

CITY OF KELOWNA

Digital Citizen Experience | The City of the Future

Agenda



Citizen expectations and experience



Digital assistants



Data driven decisions



What's next

City of the Future



Citizen Expectations



How to develop solutions that work

- ▶ Citizen and user experience are vital
- ▶ Technology is secondary
- ▶ People, process and then technology

Citizen Experience



Early results



Chatbots & voice assistants



Kelowna ID

One account to remember

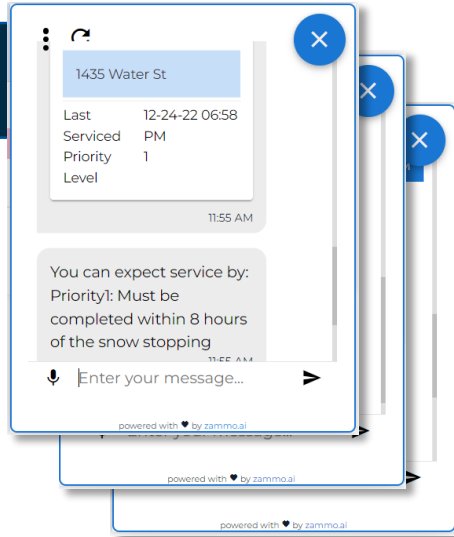
Log in using your BC Services Card



Shelter dashboard

Digital Experience

Chatbots



Direct Messages



Service Request



APPLY

Do things like apply for a career with the City, new business licence, building permit, claim your homeowner grant and more.



PAY

Pay for a parking ticket, tax certificate, renew your business licence or find more online payment options here.



REPORT / REQUEST

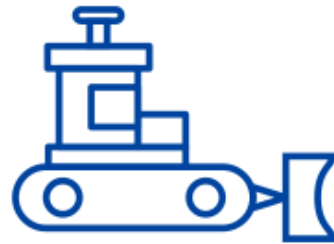
Report an issue, like a pothole, noise or graffiti, or request improvements, like traffic calming, or parks and road maintenance.



EXPLORE

Watch City Council meetings, find online engagement opportunities and access other related applications and websites.

Digital Assistants



12K

Unique Users

15,674

Unique Conversations

0.98

Avg Interactions per User




14,488

Questions Asked

Development Services

- ▶ Complex bylaws made easy
- ▶ Instant feedback on development questions

what's the parking requirement for Child Care Centre, Major(Includes preschool)?

1 The parking requirement for a Child Care Centre, Major (includes preschool) is 1.0 space per 11 children, based on the capacity of the centre. However, there is no maximum parking requirement listed in the sources provided.

Citations: [1. Zoning Bylaw No 12375 \(1\)-95.pdf](#)

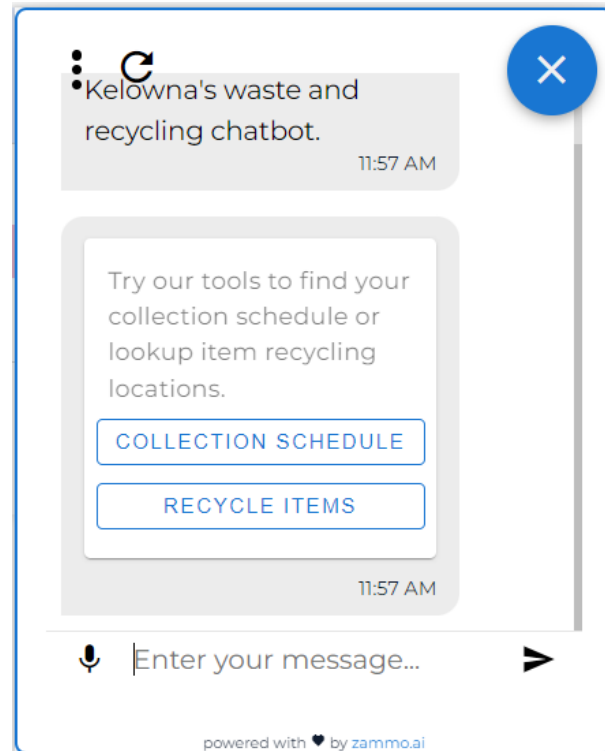
Answer the following question from the zoning bylaw 12375 section 11|above.

