



## Taxes are due

Avoid the line & pay online with your bank's online banking:

- › Search for "Kelowna" as the payee
- › Folio number = account number
- › You may need to add zeros in front of your folio number if shorter than the entry field

### HOW TO PAY

- › **At your financial institution** online | telephone | in person
- › **At City Hall:** mail | cashiers | drop boxes monthly pre-payments
- › **At Parkinson Recreation Centre** Front counter drop box

## Your taxes: percentages to dollars

Taxes are calculated on your property's assessed value determined by BC Assessment in January every year.

The owner of a single-family detached home with an average \$684,450 assessed value will pay \$2,072 in City of Kelowna taxes this year.

Council approved a 4.1% taxation demand increase: 1.83% for municipal taxation increase and the introduction of a 2.27% infrastructure levy to address an infrastructure funding deficit. In total this works out to an increase of \$6.79 per month, or \$1.56 per week for an average home's bill.

A variety of options are being explored to fund the infrastructure deficit

identified in the City's 10-year Capital Plan. The infrastructure levy approved by Council as part of the 2019 and 2020 budget cycles, and ongoing, is one of the actions to invest in our future. You will see this amount as a separate line-item on your tax bill.

Taxation demand amounts are based on what the City needs to balance the budget. Taxation for the City of Kelowna accounts for 24% of the City's total revenue budget needed to deliver services to residents.

[kelowna.ca/budget](http://kelowna.ca/budget)

## What do your tax dollars pay for?

Each property tax bill helps pay for key City initiatives that make Kelowna a great place to live. City of Kelowna property taxes fund \$142.5 million of the total \$583.2 million in City expenses in 2019. Based on an average home bill, monthly amounts of your tax bill pay for:

**PUBLIC SAFETY: Police & fire** 43% ≈ \$73.55

**VIBRANT NEIGHBOURHOODS: Parks, active living & culture** 19% ≈ \$32.37

**TRANSPORTATION & MOBILITY: Transportation & public transit** 17% ≈ \$29.93

The remaining 21% (\$36.83) of the average monthly tax bill covers buildings, utilities, planning and development, debt, grants and regional programs.

Your tax bill includes amounts for other taxing authorities:

**MUNICIPAL**  59% ≈ \$2,072

**PROVINCIAL**  28% ≈ \$985

**REGIONAL DISTRICT**  10% ≈ \$339

**LIBRARY**  3% ≈ \$93



## How convenient: your tax bill online

Have you registered for a City Online Billing account yet?

Manage your City accounts (property tax & utility billing) in one easy and accessible location, including if you manage multiple properties. You can view your assessment, balance and financial transaction information and historical bills online. You can also opt-in to go paperless for your 2020 tax notice.

Register today at [kelowna.ca/onlinebilling](http://kelowna.ca/onlinebilling) with your folio number and access code provided on your property tax notice.

## TAX BILL SAVINGS: APPLY TODAY

Provincial programs can help you save on your tax bill. Check if you are eligible and apply before July 2.

- › **Home Owner Grant:** helps to reduce the amount of your property taxes. You must apply for the grant each year. If you are eligible, save time by applying online (including through the City's Online Billing platform).
- › **Tax deferral:** a low-interest provincial loan option to pay the current year's property taxes on your principle residence.

Are you a registered non-profit organization? The City of Kelowna offers permissive tax exemptions to qualifying organizations.

Apply before **July 15** for a 2020 exemption. Forms are available online.



## Council priorities for 2019-2022

*As the world and our community changes, we need to be proactive to the shifts we are experiencing.*

**P**ositioning us for the future through today's actions, Council has identified six priority areas where it wants to see a difference during its term of office. These Council priorities guide the services, programs, and key infrastructure investments that help make Kelowna a great place to live:

### 1 Community safety

Crime is reduced and residents feel safe.

### 2 Social and inclusive

Fewer people will experience homelessness. Inclusion and diversity are increasing.

