

## **CITY OF KELOWNA** Digital Transformation and AI



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## Agenda

- Digital Transformation at the City
  - ≻ Why?
  - Our journey
- Leveraging AI to affect change in Service Delivery
  - > Al projects
  - Impact of AI on service delivery
  - Implementing new technologies
- ➢ Housing An Al Use Case
- Future of Digital Transformation and Al at the City
  - > Projects
  - Vision for the Future





# Digital Transformation at the City

### What is Digital Transformation?

Rethinking how an organization operates and transforms its culture, processes, and strategies to thrive in the digital age.

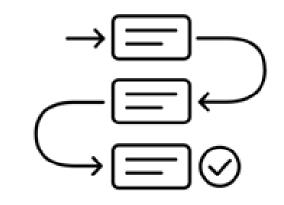


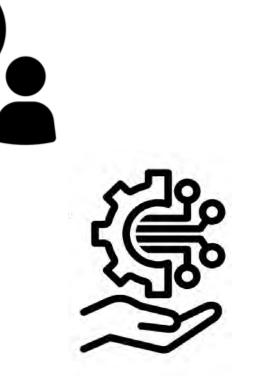
Implementing technology for technology's sake

Digitizing current processes and methods

IT Modernization or systems upgrades

Ad Hoc or one-time projects and initiatives







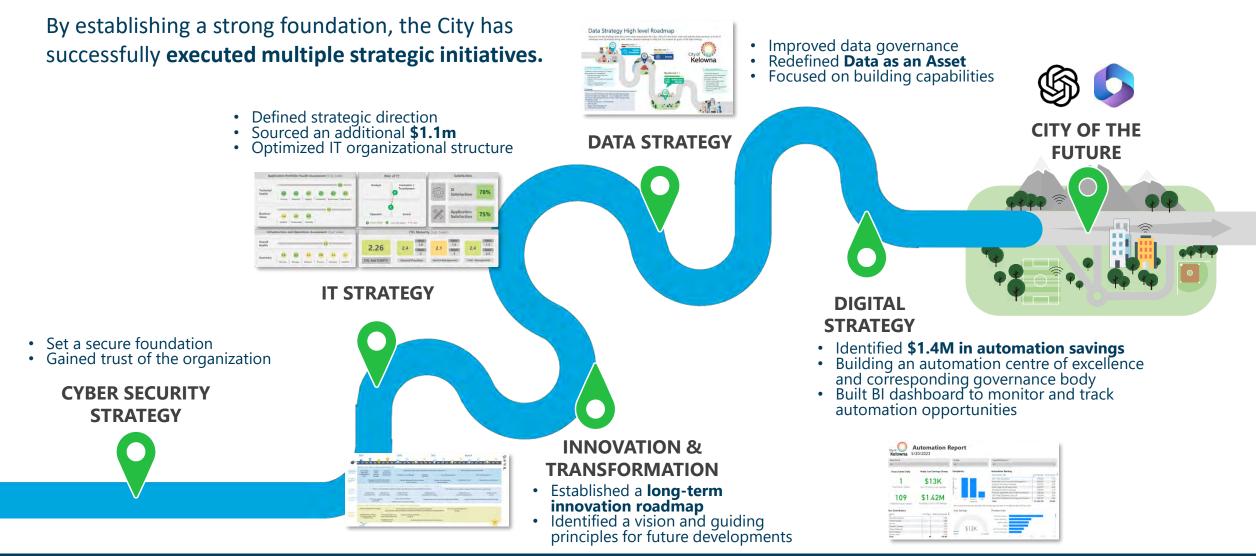
## Why Digital Transformation?



