

# Year in review 2016



**5.5 million**  
visitors to  
kelowna.ca



**900**  
development  
applications



**1,640**  
lane kilometres  
of roadways  
maintained



**420km**  
of sidewalks  
maintained



**1.7 million**  
passengers  
through YLW



**7,400**  
construction  
permits - a  
\$505M value



**13km** of  
Dark Fibre with  
7 customers  
connected



**127,500**  
population

In 2016, the City of Kelowna invested in increasing affordable housing options, addressing homelessness, improving online services and planning for the future of our growing city.

**Housing** /// The City increased incentives and tax breaks for developers undertaking projects that will increase housing diversity and affordability in Kelowna. The Infill Challenge was solidified through amendments to the Official Community Plan, which will see further development in our existing neighbourhoods.

**Homelessness** /// Hiring a Social Development Manager in 2016 was the first step in a process to develop a Homelessness Strategy and bring together partners within the community to help address this growing issue facing communities across the country.

**Online services** /// With the launch of a new web platform, the City has made online services and information more accessible. Visit kelowna.ca to explore the enhanced searching capabilities, providing results categorized by services, information and forms & documents, and even a live chat feature available on recreation web pages to start – live chat will expand to other departments in the months ahead.

**Planning** /// The largest ever city-wide conversation began in 2016 – Imagine

Kelowna sought input from the community about a vision for the future of the city. Over the next year, a Community Vision, along with principles and strategic directions, will focus City of Kelowna and community efforts to build resiliency and position the City to succeed in a constantly shifting world.

Other highlights from the year include:

### A well-run City

- Lead a strategy to encourage the development of more family-friendly affordable housing through revisions to the Rental Housing Grants program and zoning bylaw changes
- Undertook a number of planning exercises to ensure Kelowna continues to develop in a strategic way, including the Healthy City Strategy (HCS); Infill Challenge to develop new forms of housing for select areas of Kelowna's urban core; Civic Precinct Plan that rethinks the future development of Kelowna's civic and cultural heart; Urban Centers Roadmap setting out clear targets and priorities to make Kelowna's urban centres engines of creativity and economic growth; and Hospital Area Plan Phase 2 working closely with the Interior Health Authority

- Developed a strategy for a corporate Sponsorship and Advertising program and policy to increase revenues
- Completed a study recommending all street lights be converted to LED, which shows a 4.6-year pay back of original capital cost and \$13-million savings over the lifetime of the LED lights

### An active, inclusive city

- Developed and implemented public engagement activities for policy and planning projects including the Okanagan Rail Corridor, Cameron House Idea Fair, Agriculture Plan Update and Healthy City Strategy
- Administered and distributed approximately \$563,000 worth of community building grants to various community organizations, individuals and events. Grant areas include Social Development, Arts, Culture and Heritage, and Sport and Events
- Worked with BC Housing and Gospel Mission to establish and evaluate a pilot transitional storage program designed to support and connect homeless street-entrenched individuals to services

## A safe city

- Continued with intelligence-led policing to efficiently and effectively deal with prolific offenders, hot spots and problem residences, and continued drug enforcement efforts to target those causing harm
- Kelowna RCMP and the City's Bylaw Services worked together providing a combined bike patrol unit downtown during the summer months
- Updated the Community Wildfire Plan with funding from the Province
- Updated and implemented the Kelowna International Airport Crisis Communication Response Plan to ensure organized dissemination of information during times of crisis
- Supported three regional Emergency Operation Centre (EOC) activations and maintained the Central Okanagan Emergencies' online and social media channels

## A strong economy

- Applied tax and development incentives to spur multiple rental housing projects, which totaled 500 rental housing units
- Updated project costs and amended the DCC bylaw so that Development Cost Charges generate the revenue required to construct infrastructure projects to keep up with growth in our community
- Continued to implement the Dark Fibre Strategy, which welcomed four new customers producing a monthly revenue of \$7,000 and monthly cost-savings of \$2,400; connected the Memorial Parkade and City offices in the Memorial parkade to the fibre network, and installed additional fibre conduit in the downtown core

- Kelowna International Airport (YLW) traffic in 2016 was approximately 1.7 million passengers, which is on track with airport's medium-range Master Plan forecast and is six per cent greater than the highest number of annual passengers in YLW's history

## A clean, healthy environment

- Continued work with the Provincial Government and four major irrigation districts on an integrated city-wide water supply system
- Delivered quality water to residents and businesses within our utility boundaries, with no water quality advisories
- Implemented a Day of Week irrigation program to reduce overall utility operating costs, prolong the life of infrastructure and enhance a water conservation culture in Kelowna
- Acquired the new 2.9-acre Lakeshore Beach Park that complements existing City waterfront holdings in the area. In total, this acquisition will allow for the creation of a 3.6-acre waterfront park with more than 705 feet of sandy beachfront located next to the commercial node along Lakeshore Road
- Acquired various key park properties which will contribute to building healthy, safe and active communities, including 862 Burne Avenue for the Mill Creek Neighbourhood Park and 2424 Mayer Road for legalization of an existing encroachment of the Mission Creek Greenway Trail

## Resilient, well-managed infrastructure

- Completed major City plans, including the 2030 Infrastructure Plan – the City's long-term infrastructure plan that

details all of the City's infrastructure needs from now until 2030, and the Pedestrian and Bicycle Master Plan: Kelowna on the move – a major study, based on extensive public engagement, stakeholder input and technical analysis, that identifies necessary policy, project and program measures to improve walking and cycling in Kelowna

- Managed the acquisition of the former CN corridor and explored opportunities for land use and dispositions along the corridor
- Completed a number of parks and public spaces related maintenance projects, including re-surfacing of the Basil Meikle tennis courts at the Parkinson Recreation Centre, upgraded play equipment at the Southridge Park Playground, expanded the cigarette butt receptacle program along Bernard Avenue and installed plants and irrigation at the Running Man roundabout at Queensway
- Completed recreation and active transportation projects, including Rutland Centennial Park Phase 1 (Soccer Field) and Phase 2 (Playground), Ethel Street Phase 2 Active Transportation Corridor (Bernard to Cawston), Valley – Cross – Longhill Roundabout, Bulman Road – UBCO Bike Connection, Bernard Avenue (Lakeview to Burtch) upgrades, KLO Road (Pandosy to Richter) bike lanes and crosswalk, and Rose Avenue (Gordon to Pandosy) bike lanes
- Acquired the Shadow Ridge Golf Course for future expansion of Kelowna International Airport
- Continued construction on a number of major downtown projects, including the City of Kelowna Police Services Building, and opening of the expanded Library parkade and new Memorial parkade

**Awards & recognition:** Government Finance Officers Association's Distinguished Budget Presentation Award for our 2016 Financial Plan /// Government Finance Officers Association's Canadian award for Financial Reporting for our 2015 Annual Report /// PERC Award for Management Innovation and Ingenuity for our Strong Neighbourhoods Program /// Tommie silver finalist award – Best outside of the box for the Queensway Transit Exchange (Sawchuk Developments) /// Best of the Okanagan for the Queensway Transit Exchange at the Urban Development Institute Awards for Excellence