

Draft 2024 Budget

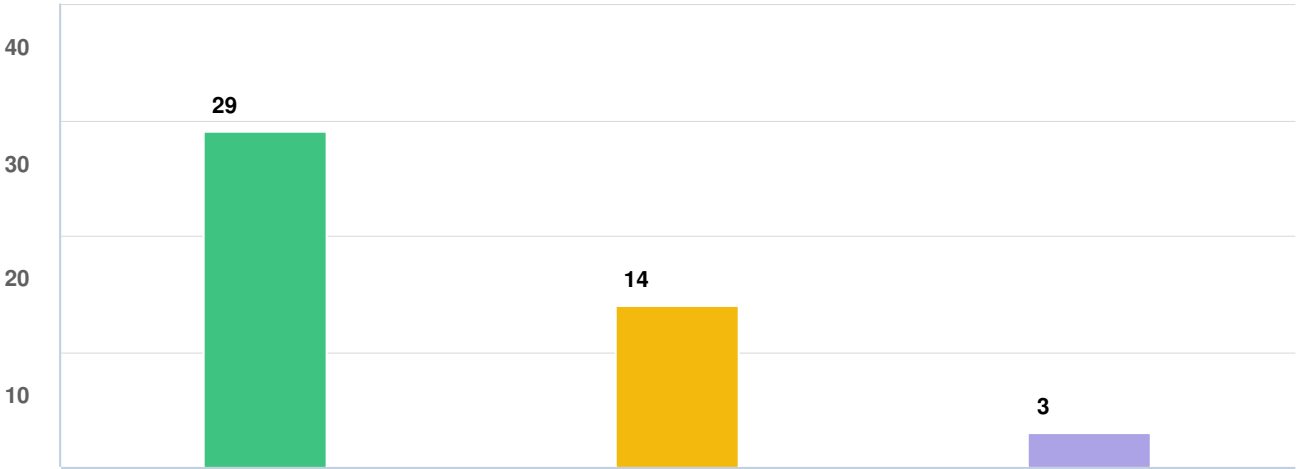
FEEDBACK RESPONSE REPORT

February 2024



FEEDBACK QUESTIONS

Q1 Based on reviewing the Draft 2024 Budget materials, how well do you understand the City’s revenue, expenses, and the priorities, programs, and services the City provides, and proposed tax increase, etc.?



Question options
☒ Reasonably well ☐ Unsure ☐ I need more information

Optional question (46 response(s), 1 skipped)
Question type: Checkbox Question

Q2 | What additional information would you like to see in future as part of our annual budget consultations?

Anonymous

1/26/2024 11:26 AM

A more detailed breakdown of administrative costs

Anonymous

1/26/2024 12:22 PM

None

Anonymous

1/26/2024 04:44 PM

How much do we pay for rcmp

Anonymous

1/26/2024 08:58 PM

Why single lane roundabouts were built vrs two? Was there not cost analysis about the benefits of doing it now for a growing city

Anonymous

1/27/2024 08:18 AM

Clearly present how much of each budgeted category goes to wages and clearly show how the property see wage increase has affected the budget.

Anonymous

1/27/2024 01:44 PM

Stop building, we do not need to destroy the beautiful views (to which already are ruined) of the mountains. All the building on the mountains has destroyed the picturesque views. We moved here because we loved the small town feeling and all the views. In the past almost 11 years you the council have ruined West Kelowna/ Westbank.

Anonymous

1/28/2024 01:57 PM

More concise explanation of expenditures including graphs and visuals.

Anonymous

1/29/2024 05:27 PM

Reduce document from 333 pages. Simplify

Anonymous

2/01/2024 08:10 AM

Seeing money "from reserves" was that from DCC's ? Seeing may items on a budget that will come from our tax dollars, that seem like they should have been paid by development or come from fees from other places such as water fees cover water service costs. That part is not clear to me and would change my opinion on some things.

Anonymous

Better sidewalks lower Glenrosa road. Fill potholes. I seen residents

2/01/2024 12:10 PM

actually fill potholes themselves. Sad situation. West Kelowna has so much crime around it now that even hiring more police isn't going to change anything. Start listening to your citizens not just the elite ones. I have lived here since 1994 and I can't believe what a dump it has become. Potholes, no street lights in certain areas, snow clearing etc. This was a great place up until maybe 2010 ish. What went wrong and it isn't due to financial reasons. It is due to work ethics. And it's sad.

