



## 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
  - › **Mail:**
    - Post-dated cheques are accepted
  - › **At City Hall:**
    - Drop box at 1435 Water Street (right side of main door)
- › There is a legislated late payment penalty for property taxes outstanding as of July 4.

## TAX BILL SAVINGS: APPLY TODAY!

Provincial programs can help you save on your tax bill. Check if you are eligible and apply before **July 4**.

- › **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, save time by applying online at [www.gov.bc.ca/homeownergrant](http://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](http://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 2023 exemption.



Property tax question? Ask our chatbot on [kelowna.ca](http://kelowna.ca).

## Your taxes: percentage to dollars

*Taxes are calculated based on what is needed to balance the city's budget for that particular year*

The owner of a single-family detached home with an average \$888,420 assessed value will pay \$2,286 in City of Kelowna taxes. Council approved a 3.94% taxation demand increase. In total, this works out to an increase of \$7.20 per month, or \$1.66 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 25% of the City's total revenue budget needed to deliver services to residents.

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

## 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 and 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 tax notice.

To register, you need your folio number and access code provided on your property tax notice. **Register today at [kelowna.ca/onlinebilling](http://kelowna.ca/onlinebilling).**

## Your tax bill includes amounts for other taxing authorities:

MUNICIPAL		59% ≈ \$2,286
PROVINCIAL		28% ≈ \$1,313
REGIONAL DISTRICT		10% ≈ \$366
LIBRARY		3% ≈ \$96

*\*for an average bill*

## 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 \$167.1 million of the total \$658.6 million in City expenses in 2022.

Based on an average home bill, annual amounts of your tax bill pay for:

<b>PUBLIC SAFETY:</b> Police & fire	48% ≈ \$1,096
<b>VIBRANT NEIGHBOURHOODS:</b> Parks, active living & culture	18% ≈ \$409
<b>TRANSPORTATION &amp; MOBILITY:</b> Transportation & public transit	15% ≈ \$339

*The remaining 19% (\$442) of the average monthly tax bill covers buildings, utilities, planning and development, debt, grants and regional programs.*

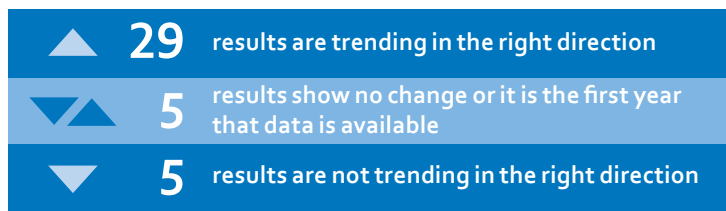
# How we're doing: 2021 progress report

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.

## Council Priorities 2019–2022

- › Community safety
- › Social and inclusive
- › Transportation and mobility
- › Vibrant neighborhoods
- › Economic resiliency
- › Environmental protection

Demonstrating Council's commitment to transparency and accountability, the annual Progress Report released each spring is an interactive online report showing how the City is taking action and making progress on the priorities.



For complete details, including a summary of how we are doing, what we are doing, and what is next, visit [kelowna.ca/councilpriorities](https://kelowna.ca/councilpriorities).



## Connect with Council

Kelowna City 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 budget decisions to provide services to residents.

### PUBLIC MEETINGS:

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

# Vision into action: 2040 plans adopted and endorsed

Following a shared, multi-year community engagement process, the 2040 Official Community Plan (OCP) and 2040 Transportation Master Plan (TMP) have been adopted and endorsed.

Working together, the two plans will help achieve the vibrant, sustainable and inclusive future residents envisioned through the creation of our city's *Imagine Kelowna* community vision. Thousands of residents participated in the development of *Imagine Kelowna*, the OCP, and TMP and helped establish the priorities for how we will grow and move over the next two decades.

The 2040 OCP provides a policy framework for Council by addressing issues such as housing, transportation, infrastructure, parks, economic development and the natural and social environment. It sets the course for how Kelowna should grow over the next 20 years, prioritizing areas, decisions and policies citizens have asked the City to focus on.

