

DOWNTOWN KELOWNA

 Snap a pic!
@meetneonbernard

ONLY
GOOD
VIBES
HERE

TGSU 212566 7

ANNUAL REPORT 2021

ABOUT THE ASSOCIATION

The Downtown Kelowna Association (DKA) is a non-profit organization dedicated to ensuring the Downtown Business Improvement Area (BIA) is a safe and desirable place to conduct business, live, work, and play through the cooperative efforts of its members and local government.

The BIA, officially registered in 1989, is funded by a commercial taxation assessment levy paid by the property owners within the BIA to the City of Kelowna through Bylaw No. 11645. You are automatically a member of the Downtown Kelowna Association when located within the BIA.

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MESSAGE FROM THE PRESIDENT

—Yarden Gershony

I'm writing this at the end of my final year as President of the Downtown Kelowna Association. (DKA) It has been a significant honour to serve as your President for the past four years. This has been one of the most rewarding roles I have taken on in my professional life. Next year, Brian Stephenson will take over as the DKA President. Brian is a corporate and real estate lawyer and a partner at Pushor Mitchell LLP and he will no doubt thrive in this role.

This past year was, on balance, a busy one for most Downtown businesses. During 2021 we all experienced what we hoped was the tail-end of the global coronavirus pandemic, which had formerly hit our Downtown businesses hard. Now, moving into 2022, the DKA is very optimistic about the future of our Downtown.

For starters, many of us have seen a lack of customer demand (due to the former pandemic restrictions) evaporate and give way instead to quite the opposite: an excess of customer demand and a lack of resources to supply it. In many cases we are seeing a lack of qualified staff to service customers, and in some cases we see a lack of inventory and materials because of increased demand for goods as well as global supply-chain issues. In any event, the bulk of our Downtown business owners and staff report that business activity grew increasingly strong throughout 2021. At the time of this writing, we're off to a good start for summer 2022 as well.

Moreover, Kelowna is attracting new residents at the fastest pace on record, and many of our new residents will make their homes in our Downtown core. There are numerous high-rise residential towers currently in the construction and planning phases in the Downtown area, and many additional residential and mixed-use development proposals are in the works as well. Indeed, Kelowna has been reported as the fastest-growing metro area in Canada at this time. This population growth will contribute greatly to the vibrancy of our Downtown core and the viability of new and existing businesses. It will also contribute to providing much-needed staff for business to serve our growing population, as noted above. These are exciting times for us here in Downtown Kelowna!

About that growth—check out the DKA's excellent downtown prospectus map describing all in-progress and planned developments in the Downtown core: downtownkelowna.com/resources/growing/. And while you're at it, have a browse through the DKA's freshly revamped website and follow our influencer account on Instagram.

As most of us will know, rapid growth like we are experiencing brings with it certain challenges. Along with many cities in BC and across Canada, we are experiencing an increase in perceptions of visible homelessness, drug addiction and mental health issues. To that end, the DKA remains in constant communication with the City of Kelowna, the RCMP and various community organizations as we advocate for more shelter beds, supportive facilities, and affordable housing; more funding for addictions treatment and mental health services; and a greater focus on street-level community policing, crime control, and prosecution of repeat offenders. With regard to these issues, the DKA wholeheartedly supports the work our Mayor and City Council are undertaking with the BC Urban Mayor's Caucus. You can learn more about the Urban Mayor's Caucus here: bcurbanmayorscaucus.ca.

Any discussion about community policing in Downtown Kelowna would be incomplete without a shout-out to the DKA's on-street services: the Downtown On Call team (a.k.a. the "red shirts") and the Clean Team (a.k.a. the "blue shirts"). We are proud as an organization about the contributions our on-street teams make in the areas of community safety and cleanliness, and the excellent reputation they have developed as valued partners among City staff, the RCMP and our Downtown businesses. If you see our red shirts and blue shirts downtown this summer, please say hello. They very much appreciate your recognition for their hard work.

