



Property taxes are due



Ways to pay

- › **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
- › **At City Hall:**
Drop box at 1435 Water St. doors
- › **Mail:**
Post-dated cheques are accepted if received by July 2
- › There is a late payment penalty of 10 per cent in place for property taxes outstanding as of July 2.

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:** This initiative is now managed by the Province and can help to reduce the amount of your property taxes. You must apply for the grant each year. If you are eligible, apply online at www.gov.bc.ca/homeownergrant or call 1-888-355-2700.
- › **Tax Deferment:** a low-interest provincial loan option to pay the current year's property taxes on your principal residence. Apply online at www.gov.bc.ca/propertytaxdeferment.
- › **Are you a registered non-profit organization?**
The City of Kelowna offers permissive tax exemptions to qualifying organizations. Apply online before **July 15** for a 2022 exemption.

Burning property tax question? Ask our chatbot on kelowna.ca

Your taxes: percentage to dollars





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

The owner of a residential property with an average \$689,990 assessed value will pay \$2,200 in City of Kelowna taxes. Council approved a 4.04 per cent taxation demand increase. In total, this works out to an increase of \$7.08 per month, or \$1.63 per week for an average bill.

Taxation demand amounts are based on what the City needs to balance the budget. Taxation for the City of Kelowna accounts for 28 per cent of the City's total revenue budget needed to deliver services to residents.

kelowna.ca/budget

Your tax bill includes amounts for other taxing authorities:

MUNICIPAL		60% ≈ \$2,200
PROVINCIAL		28% ≈ \$1,024
REGIONAL DISTRICT		9% ≈ \$342
LIBRARY		3% ≈ \$96

**for an average bill*

Manage your City accounts online



Have you registered for a City Property Account yet?

A City Property Account allows you to manage your City accounts (property tax, utility billing & business licences) in one easy and accessible location, including if you manage multiple properties. Once registered, you can view your assessment, balance and financial transaction information and historical bills online. You can also opt-in to go paperless for your 2022 tax notice.

To register, you need your folio number and access code provided on your property tax notice. **Register today at billing.kelowna.ca.**

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 \$157.7 million of the total \$569.8 million in City expenses in 2021. Based on an average residential property bill, monthly amounts of your tax bill pay for:

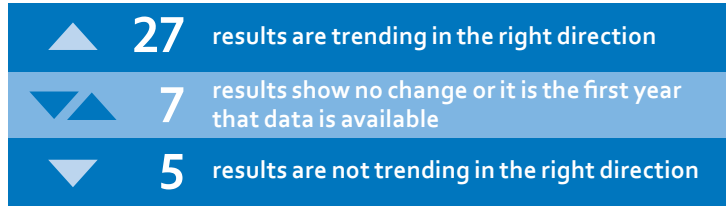
PUBLIC SAFETY: Police & fire	45% ≈ \$81.89
VIBRANT NEIGHBOURHOODS: Parks, active living & culture	18% ≈ \$32.76
TRANSPORTATION & MOBILITY: Transportation & public transit	17% ≈ \$31.79

The remaining 20% (\$36.88) of the average monthly tax bill covers buildings, utilities, planning and development, debt, grants and regional programs.

Second report on Council Priorities 2019-2022

Council Priorities 2019-2022 identifies the strategic shifts, improvements and changes that are important to Council, the community and organization. It's an open and accessible commitment to how we will advance the Imagine Kelowna vision within this timeframe and work toward becoming the Kelowna residents told us they want to see.

The second report on Council Priorities 2019-2022 outlines the progress of results achieved in 2020 and is available at kelowna.ca/councilpriorities. Significant progress was achieved despite the impacts of COVID-19 on the community and the City. Overall:



The report goes beyond the numbers to evaluate performance, with a focus on continuous improvement by answering why each area is important, what are we doing to address the issues in each area, whether or not our actions are being effective and what the longer-term plans are.

Regular reporting of Council Priorities demonstrates our commitment to accountability and transparency. With strategic plans like these in place, we continue to be able to address immediate concerns while setting ourselves up for a better future by being more resilient, focused and flexible.



Connect with Council

Your Council consists of Mayor Colin Basran and Councillors Maxine DeHart, Ryan Donn, Gail Given, Charlie Hodge, Brad Sieben, Mohini Singh, Luke Stack and Loyal Wooldridge.

Council provides direction and establishes the policies to guide the growth, development and operations of the city. Council sets priorities and makes the budget decisions to provide services to residents.

PUBLIC MEETINGS:

Council meets regularly and the public is welcome to attend any open meeting online. You can also provide input on items being considered by emailing mayorandcouncil@kelowna.ca. Learn more about Council, priorities for their term, meeting agendas and minutes at kelowna.ca/council.

Navigating the ebbs and flows of the COVID-19 pandemic



Over a year later, the COVID-19 pandemic continues to affect our community in many ways. We thank all front-line workers in the community, who continue to keep us supported and safe. We remain focused on responsible financial management to ensure your tax dollars are being used most efficiently, providing the essential services that our community relies on as well as maintenance, development and recovery for our expanding city.

