



2023 Annual Report

FOR THE YEAR ENDED DECEMBER 31, 2023



We acknowledge that the Columbia Shuswap Regional District is located on the traditional and unceded territories of the Secwepemc, Syilx Okanagan, Sinixt and Ktunaxa Nation. We are privileged and grateful to be able to live, work and play in this beautiful area.





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7 ELECTORAL AREAS & 4 MUNICIPALITIES

- ELECTORAL AREA **A** Rural Golden, Parson, Nicholson, Field, Blaeberry
- ELECTORAL AREA **B** Rural Revelstoke, Trout Lake, Mt. Begbie
- ELECTORAL AREA **C** Eagle Bay, White Lake, Sunnybrae, Tappen
- ELECTORAL AREA **D** Falkland, Salmon Valley, Silver Creek, Deep Creek, Ranchero
- ELECTORAL AREA **E** Rural Sicamous, Malakwa, Swansea Point, Annis Bay
- ELECTORAL AREA **F** North Shuswap - Anglemont, Scotch Creek, Lee Creek, Magna Bay, Celista, Seymour Arm
- ELECTORAL AREA **G** Blind Bay, Sorrento, Notch Hill, Carlin, Balmoral

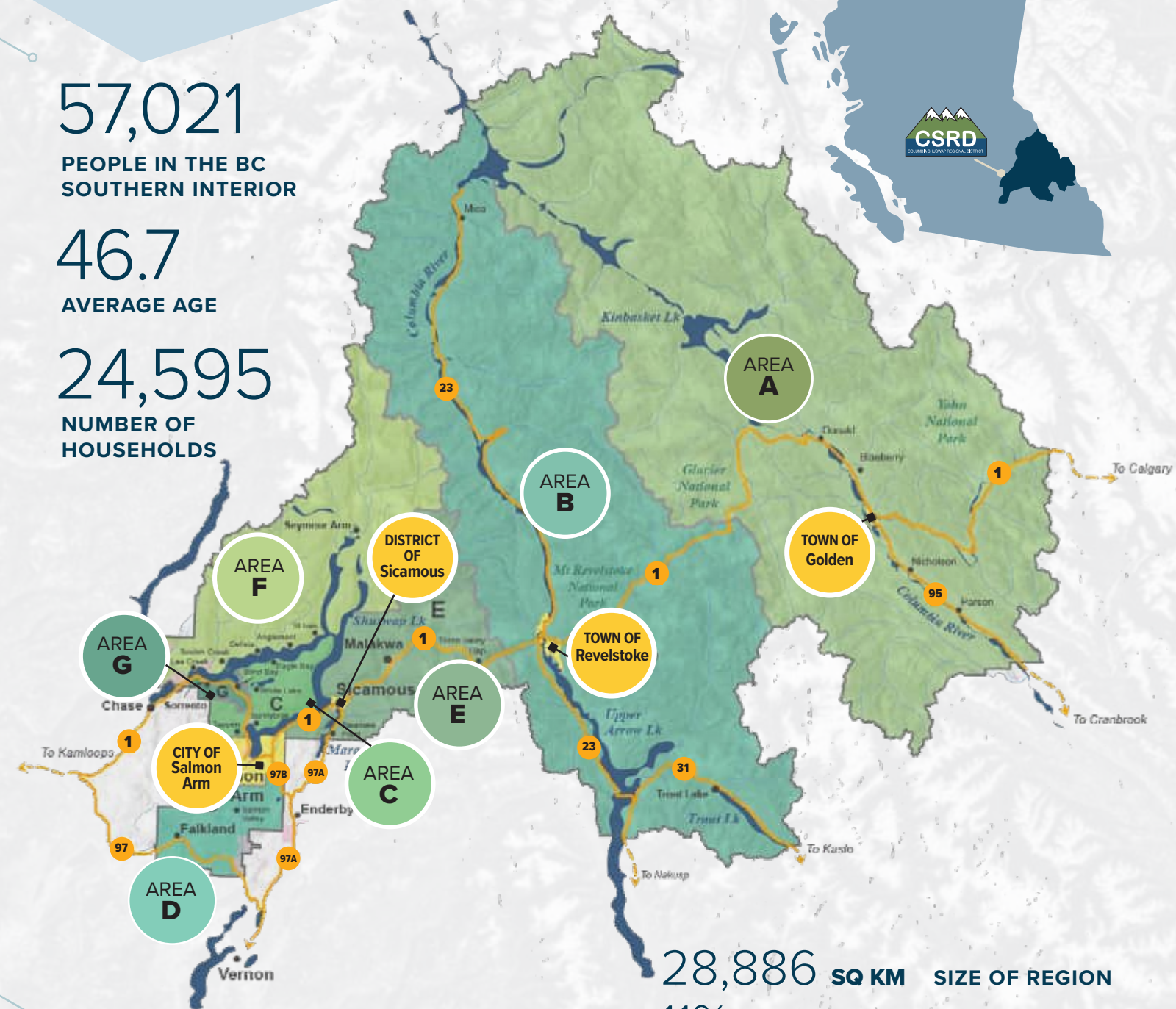
- TOWN OF **Golden**
- CITY OF **Revelstoke**
- DISTRICT OF **Sicamous**
- CITY OF **Salmon Arm**

The CSRD delivers 119 distinct services, maintains infrastructure and assists with financing agreements for its municipalities and electoral areas.

57,021
PEOPLE IN THE BC SOUTHERN INTERIOR

46.7
AVERAGE AGE

24,595
NUMBER OF HOUSEHOLDS



28,886 SQ KM SIZE OF REGION

11% POPULATION GROWTH FROM 2016

2 POPULATION DENSITY PER SQ KM

**Source Statistics Canada*



CSR D MISSION

THE MISSION OF THE CSR D IS TWO-FOLD:

- it is the local government for the electoral areas of the Columbia Shuswap, responsible for providing cost-effective services to meet local service needs.
- it is the regional federation that brings together electoral areas and member municipalities to identify shared needs and opportunities, and to collaborate in the development of regional service initiatives.



2023 BOARD OF DIRECTORS

Board Chair | **KEVIN FLYNN**

Vice Chair | **NATALYA MELNYCHUK**

Electoral Area A – Rural Golden | **KAREN CATHCART**

Electoral Area B – Rural Revelstoke | **DAVID BROOKS-HILL**

Electoral Area C – Eagle Bay, White Lake, Tappen, Sunnybrae | **MARTY GIBBONS**

Electoral Area D – Falkland, Deep Creek, Ranchero, Salmon Valley | **DEAN TRUMBLEY**

Electoral Area E – Rural Sicamous, Malakwa | **RHONA MARTIN**

Electoral Area F – North Shuswap | **JAY SIMPSON**

Electoral Area G – Blind Bay, Sorrento, Notch Hill | **NATALYA MELNYCHUK**

Town of Golden | **RON OSZUST**

City of Revelstoke | **GARY SULZ**

District of Sicamous | **COLLEEN ANDERSON**

City of Salmon Arm | **KEVIN FLYNN, TIM LAVERY**

MESSAGE FROM THE BOARD CHAIR



When I think about the past year in the Columbia Shuswap Regional District, a few words come quickly to mind:

CHALLENGE AND change

The Lower East Adams Lake wildfire, which eventually grew and merged into the Bush Creek East wildfire, dominated the headlines and the efforts of the CSRD in the summer of 2023.

This was the most challenging crisis the CSRD has ever faced, with 176 structures lost and more than 50 others sustaining damage. More than 8,000 people were evacuated from Electoral Areas F and G. Shuswap residents coped with the physical effects of the smoke, but also the stress and anxiety created by the fire.

While the challenges were tremendous, there was a shining bright spot in these circumstances. No one lost their life. Public safety is, and will always be, our top priority.

My list of those deserving of gratitude would likely be as large as this publication. I would like to commend our Emergency Operations Centre staff and the CSRD and BC Wildfire Service firefighters, including those who came from as far as Ontario, Saskatchewan, Yukon, Australia, South Africa, Brazil, Mexico, Costa Rica and the United States. Special thanks need to be extended to our Emergency Support Service volunteers for donating their time and skills to help evacuees.

I want to recognize everyone who offered a helping hand to someone else. It will be those continued acts of kindness, care and generosity that will help get us through the long process of recovery.

The CSRD underwent a period of significant change since the Board took office in November

2022. A new Chief Administrative Officer, John MacLean, was brought on prior to that election. The Board and CAO began a process of organizational restructuring within the CSRD to enhance efficiency and productivity. That effort is continuing into 2024 with the development of a new strategic plan.

While wildfire was very much top of mind, we cannot forget the progress that has been made on one of the most collaborative projects for the area – the Shuswap North Okanagan Rail Trail.

