



COUNCIL PRIORITIES 2023-2026

Progress Report on
Council Priority Actions

January 2025

ACTIONS AT A GLANCE

CRIME & SAFETY

- Seven RCMP officers, one crime analyst, five bylaw officers, and four firefighters added in [2025 Financial Plan](#).
- Mayor's Task Force on Crime Reduction (MTFCR) [recommendations](#) were adopted in Q2 2024. Progress was made on a majority of the 19 initiatives, including expansion of Business Improvement Area (BIA) ambassador programs.
- [2025 Financial Plan](#) enables significant advancement of numerous MTFCR initiatives.
- Substantial progress implementing the five-year [Community Safety Plan](#) with 14 of 30 initiatives complete / underway.
- Continued Provincial advocacy on repeat property offenders.

AFFORDABLE HOUSING

- [Housing Action Plan interim report](#) presented to Council in Q4 2024 with a final Action Plan presented for Council endorsement in Q1 2025.
- A new fast track housing program launched in 2024 to accelerate development of infill housing such as 4 plexes and carriage houses
- Two pilot projects are underway through the [Middle Income Housing Partnership](#) program that will create 160 – 200 units. The City has identified a successful proponent to move forward on the two sites. Project details will be announced in Q2 2025.

HOMELESSNESS

- Advocating for a regional compassionate mandatory care facility, similar to a Red Fish Healing Centre model, is one of Council's advocacy priorities.
- Provincial announcement in April 2024 with commitments to build a new purpose-built complex care facility on the municipally contributed Pacific Avenue site. It will include 20 complex care beds, and 20 supportive housing units.
- Through the Provincial HEART & HEARTH program, 60 additional units of rapid safety net housing units will be opening Q1 2025.
- 120 rapid safety net housing units delivered in 2024 at Trailside and STEP Place.
- 20 complex care beds operational and fully occupied.

TRANSPORTATION

- Nearly [\\$90 million invested in multi-modal transportation](#) infrastructure projects and operations in the 2025 Financial Plan.
- Clement Avenue extension and new transit operation centre named as Council advocacy priorities.
- [Richter Corridor Study](#) analysis completed to help plan ahead for added transit capacity. Currently focused on bus rapid transit (BRT).
- Delivered seven safety related traffic calming projects.

AGRICULTURE

- Glenmore Ellison Irrigation District is being [integrated into the City of Kelowna](#) to provide reliable and safe water supply as part of the long-term [Kelowna Integrated Water Supply Plan](#).
- Interim solution deployed for fruit processing amidst industry challenges.

CLIMATE & ENVIRONMENT

- The [Climate Resilient Kelowna Strategy](#) was endorsed by Council in Q4 2024.
- The [Sustainable Urban Forest Strategy](#) was endorsed by Council in Q3 2024.
- Increased investment in the NeighbourWoods program 2024, 828 trees were sold through which was a record year for the program.
- Launched a [free "Home Energy Navigator" program](#) to engage and support homeowners throughout their retrofit journey. In 2024, 36 homeowners participated.

ECONOMY

- Major events attracted to Kelowna include hosting the inaugural Canadian Premier League soccer game in 2024, 2025 Canadian Country Music Awards, 2025 Brier and the [2026 Memorial Cup](#).
- Economic development options review will be undertaken in 2025 to explore potential roles for the City in delivering Kelowna-specific economic development initiatives.

►► CRIME AND SAFETY

Mayor's Task Force on Crime Reduction (MTFCR)

- MTFCR presented [seven recommendations with 19 initiatives](#) to Council in May 2024 and \$475,000 invested to advance recommendations in the 2025 Financial Plan.
- Funding allocated in the [2025 Financial Plan](#) to expand and sustain BIA ambassador programs, enhance community-based restorative justice, and expand business coaching workshops among other new initiatives.
- RCMP launched recruitment for its new Auxiliary Officer Program and re-established its volunteer SpeedWatch Program.