I also want to sincerely thank the DKA's in-office staff, who dedicate themselves to ensuring Downtown Kelowna remains an exciting place to live, work and play. As many of you will know, our staff is led by Mark Burley, who has served admirably as the DKA's Executive Director for over three years. Mark is assisted every day by Elizabeth Densmore, Administrative Assistant, Ron Beahun, On-Street Services Manager, Veronika Kubik, Marketing and Promotions and Kris Johnson, Communications and Events.

Finally, I hope to see many of you downtown this year for our third season of "Meet Me on Bernard"—our yearly venture with the City of Kelowna to close Bernard Avenue to vehicle traffic, to make way for public walkways, extended outdoor dining, children's play areas, and a never-ending supply of public art and music. Meet Me On Bernard runs along Bernard Avenue from St. Paul to the Sails, from July 1 to September 5, 2022. This year's programming will be our biggest and best yet. We've even created a dedicated website for Meet Me On Bernard, which you can check out here: <https://meetmeonbernard.com/>.

It has been a pleasure serving as your DKA President. Here's to wishing all our Downtown members and guests a fun and fulfilling year ahead!



MESSAGE FROM THE EXECUTIVE DIRECTOR

— Mark Burley



Once again, 2021 was affected by the global COVID-19 pandemic. Again, we went through a year of uncertainty as public health orders proved to be changing on a regular basis. We also experienced challenges from not only a “heat dome” but wildfire smoke that descended on Downtown for several weeks.

Again in 2021 we were not able to execute many of the events and promotions for which the DKA is known. Downtown After 5, Taste of Downtown and Block Party were all cancelled again as public health orders would not allow them to happen. This all being said, we were able to squeak Winter Street Market in between changing health orders in December.

In early spring, the Provincial Government changed health orders that did not allow indoor dining. They did allow outdoor seating on patios. This resulted in the expansion of patios throughout the city and particularly on Bernard Avenue in Downtown as patios were extended into parking pads to attract diners to venues. While the weather didn’t exactly cooperate, odds on opinion was that this small extension helped. This also assisted with a simpler set-up of the closure of Bernard at the end of June.

At the beginning of the year a committee was formed to plan events, programming, and features for the closure of Bernard Avenue for the summer. From those meetings came the branding for the initiative which is “Meet Me on Bernard.” As the City started closing Bernard on June 26th, excitement was prevalent as the Provincial Government had announced that all restrictions would be lifted on July 1st. Downtown was full of residents and tourists alike on July 1st in 40+ degree weather. The fun would change in the last week of July when a new Covid wave would result in new public health orders.

I would be remiss if I did not mention the tragic collapse of the crane on the construction site at St. Paul and Bernard Avenue on July 12th. 5 men tragically lost their lives that day, 4 crane workers and 1 person working in their office below. Our thoughts will always be with these men and their families as we all attempt to move forward from this accident.

2021 was a year of constantly changing marketing. Again, changing health orders resulted in changed advertising schedules and creative. Our website was totally revamped in 2021 with a completely new look and feel. It is also much more user friendly for our members to register their business profile. We continued our effort to grow our social media following through contesting and video content. I’m happy to say that our Instagram account is considered an influencer account with over 25,000 followers. We also invested in way-finding signage throughout Downtown and banners and flags for Meet Me on Bernard.

Winter Street Market returned on Saturday December 4th and was a resounding success. I thank Impact Events and the team of Christina and Janell for putting the event together for the DKA. Not only did we have the market, but the Stuart Park rink opened that same day, Santa was in attendance for visits by appointment and Light Up returned as Mayor Basran threw the switch to light the Stuart Park Christmas Tree.

New condominium projects continue to be approved and construction started. Others have yet to break ground by the end of the year. Residents occupied One Water Street and Ellis Parc this year. Water Street by the Park will start construction early in 2022 and Brooklyn is set to welcome residents to Downtown in mid 2022. As these projects are built, residents will occupy our streets and sidewalks providing a boost to business as more “boots are on the ground.”

