



# *Council priorities – 2019 progress report*

May 25, 2020



# 2019 progress report

- ▶ Strategy & progress reporting
- ▶ Progress reporting site
- ▶ Summary of 2019 progress
  - ▶ <https://www.kelowna.ca/councilpriorities>
  - ▶ <https://opendata.kelowna.ca/pages/council-priorities>

Council priorities 2019 - 2022, Imagine Kelowna: vision into action is about turning our community's Imagine Kelowna vision into reality. It identifies the strategic shifts, improvements and changes that are important to Council, the corporation and our community. Check our [Progress on results summary](#) or click through each section below to learn about how we are doing.

Council results: *what's important to residents*

Council results identify the areas where our residents want to see a difference. These are the services, programs, and infrastructure that help create a great place to live.



Corporate results: *what the organization must do to deliver results for residents*

Corporate results identify the areas where the City's administrative leadership will focus the organization to ensure we are a high-performance organization that delivers good value for money to our residents.



**Council priorities 2019-2022**  
Imagine Kelowna: vision into action

Our six focus areas balance the need to address our community's immediate challenges and prepare us for the future. A progress report will be delivered each year, starting in spring 2020. To see the specific details of results Council wants to achieve in these six focus areas, read the full strategic direction document [Council priorities 2019-2022](#) online at [kelowna.ca/councilpriorities](#).

Community safety	Social & inclusive
<b>Goal:</b> Crime is reduced & residents feel safe • Data and analytics are used to understand crime, address challenges and target solutions • Investments in safety resources	<b>Goal:</b> Fewer people will experience inclusion and diversity are increased • Policy is guiding where the City
<b>What we'll do:</b> • Community Safety & Well-being implementation • Expand Police and Crisis Team	

Transportation & mobility	Economic resiliency
<b>Goal:</b> Power-ups are made by our innovative • Emerging ride-sharing technologies to get around • Travel times are optimized	<b>Goal:</b> The infrastructure deficit is lessened • The impact of key sectors is lessened
<b>What we'll do:</b> • Transportation Master Plan • Ethical & Sustainable Active Transportation Corridors • Central/Cities pedestrian hub • Downtown Parking Management • More community conversations	<b>What we'll do:</b> • Intelligent Cities Strategy • Asset Management System • Software system replacement for land development

**Citizen focused**  
Council is committed to working together to advance what is important to residents in the community.  
• Making connections and providing direction  
• Making better communities in parts, is important  
• City, the issues we work together

**City administration**  
The City's administrative leadership will focus on three areas to support Council in delivering on their priorities.  
**Strong financial management**  
**Clear direction**  
**The right people**

**Continuous improvement**  
Council is united by its pragmatic leadership style and a desire to continuously improve beyond the status quo. Decisions grounded in evidence empower Council to be adaptable and open to adjusting the way forward as new information becomes available.

[kelowna.ca/councilpriorities](#)



# Progress reporting site: main landing page

Council priorities 2019- 2022 | Imagine Kelowna: vision into action

Progress on results | 2019

[Council priorities 2019 - 2022](#), [Imagine Kelowna: vision into action](#) is about turning our community's [Imagine Kelowna](#) vision into reality. It identifies the strategic shifts, improvements and changes that are important to Council, our City administration, and our community. Check our [Progress on results summary](#) for an at-a-glance look or click through each section below to learn more about how we are doing.

## Council results: *What's important to residents*

Council results identify the areas where our residents want to see a difference. These are the services, programs, and infrastructure that help create a great place to live.

### Community safety



[Click to view progress on results](#)

### Social & inclusive



[Click to view progress on results](#)

### Transportation & mobility



[Click to view progress on results](#)

### Vibrant neighbourhoods




### Economic resiliency





### Environmental protection



# Progress on results summary 2019

 **On track:**  
trending in the  
desired direction



























 **No change:**  
minimal change  
OR new measure

 **Needs improvement:**  
not trending in the  
desired direction




**Community indicator:**  
measure of community  
well-being where the City  
is working alongside its  
many partners to  
influence the trend

## Imagine Kelowna: vision into action

### Council priorities

Community safety	Social & inclusive	Transportation & mobility	Vibrant neighbourhoods	Economic resiliency	Environmental protection
 Crime rates are decreasing	 Homelessness is decreasing	 Investments are connecting high density areas	 Number of urban centre development plans is increasing	 Infrastructure deficit is reduced	 Resiliency & adaptability to climate change
		 More trips by transit, carpooling, cycling & walking	 Site design & architecture is high quality, context sensitive	 City policies are enabling investment	 Greenhouse gas emissions are decreasing
 Residents feel safe	 Policy guides where the City invests resources	 Travel times are optimized	 Affordable & attainable housing mix options	 Top talent is living in Kelowna	 Predictive modelling & forecasting
		 Emerging technologies make it easier to get around	 Accessible and multi-purpose amenities		
 Data and analysis is used to understand problems & target responses	 Inclusivity and diversity are increasing	 More opportunities to learn about transportation	 Animated parks & public spaces	 Key economic sector impact is increasing	 Emergency response & preparation
		 People of all ages & abilities can easily get around	 Key sites are proactively planned		