Anonymous

2/02/2024 05:23 PM

Links to Depreciation Reports, Water and Sewer Master Plans, More Details on Borrowing and Reserves. Detailed completion reports on items such as The New City Hall, The Rose Valley Water Treatment Plant and third-party reports as to why there are overruns. Differentiate between Statutory Reserves and Other Reserves. Why do we have a lump sum 49 million Reserve without explanation?

Anonymous

2/03/2024 07:42 AM

how you decide that a tax increase is needed, how do you decide the city is running effectively

Anonymous

2/06/2024 12:50 PM

I would like the annual budget to be condensed. Giving a 335 page document for residents to review is unrealistic. Also, I think that a 5% raise for all of council is much higher than cost of living target inflation which is 2%. If CWK cannot due their part to curtail inflation, how do we expect others to do so?

Anonymous

2/07/2024 09:06 AM

Concise Summary. That would be nice.

Anonymous

2/07/2024 09:08 AM

A summary would be helpful.

Anonymous

2/07/2024 01:33 PM

My wife and I have been residents of West Kelowna for the past thirteen years. For the most part we are satisfied with manner in which our tax dollars have been spent. Other then the ill planned and executed new city hall, poorly maintained older paved surfaces that just seem have been forgotten about with patches on top of parches and then more patches while resurfacing other paved roads that absolutely didn't require any work what so ever ! In addition to this I was and still am absolutely befuddled on how the city plans the street lighting. It has continues to be consistently inconsistent. Many areas would be deemed outright dangerous by other provincial communities no less national lighting standards. What ever department designs the street lighting needs to be abolished and reorganized with competent

engineers, or at the very least seek and obtain updated training. Not including Hwy #97, West Kelowna's street lighting is atrocious. I have observed reasonable lighting designs here and there but they are consistently inconsistent . These range from NO lighting where there needs be at least some, poor uniformity ratios, tiger striping, incorrect standard heights, incorrect standard spacing and placement and a mixture of different luminaire types and patterns. If I had designed or allowed any of these to be constructed I would have lost my job. In my experience West Kelowna would benefit from a planned yearly budget over perhaps five to eight years to rebuild and standardize the entire city.

Anonymous

2/07/2024 02:41 PM

Labor cost, salary's, Bonus

Anonymous

2/07/2024 04:17 PM

A more concise version mailed/emailed out to home owners.

Anonymous

2/07/2024 07:47 PM

More details on Borrowing with beginning and end dates and interest rate. You provide an overview of increases but it would be good to see the rationale or business case for major increases.

Anonymous

2/07/2024 09:33 PM

I think there should have been more thought put into an 8.35% tax increase when people are barely making ends meet. I would have hoped in the budget there would be an explanation as to why City Hall is taking so long to complete and where the extra 5million dollars is coming from. We do not want to hear supply chain issues as it seems private sector can get their buildings completed on time and on budget. Our taxes were based on the assessment value of our homes - taken when the home prices were at the absolute peak in the market. So we did not just pay a 6.75 Increase in 2023 as our rates were based on a much higher amount than previous years. Why should us tax payers be subject to a 8.35% increase when such a gross over spending has happened. See alot of waste and over expenditures. We do not need a sidewalk on both sides of Shannon Lake Rd - we need traffic control - roundabout that was slated for Tallus Ridge over 8 years ago - another one needed on Smith Creek rd. How about we worry about making roads usable instead of just looking good. We do not want another Boucherie rd fiasco. Make roads wide enough for buses, fire trucks etc. a bike lane can go next to a sidewalk so as to take up less space. Under emission reduction projects it says we need to contribute \$114 000 to qualify for the provincial funding. Why is our total \$614 000. Why an extra \$500 000. \$179 463 is alot of money for two way radios when everyone has a cell phone. I would soon see the \$70 560 being spent on AI be spent

on real people with real jobs who actually contribute to our community. You have \$50 000 in the budget for storage of equipment and materials - I thought Cristy Clark gave us that land to be used as a public works yard. Do we really need a \$40 000 side by side. I see a lot of trucks driving around that should easily be able to make it into the water treatment area. And on the next page it even goes to say how you need a plow to go on one of those trucks.

Anonymous

2/08/2024 10:33 AM

The budget is very detailed, therefore I have no suggestions for additional information at this time.

