



2021 Budget Consultation

Attachment 2

March 2, 2021

WHAT WE HEARD

Introduction

The 2021 Budget and Council Priorities Consultation was held between Feb. 16 to Feb. 25. The consultation provided an opportunity for residents and stakeholders to share their priorities, ask questions and learn more about the budget. In light of COVID-19, engaging the community looked different this year due to restrictions to hold in-person activities.

The primary methods to provide input included:

- Online Engagement Platform (link from City's main webpage)
 - Background on the 2021 Budget and Council's Strategic Priorities
 - Feedback form
 - Ask us a question
- Interactive Online Question and Answer Sessions
 - Feb. 18 from noon to 1 p.m.
 - Feb. 25 from 7 p.m. to 8 p.m.
- Printed feedback forms (available at City Hall)
- Email
- Phone





2021 BUDGET CONSULTATION

Who We Heard From



19

Feedback form responses



5

Question and answer session attendees



5

Emails received

How We Connected



2,173

Unique pageviews to City's main webpage



225

Visitors to online engagement platform



2

Number of In Your Community advertisements (Feb. 10 & 17)

Aware: 190 (viewed the project page)
Informed: 71 (clicked through content)
Engaged: 26 (completed a feedback form or signed up for a session)



275

Postcards delivered throughout the City (including City facilities and senior living residences)

Posters sent to West Kelowna schools and Neighbourhood Associations

16

2,956

Recipients of City e-News (In Your Community)



Social Media Interactions



8,951

Social media impressions



4,808 Saw our posts

493 Post clicks, likes, shares, reactions and comments



633 Saw our posts

19 Interactions with a Tweet

630

Views of In Your Community video



3,510 Saw our posts

204 Instagram likes and video views

Online Engagement Results

There were two online methods that members of our community could provide feedback:

- Complete a feedback form, or
- Attend an Online Interactive Question and Answer Session.

The primary goal was to hear from members of our community to understand priorities, preferred measures for taxation, feedback into Council's Strategic Priorities and level of understanding of the information presented. (For complete results see attached Feedback Report.)

Feedback Highlights

Of the 19 respondents:

- 7 - Increase taxes to enhance or expand services
- 3 - Increase taxes to maintain services at current levels
- 3 - Cut services to maintain current tax level
- 2 - Cut additional programs and services to reduce taxes
- 8 - Introduce cost recovery through user pay fees to reduce taxes

When asked what is most important for City's financial planning:

- 7 - Increase savings in reserves for capital projects and borrow less
- 10 - Balance savings contributions and borrowing
- 2 - Other (did not specify)
- 0 - Reduce savings contributions and borrow more

When asked to rank services and infrastructure from 1 (being the highest priority) to 9 (being the lowest priority) respondents ranked the following:

1. Water
2. Fire Services
3. Road improvements
4. Police Services
5. Parks, Recreation and/or Facilities
6. Road maintenance (e.g. snow removal, pothole repair)
7. Sidewalks
8. Sewer
9. Development Services

Online Question and Answer Session Results

Two sessions were planned to provide an opportunity for participants to speak to senior staff to discuss the budget, learn more about the capital plan and Council's Strategic Priorities.

Nine individuals signed-up for the evening session only, held Feb. 25 from 7 p.m. to 8 p.m., however, only five took part.

Although it was a small turnout the discussion between staff and attendees during the session was valuable to exchange information and answer questions about the budget.

Themes included:

- Active transportation (Bourcherie Rd., Shannon Lake bicycling lanes, accessibility, and pathways/sidewalks)
- Bicycle lanes from W.R. Bridge to Westbank Centre/Downtown

- Financial forecasts of six per cent year over year
- Rational for implementing a one per cent infrastructure levy now
- Grant-in-Aid allocation system improvements and accountability
- City Hall community hub idea
- Street lighting conversion to LED
- Recreation loss of revenue and COVID-19 funding