We have a great staff working on behalf of all members every day. Marketing in 2021 was spearheaded by Veronika Kubik, On Street Services continue to be lead by manager Ron Beahun and Liz Densmore looks after the office as our Administrative Assistant. (Liz also keeps me inline and on time.) As we went through the rebuild of downtownkelowna.com, Pawan Sandhu led the effort as our liaison between Sayvee Creative and continues to look after IT issues in the office. We welcomed Kris Johnson to the staff in December. Kris is our Events and Communications Manager and has taken on planning for Block Party (which returns in 2022) and is the main liaison with all members.

2022 will see Yarden Gershony step down as the President of the Board of Directors. Yarden, a partner with Rush Ihas Hardwick on Bernard, has led the Board for 4 years. This unprecedented tenure was a result of the pandemic but well worthwhile. I thank Yarden for his guidance and assistance since I joined the DKA. This year I will welcome Brian Stephenson from Pushor Mitchell LLP as our new President and look forward to working further with him in 2022.

Here's to a great new year with no public health restrictions and a return to normal in 2022.

MEMBERSHIP

The Downtown Kelowna membership is extremely diverse reaching everything from professional services to arts and culture to entertainment and attractions. The diversity of Downtown Kelowna adds to the vibrant atmosphere and the resurgence of our area to live, work and play.

Property Owners	655
Business Owners	755
<hr/>	
Total as of December 31, 2021	1410
<hr/>	

	#	% of Business Mix
Accommodation	7	.07%
Dining / Restaurants	112	10.86%
Entertainment & Attractions	57	5.52%
General Service	210	20.36%
Government / Non-Profit	78	7.56%
Professional Service	329	31.91%
Shopping & Retail	238	23.08%
<hr/>		

