

Delivering on priorities bi-annual update

September 2018



The following is a look at key staff initiatives undertaken to deliver on the 10 priorities outlined by City Council during the 2014-2018 term. The initiatives build on the opportunities of a rapidly growing and changing city while also addressing the challenges that come with growth, increased urbanization and climate change.



Ensuring a strong economy that is open for opportunity and open for business by fostering an environment conducive to business development.

In addition:

Completed the Kelowna International Airport (YWL) Master Plan

Exceeded YWL growth projections with 1.9 million passengers passing through its doors in 2017

Upgraded airport infrastructure and amenities: departure lounge, outbound baggage facility and airport plaza

Created, launched and promoted City Dark Fibre to attract technology firms and startups to Kelowna: 9 external customers provide nearly \$100,000 revenue, while 20 City sites connected to the network means a \$540,000 cost avoidance impact

Supported the relocation of the Tourism Kelowna Info Centre through a lease agreement for the City-owned land and enhanced the waterfront boardwalk

Facilitated migration of companies to Kelowna and growth of existing employers via the City's business arm, Enterprise Kelowna

Named the top place in British Columbia to open a small business by the Canadian Federation of Independent Business (2018) which noted the City's policy framework as a facilitator

Issued 8,967 business licences in 2018



Fostering connections with neighbours, nature and our city by promoting an active lifestyle, offering opportunities for all abilities and ensuring our community is vibrant and inclusive.

In addition:

Increased lakefront park access in the Mission by acquiring 3-acres of property for Bluebird Beach Park and 0.89-hectares at 4214 Hobson Road

Upgraded the popular Boyce-Gyro Beach Park with 126 permanent parking stalls, installing new volleyball courts and table tennis

Partnered with the Central Okanagan Land Trust to develop the ecological Munson Pond Park

Launched the updated to the Official Community Plan, Our Kelowna As We Grow to set the vision, strategies and objectives for Kelowna to 2040

Evaluated accessibility of 156 City buildings and 76 parks in the Community for All Plan

Launched the Strong Neighbourhood program: awarding 44 Neighbourhood Grants totaling \$36,635 to support resident-led enhancements

Created 26 Active by Nature routes, including the showpiece 27 km Kelowna Paddle Trail, to encourage an active lifestyle while exploring our beautiful region

Invested in arts and cultural initiatives, growing the total to \$23.12 per capita (\$2.9-million) in 2017, from \$21.46 per capita (\$2.5-million) in 2015



Providing residents with varied transportation options by investing in balanced, multi-use transportation; connecting communities and planning for the sustainable future of transportation.

In addition:

Partnered with the Province of B.C. to deliver John Hindle Drive, linking the city's north end, UBC Okanagan and Hollywood Road North

Developed the Ethel Street Active Transportation Corridor, stretching 1.3 km from Cawston Avenue to Sutherland Avenue, which will ultimately connect to Okanagan College

Built the City's portion of the regional Okanagan Rail Trail: 9 km paved multi-use path between Dilworth and Kelowna International Airport

Accelerated timing of South Perimeter Road and Gordon Drive extension through a successful Alternative Approval Process

Added 25.3 km of bike lanes and 5.5 km multi-use pathways

Proceeded with building Phase 2 of the Rutland Transit Exchange and extension of Shepherd Road to improve transit services in the Rutland Town Centre

Upgraded infrastructure to provide traffic flow solutions: roundabouts at Water/Doyle, Lakeshore/Collett and Valley/Cross/Longhill, Lakeshore Road improvements and the widening of Clement Avenue

Endorsed plans for transit expansion in 2019-2022 including adding 1,800 service hours for 2019 to improve key routes during peak times

Partnered with Dropbike for a pilot bike share program

Initiated the Kelowna on the Move Strategy to address the evolving active transportation needs of our citizens to 2040



Creating great public spaces, cultivating an engaging arts and culture scene and growing vibrant urban centres.

In addition:

Issued more than 8,000 building permits worth more than \$2.2-billion in construction

Developed a \$100-million Capri-Landmark plan that proposes increased residential density and a reimagined vibrant urban centre where people can work, live, and enjoy restaurants, shopping, parks and amenities

Leased City-land for the development of the Centre for Innovation, helping bring people downtown during work hours, enabling a culture of innovation and bolstering our tech sector

Implemented parking strategies downtown and around the hospital: more than 700 new parking spots created at the new Memorial Parkade and upgrades to the Library parkade

Improved Rutland Centennial Park with new soccer fields and an inclusive playground





Developing the Journey Home Strategy as a housing-first, five-year action plan to support an estimated 2,100 people experiencing, or at risk of, homelessness in our community by 2024. Together with a community task force, the City facilitated the collaboration of more than 50 community and government partners. The strategy will see the addition of 300 new supportive housing units, 500 program spaces and a backbone organization to ensure that everyone has a place to call home.