### 3 Transportation and mobility

Fewer trips are being made by car and solutions are innovative.

### 4 Vibrant neighbourhoods

Affordable housing, higher density neighbourhoods and high quality site design are prioritized.

### 5 Economic resiliency

The infrastructure deficit is reduced and Kelowna is investment-friendly.

### 6 Environmental protection

Adaptable in the face of climate change.

Council priorities 2019-2022 provides clear direction of where we are going as a community and an organization. Supporting Council's priorities, City staff will focus on financial management, clear direction and people to help deliver on the priorities.

As a commitment to being transparent and accountable, progress on Council's priorities will be reported on annually. Read the Council priorities 2019-2022 document online and view the video to hear from Mayor Colin Basran, on behalf of Council, about each of the priorities.

[kelowna.ca/councilpriorities](http://kelowna.ca/councilpriorities)



## CONNECT WITH COUNCIL

In October 2018, Kelowna voted. Meet your 2018-2022 Council:

- › Mayor Colin Basran
- › Councillor Maxine DeHart
- › Councillor Ryan Donn
- › Councillor Gail Given
- › Councillor Charlie Hodge
- › Councillor Brad Sieben
- › Councillor Mohini Singh
- › Councillor Luke Stack
- › Councillor Loyal Wooldridge

Council provides direction and establishes the policies and budget to guide the growth, development and operations of the city.

[kelowna.ca/council](http://kelowna.ca/council)

### PUBLIC MEETINGS:

Council meets regularly and the public is welcome to attend any open meeting. You can provide input on items being considered by emailing:

[mayorandcouncil@kelowna.ca](mailto:mayorandcouncil@kelowna.ca)



## SUMMER SAFETY TIPS

Separate RCMP and Bylaw bike teams are patrolling city parks and streets. Everyone can play a role in keeping our community safe. You can help protect your property and reduce the number of crimes of opportunity by making it less enticing for thieves with these reminders:

- › **Lock it:** that includes cars, bikes and garage doors
- › **Hide it:** remove items from cars or keep them out of view (purses, sunglasses, change, electronics)
- › **Register it:** sign-up your bike with Project 529 Garage to help ID it if it gets stolen
- › **Report it:** all crime should be reported to the RCMP

Non-emergency 250-762-3300 | Emergencies 9-1-1



## Investing to address residents' top issues

*We are committed to addressing residents' key priorities.*

**W**hile 94% of residents believe Kelowna's overall quality of life is good, the 2018 Citizen Survey also indicated that residents want us to focus on addressing homelessness, crime and safety.

A follow-up 2019 Public Safety Survey helped us better understand perceptions of crime and safety in the city. It showed that nearly all residents feel safe in their neighbourhoods and home in the daytime and that eight-in-ten residents never or rarely worry about being impacted by crime.

Residents cited a low crime rate as the primary reason for feeling safe in their neighbourhood, however, the presence of people without homes and open drug use were cited as the lead

reasons for feelings of being unsafe. Nearly three-in-ten residents have been a victim of a crime in Kelowna in the past year. Of those, 53 per cent said they reported the crime to the RCMP.

Investments in public safety have been consistently prioritized by Council, accounting for on average about 40 per cent of the municipal portion of a property tax bill.

Since 2015, and including the commitments in the 2019 budget, a total of 72 new safety full-time equivalent positions have been approved by Council: 23 RCMP officers, 20 firefighters, 10 bylaw officers and 19 safety support staff.

[kelowna.ca/safety](http://kelowna.ca/safety)  
[kelowna.ca/police](http://kelowna.ca/police)

## Safe needle disposal: one number

*If you find a needle in public spaces or outside private residences, you can call 250-469-8801 for needle collection.*

Please do not place needles in the garbage or recycling.



## Journey Home: a housing first model

*The Central Okanagan Journey Home Society (COJHS) is now operating as an independent community service organization.*

The City of Kelowna continues to support and work with the Society to foster an inclusive community and improve the quality of life for people without homes.

