

▶ **COUNCIL
PRIORITIES
2023–2026**

Progress Report on
Council Priority Actions

MARCH 2024

ACTIONS AT A GLANCE

▶▶ CRIME AND SAFETY

- 32 new RCMP and bylaw offers, and 11 fire firefighters added in 2023 & 2024
- Uptown Rutland Business Association [on call pilot project](#)
- 1% Community Safety Levy
- Advocacy on repeat property and violent offenders
- Mayor's Taskforce on Crime Reduction

AFFORDABLE HOUSING

- \$31.5M [Housing Accelerator Fund \(HAF\) grant](#) to accelerate housing through initiatives including affordable housing on City-owned land, and new housing partnerships and affordable housing delivery.
- [Middle Income Housing Partnership](#) to increase housing affordability
- \$1.5M surplus allocated to land acquisition
- [Housing Needs Assessment](#) completed
- 68 new affordable housing units opened

HOMELESSNESS

- 16 new [complex care beds](#) operating with 4 more beds to be completed in spring 2024
- 60 units transitional housing units opened in February 2024 at [STEP Place](#)
- 60 units at the Trailside Transitional Housing project opening in Q2
- Seeking site and land contribution for another 60 units transitional housing
- Advocated at the UBCM Housing Summit against Bill 45 clause that would ban encampment injunctions
- Offered Province a land contribution for an additional purpose-built complex care facility
- Advocacy on complex care, mental health & substance use, decriminalization and treatment and housing
- Invested in social development function for City to address homelessness

TRANSPORTATION

- Project work is being undertaken to provide Council with an option of bundling a significant package of road projects
- Highway 33 functional design planning
- Transit operations centre planning and advocacy
- Advocacy for permanent, consistent and predictable infrastructure funding
- Commonwealth Road planning
- Transit service hours are at highest level ever
- [Bertram multi-use overpass](#)
- Enhanced enforcement

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
- Ongoing energy upgrades to city facilities including the Rutland Family Y that will reduce emissions by 160 tonnes of CO₂e per year.
- Energy concierge program for retrofits
- Urban Forestry Strategy
- Over 1,000 trees planted

►► CRIME AND SAFETY

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

- 32 new RCMP and bylaw officers, and 11 fire firefighters added in 2023 & 2024
- \$130,000 investment to URBA to create equivalent of downtown clean team/red shirts
- With the continued re-stabilization of RCMP staffing and progressively improving analytic capacity, the RCMP is better positioned to identify crime trends and intervene earlier. Most significantly, the RCMP will continue its enforcement work targeting repeat property offenders and working closely with the BC Prosecution Service
- Advocacy to the provincial and federal government for stricter accountability and bail reforms for repeat property offenders, review of BC Prosecution Services policies, the continuation of community court, and increasing crown counsel resources.
- Successfully advocated for stricter bail reforms for repeat violent offenders resulting in Federal Bill C-48 receiving royal assent and becoming law in January 2024
- 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 widely.
- Continued staff delivery of CPTED audits in business and residential (strata) settings, providing 31 audits and reviews in 2023.
- The City launched bicycle loan-a lock programs at Parkinson Rec Centre and Tourism Kelowna and funded an expanded bike valet program for summer 2024.
- 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 summer 2023, the Repeat Offender Management Program, and participation in the provincially established Repeat Violent Offending Intervention initiative.
- City staff increased the number of Block Connectors (Strong Neighbourhoods Program) from 49 in 2022 to 67 in 2023.



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

- [\\$130,000 investment to URBA](#) for on-call pilot program.
- Aligned with City Council's Crime & Safety Priority, the Kelowna RCMP 2024-2026 Strategic Plan priorities include "targeting recurring property crime" and "being present in neighbourhoods and (business) districts to deter crime".
- 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 DKA and URBA.
- 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 will report publicly in Q2 2024.
- One recommendation arising was approved by Council (March 2024); \$130,000 investment to URBA for on-call pilot program.