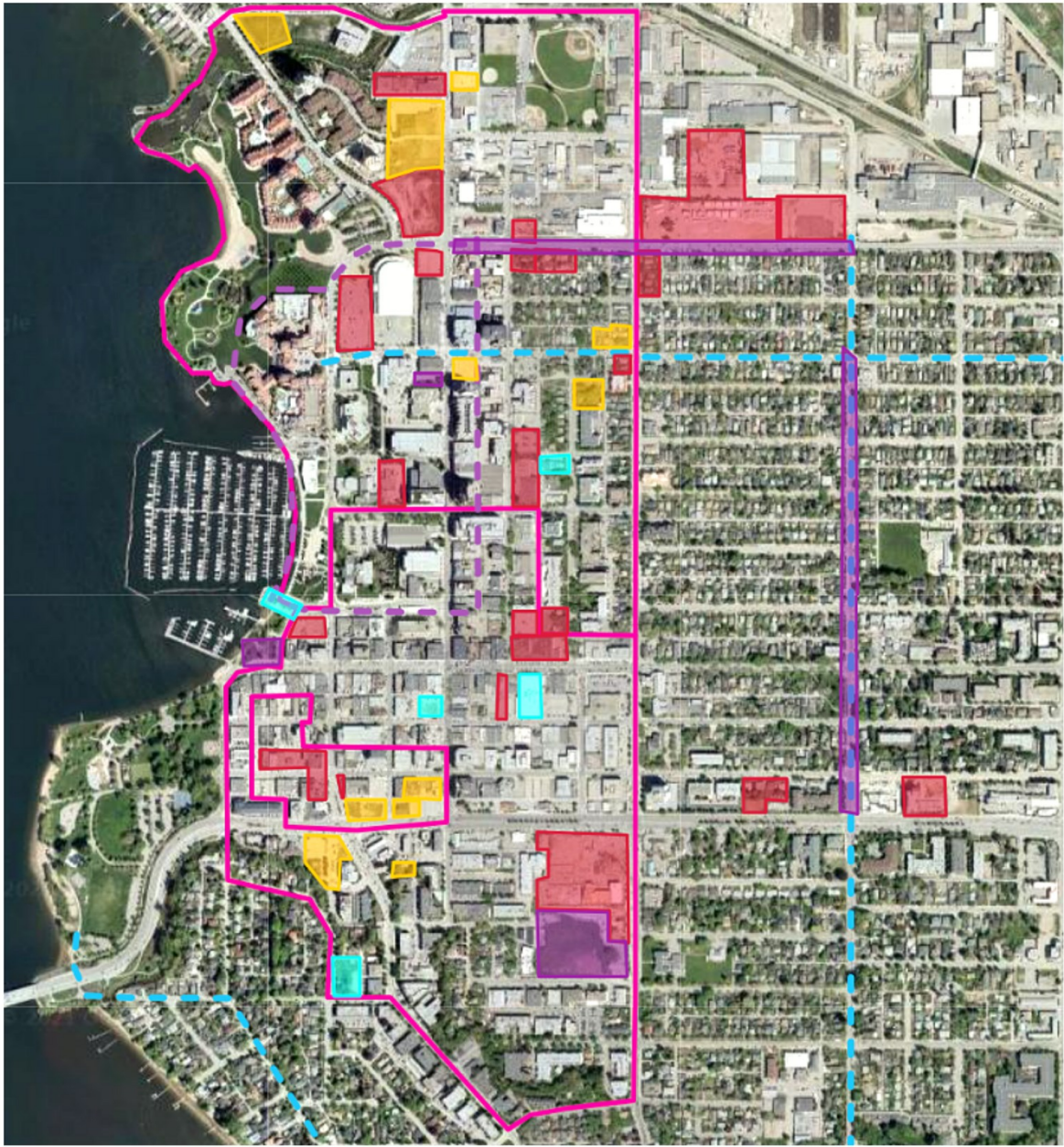
MEMBERSHIP COMMUNICATIONS

In 2021, with the continuation of the COVID-19 Pandemic, the DKA continued to update members on a bi-weekly and then monthly basis, instead of weekly as in 2020. As businesses in Downtown Kelowna adjusted to a life with restrictions and the potential for events grew, updates included both Public Health Order updates and general Downtown Kelowna information.

Over the course of the year, a total of 33 emails were sent to members which includes the bi-weekly and monthly updates, Covid-related emails (vaccination clinics, “passports”), and updates on the Evacuation Orders from the crane incident. These emails had a combined open rate of 54.28%.

In addition to the updates, a newsletter was initiated in October by the Marketing Department. This newsletter is released to public and contains general information about Downtown Kelowna and events in upcoming month. In 3 months 104 users signed up to receive this monthly update and it has an average of 62% open rate.

BUSINESS RECRUITMENT



**2021 DOWNTOWN
DEVELOPMENT
OPPORTUNITIES**

**DOWNTOWN
KELOWNA**
downtownkelowna.com



ON STREET SERVICES

DOWNTOWN ON CALL

The Downtown Kelowna membership all believes the [Downtown On Call](#) team is one of the most important pieces for the Downtown Kelowna Association. The On Call team is trained to deal with front line issues related to personal safety, hospitality and help create a positive social environment in Downtown Kelowna.



	2021	2020	2019
	0	86	275
Guest Services			
Pan Handle	2	14	35
Sleeper	1383	868	1032
Loitering	3069	2746	2889
Busker	11	3	8
Alcohol	12	35	42
Marijuana	3	1	12
Other Drug/Dealing	36	17	25
Sex Trade Worker	0	1	1
Bylaw	173	471	1451
RCMP	936	829	588
Medical First Aid	23	7	22
Ambulance Called	32	20	30
Resource Referral	2	11	26
Needle Pick Up	3631	5522	5147

DOWNTOWN CLEAN TEAM

Along with the Downtown On Call Team, the [Downtown Clean Team](#) is equally as important in the eyes of the businesses. The Clean Team, dressed in blue, currently use two Kubota’s to keep the roads and sidewalks clean. The street sweeper is used to clean the sidewalks, parkades, transit loop and City promenade. The Kubota’s are equipped with a power washer to help with the heavy-duty jobs.