Anonymous

2/10/2024 11:55 AM

How will the City raise taxes to pay for the future? Taxes have been too low with growth.

Anonymous

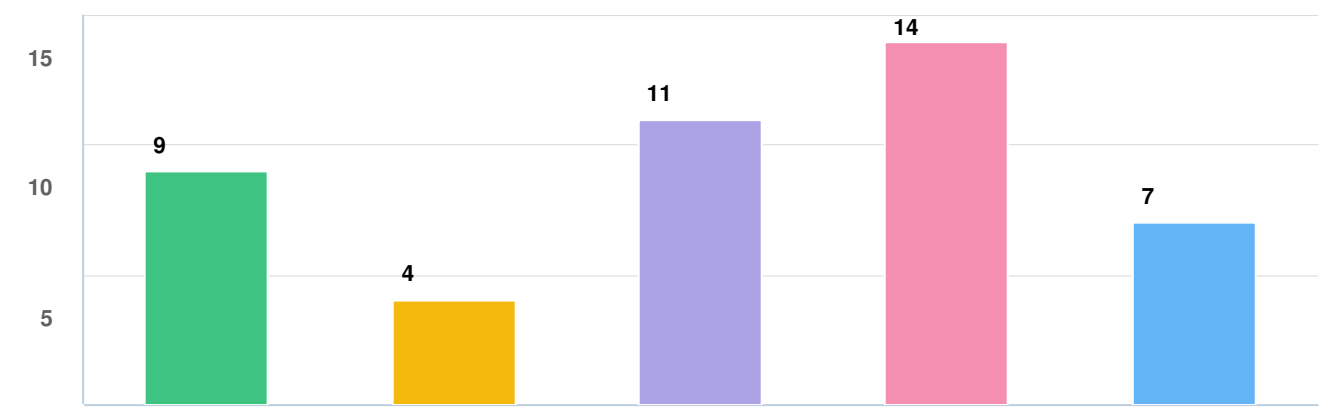
2/12/2024 03:28 PM

Interest load on debt. A percentage and how debit is being reduced to reduce interest load. Telsa and e-vehicles do not pay the "road tax". I know this stays in community to build such things as the soccer dome. E-vehicles do not pay this tax so do not contribute to community. They should pay for use or ICBC can work out how much their contribution would be by taxing them on km's driven then forwarding that amount to the community.

Optional question (23 response(s), 24 skipped)

Question type: Essay Question

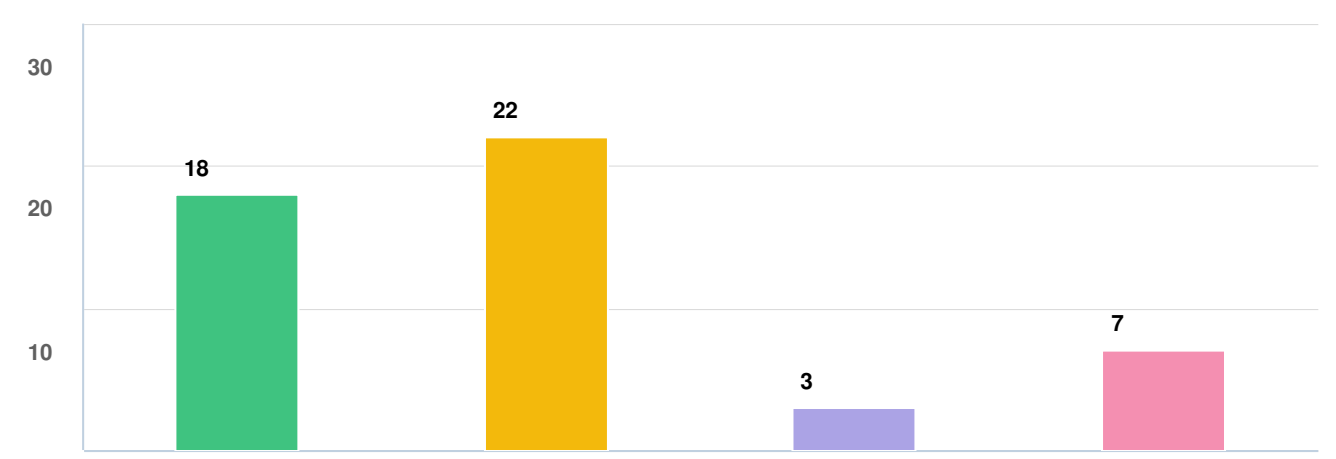
Q3 Municipal property taxes are the primary way to pay for services provided by the City of West Kelowna. Due to the increased the increased cost of maintaining current service levels and infrastructure, the City must balance taxation and service delivery levels. Which of the following five options would you suggest we pursue?