### Corporate

Financial management					
 Lower value activities are improved or stopped	 Non-tax revenues are increasing		 Cost to deliver services is quantified		
Clear direction					
 Common understanding of future direction	 Progress on results is measured, monitored & reported	 Divisional business plans are created	 Divisions have and use performance measures	 Innovation is encouraged and supported	 Services, processes & business activities are transformed
People					
 Ability to attract, select & retain talent		 Collaboration is improving problem solving		 Staff engagement has increased	
				 Organizational values prepare us for the future	

# Community Safety

Crime rates are decreasing



Click or scroll down for details on this result

Residents feel safe



Click or scroll down for details on this result

Data and analysis is used to  
understand problems & target  
responses



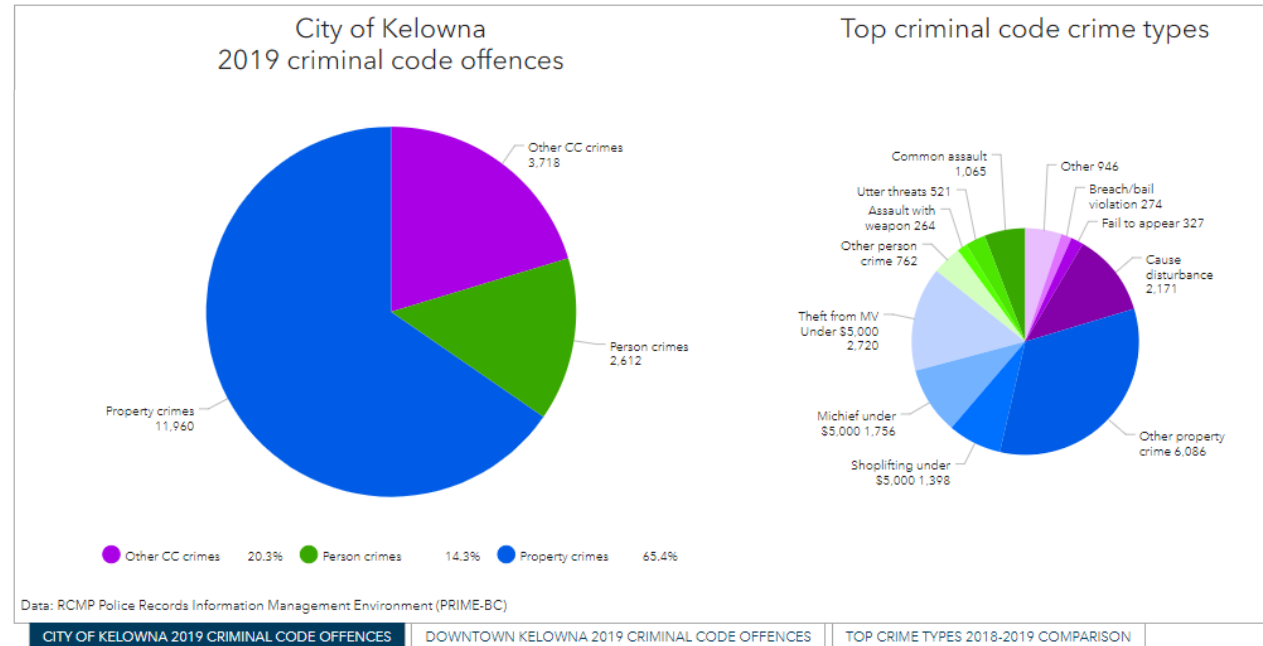
Click or scroll down for details on this result

# Progress reporting site: individual results

The property crime, petty crime and drug crime rates are decreasing.

Crime rates are a key benchmark for community safety.