		2021	2020	2019
Graffiti Covered		<hr/>		
	# of tags:	245	1196	379
	square metres:	661	2993	948
Parkades				
	Times cleaned:	19	10	43
Transit Loop				
	Times cleaned:	7	10	15
City Promenade				
	Times cleaned:	6	19	35

MARKETING

WEBSITE

In 2021 The Downtown Kelowna Association introduced its new website to the world! After almost a year of work, the new site was officially launched in August with a host of new features such as an Explore Page, Blog, and updated Membership Portal. Between some bugs, maintenance, and edits requested by the DKA to Sayvee Creative, we saw a little bit of downtime in 2021 on the site. Work continues on the site as the team continues to look for ways to improve its overall experience and keep business listings and memberships up-to-date.

Pageviews were down 28.99% from 2020 BUT the average time on page increased by 1.70% and bounce rate decreased by 5.34% indicating that the new site is successful in keeping people on the page the user has visited longer, suggesting the content is far more relevant. The real effect of the new website cannot be accurately determined until it has been in use for a full year.

	2021	2020	2019
<hr/>			
DowntownKelowna.com			
Pageviews:	18,546	25,144 views	49,170 views
Avg. Session Duration:	1 min 38 sec	1 min 52 sec	2min 37 sec
/Events			
Pageviews:	15,587 views	6,775 views	31,982 views
Avg. Session Duration:	1 min 02sec	1 min 05 sec	1min 31 sec
<hr/>			

MARKETING

MICRO-SITES

	2021	2020	2019
<hr/>			
/After5			
Pageviews:	n/a	1,642 views	6,149 views
Avg. Session Duration:	n/a	1 min 13sec	1 min 34sec
/Small-Shop			
Pageviews:	n/a	- views	- views
Avg. Session Duration:	n/a	- min –sec	- min –sec
/Block-Party			
Pageviews:	n/a	1,095 views	9,717 views
Avg. Session Duration:	n/a	1 min 51sec	1 min 24sec
/Taste-of-Downtown			
Pageviews:	n/a	1,504 views	5,333 views
Avg. Session Duration:	n/a	0min 54sec	0min 47sec
/Explore			
Pageviews:	3,889 views	n/a	n/a
Avg. Session Duration	1 min 46sec	n/a	n/a
/WinterMarket			
Pageviews:	9,645	1,597 views	14,606 views
Avg. Session Duration:	3min 16sec	0min 00sec	1 min 39sec
/Blog*			
Pageviews:	91 views	n/a	n/a
Avg. Session Duration	0min 58sec	n/a	n/a
<hr/>			

After 5, Small Shop, Block Party, and Taste of Downtown were all cancelled in 2021 due to the ongoing pandemic. The Little Black Book event has been discontinued and so removed from the above table. New additions to the table include the Explore and Blog homepage as these are better indicators of user visits for 2021. In 2022, many of the aforementioned events are being planned and will be included in next year's report.

*Please note: The Blog Page is the homepage that hosts the blogs and does not account for the individual blogs. The individual blogs had ads leading specifically to them from July—December 2021 which in the case of a blog on “easy-eats” had 999 pageviews alone.

MARKETING

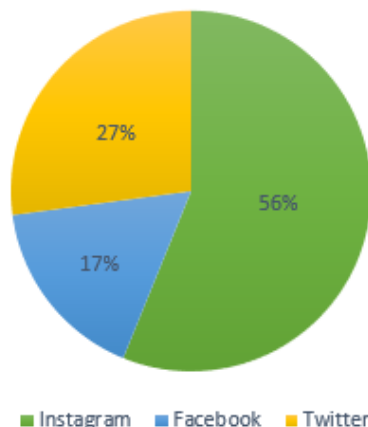
SOCIAL MEDIA

Social media continued to play a large role for the DKA in. With the onset of the pandemic the DKA used social media to get encourage the community to shop local, spread news about closures and reopening's, hold contests, and update Kelowna residents on digital events happening in downtown.

