scale of impacts on local economy, critical infrastructure and the environment, and identifying recovery needs
- meeting the immediate needs of residents as the transition from response to recovery takes place
- identifying and reducing hazards

Short term recovery objectives identified to date are:

Section	Objective	Strategy	Tactic
People & Community	Mental health & wellness	Establish trauma support through existing services	Internal or Contracted Case workers, needs assessments & referral process
People & Community	Recovery team wellness	Provide Disaster Psychosocial support as required	Resource request through EMBC as required
People & Community	Public communications & info sharing	Use website & social media	RDCO PIO to establish methods & messages
People & Community	Public 1-800 number & email	Establish dedicated number for core hours	RDCO staff to monitor calls & emails
Housing	Needs Assessment	Evacuee & impacted resident interviews	Urban Matters or another qualified consultant
Housing	Needs support & referrals	3 case workers	Internal or Contracted Case workers
Housing	Housing rebuild policy developed	ID policies to expedite services & focus on Sendai "Build Back Better"	RDCO Environmental Planner

Economic Recovery	Determine scope & scale of impacts	Conduct impact assessment study	BC Economic Development Agency – Dale Wheeldon
Critical Infrastructure	Determine site safety	Assess threats to workers & general public on CI & Parks	Geotech, danger tree assessors
Critical Infrastructure	Determine scope & scale of damage	RDCO assets including waste transfer station Utility owners	Have RDCO staff assess RDCO assets Have utility owners assess their assets Have qualified professionals assess where warranted
Environment	Fire Impact Assessments for site safety – workers & public re-entry	Danger tree assessments Slope stability assessments	Contracted Qualified Professionals
Environment	Fire Impact Assessments for spring freshet	Soil & slope stability assessments	Contracted Qualified Professionals
Environment	Fire Impact Assessments for spring freshet	Debris flow assessments	Contracted Qualified Professionals
Environment	Fire Impact Assessments for spring freshet	Bridge & culvert assessments	Owners - MOTI, FLNRORD
Environment	Fire Impact Assessments for long term slope stability	Soil & slope stability assessments	FLNRORD
Environment	Debris Impact Assessments	ID debris volume, type & location	Contractors
Environment	Debris Management Plan	ID recycling & sorting needs, landfill use planning & removal	Contractors & RDCO staff

Medium Term Objectives

Medium term objectives typically start to appear as needs assessments are completed and re-entry has occurred. These are still to be determined but anticipate challenges around:

- conflicts with homeowners if they have had a rapid damage assessment rating of “Restricted Use” or “Unsafe”; this can cause confusion when some residents don’t know what to do about it
 - Guidance recommends using an impartial third party – such as a retired building inspector or contractor to help residents with guidance through the decision-making process
- facilitating the rebuilding process
- reduced landfill life from fire debris – the recovery team must work closely with the solid waste branch of local government to coordinate debris management
- potential water quality issues for domestic sources
- land use zoning conflicts
- legacy, illegal construction (unpermitted) or “grandfathered” properties; some may not have been known to RDCO prior
- requests for reduced tax rates for periods of time when structures weren’t rebuilt; potential for higher assessments in the future with new buildings creating additional economic hardship for some
- ensuring that environmental contamination is remediated
- ensuring that there is support for home based and small business within the impacted area
- ensuring that those who are struggling with loss and the heaviness of the rebuilding / recovery process are adequately supported with mental health support services.
- critical infrastructure repairs

Other considerations may be establishing practices to facilitate:

- land use & zoning changes for community planning
- work to neighbourhoods that can reasonably be done now under “80% Recovery Dollars” that otherwise might need to be done in the future at full cost to the RDCO
- Sendai Framework “Build Back Better” objectives such as FireSmart communities, net zero and environmentally friendly construction etc.

Long Term Objectives

If done effectively in the early stages of response and recovery planning, any long-term objectives will have been managed and mitigated by other organizations:

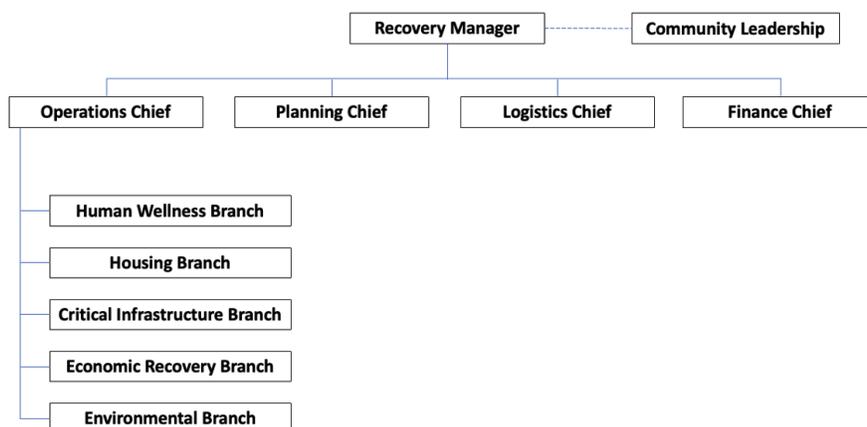
- People & Community – existing social support programs offered through external agencies (Such as Social Development and Social Innovations)
- Housing – insurance companies, NGO's, philanthropy organizations (such as Samaritan's Purse and Mennonite Disaster Services who can assist with the remediation and rebuilding process)
- Economic Recovery – regional economic development organization(s)
- Critical Infrastructure – owners and operators
- Environment – provincial government ministries, land-owners
- In general, better community awareness about risk and risk reduction, adoption of resilience tactics (such as evacuation plans and FireSmart initiatives)

The RDCO generally will want to ensure that any long-term objectives that relate to restoring services that support a more resilient community through disaster risk reduction are identified and implemented to the extent possible. This has implications for economic recovery and accommodation of future demands due to population growth.

Recovery Team Structure

This is a general model that can be applied to manage any recovery. It is based on the Incident Command System (ICS) methodology, which is universal throughout emergency management internationally. Each box is a function, and not necessarily an individual person. Where it makes sense, and as activities stabilize and/or start to wind down, one person may be accountable for one or more functions.