Enclosed: 2021 Budget Feedback Form Report

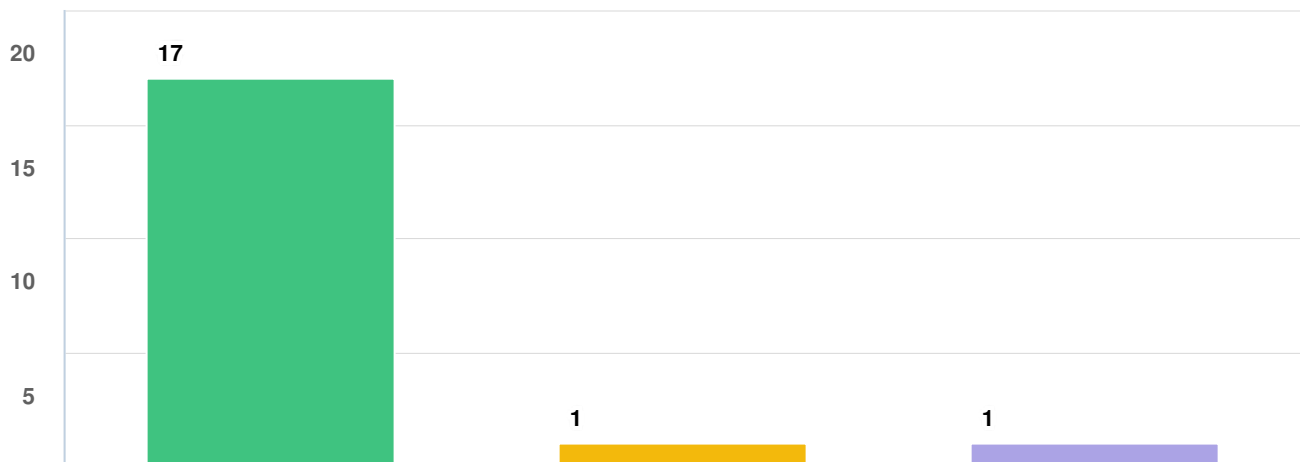


2021 Budget Consultation

FEEDBACK FORM REPORT February 16 - 25, 2021

QUESTIONS

Q1 Based on reviewing the draft 2021 Budget material, how well do you understand the City's revenue, expenses, the services th...



Question options

☒ I reasonably understand ☐ I'm not sure ☐ I need more information to help me understand

Mandatory Question (19 response(s))

Question type: Checkbox Question

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

Screen Name Redacted 2/16/2021 01:27 PM	Future projects for consideration.
Screen Name Redacted 2/16/2021 02:16 PM	I'd like to see better clarity about what exactly is being funded & total cost anticipated for capital projects that the special levy will be applied to over the next 5 years. Also, one of the key expenses is "transfer to savings": what is the requirement (\$/year), what is it for,...? Finally, my understanding is that water utility fees are not included in the budget, yet the main source of revenue is from "user fees", so please indicate what fees these are.
Screen Name Redacted 2/16/2021 04:44 PM	contributions to Regional District
Screen Name Redacted 2/17/2021 01:17 PM	Explain why we build more and that means revenues go up but it is never enough?
Screen Name Redacted 2/19/2021 01:16 PM	Seems well covered
Screen Name Redacted 2/19/2021 03:19 PM	More accurate information on cash and non-cash grants. These are given out to freely and without more accountability to the gift. Last year some organizations did not use their grants for there intended purpose because of Covid restrictions, so they used them for other expenses. This is not a way to justify good spending habits of tax dollars.
Screen Name Redacted 2/20/2021 11:53 AM	More detailed breakdown of budget items.
Screen Name Redacted 2/20/2021 01:30 PM	Information on commercial tax base and growth potentials
Screen Name Redacted 2/20/2021 01:54 PM	More Input from citizens
Screen Name Redacted 2/20/2021 02:15 PM	Maps of actual projects
Screen Name Redacted 2/21/2021 12:44 AM	Nil
Screen Name Redacted	Staff wage increases And added city staff positions.

2/21/2021 12:43 PM

Screen Name Redacted

2/22/2021 10:59 AM

Why is it necessary that large amounts of capital spending for projects need to be completed in such a short time frame? Why can't they be spread over a greater length of time keeping annual tax increases to the taxpayer at a more reasonable rate? 4.1% is outlandish. In this economic environment they should not be over 2%.

Screen Name Redacted

2/23/2021 08:55 AM

Bike lanes were put in the OCP 20+ years ago. Nothing of significance happened (a little bike lane on gellatly and boucherie does not count)...especially where the original power post were left in the middle of the sidewalk. Am I to understand that that planner who also approved the Mar Jok soccer dome without bathrooms is no longer with The C of WK?

Screen Name Redacted

2/23/2021 06:29 PM

how we jointly share services/costs with RDCO, library, Peachland or other partners

Screen Name Redacted

2/24/2021 01:23 PM

Link draft budget document to entry of this feedback form

Screen Name Redacted

2/24/2021 08:58 PM

How the major projects are ranked and how many years they have been delayed or moved forward from their initial timelines.