### Digital Transformation

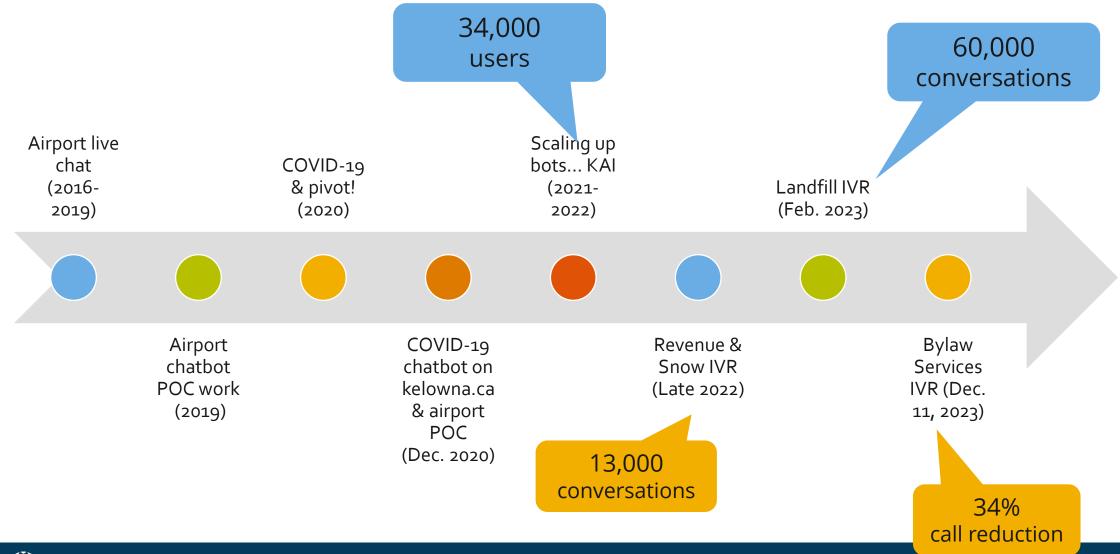
- Making it easier to do business with the City and within the City
- Using data to make decisions
- The potential to be more efficient

## **Digital Transformation Journey**





### Scaling up AI in Service Delivery

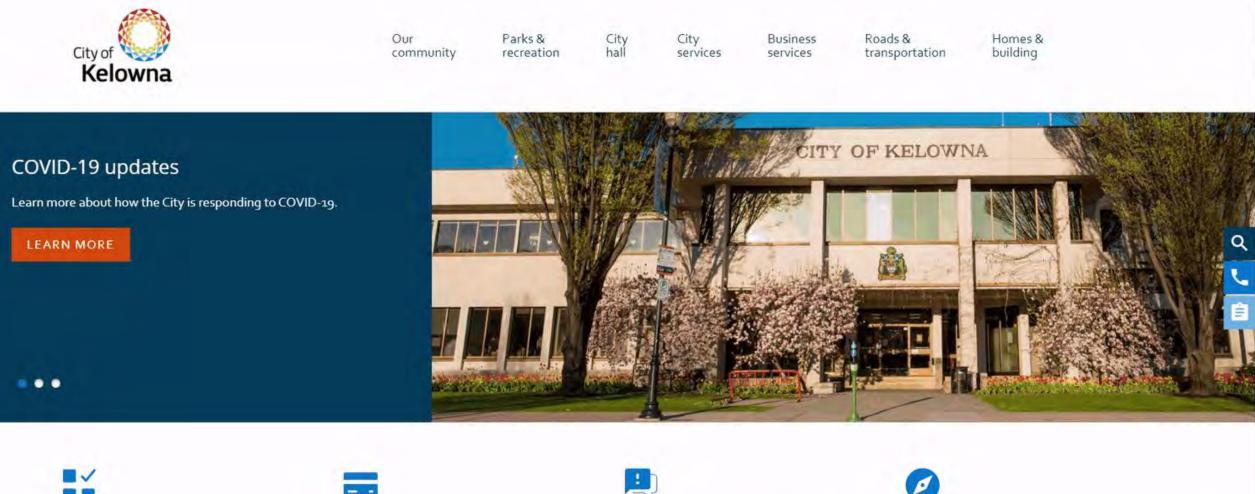






# Leveraging Al to Affect Change in Service Delivery

### Making it easier to do business with the City



APPLY

Do things like apply for a career with elowna.ca/covid19 the City, new business licence, building



Pay for a parking ticket, tax certificate, renew your business licence or find



#### REPORT / REQUEST

Report an issue, like a pothole, noise or graffiti, or request improvements, like