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

- Advocacy on the Province's decriminalization policy to ask for public use of illicit substances to be restricted at playgrounds, splash parks, parks, beaches, transit stops, and in building entrances.
- Implementation of the Community Safety Plan (CSP), led with provincial partners, continues. In 2023, 10 of the 30 CSP Actions were at various stages of implementation, with >40 community organizations / members engaged. Examples include:
 - CSP Action 1.2 (Explore an alternative, community-based / non-police response model for people experiencing crisis) was completed. Provincial funding opportunities are being scoped.
 - An Action Team was constituted and is actively advancing CSP Action 10.2 to improve accessibility of mental health services for youth.
- Kelowna Outreach and Support Table, inclusive of provincial partners, was reinvigorated with seven organizations new / returning and 15 referrals assessed in 2023.

▶▶ AFFORDABLE HOUSING

Acquire city owned land to build affordable housing

- [\\$31.5M Housing Accelerator Fund \(HAF\) grant secured](#) targeting significant resources to acquire multiple affordable housing sites. Relevant HAF projects include affordable housing on City-owned land, and new housing partnerships and affordable housing delivery.
- [Middle Income Housing Partnership](#) model presented to Council in Feb 2024 with a more detailed proposal to be presented to Council in early 2024. The MIHP will leverage the HAF grant to deliver more 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.
- The City continues to proactively offer to the Province a municipal land contribution for affordable housing projects.

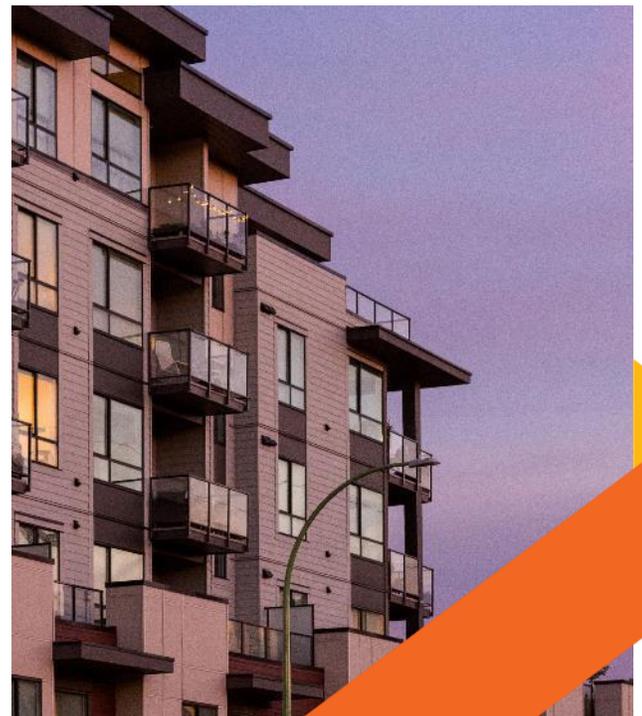
Increase number of rental units with below market rents

- Middle income Housing Partnership model endorsed by Council in Feb 2024. The program aims to deliver new affordable rental housing projects with a minimum of 20% of units that are 20% below market rate.
- 106 subsidized housing units were completed in 2023.
- 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.
- 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 issuing RFP, operator agreement Q2 2024, project design Q4 2024 and construction stage Q4 2025.
- BC Housing is [exploring redevelopment opportunities for 1451 1469 Bertram St.](#)

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

- [Middle income Housing Partnership](#) model presented to Council in Feb 2024 with a more detailed information to be presented to Council in early 2024.