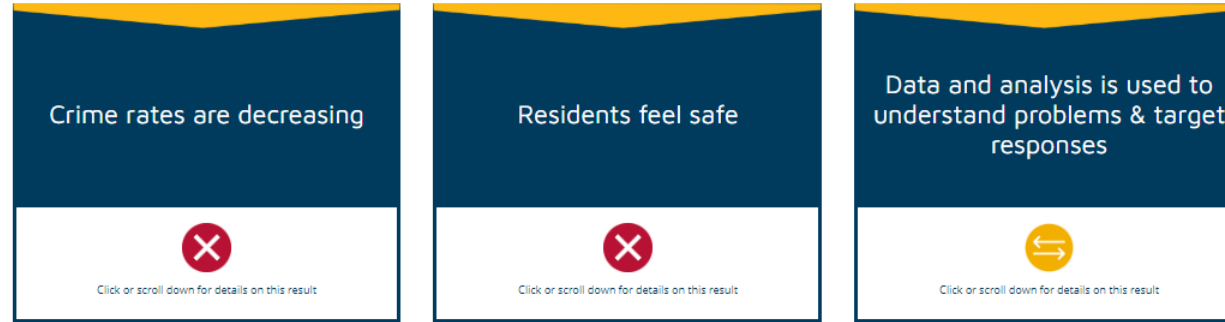
✗ Number of reported offences



- + Why is this important?
- + How are we doing?
- + What are we doing?
- + What's next?


# Progress reporting site: focus area pages

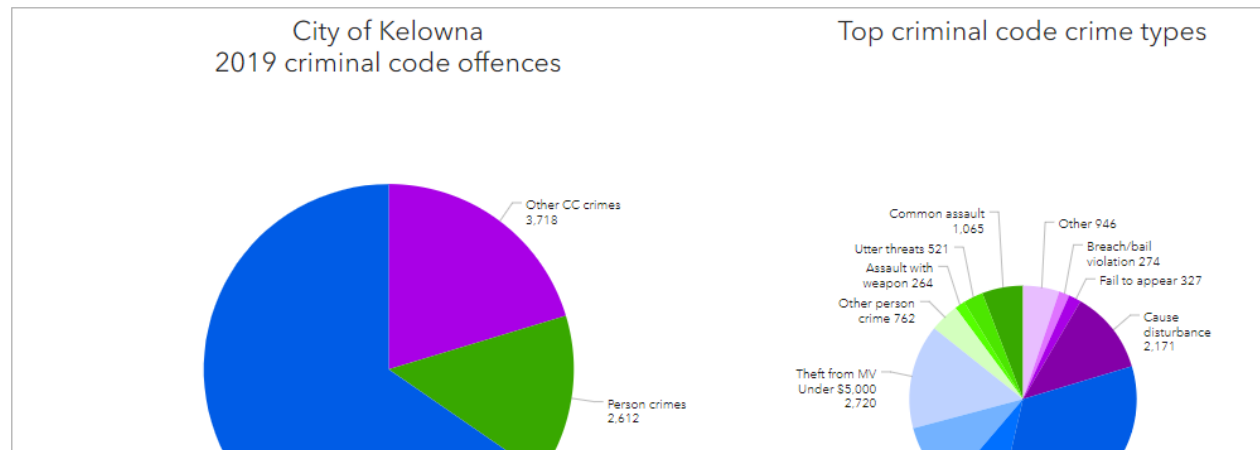
## Community safety



The property crime, petty crime and drug crime rates are decreasing.

Crime rates are a key benchmark for community safety.

 Number of reported offences





# Social & inclusive

Homelessness is decreasing



[Click or scroll down for details on this result](#)

Policy guides where the City  
invests resources



[Click or scroll down for details on this result](#)

Inclusivity and diversity are  
increasing



[Click or scroll down for details on this result](#)