	2021	2020	2019
<u>Instagram</u>	25, 545 Followers 468 Posts	22,646 Followers 251 Posts	19,048 Followers 271 Posts
<u>Facebook</u>	7,608 Followers 7,412 Likes	7,139 Followers 7,066 Likes	7,816 Followers 6,833 Likes
<u>Twitter</u>	12,339 468 Tweets	12,155 Followers 251 Tweets	12,000 Followers 263 Tweets
YouTube	1,009 Views 18 Videos	— Views — Videos	— Views — Videos

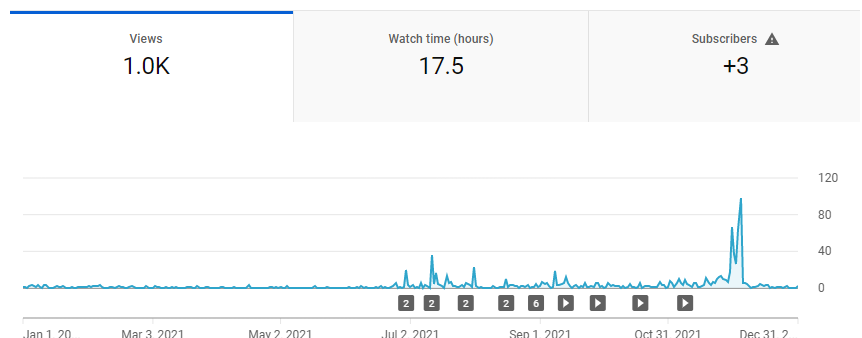
- Our unique hashtag #DowntownKelowna has now been used over 94,800 times
- The increase in quality of Instagram posts and continuous sharing of businesses posts have led to a 12.8% increase in number of followers since 2020
- Instagram has continued to be the DKA's main platform for interacting with the community
- More videos were uploaded to YouTube in 2021 as the DKA worked with Distill Media and had summer students create videos promoting Downtown Kelowna and Meet me on Bernard

Follower Breakdown by Platform



YouTube Analytics

Your videos got 1,009 views in 2021



MARKETING

PROMOTIONS AND EVENTS

Meet Me on Bernard

Meet Me on Bernard came back for 2021, starting July 1st and ending September long weekend. A partnership was developed between the DKA, City of Kelowna, and Tourism Kelowna in an effort to animate the space and create a recognizable brand for the event. The DKA's area of responsibility included:

- The design, printing and installation of the restaurant patio fencing (scrim) which included 100 pieces of signage created using branding guidelines of both the new Downtown Kelowna website and Meet Me on Bernard branding
- Liaising with businesses prior, during, and after event to hear feedback and make adjustments to event
- Capture feedback from attendees through on-street and online surveys
- Creation and implementation of contesting to encourage more visitors to Meet Me On Bernard
- DKA paid for and supervised installation of 4 Seacans branded with Downtown Kelowna, Meet me on Bernard, Only Good Vibes Here and our Downtown radio partners
- Summer students staffed the blocks setting up flags, tables and chairs and life size games daily
 - All of the digital and traditional marketing prior to and during Meet Me on Bernard
- Marketing started 2 weeks prior to the closure and continued through the 2 month duration
- Radio advertising was booked using the “two kids” creative.
- Instagram and Facebook ads were booked
- Radio advertising was booked using creative with “two kids” creative
- Castanet and KelownaNow ads booked

Meet
me On
Bernard



Winter Street Market

The Downtown Kelowna Winter Street Marketing (WSM) returned after a two-year hiatus, bringing vendors and the community together to celebrate the holidays. Over 20 vendors participated and we saw over 10,000 visitors during the day.