Reduce property crime; including break and enters and thefts

- RCMP Q3 reports indicate a 10% reduction in the overall property crime rate; includes a 31% decrease in business break & enter and 15% decrease in residential B&E, compared to 2023 to date. RCMP will publicly present the full 2024 picture in Q1 2025.
- Kelowna RCMP's Repeat Offending Management Program, alongside the provincial Repeat Violent Offender Intervention Initiative, were operationalized fully in 2024 and are having a positive impact on repeat offenders.
- Advocacy continued with the provincial and federal governments for stricter accountability and bail reforms for repeat property offenders, as well as increasing local crown prosecutor resources.
- Numerous initiatives launched to expand Crime Prevention Through Environmental Design (CPTED) including a *Safe in 60* CPTED video series, increased CPTED audits in business and residential (strata) settings, as well as training for a city-cohort of practitioners to increase audits further in 2025/26.

- The bike valet program expanded significantly for summer 2024. Bicycle loan-a-lock programs also launched at Parkinson Rec Centre and Tourism Kelowna.
- Block Connectors (Strong Neighbourhoods) Program increased from 67 in 2023 to 73 in 2024. Significant expansion is projected for 2025.
- 2024 Citizen Survey showed stabilizing sense of safety.
- Seven RCMP officers and one crime analyst [added in 2025 Financial Plan](#).



High-risk traffic behaviour (e.g. speeding, texting)

- In 2024 Council formally established traffic enforcement visibility among its priorities for police.
- RCMP re-prioritized traffic enforcement and re-established its volunteer SpeedWatch Program.
- Variable speed signage boards were employed and will be increased in 2025.
- [Safe Mobility Action Plan](#) is underway with a target completion in 2025.

Support retention of current policy restricting use of drugs in public spaces

- Successfully advocated to Provincial Ministers for a balanced approach to prioritize broader public safety. The Federal Government amended the Health Act in April 2024, making it illegal to use drugs in certain public spaces, including transit, parks, and business doorways.
- In December 2024, the Provincial Government fully repealed its proposed Bill 34 legislation.

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

- Implementation of the five-year [Community Safety Plan](#) continues with community and provincial partners and is on target.
- To date, 8 of 30 actions are complete and 6 underway with engagement from 55 community organizations / members. Examples include:
 - The Action 1.2 Team created an alternative, community-based / non-police response model for people experiencing crisis. Funding to operationalize the model is being actively pursued.
 - Another Action Team 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, now involves a reinvigorated 19 different agencies and handled 17 referrals in 2024, compared to 15 in 2023.
- In 2024, the Canadian Centre for Safer Communities selected the City of Kelowna as one of 10 pilot cities for the Community & Urban Safety Monitoring Project. This project offers guidance, tools, and training on evaluating and monitoring our local CSP, while creating a cross-Canada support network.
- Federal grant awarded from Building Safer Communities for \$1.8M to collaborate with school district #23 to implement a Youth Gang Reduction and Prevention Strategy.

▶▶ AFFORDABLE HOUSING

Meet provincial/local affordable housing targets

- [Housing Action Plan interim report](#) presented to Council in Q4 2024 with a final Action Plan to be presented for Council endorsement in Q1 2025.
- Report to Council in January 2025 seeking direction on short-term rental regulation.
- A new fast track housing program launched in 2024 to accelerate development of infill housing such as 4 plexes and carriage houses
- Incentivized up to 341 units of affordable housing through an expansion of our City-provided Rental Housing Grants program
- [\\$31.5M Housing Accelerator Fund \(HAF\) grant continues to](#) support housing acceleration including the development of affordable housing on City-owned land and new housing partnerships.

Complete Housing Action Plan including incentives options

- [Housing Action Plan interim report](#) presented to Council in Q4 2024 with a final Action Plan presented for Council endorsement in Q1 2025.

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

- Two pilot projects are underway through the [Middle Income Housing Partnership](#) program that will create 160 – 200 units. The City has identified a successful proponent to move forward on the two sites. Project details will be announced in Q2 2025.
- The [Middle Income Housing Partnership](#) program was launched in 2024. The program aims to deliver new affordable rental housing projects with a minimum of 20% of units that are 20% below market rate.