# Transportation & mobility

Investments are connecting  
high density areas



Click or scroll down for details on this result

More trips by transit,  
carpooling, cycling & walking



Click or scroll down for details on this result

Travel times are optimized



Click or scroll down for details on this result

Emerging technologies make it  
easier to get around



Click or scroll down for details on this result

More opportunities to learn  
about transportation



Click or scroll down for details on this result

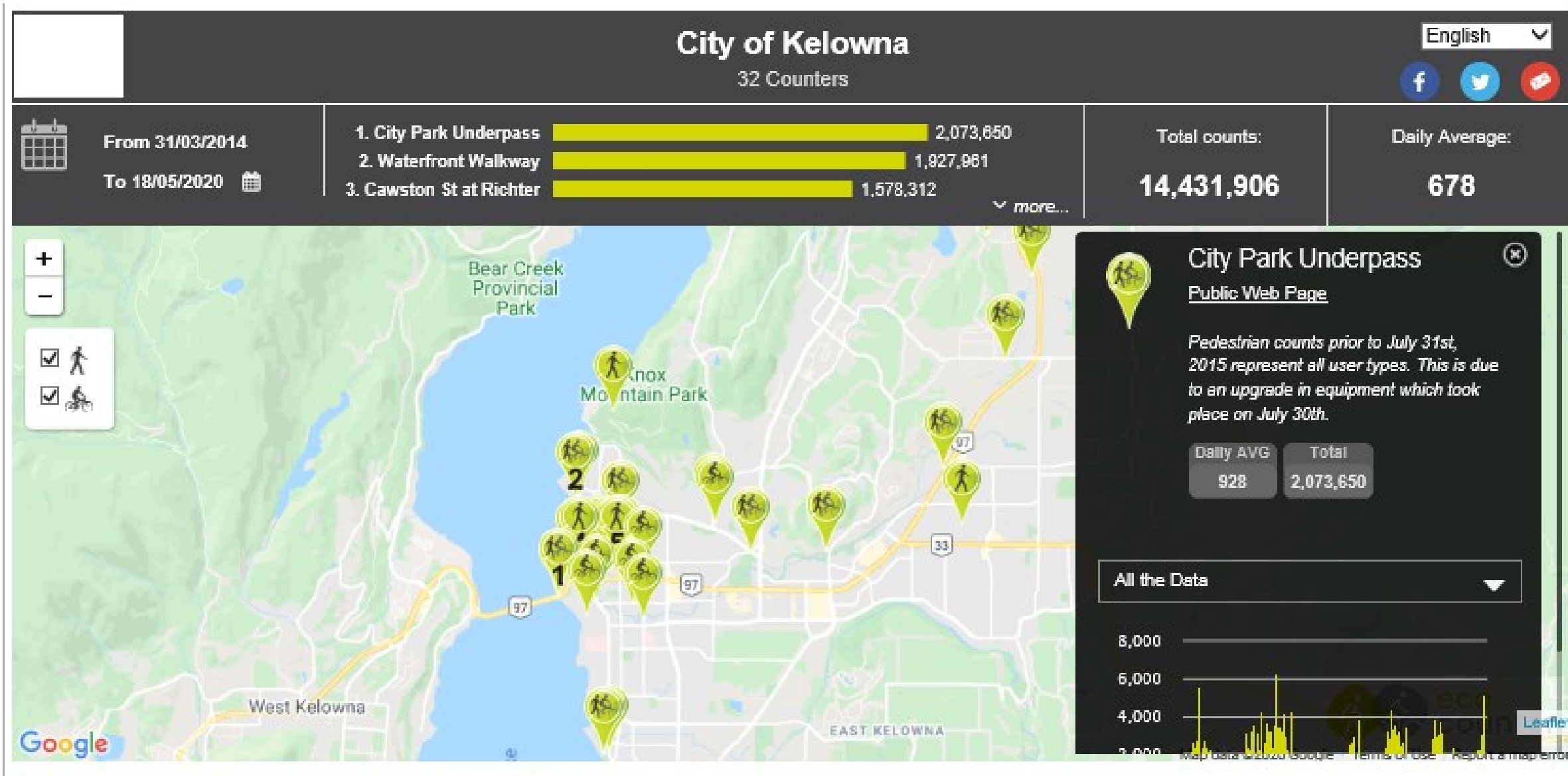
People of all ages & abilities  
can easily get around