- Question options**
- ☐ Increase taxes to enhance or expand services
 - ☐ Increase taxes to maintain services at current levels
 - ☐ Cut services to maintain current tax level
 - ☐ Cut additional programs and services to reduce taxes
 - ☐ Introduce cost recovery through user pay fees to reduce taxes

Optional question (45 response(s), 2 skipped)
Question type: Checkbox Question

Q4 Please tell us what is most important to you regarding financial planning at the City: (Choose all that apply)



- Question options**
- ☐ Increase savings in reserves for capital projects and borrow less
 - ☐ Balance savings contributions and borrowing
 - ☐ Reduce savings contributions and borrow more
 - ☐ Other (please specify)

Optional question (45 response(s), 2 skipped)
Question type: Checkbox Question

Q5 | West Kelowna Council is currently doing an annual update of their Strategic Priorities. Council's 2022 – 2026 Strategic Priorities guide our investments and resources and it's important for the community to be continually represented during the development of priorities across the City. While this process is underway, it remains important for Council to hear the priorities of the community that align with the budget and other long-range planning initiatives. What top three priorities are most important to you and why?

Anonymous

1/26/2024 11:26 AM

- Public safety - Infrastructure maintenance - Sanitation

Anonymous

1/26/2024 12:22 PM

Sidewalks to get from West Kelowna residential neighbourhoods into town as I get older and must walk.

Anonymous

1/26/2024 03:35 PM

save taxpayers money, be transparent and honest about the cost of the new City Hall, understand that the tax base in West Kelowna do not have additional monies. It is a very expensive and any additional costs just hurt people

Anonymous

1/26/2024 04:44 PM

Medical services infrastructure and policing give the 1st nations the nice police station and hire some local people who understand the community

Anonymous

1/26/2024 05:17 PM

1. Establishment of a Gellatly Bay mixed-use development to increase the tax base and attract visitors. 2. Construction of hwy 97 improvements at Westlake and Boucherie. 3. Redundant power source.

Anonymous

1/26/2024 08:58 PM

"bridge" needs congestion flow improvement. No alternative routes.. dog parks with grass. Petty crime

Anonymous

1/27/2024 08:18 AM

Safe, protected, contiguous, maintained multi-use transportation infrastructure. So everyone can move safely, year-round without relying on car ownership. Be efficient with staff; that are paid high wages, I expect a high quantity of high quality work. If this means getting rid of deadbeat managers that slow the process, do it. Don't pay for more studies. Use the imperfect data we have already paid for and improve the plan with information from people who live in the community.

Anonymous

1/27/2024 08:58 AM

Roads, infrastructure, police services Further commutes to make a living wage, maintaining a vehicle on roads covered in potholes, traffic congestion with lack of overpasses, etc

Anonymous

1/27/2024 10:56 AM

law & order infrastructure reduce wasted spending

Anonymous

1/27/2024 11:46 AM

Taxes Provincial Grant to upgrade Powers Creek water system rather than asking for more money yet again from residents on the system. Idealized projects ie \$600,000 clock for the hockey rink should be raised by fund raisers NOT by using up money which is better used for other necessary projects. The clock only benefits a small group of residents who attend hockey games.

Anonymous

1/27/2024 01:44 PM

1-stop building 2- maintain roads (they all are in terrible shape 3- support the community by listening and doing what is really needed, not what you think you should waste the tax payers money on

Anonymous

1/28/2024 01:57 PM

Drinking water safety - health reasons; Sewer to prevent flooding; Fire to protect loss of Homes;

Anonymous

1/29/2024 05:27 PM

Roads - reduce potholes. We don't need roundabouts Crime - too many vagrant issues visibly seen on Bartley Fire - clean up of old growth

Anonymous

1/29/2024 06:41 PM

1) Public safety - the Policing model as it exists right now does not work and is an archaic method of perceived public safety. A clear delineation needs to be made. Municipal resources will not be used on WFN land, Provincial areas or Peachland. Period. When I call for a cop in West Kelowna they had better be available. Not at Walmart dealing with a file, not on the reserve and not anywhere else. West Kelowna is West Kelowna. Penticton doesn't Police Kelowna - why are we the catch all. The melting pot of resources and availability to all is a joke. Council - stand up and draw the line in the sand. Why is West Kelowna full of gangsters ?? Because we have one of the highest pop / cop ratio in North America. You have been bamboozled by previous commanders who had the do more with less attitude. Time to make West Kelowna the priority and grow a pair.

