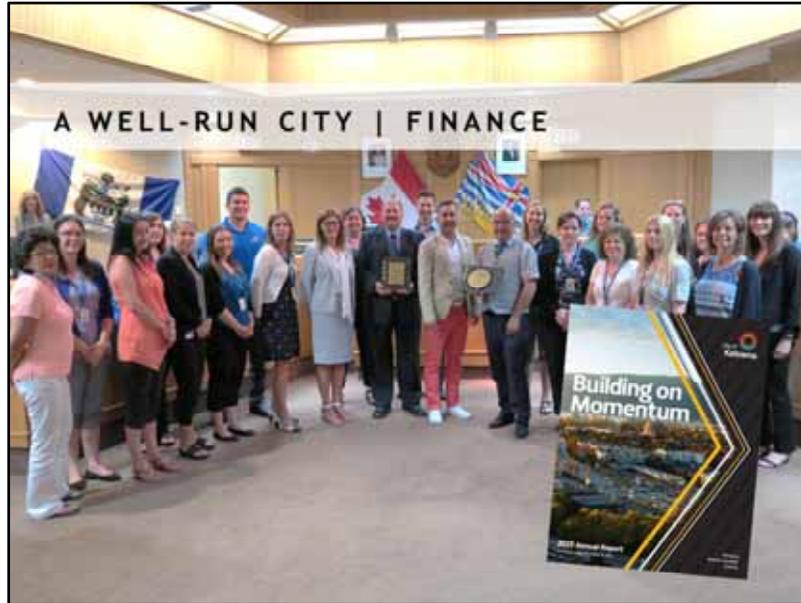




Good afternoon your worship,

I am happy to share some highlights from the second quarter of 2016...



The **2015 Annual Report** was presented to the public and approved by City Council on June 20

- The report features the City’s financial statements, highlights of activities throughout the year past, a summary video and is peppered with videos that showcase City projects and programs.

The City also received awards from the **Government Finance Officers Association**:

- The City of Kelowna has received the Canadian Award for Financial Reporting for the City’s 2014 Annual Financial Report (year ended December 31, 2014). This is the thirteenth year in a row that the City has received this award, which recognizes excellence in governmental accounting and financial reporting that results in the production of comprehensive annual financial reports that are “designed to be readily accessible and easily understandable to the general public and other interested parties without a background in public finance.”
- The City has also received the Distinguished Budget Presentation Award for the City of Kelowna’s 2015 Budget. This is the fourteenth year in a row that the City has received this award, which recognizes governments that “prepare budget documents of the very highest quality that reflect both the guidelines established by the National Advisory Council on State and Local Budgeting and the GFOA’s best practices on budgeting.”

95 per cent of 2016 property taxes were collected by the tax deadline. This is consistent to previous years.

- Tax notices were mailed the third week of May, with a payment deadline date of July 2.
- Every year, more customers are claiming their homeowner grant online:
 - 16,892 claimed their grant online in 2016 versus 14,221 in 2015
 - This represents a 20 per cent increase



The City of Kelowna held its first **Twitter town hall** on June 16 from 1-2 p.m. The Mayor took over the City’s corporate Twitter account and posed five questions about Kelowna and its future as part of the Imagine Kelowna community visioning. There were 51 participants, with 212 incoming Tweets.

Purpose of the Twitter Town Hall was:

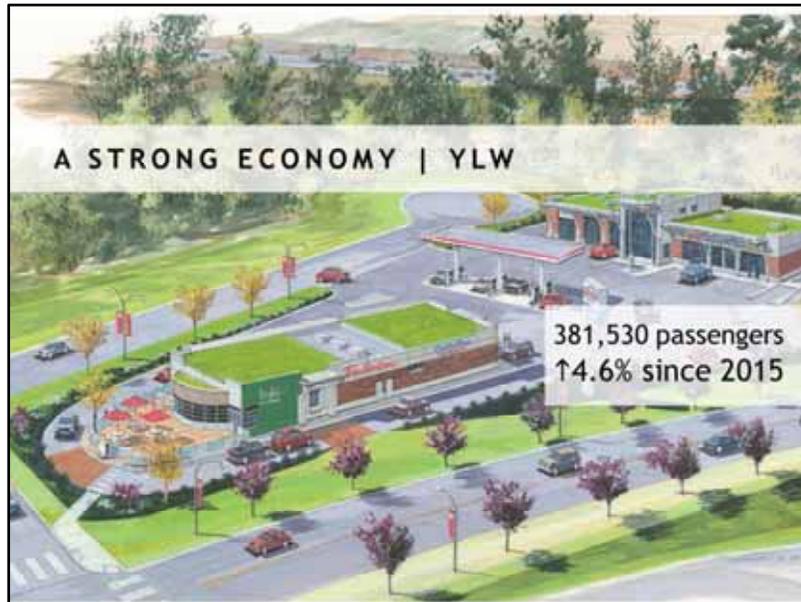
- To create awareness of Imagine Kelowna
- To engage the community through new means
- To use online conversations as a launching point for further discussion throughout the engagement process

Responses:

- When the Mayor asked what people love about living in Kelowna, many responded with the scenery, parks and amenities and the people.
- Affordable housing, attracting a skilled work force, homelessness, accommodating population growth and climate change were some of the community challenges tweeted out by participants.
- Suggestions on how to overcome the challenges as a community included continuing efforts to increase availability of affordable housing, a variety of incentives and support for social entrepreneurs.
- The tech industry, collaboration and community involvement, climate change and an aging population were some of the biggest influences participants said will impact the future of Kelowna.
- In order to set the future up for success, participants were asked which partnerships and organizations are needed. Responses included UBCO, neighbourhood associations, regional partnerships, collaboration with not-for-profits with specialized knowledge of issues and involving a variety of groups that bring different ideas to the table.

If you missed it, you can check it out the archived conversation on Storify:

<https://storify.com/cityofkelowna/imaginekelowna-twitter-town-hall-with-mayor-Basran>. For more information about Imagine Kelowna, visit <http://imagine.kelowna.ca>.



Kelowna International Airport (YLW)

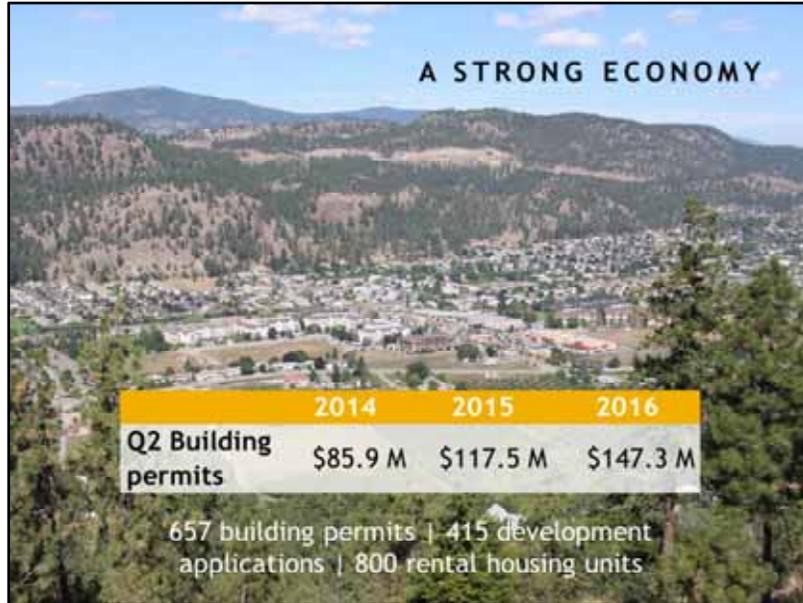
- May and June saw record breaking passenger numbers, with 381,530 passengers in Q2. That's up 4.6% since 2015!

