

Progress on Council priorities: Change from 2019 - 2020

	On track
	No change
	Needs improvement

Focus Area	Result	2019 status	2020 status
Community safety	The property crime, petty crime and drug crime rates are decreasing		
	Residents feel safe in their communities		
	The city and its partners are using data and analysis to understand the problems and deliver targeted		
Social & inclusive	The number of people experiencing homelessness is decreasing		
	Policy is guiding where the City invests resources		
	Inclusivity and diversity in the community are increasing		
Transportation & mobility	Strategic transportation investments are connecting higher density urban centres identified in the Official		
	More trips are being made by transit, carpooling, cycling and walking		
	Travel times within our current transportation network are being optimized		
	Emerging technologies are making it easier to get around		
	More opportunities to learn about transportation are provided in the community		
	People of all ages and abilities can get around the city easily.		
Vibrant neighbourhoods	The number of current and complete urban centre development plans is increasing		
	Site design and architecture are high-quality and sensitive to context		
	The housing mix provides affordable and attainable options		
	Community amenities are accessible for residents and are multi-purpose		
	Parks and public spaces are being animated		
	Key sites in the city are being planned proactively		
Economic resiliency	Infrastructure deficit is being reduced		
	City policies are enabling investment		
	Top talent is living in Kelowna		
	The economic impact of key sectors is increasing		
Environmental protection	Neighbourhoods and city infrastructure are resilient and adaptable to climate change		
	Community and corporate greenhouse gas emissions are decreasing		
	Our predictive modelling and forecasting is improving		
	The city's response to extreme weather events minimizes disruption to delivering regular operations		
Financial management	Lower value activities are being improved or stopped		
	Non-tax revenue is increasing		
	The cost to deliver services is quantified		
Clear direction	There is a common understanding of where the organization is going in the future		
	Progress on Council and corporate results is measured, monitored and reported		
	Divisional / departmental plans show how we are advancing the Council and corporate results and outline		
	Divisions and departments have meaningful performance measures that are reviewed regularly		
	Innovation is encouraged and supported throughout the organization		
	Services, processes and business activities are being transformed		
People	The ability to attract, select and retain the right people is improving		
	Collaboration within the organization, and with external stakeholders, is improving problem solving		
	Staff engagement has increased		
	Organizational values have shifted to prepare us for the future		