Click or scroll down for details on this result



## Trips by transit, biking & walking



# Vibrant neighbourhoods

Number of urban centre  
development plans is  
increasing



Click or scroll down for details on this result

Site design & architecture is  
high quality, context sensitive



Click or scroll down for details on this result

Affordable & attainable  
housing mix options



Click or scroll down for details on this result

Accessible and multi-purpose  
amenities



Click or scroll down for details on this result

Animated parks & public  
spaces



Click or scroll down for details on this result

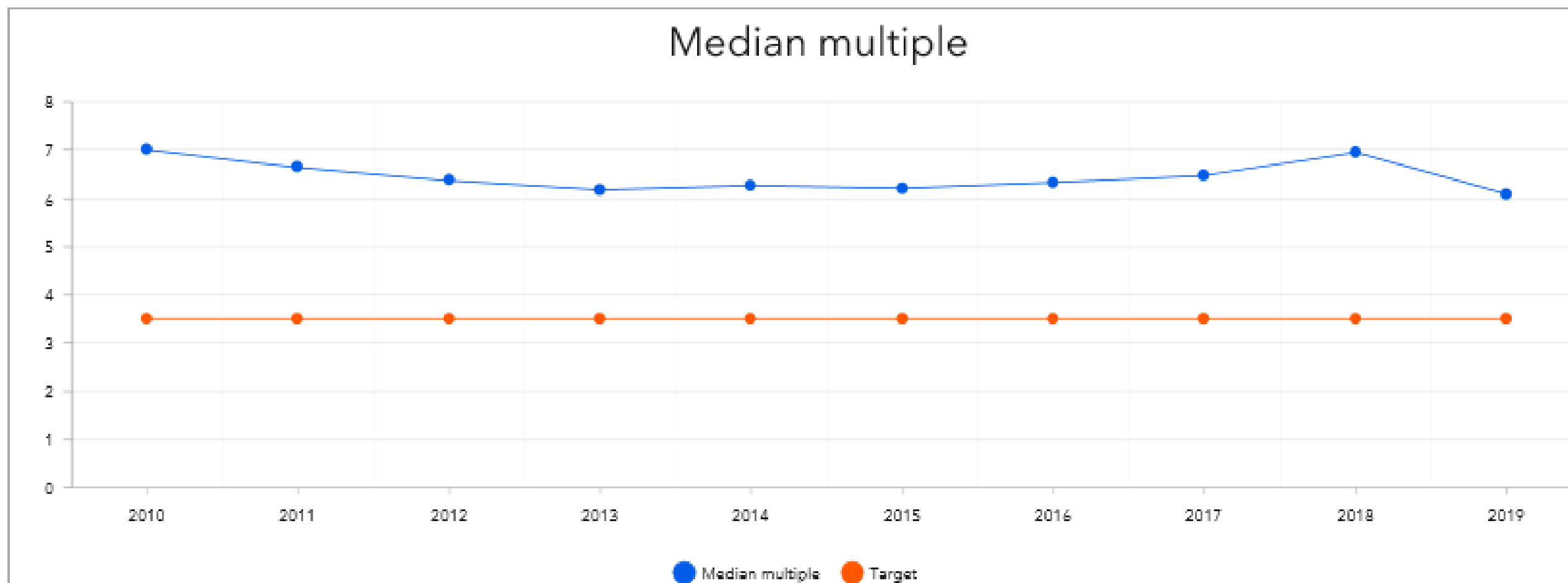
Key sites are proactively  
planned



Click or scroll down for details on this result



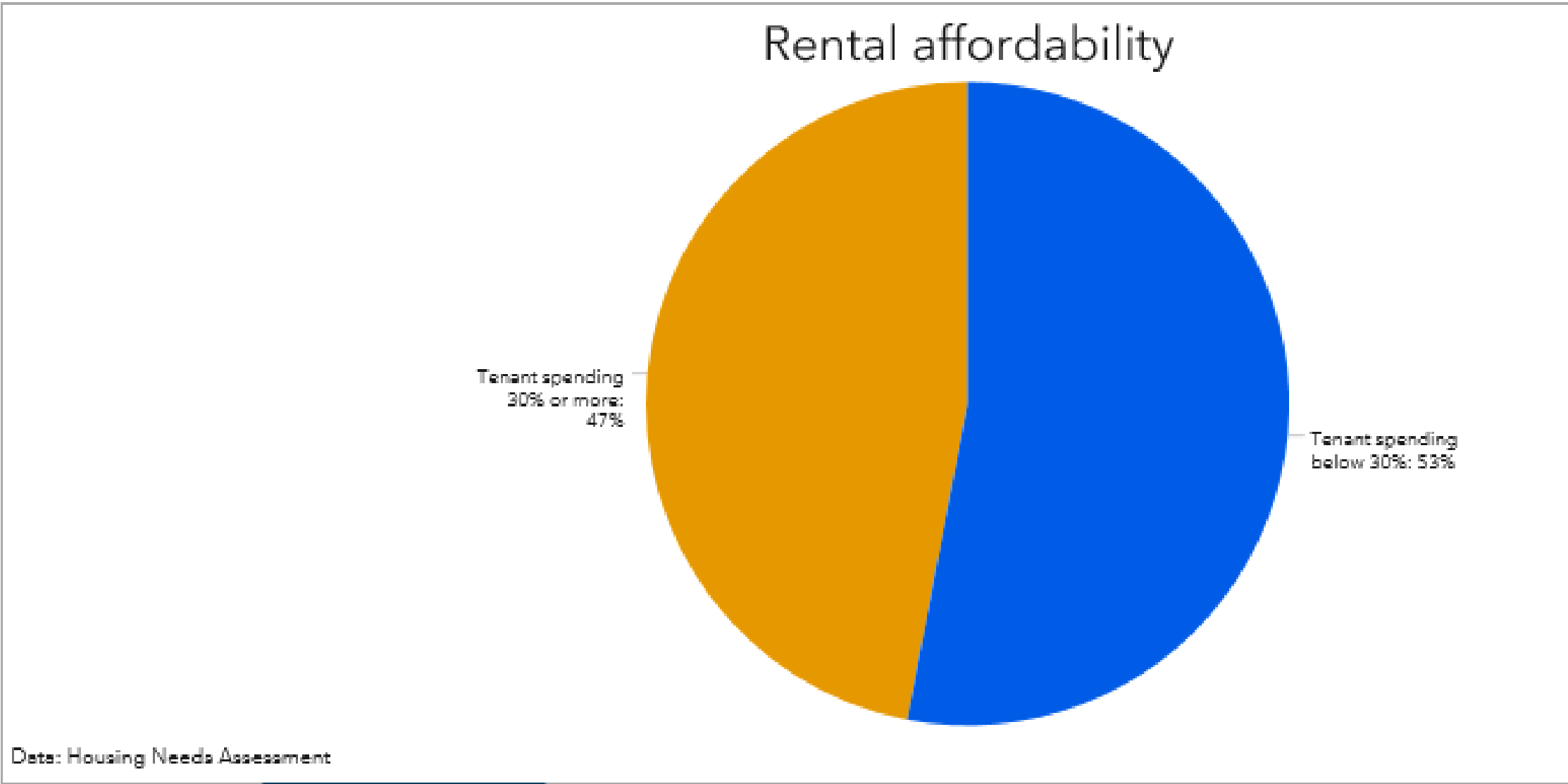
## Median multiple & Rental affordability