Air Service

- Daily service to Toronto began on Air Canada. With 200 seats, this A321 is the largest aircraft to operate regular scheduled service at YLW.
- WestJet announced new direct service to Winnipeg beginning July 26.
- NewLeaf announced the relaunch of its reservation system and bookings - they will start flying on July 25 to Winnipeg, Regina and Saskatoon, with same plane service to Hamilton.
- Air Transat announced the return of Cancun and Puerto Vallarta for winter 2016/2017.
- Sunwing announced Cancun as its new destination, along with its second year of service to Varadero for winter 2016/2017.

Airport Projects

- Design and construction continued on projects in the current YLW capital program, including the Outbound Baggage Hall expansion, Departures Lounge enhancements, West Lands development, the new Airport Plaza and the new Non-Passenger Vehicle Screening Facility.



The City issued more than \$147 million worth of building permits in the second quarter. That equals 657 permits. It was the most active second quarter since 2008.

415 development applications were received in the first 6 months of 2016, which puts the City on pace for its busiest year ever.

During the first half of 2016, staff brought forward permitting for more than 800 units of purpose built rental housing - mainly in the City's urban core and at UBC Okanagan.



Creative Spaces consultation resulted in eight focus groups from late May to end of June, which were attended by 61 local artists, as well as 241 survey responses.

- The information gathered through this process is part of a long-range planning process for the development of new and improved cultural infrastructure, and will be part of an update to the Cultural Plan in 2018.

The artsVest Chamber of Commerce Breakfast took place on June 13 and was attended by 50 representatives of arts organizations and businesses.

- A panel discussion generated discussion about how arts organizations and businesses can create value through sponsorship partnerships. This is the first time since the launch of the Kelowna artsVest program in 2013 that the artsVest message has been shared directly with a business audience. More events of this nature are needed to build more awareness within the business community of the benefits of sponsoring arts organizations.

The Kelowna Community Theatre hosted a number of sold out performances and successful fundraising shows, including:

- April 8 - the Okanagan Symphony performed Four Seasons to an audience of more than 650
- April 12 - the Atlantic Brass Quartet performed to a **sold out** audience
- April 27 - hosted the City's annual Civic Awards Ceremonies and celebration
- May 6 - Okanagan Symphony performed Carmina Burana to a **sold out** audience
- May 14 - more than 1,400 attended the Kelowna Classic Body Building Championships
- May 29 - Local Comedians banded together to do a comedy night fundraiser for the people of Fort McMurray and raised more than \$2,500
- June 25 - Wentworth School of music 20th rock n roll recital, which was a **complete sell out** raising over \$10,000 for the children's ward of Kelowna General Hospital



The 2016 Metabridge event took place June 8-9 in Kelowna.

Powered by Accelerate Okanagan, Metabridge supports the start-up ecosystem. The annual events is comprised of collaborative programs for top Tech entrepreneurs to enable them to connect with mentors and serial entrepreneurs from Silicon Valley.

The event provides significant exposure for Kelowna as a technology centre and is impactful for participants. This is crucial in building Kelowna's brand by creating awareness of what we have to offer, creating connections with great locals and VIP's from Silicon Valley and showcasing emerging companies.

Some immediate results include:

- Conference attendees increased 18 per cent (to 330)
- Start-up applications increased by 110 per cent (up to 109)
- 56 per cent said that partnerships will be formed as a result of the event, within just one week of attending
- Number of 1:1 Meetings increased by 65 per cent (to 69)
- First International Start-Up Qualified and Selected for Top Start-up program (Lynk)
- Term Sheets offered to Lynk (Kenya), Tapplock (Toronto) and Data Nerds (Kelowna) at the event
- Community Sift (Kelowna) closed funding round with iNovia (already an investor)
- RentMoola (Vancouver) shortly announcing financing round due to Metabridge
- Hootsuite potentially forming partnership to be announced
- Lighthouse labs made a good service provider connection, potential for future partnership to be announced

The Mayor spoke during the opening session, speaking to the tech offering in Kelowna and the opportunity to be a part of the growing community in Kelowna. The City's Dark Fibre video was shown, generating good "buzz" at the post event reception.



