

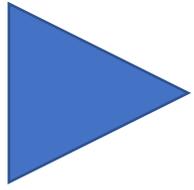


Action Plan 2021

Delivering on
Council priorities 2019-2022
Imagine Kelowna: vision into action

January 11, 2021

CITY OF KELOWNA



Agenda

- ▶ The path to get here
- ▶ Delivering on our strategic direction
- ▶ 2021 focus areas & project examples
- ▶ What's next?



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, 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.



Strategy & performance management cycle

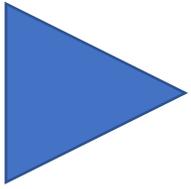


Council priorities 2019-2022
Imagine Kelowna: vision into action

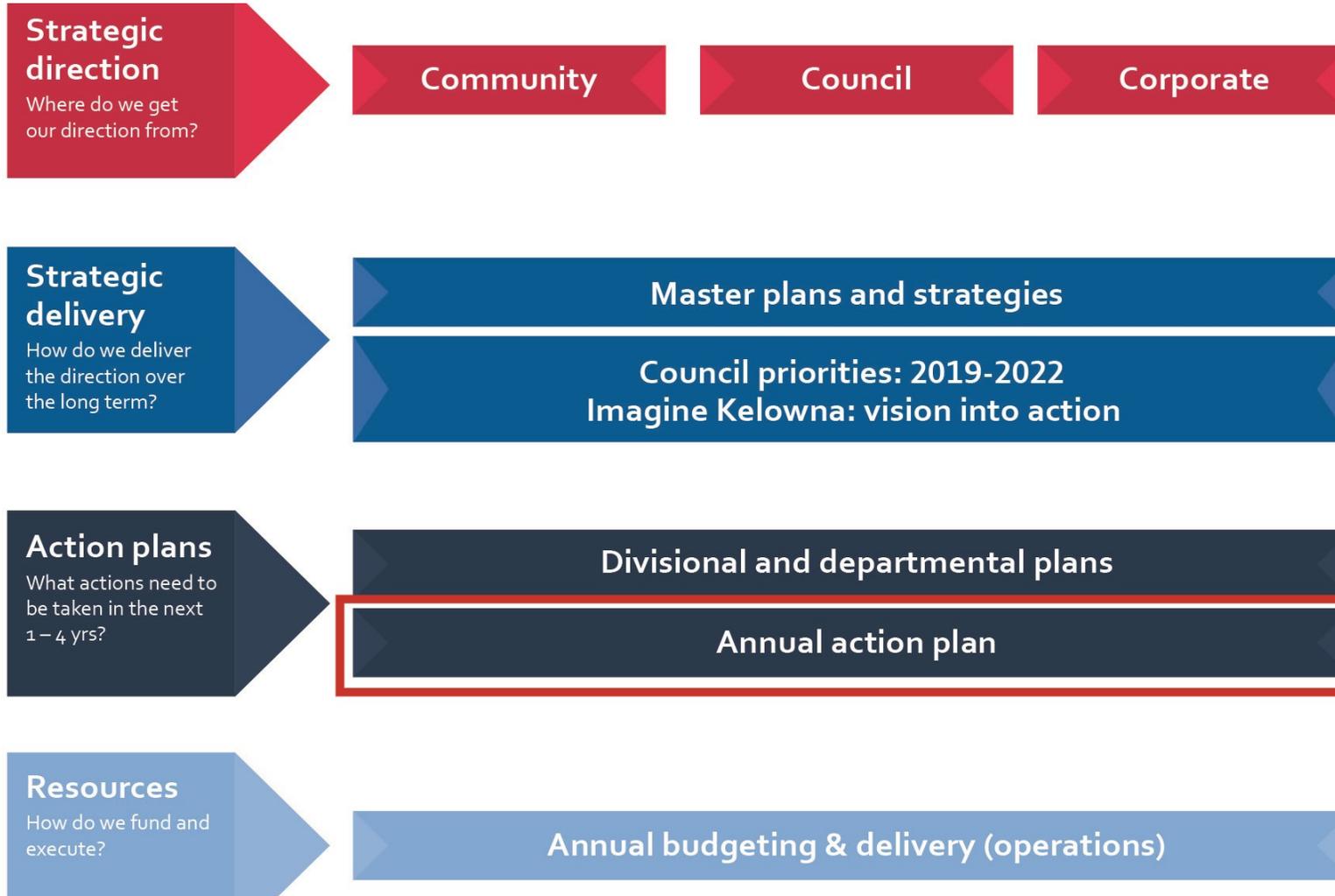
Our six focus areas balance the need to address our community's immediate challenges and prepare us for the future. A progress report will be delivered each year, starting in spring 2020. To see the specific 20 results Council wants to achieve in these six focus areas, read the full strategic direction document Council priorities 2019-2022 online at kelowna.ca/councilpriorities.

