



Message from the Mayor

Dear Residents and Business Owners,

Budget 2024 is the second annual budget of this term of Mayor and Council. The City of Victoria is committed to investing in core services and striving to offer the best value for tax dollars.

Council and City staff have worked hard to keep the tax increase at 7.93 per cent for residents and businesses, despite rising costs due to inflation and global economic pressures. This year, Council will invest \$337.3 million in operating and \$153.2 million in capital improvements to deliver over 200 services and programs on which the community depends.

Community safety and wellbeing continues to be a top priority for Council, which is why Budget 2024 makes significant investments in police, fire, bylaw and community services. In addition, an 11-member community leader panel convened last fall, is guiding the development of the City's Community Safety and Wellbeing Plan, designed to tackle social issues and make Victoria safe and inclusive for everyone.

In our ongoing work towards reconciliation, Budget 2024 continues the City's annual Reconciliation Grant of \$200,000 for the Songhees Nation and Xwsepsəm (Esquimalt) Nation, and the Reconciliation Contribution Fund. Information on how to voluntarily contribute to the Fund is available on the back page.

Like most Canadian municipalities, property taxation is the largest source of revenue, financing City services, programs and initiatives.

Some highlights of Budget 2024 include:

- \$39.7 million to rehabilitate Victoria's underground infrastructure, including replacing and upgrading water, stormwater and sewer mains.
- \$11.6 million for major and local street rehabilitation, with another \$17.6 million for multi-modal corridor improvements to support road safety, livability and accessibility.
- \$1.6 million to modernize traffic signals, with \$600,000 to create new crosswalks and upgrade crossing locations, \$590,000 for new traffic signal installation and another \$350,000 for traffic calming measures.
- \$710,000 to install or upgrade City sidewalks to make them more accessible, with another \$340,000 to rehabilitate existing sidewalks.
- \$1.2 million to improve public washrooms, including accessibility enhancements, and another \$252,000 for new accessible parking stalls.
- \$62.3 million – Victoria's share of the Victoria Police Budget and 22% of the City's Budget – and up to \$280,000 to provide additional late-night patrols for downtown.
- \$20 million to invest in fire services and \$5.6 million for bylaw services.
- \$11.8 million dedicated to city-wide planning, housing, development approvals, urban design, heritage, social planning and equity, tenant assistance and the City's Housing Accelerator project.
- \$2.4 million to construct new pickleball courts, backstops and infields, natural grass field upgrades and an enhanced leash-optional dog area as part of the Topaz Park Improvement Plan. Another \$475,000 will improve the playground at Pemberton Park and \$380,000 will restore and enhance natural areas.
- \$945,000 for beautification, programming and safety to revitalize downtown through the City's OUR DWTN initiative and \$500,000 for a one-year Douglas Street Corridor Heritage Revitalization program.
- \$6.8 million in community-driven initiatives within the City's suite of grant programs including the Direct Award grant, Festival Investment grant, Cultural Infrastructure grant, Victoria Music Strategy grant, Community Garden Volunteer grant and My Great Neighbourhood grant. New 2024 grant programs include the Social Policy, Equity and Accessibility pilot grant and the Major Community Initiatives and Events grant.
- \$941,000 for site option analysis and preparation for a public referendum for the Crystal Pool Replacement project in 2025.
- \$15.9 million to replace service vehicles and equipment and to advance the City's low-carbon fleet to meet corporate greenhouse gas emissions reduction targets.
- \$8.3 million to invest in neighbourhood EV charging stations, City parkade EV charging upgrades and EV electrical upgrades and charging infrastructure at the City's Public Works Yard and the Victoria Police Department.

It is a privilege to be your mayor. Working together, we are intentionally transforming our city, rebuilding a welcoming, civil society for current and future Victorians. Thank you for the opportunity to serve our community.

A handwritten signature in black ink that reads "Marianne Alto".

Marianne Alto,
Victoria Mayor

What you need to know to pay your taxes

TAXES DUE:



The City offers many convenient payment methods to pay your property taxes.

Ways to pay your taxes



Online Banking:

Online banking is encouraged. You can pay through your financial institution's online banking system using the Folio Number located at the top left of your tax notice as the account number. Check your institution's local cut-off time to ensure payment is received by **July 2, 2024**.