- The DKA engaged Impact Events to assist implementation of the event. Their role was logistics, engaging vendors, coordinating entertainment, sponsorship, and organizing volunteers
- The DKA created all marketing assets and managed promotion of **Winter Street Market**, along with coordinating security detail (DKA's On-Street Services)
- Vendors reported a sizable profit margin, and many reported running out of goods due to the high demand
- On a walkabout through Downtown, business owners informed us that they saw an increase in traffic and sales on that day
- Castanet, Facebook & Instagram marketing
- Radio ads with Beach 103.1, The Lake 103.9, K96.3, Country 100.7, Virgin 99.9, AM 1150



MARKETING

PROMOTIONS AND EVENTS

As the DKA continued to rely heavily on digital media to keep engaged with the community in 2021, multiple campaigns were set into motion throughout the year. Below is a high-level breakdown of each campaign

Campaign	Concept	Platforms	Metrics	Creative Sample
Springtime Step Challenge	3 walks mapped out, encouraging users to get active in Downtown. Users shared their walk through #walkdowntownkelowna and were eligible to get DKA swag and class passes to gyms in Downtown.	Castanet, KelownaNow, and Facebook, Instagram	Per estimated ad recall life: \$0.09 Impressions: 383,412 Reach: 89,319	
Taste of Downtown, Anywhere	In lieu of indoor dining being banned the DKA had to pivot from Taste of Downtown to Taste of Downtown, Anywhere. The DKA encouraged users to support their local restaurants either through pickup, takeout, or eating on the patio.	Castanet, KelownaNow, and Facebook, Instagram	Reach: 74,570 Cost per result (per 1,000 people reached): \$6.71	
Park the Parkades	Parking being one of the main barriers for people coming to Downtown, we used ads to remind residents that there are 3 parkades in downtown.	Facebook, Instagram	Reach: 48,864 Cost per result (per 1,000 people reached): \$4.88	
Autumn Walkabout	A simple campaign with 6 walks broken out in Downtown Kelowna. Users to generate awareness about the different areas of Downtown and what they have to offer.	Facebook, Instagram	Impressions: 291,298 Reach: 70,980 CPR: \$0.10	
Blogs	A new blog page was added to the DKA site and the first blogs were lists of places and spaces in Downtown. Ads were run directly to each blog and were targeted to both residents and visitors.	Facebook, Instagram	16,185 link clicks CPR: \$0.11 Impressions: 514,595 Reach: 106,358	

MARKETING

CONTEST

Christmas Giveaway

From December 1st to December 24th (midnight), the DKA put on a contest to help drive business to Downtown during the holiday season. This campaign required visitors who purchased an item from a Downtown business to send us a photo of their receipt through an online form or take a photo of their purchase and tag us and the business on Instagram. Once submitted they were entered into a draw for either a \$500 pre-paid Gift Card or 1 of 3 Cactus Club gift cards.

2021

December 1 – December 24


A total of 180 participants

\$23,796.86 worth of receipts were received

44 different businesses were represented in the receipts received

The DKA promoted the campaign through social media posts and ads, Castanet, and KelownaNow. Businesses were happy to participate as there was little to no work required on their end to have their customers enter the contest (a tent card was provided with all the details at checkout).

A micro-site was created with 1,148 users visiting the site over the 24 day period. This contest was far more successful than anticipated and a similar campaign will be held in 2022, though larger and longer in scope to drive even more business to Downtown.



**shop local
& win**

FOR YOUR CHANCE TO WIN
A \$500 GIFT CARD OR
1 OF 3 \$50 GC'S TO
CACTUS CLUB

STOP. SHOP. SNAP.