Limiting sprawl by prioritizing family-friendly, diverse and affordable housing options for residents.

In addition:

Encouraged BC Housing to facilitate nearly 100 future supportive housing units to be built in 2018

Piloted a transitional storage program with the Gospel Mission & BC Housing

Hired a Social Development Manager

Increased zoning options for supportive housing and temporary shelters

Initiated temporary emergency cold-weather shelter and an action team to respond to emergent issues

Convened a community action team in partnership with Interior Health to support people at risk of overdose

Formed a Street to Housing Outreach team to connect street-entrenched individuals to resources

In addition:

Encouraged multi-unit development: shifting from 39 per cent of new builds being multi-family in 2014 to 63 per cent in 2017

Completed a Housing Needs Assessment as part of the Healthy Housing Strategy to provide a snapshot of housing today, identify current gaps and forecast housing needs to 2040

Developed the Healthy Housing Strategy: a five-year, 19-action item plan towards diverse, affordable and attainable housing

Completed the Urban Infill Challenge (RU7 Zone) to promote multi-family units in existing neighbourhoods

Amended zoning bylaws to remove barriers for builders to diversify housing options

Partnered with BC Housing to bring more than 300 affordable housing rental units to Kelowna in the near future

Encouraged the development of more than 2,900 rental units by increasing the Rental Housing Grants program

Endorsed the development of Central Green to build up an urban residential centre close to downtown





Addressing the complex issues that come with a growing city to keep citizens safe from personal and property crime. Despite a rapidly growing population, criminal offences have not seen a proportional increase.

In addition:

Adopted the 2016-2019 Crime Reduction Strategy, outlining four goals to guide policing: proactive, collaborative, data-led and with open communication

Increased new front-line safety responders and support staff: 16 RCMP officers, seven Bylaw officers and 12 firefighters, plus 15 Police Services and Bylaw support staff for a total of 50 new positions

Increased bylaw/RCMP summer bike patrol to four teams

Launched the Police and Crisis Team (PACT) that has an RCMP member and nurse team respond to suspected mental health crisis related calls

Hired a safety consultant to work with multi-levels of government and the community to address complexities of public safety downtown

Increased bylaw and RCMP foot patrols downtown

Committed ongoing City resources for needle pickup in parks

Opened the new \$48-million Police Services Building, relocating 380 officers and support staff to a centralized police headquarters

Demonstrated strength, adaptability and resiliency through unprecedented flooding and regional fire emergencies



Setting the direction for the work we do by being responsible stewards of public money: 84 per cent of residents say they receive good value for their tax dollar.

In addition:

Updated the Principles and Strategies for Financial Strength and Stability to deliver strong financial management

Managed funding so that nearly three quarters of funding for City projects, services and infrastructure comes from sources other than taxation

Received \$148.8-million in external grant funding for City projects to grow our infrastructure and support residents' needs in the 2015-2018 budgets

Implemented a new asset management program to effectively oversee items that need to be maintained, renewed or replaced

Retrofitted 10,000 street lights to LED light bulbs resulting in nearly \$13-million in cost savings over the next 15 years

Received the Government Financial Officers Distinguished Budget Presentation Award for 16 consecutive years

Received the Government Financial Officers Canadian Award for Financial Reporting for 15 consecutive years

Recovered from unprecedented flooding in 2017 through built-up reserves: \$3.3-million of the \$10-million needed to repair our city came from reserves, with the remaining \$7-million provided by the Province

Created a new sponsorship and advertising program as a new revenue source



Setting the path toward a city-wide integrated water system. The first step will bring drinking water to 2,000 Southeast Kelowna households and deliver sustainable agriculture water supply to South Mission.

In addition:

Completed the 2017 Kelowna Integrated Water Supply Plan

Secured a \$43.9-million senior government grant, to implement Phase 1 of the Kelowna Integrated Water Project, plus an additional \$12-million provincial grant is secured for Phase 2

Broke ground on the \$86-million Kelowna Integrated Water Phase 1 project to integrate the South East Kelowna Irrigation District (SEKID) and deliver agriculture water to South Mission



Protecting agricultural land and promoting sustainable farming to ensure food security, preserve vital green infrastructure and support a pillar of our economy.

In addition:

Completed the industry supported, comprehensive update to the Agricultural Plan

Developed the Benvoulin Corridor Agricultural Compliance and Enforcement Strategy to target illegal farmland activity

Adopted new regulations for temporary farm worker housing following consultation with the Ministry of Agriculture, farming industry and public



Positioning Kelowna for a future that puts people first, values its history, encourages curiosity and creativity, and recognizes the changing roles of individuals, businesses, government and community.

Completed the City's largest community conversation with more than 4,000 points of contact with residents over two years

Endorsed a vision by our community, for the community

Positioned to shape the City's future strategies to 2040 including: the Official Community Plan, Transportation Master Plan, Cultural Master Plan and Intelligent City Strategy