By Mail: Mail your cheque (including post-dated cheques to the due date) and the bottom portion of your tax notice to:

1 Centennial Square
Victoria, BC V8W 1P6

Payment must be received by **July 2, 2024** to avoid a penalty.

Financial Institutions: Contact your financial institution for additional details and hours of operation.

Drop Box: There is a drop box located at the Pandora Avenue entrance of City Hall. The drop box is open 24/7 for non-cash payments.

Through Your Mortgage Company: If your mortgage company will be remitting payment to the City of Victoria on your behalf, confirm details of your tax payment with your mortgage company directly.

In Person: The Public Service Centre located in City Hall is open to the public Monday to Friday from 8 a.m. – 4:30 p.m., excluding statutory holidays. Payment methods include cash, cheque and debit. Credit cards are not accepted.

Pre-authorized Payments: Pre-authorized payments offer a convenient method to make monthly payments towards your 2025 property taxes. For further information visit victoria.ca/propertytax.

Your 2024 Property Taxes

In 2024, the increase in revenue needed from property taxes is \$13.2 million over 2023, resulting in an overall tax increase of 7.93%.

Council has distributed this increase equally to all property classes at 7.93%. This will result in an average property tax increase of \$235 for an average residential property assessed at \$1,046,000, and an average increase of \$604 for a typical business property assessed at \$733,000.

Please note that these are estimates only and each property will vary based on a number of factors. If your property assessment change (determined through BC Assessment) is equal to the average in its property classification (0.75% decrease for residential and 2.69% increase for business in 2024), your property tax change will be close to the average. If your property assessment increased at a greater or lower rate than the average, your property tax will adjust accordingly.

Claim Your Home Owner Grant

A reminder that eligible property owners can apply for their Home Owner Grant through the **Province's online system**. **Municipalities are no longer accepting applications**. Program eligibility is unchanged. To avoid penalties and interest, apply before the property tax due date of July 2, 2024. Learn more at gov.bc.ca/homeownergrant or call **1.888.355.2700** to speak with someone over the phone.

MyCity Online

Want one-stop 24-hour access to your City accounts? Register at victoria.ca/mycity today. Create a profile, register your accounts and access all of your information.

- Review property tax accounts (payments, assessments, levies)
- Obtain information for income tax purposes
- Sign up to view your Property Tax Notice online

Property Tax Calculator

View your property assessed value change compared to the average assessed value for your property class and total property tax change by entering your Folio Number into the Property Tax Calculator at victoria.ca/taxcalculator.

Say Hello to eBilling and Goodbye to Paper Bills

Sign up at MyCity Online.
It's easy!

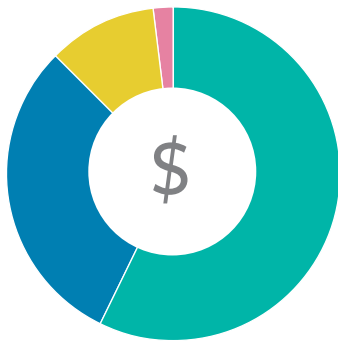
Receive next year's property tax notice by email and have less paper to worry about.

- 1 Login or register at victoria.ca/mycity.
- 2 Register your property tax account. If you own multiple properties, you can sign up each property for eBilling. Use your eight-digit Folio Number and your six-digit Access Code from your Property Tax Notice.
- 3 Select to receive your Property Tax Notice by email.

Your Overall Property Tax Increase Broken Down

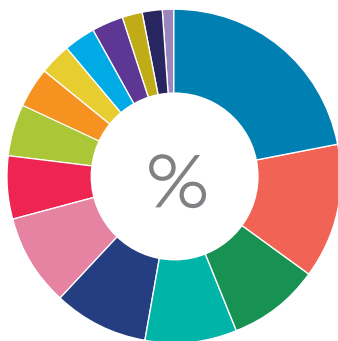
Your City budget invests in services, programs and infrastructure for current and future generations. We take the stewardship of your tax dollars seriously and work every day to improve your quality of life.