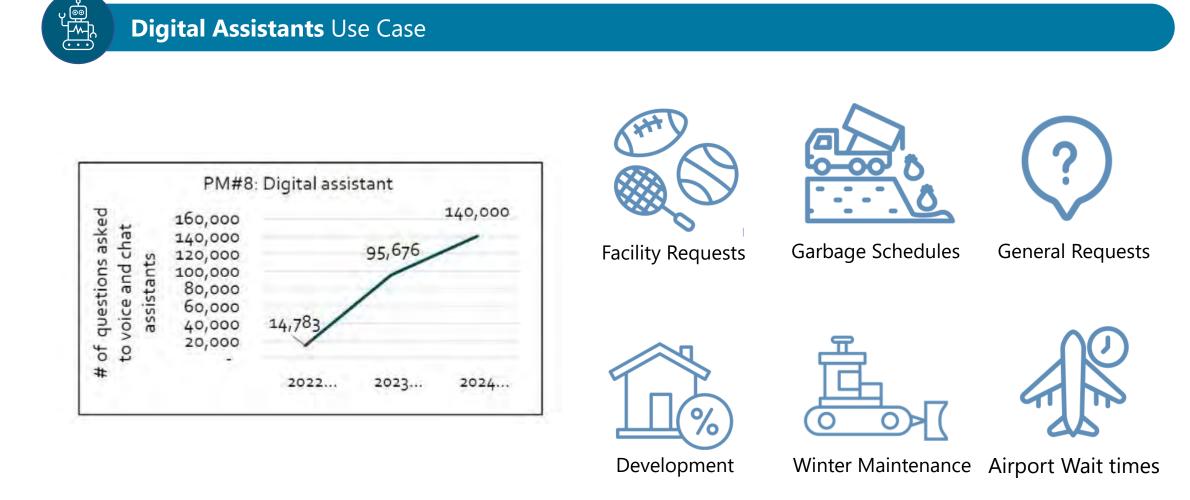


#### **EXPLORE**

Watch City Council meetings, find online engagement opportunities and

### Digital Assistants – on the web and the phone

Digital Assistants Use Case

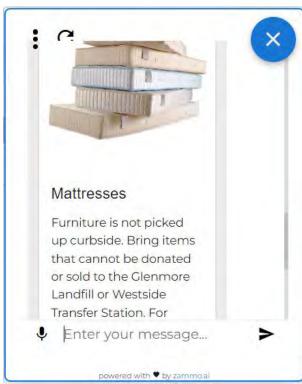




### Integrations into other systems

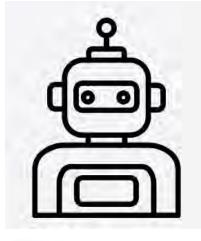
Chatbot welcome	<b>Collection schedule</b>	What go
Kelowna's waste and recycling chatbot.	Please wait while I search for your collection schedule.	: C
Try our tools to find your collection schedule or lookup item recycling locations.	Address	Mattresses
COLLECTION SCHEDULE RECYCLE ITEMS	Garbage 2023-01-31   Recyclables 2023-01-31   Yard Waste 2023-03-07	Furniture is not p up curbside. Brin that cannot be de or sold to the Gle
11:57 AM	11:59 AM	Landfill or Westsi Transfer Station. F
Enter your message >	Enter your message	Enter your m
powered with ♥ by zammo.al	powered with 🎔 by zammo.ai	powered with

### es where?

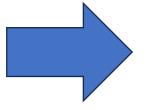




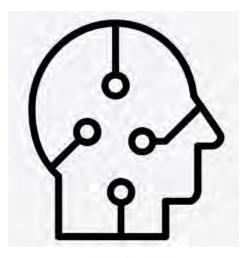
### Generative AI – More capabilities







- Canned responses based on key terms
- Integrations into other systems
- Unable to comprehend complex questions





- Able to comprehend more difficult questions
- Generates content by prediction
- Limited based on knowledge from a fixed moment





# Housing – An Al Use Case

### An Al Digital Transformation Use Case - Housing

### Kelowna is facing:

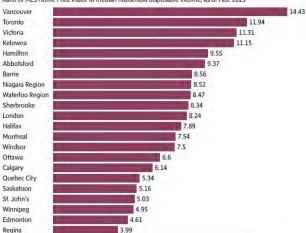
- Significant population growth
- Restricted land base
- High home prices
- Climate change impacts



#### Population growth in Canada's largest cities



#### Housing unaffordability by metropolitan area Ratio of MLS Home Price Index to median household disposable income, as of Feb. 2025



\*Metropolitan areas with populations of more than 200,000. Walenbo Region uses Kitchener-Waterloo prices and does not include Cambridge Barrie uses benchmark prices for Barrie & District. Abbotsford's population reflects the Abbotshord-Mission CMA. THE GLOBE AND MAIL, SOURCE: STATISTICS CANADA; 2021 CENSUS; CREA; FRASER VALLEY REAL ESTATE BOARD; INTERIOR REALTORS; CUEBEC PROFESSIONAL ASSOCIATION OF REAL ESTATE BROKERS

### An AI Digital Transformation Use Case - Housing

In part due to the record growth rates in Kelowna, and in part due to larger global trends, the City of Kelowna is amid a housing crisis. Kelowna has an existing **housing deficit of 3,750-5,000 units and an additional 13,500 – 20,130 units are needed** to accommodate for future growth.





