

Canada's Tournament Capital

KAMLOOPS CITY COUNCIL

Action Plan

Progress Report on Council's Strategic Plan
July 2026



STRATEGIC PRIORITY

Safety & Security

The City of Kamloops takes action to ensure all residents feel safe and secure in our community.

SAFETY

Increase public communications of Safe and Secure Kamloops meetings and initiatives.

- Safe and Secure Kamloops engagement has evolved from its original format into a more robust, coordinated homelessness response system that is aimed at aligning local leadership, Indigenous partners, community organizations, BC Housing, Interior Health, and other levels of government to address shared community safety and homelessness challenges. This work is now being advanced through the Homelessness Response Leadership Table and supporting implementation tables, including the HEART Outreach Table, Systems Improvement Table, and Kamloops Interagency Supports Table. Together, these collaborative forums are strengthening coordination, supporting system improvements, and fostering shared solutions to better meet the needs of individuals and the broader community.

Promote the Community Services switchboard line at 250-828-3409 as a one-stop shop for residents and business owners to call for non-emergency community safety issues.

- Over 30,000 calls for service per year have been managed, demonstrating sustained demand and operational capacity.

Promote crime prevention programs to residents and businesses.

- Staff maintain an active leadership role of a coalition focused on graffiti prevention, intervention, and response, engaging parties with aligned interests.
- Expansion of Block Watch and Kamloops Community Patrols programs has been sustained and contributing to overall crime prevention efforts.

Expand Crime Prevention Through Environmental Design (CPTED) property review program. Expand CPTED educational resources for residential properties.

- There has been a notable increase in demand for CPTED services, accompanied by a broader understanding of CPTED concepts. The number of CPTED requests has risen accordingly.

Incentivize residents and business owners to complete action items outlined in Crime Prevention Through Environmental Design Reports.

- Council sent a letter to the Ministry of Jobs, Economic Development, and Innovation advocating that the province revive the Securing Small Business Rebate Program to providing funding to small businesses to implement preventative measures or cover repair costs due to vandalism.





HOUSING

Lobby the Province for increased health and wraparound services in shelters and social housing sites.

- The City continues to work with BC Housing and Interior Health to discuss opportunities for implementing health services in HEARTH shelter and temporary housing sites.
- Staff continue to participate in the Interior Health Shelter Providers monthly roundtable, which works collaboratively to identify solutions for shelter providers.
- Staff continue to meet monthly with local Interior Health leadership to continue to discuss opportunities for expanded health services in shelters and supportive housing sites.
- In early 2026, Council met and corresponded with the Ministry of Housing and Municipal Affairs to advance priorities related to recovery-oriented supportive housing, year-round indoor day spaces, shelter planning, and neighbourhood supports. Follow-up discussions focused on improving coordination, identifying program alignment, and supporting long-term solutions for residents experiencing homelessness and for surrounding neighbourhoods.

Explore opportunities for additional shelter space.

- The City collaborated with community partners and BC Housing to implement and support the Extreme Weather Response Plan throughout the early 2026 winter months.
- Council authorized an extension of the Temporary Use Permit for Pathway Shelter at 142 Tranquille Road, which provides shelter for 44 individuals.
- Council and Tk̓emlúps te Secwépemc supported a 12-month lease extension for the shelter at Stuart Wood until April 2027, which was subsequently authorized by the Province. This shelter is operated by Out of the Cold Shelter Society and currently has 35 shelter beds.



Work with BC Housing to establish more supportive housing for unhoused individuals.

- Site work continues at the Mission Flats supportive housing project, with anticipated occupancy for Building 1 in fall 2026 and occupancy in 2027 for Building 2.
- Construction for Fortune Drive—Genesis Phase 2 continues to progress. This will provide an additional 48 units of supportive housing. This project is anticipated to be complete in 2027.
- Construction is anticipated to be complete in July 2026 for the Homeless Encampment Action Response Temporary Housing project at 1449 McGill Road, which will provide 55 units of temporary supportive housing. These units are not a shelter but will support moving individuals from shelter into more stable housing. Residents are expected to move in this summer.

Work with BC Housing and Interior Health to improve access to treatment facilities and supportive recovery housing for unhoused individuals struggling with substance use disorder.

- Staff continue to engage with the Ministry of Housing and Municipal Affairs and provincial staff to advocate alongside Council for Recovery-Oriented Supportive Housing.
- Staff and Council continue to emphasize the need for such housing, as highlighted by local service providers, and by local data.
- Council also continued advocacy for recovery-oriented supportive housing as a pilot opportunity, emphasizing the need for options that help people move from crisis response toward stability, treatment, and long-term recovery.