HOMELESSNESS

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

- 16 of 20 complex care spaces located in two sites are operational with renovations underway to operationalize the final four spaces by spring 2024. 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.
- Three [Integrated Crisis Response Teams \(ICRT\)](#) now fully staffed with RCMP and a psychiatric nurse. The ICRT is operational seven days per week for 12 hours per day.
- 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 meetings, including advocacy days in Victoria, virtual meetings, in-person visits in Kelowna and at UBCM with BC's Housing Minister Kahlon and Minister of Mental Health and Addictions Whiteside to advocate for new purpose-built complex care, increased treatment and supports, and housing solutions to support Kelowna's most vulnerable.



Explore partnership opportunities for alternative forms of sheltering

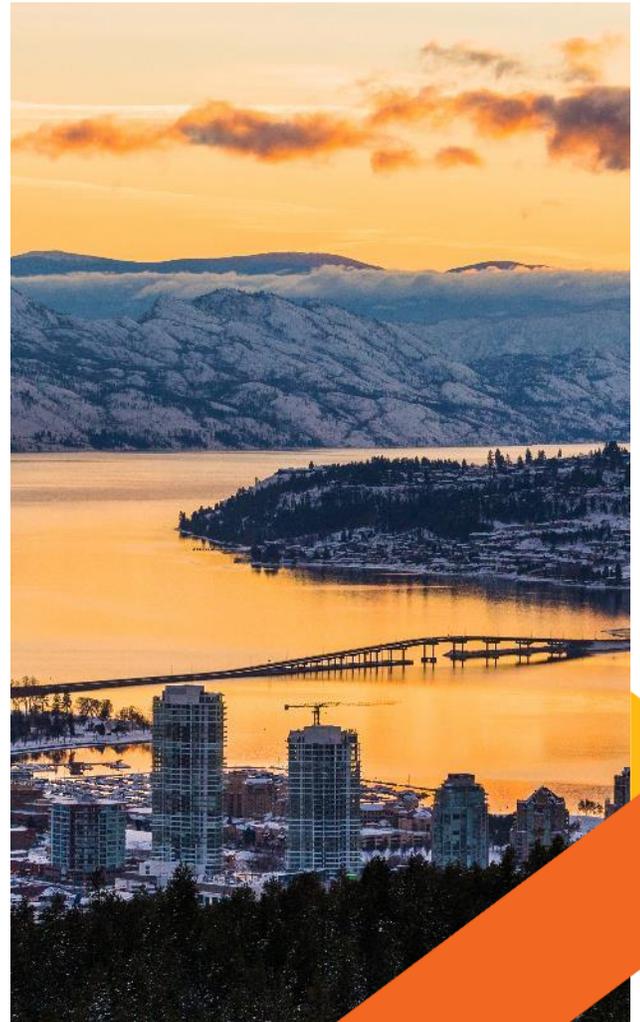
- 60 units transitional housing units opened in February 2024 at [STEP place](#)
- 60 units at the Trailside Transitional Housing project opening in Q2.
- 60 additional units of transitional housing approved by the Province with a targeted occupancy in 2024.
- Council invested social development function in the 2024 Financial Plan address homelessness. A first briefing to Council is targeted for Q2.

Develop an emergency winter shelter program

- STEP and Trailside sites provide 120 units of transitional housing with supports. A 3rd site for an additional 60 units is anticipated to be in place in 2024.
- Warming buses deployed to cover three areas in City during 10 days in January 2024.
- Coordination of the emergency winter shelter program will be the responsibility of newly established Social Development Dept.

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.
- 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.



▶▶ 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 in 2024.
- The Micromobility Program will continue for another two-year term. In February 2024 prior to starting a competitive selection process for operators.
- 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.
- Project work is being undertaken to provide Council with an option of bundling a significant package of road projects from the Transportation Master Plan, to advance major construction for primary network improvements on an accelerated basis.

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.