Through the continued work by the CSRD, Splitsin and the Regional District of North Okanagan, construction was started on the first section of trail this year. Before the end of 2023, work wrapped up on the two-kilometre Enderby-Splitsin section. The construction of additional sections will continue in 2024.

While it may not grab headlines, the day-to-day work of maintaining infrastructure continues. Staff work hard to ensure that all our functions are cost-efficient. We also continue the critical work of planning for the future maintenance and replacement of critical assets such as landfills, water systems and fire halls.

While this report looks back at the previous year, it is also a way for citizens to help us move forward. We hope this review will help to inform you about the role of the CSRD in your lives and in turn, you can better inform us about how to best serve your needs. My e-mail inbox is always open, and I look forward to hearing from you. Feel free to reach out to me directly at Boardchair@csrd.bc.ca

Sincerely,

Kevin Flynn
CSRD Board Chair



I want to recognize everyone who offered a helping hand to someone else. It will be those continued acts of kindness, care and generosity that will help get us through the long process of recovery.

My e-mail inbox is always open, and I look forward to hearing from you. Feel free to reach out to me directly at Boardchair@csrd.bc.ca

— KEVIN FLYNN, BOARD CHAIR

MESSAGE FROM THE CAO



I am pleased to submit the Columbia Shuswap Regional District annual report to our constituents. It is an opportunity for the public to review our accomplishments, our challenges, and our goals for the future.

I joined the Columbia Shuswap Regional District as Chief Administrative Officer in November 2022. In this relatively short time span, there have been significant changes.

With the challenges posed by the Bush Creek East wildfire, the very landscape of our regional district has changed. This crisis occupied considerable time and resources, and the recovery process continues to be a top priority.

Internally, the CSRD has undergone a period of significant change as we reorganize to improve efficiency and service delivery. This will continue to be a priority, especially as we move towards an organization that is efficient, sustainable and resilient, as well as establishing some new strategic goals.

Delivering more than 119 different services to approximately 57,000 residents in four municipalities and seven electoral areas is no easy task. We provide programs and services that protect and enhance the social fabric of our communities, conduct operations in consideration of the local environment and contribute to crucial infrastructure in the region.

Among other things, the CSRD operates landfills and recycling, provides emergency support services, enhances tourism, coordinates parks, plans for land use, enforces bylaws, supplies fire protection, and manages water systems.

We deliver services in response to the public's requests, the well-being of citizens, consideration for the economy, and the environment.

Our decision-making is guided by sound business practices and the desire to conduct ourselves with integrity and in a manner that is respectful of and inclusive to all.

It is a reality, however, that priorities must be set. Our constituents want us to find the balance between providing useful and valuable services while cautiously managing the spending of their tax dollars. This report will give you information to better understand what we do, how we do it and why.

Reflecting on 2023 and the challenges it posed for us, I am proud of the CSRD's team for their continued efforts to support our residents and deliver quality, cost-effective services. I look forward to another productive year ahead.

Respectfully,

A handwritten signature in black ink, appearing to read 'John MacLean', written over a white background.

John MacLean
Chief Administrative Officer



Reflecting on 2023 and the challenges it posed for us, I am proud of the CSRD's team for their continued efforts to support our residents and deliver quality, cost-effective services.

— JOHN MACLEAN, CAO



**SPECIAL SECTION:
WILDFIRES 2023**

Lower East Adams Lake,
later re-named Bush Creek East wildfire





OVERVIEW

Lower East Adams Lake wildfire,
later re-named Bush Creek East wildfire

Overview

The CSRD dealt with one of the largest wildfires in the area's history in July and August of 2023.

Drought conditions in the region and hot, dry and windy weather combined to create conditions for an extreme wildfire. On July 12, 2023, the fire was spotted in the Adams Lake area. BC Wildfire Service (BCWS) attended to the wildfire and local firefighters in Anglemont, Celista and Scotch Creek were tasked with protection of structures in their jurisdictions.

In the afternoon of August 2, BCWS issued projections showing the Lower East Adams Lake wildfire did not present an imminent risk for structures. Unfortunately, the projections were proven to be inaccurate. Later that evening, fire behaviour increased dramatically.

Evacuation Orders and Alerts were issued for the Rawson Road area at 6:30 PM and then expanded that same night. Ultimately, with the efforts of BCWS and CSRD firefighters, no structures were lost.

By mid-August the Bush Creek East wildfire had grown much larger and by August 17, it had spread towards communities in Electoral Areas F and G, putting residents at risk. Evacuation Orders and Alerts started to be issued in rapid succession.

Eventually, the Lower East Adams Lake and Bush Creek East fires merged into one blaze and the entire fire area was re-named the Bush Creek East wildfire.

This wildfire forced the evacuation of more than 8,000 people from eight communities in the Shuswap region. At its peak, the fire consumed more than 45,600 hectares of land and forest.

Affected community members were able to access support including accommodations and meals, through Emergency Support Services. A Resiliency Centre was also established in Salmon Arm to provide residents with direct access to organizations and services to begin the recovery.

After 18 days, the Evacuation Orders were rescinded to Evacuation Alerts for the most impacted areas. Residents were allowed to return, once people with destroyed or partially destroyed homes had the opportunity to view their properties.

Around the time residents were allowed to return on September 6, the CSRD reported 176 total structure losses and 50 partial losses in the affected areas, including the destruction of the Scotch Creek/Lee Creek Fire Hall.

Following re-entry, the focus of the CSRD's Emergency Operations Centre shifted to recovery and rebuilding. These efforts were ongoing into 2024.

RESPONSE TIMELINE

2023 Lower East Adams Lake wildfire, later renamed Bush Creek East wildfire, after two fires merged.

JULY 12, 2023

Fire reported at Lower East Adams Lake. Caused by lightning.

JULY 17

Bush Creek East wildfire reported 23km northeast of Chase, west of Adams Lake. Caused by lightning.

JULY 20

- Evacuation Order issued for Lower East Adams Lake in Electoral Area F Rawson Road.
- Evacuation Alerts for CSRD, TNRD, and Adams Lake Indian Band.

JULY 26

Community meeting held by CSRD/Shuswap Emergency Program, BCWS, RCMP and Adams Lake Indian Band for residents affected by Evacuation Alerts and Orders.

AUGUST 1

Evacuation Alert partially rescinded for Lower East Adams Lake wildfire. This left 37 properties still on Alert.

AUGUST 2

- BCWS projections showed no imminent concern for structures into the afternoon.
- Later than day, Evacuation Order issued to remaining area that was on the Evacuation Alert
- Evacuation Alert for Northern Reach of Tsútswecw Provincial Park.
- Fire burns right up to some homes, no structural losses.

AUGUST 8

Emergency Support Services (ESS) Reception Centre for wildfire evacuees is moved to the Prestige Harbourfront Resort.

AUGUST 9

Lower East Adams Lake wildfire size updated to 6,505ha.

AUGUST 11

- Water Quality Advisory issued for the Scotch Creek/Lee Creek Fire Hall.
- Evacuation Order downgraded to Alert for properties on Rawson Road, communities of Dorian Bay, Woolford Point, and Enns Reach.

AUGUST 13

- Some Lower East Adams Lake residents return.
- Area south of Adams Lake Ferry Terminal, and part of Adams Lake Indian Band are still on Evacuation Order.

AUGUST 16

- Evacuation Alert issued for Lee Creek.
- Evacuation Alert extended into Scotch Creek.

AUGUST 17

- Residents in Lee Creek and Scotch Creek asked to be prepared to evacuate.
- Winds expected to increase fire behaviour towards Lee Creek and Scotch Creek, and Meadow Creek Road in Celista.
- BCWS planned aerial ignition was conducted in the afternoon and evening along the powerline in the North Shuswap.
- Evacuation Order issued for Meadow Creek Road, Evacuation Alert issued for Scotch Creek.

AUGUST 18

- Evacuation Alert expanded for Meadow Creek, Line Road.
- Evacuation Order issued for Dorian Bay, Woolford Point, and Enns Reach.
- Evacuation Alert expanded for Celista areas, Scotch-Lamberton FSR area.
- Evacuation Order issued for Lee Creek and Scotch Creek.
- Evacuation Order issued for Celista area up to Evans Road.
- Evacuation Order for Little River Road.
- Evacuation Order for Magna Bay.
- ESS Reception Centre moved from Quaaout Lodge to Fifth Avenue Seniors Centre in Salmon Arm.

AUGUST 19

- Lower East Adams Lake fires merged. Now known as Bush Creek East wildfire.
- Evacuation Alert for Sorrento.
- Evacuation Order/Alert for Sorrento/Skimikin Area.

AUGUST 20

BCWS and CSRD fire departments engaged in active firefighting.