Anonymous

1/30/2024 02:58 PM

Safety - Create Traffic and Community Police, self-funded through traffic/offence fines. Speeding, loud vehicles ETC.

Anonymous

2/01/2024 08:10 AM

#1) Reducing crime, theft and property damage is a constant problem in my neighbourhood and business, video shows the problem is the same people who loiter in downtown Westbank over and over. #2 improving downtown, this is happening, but development is still a struggle with city rules and staff, not making things easier but harder for people who do want to make changes, making changes will help reduce crime and the population of homeless downtown. Money spent on training staff to work with the public and think outside the box to me would be 10 fold in generating more of a tax base to share the burden. #3) beach's and lakefront areas, and family facilities, having nice spaces to get outside and for community is worth money to me, seeing money spent of traffic is frustrating, if development is approved they should have paid for all the promblems they have caused not the average homeowner. I would prefer to have less people move in if we have to pay more each year to have them.

Anonymous

2/01/2024 08:45 AM

Stop the inflation-plus tax increases. We pay enough at the rate of inflation. Not all of us are retired hockey players. Many of us are on meager fixed incomes.

Anonymous

2/01/2024 10:27 AM

increase recreational infrastructure (eg sports fields with lighting, running track, biking lanes, outdoor skating rink or sports courts) public safety

Anonymous

2/02/2024 07:52 AM

- Upgrade Gellatly Rd south to include a sidewalk/bike lane -
Eliminate park of boat trailers, motorhomes, commercial vehicles on the narrow Gellatly Rd S - NOT SPENDING taxpayer money on things like a \$600,000 clock for the hockey rink. Funds for the clock should be raised by users and patrons of the rink through a 50/50 draw or other fundraising measure.

Anonymous

2/02/2024 05:23 PM

1) Open communications on spending our tax dollars. Why? - because you went ahead on a New City Hall and related borrowing without any plan of input from the public as to location and cost. 2) The City has basically ignored the most prominent needs from the public as outlined in past surveys such as roads, sidewalks, etc. in favour of spending on big boy projects 3) Analyse every project, get business cases, and ask questions as to alternative ways to accomplish the same thing.

Anonymous

2/03/2024 07:42 AM

Fiscal restrains - the city is run very inefficient ,if it was run like a business it would be broke

Anonymous

2/03/2024 11:51 AM

1. Increasing taxation due to historically low taxes which have forced borrowing and deteriorated infrastructure. 2. Increase staffing for better services. 3. Don't waste \$600k on an unnecessary score board. Absolutely terrible idea.

Anonymous

2/05/2024 12:06 PM

parks green space bylaws enforcement

Anonymous

2/06/2024 12:50 PM

Keep the tax increases to cost of living targets. Don't put a huge burden on the tax payer by continually increasing taxes more than cost of living targets. Create a budget within cost of living targets, but reducing capital projects.

Anonymous

2/07/2024 09:06 AM

Survival mode this year. Fire services, water and sewer.

Anonymous

2/07/2024 09:08 AM

Fire services, it's becoming an annual fire season around here, and it needs to be prioritized. Also water and sewer. We need these services that are integral to West Kelowna's survival. Why can't fat be trimmed by reducing service costs or council meeting budgets? Zoom exists as a low budget option, especially in this covid19 world.

Anonymous

2/07/2024 01:33 PM

See above.