Simple Recovery Organization Model Based on Incident Command System



The recovery team also needs a means of receiving guidance from, and reporting to, elected officials and the executive within the RDCO. The use of a “policy group” concept can facilitate this transfer of guidance and information.

Policy Group

The policy group is composed of elected officials representing areas that have been affected by the disaster. The policy group works directly with the recovery manager / recovery team or with the chief administrative officer(s) from the affected communities.

The policy group can have an extensive, important, and positive impact on recovery operations. The policy group also plays an important role in collecting information and feedback from affected residents and relaying that to the recovery team.

The policy group should be made up of elected officials from each affected local government group, including both municipal councillors and regional district directors. Board chairs and mayors are welcome to be part of the group but are not necessarily the leaders of the group. It is important to note that this group is an advisory group and not necessarily a decision-making group, although their feedback and input is important for recovery team success.

Communications

Factual and timely communications is important at several levels:

- impacted residents and businesses
- supporting and assisting agencies
- impacted residents and the general public
- internal staff

The RDCO Public Information Officer coordinates all communications activities for this event and has an internal communications plan in place in accordance with existing RDCO protocols. No information is released through any of the official platforms until it has been approved by the Recovery Manager and CAO. The communications approach for this particular event includes:

- public notifications about events and support options on the RDCO website; other agencies may link to this from their websites
- public notifications about events and support options through RDCO social media sites Facebook, Twitter, YouTube and LinkedIn
 - typically, any government social media activities consider the RDCO sites to be factual and will only link or rebroadcast, they will not develop their own unique messaging if they are not the lead agency
 - other NGO supporting agencies may link to RDCO social media sites and/or post their own information on their sites

- traditional media (print, radio & TV) will be engaged through the RDCO Public Information Officer
- regular town hall meetings in a face-to-face environment are typically an effective way of distributing event information and identifying needs or issues from public responses. However, given the current COVID restrictions, these are being held virtually using online meeting platforms.
- in some cases, it may make sense to do mail out campaigns and/or door-to-door campaigns to distribute information.

A case worker model is in place and the impacted residents will be assigned a single point of contact. This provides a primary conduit for two-way communications. The case worker will facilitate any information demand needs from their client.

Recovery Sectors

Housing

In the EMBC disaster recovery literature, Housing is considered part of the People and Communities sector. However, the RDCO experience in the early stages has been that Housing requires its own sector until such time as:

- all needs assessments are completed
- case workers are in place and impacted residents have been assigned
- roles and responsibilities of homeowners, insurance companies, and/or other support agencies is fully identified
- referrals to supporting organizations are made

Each local authority is required by the Emergency Program Act to have an Emergency Support Services (ESS) program. EMBC provides provincial oversight, guidance, and emergency financial support for interim housing as is legislated through the provincial Disaster and Financial Assistance Regulation. This is managed by the local authority ESS program. This housing support is typically short term until impacted residents have had a chance to engage their insurance companies, at which point they become responsible for the housing support. Where there is no insurance, other support may be available from non-government organizations such as the Canadian Red Cross, Samaritan's Purse, the Mennonite Disaster Services, or others. In some cases, there may be local community programs and/or faith-based and service organizations that can also assist.

The RDCO is overseeing housing needs assessments through its case worker model until such time as the impacted resident(s) have engaged their insurance companies and/or support from other agencies is in place.

RDCO Specific Tasks for Housing

- post Disaster Building Assessment – confirming results of the Rapid Damage Assessment
- Housing plan to facilitate support for residents who were uninsured / underinsured
- means of facilitating the rebuilding process:
 - insurance advocacy
 - rebuilding, repair guidance

People & Communities

This sector considers human wellness impacts on the physical, mental, spiritual and social well-being of the population, and is primarily concerned with, but not limited to, health and safety, mental health, community psychosocial, emotional, cultural, and spiritual well-being, vulnerable populations, and cultural aspects.

There are existing social and community programs in place that already support these needs on a daily basis, so the primary role of the RDCO in this recovery event is to identify those needs and facilitate referral through its case workers on to those agencies as appropriate.

There are strong linkages to housing and economic recovery within this sector, which makes the role of the case workers particularly critical. Staff from within each of these three sectors also form up an “Unmet Needs Committee” that is in place to ensure that no one falls through the cracks.

RDCO Specific Tasks for People and Communities

Within the RDCO the Case Workers (Victim Services equivalent) will lead this sector. Financial support for interim staff to backfill the program and maintain existing daily workload will be required.

This team will:

- ensure that residents have access to mental health support
- ensure that residents have access to regular health care systems

Critical Infrastructure

This sector considers impacts on private and public owned physical infrastructure. This sector primarily concerns residential and commercial buildings, utilities, and infrastructure planning. The recovery of infrastructure heavily influences the recovery of the community and should be considered a priority to support response and recovery activities. The restoration of essential infrastructure also supports the recovery of the wider local economy and can assist in stimulating growth post-event by restabilizing business operations and services.

The repair and recovery of large publicly owned infrastructure such as provincial roads, power or energy utilities, and telecommunications is a direct responsibility of its owner. The RDCO only has formal responsibility for utilities and assets it owns and/or operates.

The critical infrastructure impacts within the RDCO scope of responsibility have been assessed. An initial assessment of the Killiney Beach water distribution system identified:

- significant leaks beyond anything pre-existing
- damage to exterior of some pumphouse structures

An engineering firm has provided a cost estimate to conduct a post-event damage assessment to identify:

- scope and scale of any damages or impacts caused by response activities
- cost estimates of repairs to get water delivery system operational to support fire suppression and protection

These assessments are being treated as response activities. An expense authorization form to cover these costs has been submitted to EMBC for approval. They may indicate a longer term recovery activity required, but that will be determined after they are done.