Outdoor events highlights include:

- Daffodil Dash - Formerly Relay for Life
- Cherry Blossom Triathlon
- Beer fest
- May Days Parade and Festival
- Knox Mountain Hill climb
- Hungry Hungry Half Marathon - Inaugural event
- Motion ball - Inaugural event
- Play On! Hockey Tournament
- Father's Day Car Show
- Fat Cat Children's Festival and Parade

The City assisted with 40+ sport tournaments and events including:

- Flag Football Championships, Provincial Premier Cup Soccer, Sunflicker Ultimate Frisbee, May Mayhem Slo-Pitch, Ogoogo Invitational Swim Meet, Okanagan All-Stars Spring Hockey Tournament, KMLA Lacrosse Tournaments (Pee Wee, Bantam, Midget), Figure Skating Provincial Camp

Sport Grants were awarded:

- The Athletic Excellence Grant supports the competition needs of our locally-based high-performance athletes & teams, with 22 athletes and seven teams receiving grants totaling \$11,600 to date.
- The Sport Event Development Grant provides the stimulus and seed money to assist non-profit organizations to bid on or create, host, market and administer new sport-based events. The grant has supported 10 events totaling \$16,000 to date.



Bike to Work/School Week ran May 30 - June 5

- More than 2,000 residents participated in cycling to work, including more than 450 new riders. More than 4,000 students participated.
- This program reinforces sustainable and active transportation options to residents. It attracts new riders, growing the number of bike commuters each year. Overall it helps us build a healthy, happy community.

Bike Rodeos ran April 16 - June 4

- 2,143 students from 13 area schools participated - learning essential cycling skills.
- This program teaches and supports youth to cycle safely. It encourages a healthy lifestyle, active and sustainable transportation options.

Clean Air and Safe Routes 4 Schools ran April 22- June 5

- The Walking Competition included a total of seven classrooms (168 students) from Raymer Elementary, who were provided with pedometers to track steps. The class with the highest number of total steps won a swimming field trip to the H₂O Adventure+ Fitness Centre on June 22
- This program supports and encourages active transportation habits and improved air quality.



The City hired a new **Social Development Manager** for a two-year term:

- Sue Wheeler, who began in July, has a wealth of experience in the field of social planning and development. Most recently, she held the position of Director of Community Services with the City of Maple Ridge, where she led a diverse set of services including social planning, volunteer services, youth services and neighbourhood development.
- The Social Development Manager is a strategic position that was created to convene and/or collaborate among City departments and partnering agencies with the long-term goal of developing a made-for-Kelowna approach to address homelessness and related issues.

Recreation programming from April to June resulted in more than 7,000 program registrations, over 27,500 membership scans and 4,400-plus drop-in admissions.

Canucks Autism Network nights at the Parkinson Recreation Centre welcomed nearly 40 participants, who registered in swim, soccer, basketball and/or fitness programs.

- The Canucks Autism Network (CAN) is building awareness and capacity through networks across BC. With a large membership base of families living with Autism Spectrum Disorder (ASD) in the Okanagan, specifically Kelowna, families petitioned the Autism Network to come to the Okanagan.
- CAN nights began at PRC in the fall of 2015 offering three seasons of six Sundays/season of CAN nights (nothing in the summer). Kelowna is the first municipality supporting the Canucks Autism Network outside of the Lower Mainland.
- CAN nights provide families affected by ASD with the opportunity to network and get active together.

Sport League registration numbers were up 5.38 percent and include:

- Softball: 11 leagues (163 teams)
- Volleyball: five leagues (42 teams)
- Beach Volleyball: three leagues (23 teams)

Register & Play registration numbers were up 14.4 per cent

- There were eight Register & Play (Indoor Soccer & Hockey) sessions per week with 160-plus participants each week ranging in age from 18-76.