SOCIAL SUPPORTS

Establish the Kamloops Community Land Trust Foundation.

- The City signed a long-term service agreement with the Kamloops Community Land Trust Foundation in April 2026, formally establishing the foundation as Kamloops' independent, community-driven steward of permanently affordable land and housing.
- The Board of Directors has launched its first project delivered by the Province, through BC Builds at BC Housing program, at 377 Tranquille Road. This mixed-use development will provide 85 purpose-built rental homes and is expected to be completed by Fall 2027.
- The Foundation is seeking its first Executive Director to guide strategic development, oversee future community land projects, and help shape the Foundation's long-term direction.

Work with BC Housing and Ministry of Housing and Municipal Affairs to increase the supply of affordable rental housing.

- 42 units of affordable family housing have opened through the completed restoration of the fire-damaged apartment on Cherry Avenue and are now accepting tenants. This site is managed by Interior Community Services.
- The Confluence, an 80-unit affordable family and seniors housing project on Campbell Avenue, opened its doors in June 2026. This project was funded through the province's Community Housing Fund and is managed by the ASK Wellness Society.
- Construction has commenced on a 44-unit affordable housing development at 400 Tranquille Road, operated by Interior Community Services.
- Demolition and site work started for 30-unit affordable housing development for women and children on Westminster Ave, which will be operated by The Kamloops and District Elizabeth Fry Society.



EMERGENCY PREPAREDNESS AND RESPONSE

Provide an annual report on registration and utilization of Voyent Alert!.

- Registered users increased from 29,115 in June 2025 to 33,744 in June 2026.
- A critical test alert was issued on May 8, 2026, as part of Emergency Preparedness Week. This alert was delivered to 23,874 recipients. The purpose of this test alert is to remind residents to confirm the app is downloaded on their device, and their location pins are accurate.
- Voyent Alert! was used heavily during the East Kamloops Water Main Break, with 103,391 notifications sent through 48 alerts to 7 zones. Registration increased by 4,421 during this event.

Establish a summer student program to increase FireSmart education.

- The City was successful in securing a grant through BCAA and FireSmart BC to hire a Junior FireSmart Coordinator for summer 2026.

Incorporate the results of the City's grant-funded Extreme Heat mapping project into the City's heat alert response protocol.

- Planning for the 2026 Extreme Heat season is complete, and the findings from the City's Extreme Heat mapping project have been incorporated into the heat alert response protocol.
- Staff completed planning for the 2026 Extreme Heat response through the Extreme Weather Response Table and conducted a post-season debrief of 2025 activities. The debrief confirmed that the innovative approaches implemented in 2025 were largely successful and will be continued and expanded. Participation data showed that 43 individuals used the heat response pass to access free swimming, 32 accessed free drop-in seniors programming, and 30 accessed free skating opportunities during extreme heat events.

BUILT ENVIRONMENT

Implement Vision Zero practices, promote education.

- New "Hey Neighbour, Slow Down" signs have been produced within existing budgets.
- Staff are developing a new traffic calming policy for Council's consideration.


Jacob Thomas



STRATEGIC PRIORITY

Governance & Service Excellence

The City of Kamloops has strong, accountable governance and makes fact-based decisions.

TRUTH AND RECONCILIATION

Complete appropriate archaeology requirements on all City projects performed in-house or via contract.

- All City run projects continue to be in compliance with the provincial Heritage Conservation Act. The City's work has helped streamline the approvals and field services through a highly integrated team of professionals.
- City archaeologists and the GIS team are improving the City's mapping system to show both known archaeological sites and areas that have already been assessed and found clear of archaeological resources. This will help staff quickly identify when archaeological review may be needed for planned or emergency work, reducing the risk of accidentally impacting archaeological sites and facing provincial enforcement action.
- The City continues to participate in the provincial engagement opportunities for the Heritage Conservation Act Transformation Project.

COMMUNITY ENGAGEMENT

Support Neighbourhood Associations in hosting community meetings and presentations on City topics.

- Staff continue to support neighbourhood associations with various events and meetings, both logistically and financially through the neighbourhood matching grant, as well as supporting presentations to Council as they arise.
- The City supported the annual Valleyview clean up, music events in McDonald Park, Westsyde Days, and more.
- Staff have also been supporting the design and development of a Community-Initiated Requests Process that will formalize and streamline how community organizations initiate project requests to the City.