Screen Name Redacted

2/25/2021 07:24 AM

Details of department spending

Screen Name Redacted

2/25/2021 02:32 PM

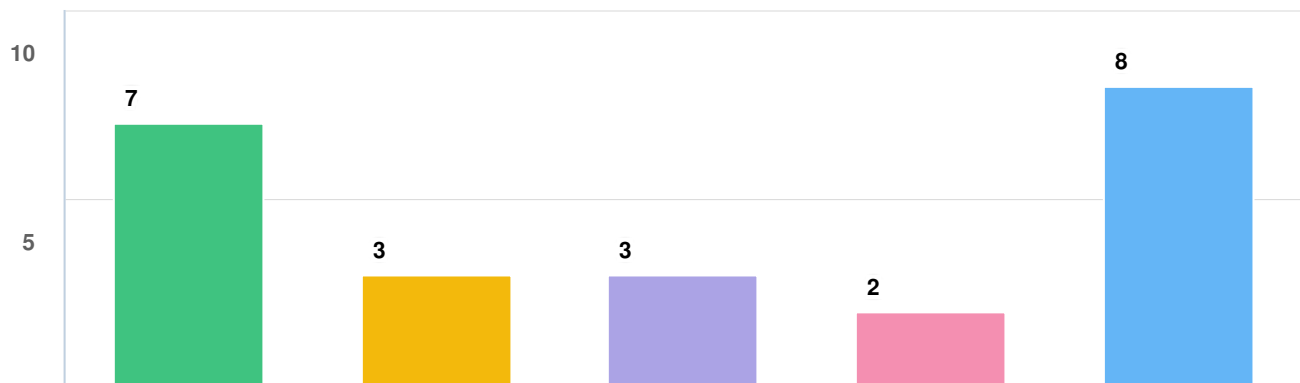
The two Kelowna Cap News stories about proposed water tax increases is worrisome on many levels with two different stories:
<https://www.kelownacapnews.com/news/west-kelowna-residents-could-face-8-to-11-per-cent-water-rate-increase/> "The increase comes in an effort to meet the city's financial needs. During their most recent review of the 10-year Capital Plan, the city discovered reserve balances and funding levels were not enough to cover their plan." Don't penalize the residents on the Powers Creek and Rose Valley water systems 8 - 11% water rate increase for the city staff financial projection short fall. All tax payers in the city should be equally taxed to cover the shortfall. More importantly, Finance staff who miscalculated city reserves and funding levels, related to the Capital Plan for the next 10 years; need to be held accountable for the "shortfall discovery" error, by providing a more accurate financial plan provided to both Council and taxpayers. Based on the Feb. 24 story below, the \$5 million saved on Rose Valley Water Treatment Plant, should be put towards the shortfall in the 10 Year Cap Plan instead of taxing Powers Creek and Rose Valley residents. <https://www.kelownacapnews.com/news/rose-valley-water-treatment-facility-to-cost-less-than-planned/> The City of West Kelowna will be spending significantly less on their new water treatment facility than originally planned. With an upper budget limit of \$75 million, and a preferred budget of around \$50 million to offset pre-purchased items and other costs, the \$45

million bid came as a welcome surprise.

Mandatory Question (19 response(s))

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...