From April to June, the City engaged residents on a number of projects and topics, including Sutherland Avenue Active Transportation Corridor Concept Design, Cameron House Idea Fair, Hospital Area Plan Phase 2 - Parking neighbourhood discussion, North East Rutland Traffic Calming open house, Glenmore Recreation Park information session, Community for All Ages neighbourhood conversations and family fun day, Agriculture Plan Update open houses and the Dog Park discovery sessions.

Engagement this quarter resulted in:

- Total number of Open houses: 16
- Total estimated number of attendees: 1,025
- Total surveys received (hardcopy + online): 3,101

Social media stats for engagement-related posts from April - June:

- Total Facebook Reach (Organic + Paid): 115,372
- Total Facebook Engagement: 2,801
- Total Twitter Impressions: 50,492
- Average Twitter Engagement Rate: 1%

The total average engagement rate for all tweets during this time frame was 0.9%.

Overall Twitter statistics during this time period may be slightly higher than average due to the Twitter Town Hall that was held on June 16. Twitter Town Hall statistics were omitted from the engagement report and submitted separately.

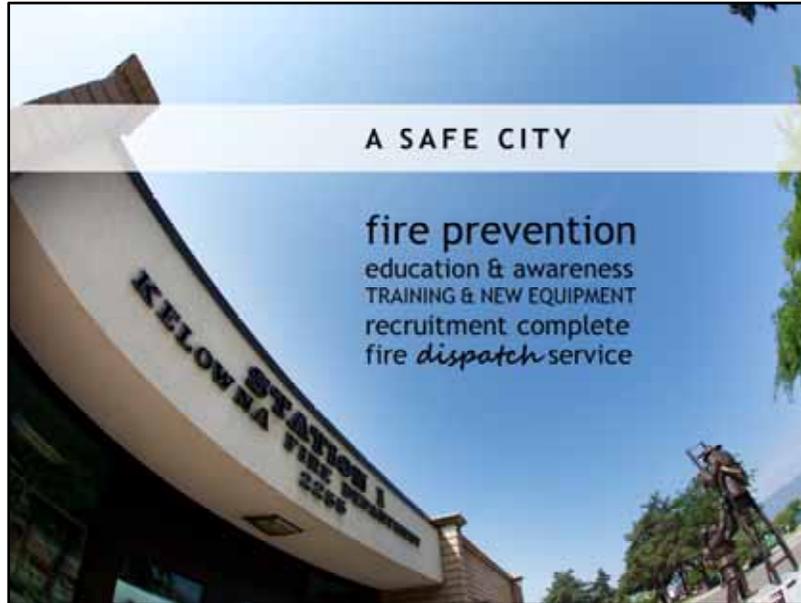


The RCMP Crime Reduction Strategy was approved by Council in May

- The document introduces strategies which will guide City of Kelowna and RCMP efforts through 2016 to 2019. The new strategy will replace the RCMP's 2012-2015 Strategic Plan with new goals including:
 - to prevent crime before it occurs through a proactive approach;
 - to work with partner agencies for more effective policing;
 - to maximize the efficiencies of resources through an intelligence-led model; and
 - to effectively communicate public safety.
- To review the document, visit <http://kelowna.ca/police>.

The City of Kelowna and Kelowna RCMP launched the second year of the *Don't be an easy target* campaign.

- The campaign is meant to draw awareness to auto crime and ways to reduce it.
- The contest - running through the summer into the fall, encourages people to change their behaviour. Residents are asked to place a decal on their vehicle window - as a reminder to themselves and a notification to others, that the car is all locked up and there's nothing to take. If they post a picture of the decal to social media with hashtags #Kelowna and #dontbeaneasytarget, they are entered to win a \$50 gift certificate drawn biweekly.
- For more information and contest details, visit <http://kelowna.ca/target>.



School District #23 Boot Camp helped to get 53 Grade 12 students trained on firefighting techniques.

- Kendra Peter from George Elliot Secondary School used her fire extinguisher training to extinguish a fire in her home economics class a few weeks after the boot camp. The KFD presented her with a Junior Hero Award.

