

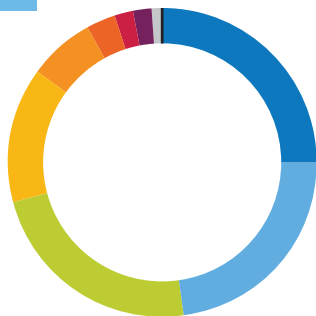
# CITY VIEWS



## Where the money comes from



City services, programs and projects are funded through a number of sources including property taxes, fees & charges, reserves, grants and other revenues.



- 29% Taxation
- 26% Fees & charges
- 25% Reserves & surplus
- 7% Grants
- 4% Borrowing
- 4% Other revenue
- 2% Interdepartmental transfers
- 2% General revenue
- 1% Parcel taxes

Property taxes account for around one-third of City revenues, which cover the costs of running the city, including paving roadways, fighting crime and fires, maintaining parks, protecting our creeks and wetlands, and providing recreation opportunities.

## Reduce or defer your taxes



The **Provincial Home Owner Grant** program helps to reduce the amount of residential property taxes that homeowners pay. For example, if you are under the age of 65, you may be eligible for a grant reducing your taxes by up to \$770, and if you are a senior, you may be eligible for a grant

reducing your taxes by up to \$1,045. Homeowners must remember to apply for the grant every year.

You may also be eligible to **defer your taxes** by applying to the Province of BC for a low-interest loan to pay the current year's property taxes on your principal residence. Applications are due to City Hall by July 4, 2017, to avoid provincially mandated late penalties.

Additionally, **permissive tax exemption** is available for qualifying, Kelowna-based, registered non-profit organizations using property for municipal, recreational, religious, cultural or charitable purposes. The application deadline is July 15 for an exemption in the following tax year.

For more information, visit [kelowna.ca/propertytax](http://kelowna.ca/propertytax).

## Your tax bill, explained



The City of Kelowna collects taxes for the municipality (just over half of your bill) and other taxing authorities, including the Province, regional district and

library. The **tax rate** is based on what the City needs in order to balance the budget. The **tax bill** is calculated based on your property's assessed value (determined by BC Assessment and mailed to property owners in January of each year).



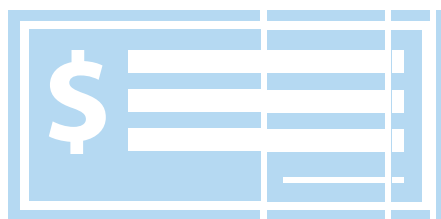
Assessed Value  
(set by BC Assessment in January)



Tax rate  
(set by local government in spring)



Taxes payable  
(due first business day in July)



Municipal  
58%  
\$1,932

Provincial  
29%  
\$969

Library  
3%  
\$90

Regional District  
10%  
\$334

*\*Tax bill breakdown above based on a single-family home with an average assessed value of \$556,210, and doesn't include local service taxes like water, sewer and garbage collection.*

**Pay your taxes before midnight July 4, 2017.  
Do it all online!**

We suggest paying through online banking (use the roll number on your tax notice as your account number) and don't forget to claim your homeowner grant – it saves you money.

For more information, visit [kelowna.ca/propertytax](http://kelowna.ca/propertytax).

## The annual budget process



Every year, the City of Kelowna develops a budget that balances setting a reasonable tax rate and delivering the services expected by residents and businesses. The budget process is guided by Council priorities and our Corporate Framework, which combines goals and strategies laid out by strategic plans such as the Official Community Plan, 10-year Capital Plan and 20-year Servicing Plan. Building the budget is a year-round process that includes:

- Capital requests (May) – departments submit requests for infrastructure projects, which get prioritized based on financial, social, environmental considerations, and the 10-year Capital Plan
- Work planning (August) – staff prepare work plans and submit them for prioritization and approval
- Determining base budgets (August) – departments review base budget to determine any adjustments required to maintain current service levels
- Developing City budget priorities (September) – through discussions with Council and considering City and community plans, the City Manager sets the budget priorities
- Prioritizing budget requests (October) – the City Manager meets with departments to review operating and capital funding requests, along with expenditure reduction proposals
- Budget overview & adoption of the provisional budget (mid-December) – Council deliberates on the budget recommendations and establishes a proposed tax rate
- Budget carryovers (March) – Council reviews and adopts carryover projects that couldn't be completed in the prior year for Financial Plan inclusion
- Final budget & tax rate (late April) – Council reviews and adopts final budget requests, property tax rates and the 5-year Financial Plan

For more information, visit [kelowna.ca/budget](http://kelowna.ca/budget).

## A culture of caring



A healthy city is a vibrant village. But even the healthiest city has room for improvement. Kelowna faces the same challenges that cities across Canada are experiencing related to homelessness and a lack of non-market and affordable housing.