Anonymous

2/07/2024 02:41 PM

putting a 2 year freeze of wage and salary increases. after covid, everyone is struggling. the private session are not doing increases, therefore the public session should freeze as well. but not freezing, it is putting a great burden on a large part of the community

Anonymous

2/07/2024 04:17 PM

1. Foster Safety and Well-being 2. Invest in Infrastructure 3. Pursue Economic Growth and Prosperity

Anonymous

2/07/2024 07:47 PM

Instead of spending millions on multi-pathways we should have our own crews that can focus on building proper sidewalks with security lighting. This is taking way too long to complete sidewalks. The ten of fifteen million you have spent on multi-pathways (that only a few residents use) should have gone into sidewalks and security lighting. The same applies to road replacements and upgrades. Focus on getting the Provincial Government to get us back up power, removing

the couplet so we can have a proper downtown, and Hwy97 overpasses to improve traffic flows. Spend the Provincial money not the municipality money (its all taxpayer money anyway)

Anonymous

2/07/2024 09:33 PM

1) Work completed on time and on budget - City hall - water treatment plant do I need to say more 2) lower taxes - people are having a tough enough time making ends meet without this added cost. You already increased in 2023 more than slated as our assessment values all went up as well. 3) do jobs once - put in a roundabout and sidewalks at the same time. So much money could have been saved by doing a job right the first time, monitor work being done ie: road crews snow plowing dry roads, dont waste money on extra road expenses we need wide roads, sidewalks and a bike lane - we dont need another Boucherie mistake.

Anonymous

2/08/2024 08:59 AM

1. Increased population on Gellatly Rd S due to increased building (944 more units) 2. Safety on Gellatly Rd for cyclists and pedestrians 3. A more cohesive work force in WK so that each department knows what the other is doing. E.g. 11 phone calls to have cardboard boxes removed from Powers Creek (illegal dumping) 4. No clock for 600,000

Anonymous

2/08/2024 08:59 AM

Keep projects ON or under budget.

Anonymous

2/08/2024 09:05 AM

1) Implement 4 way stop ASAP at corner of Auburn and Daimler - it will help all residents get through this intersection safely without guessing or sitting frustrated for 10 min or more. 2) Shannon Ridge should not be allowed parking on both sides of the road. Again with it being a bus route and cars parked on both sides, it becomes 1 lane in many sections. Many residents and renters so they park on this street and many times I have to stop, let a car, bus, or truck through and then take a turn.

Anonymous

2/08/2024 09:44 AM

1. replace old and decrepit water infrastructure in the Lakeview/Sunnyside area since we have a new water treatment plant 2. replace old and decrepit water infrastructure in the Westbank/Glenrosa area. no more AC pipe. making good water at the treatment plant, just to run it through 50+ year old pipes and fittings is counter productive. 3. do something about the couplet in downtown Westbank.

Anonymous

2/08/2024 10:33 AM

Infrastructure-specifically road systems that are adequate to handle expected population growth Affordable housing-do not want to see

people put out of their homes for industrial expansion without adequate compensation to ensure that they can afford to relocate elsewhere-e.g. Shady Acres Adequate funding of Firefighters and Police to ensure we can deal with increasing severity of fires and increased crime due to drug addictions, etc.

Anonymous

2/09/2024 02:13 PM

1) Having a secondary power transmission line built. 2) Having a secondary source of water from Okanagan Lake for Rose Valley water treatment plant 3) Involvement in the FortisBC natural gas transmission line expansion being turned down by the BC Utilities Commission

Anonymous

2/10/2024 11:55 AM

More sidewalks and streetlights. Increase community safety. We need more community facilities.

Anonymous

2/12/2024 03:21 PM

Sidewalks and roads; expand and improve. Create two faster routes on either side of the highway to reduce pressure off the highway and produce viable options. Remove 3 of the lights on the highway in Westbank area, same on Grizzly.

Anonymous

2/12/2024 03:28 PM

When designing "roundabouts" make sure they are large enough diameter ie.e. Gellatly and Carrington - the circle is too small. Many times I see the bollards are knocked over and the curb is in dispair. I know it all looks good on a flat piece of paper, but this one is on a slope and too small a diameter. A lot of money is wasted on repairs and it will be an ongoing repair expense.