AUGUST 23

- Canada Task Force 1 completed 500+ rapid damage assessments.
- The “Convoy of Truth and Freedom” challenged RCMP officers at the checkpoint at Skwlax bridge for entry into the area. BCWS pulled out due to safety concerns.

AUGUST 25

- Trans-Canada Highway re-opens.
- Approximate property impacts: 131 total structure loss; 37 partial loss.
- Interactive map available for public to search properties regarding structure loss.
- Evacuation Order for Sorrento and Little River area downgraded to Alert.
- Evacuation Order for Skimikin area downgraded to Alert.

AUGUST 26

- Barge to Anglemont-St. Ives to ship essential services for people on Evacuation Alert.
- Evacuation Alert remains for Anglemont.

AUGUST 30

- Overnight, CSRD & BCWS fought a fire near Sorrento.
- Water supply was temporarily interrupted due to pump failure.
- Evacuation Order issued for 14 addresses in Sorrento.
- ESS Reception Centre moved to Fairfield Inn and Suites in Salmon Arm.

SEPTEMBER 2

- Evacuation Alerts rescinded to All Clear for Sorrento, Notch Hill, West Blind Bay, Skimikin and Tappen.
- Boil Water Notice issued for Saratoga and Cottonwoods Water Systems.

SEPTEMBER 5

- Updated structure loss summary for North Shuswap area: 176 total structure loss; 50 partially damaged.

- Property visits take place for those with losses in Celista.

SEPTEMBER 6

- Property visits for those with losses in Lee Creek and Scotch Creek.
- Re-Entry commences for residents.
- Evacuation Order downgraded to Alert for Celista and Magna Bay at 2 PM.
- Evacuation Order downgraded to Alert for Scotch Creek, Lee Creek at 4 PM.
- Evacuation Order downgraded to Alert for Lower East Adams Lake, and Tsútswecw Provincial Park at 7 PM.
- Evacuation Orders remain in place only for the severely impacted properties in Celista, Magna Bay, Scotch Creek, Lee Creek and Holding Road.

SEPTEMBER 7

Evacuation Alert rescinded to All Clear for Anglemont.

SEPTEMBER 11

Resiliency Centre open in Salmon Arm at Fairfield Inn and Suites.

SEPTEMBER 12

Boil Water Notice for Saratoga Water System rescinded.

SEPTEMBER 13

Boil Water Advisory for Cottonwoods Water System rescinded.

SEPTEMBER 15

- Temporary water service outage for Anglemont.
- Building permits restricted pending wildfire geotechnical assessments.

SEPTEMBER 20

Bush Creek East wildfire is mapped at 45,613ha.

SEPTEMBER 23

All Evacuation Alerts issued by the CSRD in Electoral Areas F and G rescinded to All Clear, except for properties severely impacted by wildfire. CSRD moves into Recovery phase of the emergency.

EMERGENCY OPERATIONS CENTRE

The CSRD's Emergency Operations Centre (EOC) is activated whenever there is a major emergency, at the request of an incident commander.

The EOC can be activated:

- To support responders when an event has exceeded, or has the potential to exceed, the capacity of first responders.
- By request of first responders to assist in providing logistical or situational awareness support.
- To take on roles such as public information or requests for assistance to allow responders to focus on the event.

The CSRD's EOC is located in the Boardroom of the CSRD Administrative Office. It brings trained staff and agency representatives together during an emergency to coordinate response and recovery actions and resources. The operations centre is where coordination and management decisions are facilitated, and where all official communications regarding the emergency originate.

This was the largest and most complex activation of an EOC in the CSRD's history.

During the Bush Creek East wildfire, the CSRD had an EOC activated from mid-July until the beginning of October. An EOC is composed of workers with specialized training in the various areas of the Incident Command System: Operations, Logistics, Planning, Information and Finance.

Many staff worked incredibly long days, seven days a week, to support the emergency response. More than 5,600 hours were logged by the EOC during this emergency.

The CSRD used many of its own staff members and trained local citizens to get the work accomplished, but we are also grateful to partners from our member municipalities at the City of Salmon Arm and District of Sicamous, who shared their staff resources. In addition, staff members were drawn from other local governments including the Regional District of Okanagan-Similkameen, the City of Vernon and other independent contractors.

“

An EOC is the heart of emergency response. It is the place where decisions are made, information is shared, and plans are developed. It is a place where a lot of incredibly dedicated people came together, at all hours of the day and night, to put every effort into helping those affected by the Bush Creek East wildfire. I'm proud of the EOC team and deeply appreciate the commitment, empathy and dedication they demonstrated throughout these very challenging events.

Derek Sutherland
EOC DIRECTOR

”

70+

trained people worked in the EOC to support the Bush Creek East wildfire emergency response.

EMERGENCY SUPPORT SERVICES

The CSRD's Emergency Support Services (ESS) program focuses on helping evacuees meet their basic needs during an evacuation, including meals, accommodation, and other essentials.

The program is volunteer-based, relying on local citizens who want to help during times of crisis. These volunteers went above-and-beyond in 2023, with 49 trained volunteers contributing more than 3,600 hours working in local reception centres. These included long shifts, often late into the night.

This year, an evacuation reception and resiliency centre was activated from August 2 and this continued into 2024. The centre moved six times to four different locations during the wildfire effort between Quaaout Lodge, the CSRD office, the Prestige Inn, the Fifth Avenue Seniors Centre and the Fairfield Inn and Suites.

But the numbers don't tell the whole story. A key piece of the ESS program is providing emotional support.

The volunteers are dealing with displaced evacuees during a time of extreme stress and anxiety. They understand the power of a kind word, a cup of coffee and an ear to listen. It is critically important work that requires constant compassion, patience and empathy.

The CSRD extends its deepest appreciation to all the ESS volunteers, many of whom gave up much of their summer to help evacuees.

The workload and dedication required by these volunteers prompted the CSRD Board to begin advocating for the province to provide remuneration for their efforts.

“Volunteers not only provide vital services to evacuees but also provide an empathetic and compassionate opportunity for evacuees to share their experiences during one of the worst days of their lives.”

Cathy Semchuk
EMERGENCY
PROGRAM
COORDINATOR

”

870

families from Adams Lake, Skwlax te Secwepemculecw, Scotch Creek, Lee Creek, Celista, Magna Bay, Anglemont, Sorrento, Blind Bay, and Turtle Valley received assistance from ESS.

VIKTORIA HAACK PHOTO



CSRD FIRE SERVICES

150+

CSRD firefighters, from as far away as Nicholson, near Golden, battled the Bush Creek East wildfire.

The CSRD has 13 fire departments responsible for structure firefighting within designated fire protections areas of the region. Wildfire response is the jurisdiction of the Provincial BC Wildfire Service.

In the case of the Bush Creek East wildfire, both agencies were involved.

The CSRD Fire Service was there during the entire fire season for both structure protection and wildland/urban interface firefighting.

At the height of the fire, crews from all 13 departments worked 24-7 to protect homes in the North Shuswap and Sorrento from suffering further loss. It was exhausting, difficult, hot and dirty work.

While structures were lost, there were successes.

No further structures were lost after August 18. The wooden Scotch Creek bridge, a critical road access was spared. The fire came close to the North Shuswap Elementary School, but the structure was not damaged. Firefighters fought tirelessly to prevent the blaze from moving into more populated areas of Sorrento.

The CSRD used every piece of equipment that could be deployed for this effort. The CSRD was careful to ensure that enough firefighters and pieces of equipment remained in their home communities in case another fire was to break out.

All four of the CSRD's Structure Protection Units, which contain large-scale sprinkler systems to protect buildings, were deployed on this fire.

“Some of our firefighters lost their own homes to this blaze but continued their work to try and protect other homes. That is truly what being a firefighter is about – putting others before yourself and working to protect the safety of all.”

Sean Coubrough
DEPUTY REGIONAL FIRE CHIEF

”

WILDFIRE SUPPORT - OTHER CRITICAL ROLES

Environmental and Utility Services

The CSRD's Environmental and Utility Services had staff working to develop programs to deal with the disposal of 1,300 fridges and freezers, along with spoiled food products, due to power loss in the area.

To help manage the large-scale clean-up required, additional free disposal sites and waste bins were set up temporarily at the Celista Fire Department, Ross Creek Store, Scotch Creek Market and in Lee Creek. In addition, hours of operation were extended at the Scotch Creek Transfer Station. The Salmon Arm Landfill worked to accommodate the additional debris from the wildfire-affected areas.

Clean-up efforts continued for the remainder of the year and will be ongoing into 2024.

The wildfire also affected CSRD water systems, with some systems being temporarily shut down and requiring testing to ensure there were no issues with disinfection systems. This resulted in the need for multiple systems in Blind Bay, Sorrento and the North Shuswap to be placed on Boil Water Notices until testing confirmed the water was safe to consume.