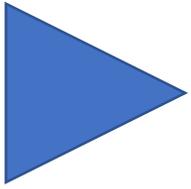
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|--|---|
| <p>Community safety</p> <p>Goal: Crime is reduced & residents feel safe</p> <ul style="list-style-type: none"> Data and analytics are used to understand crime, address challenges and target solutions. Investments in safety resources. <p>What we'll do:</p> <ul style="list-style-type: none"> Community Safety & Well-being Strategy and implementation Expanded Police and Crisis Team (PACT) program | <p>Social & inclusive</p> <p>Goal: Fewer people will experience homelessness & inclusion and diversity are increasing</p> <ul style="list-style-type: none"> Policy is guiding where the City invests resources Support the implementation of the Journey Home Strategy <p>What we'll do:</p> <ul style="list-style-type: none"> New supportive housing units Community for all implementation Territorial acknowledgments |
| <p>Transportation & mobility</p> <p>Goal: Fewer trips are made by car & solutions are innovative</p> <ul style="list-style-type: none"> Emerging ride sharing technologies make it easier to get around Traffic times are optimized using data analytics <p>What we'll do:</p> <ul style="list-style-type: none"> Transportation Master Plan Etihad & Sutherland Active Transportation Corridor Central Green pedestrian bridge Downtown Parking Management Plan More community conversations. | <p>Vibrant neighbourhoods</p> <p>Goal: Affordable housing and higher density neighbourhoods</p> <ul style="list-style-type: none"> Emerging quality sharing technologies make it easier to get around Automated parks and public spaces <p>What we'll do:</p> <ul style="list-style-type: none"> Official Community Plan Healthy Housing Strategy implementation Affordable housing incentives Cultural Plan Advanced Parkinson Recreation Centre Glennora Recreation Park |
| <p>Economic resiliency</p> <p>Goal: The infrastructure deficit is reduced & Kelowna is investment friendly</p> <ul style="list-style-type: none"> The impact of key sectors is increased <p>What we'll do:</p> <ul style="list-style-type: none"> Intelligent Cities Strategy Asset Management System Software system replacement for land development | <p>Environmental protection</p> <p>Goal: Adaptable in the face of climate change & greenhouse gas emissions are decreasing</p> <ul style="list-style-type: none"> Ensuring business continuity during extreme weather events <p>What we'll do:</p> <ul style="list-style-type: none"> Area Based Water Management Plan Community Climate Action Plan implementation |

kelowna.ca/councilpriorities



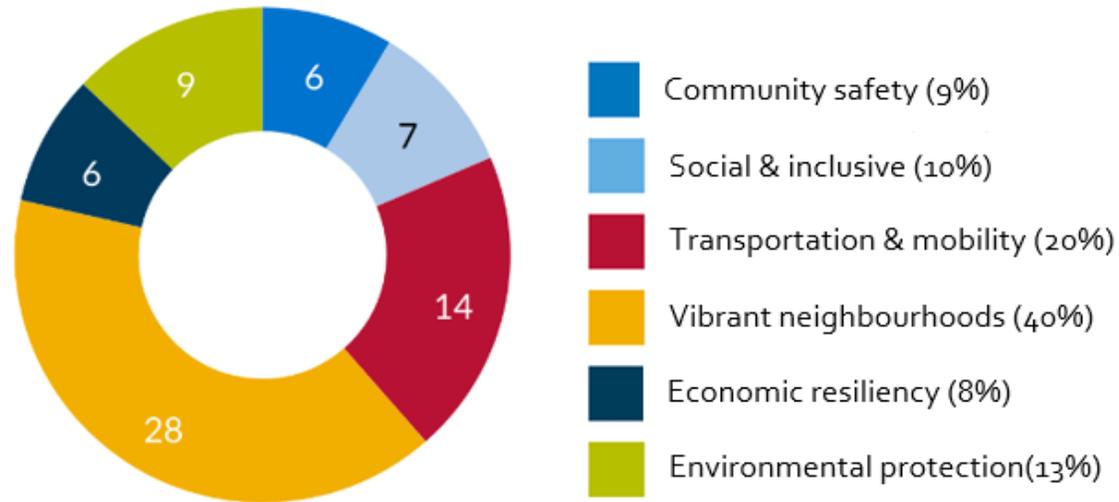
How we deliver on our strategic direction