Q: What's the narrowest Lot Width without access to a Rear Lane allowed for RU2 zone?

A: 13.0 m

Landfill Chatbot

Chatbot welcome



Kelowna's waste and recycling chatbot. 11:57 AM

Try our tools to find your collection schedule or lookup item recycling locations.

COLLECTION SCHEDULE

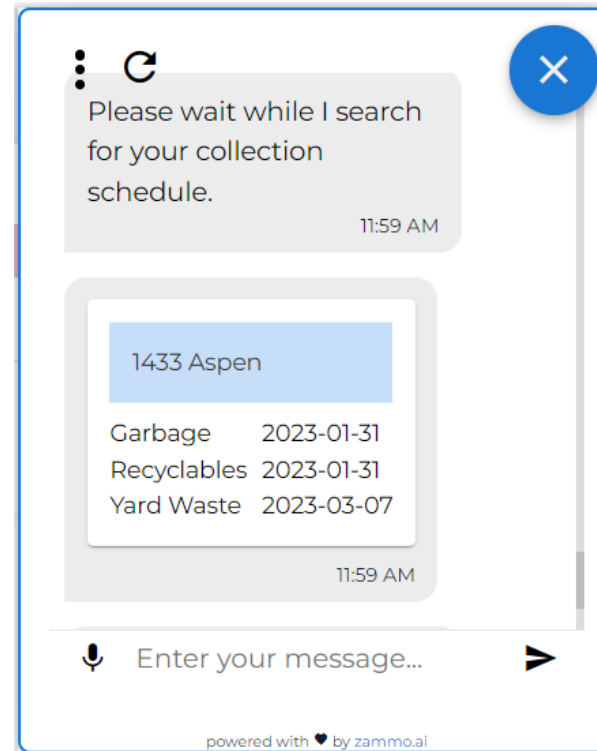
RECYCLE ITEMS

11:57 AM

Enter your message...

powered with ❤️ by zammo.ai

Collection schedule



Please wait while I search for your collection schedule. 11:59 AM

1433 Aspen

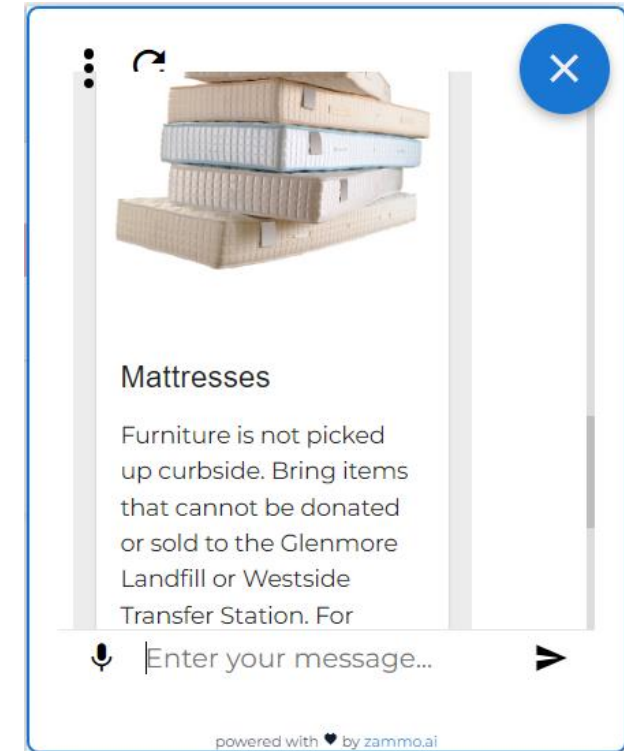

Garbage	2023-01-31
Recyclables	2023-01-31
Yard Waste	2023-03-07

11:59 AM

Enter your message...

powered with ❤️ by zammo.ai

What goes where?