Continue annual Neighbourhood Association forums featuring presentations and discussions on topics as determined by Neighbourhood Association members.

- The 2026 annual Neighbourhood Association Forum event was held on Wednesday, May 6, 2026, with approximately 75 people in attendance. The event featured presentations from City staff on Wildfire Risk Mitigation and Neighbourhood Preparedness, Build Kamloops updates, and Voter Engagement in an election year.

Execute campaigns directed at increasing voter turnout in younger demographics.

- The City has launched the "Love Your City" campaign aimed at helping residents feel informed, confident, and connected ahead of the upcoming municipal election. In addition to the youthful campaign branding, several pieces of the campaign are designed to reach younger demographics, including ad placement and event participation.
- Engagement staff will be at several events throughout the summer with an interactive and engaging information booth.
- The City will host an information session on August 6 for potential candidates and voters and will partner with the Kamloops and District Chamber of Commerce to host candidate forums this fall.

Research best practices to increase voter turnout.

- Best practices research has been completed and incorporated into the 2026 voter engagement approach.
- Reviewed research indicates that low municipal voter turnout is driven by perception, relevance, access, and confidence rather than voter apathy.
- Applied best-practice principles emphasizing education before motivation, with a focus on explaining municipal roles, decision-making, and local impact.
- Translated research findings into a phased strategy centered on education, access to candidate information, and targeted "get out the vote" activities, including outreach to younger and first-time voters.



Peter Olsen

FISCAL RESPONSIBILITY

Review parking ticket process to identify opportunities for increased revenue.

- A new bylaw was approved by Council in May 2026, increasing parking rates and fines.
- Following advocacy by Kamloops and other local governments, the Province and BC Assessment paused proposed 2026 regulated rate valuation changes that could have affected municipal taxation. The City will continue to monitor the issue and seek engagement before any future changes are proposed.

Review safety program for new ideas.

- The Safety Division has finalized the 2026 corporate safety goals and initiatives. Staff continue to support the organization through regular monthly safety correspondence with management teams, as well as weekly communication with the Corporate Leadership Team.
- The Safety Division has been collaborating with each department to improve overall training compliance and to review and update safe work procedures.
- The City's standing notice of Project for Hazardous Materials has been submitted.
- The City passed the 2025 Safety Certificate of Recognition Audit resulting in the highest financial rebate ever received from WorkSafeBC.
- The City has won two safety awards in 2026 from Canadian Occupational Safety (COS): A 5-Star Safety Cultures Award from Canadian Occupational Safety, becoming the only municipality in Canada to receive the distinction this year; and one of our Safety staff was recognized as one of the top Women Safety Professionals for 2026 by the same organization.



Christopher A. James



SERVICE EXCELLENCE

Provide training and resources to front-line staff at City facilities to create one-stop payment locations for all City collection types.

- Select front line staff at the Tournament Capital Centre have been trained in accepting tax payments. There are five drop box locations throughout the City to allow for payments.
- Staff have developed instruction videos to allow individuals and organizations to access invoicing and paying bills the MyCity portal. This action is expected to increase on-line 24-7 access to a person's various City accounts and direct people away from in-person attendance and reduce additional software requirements.

Update software systems to take advantage of new technologies.

- Several enterprise systems have been upgraded or replaced to take advantage of modern platforms.
- Replacements include enterprise systems for procurement, Employee Services, and payroll. Upgrades to core systems such as Tempest, GIS, and CityWorks continue as new versions are introduced.
- Modernization of permit submission, review, and approval system is complete with additional phases underway.



STRATEGIC PRIORITY

Livability & Sustainability

The City of Kamloops fosters a high quality of life for an inclusive, diverse, and sustainable community.

RECREATION AND CULTURE

Establish a Build Kamloops Select Committee and implement recommendations.

- Construction of the Kamloops Centre for the Arts is underway, including utility relocation and deep excavations. The project is on time and on budget.
- The Integrated Project Delivery Team is finalizing design-validation of the Arena Multiplex, working toward project approval in summer 2026.
- On January 23, 2026, the City announced a vision for a new curling and racquet sports complex in downtown Kamloops.
- The City announced a partnership with the BC Interior Community Foundation on June 25, 2026, to support the fundraising efforts for Build Kamloops.
- The City hosted Reimagine Downtown! engagement events in May to discuss elements of the Downtown Plan and Active Transportation Plan in perspective of the two downtown Build Kamloops projects.

HEALTHY COMMUNITY

Update and implement the Parks Master Plan.

