



COUNCIL PRIORITIES

2023-2026

Progress Report
on Council Priority Actions

September 2023



ACTIONS AT A GLANCE

▶▶ CRIME AND SAFETY

- 1% Community Safety Levy
- Advocacy on repeat property and violent offenders
- Mayor's Taskforce on Crime Reduction

▶▶ AFFORDABLE HOUSING

- \$1.5M surplus allocated to land acquisition
- Housing Needs Assessment completed
- 68 new affordable housing units opened

▶▶ HOMELESSNESS

- 8 new complex care beds operating with 12 more beds in-stream
- Offered Province a land contribution for an additional purpose-built complex care facility
- Offered land contribution to support future transitional housing options
- Advocacy on complex care, mental health & substance use and treatment and housing
- City to assume role of backbone organization for Journey Home Strategy

▶▶ TRANSPORTATION

- Highway 33 functional design planning
- Transit operations centre planning
- Advocacy for permanent, consistent and predictable infrastructure funding
- Commonwealth Road planning
- Transit service hours are at highest level ever

▶▶ AGRICULTURE

- New home for Kelowna Farmers' market
- Agricultural Advisory Committee
- Bylaw update to rules for housing in the Agricultural Land Reserve.

▶▶ CLIMATE & ENVIRONMENT

- Climate Action and Resilience Strategy
- Energy concierge program for retrofits
- Over 1,000 trees planted



►► CRIME AND SAFETY

Strategy to address property crime; including break and enters and theft

- Approved a one per cent Community Safety Levy that will fund an additional six RCMP officers, four Bylaw Services officers, two Police Services support staff and one Community Safety Services employee in 2023. The funding is ongoing and can be deployed to the areas of public safety that are needed the most in the future.
- Council and staff continue advocacy in the areas of repeat property offenders, violent offenders & community court. Actions include meetings at UBCM in September with Minister Farnworth (Solicitor General and Public Safety), and an advocacy tour to Victoria in March 2023 with a joint meeting with Minister Farnworth and Attorney General Sharma.
- Created a [business safety toolkit](#) and a [community safety toolkit](#) with Crime Prevention through Environmental Design (CPTED) and other tools in partnership with the RCMP in spring 2023. The toolkits were promoted through Business Improvement Associations, the Chamber of Commerce, Tourism Kelowna as well as online and radio advertising.
- Continued staff delivery of Crime Prevention Through Environmental Design audits in business and residential (strata) settings, providing 24 audits and reviews to date in 2023.
- New bike theft prevention initiatives include the Bike Valet program downtown as well as a loan-a-lock program downtown and at Parkinson Recreation Centre. Evaluation and expansion will be considered in Q3, while additional bike theft initiatives are also being developed. Transportation is also working on a trial lease of more secure bike locks for a handful of public locations.
- Reducing property crime, especially B&Es and theft, was re-affirmed as a RCMP priority under the Municipal Police Unit Agreement.
- RCMP initiatives included proactive patrols in business B&E hotspot locations derived from intelligence-driven analytics, detailed analysis of robbery files to enable a targeted enforcement approach with repeat offenders and repeat victim locations, the Youth Officer program throughout the summer, the Repeat Offender Management Program, and participation in the provincially established Repeat Violent Offending Intervention initiative.



Provide local Business Improvement Areas (BIAs) support for urban center safety issues (e.g. 'Red Shirts' program)

- Created city liaison with Downtown Kelowna Association (DKA) and Uptown Rutland Business Association (URBA) and commenced assessments to understand local needs.
- Created a business safety toolkit that was distributed through both BIAs.
- Partnered with Kelowna Gospel Mission on education and practical tools outlining how to respond to sheltering on private business property.
- Mayor Dyas joined the URBA Board of Directors.
- The DKA and URBA Executive Directors were appointed members of the Mayor's Taskforce on Crime Reduction.
- The City increased funding to Downtown on Call up to \$106,000 and the Downtown Clean Team to \$52,000 to help maintain a safe and inviting environment in the downtown core.