Investigate options to protect renters impacted by redevelopment projects and maintain existing rental stock

- Initial options shared as part of [Housing Action Plan interim report](#) presented to Council in Q4 2024.



▶▶ HOMELESSNESS

Advocate for regional care facility (e.g. Red Fish Healing Centre)

- Advocating for a regional compassionate mandatory care facility, similar to a Red Fish Healing Centre model, is one of Council's advocacy priorities.
- Provincial announcement in April 2024 with commitments to build a new purpose-built complex care facility on a municipally contributed site. It will include 20 complex care beds, and 20 supportive housing units.
- 20 complex care beds operational and fully occupied.
- At the annual UBCM convention, met with Premier Eby and the Ministry of Mental Health and Addictions to advocate for a compassionate mandatory care facility in the Okanagan. Mayor Dyas also participated on the panel during the opening plenary on the topic of public safety, mental health and addictions.
- 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.

Complete the delivery of tiny home units committed to by the Province

- Through the Provincial HEART & HEARTH program, 60 additional units of rapid safety net housing units will be opening Q1 2025.
- 120 units delivered in 2024 at Trailside and STEP Place.
- The City provided municipal land contributions for the three sites.

Facilitate a 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.
- An interim action is to add more cold weather shelters.

Assess feasibility of care and delivery models such as a multi-care site

- Advocating for a facility that follows the Red Fish model is one of Council's advocacy priorities.
- A [report \(Phase 1\)](#) estimated Unsheltered community costs at \$20M and a subsequent [Unsheltered Community Costs](#) (Phase 2) report made recommendations related to governance, resource coordination and cost identification.



▶ TRANSPORTATION

Complete the functional design of the Clement extension multi-model partnership projects

- Identified as one of Council's advocacy priorities for this Council term ending in 2026. Continue to advocate to the Ministers of Infrastructure, Transportation and Transit.
- The extension is split into three segments, Spall to Highway 33, Highway 33 to McCurdy and McCurdy to UBCO/YLW.
- A [project update](#) was provided to Council in July 2024 covering the results of conceptual design within the Spall to Highway 33 segment.
- Preliminary design from Spall to Highway 33 is now underway with completion by mid 2025.
- The city has earmarked \$1.2 million of funding to advance design between Spall to Highway 33. The province has contributed \$600,000 to this work.

Secure funding for a new transit operations centre.

- Named as a Council priority.
- Council endorsed rezoning of property for the new transit operations centre.
- In partnerships with BC Transit, and with Provincial Ministry support, advanced an expression of interest to the Canada Public Transit Fund program.
- Transit operations and maintenance centre – Hollywood Road site business plan, site planning and continues to progress with subdivision and rezoning near completion at year end, 2024. Next steps include business plan completion including funding plan approval by Central Okanagan partners targeted for mid-2025.

Enhance traffic safety (e.g. traffic calming and pedestrian infrastructure)

- Delivered seven traffic calming projects. Completed consultation and design for the Hollydell Neighborhood Traffic Calming Project with delivery planned for 2025.

- Construction of the replacement of the KLO Mission Creek Bridge will continue in 2025. This project will include a new roundabout at the intersection of KLO and Spiers roads and improved active transportation connections to/from the Mission Creek Greenway. These improvements will increase the safety of people walking, biking and driving.
- Safety improvements at the intersections of Spall/Springfield and Richter/KLO.
- The Safe Mobility Action Plan is underway with a target completion in 2025. A federal grant from Enhanced Road Safety Transfer Payment Program has been awarded to complete this work and to advance actions related to policy, guidelines, and frameworks.
- ICBC's Road Improvement Projects grants supported several projects in 2024 including traffic calming, improved signage, intersection upgrades, protected bike lanes, signalization, and pedestrian safety improvements.
- BC Active Transportation grant supporting the construction of 600 meters of protected bike lanes on Leckie Road.

Explore alternative modes of transportation between UBCO/YLW and downtown (e.g. light rail.)