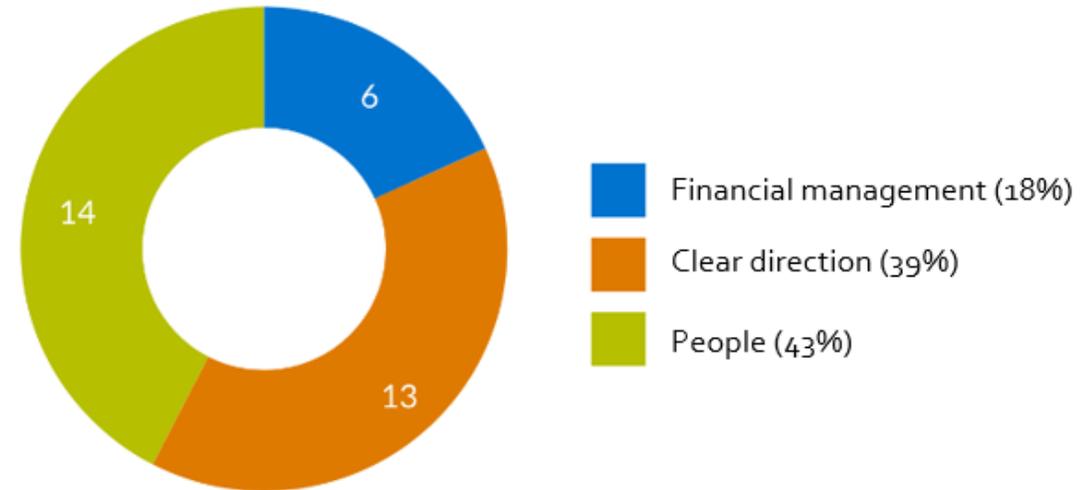


2021 focus areas

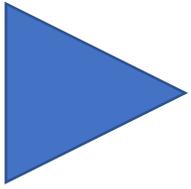
Council priorities



Corporate results



Maintain and improve base business (operations) 17



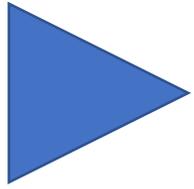
Project examples – Council priorities

Safety / Social & inclusive

- New safety positions
- Implement community safety plan
- Central Okanagan Poverty reduction strategy
- Business cases – Housing for those with complex needs; Provision of shelter services
- Affordable Housing Land Acquisition Strategy

Transportation

- Active transportation corridors:
 - Abbott protected bike route
 - Casorso Rd
 - Houghton Rd
- Okanagan Rail Trail connection to Waterfront Park
- Central Green pedestrian overpass
- Transit Operations & Maintenance Centre



Project examples – Council priorities

Economic / Environment

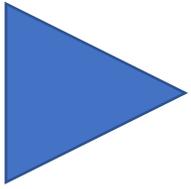
- Model City, explore impacts on infrastructure deficit
- Start-up & entrepreneur's partnership program
- Electric vehicle strategy completion
- Energy retrofit strategy completion
- Acceleration of climate action initiatives



Vibrant neighbourhoods

- 2040 Official Community Plan completion
- Parks Master Plan
- City Park promenade improvements
- Bernard avenue "Green Street" program
- Mission Recreation Park – turf replacement; softball diamonds
- Pandosy Waterfront park



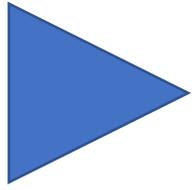


Project examples – Corporate priorities

Financial / Clear
direction / People

- Exploration of alternative models for recreation & culture fees
- Review, evaluate and update budgeting best practice tools
- Financial planning and analytics system
- Improved customer facing chat functionality
- Geographic Information System (GIS) Strategy
- Service request system replacement
- Diversity & Inclusion Strategic Plan
- Update the Engage program





What's next?

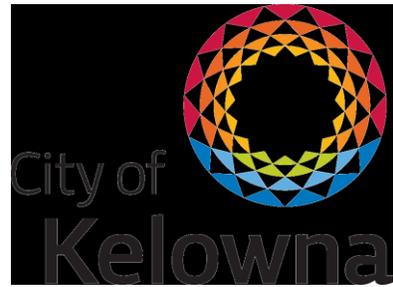


Measure, report and improve

March 2021

[Council Priorities 2019-2022
annual progress reporting](#)





Questions?
For more information, visit
kelowna.ca/actionplan