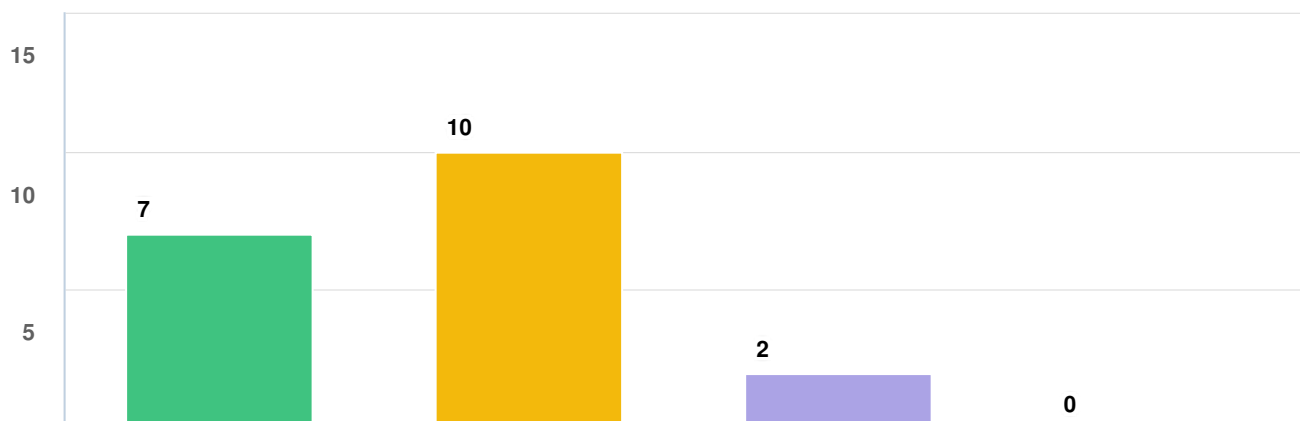
Question options

- 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

Mandatory Question (19 response(s))

Question type: Checkbox Question

Q4 Please tell us what is most important to you with the City's financial planning:



Question options

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

Mandatory Question (19 response(s))