- Received senior government funding through the Investing in Canada Infrastructure Program to advance \$29.5 million in transit infrastructure projects: upgrades at the current Hardy Facility, transit exchanges at Okanagan College, Rutland and Mission, and site planning for a new transit operations centre.
- The number of [transit service hours is at 209,000 annual service hours](#), the highest level ever delivered. Ridership has recovered beyond 100% pre-pandemic levels. There are plans to increase transit service by 15% over the next three years and pilot of BC Transit's first on-demand transit service in Crawford.
- The UMO electronic fare system goes live in Central Okanagan on March 13th, 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 2023](#) 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 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.
- Advocacy at UBCM for permanent, consistent and predictable transit infrastructure funding from senior levels of government.
- Council endorsed the Advocacy Priorities Framework for their term, which identified advocacy for a new transit operations centre as one of top four advocacy priorities.

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

- Preliminary design for the Commonwealth Road project (Hwy 97 – Jim Bailey) is underway. Land use assumptions have been completed to inform modelling work by the Ministry of Transportation & Infrastructure and engagement with OKIB has begun. These steps will inform upcoming preliminary design and stakeholder engagement.
- Preliminary design is complete and detailed design for the Frost Road Extension (Killdeer to Chute Lake), including a roundabout at Frost and Chute Lake roads, is now underway. Real estate acquisitions will continue through 2024/25 and updated cost estimates will inform a 2025 construction funding request.
- A Traffic Mobility Plan project has been scoped to establish a corporate approach to manage the movement of traffic in Kelowna.
- Preliminary design for the expansion of Bernard and Burtch roads between Spall/Glenmore and Sutherland is underway. This will be followed by detailed design and the start of real estate acquisition engagement later this year. These improvements will be coordinated with the Parkinson Recreation Centre Redevelopment Project.
- Continued expansion of transit services, active transportation corridors, sidewalks and pedestrian crossings, as well as the community trip reduction program seek to moderate the impacts of growing traffic volumes by making travel alternatives safer, more convenient and viable to more destinations. In 2023 \$1M grants for Casorso and Houghton ATCs were secured from the province's Active Transportation Infrastructure Fund.
- South Perimeter Way opened in April 2023. This improvement is one part of a long-term \$35M investment to improve access to the Mission, along Benvoulin and Burtch roads. This third corridor will give people another option when Lakeshore/Pandosy and Gordon are congested.

- Construction of the Bertram Multiuse Overpass is planned for 2024. This accessible crossing will provide access over Harvey Ave for pedestrians and cyclists and form part of the future Bertram Active Transportation Corridor. The connection will link the Central Green Site with Downtown and the future UBCO Downtown Campus.

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

- A project manager and consulting team have been engaged and functional planning and preliminary design are now underway.
- Supporting background information is being reviewed, cross-section options are under development and consultation is planned for later this spring.
- 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 is under development with completion of its second consultation round.
- 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.
- A \$365,000 grant from ICBC supported small-scale safety improvement projects around the community.



▶▶ 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

- Three non-farm use contraventions closed in 2023.
- 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) 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 Q2 2024. An update to Council was delivered in January 2024.
- New [Parkinson Recreation Centre](#) intended to be sustainably built to the aim of next zero carbon.
- Ongoing energy upgrades to city facilities including the Rutland Family Y that will reduce emissions by 160 tonnes of CO₂e per year.
- 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)

- Planted 350 street trees, 150 park trees, plus the development community planted approximately 500 additional trees in the public realm through approved developments.
- Offered the Neighbourwoods program, expanding tree canopy on 500 private properties.
- 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.
- Continued forest fuel management to improve the health of the natural forest area and protect surrounding areas in the event of a wildfire.

- Refined tree appraisal and compensation process.
- Facilitated workshops and presentations to support tree protection.
- 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

- Launching a free program to engage and support homeowners throughout their retrofit journey. Up to 50 homeowners will be connected with an Energy Concierge, who will be available throughout their retrofit project to answer questions, provide support, and give local, expert advice and guidance to navigate the complex world of home energy retrofits.
- Program design is underway with next steps including community communications and outreach, and implementation in 2024.





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