RDCO Specific Tasks for Infrastructure Recovery

- Coordinate with critical infrastructure operators any repairs / changes / improvements to service
- Communicate / facilitate the flow of information from CI operators to residents who require the information (i.e., the reconnection process for electricity service to a recently repaired home)

Economy

This sector considers direct and indirect impacts on the local economy. Within the scope of impacts of this wildfire in the RDCO, this sector primarily concerns small home based and/or local business, tourism and cultural livelihood, agriculture, and the broader economy.

The RDCO has no legal obligation related to economic recovery but may have some obligation within the mandates of existing regional economic development programs and/or existing contractual agreements. In some cases, it may make sense to advocate on behalf of the collective of impacted residents and businesses.

An economic impact assessment is required to determine scope and scale, and to what extent the RDCO needs to be involved. This requires EMBC funding support for external consultants and an expense authorization form to be submitted. Once the scope and scale of impact is fully understood, there will likely be need identified for a regional economic development organization to assume the lead on this activity.

RDCO Specific Tasks for Economic Recovery

- Undertake an economic impact assessment for the affected area.
- Assign an economic recovery coordinator to support affected businesses 1 on 1.

Environment

This sector considers impacts on the environment and steps needed to re-establish a healthy state while mitigating long-term impacts. This sector primarily concerns land degradation and contamination, biodiversity and ecosystem impacts, cultural land use, and natural resource damage/loss. Public safety can be at risk when soil and/or land stability is compromised. Impacts can affect the local economy in terms of diminished resource extraction, recreational use and tourism.

The RDCO has no legal obligation for environmental impacts not caused by its own activities. However, within the realm of public safety the RDCO needs to ensure that assessments are done on the area watersheds and land base to so that the scope and scale of potential impacts is understood. Specific areas of interest include:

- hydrophobic soils caused by removal of vegetation by the fire which could lead to landslides and/or debris flows
- impacts on any sources of water supply to RDCO systems

Impacts during the rebuilding process are also of interest to the RDCO, and efforts will be made to undertake consolidated environmental assessment of areas along the water front to better mitigate environmental impacts during rebuilding.

RDCO Specific Tasks for Environmental Recovery

- ensure safe and efficient removal of wildfire debris
- ensure acceptable remediation of any contaminated sites
- ensure any threats to community and infrastructure are identified and appropriate agencies engaged for mitigation
- identify barriers or recommendation actions to incorporate into rebuilding efforts

Unmet Needs

An Unmet Needs Committee is an important component of any disaster recovery process. It seeks to find solutions for people's needs when there are no other options. It is composed of representatives from:

- existing community and government based social support agencies
- Interior Health Authority
- NGO's who specialize in disaster support
- RDCO leadership, including the Area Director, and recovery organization leadership

The Unmet Needs Committee should meet frequently as needs require, especially in the early stages. This can be daily, every other day, weekly, or whatever is appropriate. Anticipate this frequency of meetings and participation from some agencies to lessen over time.

At some point, either all impacted residents will have been connected to someone or some organization that can meet their needs, or there will be no suitable solution for their situation. When these conditions are met, the Unmet Needs Committee can be disbanded.

Donations Management

In general, cash donations to respected humanitarian or social support organizations are preferred, and the public should be directed to these existing donation management systems. Secondary considerations can be needed items such as food and water. This can and often is done through a non-government organization or local society, but it can also be facilitated through the RDCO if so desired.

The management of non-financial donated materials can be incredibly challenging for local authorities. The volume can be overwhelming to receive, organize, distribute and/or eventually dispose of. The RDCO should seek to direct donated materials to agencies who can disperse those resources, and not take on direct responsibility for it.

Volunteer Management

If there are large numbers of convergent volunteers who wish to assist both in the response and recovery phases of a disaster, the Emergency Operations Centre Director or recovery manager should activate a volunteer management coordinator. This individual will direct these volunteer resources to agencies and organizations who can benefit.

Unless the volunteer management coordinator is already part of an existing organization where criminal record checks have been completed, the RDCO should have a criminal record check completed on that person prior to engagement. For liability purposes, in no cases should any youth under the age of 16 be engaged as volunteers.

Care should be taken by the RDCO to ensure that any volunteers being directed by RDCO staff have the proper training, personal protective equipment, and oversight to ensure that they are safe and that their activities reflect the goals of the response and recovery.

Support From Other Agencies & Organizations

There are many opportunities to partner during recovery with other agencies, organizations, and non-profits. Some provincial government agencies can offer financial and technical support related to response and recovery activities, both to local authorities and impacted residents and businesses. Many non-government organizations can offer support in various forms directly

to impacted residents. This is most often in the form of financial programs, social programs, and assistance to clean and/or repair their housing.

The RDCO is leveraging these relationships to the extent possible. To date the following organizations have been engaged:

- Emergency Management BC
- Canadian Red Cross
- Samaritan's Purse

Assessing the Effectiveness of Recovery

To ensure accountability and the effectiveness of the recovery program, and that support services are being delivered to the impacted residents, some basic performance measures can be put in place if desired. This is a conversation for the Recovery Manager to have with the RDCO CAO.

Common performance measures can generally consider practices related to:

- Evacuation orders and alerts
- State of local emergency declaration and utilization
- Restoration of essential services
- Public re-entry
- Hazard & threat mitigation
- Property rebuilds
- Referral to and support from other organizations

Evacuation Orders and Alerts

The lifting of evacuation orders and alerts should be a top priority for the RDCO when the threat has subsided. Rapid damage assessments and on-the-ground reports will assist in meeting this milestone, as well as information supplied by provincial agencies such as the River Forecast Centre or BC Wildfire Service, and subject matter experts such as hydrologists and geotechnical engineers.

The lifting of evacuation alerts and orders should be shared widely through multiple communication methods. All parts of the recovery team should be advised of reaching these milestones. For properties where the lifting of evacuation orders is not possible, an issues manager should be delegated to keep working on resolution of those files until they are brought to some form of resolution. For example, a home at risk of land subsidence will require additional support, but efforts must be made to close the file on behalf of the RDCO and the affected residents.