A top action for COJHS is to see the addition of 300 long-term supportive housing units in purpose-built buildings to help people experiencing chronic and episodic homelessness in Kelowna.

Since Council's endorsement of the Journey Home Strategy in June 2018, 86 apartment units have been created, with another 102 expected to be built by late 2019/early 2020. This would bring the total supportive housing units in Kelowna built since 2008 to 390, funded and developed by BC Housing. [kelowna.ca/journeyhome](http://kelowna.ca/journeyhome)

## More affordable rental housing

Providing more affordable rental housing options for families, singles and seniors is also increasing. The completed Apple Valley building provides 47 affordable housing units for seniors. There are 99 more units currently under construction, with more projects in the development and planning stages.



## Surpassing two million at YLW

*2018 was a year of exceptional growth for Kelowna International Airport (YLW) with more than two million passengers served, two years earlier than anticipated.*

This year is also already off to a flying start: YLW is welcoming new airline Swoop, an ultra-low cost carrier, offering non-stop flights to Winnipeg and Las Vegas. With more flight options from Kelowna, where will you go next?

Given our growing region, YLW will expand to better meet the travel needs of residents and visitors. Over the next 10 years, we're planning the largest terminal expansion to date, new parking options, safety and sustainability upgrades, and much more. YLW plans to invest more than \$240 million – with no taxation impact – to build new and renew existing airport infrastructure by 2029.

In 2019 alone, 30 significant projects are planned to help make the passenger experience at YLW more efficient and enjoyable, including air terminal expansion design, 300 new parking stalls, new electric vehicle charging stations and renovations to Tim Hortons in the main terminal. [ylw.kelowna.ca/development](http://ylw.kelowna.ca/development)



### DID YOU KNOW?

YLW is the largest municipally owned airport and 10<sup>th</sup> busiest in Canada.

It's also completely self-funded through airport revenues and improvement fees.

It has been operated by the City of Kelowna since its inception in 1946 and has no impact on taxation.



## Planning for Kelowna 2040

With Kelowna's population expected to grow by 50,000 residents by 2040, planning for the future is more important than ever. How we grow, where we grow and how we get around matters to us today and to future generations. Updates of the Official Community Plan (OCP) and the Transportation Master Plan (TMP) are underway, both guided by *Imagine Kelowna*, the strategic vision created by the community, for the community.

### GET INVOLVED | STAY INFORMED

These two long-range plans rely on each other. Where we build impacts the need for an integrated transportation network. Existing infrastructure and roads can guide where it is more feasible to build. Public input is valued in the creation of these plans. Visit [kelowna.ca/kelowna2040](http://kelowna.ca/kelowna2040) to stay involved, get curious, be informed, share your passion and imagine your influence on Kelowna's future.

### OUR KELOWNA AS WE GROW (OCP)

Envisioning what Kelowna will look like in 2040 requires creating a comprehensive 20-year growth strategy. This will set the city on a path to its desired long-term vision and help us build a great city. In March, Council endorsed a growth scenario that would result in a 50/50 split between multi-family and single- and two-family homes by 2040, striving to balance urban and suburban growth. The growth scenario will guide the creation of the plan moving forward. A draft of the OCP is expected to be delivered by summer 2020 and a final version for Council's consideration in early 2021.

### OUR KELOWNA AS WE MOVE (TMP)

A good transportation network is one that is safe, cost-effective and sustainable – all elements that are being explored in the creation of the TMP expected to be delivered by summer 2020. The planning process includes analysis of roadways, bike lanes, pathways and transit networks, as well as looking at future travel conditions and changing technologies.



## By land or by lake: Kelowna is active

Whether you prefer to pick up a bike helmet or a paddle, it's easy to find ways to get active in Kelowna.

Check out the Active by Nature interactive map to find bike routes, swim loops, running trails and even stair climbs to try.