Establish a safety task force with stakeholders

- The [Mayor's Taskforce on Crime Reduction](#) Terms of Reference was endorsed by Council May 2023 and 13 Taskforce members appointed for a 12 month term.
- The Taskforce has met three times since it was formed. It will develop actionable recommendations related to crime and safety in our community and provide a first public report in Q1 2024.

Partner with Provincial ministries responsible for mental health and problematic substance use on initiatives (i.e. Community Safety Plan (CSP)) that improve local conditions

- Through CSP Action 1.2 an alternative, community-based / non-police response model for people experiencing crisis is being explored.
- An Action Team was constituted and is actively advancing Action 10.2 of the Community Safety Plan (CSP) to improve accessibility of mental health services for youth. An update on progress from the Action Team is forthcoming.



▶▶ AFFORDABLE HOUSING

Acquire city owned land to build affordable housing

- \$1.5 million of surplus was allocated to the City's Housing Opportunities Reserve Fund to facilitate the timely acquisition of lands necessary to meet the most urgent housing needs of our community.
- Staff submitted a funding application to the federal Housing Accelerator Fund targeting significant resources to acquire multiple affordable housing sites.
- An update to Council was delivered in Q2 2023 identifying the City's current approach to investment in land acquisition for affordable housing and staff continue ongoing due diligence to acquire additional sites.
- The City continues to proactively offer to the Province a municipal land contribution for affordable housing projects.

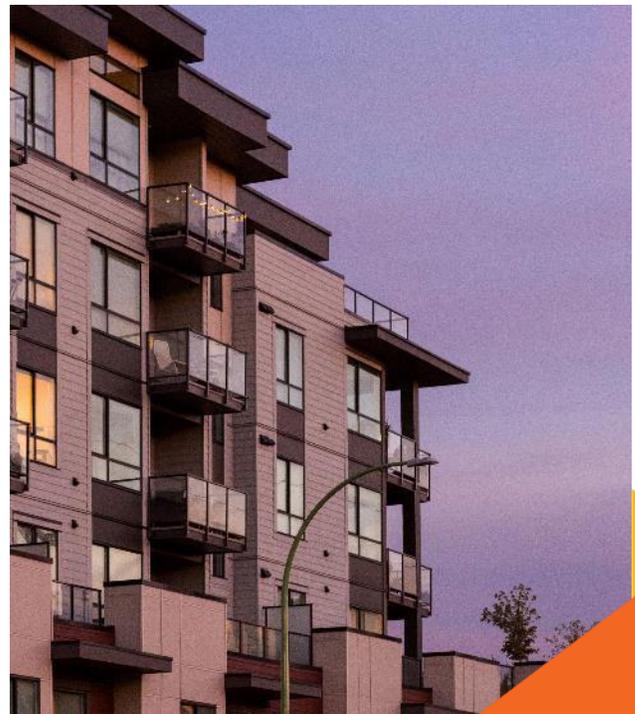
Increase number of rental units with below market rents

- Policy initiatives include the [Housing Needs Assessment](#) completed in September that identifies targets for different housing types, which will inform an incentives discussion with Council in 2024.
- 68 new units at Hadgraf-Wilson Place on Bertram Avenue downtown opened in June 2023 for seniors, people with low to moderate incomes and people living with disabilities.
- A proposed program to accelerate delivery of below-market housing will be brought to Council for consideration in Q4 2023 following the Housing Needs Assessment.

- 75 new units at Pleasantvale 2 in the North End neighborhood for seniors, families, people living with disabilities and individuals with low-to-moderate incomes is [expected to be complete in 2024](#). The project was the recipient of a \$272,000 Rental Housing Grant from the City of Kelowna.
- 35-40 unit development in process with BC Housing. Next steps include operator agreement Q4 2023, project design Q2 2024 and construction stage Q2 2025.
- BC Housing is [exploring redevelopment opportunities for 1451 1469 Bertram St](#). More information about potential uses of the site will be shared by BC Housing with the community in 2023.