CSRD FIRE SERVICES / VIKTORIA HAACK PHOTO

CSRD Information Technology Staff

Keeping pace with the intense demands on technology networks and ensuring all staff had the technology to work efficiently was the role of the CSRD's IT department. They worked diligently to keep systems set up and running in the Emergency Operations Centre and Emergency Reception Centres for evacuees.

This was especially challenging when the power went out in multiple areas of the Shuswap and both radio and cell phone towers were damaged by the fire.

Other work by IT staff included the critical need for mapping support. The CSRD's trained Geographic Information System (GIS) specialists needed to generate hundreds of maps to support evacuation and recovery efforts, often on very short timelines.

The GIS team also created and maintained the CSRD's Emergency Mapping Dashboard to allow residents to type in their address and confirm whether they were affected by any Evacuation Alerts or Orders. Later on, mapping was refined to allow residents to check whether their property had sustained fire damage.

“There was no department of the CSRD that didn't pull together in some way to help with the fire effort, whether or not they worked directly in the Emergency Operations Centre. It affected everything and everyone that works here. I'm proud of the CSRD Team who put aside personal time and other obligations to make this work their top priority.”

John MacLean
CHIEF ADMINISTRATIVE
OFFICER



605 POSTS

CSRD and Shuswap Emergency Program posts to:

- Facebook
- X (Twitter)
- Instagram

Between July 1 and September 30.

COMMUNICATIONS

Communication with the public is a critical component of emergency management. It can also be one of the most very challenging areas to manage, especially when misinformation can spread rapidly through social media.

The Information section of the EOC strives to communicate with the public providing timely, consistent, accurate information using various communications channels including the CSRD website, Alertable mass notification system, YouTube, social media, digital newsletters, TV, radio and print media, as well as through CSRD-led printed information, and virtual Zoom sessions.

To cope with the massive workload of providing information at all hours of the day and night, the CSRD engaged an outside consulting group, Butterfly Effect Communications, to bolster resources.

Communications can be particularly challenging as the CSRD is reliant on other agency partners, like BC Wildfire, to provide timely, accurate information. It is always a balancing act between pushing out information rapidly while also ensuring accuracy.

Alertable, the CSRD's mass notification system, continues to be employed in emergency situations. While there were some challenges with the Alertable notification format regarding mapping during the fire, this was addressed by Alertable technical support during the emergency. Further improvements are planned for 2024.

As the fire situation was diminished, the Information team assisted with the re-entry of residents and used pop-up information stations at Farmer's Markets and other public sites in the North Shuswap. A short online survey was also conducted to gauge public opinion.

The need for Recovery information continued to occupy CSRD communications efforts throughout the fall and winter. This will continue into 2024.

59.8 MILLION

IMPRESSIONS on traditional media between August 15 and September 15, with the largest audiences coming from CTV, CBC, Global and the Province newspaper.



MASS NOTIFICATION SYSTEM

28,741

 ALERTABLE SUBSCRIBERS AS OF DECEMBER 31, 2023 - **UP 204%** FROM 2022

In 2023, the CSRD sent out **16 critical-level alerts, 66 advisory-level alerts and 3 information alerts** for a total of **618,314 notifications**.



38,116 VIEWS

YouTube Video views between August 22 and October 3, 2023.

3,388 MENTIONS

In traditional media sources (print, radio, TV) between July 12 and October 31.

WILDFIRE RECOVERY

Recovery will be a long process, continuing into 2024 and beyond.



CSRD FIRE SERVICES / VIKTORIA HAACK PHOTOS



As the season changed from the intense heat of summer to fall, efforts to fight the Bush Creek East wildfire started to make some headway. With the EOC still running, establishment of a team to initiate recovery efforts was required for the next phase of emergency management.

The CSRD partnered with Colliers Project Leaders (Colliers) to act as Recovery Manager and help the CSRD move forward with the numerous tasks still required after the flames had been extinguished. Many residents were still in need of Emergency Support Services, while for others, thoughts had turned to clean-up and rebuilding plans.

A dedicated Recover Shuswap website and Wildfire Recovery newsletters were developed to help keep residents informed and ensure they had a place to find information and access resources for community and business supports.

There was also the need to replace the critical infrastructure of the Scotch Creek - Lee Creek Fire Hall, which was destroyed by the fire.

Working directly with the CSRD and the Ministry of Emergency Management and Climate Readiness (EMCR), Colliers was on the ground helping to develop scopes of work, prioritize resources, develop budgets, and project schedules to assist in the rebuilding of the community.

Recovery will be a long process. Efforts to support the affected areas will continue into 2024 and beyond.



THE PATH FORWARD

The CSRD underwent a structural re-organization in 2023 to improve efficiency and service delivery.

- Corporate Services
- Community & Protective Services
- Development Services
- Environmental & Utility Services
- Financial Services

ORGANIZATIONAL STRUCTURE



CORPORATE SERVICES

What's our role?

To provide and administer governance services, Board and Committee meeting management, legal and legislative matters, election services, Freedom of Information and Protection of Privacy Act management and records management.

Corporate Services aims to provide quality, responsive and cost-effective service to the public, the Board and all other CSRD departments.

Communications, Information Technology and First Nations Relations are also key functions of this department.

Highlights

- Initiating a referendum to determine the future funding of the Shuswap Watershed Council Service. Due to the Bush Creek East Wildfire, this referendum had to be paused after advance voting and resumed in February 2024.
- Starting the Electoral Area F Issues Identification Study. This effort was also paused during the wildfire and resumed in 2024.
- Continuing to review and update bylaws, policies, and procedures to ensure they are kept current and relevant, as well as updating all references to the former Electoral Area C to new Electoral Areas C and G, as applicable.
- Implementing the electronic corporate records management system and associated staff training.

INFORMATION TECHNOLOGY

- Protecting the integrity and enhance the reliability of all the CSRD's data, moving towards a shared model of data collection and mapping.
- Integrating software functions between departments, for example, linking internal mapping and finance software, as well as integrating the Asset Management system.
- Enhancing the CSRD's web mapping functions to add information for seasonal residents, parks and water systems.

COMMUNICATIONS

- Enhancing corporate communications through press releases, E-newsletters, social media platforms and the production of the Annual Report.
- Continuing to promote and educate residents regarding the CSRD's Alertable mass notification system.
- Communicating emergency and recovery information during the Bush Creek East wildfire. (For more detail, please see the Bush Creek East wildfire section of this report.)



The CSRD has five social media platforms:

CSRD:

- Facebook
- X (Twitter)
- Instagram

Shuswap Emergency Program

- Facebook
- X (Twitter)

1.4 MILLION +
 CSRD WEBSITE VIEWS - 2023
 TOTAL USERS **357,132**

153,876
 CSRD WEBSITE VIEWS - 2022
 TOTAL USERS **35,824**

5.3 MILLION

IMPRESSIONS ACROSS ALL PLATFORMS

The CSRD maintains four website platforms:

- **CSRD website**
- **CSRD Connect Public Engagement site**
- **Recover Shuswap** – a website developed to host wildfire recovery information
- **Golden On Deck** project website for the proposed indoor aquatic centre

Most viewed webpages in 2023:

- CSRD home page
- Shuswap Emergency Program
- Alert centre
- CSRD news
- Mapping

 **174,955**
 YOUTUBE VIEWS OF CSRD CONTENT

3,384
 MESSAGES RECEIVED TO THE CSRD THROUGH SOCIAL MEDIA

- indicates how people are using social media for two-way communications

Social Media Followers:

- **12,080** SEP Facebook followers - up from 7,400 in 2022
- **9,800** CSRD Facebook followers - up from 6,700 in 2022
- **3,500** CSRD Instagram followers - up from 1,756 in 2022
- **3,170** CSRD X (Twitter) followers - up from 1,767 in 2022
- **1,851** SEP X (Twitter) followers - up from 958 in 2022

SHUSWAP TOURISM & COLUMBIA SHUSWAP FILM COMMISSION

SHUSWAP TOURISM / PAR 6 PHOTO

SHUSWAP TOURISM / BC ALE TRAIL PHOTO

What's our role?

Shuswap Tourism is a community-based, destination marketing organization focused on visitor attraction, destination development and other marketing and promotional services in support of tourism businesses and operators within the geographic boundaries of Salmon Arm, Sicamous, and CSRD Electoral Areas C, D, E, F and G.

The Columbia Shuswap Film Commission promotes and supports television and film production activity, in collaboration with Creative BC, within the geographic boundaries of Electoral Areas B, C, D, E, F, G, the City of Salmon Arm, City of Revelstoke and District of Sicamous.