We continue to follow the orders from the Provincial Health Officer (gov.bc.ca/covid19) while we provide support for businesses, tourism and cultural sectors where we are able to. Some examples include the 'Meet me on Bernard' initiative starting July 1 and providing 16 art and sport organizations with funding from the City's new Recovery and Sustainability Grant Program.

We have also updated our online services and encourage residents to visit kelowna.ca/online services to explore the different options for doing business with us online, from the comfort of home.



Community safety for all

The 2020 Citizen Survey told us that 87 per cent of residents feel safe in the community and we are working to ensure that Kelowna remains a safe place to live, work and do business. Our first-ever Community Safety Plan is under development to generate shared ownership, vision and action among government ministries and community organizations that contribute to community safety. It will form the basis for an overall multi-pronged, systems-based approach to improve community safety in our city, which includes improving residents' sense of safety. Public engagement will take place this summer with the final presentation to Council in the fall.

We are also investing in additional safety resources including eight RCMP members and six civilian support staff, including a Business Intelligence Analyst and Operational Intelligence Clerk.

Completion of Phase 1 of the Kelowna Integrated Water Project

This project has separated agricultural and domestic water systems in Southeast Kelowna and delivers a sustainable water supply to agriculture in the South Mission. The project brings clean drinking water to about 2,000 households and meets Interior Health's 2025 clean drinking water mandate almost 10 years earlier than planned in Southeast Kelowna.

Housing affordability and Journey Home Strategy

Housing affordability has become more of a challenge over the past several years and we continue to see rising prices in both ownership and rental housing markets. We recognize that despite the number of recent rental builds, there is still significant demand. In addition to our rental grants and revitalization tax exemption programs, we have embarked upon an affordable housing land acquisition strategy that will promote more diverse housing options and affordable rental units to support the needs of our growing community.

The Journey Home Strategy, Kelowna's community-built plan to address homelessness, has met the goal of building 300 new housing with support units but there is still much work to be done.



Since mid-2020, the City has worked with Journey Home and consultants at Urban Matters on a Complex Needs Advocacy project. In this context people with 'complex needs' are those experiencing overlapping mental health and substance use needs, homelessness, and are frequent users of crisis and emergency services. Health-based supports are not typically available in shelter and housing settings, creating barriers to access especially for those with more complex needs. The focus of this project is to remove those barriers.

The City is also working with its partners on a Community Shelter Plan which will provide a system-wide approach for the delivery of shelter services. Having a clearly articulated plan will put Kelowna in a position to advocate for senior government investment in future shelter services. The plan is anticipated to be presented to Council in the fall of 2021.



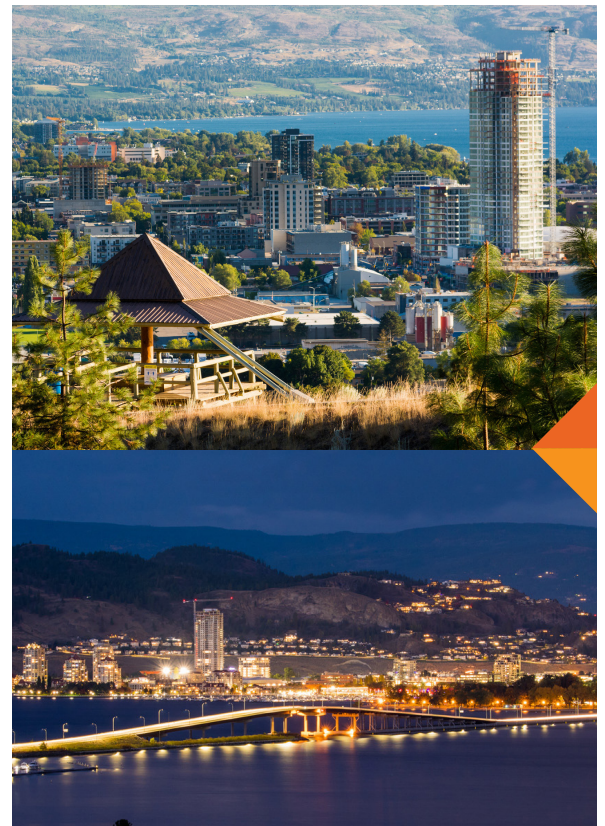
Planning for the future to 2040

Kelowna 2040: Our Kelowna as we grow Well before we were named the fastest growing area in BC and fourth fastest growing in Canada (Statistics Canada, 2021), we embarked upon Imagine Kelowna, which was born out of the community's vision, principles and goals to thrive in the face of unprecedented growth and change. Imagine Kelowna guides the development of major plans and initiatives, such as the Official Community Plan (OCP).

How our city looks and feels is shaped by our OCP. The anticipated community growth will bring opportunities and challenges and strategic planning is essential to ensure Kelowna can continue to be prosperous, vibrant and resilient in the coming years. The final OCP is expected to be presented to Council this summer. Learn more at kelowna.ca/kelowna2040.