Partner on the creation of a low-cost affordable housing pilot project

- Proforma evaluation by City and consultant on new development model completed.
- A report to Council on a proposed below market housing model and land portfolio is targeted for Q4 2023.



▶▶ HOMELESSNESS

Advocate for additional Complex Care Centre (e.g. Red Fish Healing Center)

- Eight new complex care beds were operational in winter 2023 and Interior Health is working to make the remaining 12 beds operational by the end of 2023. The Province confirmed 20 new [complex care](#) beds in the fall 2022 for Kelowna, to be managed by Interior Health, for those who live with complex mental health, substance use, trauma and/or brain injuries.
- The City continues to proactively offer to the Province a municipal land contribution for a new purpose-built complex care facility.
- Mayor Dyas has [resumed regular monthly meetings](#) as a member of the BC Urban Mayor's Caucus (BCUMC). BCUMC has established four priorities which include mental health & substance use and treatment, and community safety and wellness. BCUMC is a group of 17 mayors that meet regularly to collaborate on issues of shared importance in our cities.
- The City provided a submission to the Provincial Select Standing Committee of Finance to advocate for increased operational and capital funding for complex care centres including similar to the Red Fish Healing Centre to be included in BC Budget 2024.
- Council endorsed the Advocacy Priorities Framework for their term, which supports continued advocacy for complex care as one of the top four advocacy priorities.
- Council submitted a resolution to the Southern Interior Local Government Association (SILGA) for increased Provincial investments in mental health treatments and supports including for regional campuses such as the Red Fish Healing Centre. The resolution was endorsed by SILGA and also at the Union of BC Municipalities convention.
- Advocacy tour to Victoria in March 2023 included meetings with Minister Kahlon (Housing) and Minister Whiteside (Mental Health and Addictions) to advocate for a new purpose-built complex care building in Kelowna.
- Council and staff continue advocacy discussions with Provincial Ministers of Housing and Mental Health and Addictions, and meetings were held at UBCM in September.



Explore partnership opportunities for alternative forms of sheltering

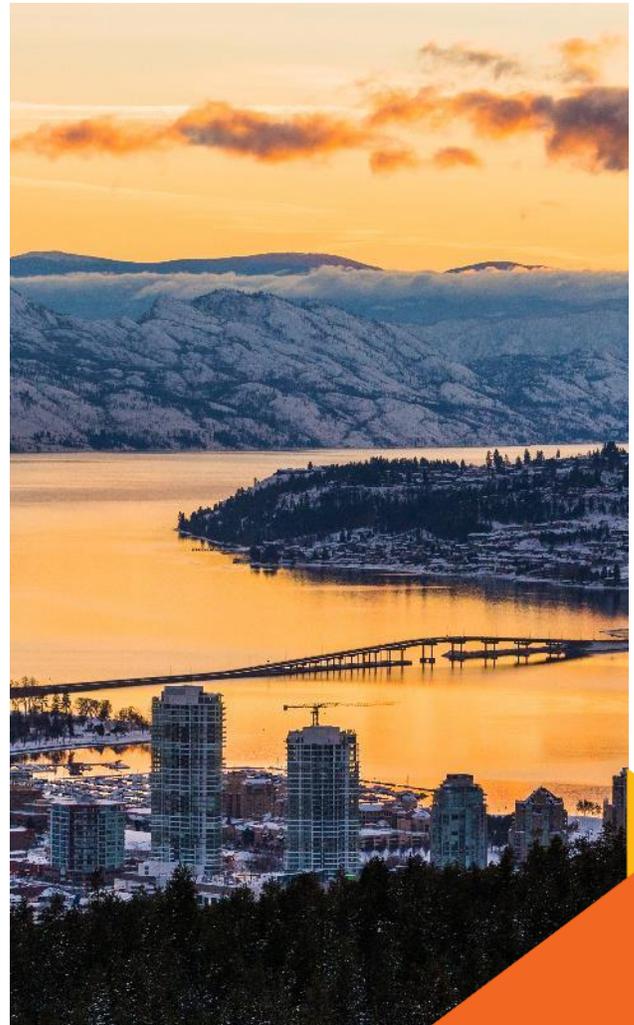
- The City has offered to provide land that could provide new transitional housing options.
- Council endorsed staff's recommendation for the City to assume the role of backbone organization for the Journey Home Strategy implementation and related work.
- Mayor Dyas and senior staff visited Seattle in Q3 to assess construction and operating models for alternative form of sheltering.
- Met with Minister Kahlon (Housing) in June 2023 to advocate for Provincial support, including through the HEART/HEARTH programs.