- Engagement for the Parks Plan update has been completed. Insights from engagement activities associated with the Parks Plan and related recreation projects will be combined with the Recreation Plan, ultimately forming one new plan.

Share positive news and success stories through City communication channels.

- City Stories continue to be published regularly and are actively promoted across social media platforms.
- During Q1 2026, Facebook impressions reached 1,261,817, representing a 100% increase compared to 628,127 in Q1 2025. Instagram impressions also saw significant growth, rising from 343,260 in Q1 2025 to 780,814 in Q1 2026. This upward trend reflects enhanced engagement with residents through a mix of positive stories, educational content, and timely news updates.
- The new City eNewsletter was launched in May 2026.

INCLUSIVITY

Evaluate job descriptions and training requirements to reduce barriers within the City's hiring practices.

- The City was recognized as one of Canada's most inclusive employers, receiving an inaugural National Inclusion in Action Employer Award from the Immigrant Employment Councils of Canada and New Canadians TV. The award was announced on June 22, 2026.
- The EDI Committee continues to meet monthly to advance the City's Equity, Diversity and Inclusion Strategy, supporting training, listening sessions, events, and initiatives that foster an inclusive workplace culture.
- The City partnered with Tk̓emlúps te Secwépemc in 2025 on the Rethinking Community Conference, a multi-day event focused on diverse community voices and inclusion and will be doing so again in 2027.
- Accessibility initiatives continue through the Accessibility Working Group, as well as disability awareness training for staff and community partners, participation in the Amazing Race to Inclusion, and ongoing staff education to support accessible customer service and workplace practices.
- Staff engagement remains strong through EDI Sharing Circles, which provide opportunities for employees to discuss topics such as mental health, cultural awareness, inclusion, leadership, and respectful workplace practices.
- Additional EDI initiatives underway include development of a Transitioning Employees Handbook, partnerships with community organizations to deliver inclusive workplace training, support for TRU's EDI Conferences, and the hosting of the annual Pride Open House in collaboration with local partners.


Peter Olsen



CLIMATE ACTION

Incorporate greenhouse gas reduction principals in alignment with Community Climate Action Plan targets on all facility upgrade projects.

- The implementation phase of the building automation system recommissioning has been completed as part of the Continuous Optimization Program, supported by BC Hydro funding. City staff are currently evaluating additional facilities for participation in the program.
- Detailed work planning is in progress for facility lighting upgrades at Valleyview Arena, Brocklehurst Recreation Centre, and McArthur Island Sport and Event Centre (common areas only), with ongoing assessment of eligibility for BC Hydro incentive funding.
- Sustainability measures are being incorporated into the design and planning for the Kamloops Centre for the Arts project, including the use of air-cooled chillers, dedicated air handling for each major facility zone, installation of a heat recovery ventilation system, and selection of high-performance materials for doors, walls, and windows to minimize heat loss and gain.

Establish corporate climate governance policies.

- The Sustainable Purchasing Policy FIN-5-5 has been fully integrated into all procurement processes for goods and services within the City of Kamloops. This integration includes the incorporation of performance specifications and selection criteria that support the evaluation of financial, environmental, and social sustainability, in accordance with the City's strategic objectives.
- Council advocated to the Province for the reinstatement of Local Government Climate Action Program funding to support local government climate action work.

Replace fleet vehicles with lower emission models where and when practical.

- The Governance and Service Excellence Committee received an update on the City's Fleet Management Strategy in April 2026, which provided an overview of the City's approach to fleet management, emphasizing efficient asset use, cost-effective replacement planning, and the gradual adoption of low-carbon vehicle technologies. It noted that electrification opportunities currently exist primarily within the light-duty fleet, while infrastructure and technology limitations continue to affect heavier vehicle classes.

Provide annual reporting on waste diversion statistics.

- Council received an update on June 9, 2026, providing Council with an update on the City's progress toward waste reduction and diversion targets, highlighting improvements in residential diversion rates following the introduction of curbside organics collection and a continued decline in landfill disposal. The memo also outlined opportunities to further increase diversion, reduce contamination, and extend landfill lifespan through expanded programs, education, and strategic investments in waste management infrastructure.

MOBILITY

Create safe bike storage for employees.

- Bike parking shelters have been installed for employees at both the Civic Operations Centre and the North Shore Community Policing Office.

Promote the benefits of active, low-carbon transportation choices.