The 2040 TMP sets the direction for a vibrant city where people and places are conveniently connected by diverse transportation options. It is a long-term plan for transportation improvements that will help keep Kelowna moving, now and into the future.

The OCP and TMP were developed in close coordination with other long-range plans, like the 20-Year Servicing Plan and Regional Transportation Plan. The OCP was adopted on January 10 with the TMP's endorsement following suit on January 24.



## Strengthening communities

The City of Kelowna received a \$3.2 million grant provided by the Government of Canada and the Province of British Columbia through the Union of B.C. Municipalities Strengthening Communities' Services Program. Funds from the grant are being used by the City of Kelowna, PEOPLE Employment Services, Metro Community, Ki-Low-Na Friendship Society and the Canadian Mental Health Association Kelowna to support critical services and supports for people experiencing unsheltered homelessness, including:

- › Substantial reimbursement for design and construction of the current, purpose-built, temporary overnight sheltering site.
- › Reimbursement and ongoing cost for operation, coordination, and management of the overnight sheltering site, a day use site, personal belonging storage, outreach support services, and access to personal hygiene services.
- › An awareness campaign to change perceptions and reduce the stigma people who experience homelessness face.

# Infrastructure projects to keep the City playful

In 2022/2023, the City plans to invest \$31.1 million in infrastructure projects to keep Kelowna playful with new and improved parks and public spaces that offer venues for community building, recreation, and play. Approximately \$21.3 million will be allocated towards developing new parks for residents and visitors to explore, while \$9.8 million is being invested in renewals of existing parks. Upcoming planned projects and highlights include:

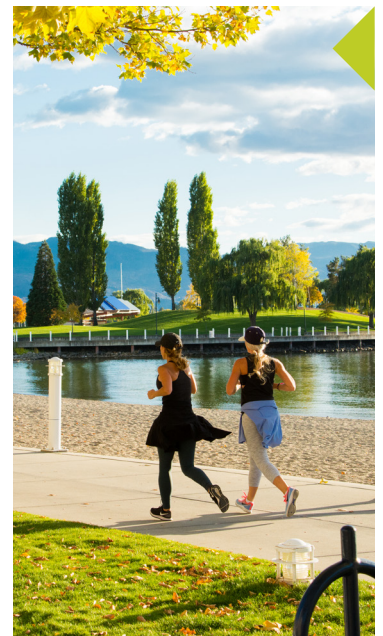
- › New Tallgrass Park in the Tower Ranch development: playground, small entry plaza, pathways and park furnishings.
- › Pandosy Waterfront Park: urban beach, misting area, waterfront green space with picnic tables, timber boardwalk and lighting.
- › DeHart Park in Lower Mission: community engagement on park design.
- › Gopher Creek Linear Park: completion of a trail

link between Lynrick and Gallagher roads, and boardwalk from the wetland.

- › Ballou Park in North Glenmore: adventure playground, perimeter pathway and trail connection to Knox Mountain Park.
- › City Park: improvements to enhance the beach, walkways and amenities.
- › Mill Creek Linear Park: multi-year goal to complete 4.6km of trail from Lake Avenue Beach Access to Parkinson Recreation Park.

In addition to these parks and public spaces, the City is investing \$35 million in water, wastewater and stormwater protection projects that help with the daily function of our city.

Visit [kelowna.ca/cityprojects](https://kelowna.ca/cityprojects) to explore the interactive map and learn more about parks, public spaces and other projects happening around Kelowna.



## On the move with active transportation corridors

Our 2040 Official Community Plan targets an 80% reduction in community greenhouse gas emissions below 2007 levels by 2050. As the transportation sector is Kelowna's biggest contributor to greenhouse gas emissions, we've been increasing the attractiveness, convenience and safety of different active transportation modes by designing streets and amenities that encourage walking, riding and taking transit. In 2022/2023, the City plans to invest \$8.2 million toward infrastructure projects that get residents and visitors to their destinations without a car and keep them active. Upcoming planned Active Transportation Corridor (ATC) projects include:

- › Glenmore ATC: Multi path between Dallas and Kane roads.
- › Sutherland ATC: Creating a continuous 7.5 km protected bike route that links Downtown Kelowna, Kelowna General Hospital, the South Pandosy Urban Centre and 24 parks that provide access to Okanagan Lake.
- › Houghton ATC: The City received a \$2.4 million Investing in Canada Infrastructure Program grant from the provincial/federal government to extend the existing ATC westward across Highway 97 connecting Rutland to the Okanagan Rail Trail and beyond.
- › Casorso ATC: Completion will create a continuous corridor, with the Ethel ATC, from Downtown to the south of Pandosy with connections to Pandosy Village, Okanagan College, Kelowna Secondary School, and the Sutherland and Barrera ATCs.