Data: Environics, based on National Household Survey (median household income (current year))

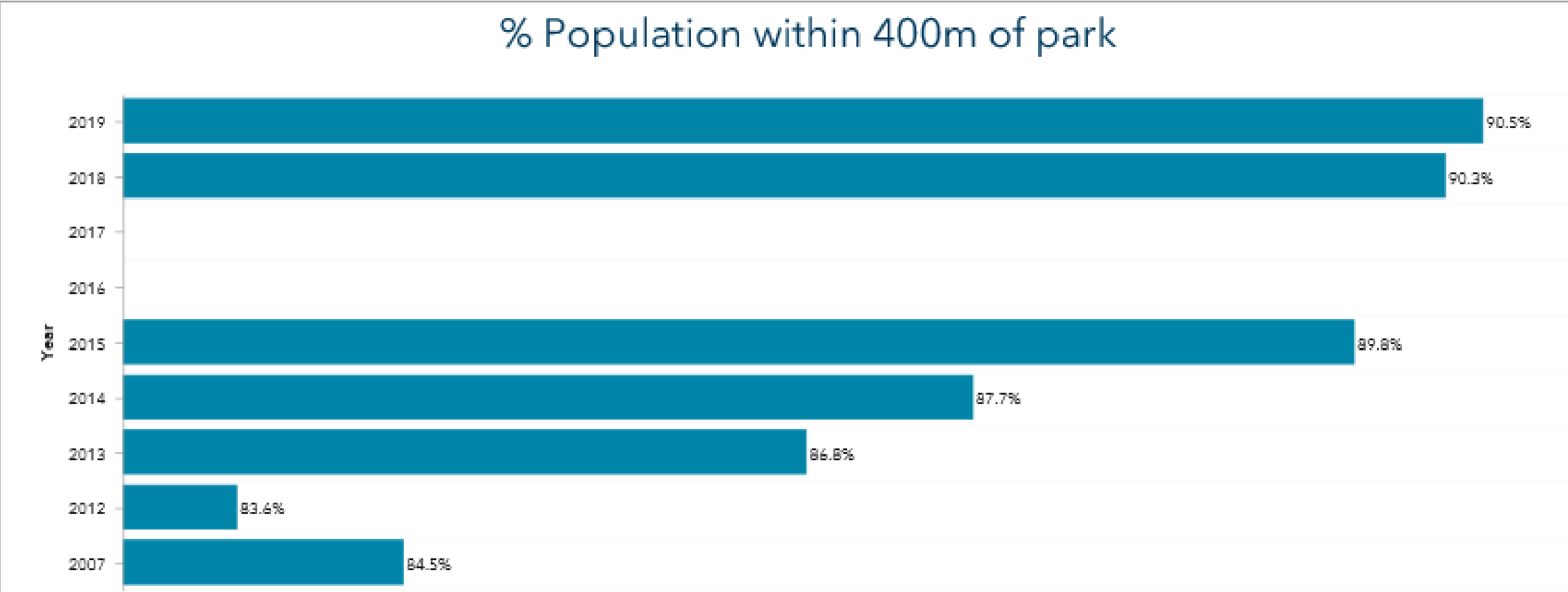
MEDIAN MULTIPLE

RENTAL AFFORDABILITY





# Proximity to parks & recreation



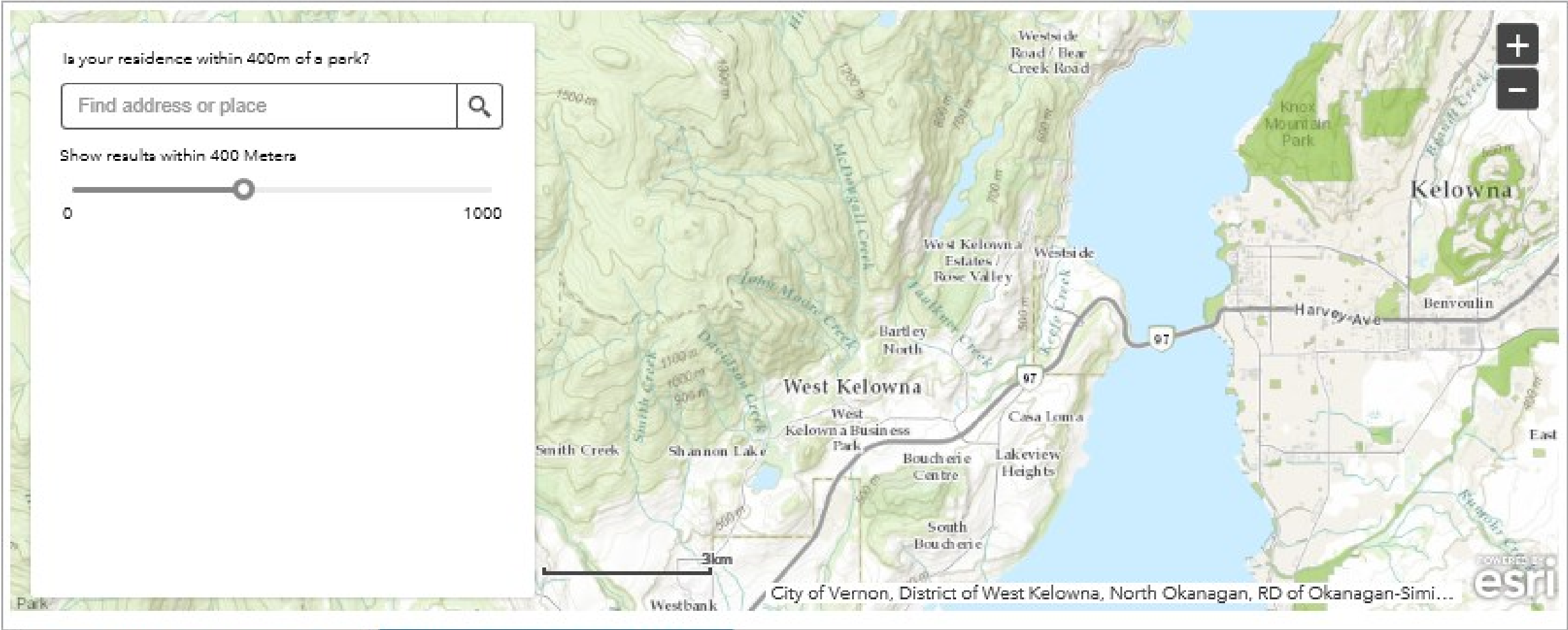
Data: Census data & City of Kelowna, no reliable data available for 2016-2017

% POPULATION WITHIN 400M OF PARK

IS YOUR RESIDENCE CLOSE TO A PARK?



# Proximity to parks & recreation



% POPULATION WITHIN 400M OF PARK

IS YOUR RESIDENCE CLOSE TO A PARK?



# Economic resiliency

Infrastructure deficit is reduced



[Click or scroll down for details on this result](#)

City policies are enabling investment



[Click or scroll down for details on this result](#)

Top talent is living in Kelowna



[Click or scroll down for details on this result](#)

Key economic sector impact is increasing




[Click or scroll down for details on this result](#)

City of **Kelowna**


# Environmental protection

Resiliency & adaptability to climate change




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Greenhouse gas emissions are decreasing




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Predictive modelling & forecasting