Optional question (40 response(s), 7 skipped)

Question type: Essay Question

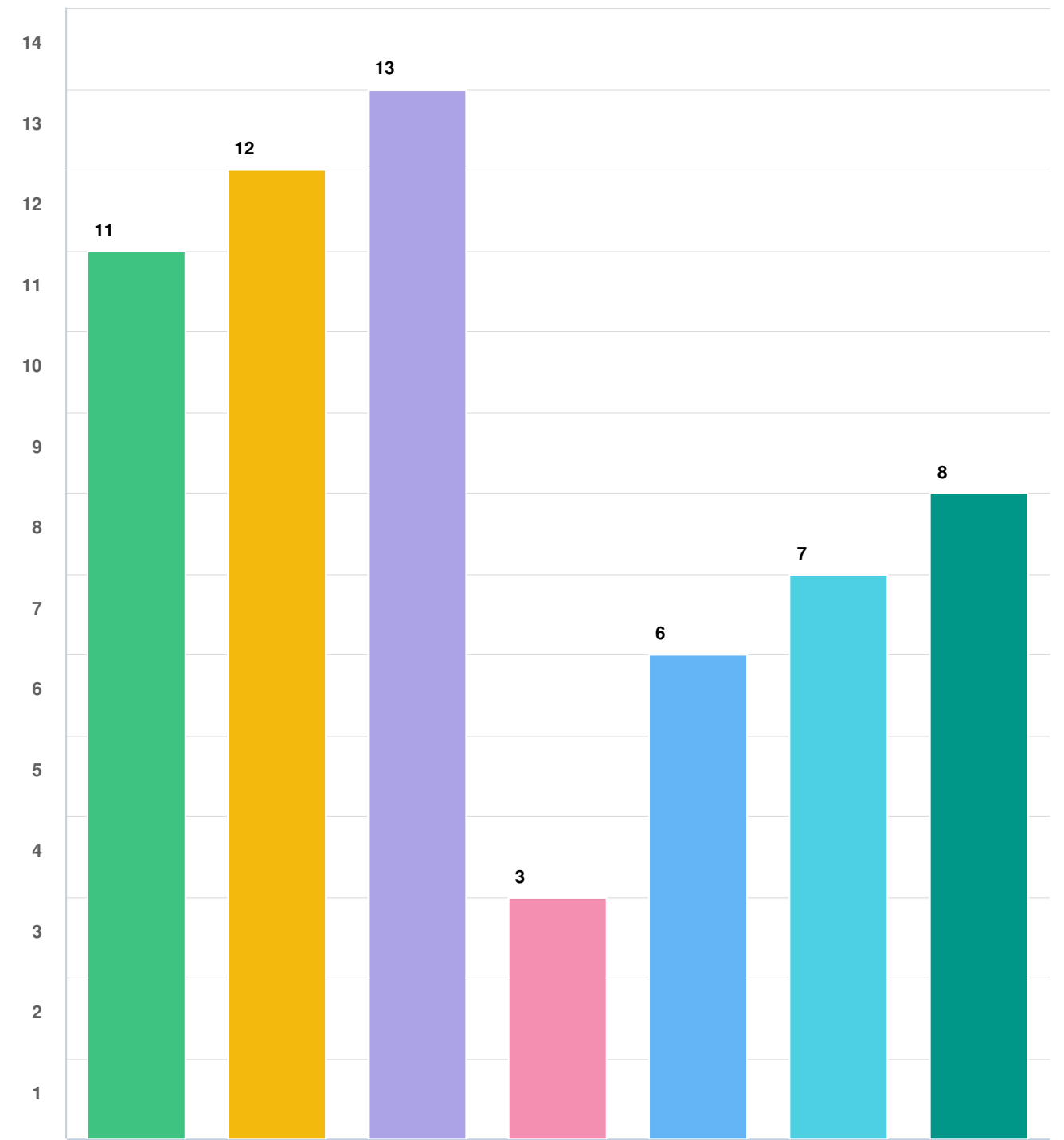
Q6 Rank services and infrastructure from 1 'being the highest priority' to 9 'being the lowest priority':

OPTIONS	AVG. RANK
Water	3.02
Fire Services	3.58
Police Services	3.91
Road improvements	4.45
Road maintenance (e.g. snow removal, pothole repair)	4.75
Sidewalks and active transportation	5.24
Sewer	5.73
Parks, Recreation and/or Facilities	5.93
Development Services (e.g. business licensing, development applications)	6.64

Optional question (46 response(s), 1 skipped)