Highlights - Shuswap Tourism

- Beginning the update of the organization's five-year Destination Marketing and Development Strategy including the reintroduction of the Shuswap Tourism Advisory Committee, the issuance of the request for proposal and selection of Travel Local as the successful consultant.
- Relaunching an updated shuswaptourism.ca website, focused on making the experience more user-friendly with simplified navigation and syncing business listings with TripAdvisor.
- Developing the award-winning Shuswap Chill social media campaign, which garnered millions of views.
- Creating, printing and distributing more than 30,000 guides and maps.
- Forming collaborative consortiums including the BC Ale Trail, BC Bird Trail and Golf in BC.
- Developing the Farmgate program to highlight agri-tourism in the region. This project will launch in 2024.

Highlights - Film Commission

- Adding 73 new scouted locations and 29 updates to the industry's ReelScout image database.
- Expanding listings to include 140 potential film crew members and 35 local film services businesses.
- Regrouping efforts when the Writers and Screen Actors Guild strike temporarily affected production works for productions based out of Vancouver and Los Angeles. With the strikes now over, film commission work should resume at a more normal level in 2024.

COMMUNITY SERVICES

What's our role?

To plan, manage and operate CSRD parks and facilities including playgrounds, trails, the Golden & District and Sicamous & District Arenas, the Golden Curling Rink, Golden Library, the Revelstoke Airport and the CSRD Administrative Offices.

Highlights

- Improving the Sorrento-Blind Bay Community Park, including the development of a universal perimeter trail, and upgrades to the multi-use sport court
- Completing the first two-kilometre, pilot section of the Shuswap North Okanagan Rail Trail section in Enderby. Further construction will proceed in 2024.
- Reviewing and developing a phased redesign of the Golden and Electoral Area A Indoor Aquatic Centre to accommodate higher-than-anticipated costs for the facility. Phase 1 would include a six-lane lap pool, tot pool, hot tub and a universal change room for an estimated \$2 million budget. Federal grant funding applications for the project were pending.
- Conducting trail planning and initial development of the Glenemma Recreation Site.



SHUSWAP TOURISM / VIKTORIA HAACK PHOTO

CSRD / KARI WILKINSON PHOTO



PROTECTIVE SERVICES

What's our role?

To deliver services relating to three core functions: fire services, emergency management and emergency fire dispatch (911 service).

The CSRD operates 13 fire departments within eight fire suppression areas including more than 300 paid on-call firefighters, 50 pieces of apparatus and 14 fire halls.

The CSRD is responsible for emergency management in the region. The Shuswap Emergency Program is managed directly by the CSRD and includes Electoral Areas C, D, E, F, and G, as well as the District of Sicamous and the City of Salmon Arm. City of Revelstoke manages emergencies within the municipality and for Electoral Area B. The Town of Golden is contracted to manage emergencies within their boundaries, as well as in Electoral Area A.

The CSRD facilitates the provision of a regional 911 dispatch service (fire, police, ambulance) for all properties within the Regional District through the E-Comm program.

Highlights - Fire Services

- Purchasing a new fire truck for the Nicholson Fire Department.
- Acquiring property for the development of a new fire hall in Anglemont.
- Conducting feasibility study work into the creation of a new fire departments at Kicking Horse and Field, expanding the Nicholson Fire Service Area, and looking at the provision of road rescue services. These initiatives will stretch into 2024.
- Continuing development of the FireSmart program to reduce wildfire risks.

Highlights - Emergency Management

- Managing the Bush Creek East wildfire emergency and the associated recovery process dominated the work of the emergency management team in 2023. (For more detail, please see the Bush Creek East wildfire section of this report.)
- Continuing management and monitoring of the Wiseman Creek post-wildfire landslide risk in the District of Sicamous.
- Organizing and managing preparations for spring freshet.
- Recruiting and ongoing training of Emergency Support Service volunteers on new digital evacuation platforms.

BUILDING AND BYLAW SERVICES

A total of 310 building permits were issued in 2023, with a new construction project valuation of \$56.9 million. A total 1,685 building permits were issued between 2020-2023.

What's our role?

Building inspection is a comprehensive assessment of a building's structural integrity, safety, and compliance with building codes and regulations to ensure the health, safety and protection of people and property.

Building Regulation and Inspection in the CSRD works to protect residents and their property by ensuring that buildings conform to safety codes and regulations. This helps owners avoid costly and time-consuming pitfalls by providing permits, inspection services and advice on the Building Bylaw and the BC Building Code.

Bylaw Enforcement is responsible for processing, investigating and resolving contraventions of CSRD Bylaws throughout the regional district, as well as managing the CSRD's Dog Control Services in three specified areas.

Highlights

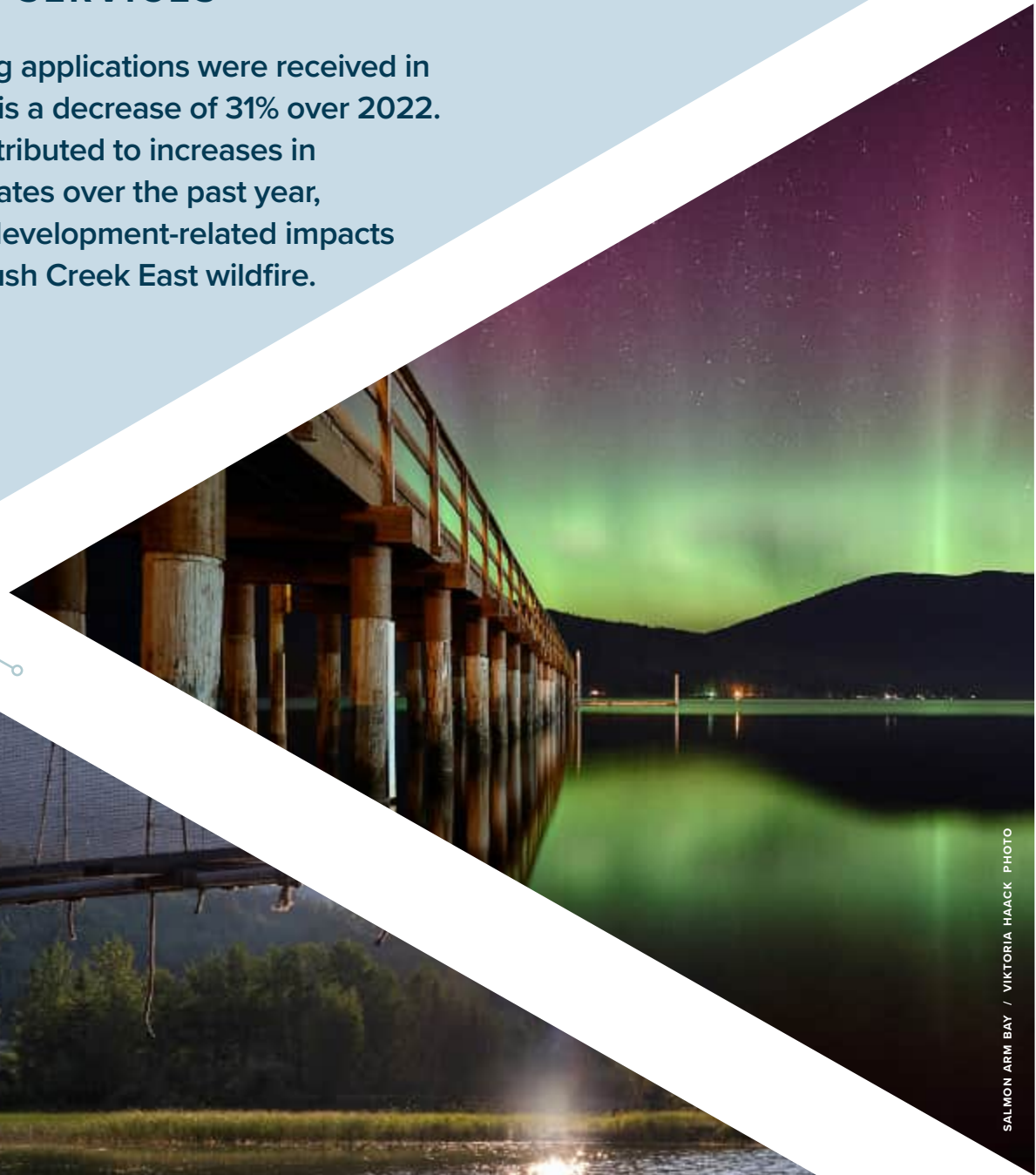
- Using new digital mark-up software and testing mobile technology to improve staff efficiency.
- Implementing building permit digitization, including making upgrades to the CSRD website to provide the ability of the public to make applications online more easily.
- Continuing to work with Transport Canada on illegal buoys. These efforts have led to the removal of 166 buoys in the four years of the program's operation.
- Implementing a Bylaw Dispute Adjudication system which allows for disputes to be handled locally, rather than through the Provincial Court System. It simplifies the process and is more convenient for citizens because it can be conducted by phone, video or in writing, rather than in-person only.