WIN

**A \$500 VISA
GIFT CARD**

WHEN YOU SHOP LOCAL
THIS HOLIDAY SEASON

FINANCIALS

BALANCE SHEET

ASSETS	2021	2020
Current assets:		
Cash	\$330,498	\$230,592
Internally restricted	\$42,637	\$42,448
Accounts receivable	\$6,898	\$89,384
Prepaid expenses	<u>\$1,596</u>	<u>\$185</u>
	\$381,629	\$362,609
Capital assets	\$69,185	\$70,526
TOTAL	\$450,814	\$344,135
LIABILITIES & NET ASSETS		
Current liabilities:		
Accounts payable & accrued	\$41,817	\$24,208
Current portion of long-term debt	<u>-</u>	<u>-</u>
	\$41,817	\$24,208
Long-term debt	-	-
Net assets:		
Invested in capital assets	\$69,185	\$70,526
Internally restricted	\$42,637	\$42,448
Unrestricted	<u>\$297,175</u>	<u>\$295,953</u>
	\$408,997	\$408,927
TOTAL	\$450,814	\$433,135

FINANCIALS

REVENUE & EXPENDITURES

	2021 Year End	2020 Year End	2019 Year End
<u>REVENUE</u>			
Membership Levy	\$1,126,084	\$1,067,297	\$924,198
Downtown On Call	\$70,000	\$70,000	\$70,000
Downtown Clean Team	\$58,982	\$89,290	\$104,201
Events	\$17,206	\$14,587	\$42,424
Downtown Concierge	\$21,280	-	\$7,303
Other	\$485	\$703	\$608
	\$1,294,037	\$1,256,877	\$1,148,734
<u>EXPENSES</u>			
Amortization of capital assets	\$32,674	\$18,830	\$6,399
Business Recruitment	-	\$320	\$5,734
Clean Team	\$189,450	\$158,638	\$172,953
Communications	\$4,833	\$5,596	\$5,836
Downtown Concierge	\$42,235	-	\$8,367
Downtown On Call	\$485,758	\$389,892	\$369,840
Events	\$42,959	\$37,221	\$70,915
Insurance	\$9,679	\$7,540	\$8,325
Interest on long term debt	-	-	-
Marketing and Promotions	\$124,494	\$52,725	\$51,498
Office and Administration	\$47,150	\$33,754	\$76,041
Professional Development	\$922	\$544	\$2,140
Professional Fees	\$19,116	\$17,990	\$8,159
Rent	\$38,814	\$32,520	\$33,296
Wages and Benefits	\$255,883	\$320,211	\$291,562
	\$1,293,967	\$1,075,781	\$1,111,065
EXCESS/LOSS OF REVENUES OVER EXPENSES	\$70	\$181,096	\$37,669
NET ASSETS — BEGINNING OF YEAR	\$408,927	\$227,831	\$190,262
NET ASSETS — END OF YEAR	\$408,997	\$408,927	\$227,931

MEET OUR TEAM

EXECUTIVE DIRECTORS:

President – Yarden Gershony, Rush Ihas Hardwick LLP
Vice President – Brian Stephenson, Pushor Mitchell LLP
Treasurer – Vishaal Sharma, Grant Thornton LLP
Secretary – Renata Mills, Festival Kelowna
Governance—Caroline Bye, Kelowna Yacht Club
Past President – Nikki Csek, Csek Creative

DKA BOARD:

Brent Lobson, Impark
Shane Austin, Okanagan coLab
Steve Harvey, Business Finders
Oktawian Kobryn, Cactus Club Café
Tanvir Gill, FH&P Lawyers LLP
Scott Stanger, Optimiiiize Fitness
Kenneth Chau, Boston Pizza and Happy Pad
Travis Pye, Lakehouse Homestore
Luke Turri—Mission Group
Chad Haller, Kelowna Concierge

EX-OFFICIO:

Councillor Charlie Hodge City of Kelowna

DKA STAFF:

Mark Burley, Executive Director
Ron Beahun, On-Street Services Manager
Elizabeth Densmore— Administrative Assistant
Pawan Sandhu – Web & Data Coordinator
Veronika Kubik – Marketing & Promotion Manager
Kris Johnson— Communication & Events Manager

DOWNTOWN KELOWNA ASSOCIATION

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Kelowna BC, V1Y 6N2