Question type: Ranking Question

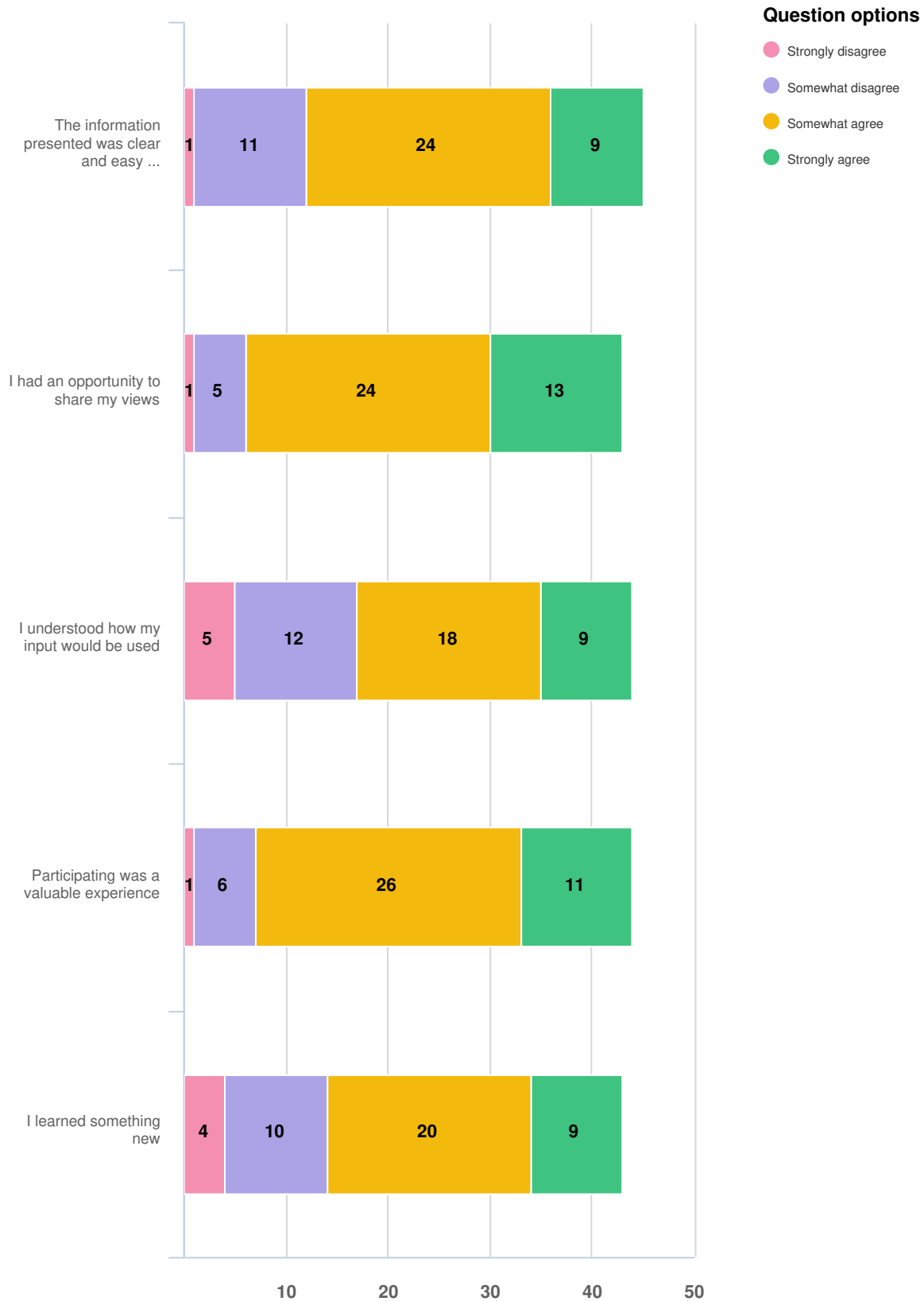
Q7 How did you hear about the City’s budget consultations?(Choose all that apply)



- Question options**
- Social media (Facebook, X, Instagram)
 - City's e-news updates
 - City website
 - Watching Council meetings
 - Newspaper ads
 - Referrals/word of mouth/email
 - Print/digital media

Optional question (45 response(s), 2 skipped)
Question type: Checkbox Question

Q8 Please provide your feedback on the following:



Optional question (45 response(s), 2 skipped)

Question type: Likert Question

Q8 | Please provide your feedback on the following:

The information presented was clear and easy to understand

Strongly disagree : 1



Somewhat disagree : 11



Somewhat agree : 24



Strongly agree : 9



2 4 6 8 10 12 14 16 18 20 22 24 26