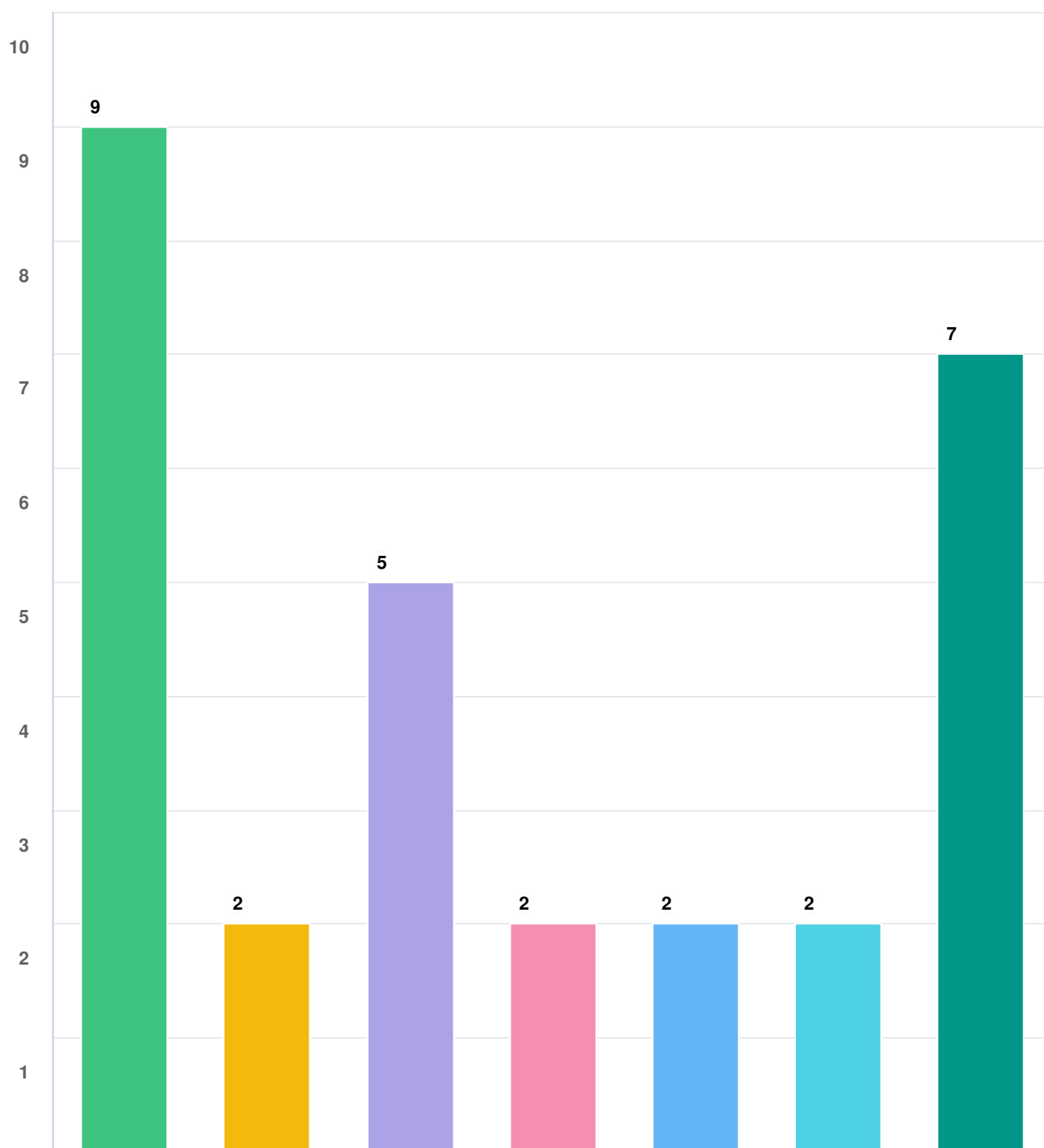
Question type: Checkbox Question

Q5 | Rank services and infrastructure from 1 (being the highest priority) to 9 (being the lowest priority):

OPTIONS	AVG. RANK
Water	3.16
Fire Services	4.47
Road improvements	4.47
Polices Services	4.53
Parks, Recreation and/or Facilities	4.95
Road maintenance (e.g. snow removal, pothole repair)	5.05
Sidewalks	5.42
Sewer	5.74
Development Services	7.21

Mandatory Question (19 response(s))