Our Kelowna as we move The final phase of public engagement on Kelowna's 2040 Transportation Master Plan (TMP) and presentation to Council are expected to be completed later this year. The planning process has included several rounds of public engagement, analysis of roadways, bike lanes, pathways and transit networks, as well as looking at future travel conditions and changing technologies. Learn more at kelowna.ca/transportation2040.

Get involved & stay informed We are committed to continuing to engage with the public and stakeholders on City projects, initiatives and programs. Visit getinvolved.kelowna.ca, our digital public engagement platform, to stay involved, be informed, share your passion and influence Kelowna's future.



More ways than ever to do business with us online



APPLY

Do things like apply for a career with the City, new business licence, building permit and more.



PAY

Pay for a parking ticket, tax certificate, renew your business licence or find more online payment options here.



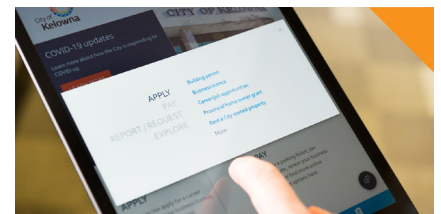
REPORT / REQUEST

Report an issue, like a pothole, noise or graffiti, or request improvements, like traffic calming, or parks and road maintenance.



EXPLORE

Watch City Council meetings, find online engagement opportunities and access other related applications and websites.



DID YOU KNOW?

Our kelowna.ca chatbot is equipped to answer questions about our COVID-19 response as well as property taxes.



As an essential service, YLW remains open to provide access to commercial flights in our region, whether it is to connect patients to necessary medical care or for essential travel for work.

YLW remains focused on keeping operating costs low to ensure the airport is in a good financial position to take part in the recovery from COVID-19. YLW will continue to identify new potential revenue streams through strategic development that can be reinvested back into the airport. By investing in development of airport lands

DID YOU KNOW?

In 2020, YLW launched a new contactless parking experience. Replacing parking equipment was necessary as existing infrastructure had reached end of life. Ensuring a contactless parking option was available for passengers during the COVID-19 pandemic was a priority as an added measure to keep passengers safe.

for example, YLW will help create jobs, directly impacting our local economy.

For information about the public safety measures implemented by YLW visit ylw.kelowna.ca/HealthyTravel.

Staying active & connected

Providing safe recreational opportunities is a priority as we navigate the pandemic. All programs and recreation facilities have been adapted with safety in mind and will continue to be subject to change to ensure alignment with the latest Provincial health orders. For our summer programs and more, visit kelowna.ca/recreation.

We are Active by Nature

Enjoy our four-season playground and check out our interactive map at kelowna.ca/activebynature; you'll find swim loops, bike routes, running trails and stair climbs to try.



DID YOU KNOW?

We're in the bid for the 2026 BC Summer Games! The successful host city will be announced in the fall.

Emergency Preparedness

The best time to prepare for an emergency is before one occurs! Visit cordemergency.ca for useful information to help you and your family know the risks, put together a grab-and-go kit and make a plan. Sign up for e-updates to have the latest emergency notifications delivered to your inbox.

Along with warmer temperatures, summer brings with it hot and dry conditions. A reminder that any open flame burning in Kelowna is not permitted. This means that campfires and wood-fueled fire pits are not allowed – whether in public spaces or private property. Barbeques should be fueled by propane, gas or charcoal. Smoking is also always banned in City and regional parks and beaches.

For the burning regulations and fire safety tips, visit kelowna.ca/fire.



Improvements to public spaces and parks



Residents told us that throughout the pandemic, they increased their use of parks and outdoor spaces (Citizen Survey, 2020) and we remain committed to ensuring our parks and public spaces are vibrant, animated and accessible. In 2021, residents can expect to see the following improvement projects:

GLENMORE PARK: Construction of the Glenmore Park parking lot is underway which will allow the initial phase of the park (two sports fields) to open for play this year.

KNOX MOUNTAIN PARK: The City is updating the park's management plan. Building on a public survey from April – May, a Council decision will be made in June about the future use of Knox Mountain Drive.

MISSION RECREATION PARK: The artificial turf will be replaced to maximize the return on investment for lighting and other infrastructure, while reducing the demand and overuse of other grass fields. A new softball diamond will be added to the park to accommodate the demand for ball diamond use in the community.

RUTLAND CENTENNIAL PARK: The final phase will be completed in late spring and the park is set to open shortly after.

CITY INFO QUICK LINKS

Funding decisions that help make Kelowna a great place to live: kelowna.ca/budget
Apply for a business licence: kelowna.ca/business
How we are responding to the pandemic: kelowna.ca/covid19
Know who to call and when: kelowna.ca/safety

City crews are out and work has started on more than 85 public infrastructure projects planned for 2021. From road paving, to sidewalk building, 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.

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



City Hall
1435 Water Street
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*Things are constantly changing and the information presented here is accurate to May 3, 2021.
For the most current information related to City services, please visit kelowna.ca.