Advocate for purpose-built permanent shelter with 'wrap-around' supports and graduated housing options

- Staff continue to work with partners to identify a site that is suitably located and zoned for Kelowna's first purpose-built shelter.
- Advocacy tour in March 2023 to Victoria and met with Minister Kahlon (Housing) to advocate for the need for increased BC Housing investments and supports for shelter spaces in our community. A second meeting was held in June, in Kelowna, with the Minister for continued advocacy discussions.
- Council endorsed the Advocacy Priorities Framework for their term, which identified advocacy for new purpose-built shelters with wrap-around services as one of top four advocacy priorities.

Develop an emergency winter shelter program

- The City has offered to provide land that could provide new transitional housing options.
- Work is in progress to formalize the City's operational response for winter sheltering as it is unlikely there will be sufficient housing for all those sheltering outdoors.



▶▶ TRANSPORTATION

Explore alternative modes of transportation between UBCO/YLW and downtown.

- Highway 97 Strategic Corridor Review – The Ministry of Transportation & Infrastructure has secured funding to begin the next steps of planning and design of various upgrades on Highway 97 including the goal of dedicated transit lanes in Kelowna. The planning project will begin later in 2023.
- The Micromobility Permit Pilot Program current results were shared with [Council in Q2 2023](#). A final assessment will be presented to Council in Q4 2023 along with recommendations going forward that incorporate the provincial status of the pilot program.
- A research project with UBCO will explore opportunities presented by the Okanagan Rail Trail corridor to connect UBCO, Kelowna International Airport and Downtown Kelowna. Both current and emerging travel modes will be explored within the greater surrounding transportation network. The research is anticipated to occur in 2024 – 2025.

Improve transit service including expanding the transit pass program.

- Transit operations and maintenance centre – Hollywood Road site acquisition and master planning and ALC exclusion process continues to progress through subdivision and rezoning and background site preparation studies. Next steps include funding plan approval by Central Okanagan partners, and development of business cases (in partnership BC Transit and with Infrastructure BC).
- Hardy St. Operations centre refurbishments are in the design stage with implementation targeted to be completed in 2024/25. Pending completion, the Transit Improvement Program 3-year outlook proposes substantial service expansions.

- Advocacy at UBCM for permanent, consistent and predictable infrastructure funding from senior levels of government.
- The UMO electronic fare system implementation is targeted for January 2024. UMO allows customers to pay using a mobile app, reloadable card, credit card and debit card.
- A [report was presented to Council in September](#) that recommended expanding the Pro Pass employer pass program through the Employer Commute Trip Reduction Program. Implementation is contingent on future funding requests.
- Potential new fare options such as for seniors and lower-income residents and expansion of U-Pass to Okanagan College will be evaluated with BC Transit and requires UMO system implementation to occur first to ensure the technology and policies support any proposed changes to fare types.
- The number of [transit service hours is at 209,000 annual service hours](#), the highest level ever delivered. Ridership has recovered to 100% pre-pandemic levels.



Improve traffic flow and capacity on major road networks (e.g. Lakeshore Road)

- The Commonwealth Road capital project (Hwy 97 – Jim Bailey) is underway with a project manager secured to advance the project. Land use assumptions have been completed to inform modelling work by the Ministry of Transportation & Infrastructure, which will support preliminary design.
- The Frost Road capital project (Kildeer to Chute Lake) is underway with preliminary design near completion. Completion of detailed design and cost estimates is targeted for mid-2024 to inform a 2025 Financial Plan request for construction.
- A Traffic Mobility Plan project has been scoped to establish a corporate approach to manage the movement of traffic in Kelowna. The timing of plan completion is dependent on city funding.
- The Burtch Road extension has been added back to the 10-year capital plan as a funded project. The project improves access and mobility to the southern half of the city.