It's going to take a whole community effort to work towards a solution so the needs of our most vulnerable citizens are met. The City is committed, along with its partnering agencies, to develop a made-in-Kelowna model for addressing homelessness and related issues, and to ensure every Kelowna resident has access to suitable housing.

### A history of homelessness

Like most cities, having citizens who are homeless or at-risk of homelessness is not new to Kelowna and the City has traditionally worked with other levels of government to develop suitable housing. In addition, the City has focused on prevention by providing social development grants to community service agencies that help address local social issues (\$107,000 in 2016). But the rise in homelessness across the country in recent years made us think about what else we could do.

### Joint efforts

We hired a new Social Development Manager to contribute to the joint efforts of government, community groups, businesses and social agencies, to develop a coordinated, strategic approach.

Through a partnership with BC Housing and the Gospel Mission, we created a Transitional Storage Pilot Program at the Gospel Mission facility. This means those without a home can put their belongings in a safe place, without needing to carry them around all day. Since it was opened, 83 people accessed the program and 30 of those people have moved into some form of housing or treatment. And 17 people began using the shelter system for the first time after learning about and using the Temporary Storage Program.

### Housing options

To create more housing diversity in Kelowna, we continually partner with BC Housing to ensure housing for vulnerable residents. BC Housing funds nearly 30 developments in Kelowna that provide housing for families, seniors, and adults with disabilities — that's nearly 1,400 subsidized housing units.



## \$43.9 million in water funding good news



City Council made clean drinking water its number one priority at the beginning of its term, based on feedback from citizens. Progress made early this year will see clean, safe drinking water delivered to citizens living in the South East Kelowna by 2020. The 2017 Kelowna Integrated Water Supply Plan accelerates water system improvements, while costing \$95M less than the 2012 plan. Over time the plan will create a resilient, redundant citywide system that will help mitigate impacts of climate change and increasing regulations.

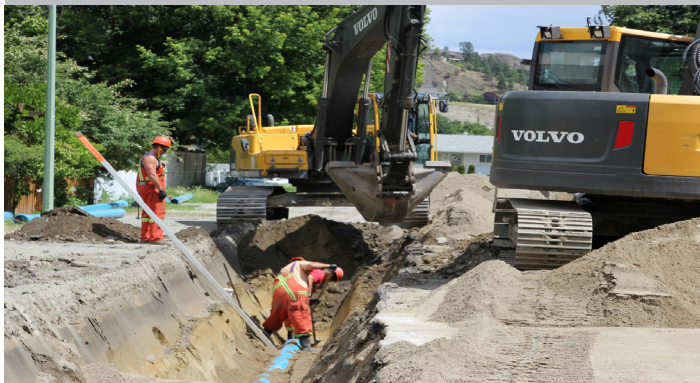
With unprecedented grant funding paying for nearly 70 per cent of the \$63.7M project, we are one step closer to:

- delivering clean, affordable drinking water to citizens living in South East Kelowna
- creating a redundant, resilient system for agriculture in South East Kelowna
- resolving irrigation supply problems for the South Okanagan Mission Irrigation District
- system enhancements providing for future growth in the Mission
- allowing another five small private water systems to connect

For more information visit [kelowna.ca/water](http://kelowna.ca/water).



# Roads and parks and utilities, oh my!



From the roads we drive on and the parks we play in to all those pipes running beneath our streets, the City of Kelowna's infrastructure is part of our day-to-day lives.

## Infrastructure Plan

The City's annual infrastructure plan aims to build, improve and maintain our outdoor spaces, buildings, active transportation networks, roadways and utilities. To keep taxes low, two-thirds of revenues for infrastructure investments come from non-taxation sources, such as reserve funds, grants and user fees. This year's \$68-million investment in infrastructure projects will see growth and renewal in all sectors of the city.

## Police Services Building

Part of this year's plan includes completing the new Police Services Building. Once the new 100,000-square-foot building at the corner of Clement Avenue and Richter Street opens in 2017, the centralized facility will keep pace with safety needs in our growing community and accommodate the enhanced operations of policing technologies.

## Okanagan Rail Trail

Planning by the Inter-jurisdictional Development Team continues to provide a dedicated connection between communities of the North Okanagan and to some of the most scenic features of the valley. The Okanagan Rail Trail Initiative ([okanaganrailtrail.ca](http://okanaganrailtrail.ca)) is coordinating the community-driven fundraising effort and the start of construction will be dependent on funds raised. Grant applications, if successful, will stretch this funding farther.

## Road & utility improvements

2017 will see the Ethel Street active transportation route extended from Harvey to Sutherland avenues with cycle tracks and road improvements. This project also includes utility upgrades on Saucier Avenue. We continue to focus on downtown as a pedestrian environment with a roundabout planned at the intersection of Doyle Avenue and Water Street, utility replacement on Doyle Avenue between Water and Ellis streets, and intersection improvements at Cawston and Water streets to enhance safety and efficiency for all users of the road.