### Housing Digital Solution Needs

01

02

We need make it easier to understand We need to make it easier to apply 03

We need to make it easier to navigate 04

We need to create tools that improve access to quality info





## Al Digital Solution Build

### **Educate**

Improve residents' understanding of City processes and bylaws.

### Guide

Support residents through the process using new digital tools at their fingertips at times that are convenient for them.

### Connect

Provide residents and builders with other digital tools to help them build homes (links to financing and construction resources).



### Leveraging AI Solutions to Deliver



FAQs + integrations

**Topic-specific Bots** 

Click through experience

Quick questions

ight! There are a number of zoning lether you can have a pool or not. Cl low to learn what these requiremen ply to your property.	lick on any of the items
	1:09 PM
can help with the following topics	κ.
SITE COVERAGE & IMPERMEABLE S	SURFACE RESTRICTIONS
COVENANTS, EASEMENTS,	RIGHT-OF-WAYS
OTHER ZONING CONSI	IDERATIONS
F YOU ARE ALREADY FAMILIAR WI	TH THESE, CONTINUE TO



how tall does my fence need to be around my pool?

When you have a pool, you'll need to have a fence that meets the following requirements:

- Fences are to be at least one point zero seven (1.07m) in height and all openings through or under the fence or barrier must prevent the passage of a spherical object having a diameter of ten centimetres (10 cm).
- The fence or barrier must be designed so that no member, attachment or opening located between ten centimetres (10 cm) and ninety centimetres (90 cm) above grade will facilitate climbing.
- Access to the pool, other than through a dwelling, needs a self-closing gate or door, secured by a spring lock located on the pool side of the fence at loast pinoty centimetres (90 cm) above grade

Enter your message..

C



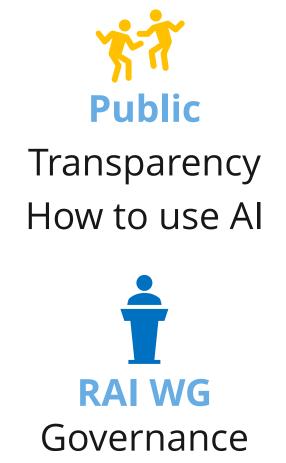
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### Considerations for Effective AI Implementation



Expectations on the usage of Al Guidance on using Al

**Consultants/Providers** Policies and requirements Procurement



**Risks** 



### Lesson Learned in Large Scale AI Digital Transformation

Business & Technology teams' collaboration is paramount	Data is your currency. Data Quality is key
Integrate our solution. It won't be cheaper; but faster.	Actively monitor and test the cyber risks
Benefits outweigh the costs	Consistently check for hallucinations

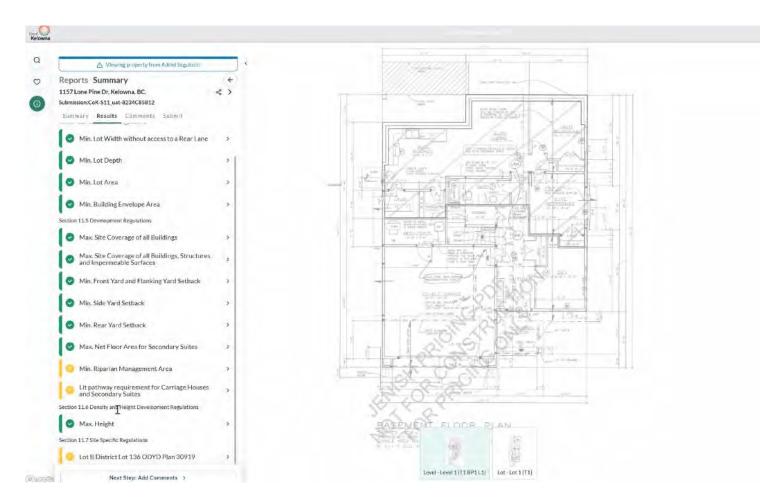
Start, Be Agile & Iterate. Don't look for perfection





# Future of Al and Digital Transformation at the City

### Al Vision and Reviewing Submissions





### Integrating more AI Capabilities

From Generative to Agentic Initiate tasks, monitor progress, context, autonor Better voice capabilities More integrations with City systems SMS capabilities All-encompassing 311 Virtual people



KELOWNA CALGARY

TORONTO

PUERTO VALLARTA

### Start chat (EN)

**Disclaimer information** 



**Disclaimer information** 

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## **Questions?**

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