THE MOST COMMON TYPES OF BYLAW COMPLAINTS TO THE CSRD INVOLVE:

- Docks and Buoys
- Zoning - Illegal camping
- Building regulations

PLANNING SERVICES

181 planning applications were received in 2023. This is a decrease of 31% over 2022. It can be attributed to increases in mortgage rates over the past year, as well as development-related impacts from the Bush Creek East wildfire.



SALMON ARM BAY / VIKTORIA HAACK PHOTO

What's our role?

The CSRD's planning function is divided into two categories: Long Range Planning and Current Planning.

Current Planning consists of application processing for land-use applications such as rezoning, Agricultural Land Commission (ALC) proposals, Temporary Use Permits (TUPs), and variances to bylaw requirements.

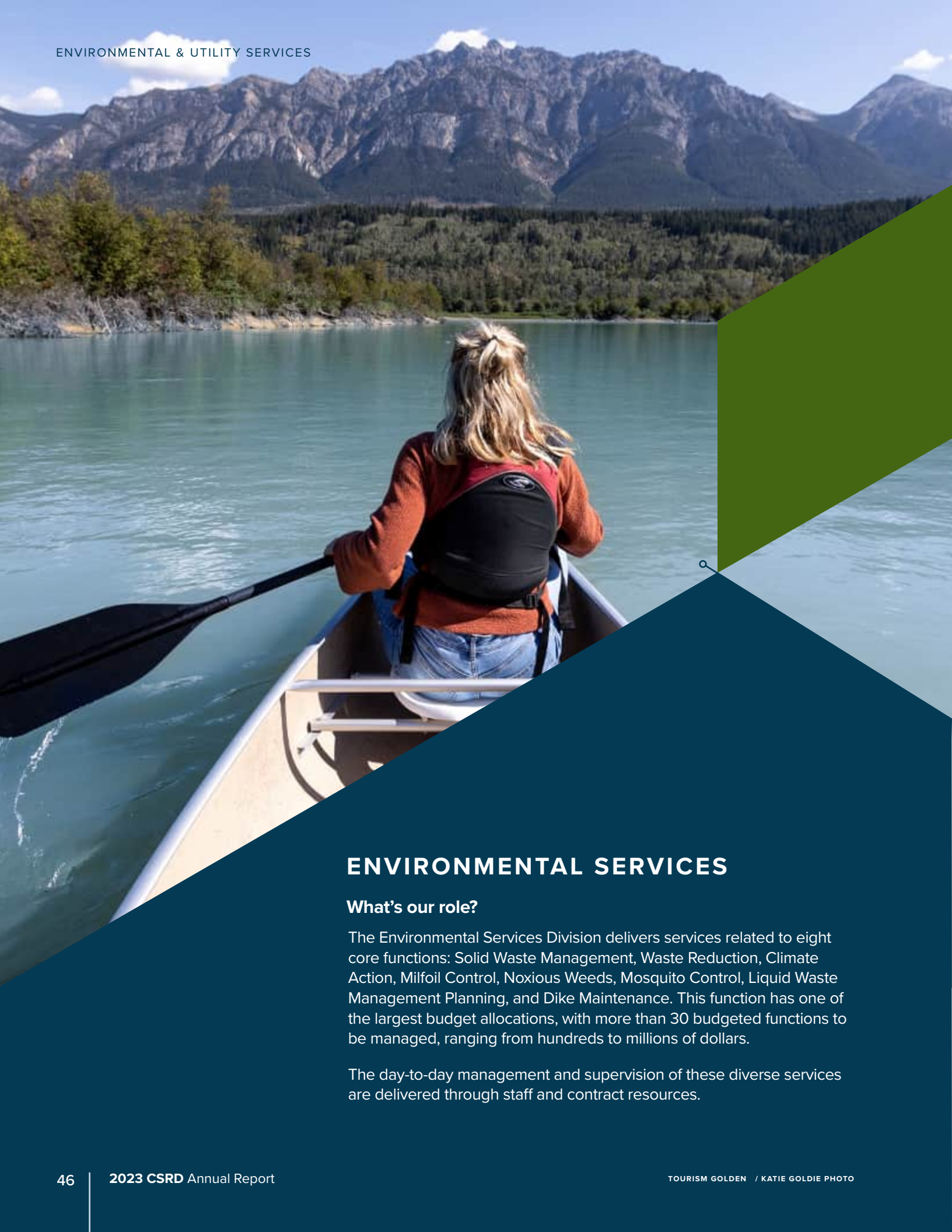
Long-Range Planning is primarily focused on developing and amending Official Community Plans (OCPs), Zoning Bylaws, and creating new and updated land-use policies.

Highlights

- Developing an online application process for both building and planning applications that is accessed through the CSRD website. This effort went live in January 2024.
- Initiating a project to allow for secondary dwelling units and larger accessory buildings all areas with zoning bylaws, depending on lot sizes. These changes will be implemented in 2024, as required by Provincial Bill 44 Housing Statutes Amendments Act.
- Proposing amendments to provide improved consistency for how Development Permit Areas are defined, interpreted, and implemented among the five Official Community Plans. Public consultation took place in summer and fall of 2023. The proposal comes before the Board in 2024.
- Researching the impact of provincial housing and land-use regulations changes and beginning the process of updating bylaws, policies and procedures.

Did you know?

Due to changes in provincial legislation, public hearings are no longer required for zoning bylaw amendments that are consistent with the associated Official Community Plan.



ENVIRONMENTAL SERVICES

What's our role?

The Environmental Services Division delivers services related to eight core functions: Solid Waste Management, Waste Reduction, Climate Action, Milfoil Control, Noxious Weeds, Mosquito Control, Liquid Waste Management Planning, and Dike Maintenance. This function has one of the largest budget allocations, with more than 30 budgeted functions to be managed, ranging from hundreds to millions of dollars.

The day-to-day management and supervision of these diverse services are delivered through staff and contract resources.

Highlights

- Initiating the Solid Waste Management Plan (SWMP) Review including the creation of a Public and Technical Advisory Committee. This process of updating a SWMP is extensive and is anticipated to be complete in 2025.
- Conducting a Liquid Waste Management Plan update for Electoral Areas C, E, F and G focused on Septic Smart education and the possible implementation of a rebate program designed to assist homeowners in proactively maintaining their septic systems.
- Creating a commercial compost collection and residential drop-off program for the Revelstoke Landfill. The project will reduce food waste by collecting it locally and processing it into viable compost material that can enrich the soil, rather than dumping it into the landfill.
- Upgrading the Salmon Arm Landfill Phase 3 Gas Collectors to enhance the collection of methane gas, which is processed and then used to heat homes and businesses in Salmon Arm.

Here's a quick peek at what your recycling efforts kept out of the landfill:

243
Fire Extinguishers

438
Child Car Seats

4,563
Fridges / Freezers

8,960
kg of Clothing

10,330
Propane Tanks

21,937
Electronic Devices

43,465
litres of Used Oil

71,701
Small Appliances

UTILITY SERVICES

What's our role?

The Utility Services Department manages services to four core functions:

- Community Water Services
- Community Sewer Services
- Street Lighting
- Fire Hydrant Servicing

This includes the operation of 10 CSRD-owned community water systems: Anglemont, Cedar Heights, Eagle Bay, Falkland, Galena Shores, MacArthur-Reedman, Saratoga, Cottonwoods, Sunnybrae and Sorrento.

The CSRD also owns and operates seven small park/community hall and fire department water systems at Rancho Deep Creek Firehall, Malakwa Park/Firehall, Silver Creek Park/Firehall, Swansea Point Firehall, White Lake Community Hall/Firehall, Yard Creek Campground and the Scotch Creek - Lee Creek Fire Hall, which unfortunately was destroyed in the Bush Creek East wildfire.

Highlights

- Starting construction of the expanded \$3.7 million Scotch Creek Water System. The project is expected to be completed in fall 2024.
- Installing seven new streetlights and upgrading 50 existing ornamental streetlights to LED models in the Blind Bay streetlight service area.
- Upgrading components of the Anglemont Water System.
- Making mainline valve replacements in Cedar Heights Water System.
- Installing chlorine analyzer replacements in Eagle Bay and MacArthur Reedman Water Systems.
- Initiating water service replacement in the Anglemont Water System. Due to the wildfire, work on this project was deferred to 2024.

1,352,290,000 L

LITRES OF WATER USED IN 2023

82,392

Meters of watermain

264

CSRD-owned fire hydrants

2,028

Bacteriological samples tested from CSRD systems

212

Private hydrants serviced by the CSRD in fire protection areas



FINANCIAL SERVICES

What's our role?

The Financial Services Department provides financial expertise, support, information and recommendations to all the CSRSD's departments, as well as the Board and public. Transparency and accountability are the cornerstones of fiscal management at the CSRSD.