Incident Command and Emergency Scene Management training was provided to three Kelowna Fire Department staff members, which is integral training for lead supervisors on commanding emergency incidents in the field.

The **North Glenmore Smoke Alarm Campaign** resulted in 518 private homes visited.

A six-month **recruitment program** for Firefighters was completed, with more than 500 applicants.

- Thirty are now on the eligibility list, including two women. The Eligibility List readies the City to quickly fill new positions projected in the Fire Services Strategic Plan.

The new **Rescue Truck** was delivered on June 28.

Expansion of Fire Dispatch was completed and Fire Dispatch moved into its own building behind Fire Station 1, allowing expansion from three work stations to six.

- The new location provides a much larger centre, with enhanced surge capacity for major events. This puts all stations in the same room, improving communication and collaboration among staff, which is critical during major events.

A **back-up dispatch** location at Station #8 was completed in May and provides a fully operational redundant location for fire dispatch in the event the primary location has an emergency evacuation or there's a technical emergency.

The **Regional District of East Kootenay (RDEK) Fire Dispatch Service** began June 23

- The KFD implemented dispatch service to 16 departments of the RDEK. This new contract will provide revenue for the City of Kelowna by using current dispatch resources.



Water Use Restrictions Education and Awareness took place with:

- Rack cards provided along with all June and July water invoices to inform users. City Wide advertising has been run with partial funding by the four Improvement Districts to help increase awareness of the new, year-round water restrictions in Kelowna, which is critical to obtain bylaw compliance and the benefits to Water Utility sustainability.



Abbot Street Infrastructure Renewal was completed in time for the May long weekend (May 20)

- The renewal project included replacement of the watermain, streetlights and asphalt surface. Bike lanes were added. Enhancements included crosswalks, curb extensions and bike racks.
- These upgrades increase walking and cycling safety, and contribute to asset preservation, improved urban design, extended utility service, aesthetics in front of City Park, as well as, renewed utility lines for extended life and better flow.

Ethel Phase 2 road upgrades & Active Transportation Corridor Construction began April 25

- The upgrades included road infrastructure renewal, installations of bicycle tracks and replacement of aged utility lines.
- This projects contributed to walking and cycling safety, asset preservation, aesthetics and extends the utility service life.

Pandosy resurfacing from KLO to Royal Avenue was completed in June and improves the condition of a main arterial road.

Springfield resurfacing from Ziprick to Dilworth was completed in May, also improving the condition of a main arterial road.

Along **Springfield Road**, small lengths of sidewalks and two bus stops at Leckie Rd and Ziprick were constructed in May, which improves safety and convenience for transit users.



The City acquired a **three-acre portion** of Mission Creek Greenway near Mayer Road, which provides land tenure security over an area that the public had traditionally trespassed for access to the greenway trail.

With approval of the Development Plan, fundraising kicked off for the **Okanagan Rail Corridor** with our partner, the Okanagan Rail Trail initiative.

- Every \$160 donated purchases one metre of track. Donations are tax deductible and are managed in partnership with Central Okanagan Foundation. For more information and to donate, visit <https://okanaganrailtrail.ca/>. As of July 19, 4,805 metres had been funded.
- The future Okanagan Rail Corridor will be a spectacular trail connecting downtown Kelowna to Coldstream

The **Bernard Avenue Laneway Revitalization** took place on June 3 and 4

- This was identified as an innovative project to demonstrate how we can get better use of undesirable spaces
- Laneway cleanup and revitalization undertaken by staff and volunteers
- This is the first step in a potentially more permanent installation and acts as another piece of the Downtown Revitalization
- The lane is a key link in our downtown but was underutilized with vehicle parking and garbage bins. Now it is becoming a pedestrian friendly space that can house performance spaces and food opportunities



On May 30, Council endorsed the two recommended winning designs from the **Infill Challenge**. Council further directed staff to bring forward recommendations for changes to the Zoning Bylaw and Official Community Plan to support the winning forms of infill housing.