States of Local Emergency

The state of local emergency should be cancelled as soon as is possible. However, where some homes remain at risk and the evacuation order is required for those specific properties, a state of local emergency specific to those properties in question should be created and should remain in effect.

The lifting of a state of local emergency should be advertised widely, as it has wide ranging impacts on the community, from vehicle registrations to insurance availability.

Re-Entry Phase

The re-entry to evacuated neighbourhoods must be coordinated carefully. Neighbourhoods must be assessed for any hazards that the public should be aware of, including contamination, utility safety, road hazards and structural issues with buildings.

The significant re-entry of residents back into affected areas should be recognized as a major milestone, as it signals significant changes to the types of recovery support that will be required.

Rebuild Phase

The completion of the rebuild phase will not happen as a singular event, but rather, over a period of time where most residents will have returned to their homes, restoration and repair will be largely complete, and the needs of the community will switch largely to unmet needs and other forms of assistance.

The completion of the rebuild phase should be recognized and the recovery team may wish to recognize the return of some sense of normalcy with some form of community recognition such as an event to recognize the resilience of the community and the support of the volunteers and NGOs.

Recovery Finance

A RDCO staff member is leading the recovery finance section. The primary role for this person is to ensure prudent financial practices related to expenditures, procurement, and cost tracking for role up into the recovery reimbursement process as enabled through the Emergency Program Act and EMBC. The Recovery Finance Section Chief utilizes existing RDCO financial systems and practices.

Given the size and complexity of the event, substantial additional workload has been placed on a limited staff. Accordingly, additional staff will be required to backfill to maintain the daily financial operations of the RDCO.

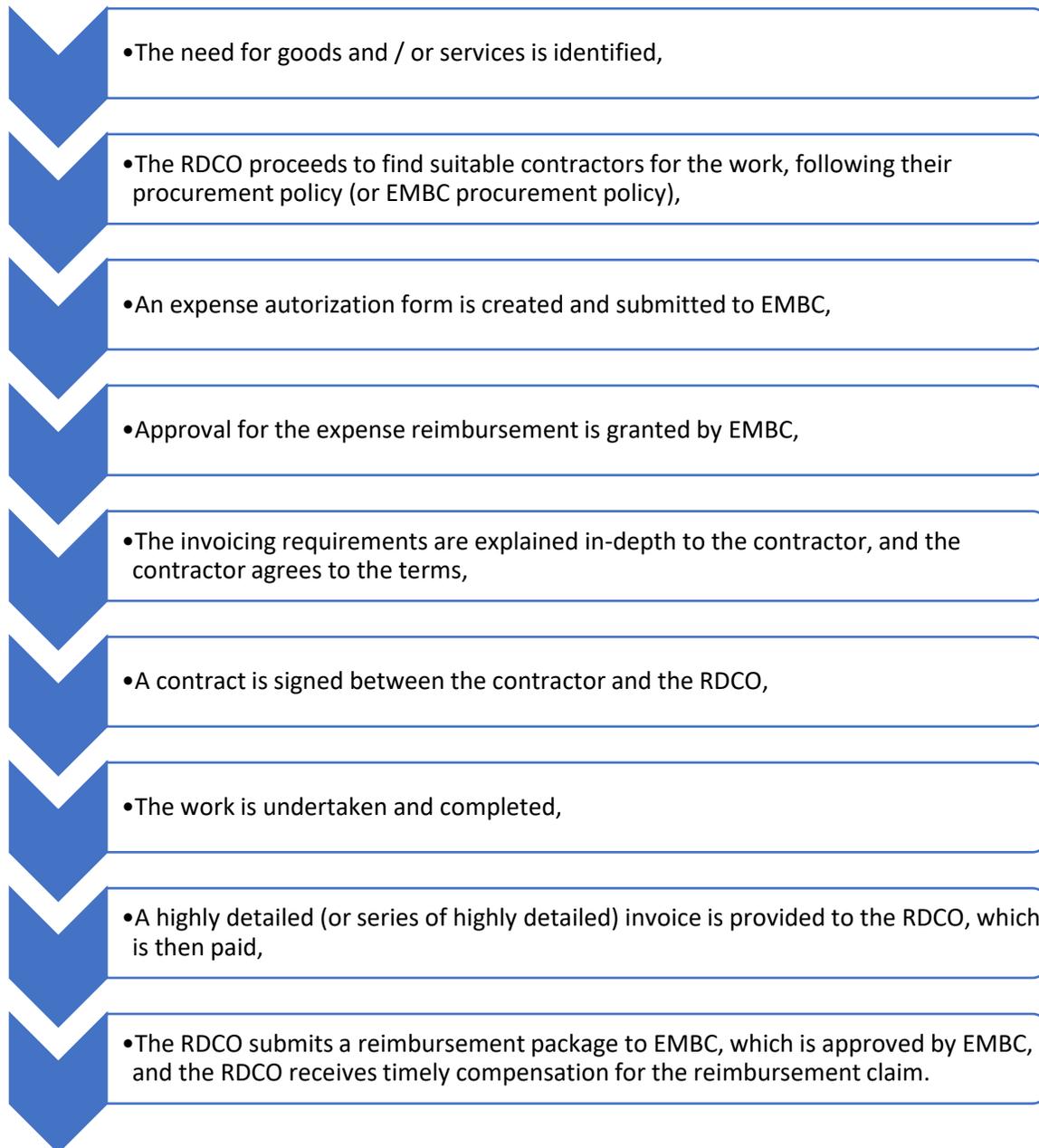
The *Recovery Guide for Local Authorities and First Nations (2019)* provided by Emergency Management British Columbia identifies the requirements for cost recovery submissions and provides examples of what it may consider eligible as response and/or recovery costs. The onus will be on the recovery team to identify what costs are eligible under which scheme, and submit through the EMBC expense authorization form process.

All recovery cost reimbursement submissions should be backed up by:

- Approved expense authorizations forms (including whether the expense will be compensated at 80% or 100%)
- Any RFPs or RFQs
- Quotes from contractors or service providers
- Contracts, agreements, and purchase orders
- Supplier invoices
- Staff time sheets and ledger reports demonstrating that any approved overtime has been paid out directly
- Any supporting documentation that demonstrates payment such as proof of cleared cheques or electronic funds transfer, ledger reports from the RDCO financial accounting system etc.