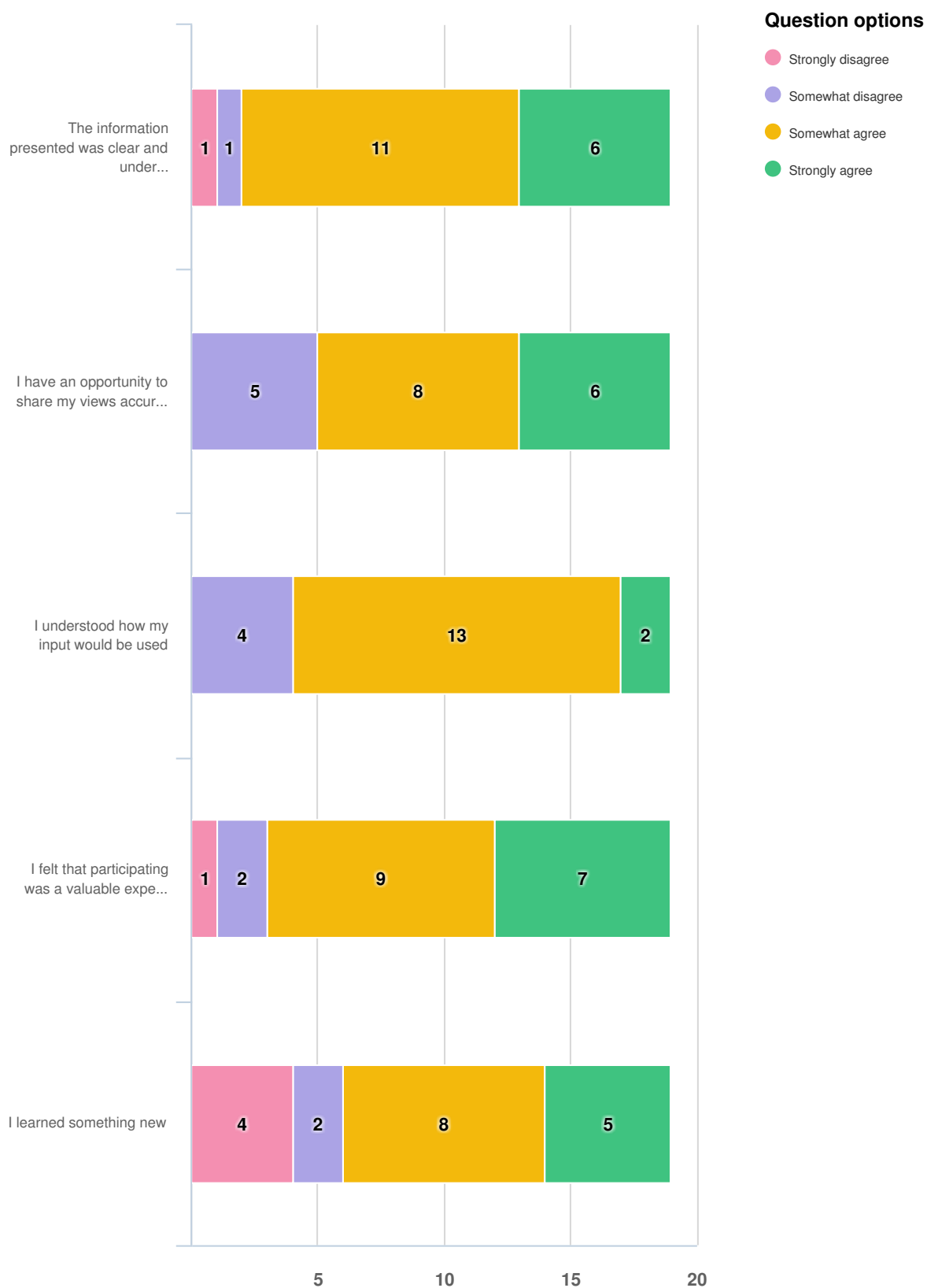
Question type: Ranking Question

Q6 How did you hear about the City's budget consultations? Please select all that apply**Question options**

- City's e-news updates Print/electronic media City website Watching Council meetings
Referrals/Word of mouth/Email Newspaper Ads Social media (Facebook, Twitter, Instagram)

Mandatory Question (19 response(s))

Question type: Checkbox Question

Q7 Please provide your feedback on the following


Mandatory Question (19 response(s))

Question type: Likert Question

Q7 | Please provide your feedback on the following**The information presented was clear and understandable**