- The Infill Challenge will help increase housing mix and density, strengthening communities by supporting services and transit within walking distance to Downtown and South Pandosy.

The **Community for All Ages** project recently completed four community engagement sessions, one stakeholder session and online engagement at <http://getinvolved.kelowna.ca>.

- The Community for All Ages Action Plan being developed will include policies, actions and infrastructure opportunities to work towards a city that is healthy, active, safe and inclusive for seniors, children and those with diverse abilities.

The City, in partnership with Interior Health, launched the initial public engagement in May for the **Hospital Area Plan Phase 2**, focusing on on-street parking.

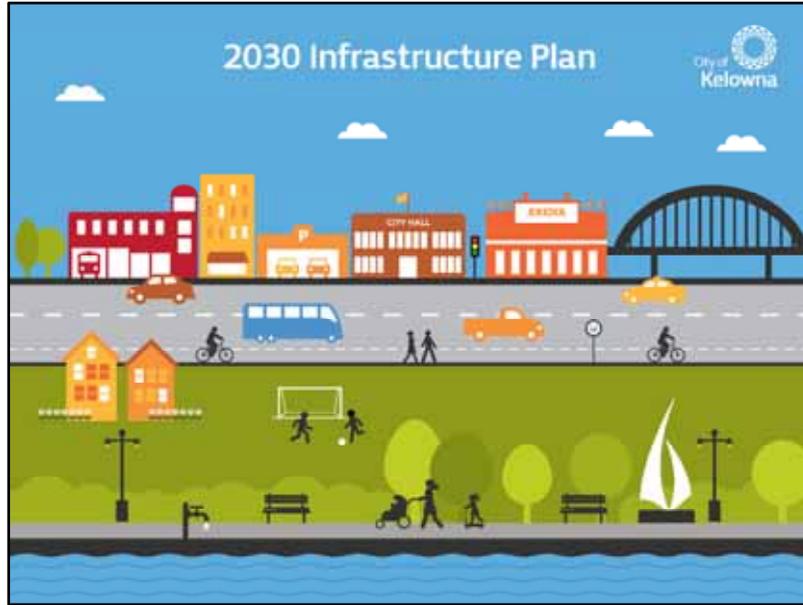
- Phase 2 of the Plan combines the Parking Management Strategy with Interior Health’s growth plans and parking needs, as well as a review of land use policies, regulations and infrastructure improvements to guide hospital-related development.
- The Plan is being developed because on-street parking, growth of Kelowna General Hospital (KGH) and health services uses are having an impact on the residential areas around KGH. Residents are concerned with availability of parking and changes to the residential character of existing neighbourhoods. This project will consider parking management strategies that ensure on-street parking is for short-term use, potential changes to land use policies and regulations to direct hospital-related and health services development, and long-term parking needs.

Agriculture Plan Engagement during the month of June included one stakeholder meeting, two open houses and one industry meeting. The public also had an opportunity to respond to an online survey during the entire month. More than 560 surveys have been completed to date.

- This plan is important to our community because Kelowna has 55 per cent of lands zoned agriculture (approximately 40 per cent in the ALR), so agriculture touches us all in some way.

Public consultation on potential **dog beach** locations was completed, seeking feedback on four specific dog beach locations and one additional dog park.

- Staff will return to Council at the end of the Summer with recommendations on how to proceed.
- The statistically valid survey carried out at the beginning of the year identified significant demand (58%) for more dog beaches and for them to be distributed across the City waterfront. There is currently only one dog beach, Cedar Creek, near the southern City limit.



The City's 2030 Infrastructure Plan was approved by Council on April 8

- The Plan details all of the City's infrastructure needs from 2016 - 2030, and provides staff, council and community with long-term plan for the City's projected \$1 billion worth of infrastructure investment over the next 15-years. For more information, visit <http://kelowna.ca/2030Kelowna>.



<http://kelowna.ca>