Recovery reimbursement requests can be submitted once approved costs have been paid. There is no requirement to wait until recovery activities are complete to submit a reimbursement package. Best practices include weekly, bi-weekly or monthly submissions.

The expense authorization / contract / project process should look like this:



Funding Sources

Finding funding for recovery activities can be challenging. Generally, the Emergency Program Act will cover any extraordinary costs associated with the response activities. Basically, this should mean anything that is not a regular course of business for the RDCO. The Act is largely built around response objectives and there is some disagreement of who bears the responsibility for the funding of recovery (at the provincial level). The *Financial Assistance for*

Emergency Response and Recovery Costs: A Guide for BC Local Authorities and First Nations (2008) clarifies what are typical costs considered eligible for response and recovery, and the process for seeking approval and reimbursement for these expenditures.

At this time, all funding requests to the provincial government must be made to the local Emergency Management BC office (in Kamloops) using an expense authorization form. As there is no budget line item for recovery in the provincial budget, effort must be made to have recovery activities mirror response activity language. Where funding is not supported by EMBC, external sources such as non-government organizations may have some capacity. It is a challenge to identify all potential sources and secure funding.

The Emergency Program Act, Compensation and Disaster Financial Assistance Regulation (DFA) can make some financial assistance available to residents and small businesses but only for events that are not insurable. Because wildfire is an insurable event, the DFA program will not apply.

Some non-government organizations, such as the Canadian Red Cross, Samaritan's Purse and/or Mennonite Disaster Services may have programs that support personal and/or housing needs. There may also be opportunities within local faith based and/or service clubs. The Recovery Manager will need to explore these and other options.

Recovery Staffing Support Requirements

The RDCO does not have enough surge capacity nor specific disaster recovery management expertise within its current staffing. Where possible and appropriate, RDCO staff will be assigned tasks within this recovery project. However, additional support will be required in terms of temporary backfill to help RDCO maintain its ongoing daily workload commitments, and contracted subject matter experts to provide specific services that don't exist within the RDCO. The RDCO is taking guidance from established and experienced municipal disaster recovery experts and these requirements are based on their recommendations. The RDCO is committed to utilizing the additional support staff only to the extent and period that they are required. The following positions have been requested through the EAF process from EMBC:

- **Recovery Consultants** – approved by EMBC \$12,000
- **Recovery Manager** – Part time, approved by EMBC, \$80,000
- **Debris Management Coordinator** –as required, declined by EMBC = \$25,000
- **Finance Support** - 1 position x 12 months @ \$45.38/hr = \$82,600
- **Public Information Officer** - 1 position x 12 months @ \$40.40/hr = \$73,500
- **Communications Clerical Support** – 1 position x 12 months @ \$60,938
- **Case Workers** - 3 positions x 12 months x \$38.25/hr = \$209,000
- **RDCO Environmental Planner** - 1 position x 12 months @ \$42.67/hr = \$77,600
- **Planning / GIS Coordinator** - 1 position x 12 months x \$42.67/hr = \$77,600
- **Recovery Team Administration Support** - 1 position x 12 months @ \$30.37/hr = \$55,200

- **Economic Recovery Coordinator** - 1 position x 12 months @ \$42.47 = \$77,600
- **Human Wellness Coordinator** - 1 position x 12 months @ \$45.38 = \$82,600
- **Insurance Advisor & Advocate** - ½ position x 12 @ \$45.38 = \$41,300
- **Building Inspector** – 2 positions x 12 months @\$42.67 = \$155,300

All rates are based on the RDCO Collective Agreement for equivalent positions. An additional 27% funding has been requested, in addition to base wages, to fund reasonable benefits (CPP, EI, Benefits, Pensionable Expenses).

Additional Support Costs

The RDCO recognizes that there will be additional costs in operating a recovery organization. Specifically,

- Stationary & office supplies
- Advertising
- Technology

Also, the RDCO has investigated the use of a recovery management information system under a software as a service subscription model for the interim. Lightship Works is an automated system that significantly reduces staff time costs that otherwise would be manual processes, and forces accountability for tasks assigned. The RDCO believes there is a cost savings to be had. An expense authorization form has been submitted to EMBC for approval to engage on a one-year subscription, which was declined. Ongoing data management needs may result in a resubmission of this EAF to EMBC, if required.

