

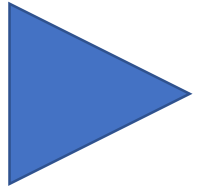


# Action Plan 2021

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 all 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](https://kelowna.ca/councilpriorities).

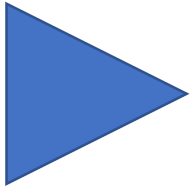
<b>Community safety</b> <b>Goal:</b> Crime is reduced & residents feel safe <ul style="list-style-type: none"> <li>Data and analytics are used to understand crime, address challenges and target solutions</li> <li>Investments in safety resources</li> </ul> <b>What we'll do</b> <ul style="list-style-type: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

[kelowna.ca/councilpriorities](https://kelowna.ca/councilpriorities)

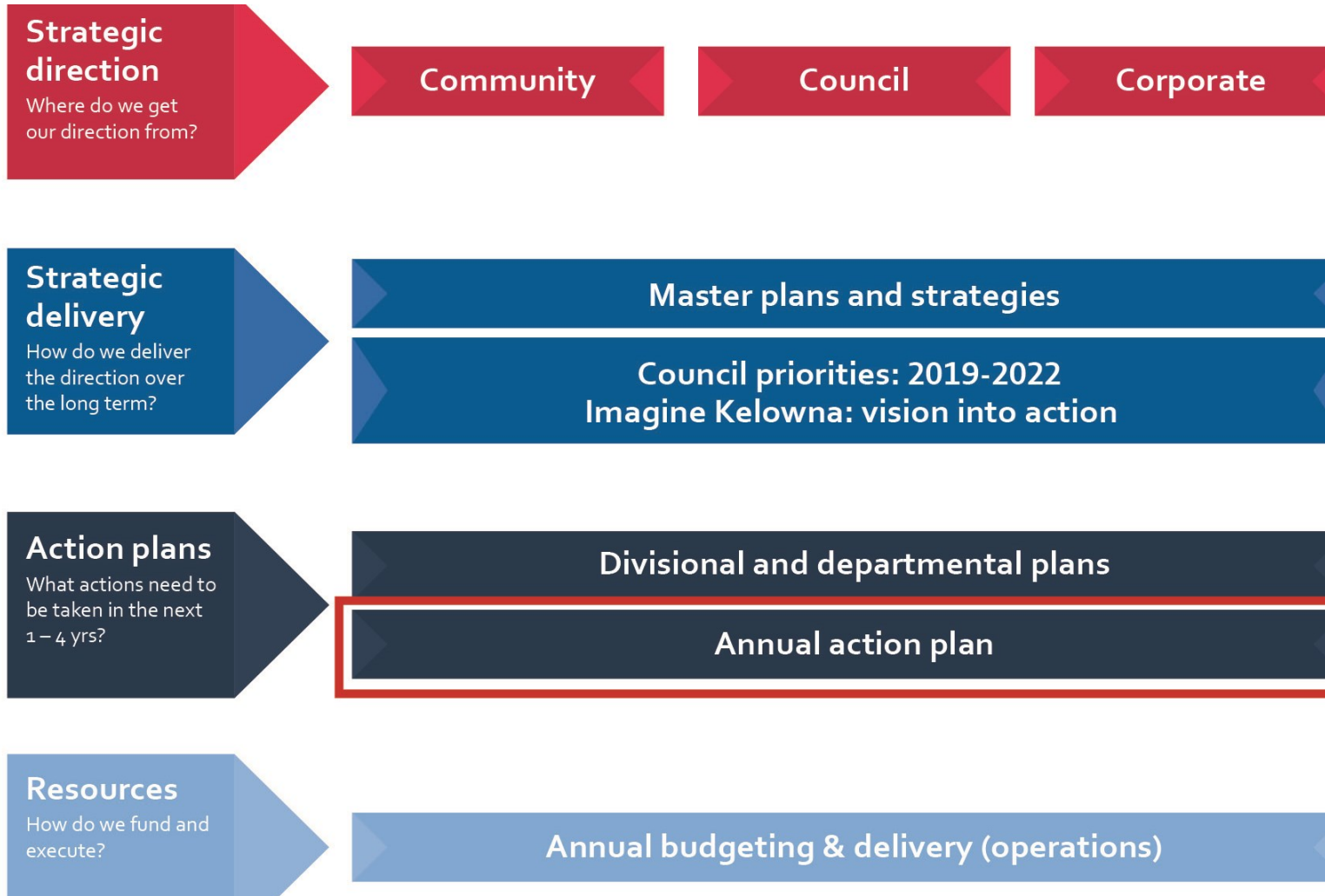
## Action Plan 2021

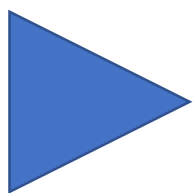
Delivering on  