- Bird Canada launched its shared micromobility service on March 2, 2026. Shared e-scooters and e-bikes are now available in Kamloops, providing residents and visitors with an affordable option for short, everyday trips.
- Bird Canada is collaborating with community partners to coordinate a series of education and outreach activities throughout the summer to promote safe use of their new shared micromobility devices.
- Tourism Kamloops is supporting a free bike valet service from their tourism visitor centre in Riverside Park (near the outdoor skating rink) until Labour Day.
- A free bike valet service at the Saturday Kamloops Farmers' Market began on April 18, 2026, and will continue every Saturday (8:30 am–12:30 pm) until the market concludes on October 17, 2026.
- The City promoted GoByBike BC's 2026 spring event from May 30 to June 5, 2026.
- Council advocated to the Province for expanded transit service hours to better meet growing community needs.

Implement bus shelter program to increase bus shelter coverage throughout the city.

- The Kamloops Transit system won the Most Improved Award in the Superlative Stops category of the Transit App's Riders Choice Awards. This means Kamloops riders were most likely to say their stop provided a comfortable place to wait—a clear sign that recent investments are paying off where it matters most, the everyday rider experience.
- The bus shelter program is continuing as planned, with 39 shelters planned over the next two years. Once complete, the program will have delivered 81 new transit shelters, bringing the system-wide total to 109.



Tourism Kamloops | Mary Putnam



STRATEGIC PRIORITY

Economic Health

The City of Kamloops cultivates a positive business environment to support a vibrant and resilient economy.

BUSINESS DEVELOPMENT

Work with Venture Kamloops to identify barriers to businesses.

- On April 28, 2026, Venture Kamloops presented a strategic update to City Council, reporting a $10.9 million economic impact and a pivot towards supporting and retaining existing local businesses. The presentation, which detailed 61 new jobs created and 500 business interactions, outlined future priorities including enhanced collaboration with Council, workforce development, and developer engagement.
- Council advanced economic development advocacy with provincial and federal partners, including correspondence and meetings focused on strategic opportunities for Kamloops, industrial capacity, transportation connections, workforce development, and airport-related growth.

Simplify the City's business license requirement for events.

- The City has completed the original scope of this action item by simplifying business license requirements for special and one-time events and making the process available online.
- Event planning information has been updated on the City's event hosting webpage to provide clear guidance on business licensing requirements, application timelines, and event organizer responsibilities.
- New resources clarify permit and approval requirements for vendors, including food vendors, personal service providers, mobile food vendors, and other commercial participants.
- The updated process helps event organizers understand licensing, insurance, and regulatory requirements earlier in the planning process, reducing administrative barriers and improving compliance.
- Event organizers can now access streamlined online application tools and supporting resources, with direct access to City staff for questions and guidance.

ECONOMIC STRENGTH

Implement the Southwest Sector Industrial Land Strategy.

- Most aspects of the strategy have been completed, with water and sanitary utility infrastructure either already constructed or to be completed in 2026.

Work with Thompson-Nicola Regional District to increase industrial land at City periphery.

- The updated Official Community Plan was adopted in December 2025. Staff are currently focused on expanding the industrial land within the City boundary in the southwest sector through rezoning and subdivision applications.



Christopher A. James

Work with the Kamloops Airport Authority Society and Kamloops Airport Limited on development of airport lands.

- At the July 14, 2026, meeting, City Council adopted the Airport Development Revitalization Tax Exemption Bylaw No. 22-4-23, 2026. This bylaw introduces a new tax exemption applicable to commercial and indoor recreation development and encourage investment and economic development at Kamloops Airport.
- In spring 2026, Council and staff also advanced advocacy related to Kamloops Airport opportunities, including pilot training, aircraft maintenance, emergency response operations, and potential partnerships with provincial, federal, industry, and post-secondary partners.

Work with the Premier's office to bring BC Builds projects to Kamloops.

- Construction has started on the BC Builds project at 377 Tranquille Road. This project will provide 85 homes for people with middle incomes and is the first project for the Kamloops Community Land Trust.
- Council approved the first of two major builds on the Columbia Precinct lands. The build is designed for middle-income earners.

GROWTH MANAGEMENT

Review and update the City's truck route network.

- The results of the City's Truck Route Network Study will be presented to Council in summer 2026.

Review and update the Sahali Town Centre Plan.

- Planning for Sahali Centre and other neighbourhood centres were included in Official Community Plan update 2025. The OCP update addresses topics such as density, land use, and regulations for office use throughout the City including along Notre Dame Drive and Southgate area.
- The zoning bylaw was recently updated to allow office use along Notre Dame Drive.


Peter Olsen


Susan Myles

Canada's Tournament Capital

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