White Rock Lake Wildfire Community Resiliency / Recovery

Recovery Plan - Progress Report to Board

January 12, 2023

1450 K.L.O. Road
Kelowna, BC, V1W 3Z4
rdco.com

Purpose

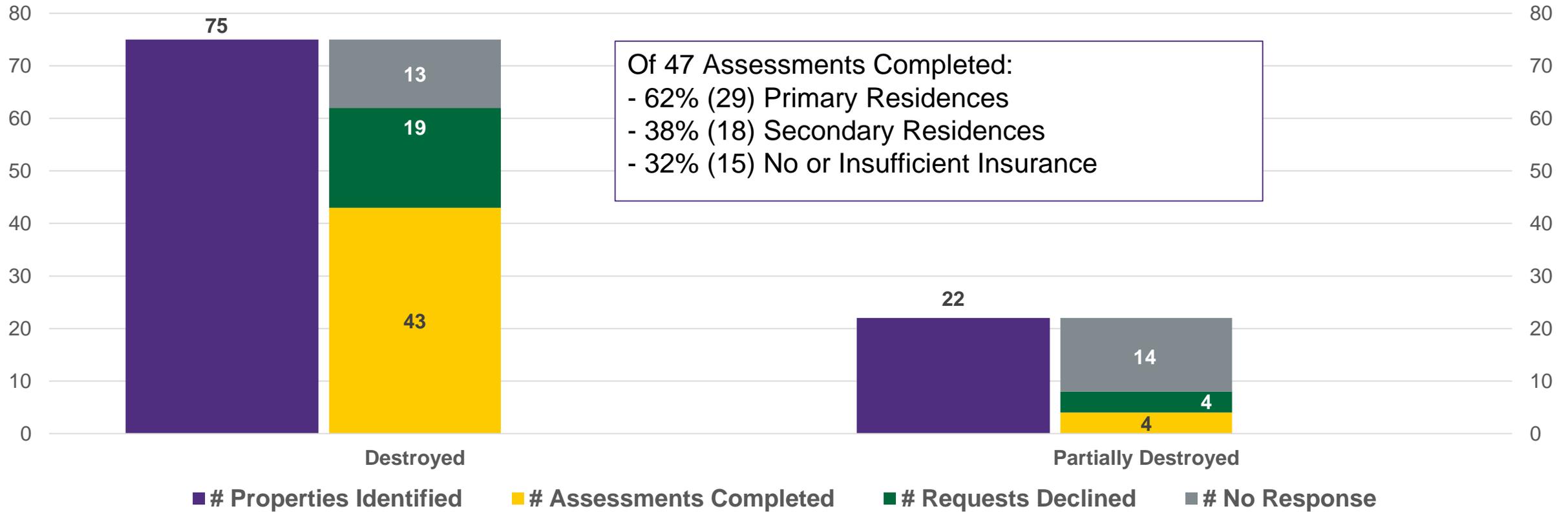


Progress Report

- Statistics and Trends
- Short Term Objectives
- Medium Term Objectives
- Long Term Objectives

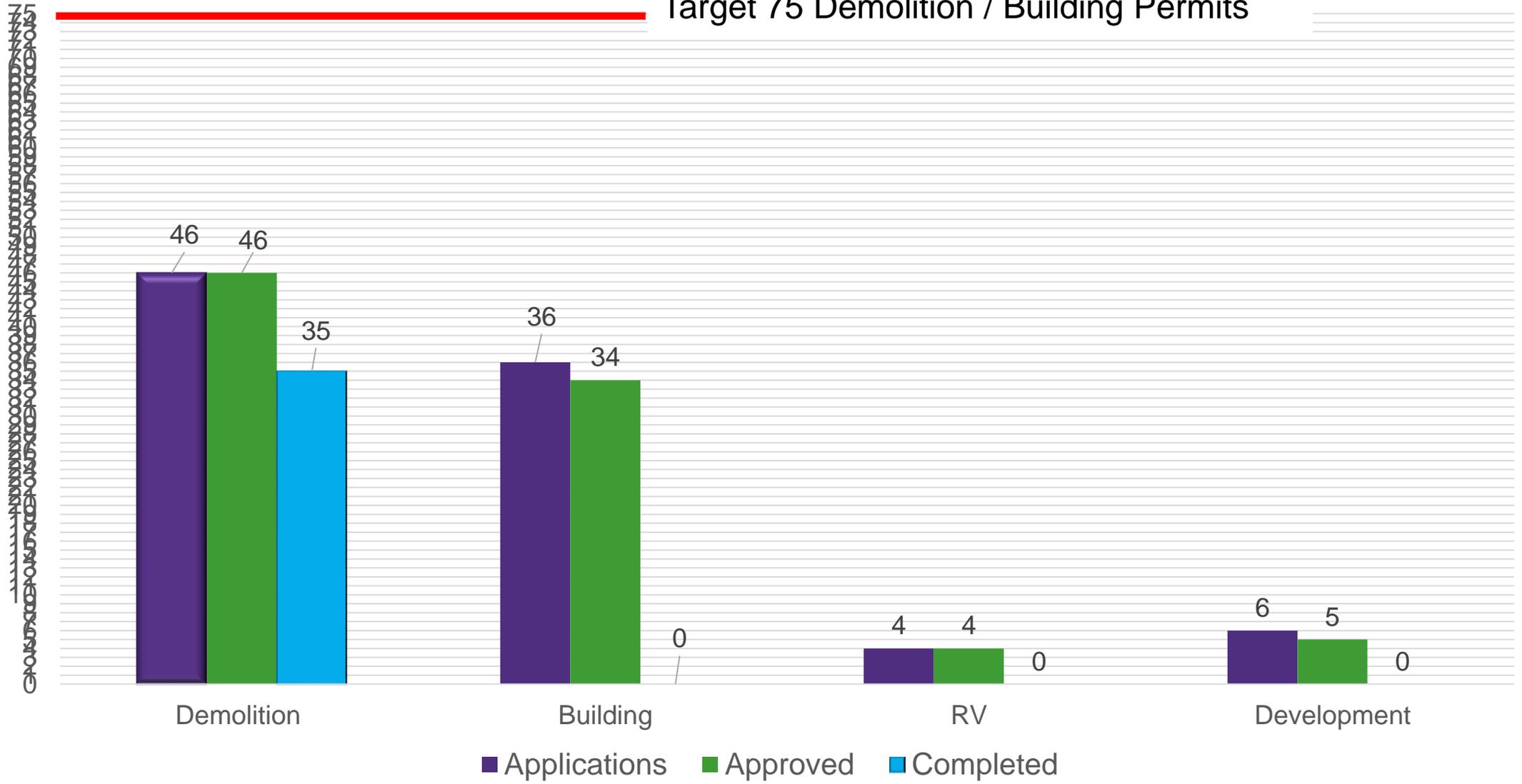
Community Resiliency - Capacity Needs and Assessments

Progress To Date



Permitting - Progress to Date

Target 75 Demolition / Building Permits



Post Wildfire Natural Hazard Risk Analysis

Update: Foreshore Assessment / Post Wildfire Natural Hazard Risk Analysis by Jennifer Clarke:

1. RDCO Foreshore Assessment report completed March 2022.
2. MFLNRO Post Wildfire Hazard Risk Analysis report completed January 2022.

Actions:

- ✓ Jennifer Clarke Board Presentation regarding outcomes of the post-fire assessments completed - February 10th
 - ✓ MOTI provided with a culvert inventory prior to spring freshet.
 - ✓ Sandbags stockpiled at Stations 101 and 102.
 - ✓ Hydrological Hazard Assessment completed.
 - ✓ Warning signs posted.