- Highway 97 Strategic Corridor Review – The Ministry of Transportation & Transit is currently undertaking the planning and design of various transit priority improvements on Highway 97 including plans for the long-term goal of dedicated transit lanes in Kelowna.
- A research project with UBCO which will explore opportunities presented by the Okanagan Rail Trail corridor to connect UBCO, Kelowna International Airport and Downtown Kelowna is underway. Both current and emerging travel modes will be explored within the greater surrounding transportation network. Public engagement through the deployment of a survey was completed in 2024. Data cleaning is now underway.
- The Micromobility Program continues to operate at the UBCO campus providing another option to travel by alternative modes between the campus and downtown.

Improve transit service including expanding the transit pass program (e.g. Community Upass)

- Proposed significant transit service expansion identified within a September report to Council (Transit Expansion Initiatives – 3 Year Outlook).
- [Richter Corridor Study](#) analysis completed to help plan ahead for added transit capacity. Currently focused on bus rapid transit (BRT).
- Increased access to transit for equity deserving groups through expansion of a partnership with the United Way.
- Offered Rec & Ride pass for almost 450 children and youth access to PRC and Kelowna Regional transit System during July and August.
- The UMO electronic fare system implementation was completed in 2024. UMO allows customers to pay using a mobile app, reloadable card and soon, credit and debit cards.
- New fare options being explored in 2025 such as affordable transit pass in conjunction with a system-wide fare review.
- [On-demand transit service](#) launched Crawford in spring of 2024 in partnership with BC Transit.
- Hardy St. operations centre capacity expansion and battery electric bus preparation in the design stage with construction targeted to be completed early 2026 facilitating service expansions proposed in the Three-Year Outlook.
- Detailed design advanced for improvements to three transit exchanges (Mission, Okanagan College, Rutland) with construction over 2025-26 (Investing In Canada Infrastructure grant supported).

Improve traffic flow and capacity on major road networks (e.g. roads bundle)

- Nearly [\\$90 million invested in multi-modal transportation](#) infrastructure projects and operations in the 2025 Financial Plan.
- Construction of the Bertram Multiuse Overpass is underway and will be completed in Q1 2025. This accessible crossing provides access over Harvey Ave for pedestrians and cyclists and forms part of the future Bertram Active Transportation Corridor. The connection will link the Central Green Site with

Downtown, the future UBCO Downtown Campus and surrounding Active Transportation Corridors.

- Construction of the Frost Road Extension (Killdeer to Chute Lake) is underway and will be completed in 2025. This project will connect the Kettle Valley and Ponds neighbourhoods in the Upper Mission while providing better access to commercial services, schools and reduce traffic on local streets.
- The design of Glenmore Rd (Union to Snowsell) is currently underway and will be completed in early 2025. This project will extend Glenmore Rd's five lane cross section north to Snowsell Rd in coordination with utility upgrades. Construction is planned for 2025.
- Design of Burtch Rd (Byrns to KLO) and Hollywood Rd (John Hindle to Sexsmith) is currently underway. Construction of both corridors is scheduled to begin in the second half of 2025. This project is being delivered through an innovative procurement strategy to help accelerate the delivery of transportation improvements.
- Detailed design for the expansion of Bernard and Burtch roads between Spall/Glenmore and Sutherland is currently underway. In 2025 real estate acquisitions will begin followed by construction in 2026/27. These improvements will be coordinated with the Parkinson Recreation Centre Redevelopment Project.
- Preliminary design for the Commonwealth Road project (Hwy 97 – Jim Bailey) is underway. Upcoming engagement will inform future phases of design.
- Continued expansion of transit services, active transportation corridors, sidewalks, pedestrian crossings as well as the employer trip reduction pilot program seek to moderate the impacts of growing traffic volumes by making travel alternatives safer, more convenient and viable to more destinations.



» AGRICULTURE

Protect agricultural lands

- 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.
- An overview of current policy to protect and preserve agricultural land is summarized in the annual [Official Community Plan report](#).

