

# Report to Council



**Date:** January 11, 2021  
**To:** Council  
**From:** City Manager  
**Subject:** Action Plan 2021  
**Department:** Corporate Strategy & Performance  
Report Prepared by: Angie Thiessen

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## **Recommendation:**

THAT Council receive for information, *Action Plan 2021* as attached to the report from the Corporate Strategy & Performance Department dated January 11, 2021.

## **Purpose:**

To inform Council of the more significant actions being undertaken throughout 2021 to deliver on Council priorities 2019 – 2022.

## **Background:**

In April 2019, Council approved the *2019-2022 Council priorities* and directed staff to bring an annual action plan forward in January of each year. The first action plan was brought to Council on January 13, 2020.

The annual *Action Plan* is part of the “take action” step of the City’s strategic planning cycle [set priorities; communicate and align; take action; measure, report and improve]. The plan, which is developed collaboratively by the City’s 10 divisions, lists the actions continuing from the previous year’s Action Plan along with new actions staff will take to deliver on our strategic direction and achieve results.

The Action Plan serves to hold ourselves accountable to Council priorities and respond to the community’s vision identified in *Imagine Kelowna*. It ensures transparency to Council and the public. A subset of projects in the Action Plan report monthly to the City’s Senior Leadership to proactively identify and resolve issues to support completion and the realization of benefits.

## Action Plan 2021:

Action Plan 2021 builds off the previous year. Of the 98 projects from 2020, approximately 30 per cent were completed and 15 per cent were deferred and removed from the plan, in part due to shifting priorities in a rapidly changing COVID environment. The remaining 55 per cent continue into 2021. Additional new actions for 2021 put Action Plan 2021 at a total of just over 120 initiatives that staff will undertake in the coming year to advance Council and Corporate priorities.

While the pandemic caused disruptions, the work included in Action Plan 2021 begins to move us forward, maintaining our essential services and supporting our economic recovery. In 2021, projects that support Council's priorities of community safety and social issues, vibrant neighborhoods, and transportation receive some emphasis, while the plan also ensures a balance of effort to each of the six Council priorities.

Corporately, the plan identifies some of the larger operational improvement actions, including innovative service delivery initiatives, which will enable staff to continue to deliver exceptional value to residents as we come out of the pandemic.

While the action plan provides a clear path forward, it is not an exhaustive list of the essential operational work we do as a City annually. Much of this work is undertaken in other operational and business plans within each division.

## Next Steps:

In the spring of each year, staff bring forward a report on our progress towards *Council priorities 2019 - 2022*. The first progress report was introduced to Council in April 2020, and this year's report is planned for March 2021.

## Existing Policy:

*Action Plan 2021* advances both the *Imagine Kelowna* community vision and *Council Priorities 2019 – 2022*.

## Considerations not applicable to this report:

**Internal Circulation:**

**Legal/Statutory Authority:**

**Legal/Statutory Procedural Requirements:**

**Financial/Budgetary Considerations:**

**Personnel Implications:**

**External Agency/Public Comments:**

**Communications Comments:**

**Alternate Recommendation:**

Submitted by: A. Thiessen

**Approved for inclusion:**



Carla Weaden, Divisional Director, Corporate Strategic Services

Attachments:

Action Plan 2021 overview presentation  
Action Plan 2021 document

cc: Senior Leadership Team