Debris Management

Update: Canadian Red Cross / EMBC Debris Management Program

Actions:

- ✓ RDCO completed works approved in agreements with Canadian Red Cross and EMBC - December 31, 2022
 - ✓ Caseworkers contacted 50 impacted residents from the White Rock Lake Fire in the Killiney Beach and Estamont Areas.
 - ✓ 22 residents expressed interest and CRC reviewed insurance policies with 15 confirmed eligible for the reimbursement program.
 - ✓ 11 applications approved and processed for \$163,556.

Contaminated Soil	Concrete	Hauling	Hazard Trees
178 tons	548 tons	726 tons	230 trees

Recovery Plan - Short Term Objectives

Section	Objectives	Progress To Date
People & Community	<ul style="list-style-type: none"> Mental Health & Wellness Recovery Team Wellness Public Communication & info sharing 	<ul style="list-style-type: none"> Red Cross Mental Health support, BC Crisis Line, BC 211, EMBC supports, Emergency Social Services (food and accommodations), Counselling Support provided with links on RDCO Web site, Central Okanagan Food Bank, ARDA household and clothing, RDCO hired 2 Case Workers, RDCO Web site established, Live Stream info sessions, Resiliency/Recovery office established with Manager in place Sept 20/21. (M-F).
Housing	<ul style="list-style-type: none"> Structural and Non-Structural Hazards. 	<ul style="list-style-type: none"> 1,316 Rapid Damage Assessments Completed, 341 placards mounted; 74 RED (Unsafe for occupancy), 7 YELLOW (Restricted Use), 260 GREEN (no hazard).
Economic Recovery	<ul style="list-style-type: none"> Scope & Sale of Community Impacts 	<ul style="list-style-type: none"> Province does not have any post-wildfire economic assessments underway for 2021. An assessment was done after the 2017 wildfire season.
Critical Infrastructure	<ul style="list-style-type: none"> Site Safety Scope & Scale of Infrastructure Damage 	<ul style="list-style-type: none"> FLNRORD PWNHRA, RDCO Foreshore Assessment, Danger Tree Assessments, Engineering Assessment of Water Distribution System.
Environment	<ul style="list-style-type: none"> Hazardous Trees Impacts to Spring Freshet & slope stability Hazardous Debris Removal Salvageable sorting & Debris Removal 	<ul style="list-style-type: none"> Hazardous Trees addressed by MOTI, BC Hydro, Fortis, RDCO addressed 137 trees threatening public safety, Bridges and Culvert maintenance by MOTI, RDCO Fridge/Freezer removal program, & Samaritan's Purse salvageable sorting and debris removal.

Recovery Plan – Medium Term Objectives

Section	Objectives	Progress To Date
People & Community	<ul style="list-style-type: none"> Household Support Mental Wellness Recovery Team Wellness Public Communication 1-800 number & email 	<ul style="list-style-type: none"> ESS accommodation extended to Nov 30 short term accommodation then Red Cross ongoing financial support, Central Okanagan Food Bank hampers available for all wildfire impacted residents ARDA household and clothing RDCO Case Workers completed April 14, 2022, Red Cross Case Managers ongoing 2023. Counselling Support on RDCO Web Site
Housing	<ul style="list-style-type: none"> Capacity & Needs Assessments Permit Compliance Garbage Fee Relief Tax Relief Insurance Advisory Land Zoning 	<ul style="list-style-type: none"> 2 Case Workers completed 43 Capacity Needs and Assessments, 16 declined completing assessments, 29 no response completed January 31, 2022. 1 Admin, 2 Building Inspectors hired for 3 months. Garbage Fees waived & Utility Fee relief, Tax assessment relief by BC Assessment Authority Red Cross Insurance Advisory and Insurance Bureau of Canada support. Zoning through planning dept. Step-by-Step Planning process developed for demolition and building permits.
Economic Recovery	<ul style="list-style-type: none"> Support for Home based and small businesses within Wildfire Impacted Area 	<ul style="list-style-type: none"> Province - Supports for BC Businesses Impacted by Wildfires Small Business BC (SBBC) – 2021 BC Wildfire Resources for Small Business: BC Economic Development Association (BCEDA) Wildfire resources <ul style="list-style-type: none"> BCEDA Resources for Wildfire Impacted Individuals & Businesses (2021) Dale Wheeldon, President & CEO - dwheeldon@bceda.ca

Recovery Plan – Medium Term Objectives

Section	Objectives	Progress To Date
Critical Infrastructure	<ul style="list-style-type: none"> • Demo Permit Fee Relief, • Temp Building permit extensions, • Infrastructure Damage mitigation 	<ul style="list-style-type: none"> • Board approved Sept. 27/21 waiving fees and approved temp building permits for RV from 1-2 years. • RDCO staff repairs completed for the Killiney Water Distribution System, • Engineering Assessment completed • Interior Health approved water quality • Potable water supplied at NW Fire Hall.
Environment	<ul style="list-style-type: none"> • Fire Impact Assessments • Wildfire Impact Assessments for long term slope stability • Wildfire Mitigation • Outstanding Debris Assessments • Debris Management Program to also benefit Landfill Life expectancy. 	<ul style="list-style-type: none"> • Wildfire Impacts addressed by each jurisdiction, Utility, Highway Right of Ways by MOTI, Crown Land for Wildfire Crew Safety by BC Wildfire Service, RDCO jurisdiction by qualified professionals. • FLNRORD completed a Post Wildfire Natural Hazard Risk Analysis (PWNHRA) reconnaissance assessment Oct.14/21. • Detailed PWNHRA assessment completed Jan. 17/22 by FLNRORD consultant, and Foreshore Assessment completed by Professional Engineer consultant and presented to the Board Feb. 10, 2022. • PWNHRA information disseminated website, NW Newsletter, email. • Sandbags stockpiled at Stations 101-102. • FLNRORD Grass seeded fire guards completed fall 2021. • Street by street culvert inventory completed March 2022. • Debris Management Program implemented April and completed December 31, 2022.