Mattresses

Furniture is not picked up curbside. Bring items that cannot be donated or sold to the Glenmore Landfill or Westside Transfer Station. For

Enter your message...

powered with ❤️ by zammo.ai

Voice Assistant



Winter Maintenance voice assistant (Dec. 7-31, 2022)

Total Voice
Conversations

137

Asked to speak
to an agent

35

Asked a question then
asked to speak to an agent

23

Never asked for
an agent

102

Percentage of calls diverted
from staff

76%



Revenue voice assistant (Sep. 21-Dec. 31, 2022)

Total Voice
Conversations

1159

Asked to speak
to an agent

946

Asked a question then
asked to speak to an agent

542

Never asked for
an agent

213

Percentage of calls diverted
from staff

18%

The Power of Data



Data Strategy and Governance



Model City and Model City Infrastructure



Data and Climate Resiliency

Data Strategy and Governance

Vision: Use data as a corporate strategic asset to proactively address City challenges and opportunities that will improve organizational decision-making, streamline City operations, and ultimately improve City service delivery.



Data Strategy High level Roadmap



Three-phased roadmap to help the City achieve its goals of the data strategy.





Model City

Several exciting enhancements scheduled for 2023

- New data model for aggregated reporting and visualizations
- Dashboard for OCP 2040 indicators
- Environmental Module
- 2021 StatsCan Census Data
- City Chatbot

Alerts

Okanagan River Outflow

Kalamalka Lake Outflow



Hydrometric Data as of:
04/21/2023 07:50 AM

Snowpack Data as of:
04/21/2023 08:00 AM

Okanagan Lake 24hr Change
0.1cm

Kalamalka Lake 24hr Change
0cm

Ellison Lake 24hr Change
0.1cm

Osoyoos Lake 24hr Change
0.4cm



Target Line = Full Pool

Return Periods or Percentiles : Yellow Zone: 50-100yr (80th Percentile) Red Zone: 100-200yr (90th Percentile) Black target line is historic avg daily flow

SnowPack	Elevation	Today	Yesterday	Week	Total
Brenda Mines	1,460m	0mm	-3mm	-21mm	259mm
Greyback Reservoir	1,550m	-2mm	-2mm	-2mm	248mm
Mission Creek Snow	1,780m	-3mm	7mm	26mm	620mm
Oyama Lake	1,360m	0mm	-5mm	-25mm	130mm
Silver Star Mountain	1,839m	-2mm	16mm	40mm	896mm
Whiterocks Mountain	1,795m	1mm	8mm	22mm	826mm



FLOW / LEVEL

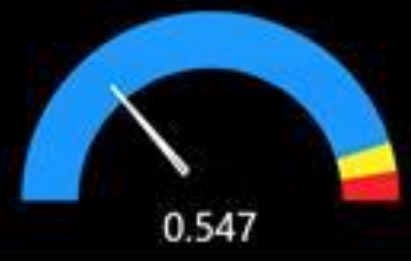
Clark Creek

Middle Vernon Creek

Mission Creek

Whiteman Creek

Powers Creek



Mill Creek Regional Park

Mill Creek @ Fenwick

Mill Creek @ Sutherland

Scotty Creek @ Old Vernon

Pearson Creek



Automation and its potential



Foundation for Quality of AI



Streamlined Processes



Data Validation



Results

- Increased collaboration
- Less duplication of effort
- Less staff time devoted to repetitive tasks
- Faster and more consistent results
- Highly engaged staff

Planning for the Future



Where are we going?

Process improvement and automation



Innovative solutions



A.I. is now here



Strategy and prioritization is vital

Questions/Comments