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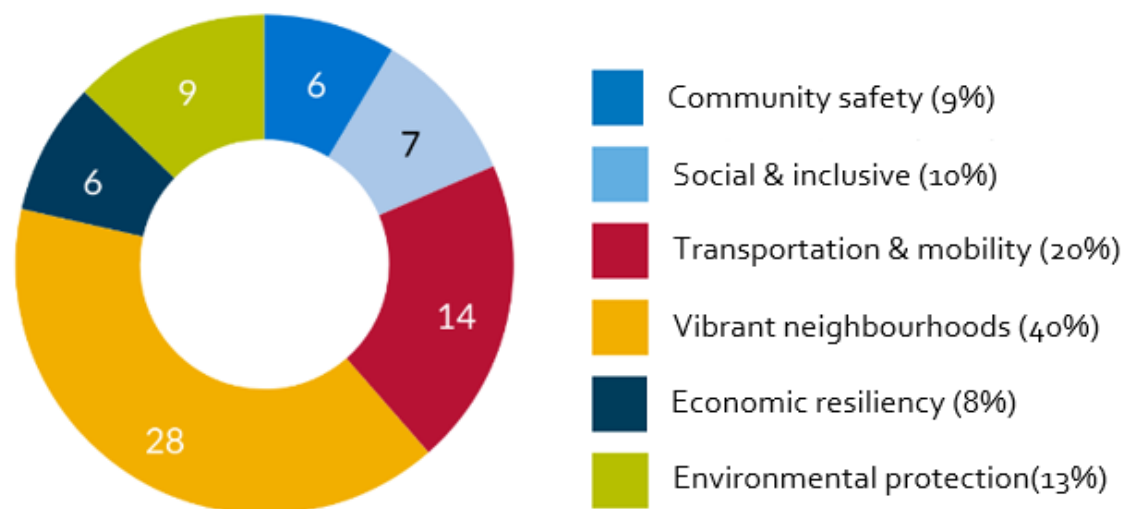
# How we deliver on our strategic direction



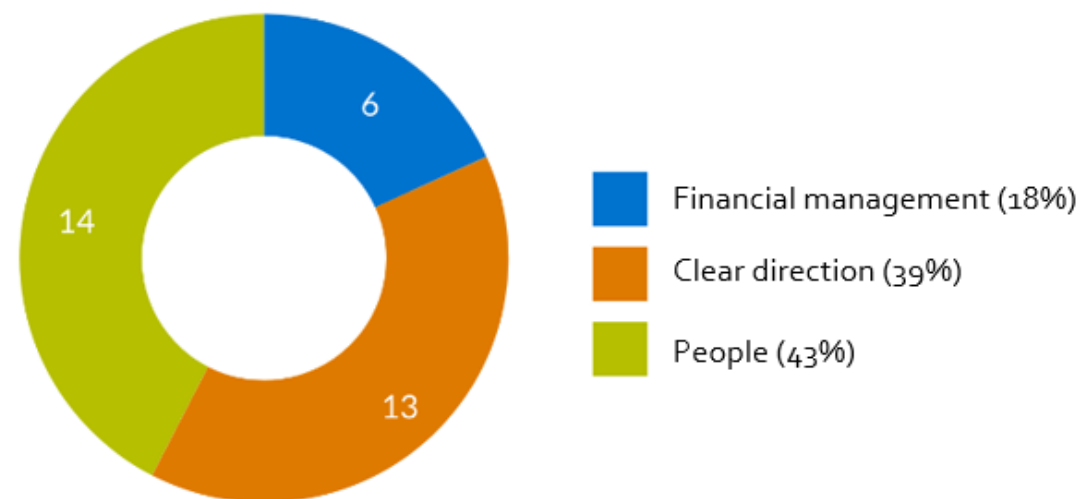


# 2021 focus areas

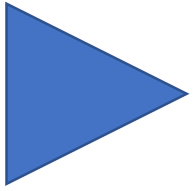
## Council priorities



## Corporate results



Maintain and improve base business (operations) 17



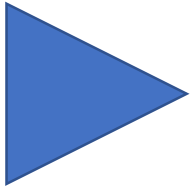
# Project examples – Council priorities

## 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

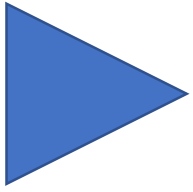
- Model City, explore impacts on infrastructure deficit
- Start-up & entrepreneur's partnership program
- Electric vehicle strategy completion
- Energy retrofit strategy completion
- Acceleration of climate action initiatives



## 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](http://kelowna.ca/actionplan)**