

Media Relations process for media inquiries

The local news media plays an important role in helping our residents learn about City programs, policies and initiatives. The City is grateful for its relationship with local media and strives to maintain healthy relations by providing accurate, timely, balanced information.

Residents looking for information about City of Kelowna can use the City's [Service Request](#) system.

The City of Kelowna has a centralized model of media relations to improve service, avoid duplicated efforts and make the most effective use of staff time while providing a timely response to media inquiries.

Media are asked not to contact the Mayor or staff members directly and follow these procedures for the more timely and efficient way to coordinate interviews.

Interviews between staff and news media are triaged by the Media Relations branch to ensure we have the appropriate spokesperson providing the right level of response.

Interview requests for the Mayor are managed by the Mayor's Office.

- The media contact for the Mayor is kfranceschini@kelowna.ca or 250-650-5589.
- The media contact for City of Kelowna staff is media@kelowna.ca or 250-469-8663.
- Media Relations may also respond to calls if a spokesperson is not available or when the magnitude of the inquiry does not merit taking a subject matter expert away from their other duties.