This summer is a great time to try the Kelowna Paddle Trail, a spectacular 28-km paddling route from McKinley Beach to Bertram Creek Park. It's an exhilarating way to see Kelowna's

lakefront from a fresh perspective.

Want to share your epic outdoor adventures? Use [#ActivebyNature](#) and post your photos, thoughts and ideas for new routes to Facebook, Twitter and Instagram.

[kelowna.ca/activebynature](http://kelowna.ca/activebynature)



## Okanagan Rail Trail

Enjoy beautiful Okanagan vistas as you walk, run or ride the nearly 50 km trail connecting the North and Central Okanagan along the discontinued CN Rail corridor.

The trail is compacted gravel, as well as asphalt in sections, and every trip offers the opportunity to learn about the syilx (Okanagan) people, their traditional territory and to enjoy the rich natural ecosystems.

The trail includes 14 km in Kelowna, from downtown to YLW. Please note, YLW to Lake Country at McCarthy Road is currently closed. To learn more and find access point information visit: [www.okanaganrailtrail.ca](http://www.okanaganrailtrail.ca)



## Emergency ready | fire safety

The best time to prepare for an emergency is before there is one. Visit [cordemergency.ca](http://cordemergency.ca) for helpful information to help you and your family know the risks, get a kit and make a plan. Sign-up for e-updates to have the latest emergency notifications delivered to your inbox.

As we head into the summer season and are experiencing dryer conditions, a reminder that all open flame burning within Kelowna City limits is not permitted. This means campfires and wood-fueled fire pits are not allowed both in public spaces and on private property. Barbecues should be fueled by propane, gas or charcoal. Smoking is also banned from all City and regional parks and beaches at all times. For more burning regulations and fire safety tips, visit [kelowna.ca/fire](http://kelowna.ca/fire).

### CITY INFO QUICK LINKS

- Funding decisions: [kelowna.ca/budget](http://kelowna.ca/budget)
- Short-term rental business licence: [kelowna.ca/business](http://kelowna.ca/business)
- Cannabis in our city: [kelowna.ca/cannabis](http://kelowna.ca/cannabis)
- know who to call, when to call: [kelowna.ca/safety](http://kelowna.ca/safety)

### CITY PROJECTS NEAR YOU

City crews are out and work has started on more than 55 public infrastructure projects planned for 2019. From road paving, to sidewalk construction, and bike lanes created, you can view the infrastructure project map to learn more about the work being done in your neighbourhood: [kelowna.ca/cityprojects](http://kelowna.ca/cityprojects)

## SUMMER ACTIVITY & PROGRAM GUIDE

Kelowna's Summer Activity Guide is available online starting June 4. Summer registration now starts at 7 a.m. for the following:

- › Summer Camps | May 1
- › General Programs | June 11
- › Sports Leagues | June 12
- › Swim Programs | June 13
- › Programs for Persons with Diverse Abilities | June 14

[kelowna.ca/recreation](http://kelowna.ca/recreation)



## Free summer fun

Bring the whole family to Park & Play this summer! Enjoy free games, activities, bounce castles, zorb soccer and more at local parks throughout July and August.

Check out [kelowna.ca/calendar](http://kelowna.ca/calendar) to find out when Park & Play is in your neighbourhood plus find even more free events like Dancing in the Park and Retro Roller Night.

A summer filled with free family fun kicks off with Festival Kelowna's Canada Day celebrations at Waterfront Park on July 1.

## CONNECT WITH US

**Kelowna.ca**  
an online information hub for all your City needs.

**E-Subscribe**  
select topics to have City news delivered to your inbox.

### Service Requests

Report a pothole, request park maintenance, login to Online Billing and more.

### In person

Call us at 250-469-8500 or visit us at City Hall Monday to Friday, 8 a.m. to 4 p.m., excluding statutory holidays.

## GETTING SOCIAL

- Facebook /cityofkelowna
- Twitter @cityofkelowna
- Instagram @cityofkelowna
- LinkedIn City of Kelowna
- Youtube Kelowna City Hall



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