Approved by the Board of Directors each year, the Five-Year Financial Plan lays out the framework for how the CSRSD spends tax dollars. The department also assists in developing policies and procedures to guide the Board and staff in shaping the direction of the organization.

The 2023 Financial Statements were audited by BDO Canada LLP, who have expressed that, in their opinion these statements present fairly, in all material aspects, the financial position of the Regional District.

In addition to the preparation of these audited financial statements each year, the CSRSD maintains a system of internal accounting controls, including policies and procedures, designed to safeguard the assets of the regional district, as well as provide timely and reliable financial information. This ensures the full accounts of the Regional District and the Regional Hospital District are prepared, maintained, kept safe and can be reviewed by the public.

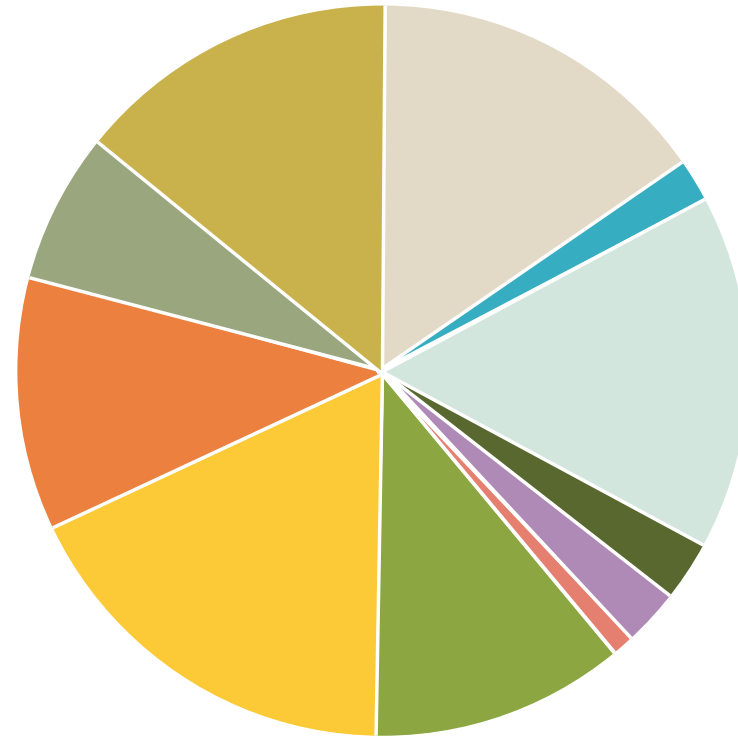
Highlights

- Overseeing the financial elements of the response and recovery efforts from the Bush Creek East wildfire. This involves continuous collaboration between the CSRSD and the Province to ensure financial obligations from the fire are properly handled.
- Continuing to enhance the CSRSD's Asset Management Program including implementation of new Public Sector Accounting Board Standards for Asset Retirement Obligations, which were required for inclusion in the 2023 Financial Statements.
- Ongoing completion of all financial reporting, tax requisitions, parcel taxes, Community Works Fund projects and financial tracking and reporting for grants.

2023 CSRD BUDGET

\$59.7 MILLION

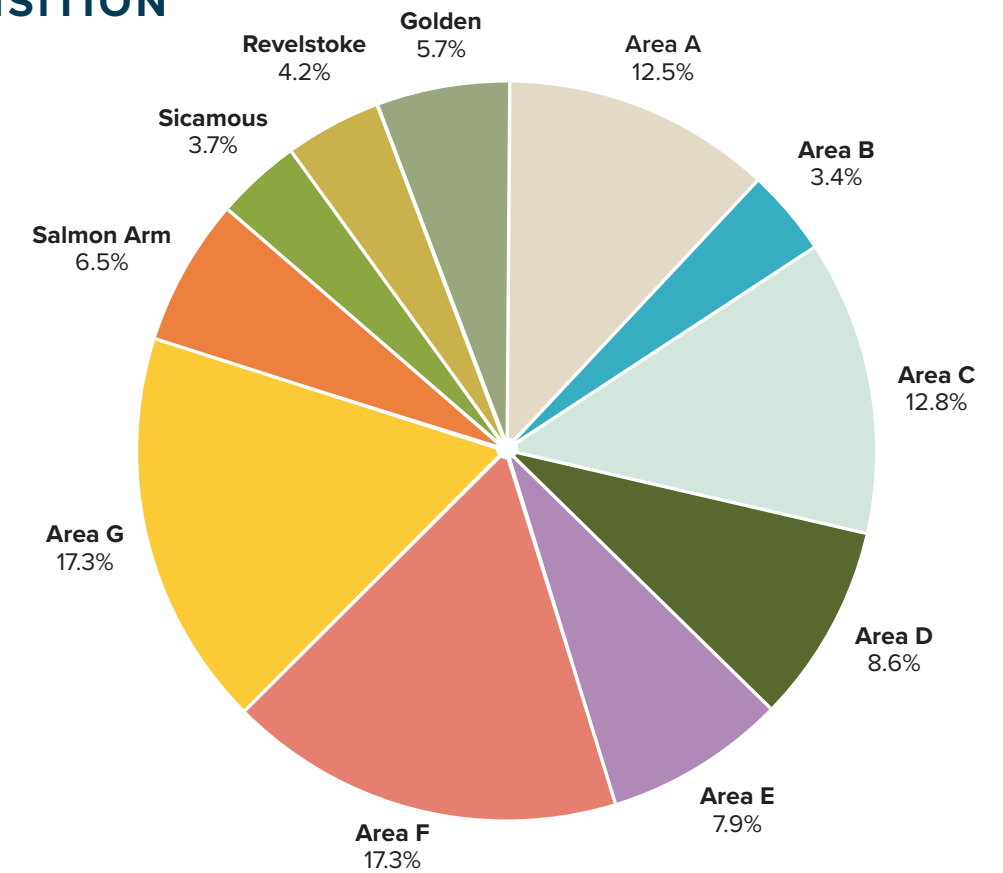
TOTAL OF ALL FUNDS:



DEPARTMENT	2023 TOTAL	%
Corporate Services and Finance	\$9,100,515	15.2%
Economic Development and Tourism	\$1,145,527	1.9%
Protective Services	\$9,342,969	15.6%
Planning	\$1,584,223	2.7%
Building and Bylaw	\$1,495,358	2.5%
Information Technology	\$525,271	0.9%
Other	\$6,804,313	11.4%
Parks and Recreation	\$10,609,660	17.8%
Utilities	\$6,788,504	11.4%
Debt Payments for Member Municipalities	\$3,994,093	6.7%
Environmental Health Services	\$8,343,499	14.0%
TOTAL	\$59,733,932	100%

2023 TAX REQUISITION

BY AREA



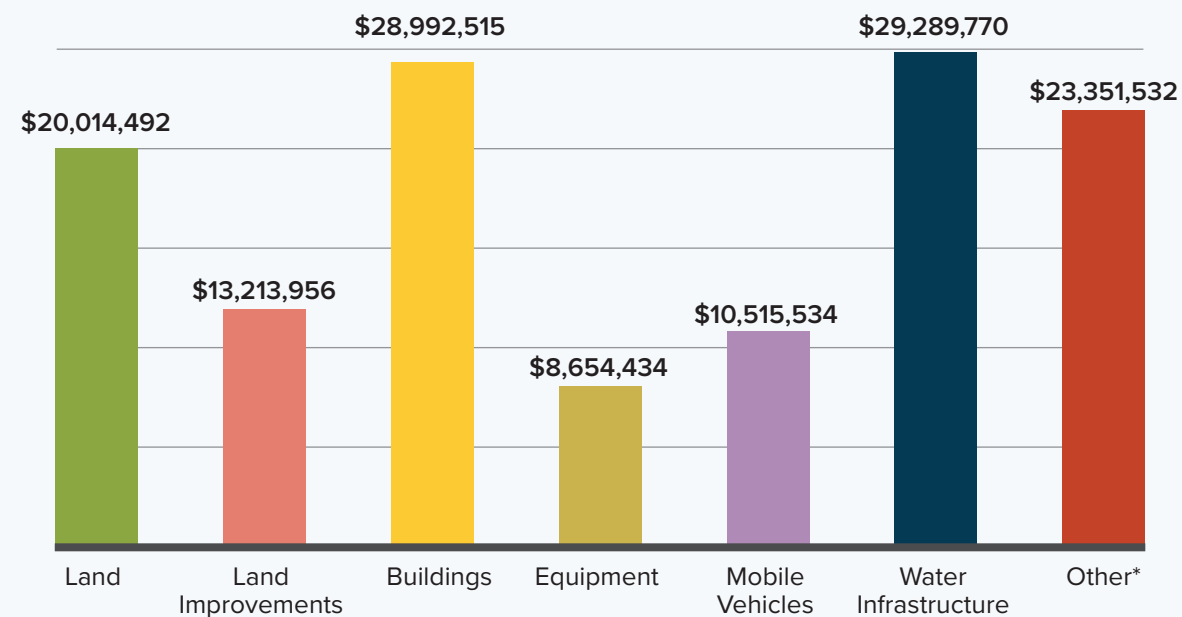
Area A	\$2,294,190	12.5%
Area B	\$632,749	3.4%
Area C	\$2,353,922	12.8%
Area D	\$1,590,952	8.6%
Area E	\$1,453,238	7.9%
Area F	\$3,184,661	17.3%
Area G	\$3,181,221	17.3%
Salmon Arm	\$1,196,443	6.5%
Sicamous	\$689,533	3.7%
Revelstoke	\$777,944	4.2%
Golden	\$1,054,303	5.7%
TOTAL	\$18,409,155	100%

