



*Council priorities -  
2021 progress report*

March 21, 2022

# 2021 progress report

- ▶ Strategy & progress reporting
- ▶ Progress reporting site
- ▶ Summary of 2021 progress
  - ▶ <https://www.kelowna.ca/councilpriorities>
  - ▶ <https://opendata.kelowna.ca/pages/council-priorities>

**Council priorities 2019-2022**  
Imagine Kelowna: vision into action  
Progress on results | 2021

Council creates 2019-2022 Council priorities vision into action about turning our community's [Imagine Kelowna](#) vision into reality. It identifies the strategic improvements and changes that are important to Council, our City administration and our community. Check out [progress on results](#) to see how we're doing. For more details, look at [Council priorities 2019-2022](#) or click through the sections below to learn about our priority areas and the progress made on them in 2021.

**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.

<b>Community safety</b>  <a href="#">Click to see progress on results</a>	<b>Social &amp; inclusive</b>  <a href="#">Click to see progress on results</a>	<b>Transportation &amp; mobility</b>  <a href="#">Click to see progress on results</a>
<b>Vibrant neighbourhoods</b>  <a href="#">Click to see progress on results</a>	<b>Economic resiliency</b>  <a href="#">Click to see progress on results</a>	<b>Environmental protection</b>  <a href="#">Click to see progress on results</a>

**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.

<b>Financial management</b>  <a href="#">Click to see progress on results</a>	<b>Clear direction</b>  <a href="#">Click to see progress on results</a>	<b>People</b>  <a href="#">Click to see progress on results</a>
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**City of Kelowna**

**Council priorities 2019 - 2022**

**Imagine Kelowna: vision into action**

**City of Kelowna**

**Action Plan 2022**

Delivering on Council priorities 2019-2022  
Imagine Kelowna: vision into action

**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 details of 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](#).

<b>Community safety</b> Goal: Crime is reduced & residents feel safe Data and analytics are used to understand crime, address challenges and target solutions Investments in safety resources What we'll do: • Community Safety & Well-being implementation • Expand Police and Crisis Team	<b>Social &amp; inclusive</b> Goal: Fewer people will experience inclusion and diversity are increased Policy is guiding where the City makes investments and provides services What we'll do: • Make investments in services that support diverse communities in our city, the issues we face and work together
<b>Transportation &amp; mobility</b> Goal: Power-ups are made to our innovative Smarting side-sharing technologies to get around Travel times are optimized What we'll do: • Transportation Master Plan • Ethical & Sustainable Active Transportation Corridors • Central Green pedestrian boulevard • Downtown Parking Management • More community conversations	<b>Economic resiliency</b> Goal: The infrastructure deficit is investment-friendly The impact of key sectors is reduced What we'll do: • Intelligent Class Strategy • Asset Management System • Software system replacement for land development

**The way we work**  
Council is committed to working together to advance what is important to residents in the community.

**City administration**  
The City's administrative leadership will focus on three areas to support Council in delivering on their priorities.


- Strong financial management
- Clear direction
- The right people


**Citizen participation**  
Make investments and provide services through a variety of ways to make a plain language empowering residents  
Efficient and economic ways to achieve our vision. We will focus on other levels of government  
Investments make Kelowna continues renovations through


**Continuous improvement**  
Council is united by its pragmatic leadership style and a desire to continuously improve beyond the status quo. Decisions grounded in evidence empower Council to be adaptable and open to adjusting the way forward as new information becomes available.

[kelowna.ca/councilpriorities](#)

# Progress on results summary 2021

 **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 2022

## 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
 Residents feel safe	 Policy guides where the City invests resources	 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
 Data and analysis is used to understand problems & target responses	 Inclusivity and diversity are increasing	 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		
		 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