Property Tax Increase Breakdown



City Operations	4.54%
Police	2.40%
Infrastructure	0.85%
Greater Victoria Public Library	0.14%
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	= 7.93%

City Spending by Department



Victoria Police Department	22%
Underground Utilities	13%
Parks, Recreation and Facilities	9%
Engineering and Public Works	9%
Transfers to Reserves	9%
General Government	9%
Victoria Fire Department	6%
Support Functions	5%
Sustainable Planning and Community Development	4%
Business and Community Relations	3%
Transfers to Capital Budget	3%
Parking Services	3%
Bylaw Services	2%
Greater Victoria Public Library	2%
Debt	1%

Reconciliation Contribution Fund

In 2015, the 94 Calls to Action of the Truth and Reconciliation Commission of Canada made clear that municipalities like the City of Victoria have a key role to play in reconciliation, and that reconciliation is about more than words, it must also include actions.

What is the Reconciliation Contribution Fund?

In 2022, the City of Victoria established the Reconciliation Contribution Fund to create an opportunity for residential and commercial property owners to contribute a voluntary amount to the Songhees Nation and Xwsepsəm (Esquimalt) Nation alongside their City of Victoria property taxes.

Your voluntary contribution will be provided to the Songhees Nation and Xwsepsəm (Esquimalt) Nation, in addition to the City's annual \$200,000 Reconciliation Grant. Both programs are an effort to start recognizing that the wealth generated by our City and its residents – including in the form of property ownership and associated taxes – is rooted in the lands and waters of the **ləkwəŋən** (Lekwungen) peoples.

Why is the Reconciliation Contribution Fund needed?

The City's Reconciliation Contribution Fund was developed based on public input. People asked for a tangible way for Victoria residents and businesses to make a meaningful contribution towards reconciliation. The Fund will be used by the Songhees Nation and Xwsepsəm (Esquimalt) Nation to achieve the goals and aims of their communities.

How does the program work?

Your voluntary contribution is to be made in addition to, and separately from, your annual property tax payment. The full value of your voluntary contribution will be provided directly to the Xwsepsəm (Esquimalt) Nation and Songhees Nation.

Some Victoria property owners have opted to contribute an amount equal to 5% or 10% of their property taxes. You may contribute any amount – every dollar is welcome.

Learn more at: victoria.ca/ReconciliationContribution



Reconciliation Contribution Fund Remittance Form (for mail-in payments by cheque only)

NOTE: You do not need to complete this form if you are contributing by e-Transfer or in person at City Hall.

Name: _____

Telephone Number: _____

Contribution Amount:

- 5% of property tax amount \$ _____ Other amount \$ _____
- 10% of property tax amount \$ _____

Ways to Contribute

Anyone can contribute to the Reconciliation Contribution Fund.

Interac e-Transfer:

You can contribute by e-Transfer. Set up the e-Transfer through your financial institution's online banking system and e-Transfer the City of Victoria using email address: reconciliation@victoria.ca.

No password is required. You do not need to submit the Remittance Form when you contribute by e-Transfer.

In Person:

You can make a contribution to the Reconciliation Contribution Fund by cash, debit, credit card or cheque at the Public Service Centre at Victoria City Hall, Monday to Friday from 8 a.m. – 4:30 p.m. (except on Statutory Holidays).

You do not need to submit the Remittance Form when you contribute in person.

By Mail:

You can contribute by mailing a cheque payable to: **City of Victoria**.

REMINDER: Include your completed Remittance Form along with your cheque and mail to: City of Victoria, 1 Centennial Square, Victoria, BC V8W 1P6.

Reminder

Your voluntary additional contribution to the Reconciliation Contribution Fund **must be made as a separate payment** from your Property Tax payment. The two amounts **cannot** be combined into one payment.

At this time an official donation receipt for tax purposes will not be issued for your contribution to the Fund.

The personal information collected by this remittance form will only be used for the purpose of processing your contribution. Section 26(c) of the Freedom of Information and Protection of Privacy Act is the legislative authority for collection. If you require further information, please contact publicsrv@victoria.ca.

Mail to:

City of Victoria
1 Centennial Square
Victoria, BC V8W 1P6

Thank you for your contribution.



For more information:
250.361.0228
propertytax@victoria.ca | victoria.ca/propertytax

1 Centennial Square
Victoria, BC
V8W 1P6