## Dog beaches

Furry friends get their own infrastructure improvements with off-leash dog beaches being implemented at Popular Point, the Sails and a temporary pilot beach at Lake Avenue.

## Planning projects & engagement

In addition to the nearly 80 projects in the ground this year, the City is also working on a number of planning projects, including the Agriculture Plan Update, a towncentre plan for the Capri-Landmark area, a Healthy Housing Strategy and a Homeless-Serving System Strategy.

Learn about upcoming engagement opportunities & projects in your neighbourhood at [kelowna.ca/cityprojects](http://kelowna.ca/cityprojects).

# Reducing costs, increasing revenue



The City of Kelowna is continually looking for new ways to reduce costs, generate revenue and maximize return on investment. A number of projects are underway to help us get there, including:

## Sponsorship & advertising

A new corporate sponsorship and advertising pilot project is expected to generate about \$1.2 million in new gross revenue annually, over the next five years.

## Dark Fibre

The City continues to expand its Dark Fibre network, connecting City facilities to reduce costs, improve response times and save money. For a business or institution, the fibre optic network offering has no limits on bandwidth, so unlimited amounts of data can be moved instantaneously for an economical price.

## LED streetlights

All streetlights will be converted to LED, which will result in a four-year payback of original capital cost with grant programs and electricity savings. The change will save \$13 million over the lifetime of the LED lights.

# Stay informed.



**kelowna.ca** Visit the City of Kelowna's new website for online services, City news & events, interactive maps, Live Chat and much more. And now you can connect with City services right from the homepage search bar.



**e-Subscribe** Subscribe (via [kelowna.ca](http://kelowna.ca)) to a number of different topics to receive timely e-updates. Topics include Active Living & Culture, career opportunities, Council agendas & minutes, news releases and quarterly reports.



**Social media** The City is active on Facebook (City of Kelowna), Twitter (@cityofkelowna), Instagram (@cityofkelowna), YouTube (cityofkelowna) and LinkedIn (City of Kelowna). Come join us on your social media channel of choice!



**In-person** You can call the main reception line at 250-469-8500 or visit City Hall at 1435 Water Street during regular business hours Monday through Friday, 8 a.m. to 4 p.m., excluding statutory holidays.

## Follow or like us on:



Facebook ([cityofkelowna](https://www.facebook.com/cityofkelowna))



Twitter ([cityofkelowna](https://twitter.com/cityofkelowna))



Instagram ([@cityofkelowna](https://www.instagram.com/cityofkelowna))





## Active summer fun



The possibilities to get active this summer are endless! Start by flipping through the **Summer Activity & Program Guide** on May 30 at [kelowna.ca/recreation](http://kelowna.ca/recreation). You'll find hundreds of programs for all ages and abilities at more than 30 locations across the city.

Kids love **Park & Play!** Now in its ninth year, Park & Play is all about free family fun with games, activities and bouncers set up at local parks throughout the summer. Check the event calendar at [kelowna.ca/our-community](http://kelowna.ca/our-community) to find out when Park & Play is in your neighbourhood.

Head down to Stuart Park to get your groove on at **Dancing in the Park**. Experienced dance instructors will guide you through a new style of dance every Wednesday evening in July and August. And don't forget to cap off the summer season by busting out your roller skates for Retro Roller Night.

Keep your eyes on the **City event calendar** at [kelowna.ca/our-community](http://kelowna.ca/our-community) as well as [festivalskelowna.com](http://festivalskelowna.com) for free community events all summer long.



## Sesqui — what?



**CANADA 150**

This year, Canada celebrates its 150th anniversary, or Sesquicentennial. The year-long celebration includes special events hosted by Festivals Kelowna, numerous Canadian performances at the Kelowna Community Theatre, the national 150 for 150 Volunteer Challenge, and more!

Stay up-to-date on all Canada 150 activities and events taking place in Kelowna:

- Bookmark the Canada 150 'In the Community' webpage populated with local performances, events and contests
- Visit the online City event calendar – filter events by 'Canada 150' to see what's happening each month
- Sign up for the monthly Canada 150 e-update

For more information and links to the items above, [kelowna.ca/canada150](http://kelowna.ca/canada150).

## Connect with Council



Kelowna City Council consists of the mayor and eight councillors, all of whom are elected city-wide and serve four-year terms. Council's role is to establish policies to guide the growth, development and operation of the city, set budgets and collect taxes to provide services.

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

### Public meetings

Council meets regularly and the public is welcome to attend any open meeting. Citizens can provide input on items or issues being considered by Council by sending comments to [mayorandcouncil@kelowna.ca](mailto:mayorandcouncil@kelowna.ca). For more information about Council, its priorities, meeting agendas and minutes, visit [kelowna.ca/council](http://kelowna.ca/council).

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