

Arts & culture

- Administered and distributed community-building grants, including Arts, Culture & Heritage grants totaling nearly \$515,000, Sport Grants totaling more than \$30,000 and Event & Festivals Grant totaling more than \$50,000
- Completed the first year of the national artsVest program in the Central Okanagan, generating 77 business sponsorships valued at \$299,240 for 22 cultural organizations, matched by \$94,017 in incentive grants, providing a total benefit to the local cultural community of \$393,257
- Community cultural programs included Culture Days with more than 2,500 participants in 50 events
- Successful bid to host the Creative City Network of Canada's annual Creative City Summit, Oct. 27-29, 2015

kelowna.ca/culture

Conserving our environment

- Initiated a research partnership with UBC Okanagan to explore sustainable growth options
- Received the Best of the Best Tap Water taste challenge award by BC Water & Wastewater Association for the City of Kelowna water utility
- Crystal Moose Award for Most Improved Landfill in BC for Glenmore Landfill; new entrance and facilities, diverting more than 35 per cent of incoming volumes to reuse or recycling options



Glenmore Landfill

- Reduced the release of greenhouse gas into the atmosphere while being paid for capturing and sending gas to the FORTIS

- Renewable Natural Gas cleansing plant
- The City's fleet services reduced fuel use in 2014 by 111,000 litres compared to previous year, in part by including the use of alternate fuel vehicles

kelowna.ca/environment

Connected & engaged community

- Staff led consultations on numerous community projects, including the Pandosy Waterfront public consultation process to plan for 12 City-owned waterfront properties. A workable plan emerged after eight days of public input/viewing opportunities and a two-day charrette planning exercise involving 30 participants from residents associations and citizens at-large



- The Strong Neighbourhood Project was introduced in 2014, with 22 neighbourhood engagement events, an online survey and other input from community stakeholders
- Public engagement opportunities continued to expand with residents through online services, including the launch of social media during Emergency Operation Centre activations in 2014
- Page views on kelowna.ca increased from 4.8 million views in 2013 to 5.2 million page views in 2014 – 40 per cent of them coming from mobile devices, compared to 29 per cent from mobile in 2013

40%
of web visits
from mobile
devices

kelowna.ca/connect

Sound, financial management

- Staff researched and pursued funding from provincial and federal sources, resulting in

successful grants in 2014 of approximately \$450,000

- The City received the WorkSafeBC and BC Municipal Safety Association Certificate of Recognition, including the financial incentive of over \$125,000 annually, in addition to substantial savings already enjoyed by the City due to safety performance as a result of our 2014 WorkSafeBC premium discount
- Government Finance Officers Association (GFOA) Distinguished Budget Presentation Award for 2013, the highest form of recognition in governmental budgeting and represents a significant achievement for the organization
- GFOA's Canadian Award for Financial Reporting for the City's 2012 Annual Report

kelowna.ca/budget

2014 awards received

- B.C. Small Business Roundtable's Open for Business Award for the second consecutive year
- PIBC Gold Award in the category of Planning Practice - City & Urban Areas for the Bernard Avenue Revitalization
- IABC Gold Quill Excellence Award for My Downtown: Bernard Avenue Revitalization Community Engagement
- International Downtown Association (IDA) Downtown Pinnacle Award for the Bernard Avenue Revitalization
- North American Occupational Safety and Health (NAOSH) Week Steering Committee BC Government Category Award
- Green Communities Committee Level 2 recognition – 'Measurement'



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2014 Year in review



City of
Kelowna



Year in review

Every year, the City of Kelowna looks carefully at the resources it has available and prioritizes which projects and services need to be delivered and which ones might have to wait. Every Citizen Survey since 2008 has shown that a large majority of residents consistently say they prefer responsible tax increases to provide them with the services they need and want.

Partnership opportunities in 2014 brought fresh new ideas to accelerate projects and make City resources go farther. This approach resulted in partnerships that resulted in an agreement to obtain the CN Rail corridor, groundbreaking for the Okanagan Innovation Centre, an agreement for Centennial Park redevelopment and the funding partnership to complete John Hindle Drive two years ahead of schedule at a reduced cost to the City.

