



Council priorities - 2020 progress report

March 15, 2021

2020 progress report

- ▶ COVID impact
- ▶ Strategy & progress reporting
- ▶ Summary of 2020 progress
 - ▶ <https://www.kelowna.ca/councilpriorities>
 - ▶ <https://opendata.kelowna.ca/pages/council-priorities>

COVID Impact

- Community
- City of Kelowna
- Recovery

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.

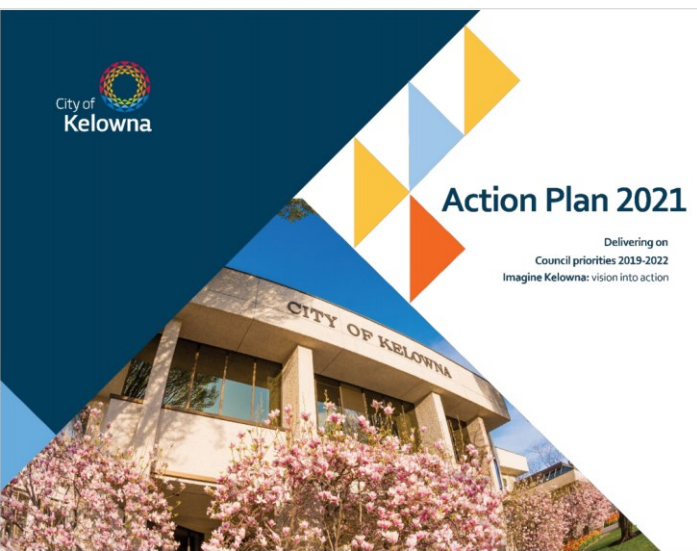


Corporate results: *what the organization must do to deliver results for residents*




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.



City of Kelowna



Progress on results summary 2020



























-  **On track:** trending in the desired direction
-  **No change:** not a significant change in 2020
-  **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

March 2021

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	