By supporting all transportation options and improving our sustainable transportation systems, we can facilitate different travel choices and reduce the need for road space. Learn more at [kelowna.ca/2040tmp](https://kelowna.ca/2040tmp).

### CITIZENS' TOP 5 PRIORITIES FOR INVESTMENT\*



Addressing social issues in the community



Providing diverse housing options



Drinking water



Fire and police services



Traffic flow management



79% of citizens believe they receive good value for their tax dollars

\*Source: 2020 City of Kelowna Citizen Survey

## 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.



### ASK QUESTIONS

Use our new chatbot 24/7 on [kelowna.ca](https://kelowna.ca) to get answers to questions about the City's response to COVID-19, snow routes, property taxes and more.



## GET INVOLVED

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

## Summer is back in full swing!

Find recreation opportunities—including indoor and outdoor fitness classes, swimming lessons, sport leagues and more—in the latest Activity & Program Guide. Plus, summer camp registration is open now and many family-favourite free community events are back in full swing this summer including Park & Play at various neighbourhood parks, Dancing in the Park and Sunset Yoga at Stuart Park, and even more free events and entertainment as part of Meet Me on Bernard.

Visit [kelowna.ca/calendar](https://kelowna.ca/calendar) to see what's happening near you and register for programs at [kelowna.ca/recreation](https://kelowna.ca/recreation).



## KELOWNA TALKS

Interested in hearing what the City is doing around growth, crime, climate change and transportation options? Or what's happening at YLW or how we're protecting citizens' data? Or how our neighborhoods are changing? Listen to our Kelowna Talks podcast! Visit [kelowna.ca/communitystories](https://kelowna.ca/communitystories) and find Kelowna Talks on Apple Podcasts and Spotify, or wherever you listen to your favourite podcast.



## Emergency preparedness



The best time to prepare for an emergency is now.

Our province has experienced the havoc that climate change can cause to our communities, including catastrophic flooding; hot dry summers that contribute to droughts, wildfires and heat domes; increased storm intensity; and potential for landslides. Visit [cordemergency.ca](https://cordemergency.ca) today to:

- › Learn the risks
- › Make a plan
- › Build an emergency kit

As we head into the summer season, a reminder that all open flame burning within Kelowna city limits is not permitted.

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](https://kelowna.ca/fire).



## YLW Celebrates 75 Trips Around the Sun

Celebrating its 75th anniversary this year, Kelowna International Airport (YLW) is the busiest municipally owned and operated airport in Canada, and one of the key economic drivers in the Southern Interior. Starting with the purchase of the 320-acre Dickson Ranch in Ellison in 1946 and its first flight in 1947, YLW has grown from a 3,000-foot-long grass airstrip to one of the 10 busiest airports in the country—today serving 830,000 passengers annually with 60 daily non-stop commercial flights a day. Fully self-funded, YLW generates revenue through user fees and charges, land and terminal leases, grants, and food, beverage and retail sales.

## DID YOU KNOW?

The aviation sector is essential for Canada's post-pandemic recovery for local businesses, maintaining and creating jobs for residents, and encouraging investment in the local community.



## CITY INFO QUICK LINKS

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

## CONNECT WITH US

### Kelowna.ca

An online information hub for all your City needs.

### ENews Updates

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 City of Kelowna



City Hall  
1435 Water Street  
Kelowna, BC  
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\*Things are constantly changing and the information presented here is accurate to May 3, 2022.  
For the most current information related to City services, please visit [kelowna.ca](https://kelowna.ca).