

Progress on Council priorities: 2019 - 2021

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| | On track: trending in the desired direction |
| | No change: no substantial change in trend |
| | Needs improvement: not trending in the desired direction |

| Focus Area | 2019 | 2020 | 2021 | Result |
|---------------------------|------|------|------|---|
| 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 responses |
| 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 Community |
| | | | | 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 neighborhoods | | | | 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 |
| Economic resiliency | | | | Key sites in the city are being planned proactively |
| | | | | Infrastructure deficit is being reduced |
| | | | | City policies are enabling investment |
| | | | | Top talent is living in Kelowna |
| Environmental protection | | | | The economic impact of key sectors is increasing |
| | | | | Neighbourhoods and city infrastructure are resilient and adaptable to climate change |
| | | | | Community and corporate greenhouse gas emissions are decreasing |
| Financial management | | | | The city's response to extreme weather events minimizes disruption to delivering regular operations |
| | | | | Our predictive modelling and forecasting is improving |
| | | | | Lower value activities are being improved or stopped |
| Clear direction | | | | Non-tax revenue is increasing |
| | | | | The cost to deliver services is quantified |
| | | | | 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 key |
| | | | | Divisions and departments have meaningful performance measures that are reviewed regularly |
| People | | | | Innovation is encouraged and supported throughout the organization |
| | | | | Services, processes and business activities are being transformed |
| | | | | 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 |