Recovery Plan - Long Term Objectives

Section	Objectives	Progress To Date
People & Community	<ul style="list-style-type: none"> • Long Term support through external agencies • Best Practices Lesson's Learned 	<ul style="list-style-type: none"> • Canadian Red Cross continue to provide long term case management support of residents. • RDCO to schedule time this spring to complete a debrief of what worked well, what was difficult, what to improve.
Housing	<ul style="list-style-type: none"> • Development approvals process improvement strategy • Remediation and rebuilding supported by well-established organizations. 	<ul style="list-style-type: none"> • RDCO Community Services to complete UBCM funded review for adoption of more efficient development approval practices by spring/summer 2022.
Economic Recovery	<ul style="list-style-type: none"> • Economic Recovery developed regionally 	<ul style="list-style-type: none"> • FLNRORD - Regional Economic Operations Branch has supports for B.C. Businesses Impacted by Wildfires in place. • RDCO Economic Development Team to keep engaged with Regional Economic Operations Branch.
Critical Infrastructure	<ul style="list-style-type: none"> • Re-establish critical infrastructure in a coordinated manner. 	<ul style="list-style-type: none"> • Critical infrastructure has been re-established. • The RDCO and MOTI need to maintain and monitor going forward.
Environment	<ul style="list-style-type: none"> • Communities to be more Wildfire resilient 	<ul style="list-style-type: none"> • RDCO Board of Directors approved Nov. 22/21 support for staff to apply for FireSmart - Community Resiliency Investment Program funding through UBCM.

End of Update

Recommendation

All Directors – Unweighted Corporate Vote - Simple Majority (LGA s.208)

THAT the Committee of the Whole of the Regional Board receives the White Rock Lake Recovery Plan Update from the Director of Engineering dated January 12, 2023, for information.



Standing Committee Report Committee of the Whole

To: Committee of the Whole
From: Chair Wooldridge
Date: January 12, 2023
Subject: Regional Board Strategic Priority Planning

Objective: To provide an update on strategic priority planning and the upcoming facilitated sessions.

Discussion:

Preparation for the Regional Board strategic priority setting sessions began in 2022 with consideration of various components that would help inform the incoming Board. These components have been incorporated into regular meetings of the Regional Board, beginning with the first meeting on November 10, 2022, and continuing through to March 2023. These include:

- November – orientation/onboarding
- November/December - Board member consultation – survey of individual member priorities
- January – RDCO Citizens Survey – results presentation by Ipsos;
- November – February - RDCO Services modules – presented by Department Directors; and
- December – March – RDCO Financial Plan process and review.

Next Steps:

We have retained a consultant, Allan Neilsen, to facilitate the strategic priority setting sessions which will be held over two scheduled meetings of the committee of the whole on March 09th and April 13th.

Prior to these meetings, each member of the board will receive an introductory letter from the consultant setting out the process and requesting a one-on-one phone call and/or virtual meetings at a mutually convenient time.

Recommendation(s):

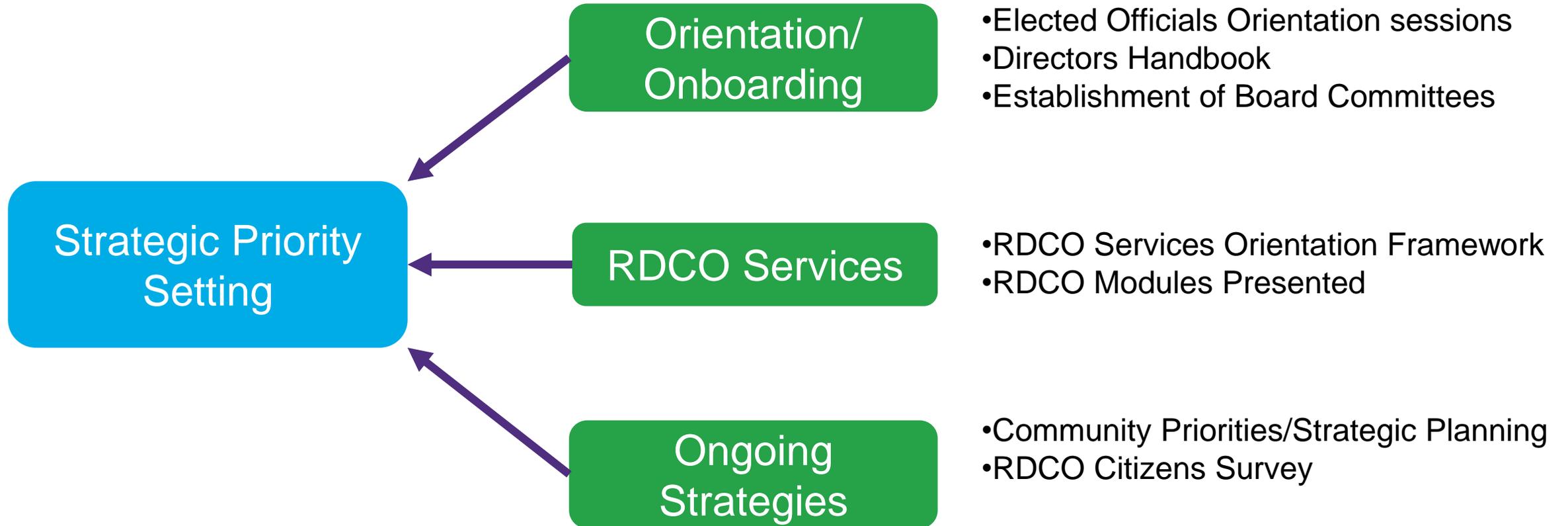
THAT the Committee of the Whole receives the Regional Board Strategic Priority Planning report from Chair Wooldridge dated January 12, 2023 for information.

Respectfully submitted by:

A handwritten signature in black ink, appearing to read "Loyal Wooldridge", written over a horizontal dashed line.

Loyal Wooldridge, Chair

Strategic Priority Planning



Strategic Priority Setting Process