Accomplishments in 2014, large and small, all added up to a great year of community building – here are some of those accomplishments:

Strong, innovative leadership

- Innovative use of technology continues to improve citizen interactions with the City of Kelowna. Our Online Service Requests System resulted in action on more than 19,000 requests from the public for services or information
- The Annual Report was made more relevant to citizens by moving to an online version, including hyperlinks to additional information sources, videos and infographics
- Entered into an agreement with a service provider to establish WiFi connections in parks and City facilities throughout Kelowna
- Established a new approach with organizations operating City-owned recreation facilities, such as the Kelowna Outrigger Canoe Club Association (Kelowna

19,000
online requests
for service

- Paddle Centre), Kelowna Minor Fastball Association (High Noon Ball Park) and Major Men's Fastball Association (King Stadium) and continued work with local sport organizations to enhance the City's sport delivery system
- The Building & Permitting Branch achieved accreditation with the International Accreditation Service, becoming the only accredited building department in Canada
kelowna.ca

Protective services & safety

- The RCMP's coordination of the Downtown Enforcement Unit increased police presence in the downtown with foot patrols and increased bicycle patrols in parks, focused on efforts to reduce illicit drugs on the streets through arrests and seizures
- In the first nine months of 2014, RCMP created 1,399 drug-related files – nearly 17 per cent more than during the same period the previous year
- New predictive modeling and mapping tools help identify crime patterns, or locates high call-out incidences of medical first-responses to more efficiently allocate firefighters
- Added new RCMP staff, following through on the Crime Reduction Financial Strategy created by Council in 2012 to begin to bring RCMP staffing to a level appropriate for a city the size of Kelowna
- Completed the Police Services Building Project alternative approval process, allowing the project to continue, and finished the process to shortlist contractors for the design/build contract



kelowna.ca/police
kelowna.ca/fire

Development & revitalization

- An improved development environment helped push the total value of construction projects in 2014 to \$342.32 million – the

highest annual amount since 2010 and the third consecutive year of increased construction value

- Major multi-year initiatives were completed, including the final phase of the Bernard Avenue revitalization (with year-round twinkle lights in trees!) and the disposition of all nine Central Green development parcels
- In partnership with The Rutland Unified Stakeholders Team (TRUST), Uptown Rutland Business Association (URBA) and the Rutland Residents Association, public engagement resulted in the Our Rutland plan to invest more than \$100,000 to enhance Roxby Park
- Kelowna International Airport (YLW) passenger numbers surpassed the 1.6 million mark in 2014, a year earlier than forecast, up five per cent over 2013
- YLW air service expansions:
 - WestJet daily service to Fort McMurray, and an additional flight to Edmonton during the summer
 - United Airlines daily flights to San Francisco, switching from Los Angeles
 - Ten airlines now operate at the airport with approximately 20,000 seats available weekly



kelowna.ca/business

Transit & transportation

- Completed the next phase of Rails with Trails multi-use pathway from Spall Road to Dilworth Drive with funding contributions from the federal and provincial governments
- Substantially completed a new bridge and upgrades for Lakeshore Road, along with a major upgrade on Clifton Road
- City crews completed the \$2.8 million road-

resurfacing program, involving 13 streets, maintained 1,632 lane kilometres of roadway, and inspected and repaired 423 kilometres of sidewalks and walkways

- Expanded transit service with the new #5 Gordon Drive frequent transit network and rerouting of the #8 Okanagan College to better serve the Kelowna General Hospital area
- Completed Queensway transit exchange upgrades for Rapid Bus service and a new transit exchange at Okanagan College
- Introduced a City-wide Parking Management Strategy after broad stakeholder engagement
kelowna.ca/transportation

Recreation & parks

- Completed the Knox Mountain Park Apex Trail Restoration, City Park Tennis Courts, construction of the Waterfront Promenade as part of Stuart Park Phase 2, and Ponds Playground Partnership with the developer to build a neighbourhood playground
- Acquired a 55-acre open space park in the University Heights neighbourhood through a donation agreement with the area developer
- Worked with the Regional District of Central Okanagan as part of its Legacy Parks Fund to help acquire the City's largest open space park at Black Mountain
- Purchased and replaced playground equipment at Cassiar Park, Jack Brow and Bankhead Crescent
- Thinned, pruned and removed dead trees from 18 hectares of forested land to reduce the wildfire risk in a South East Kelowna residential community
- Completed YMCA renovations using the maximum federal grant approved under the Community Infrastructure Improvement Fund program and YMCA contributions toward extra works
- Offered 3,175 recreation programs (35,150 hours of programming), including 19 Family Active Nights, 3 Licensed Out of School Programs, 50 Park & Play and 10 Dancing in the Park

kelowna.ca/recreation