Strongly disagree : 1



Somewhat disagree : 1



Somewhat agree : 11

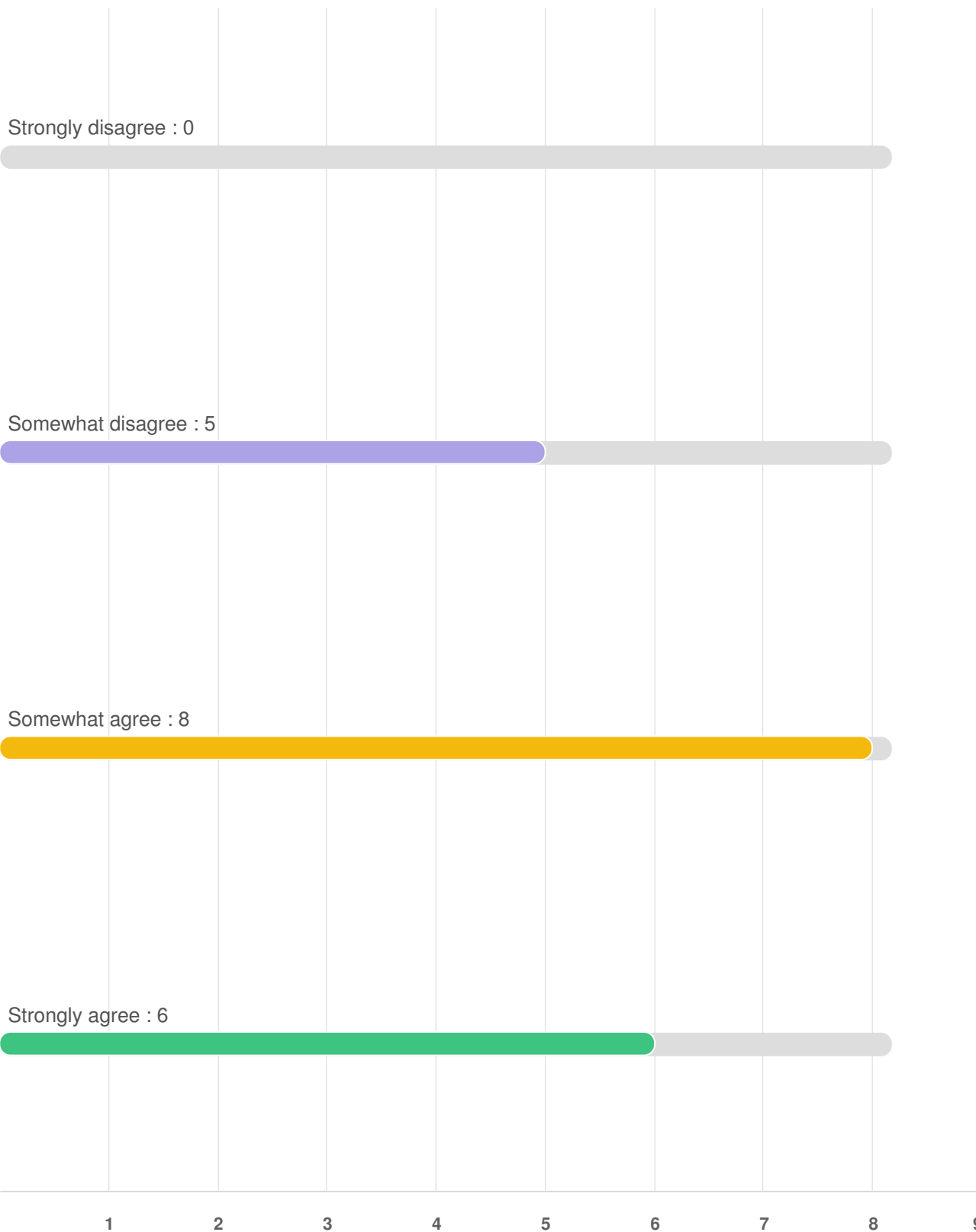


Strongly agree : 6

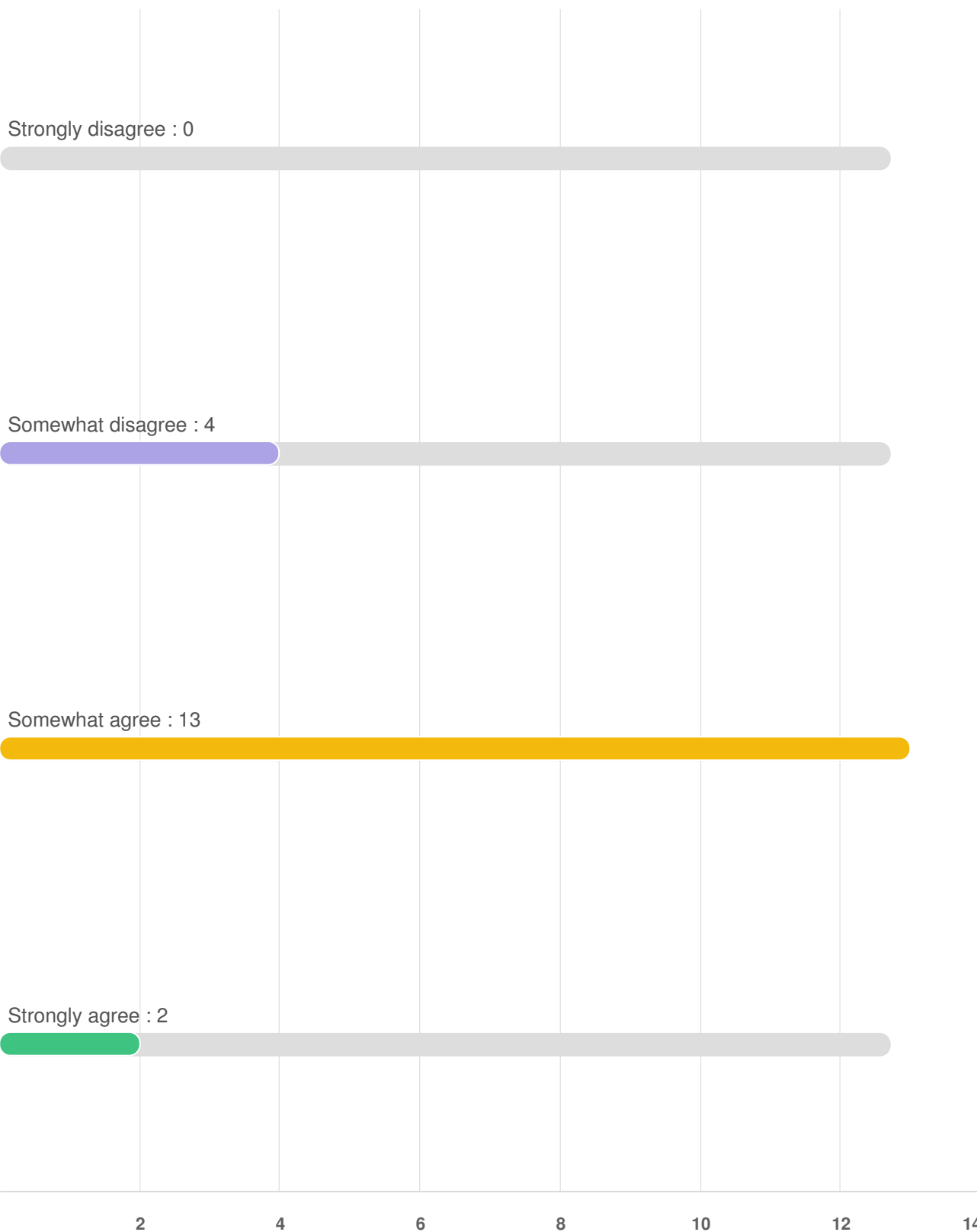


1 2 3 4 5 6 7 8 9 10 11 12

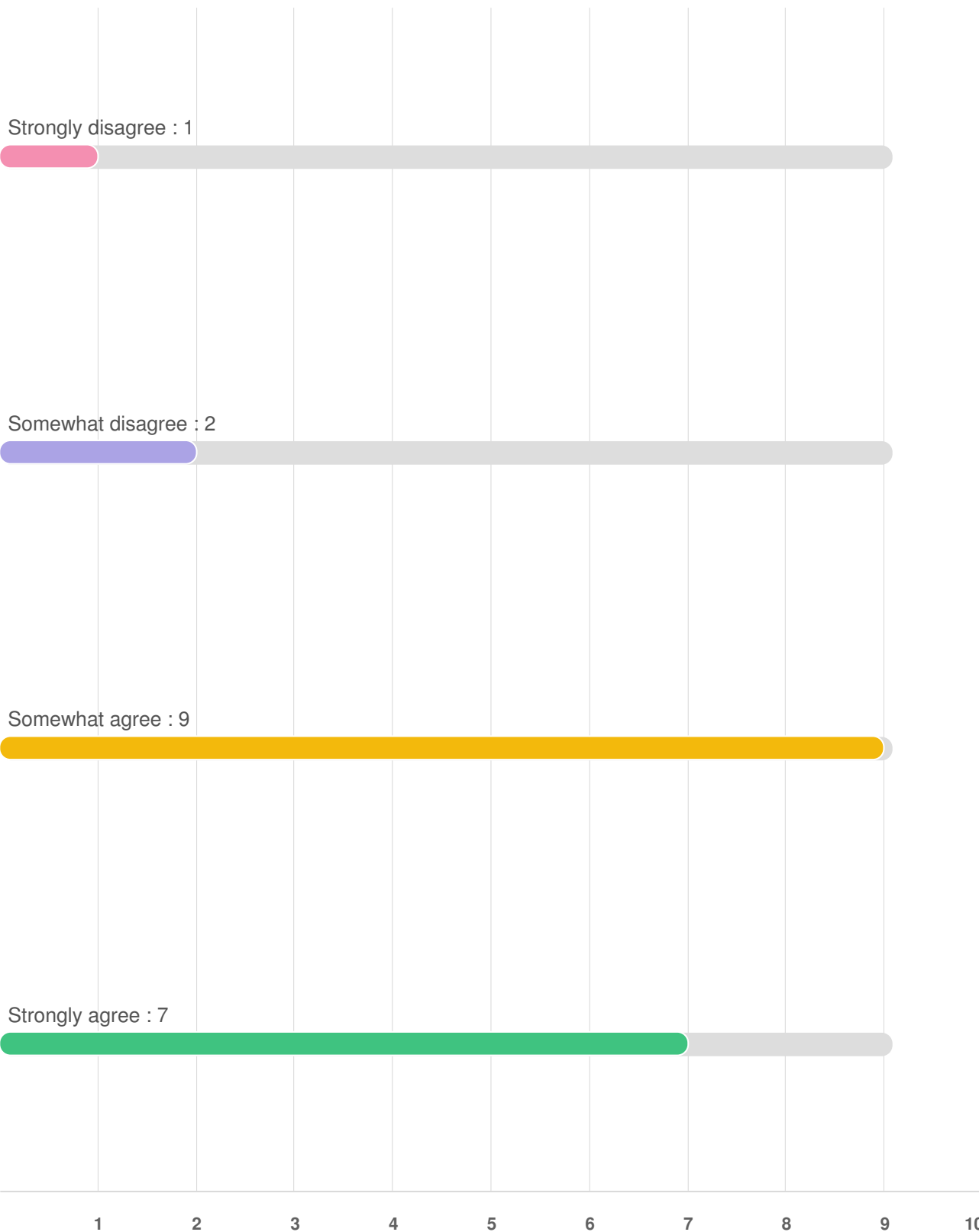
I have an opportunity to share my views accurately



I understood how my input would be used



I felt that participating was a valuable experience for me



I learned something new

Strongly disagree : 4



Somewhat disagree : 2



Somewhat agree : 8



Strongly agree : 5



1 2 3 4 5 6 7 8 9