2023 TANGIBLE ASSETS

TANGIBLE CAPITAL ASSETS (COST) - 2023

Land	\$20,014,492
Land Improvements	\$13,213,956
Buildings	\$28,992,515
Equipment	\$8,654,434
Mobile Vehicles	\$10,515,534
Water Infrastructure	\$29,289,770
Other*	\$23,351,532
TOTAL	\$134,032,233

*Includes \$17,869,008 opening balance adjustment for ARO adoption.

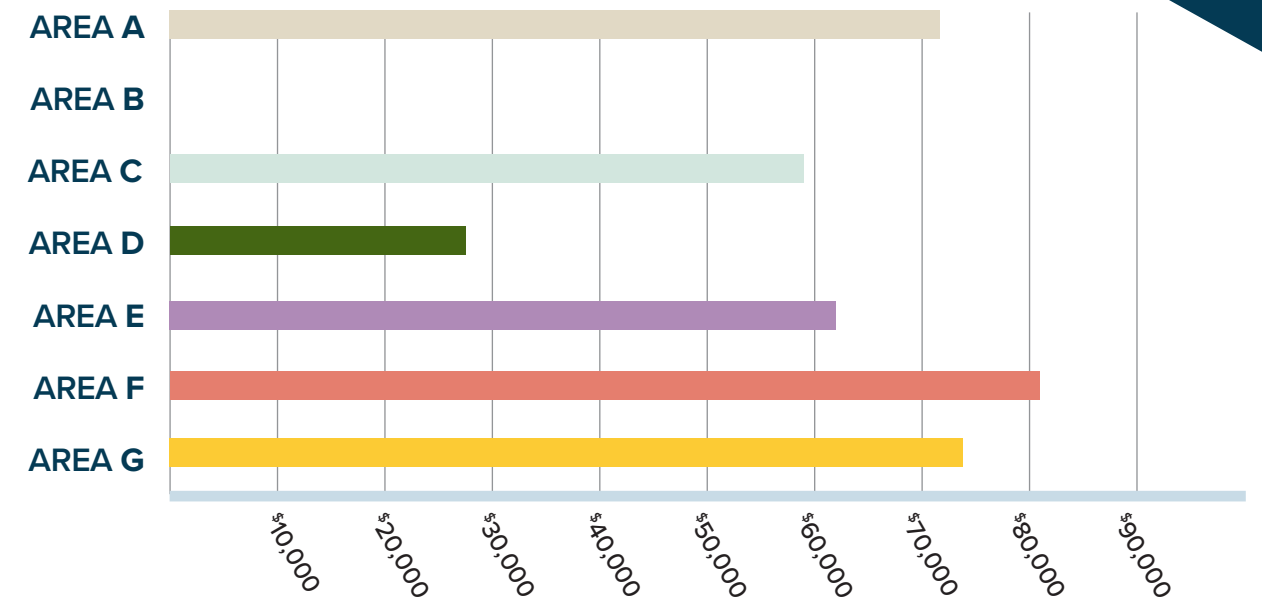


2023 GRANTS-IN-AID

TOTAL GRANTS BY AREA

AREA A	\$72,403
AREA B	-
AREA C	\$58,691
AREA D	\$27,859
AREA E	\$61,146
AREA F	\$80,603
AREA G	\$73,339
TOTAL	\$374,041

TOTAL # OF RECIPIENTS: 62



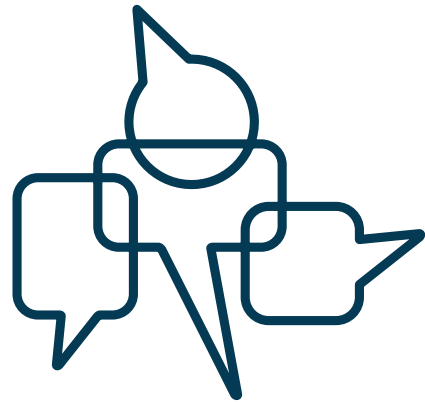
ORGANIZATIONS RECEIVING \$10,000 OR MORE

AREA A/C/F/G	Shuswap Community Foundation	\$25,000
AREA A	Little Mittens Animal Rescue Associaton	\$25,000
AREA A	Golden Food Bank Association	\$10,000
AREA A	Golden & Region Seniors' Association	\$10,000
AREA C	Eagle Bay Community Association	\$22,845
AREA E	Swansea Point Community Association	\$16,000
AREA E	Eagle Valley Community Support Society	\$14,000
AREA F	North Shuswap Chamber of Commerce	\$20,400
AREA F	Friday Night Live Society	\$15,000
AREA F	Lakeview Community Centre Society	\$18,000
AREA G	Sorrento Village Farmers Market	\$11,130
AREA G	South Shuswap Canada Day Society	\$10,000
AREA G	Notch Hill Town Hall Association	\$16,005

2023 APPROVALS COMMUNITY WORKS FUND

Golden / Area A Aquatic Centre ENGINEERING / CONSTRUCTION	JANUARY	\$250,000	AREA A
Golden Museum and Archives WASHROOM ACCESSIBILITY UPGRADES	APRIL	\$23,200	AREA A
Special Projects HYDROLOGY STUDY / BLAEBERRY/DONALD	OCTOBER	\$50,000	AREA A
Revelstoke Museum and Archives ACCESSIBILITY UPGRADES	APRIL	\$400,000	AREA B
Revelstoke Airport WATER SUPPLY UPGRADE	APRIL	\$100,000	AREA B
Eagle Bay Water System CHLORINE ANALYZER UPGRADE	APRIL	\$14,980	AREA C
Whitehead Road Boat Launch ASPHALT RESURFACING	AUGUST	\$140,000	AREA C
Eagle Bay Community Association PHASE 3 HALL UPGRADES	AUGUST	\$140,000	AREA C
White Lake Hall Community Hall BUILDING IMPROVEMENTS	DECEMBER	\$288,000	AREA C
Falkland Community Church & Fellowship Society FLOORING REPLACEMENTS	FEBRUARY	\$14,030	AREA D
Falkland & District Community Association STRUCTURAL UPGRADES	APRIL	\$278,425	AREA D
Falkland Historical Society BUILDING RENOVATION & EV CHARGING STATIONS	APRIL	\$98,457	AREA D
Falkland & District Curling Club CHILLER REPLACEMENT	MAY	\$160,480	AREA D
Salmon Valley Senior Citizens Hall HALL REVITALIZATION	MAY	\$86,394	AREA D
Silver Creek Community Hall HALL REVITALIZATION	MAY	\$220,721	AREA D
Falkland Museum EMERGENCY ELECTRICAL UPGRADES	MAY	\$13,249	AREA D

Seymour Arm Community Association REPLACEMENT OF COMMUNITY WHARF	MARCH	\$180,000	AREA F
North Shuswap Parallel Trail PHASE 1 - ROSS CREEK PARK TO LAKEVIEW PARK	OCTOBER	\$125,000	AREA F
Blind Bay Ornamental Street Lighting ADDITIONAL LIGHTS	MARCH	\$53,500	AREA G
MacArthur Reedman Water System WATER SUPPLY REVIEW & REDESIGN	MARCH	\$26,750	AREA G
Cedar Heights Water System VALVE REPLACEMENT	APRIL	\$107,000	AREA G
MacArthur Reedman Water System CHLORINE ANALYZER UPGRADE	MAY	\$19,260	AREA G
Blind Bay Ornamental Street Lighting LED STREET LIGHT FIXTURES	JUNE	\$16,050	AREA G
Strategic Priorities COMPREHENSIVE SIGNAGE PROGRAM	JUNE	\$10,000	ALL
Strategic Priorities The Ktunaxa Nation Council HIGH SPEED INTERNET - AREA D	JULY	\$41,539	ALL AREAS
TOTAL APPROVED		\$2,833,935	



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