Complete the functional design of the Hwy 33 multi-modal traffic corridor

- A project manager has been secured for the project and project planning is underway. Procurement of consultant resources to support the project is planned for mid-fall.
- The Ministry of Transportation & Infrastructure and the City each contributed \$600,000 in planning funding towards this City-led project.

Enhance Enforcement/Bylaw Officers

- Traffic calming program – Six projects have been or are advancing to construction, including Parkview Cr, McClure Rd, Eldorado Rd, Okaview Rd, Richmond St and Swordy Rd. The Westridge/Parkridge Dr project did not receive neighbourhood support and the McKenzie Rd and Collison Rd projects are under evaluation. A neighbourhood traffic calming plan for the Hollydell area will occur later this fall.
- The RCMP Traffic Unit has had additional officers assigned to ensure enhanced enforcement in 2023 with a focus on intersections defined as high-collision locations, and is working with the Province to identify opportunities for roadway and intersection improvement, and initiatives to reduce distracted driving.
- Targeted enforcement of aggressive and dangerous driving during July and August resulted in 92 vehicles impounded for excessive speeding.
- A Transportation Safety Strategy is underway with a target completion in 2024.

▶ AGRICULTURE

Facilitate the creation of a permanent home for the farmer's market

- The Kelowna Farmers' and Crafters' Market plans to relocate the outdoor market to a new home in the Landmark Centre in April 2024, with the potential for permanent indoor space being explored for the future.

Expand Enforcement/Bylaw Officers

- Staff increased coordination with the Agricultural Land Commission enforcement function through a city term agriculture planner position.

Review the Agriculture Plan with respect to secondary uses

- Agricultural Advisory Committee (AAC) to be created to advise Council on issues important to the agricultural and agri-business community. They will advise Council on sustainable agricultural land use from a cultural, economic, environmental and social perspective.
- Staff delivered a [bylaw update to Council in Q3 2023](#) to update the rules related to secondary residences in the Agricultural Land Reserve.
- Staff conducted a review of the temporary foreign worker policy and recommended no changes were required to the current policy.



▶▶ CLIMATE & ENVIRONMENT

Include 'Climate Lens' in decision making to assess mitigation and adaptation

- The [Climate Action and Resiliency Strategy](#) is under development with a target completion of Q1 2024.
- Proposed future actions include a policy to guide development of high-performance city-owned buildings, and scoping projects related to modeling the impacts of community development and capital projects.
- A Climate Action & Environment Department was created in Q1 2023 to apply a climate lens to policy development and decisions.

Increase urban tree canopy (e.g. tree lined medians)

- The annual *Neighborhoods program* delivered each fall provides 500-600 trees at low-cost to residents. The Parks Department will also plant approximately 550 trees in 2023.
- A new staff position has been created to undertake inspections of landscaping and trees for new developments that will assist in improving new landscaping installations and consistency with approved Development Permits. The position will start in late 2023.
- A Landscape Standards Bylaw will be developed over 2023 – 2024. Tree protection will be a key goal of this bylaw, linking trees to the complete green infrastructure system of a site instead of being viewed in isolation.
- An updated Urban Forestry Strategy is underway with completion targeted for early 2024. The Strategy will include new LiDAR data to assess canopy cover and diversity analysis.

- The Infill Options program will introduce bylaw amendments alongside a revised funding strategy to urbanize existing local streets (without sidewalks and street trees) which will include new street tree plantings in neighbourhoods experiencing infill.

Pilot energy concierge program to enable retrofits in buildings

- The program provides a "one stop shop" for residents to understand energy retrofits and incentives to reduce GHG emissions in existing residential buildings.
- Program design is underway with next steps including community communications and outreach, and implementation in 2024.