Continue to ensure farmland is used for permitted uses

- Agriculture Standards Compliance team created to work with the Agricultural Land Commission to prioritize agricultural properties for enforcement.

Ensure sufficient & high-quality agricultural water supply

- Glenmore Ellison Irrigation District (GEID) is being [integrated into the City of Kelowna](#) to provide reliable and safe water supply as part of the long-term [Kelowna Integrated Water Supply Plan](#). Awarded a Provincial grant to help communicate and integrate GEID.
- The Water Security and Responsibility Plan is being developed to ensure a more holistic approach to how we use, protect and share water now and into the future. It is based on [principles adopted by Council in 2023](#). The draft plan will be ready for Council adoption early in 2025.
- Water utility rates saw a planned increase to ensure sustainable system renewal.
- New agricultural signage program introduced and signage installed at 19 locations on the boundary or “gateways” into agricultural areas throughout the community.
- The City is participating in the development of a new Regional Agricultural Strategy.



► CLIMATE & ENVIRONMENT

Complete the Climate Resilient Kelowna Strategy

- The [Climate Resilient Kelowna Strategy](#) was endorsed by Council in Q4 2024. This strategy includes actions the City can take to meet updated greenhouse gas emissions reduction targets and build resilience to local climate hazards.

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

- Climate lens section added to council reports for rezoning applications. Climate criteria will be applied more broadly to other development application types in the near future.
- Proposed future actions include a policy to guide development of high-performance city-owned buildings, and including a climate lens in capital planning.



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

- Continued the NeighbourWoods program, which is a residential planting initiative developed to encourage citizens to help grow and preserve Kelowna's urban forest. 828 trees were sold in 2024, which is a record year since the program launched in 2016.
- The [Sustainable Urban Forest Strategy](#) was endorsed by Council in Q3 of 2024 and includes new LiDAR data to assess canopy cover and diversity analysis.
- Planted 350 street trees, 150 park trees, plus the development community planted approximately 500 additional trees in the public realm through approved developments.
- Continued forest fuel management to improve the health of the natural forest area and protect surrounding areas in the event of a wildfire.
- 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

- Launched a [free "Home Energy Navigator" program](#) to engage and support homeowners throughout their retrofit journey. In 2024, 36 homeowners were connected with an Energy Concierge, who was available throughout their retrofit project for support. The program will continue in 2025.
- Launched a green business certification program, GreenStep certified, in partnership with GreenStep Solutions. The goal of the program is to drive measurable emissions reduction actions and advance environmental stewardship amongst local small to medium businesses.

▶▶ ECONOMY

Seek opportunities to enhance economic diversification

- Major events attracted to Kelowna include hosting the inaugural Canadian Premier League soccer game in 2024, 2025 Canadian Country Music Awards, 2025 Brier and the [2026 Memorial Cup](#).
- The [Airport Campus Expansion](#) plans also include developing land to the east to enable new commercial opportunities, which will attract businesses, create jobs and generate additional revenue streams that support the airport's growth and benefit the local economy.
- The Central Okanagan Economic Development Commission delivers economic diversification and attraction programming on the City's behalf as part of overall economic development program funding of \$800,000. Programming includes [sector profiles](#) and targeted outreach.

Attract new employment and support existing business growth

- The Central Okanagan Economic Development Commission delivers economic growth programming on the City's behalf. [Programming](#) includes marketing the region, economic and industry research, market development and local business support.

Assess the City's supply of employment lands

- Regional District of Central Okanagan regional land inventory project underway with target completion of Q1 2025.
- City staff will build off this regional work to assess anticipated employment growth in sub-areas within Kelowna and assess more detailed needs and approaches to employment lands. Target completion is Q2 2025.

Consider the City's investment into economic development

- An economic development options review will be undertaken in 2025 to explore potential roles for the City in delivering Kelowna-specific economic development initiatives.
- Currently the City's primary role to attract new employment, support business growth and economic diversification is to create good conditions for businesses such as competitive tax rates, land use planning and community amenities.





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