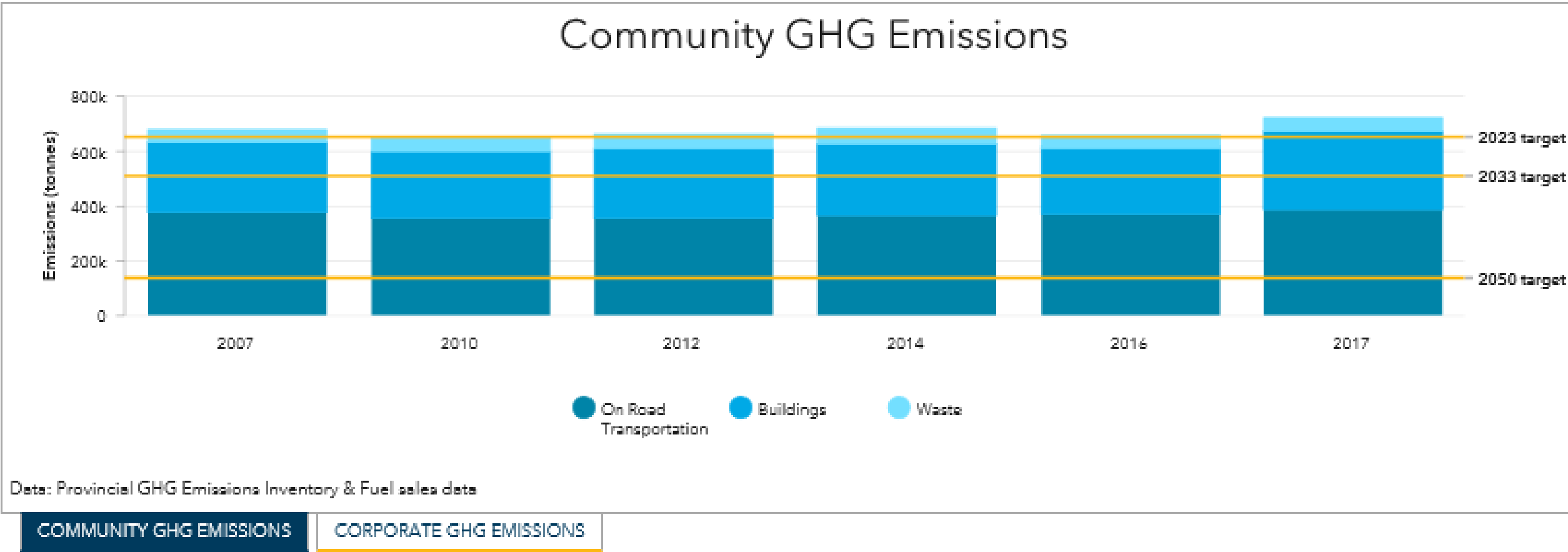


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Emergency response & preparation

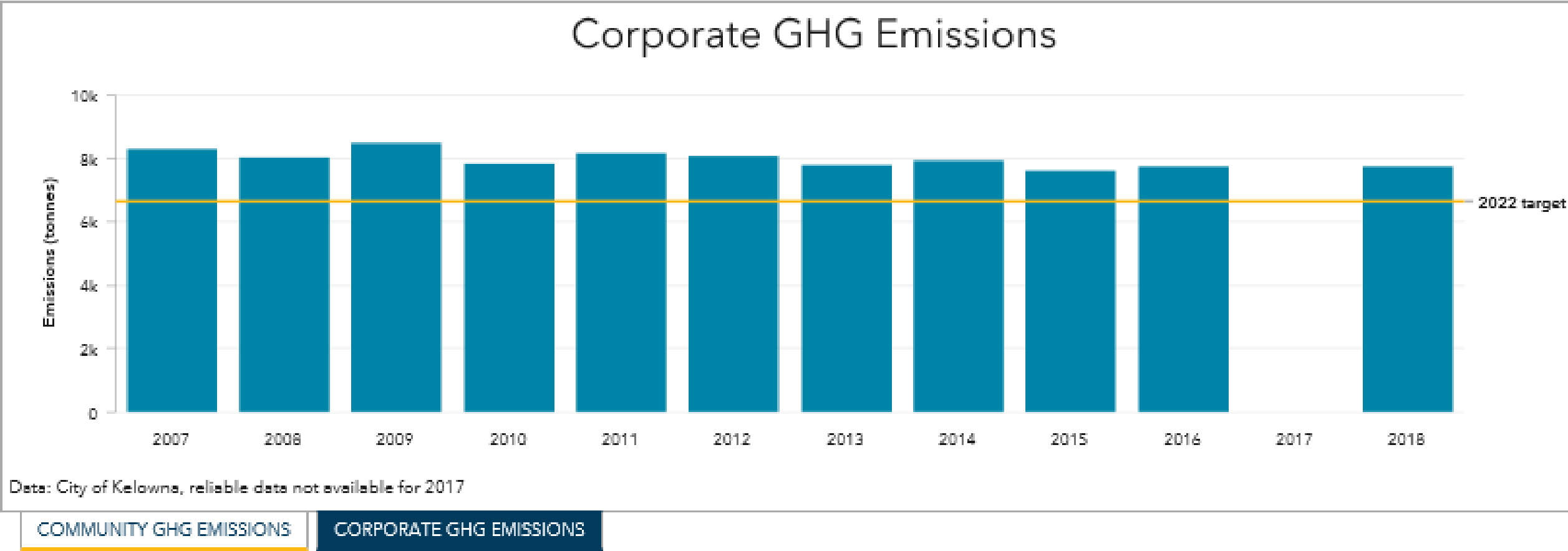


Click or scroll down for details on this result





# GHG emissions





# Financial management

Lower value activities are improved or stopped



[Click or scroll down for details on this result](#)

Non-tax revenues are increasing



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Cost to deliver services is quantified



[Click or scroll down for details on this result](#)

# Clear direction

Common understanding of future direction



Click or scroll down for details on this result

Progress on results is measured, monitored & reported



Click or scroll down for details on this result

Divisional business plans are created



Click or scroll down for details on this result

Divisions have and use performance measures



Click or scroll down for details on this result

Innovation is encouraged & supported



Click or scroll down for details on this result

Services, processes & business activities are transformed



Click or scroll down for details on this result

# People

